

VoipNow 3.0.0

This document contains all changes performed in VoipNow 3.0.0.

- [VoipNow 3.0.0 Maintenance Release M1 121213](#)
 - [VoipNow Component](#)
 - [Automation Component](#)
- [VoipNow 3.0.0 GA Release 121128.27](#)
 - [VoipNow Component](#)
 - [Automation Component](#)
- [Known Issues](#)

VoipNow 3.0.0 is a new software and bundles a technically different architecture. **Therefore, being a new product there are no changes to the previous versions.**

However, in order to support our existing customers that upgrade from the latest version of VoipNow Professional 2.5, we compiled the list of changes below.

Legend

Features Enhancement Resolved

VoipNow 3.0.0 Maintenance Release M1 121213

VoipNow Component

Type	Details	Support Zone Ticket ID	JIRA Ticket ID
	Fixed call statistics not rendering properly.	-	VNP-48427
	Fixed channel cost management search.	-	VNP-48422
	Fixed monitoring that can affect upgrades on deployments with large databases.	-	VNP-48397
	Fixed access via hostname on demo servers.	JGZ-595202	VNP-46161
	Improved failed login logs.	-	VNP-48369
	Fixed custom logo upload.	-	VNP-48373
	Fixed utility for admin password reset.	-	VNP-48358
	Updated g729 codec build.	-	VNP-48371
	Fixed fax settings not being correctly applied.	JEE-789471	VNP-48384
	Fixed voicemail answering on disabled users after transfer from queue.	-	VNP-48386
	Fixed extension reachability issue on NAT and Private/Public Infrastructure.	PRM-876227	VNP-48388
	Node is marked as damaged when any change is performed in infrastructure.	-	VNP-48404
	Fixed fax issue cause by httpport being migrated incorrectly.	-	VNP-48420
	Fixed fatal error in cost management page.	-	VNP-48422
	Send feedback is no longer displayed when whitebox is enabled.	ACB-513916	VNP-48398

Automation Component

No changes were made.

VoipNow 3.0.0 GA Release 121128.27

VoipNow Component

Type	Details	Support Zone Ticket ID	JIRA Ticket ID
[+]	Daily automatic backup includes MySQL and distributed database HubRing.	-	VNP-48042
[+]	New configuration templates are available for Escene phones.	-	VNP-48067
[+]	New configuration templates are available for Favil phones.	-	VNP-48065
[+]	A new provisioning template is available for Panasonic KX-UT123 phone.	-	VNP-47358
[+]	VoipNow is using a fast and scalable web application firewall to cover common attacks such as cross-site scripting (CSS) and SQL injection.	-	VNP-45789
[+]	The Extension Overview user interface section now displays both the private IP address of an extension behind NAT and the IP address of the routing device.	-	VNP-47653
[+]	Enhanced the Cloud Management user interface area to make it possible to select the storage engine and to manage the settings related to Amazon S3 storage.	-	VNP-47364
[+]	Caller ID information is now available in Call Reports user interface area.	GNE-318269	VNP-45791
[+]	A new RESTful API, called Unified API is available. The UnifiedAPI aims to control all aspects of the interaction with the system (including real-time events such as phone calls) in an easier, faster, and more reliable way. It is compatible with the OpenSocial standard.	-	-
[+]	Extension visualization allows users to easily migrate between physical phone terminals. They can move their extension from a phone terminal to another, opening the gate for a lot of new services such as virtual desk, mobile workforce, time based shifts.	-	-
[+]	The Apps developed by third parties using UnifiedAPI can now be managed from the web user interface. The process of registering an application is using a Facebook like approach and it is based on OAuth 2.0 specification.	-	-
[+]	The history based queue routing tries to connect a caller first to an agent she/he previously talked to. This increases the customer satisfaction in many environments.	-	-
[+]	An administrator can send feedback about VoipNow directly from the web user interface. The user interface is integrated with the GetSatisfaction community and help us to get more easily feedback from our customers and prospects.		
[+]	VoipNow is using the next generation Hub Architecture that increases the scalability, reliability, performance, and security of the system. The cloud infrastructure provisioned is managed using the web user interface.	-	-
[+]	VoipNow can now store voicemails, recordings, and incoming faxes in cloud storage engines compatible with the Amazon S3 protocol. The ability to store information on the POSIX filesystem is still preserved.	-	-
[+]	The open source components used in VoipNow are upgraded to newer and better versions. For example, the PBX component was upgraded to Asterisk 1.8 branch, and the SIP component to Kamailio 3.1 branch.	-	-
[+]	The help has been dramatically improved and it is available online as Wiki based documentation.	-	-
[+]	The performance and usability of the web user interface has been improved and provides now better navigation experience on high resolutions.	-	-
[+]	VoipNow is compatible out of the box with Microsoft Lync.	-	-
[=]	A script to automate the MySQL installation using 4PSA repositories is now available.	-	VNP-48097
[=]	The user is informed in the web user interface about the implications of changing the S3 bucket storage.	-	VNP-48167
[=]	Updated the configuration templates for the following phones: Polycom 330, 331, 550, 650 with Polycom Firmware 3.3.1.	-	VNP-45536
[=]	Improved security mechanisms associated with authentication and authorization.	-	VNP-48260
[=]	Improved the remote user authentication mechanism for external applications.	-	VNP-46147
[=]	VoipNow can now automatically generate the Event ID parameter, when assigning call events to an extension.	-	VNP-44843
[=]	Operations like removing a node, deactivating a node or fixing a node are now supported for the Cloud Management user interface area.	-	VNP-47637
[=]	Added the option to resend the phone password to the owner of a phone terminal extension.	-	VNP-47496
[=]	Added TCP related channel fields in the Provider Templates user interface area.	-	VNP-46277
[=]	The account level management has been reorganized in order to better match the business profile of the customers.	-	-

	The From header for email messages dispatched by VoipNow can be now be set using email templates. In the previous version, the From header was populated with the email address of the user.	-	VNP-41443
	Added "SIP trunking management" permission. Only these users would be able to manage SIP trunking.	-	VNP-40819
	GetOpenID and chi.mp were removed from the OpenID providers list.	-	VNP-44450
	The SIP MWI notification was not working consistently in all situations.	USL-365824	VNP-48210
	It was not possible to put an audio session which advertised T.38 capabilities on hold.	RUQ-765136	VNP-45061
	The infrastructure properties from the Cloud Management user interface area did not allow setting the private connectivity.	-	VNP-47318
	The Encryption Keys user interface section is now disabled for a distributed environment.	-	VNP-47694
	Infrastructure management operations in user interface areas like Zero Priority, Update are not available anymore for nodes without Infrastructure Controller role.	-	VNP-46041
	The transport protocol and port were incorrectly available for some user interface sections of the SIP role in the Cloud Management area.	-	VNP-47442
	The Customer Connectivity user interface settings from the Cloud Management were considered inconsistent.	-	VNP-46677
	Internationalization was not fully supported for email templates.	-	VNP-47857
	It was not possible to filter channel in the web user interface based on search criteria.	-	VNP-47843
	Trying to add a new extension after enabling 'Select extension type parameters', it was impossible to reach the Phone Terminal Setup user interface area.	-	VNP-47827
	Fatal errors if using a setup with multiple Hubring nodes and one of them is not available.	-	VNP-47677
	When authenticating using the HTTP headers, the Bearer key word that helps to identify the format of the token was not sent in the request.	-	VNP-47932
	It was not possible to download the Voicemail Greetings files in the user interface.	-	VNP-47963
	The CallAPI status method did not show enough information about the remote party when the call was initiated with MakeCall and the source number was not an extension id. This issue is now fixed by the new UnifiedAPI.	VLN-286890	VNP-45664
	If a call is transferred from an IVR to a phone terminal extension, the ringing state could not be determined using the CallAPI Status request.The new UnifiedAPI fixes this issue.	EZN-179569	VNP-45382
	If a call is transferred through at least two extensions using ICR rules, some history about the calls was not recorded in Call Reports.	RSZ-867196	VNP-44969
	The tool tip for CallerID field in ICR rules incorrectly stated that multiple CallerIDs could be used.	KJN-475777	VNP-44503
	For an ICR with a cascade rule that it is using multiple numbers to cascade to, the feature to activate a rule (*74RULE_KEY) did not work.	JLY-927431, VLL-71817	VNP-43759
	If the Contact name was changed for an extension in the web interface, the new value was not reflected in the Call Reports.	SFY-753102	VNP-43574
	In some scenarios when the CallAPI MakeCall request was using public phone numbers for caller and callee, the CallerID presented to the callee was incorrect. The new UnifiedAPI fixes this issue.	RFV-143523	VNP-43660
	When a phone terminal extension that was also an agent in the system was removed, queue still considered it available for some time.	KED-406694	VNP-43546
	Determining the extensions' presence status on the organization level caused an authorization error. The new UnifiedAPI fixes this issue.	ERJ-669725, VPS-123459, EAD-508951	VNP-43512
	Importing routing rules might not have worked at all at service provider level.	DPH-500729	VNP-43407
	Due to a race condition, CallAPI Unpark could have made the PBX component to crash. The new UnifiedAPI fixes this issue.	MVI-313704	VNP-43386
	Callers to queues were allowed in some situations to make call transfers. This has been restricted.	JCZ-291877	VNP-43374
	The URLs for Custom Buttons did not allow the dash character.	RIJ-924725	VNP-43280
	Possible errors in charging engine caching lead to call completion failure. Such inconsistencies are now handled.	SLC-142595, KWB-999256	VNP-42935

	When a call was transferred through multiple extensions using ICRs, it was possible that some rules were not taken into consideration.	ODK-874583	VNP-42898
	When a call was transferred through extensions of different types, it was possible that information regarding the last transfer to miss from Call Reports.	DXY-605142	VNP-42876
	When a call participant supported video and the other participant did not, the video session have been activated when a phone was placed on hold, resulting in dropped call.	PRC-836297	VNP-42735
	The product name was displayed in white label mode in the "Forgot Password" form.	RAF-737358	VNP-42603
	The SIP session times set on Channel Preferences web user interface were not considered.	GOC-629483	VNP-42421
	Unconfirmed voice mail greetings files were kept on the system. If not confirmed, greetings are now removed.	FVX-447912	VNP-42341
	When a channel was prefixing all phone calls, there was an inconsistent view of the destination number between Recorded Calls and Call Reports.	JMG-812135	VNP-42245
	Multiple sound files can be configured for different languages. When the IVR attempted to play the default sound, the wrong sound file was selected on account of an invalid directory.	TUH-977517	VNP-42121
	When a call was traversing advanced extensions such as IVR, queue, a participant in the call might have encountered delays in voice packets	OCB-885233, QVT-333320	VNP-42109
	If in the IVR a file named "s" with any accepted extension (e.g. gsm) was added to the set of sound files, this file was played when the call was transferred.	FYS-508996	VNP-41970
	In the IVR MOH sounds could have been incorrectly used in the "play sound" action.	CGP-520437	VNP-41925
	If the setting "Preserve original CallerID on transferred calls" was not selected and if a call received from an external party was transferred using an ICR rule, the Call Reports failed to indicate correctly the caller party for the initial call received by the system.	CAK-492001, HTQ-32627, PUI-504149, GQR-337353, QRJ-802967	VNP-41448
	The queue distribution algorithm "Random with penalty member" was not functioning consistently all the time.	KOC-574189	VNP-41162
	If an extension used several CallerIDs, it was possible that the SIP P-Asserted-Identity and Contact headers contained incorrect values, based on non default CallerID,	MFD-981389	VNP-41125
	The music on hold functionality was not working when custom directories used for MOH were deleted and PBX module handled it was reloaded.	JTK-111973	VNP-40838
	Some PBX errors were thrown if *95 was closed after the voice mail password was asked.	CFI-913961	VNP-40561
	The number organizations displayed in the web interface was not remembered when the user navigated away from the list.	VHZ-851023	VNP-40407
	The Call Reports and Call Recording listing used different indexing algorithms, which made difficult to identify the relationship between a call and its call records.	BVO-969829	VNP-40385
	The SIP From header was not reused after a SIP message of type 302 was received, causing various interoperability issues.	-	VNP-36511
	SIP "183 Session in Progress" is no longer sent by the PBX component, to avoid interoperability issues.	-	VNP-42707
	If a remote agent was added in a new queue using the same ID previously set for him in a deleted queue, this generated an error and incorrect state.	-	VNP-42662
	On ICRs the enable/disable *74<keycode> was present for all types of extensions, while it should have been available only for phone terminal extensions.	-	VNP-42325
	If a queue agent was ringing and it was paused from the web user interface, it was possible that his status to be displayed ONLINE instead of PAUSED.	-	VNP-42196
	If the software license was about to expire, the fax approval web interface page (<a href="http://<hostname>/fax">http://<hostname>/fax) was not accessible.	-	VNP-41801
	A System API request of type AddReseller with a password that had a length <= 5 generated an incorrect error message ("302: The password cannot contain the login name and must not be numeric").	-	VNP-41366
	The SIP OPTIONS messages were sent even to unregistered phones, generating useless signaling traffic.	-	VNP-40791
	Sometimes, it was possible that a call transferred multiple times using *2 to be ended prematurely.	-	VNP-40745
	If an extend call (between the extensions of two organizations) reached the voice mail, the default custom greeting transmitted the internal phone number instead of the public one.	-	VNP-40539
	When a user checked voice mail using a phone terminal extension, the "Press 3 for advanced options" menu item was read even though there were no menu options within this advanced options sub-menu.	-	VNP-40537
	When non ASCII characters were used in the email headers of the email containing the fax, the fax could not have been sent.	RYE-802976	VNP-45392

	Sometimes, when a call is diverted from an ICR towards a destination included in a free minutes package, the call is still charged.	FXW-458197, NVP-548603	VNP-43538
	In the web user interface, the charging call credit field allowed negative values. In this version this behavior is prohibited.	QPR-955785	VNP-42669
	The call between two parties outside the system, initiated using the CallAPI MakeCallbackCall request could not be closed using CallAPI. The new UnifiedAPI fixes this behavior.	STC-295962	VNP-42560
	In default configuration, the voicemail system did not read the envelope of the each message.	OHB-861648	VNP-41602
	The System API and the web user interface are now consistent in assigning DIDs to an account.	-	VNP-41562

Automation Component

Type	Details	Support Zone Ticket ID	JIRA Issue ID
	Platform plugin definitions have been migrated to cloud technology definitions in order to support cloud provisioning.	-	VNP-43352
	Technology plugins can be defined on multiple versions, making it possible to have more cloud instances on different VoipNow versions.	-	-
	Added cloud templates and resources for VoipNow 3.	-	-
	Email templates can be customized in a centralized location for all system events.	-	-
	Deployment email templates support placeholders which can be customized on each cloud instance.	-	-
	Integrated IDEAL payment gateway.	-	VNA-14714
	On cloud upgrade, products are disabled only if there are invalid provisioning templates.	-	VNA-14941
	Secured connection to VoipNow database from the online store.	-	VNP-45354
	Included search in online store presentation languages list.	-	VNA-14821
	Could not enable a disabled custom email in Email Templates.	-	VNA-15020
	Invalid values for provisioning templates roles on cloud upgrade.	-	VNA-14937
	Fatal error in web interface.	-	VNA-14931
	Save settings when editing a provisioning facility.	-	VNA-14921
	Web interface error in deployments without Automation license.	-	VNA-14923
	Display of products in Online Store.	-	VNA-14939
	Issues setting up OpenID from the Online Store.	-	VNA-14986, VNA-15004
	Issue with payment using authorize.net.	-	VNA-15010
	Web interface error when adding store items.	-	VNA-14917
	Issue with adding a new 'Account Limits' template.	-	VNA-14945
	Filtering of add-ons for a specific cloud on new store item.	-	VNA-14955
	Fixed scrollbar layout in invoice notes plugin.	-	VNA-14819
	The payment details are filled in correctly when Paypal Billing Agreement is used on an order issued from automation control panel.	-	VNA-14741
	Added missing language pack keys in Paypal payment plugin.	-	VNA-14706
	Credit balance area is now visible in online store, records are correctly fetched for one client at a time.	-	VNA-14697

	Fixed default currency field validation.	-	VNA-13431
	Fixed online store version setup.	-	VNA-14617

Known Issues

Known issues describe unexpected behavior or known defects in the release. It is possible that some of them are already resolved, but they are not fully tested.

The following issues could not be solved without potentially affecting a large number of installations.

Type	Details	Workaround	Support Zone Ticket ID	JIRA Issue ID
	For few .pdf files, trying to send a fax via email or via the fax center causes the web interface to become unresponsive. The ghostscript process is hanging with 100% CPU usage.	Killing ghostscript processes will release the web interface and you should try to use a different file format (tiff).	JIN-973323	VNP-44297
	The SIP maddr parameter is not fully supported in the Contact headers. It can generate interoperability issues with old SIP implementations that uses this parameter.	The SIP proxy configuration file can be tweaked to establish the destination of some SIP messages (e.g \$du = "sip:" + \${uri{uri.maddr}} + ":" + \$rp;)	IGL-664107	VNP-42874
	The PBX component considers the bit marker set sufficient for detecting RTP time stamp differences. This can cause interoperability issues with few devices which are not implemented accordingly to the industry standards.	-	KEQ-755885	VNP-40842
	There are fax interoperability issues with Grandstream HT502 ATA.	-	n/a	VNP-42329
	LiveMonitor not available.	Use any monitoring system.	-	-