



Release Notes: SMR.2.87.127



@COM Business Manager v2

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This release adds new features, changes and resolves several bugs for the @COM Business Manager v2. This SMR release can be installed on all systems running at least SMR.2.1.185.

1. 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.

1.1 Extension status information is now visible and adjustable in the LMT

You can now check the active Call Forwarding, DND state and CLIR state of extensions in the LMT. Also you can adjust the Call Forwarding, DND and CLIR state from within the LMT itself. An indication of what the display idle text should look like is also added.

1.2 The actual device display can be viewed from within the LMT

You can now view the actual display of all Snom (except for Snom 300) and some supported Mitel devices within the LMT. A simple button is added to request the display-information from the phone and display this within the LMT. This feature will only work if the LMT can access the webpage of the device. Thus, it will not work if the phone is behind NAT or a firewall.

1.3 Auto-pause of Call Center Agent (ACD)

A Call Center Agent (ACD) can now be automatically set to paused when he/she misses a call. This feature needs to be activated per agent and is deactivated on queues with strategy "ring all" as it would make no sense in this scenario.

1.4 Auto-logout of Call Center Agent (ACD)

A Call Center Agent (ACD) can now be automatically "logged off" at a specific time of the day. This is set per Call Center Agent and is independent of the queue to which an agent is assigned.

1.5 Auto-logout of Call Center Agent (ACD) if flex-extension logs off

If a Call Center agent is logged onto a flex-extension, the Call Center agent will be automatically logged off if the flex-extension logs off. So, it is no longer required to first logoff the Call Center Agent before you can logoff the flex-extension.

1.6 Auto-open "Agent Status" screen on the Call Center wallboard

The "Agent Status" screen on the ACD Wallboard can now automatically open upon loading of the page. The location within the screen can be set from within the ACD wallboard settings.

1.7 Display the "available" Call Center agents on the Call Center wallboard

Instead of displaying the "Connected" agents, you can now instead display the "Available" agents on the Call Center Wallboard or Call Center Supervisor. You will have to change the Call Center Wallboard settings to enable this new feature.



1.8 SIP deadlock detection added to Sysmon

The @COM System Monitor now checks for SIP Dead-Lock detections within Asterisk.

It detects these by checking three SIP peers which are reported to be "online" in the system. It checks these three peers to see if they still respond to "SIP Qualify" messages. The peers that are checked are the first, middle and last peer to be reported "online" by the system. (The last will often be the SIP trunk) If all three peers no longer appear to respond to "SIP Qualify" messages it is safe to say the SIP channel within Asterisk never really sent the "SIP Qualify" messages due to a SIP Deadlock. Once the SIP deadlock is detected, the System Monitor will gather as many statistics as possible, and then restarts Asterisk. This should resolve any SIP Deadlock automatically within a minute. The gathers statistics and logging will be automatically sent to TechNetworks via mail for further analysis.

1.9 Reports can now be sent to multiple mail addresses.

You can now define multiple mail addresses in reports, and no longer require creating multiple reports.

2. 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.

2.1 Dial plan Macro-functions have been converted to Gosub-routines

The Macro-functions within the Asterisk Dial Plan was deeply integrated into our systems, however it was a deprecated function in the new Asterisk 13 release that we use. Deprecated didn't mean it would not work, and so it was not updated in first release of the @COM Business Manager v2. But as it turned out, several issues which we encountered in our system could be resolved by converting the Macro-function into a Gosub-routine. As a result of this, we decided to convert all Macro-functions to Gosub-routine within the whole dial plan. This was a major change in the dial plan which affects many functions within the @COM Business Manager. Expert @COM Administrators may notice the change on the Asterisk CLI as well.

2.2 To create LMT Administrators a license is now required.

For various reasons we have decided to license to the LMT administrators. For each individual LMT administrator, a license now needs to be bought for the appropriate access-level; "Standard", "Advanced" and "Expert"

2.3 The Call Center Wallboard Auto-zoom function can now be deactivated

The Call Center Wallboard Auto-zoom function was introduced some releases ago because it was customers complained that the Call Center Wallboard would not use the maximum window resolution available. This meant that the customer needed to manually adjust to Zoom-factor of the web-browser in order to maximize the usage of the screen. Since the Call Center Wallboard was created for use which overhead LCD screens, it also meant that this was not always an easy task due to missing mouse and keyboard controllers on these LCD screens. There for we added the auto-zoom feature which was enabled by default. But the other types of customers started to complain which actually used to zoom-feature to allow for more queue to fit on the screen, or to make room to display the Agents pop-up next to it. This change now allows to customer to choose what he/she likes most.



2.4 You can now edit static routes

You can now edit static routes which wasn't possible in the past. In the previous versions you needed to remove the static route, apply the settings, and then create a new static route.

2.5 The Caller ID field is now when CLIP routing is enabled

The Caller ID field is now required when CLIP routing is enabled, the setting was always mandatory but not forced by the LMT as being required, now it is.

2.6 You can now easily replace an existing device with a new device

If a device is broken, you can now easily assign a new device by using the "Add new device" or select one of the "Discovered devices" from the device pull-down select-box within the Extension settings. When using this method, the old device is deleted and replaced by the new device. All settings and function-key programming of the old device will be moved to the new device.

2.7 Offer only the available device licenses

In previous versions you were able to select all device license type, even those that didn't apply or weren't included in the systems license. Now, we only show the licenses that are available and that apply, which means in many scenarios you no longer need to select the device license type as only a single type of license applies.

2.8 Add option to define a port number to a mail-relay server

You can now define a port number to a mail-relay server simply by adding it at the end of the hostname using this format: "mailrelay.example.com:25". This change was required as one of our major SIP trunk providers has decided to start listening on a different port number.

2.9 DHCP and DNS messages now have their own log-files

As DHCP and DNS messages were the most common messages found in the "messages" log file it became more and more difficult to detect any other non DHCP and DNS messages within that log file. To resolve that we have now created separate logfiles for DHCP and DNS messages.

2.10 The DND-setting within the Extension settings can be greyed-out

The DND setting within the Extension settings is used to de-activate the DND feature per extension in case the DND feature was allowed by the context. If the context now does not allow the DND feature, this setting will be greyed out.

2.11 Moved archived META data of voice recordings to separate tab

For @COM Voice Recordings, we have now moved all META information of archived recording to another tab making it easier to see if you still have a local copy of the recording or not.

2.12 Removed the "robotic" music-on-hold entry from the default MOH

A single MOG track named: "macroform-robot_dity", was consider very irritating by several customers and we agreed. Thus, it was decided to remove this MOH entry from the default MOH entries.

3. 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.

- @COM Licensing Client did not enter into "grace mode" when license-server was unreachable.
- CDR logging was sometimes disabled causing major issues in queues.
- External destinations in CDL's did not work properly in combination with CLIP routing.
- Sometimes an agent cannot answer a call that is waiting in a queue.
- Comma's used in names would cause big issues in a queue.
- Cannot call outbound if time-based routing is active.
- The next CDL destination was not called if the Call Forward was left unanswered.
- A P-Asserted Identity header could not be sent via SIP trunks.
- Voice-recordings would stop sometimes if the call was answered by an agent.
- A Virtual extension BLF (VAMO) could not hang-up using DTMF code *0
- Syslog server flooded the network with reverse DNS lookups
- The OpenStage Global Device Template could not be configured
- "Use 'via' in Caller ID" remained active on next destinations in the CDL
- It was not possible to forward a flex-extension using the PCM whilst being logged-off
- The recording service was always in the English language.
- The default configuration contained queue settings from our development system
- Incorrect Caller ID number for calls via ACD queues
- Could not use *44 to change the calendar-mode
- DNS-Cacher service was not running correctly
- System monitor sometimes still reports that the PBX is not running
- A blind transfer to an external destination caused an incorrect Caller ID
- Division by zero error in limit-check script during boot

4. Major known issues

If you have access, please check out our issue-tracker at <http://issues.at-com.nl> for more info. Only this bug tracker will contain all known issues, only the major issues will be shown:

4.1 PBX functional issues

The @COM Business Manager PBX functions are known to have these major issues:

4.2 Sometimes DTMF tones are not recognized.

This issue occurs when using the RTP keep-alive feature. The work-around is to not use this feature and work-around the reason why you would need to use RTP keep-alive message in the first place.

(For more info see issue: <http://issues.at-com.nl/view.php?id=2401>)

4.3 The COLP is not updated when retrieving a call from a parking position.

When a call is parked the Connected Line information (COLP) is not updated on the display of the caller when the call is retrieved from its parking position.

(For more info see issue: <http://issues.at-com.nl/view.php?id=2252>)

4.4 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://issues.at-com.nl/view.php?id=1023>)

4.5 Login time may not be visible in ACD Agent reports.

The Login time is not visible in an ACD Agent report when the agent was logged on during the full period selected in the report. This is because the report currently needs to "see" at least one login or logoff event within the selected period.

(For more info see issue: <http://issues.at-com.nl/view.php?id=1354>)



5. Device Support

In the next chapters we will inform you about the devices supported in this release.

5.1 Snom Devices

Various issues have been reported with the Snom phones. But even-though the Snom firmware is not part of this update, we will inform you about known issues and the best firmware to use. As all if this can have influence on the configuration or handling of these phones in the @COM.

5.1.1 Known issues

Therefore, we list various known issues here anyway...

The Snom D3, D7 and D7C key-modules can only be used on non-fully supported models. When used they cannot be programmed via the LMT as with "fully-supported" models.

[#4189](#) - From firmware v8.7.3 to v9, a phone no longer shows the name/number of waiting callers. You can still see a status line message that indicates there is a waiting caller, but not who is calling. In the past you saw who was calling at a separate line besides your current call.

[#4871](#) - The phone displays the error: 'Provisioning server failed'
This occasionally happens even when the provisioning server hasn't failed. You can simply erase the message by clicking on "Info" and delete the message in that menu

[#4667](#) - Certain models stops retrieving configuration from our server after a while, causing the display information to no longer be updated. A simple reboot will fix this for several weeks.

[#3251](#) - The D735 keypad requires longer keypresses than other models

[#4196](#) - On attended transfer the call selected by default is not the last call placed on hold, but the newest call. This occurs on all firmware version higher than 8.9.3.101 and when the setting "xfer_dest_order_lifo" is set to "on" and the setting "call_join_xfer": is set to "off".

5.1.2 "Partial Support" for all newer Snom Desktop

Since SMR.1.3.1835-008-h3 we provide "Partial Support" for all Snom Desktop phones that currently do not have "Full-support". The idea behind this "partial support" is that we can provision all of the latest Snom Desktop Phones without having to wait until we have built "Full-Support" for these models.

There is a catch however, you cannot configure the function-keys or managing the firmware via the LMT. And you need to create the device using a "fully-supported" model that looks alike.

Here is a list of newer Snom phone models, and how they should be created in the LMT:

| Model | Create in the LMT as |
|--------------|----------------------|
| Snom D120 * | Snom 710/D710 |
| Snom D305 * | Snom 710/D710 |
| Snom D315 * | Snom 710/D710 |
| Snom D335 ** | Snom 710/D710 |
| Snom D345 ** | Snom 715/D715 |
| Snom D385 | Snom D375 |

| Model | Create in the LMT as |
|----------------|----------------------|
| Snom D710/D712 | Snom 710/D710 |
| Snom D715 | Snom 715/D715 |
| Snom D717 | Snom 720/D725 |
| Snom D735 ** | Snom 760/D765 |
| Snom D745 ** | Snom 720/D725 |
| Snom D785 | Snom 760/D765 |

* No limitations when it concerns programming, only the available screen space may not be used optimally.

** The programmable function-keys cannot be programmed using the LMT, this either needs to be done using the web-interface on the phone itself, or when using firmware v10 or higher it can be done by the user using the long-press feature.

5.1.3 Which firmware to use?

You **MUST** upgrade Snom phones to at least firmware version 8, as 7 is no longer provisioned properly.

We advise to use this firmware:

- For all Snom 300, 320, 360 and 370 models, use firmware 8.7.3.25.9.
- For all other "fully-supported" Snom models, we advise the use of firmware release v8.9.3.101.
- For all newer and partially supported Snom models such as the Snom D712, D717, D785, D305, D335, D385 and so on, we advise using the latest official Snom v10 firmware release.

5.1.4 Update v7 to v8 warning.

When upgrade from firmware 7 to 8 you **MUST** always first upgrade to firmware 7.3.30 by using the "snom3xx-7.3.30-SIP-bf.bin" firmware file. This is because this firmware version contains a new boot-loader (version 1.1.3u) which is not included in other files. After upgrading to this version, you can continue upgrading to other versions.

5.2 OpenStage Devices

OpenStage phones are still "Fully supported" but we will no longer built support for newer models or firmware. Also, not all features that can be provisioned are actually provisioned:

- A maximum of 2 lines can be handle at the same time making the phone not suitable for many receptionists and operators unless an ACD queue is used.
- No support by the @COM Connect for use with the PeterConnect Attendant
- No NAT support, meaning these phones may work very poorly or not at all if place behind a NAT.
- No dial plan support, so users have to press a key or pick up the receiver to start the dial.
- No key programming via the phone menu itself. You can do so, but the programming will reset itself after a while.
- No interactive menus available yet as available on Unify PBX systems
- No multiple language support for certain messages on the phone, only English is fully supported.
- The missed call LED cannot be turned off
- No custom screensaver support
- No custom ring tone support
- No contacts photo support
- Display information cannot be updated whilst the phone is in the Ringing or Connected state.

(For more info see issue: <http://issues.at-com.nl/view.php?id=2129>)

5.2.1 Which firmware to use?

We advise using the following firmware:

- OpenStage 15, use firmware V3 R3.40.0
- OpenStage 20/40/60, use firmware V3 R3.36.0
- OpenStage 80, use firmware V3 R3.17.0

Do not upgrade to higher firmware versions as the phone will no longer accept provisioning changes! If upgraded to a higher version, you will require the Unify DERT tool to downgrade the device.



5.3 Aastra/Mitel Devices

Various issues have been reported with the Aastra/Mitel phones. But even-though the Aastra/Mitel firmware is not part of this update, we will inform you about known issues and the best firmware to use. As all if this can have influence on the configuration or handling of these phones in the @COM.

5.3.1 Known issues

Therefore, we list various known issues here anyway...

#0000 - Certain Mitel 6867i model cannot be downgraded to firmware v4.3.x
This appears to happen in newer hardware releases only.
In this specific case use the latest official version 5 release available

[#3708](#) - DND can be activated on a Mitel 6863i phone itself.

[#4198](#) - Phone changes from headset to speaker mode when handling multiple calls.

[#4199](#) - The Call Holding Reminder stays turned on even when it is programmed to be turned off.

[#4282](#) - Mitel expire timer issue (Rport 3581) causing slow registrations.

[#4923](#) - Key-module programming is missing after factory-reset

[#4929](#) - Call Forwarding can be activated within a Mitel 6800i phone itself.

5.3.2 Which firmware to use?

We advise using the following firmware:

- All Aastra 6700 series models use firmware v3.3.1.4358
- All Mitel 6800 series models use firmware v4.3.0.2036

NOTE:

Firmware version 5 is not yet fully tested, and there are already some know issues.
But if for some reason you need to use version 5 you can normally operate them and still provision them using the LMT. If you require version 5, please use the latest official release available.

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.2.1.185 is mandatory for this release**
- **A reboot of the PBX will occur automatically after the update is completed**
This means you can simply close your browser window and ignore any warning AFTER the update is completed.
- **Any custom-script that still has a Macro() application after the update is installed, will require manual updating by TechNetworks!**
Within the update we will attempt to automatically convert Macro() applications into Gosub() applications. We have done so for most of the commonly used standard custom-scripts, but any other script may still contain a Macro() application that is now deprecated. These custom scripts will likely still work, because we have built-in converters that handle the now deprecated syntax. However, this converter cannot handle every scenario perfectly, and in the next release the converter will likely be removed completely.
If you encounter the Macro() application after the update within one of the custom-scripts, please contact TechNetworks and we will update the script for you.
- **Mitel phones may reboot during the update.**
In this update we changed settings for Mitel phones that can cause an auto-reboot of the phone if the setting changes. So, be aware that some Mitel phones may reboot whilst installing this update.
- **A license is required for all LMT administrators**
Check the amount of "Standard", "Advanced" and "Expert" level LMT administrators are present in the system, then check if there is a license already present on our license-server. We have checked all v2 systems for and provided the appropriate licensing already, but this check is just to be sure we didn't miss any.

6.2 How to activate this update

6.2.1 Manual update

Follow these instructions to manually install this update;

- Point your web browser 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.2.87.127.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 a while, 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 the progress can be seen by lines declaring what action has been taken. Please note that some actions might take quite a while, so no output for sometimes less than 5 minutes is normal.

When the update is successful a message will be displayed:

```
----- 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, this procedure may however sometimes fail. If auto-restore fails, do not reboot but call TechNetworks Support immediately. 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 Automatic Update

Automatic updating at specific time and date should work but was not tested. It's therefor advised to perform a manual update, just to be sure.



7. Appendixes

7.1 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 to 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® dial plan and the web pages of for example the Local Management Tool. These two components each have their 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.2.87.127 stands for:

- **SMR** – Software Maintenance Release
- **2** – Indicating the main release v2 used in all @COM BM v2 systems. (major level)
- **87** – Indicating the number of feature-requests and changes (minor level).
- **127** – Indicating the number of bug-fixes and minor changes with full backwards compatibility. (patch-level)

For more information about how the numbering of software releases work, check www.semver.org

7.2 Full Change Log / Fixes

The full change log can be viewed online at http://issues.at-com.nl/changelog_page.php.



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