@COM BUSINESS MANAGER

Release Notes: SMR.1.3.1204

@COM Business Manager v1.3

TRENDS
W W W . T R E N D S . N L

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1. Release information

This release is add a large amount of new features to the @COM Business Manager v1.3 as described for the development of phase 5. This is why this release is also called the @COM Business Manager v1.3.5 The SMR release can be installed on all systems running at least SMR.1.3.1002.

1.1 New Features

The following new features have been added:

1.1.1 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 <u>must</u> be updated by placing a <u>new image</u> on the system!

1.1.2 New ACD Wallboard

A new ACD wallboard has been added to the system.
The wallboard can only be accessed using this specific URL: <u>http://172.17.0.100/acdwallboard/index3.php</u>

The wallboard looks like this:

1.1.3   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)

1.1.4   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.

1.1.5   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.

1.1.6   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.

1.1.7   Better filter capability on CDR reports (not ACD)

See chapter 5.2 for more detailed information.

1.1.8   Advanced DHCP scope can now be named

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

1.1.9   @COM Connect statistics can be viewed from the LMT

The @COM Connect statistics can be viewed from the LMT

1.1.10   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.

1.1.11   Added 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.

1.1.12   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.

1.1.13 Advanced security options to protect the @COM for hackers

In this SMR version several security option 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 temporarily 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.

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

1.1.15 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).

1.1.16 Add option to display on LCD: "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.

1.2 Changed Functionality

The following functionality has been changed:

1.2.1 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.

1.2.2 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.

1.2.3 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)

1.2.4 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.

1.2.5 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.

1.2.6 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.

1.2.7 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.

1.2.8 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.

1.2.9 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. Unfortunate 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.

1.2.10 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.

1.3 Major bug fixes

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

1.3.1 Many 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

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

This speaks for itself.

1.3.3 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.

1.3.4 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.

1.3.5 Flexworking extensions are not always completely logged off

Sometimes not all flexworking extensions are logged off during the process of automatically logoff 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.

1.3.6 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.

1.3.7 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.

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

Not all calls where logged when this option was selected. The other option worked as aspected.

1.3.9   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.

2. 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;

2.1.1 Sometimes webpage's are not fully loaded.

Sometimes webpage's are sometime not fully loaded when using Putty SSH tunneling to access the webpage's. This issue is related to the Putty SSH software and not the @COM Business Manager. The use of other SSH clients that support tunneling and RSA keys could solve this issue temporarily, however we would still advise you to keep using Putty.

2.1.2 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 indictor 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!)

- Escaped characters like %20 could appear in scrolling display text.
  (http://bugs.trends.nl/view.php?id=557 Workaround created in @COM Business Manager)

We advise to upgrade all Snom devices to firmware 8.4.21 after upgrading to this SMR release.
In order to upgrade to firmware 8.4.21 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 1.1.3**u**) which is not included in other files. After upgrading to version 7.3.30 you can continue upgrading to other versions.

2.1.3 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 mor info see issue: http://bugs.trends.nl/view.php?id=1023)

3. Installation instructions

3.1 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.

- **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 8.4.16. But please take good notice of the issues reported in paragraph 1.5.3. If you're unaware of these issues you could be unpleasantly surprised!
  The firmware is NOT included within this update!!

3.2 How to activate this update

Follow these instructions to activate 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 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.1.3.1204.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.

4. Dependencies

4.1 SMR dependencies

This update will only install on the following SMR release:

- **SMR.1.3.1002**
- **SMR.1.3.1092 (beta1)**
- **SMR.1.3.1119 (beta2)**

5. *Appendixes*

5.1 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.

5.2 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 nest chapter we will explain which filters can be made.

5.2.1 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.

5.2.2 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)

5.2.3   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;

5.2.3.1   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.

5.2.3.2   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.

5.2.3.3   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.

5.2.3.4   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.

5.2.4   Statements

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

5.2.4.1   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.

5.2.4.2   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.

5.2.4.3   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.

5.2.5   Advanced use of the AND or OR statements:

5.2.5.1   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".

5.2.5.2   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 where 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".

5.3 Full Change Log / Fixes

This log can also be viewed online at http://bugs.trends.nl, the following issues have been resolved:

```
@COM Business Manager v1.3 - SMR.1.3.1204
=======================================
```

- 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 multple 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
- 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 doens'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]** Seperate 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.

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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 beter 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 reponding. (it appears deadlocks are occuring)
- 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 exists 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 de 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 immediatly overflow

- 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 adminstrator 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.

- 0001370: **[SMR/Applications/Reporting]** The WHERE clause doesn't exists 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

Notes:

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