

# PBXware

Professional Open  
Standards Turnkey  
Telephony Platform



## RELEASE NOTES: **PBXWARE 3.1**

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BICOM SYSTEMS

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[www.bicomsystems.com/products/pbxware](http://www.bicomsystems.com/products/pbxware)

## RELEASE NOTES: **PBXWARE 3.1**

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- New in this Release
- Upgrade Notes
- Resolved Issues

### NEW IN THIS RELEASE

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- Asterisk is upgraded to version v1.4.40
- DAHDI v2.4.1 support
- Sangoma Wanpipe v3.5.x support
- Complete rewrite of Monitor pages
- New Agents GUI and properties
- New Queue GUI for agents/members
- Support for Yealink UADs
- Support for Polycom firmware v3.3
- PBXware Proxy is greatly improved in this release, all desktops require upgrade to v3.1
- Yealink T32P and T38P support
- Grandstream HT-502 and HT-503 support
- Support for new Polycom UADs
- Support for custom destination for closed dates in Operation Times
- Fax desktop software (FaxAgent) uses this version due to server changes

## RELEASE NOTES: **PBXWARE 3.1**

### UPGRADE NOTES

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- CDRs field disposition will be updated, hence prepare for slow update (>30 mins) if there are lots of CDRs involved
- Agents are broken, they have to be re-saved
- In case you have PRI card, you have to update to DAHDI v2.4.x / Wanpipe 3.5.x
- DUNDi / IAX will fail in most cases if Settings → Protocols → IAX is not resaved (calltokens need to be disabled)
- Restoring directly to v3.1
- At the moment, restore is not possible from v2.2 to v3.1.
- Follow procedure for v3.0, then update to v3.1.
- Call Announcement in Ring Groups and Group Hunt
- Added 's' extension to invalid-context
- Support for Cisco-CP devices when Rebooting
- Support for gloCOM SIP
- Support for UAD type in gloCOM e-mail template
- Support for LAN/WAN for gloCOM
- Support for custom gloCOM e-mail name
- Support for custom gloCOM IAX server name
- Support for Cisco/SPA/Linksys Profile\_B Rule
- When saving UADs in Settings, the UAD will not go back
- HTML5, toc2 support for AsciiDOC d52c64e - Remove JSONF formatter
- Add JSON syntax highlighting to API

## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES

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#### PBXware

- #745: Sangoma B600 Detection
- #1156: DID recording doesn't work in MT version
- #1159: Queue Statistics – Wrong event in "ended" field.
- #1164: Round memory doesn't work in Ring Groups
- #1191: National Dialing Code is not set if "Area code" is applied to a call
- #1192: /usr/share/zoneinfo should be skipped in partition free space check
- #1193: Make sure Reminder e-mail is sent to Master Account Code only
- #1304: Asterisk doesn't take maximum number of open files from the system
- #1387: Make sure voicemail is allowed from IVR in all cases (including forwarding)
- #1399: Voicemail folders must be locked properly
- #1407: Make sure, \*71 (Call Forwarding) re-enables old unconditional forwarding
- #1430: If Enhanced Parking data (Access code 800) is not set, do not call Park()
- #1449: Queue: Ring Timeout doesn't work in Asterisk 1.4
- #1452: Fix for param1 field value in ql\_cache on agent transfer
- #1453: in.tftpd and pidof do not play nice
- #1456: Set ulimit -c unlimited in sh/wrapper
- #1463: Qstats: Sorting on breakdown pages
- #1464: Qstats: On breakdown calls, event should be TRANSFER
- #1467: Add incoming call limit for Ring Groups and Voicemail Groups
- #1482: Removed one bad line from "gloocomai" event
- #1531: Loop in DID matching with RDNIS
- #254: Rewrite Monitor -> \* pages to use cached Manager output

## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### PBXware cont'd.

- #932: AgentCom can login agent without PIN prompt
- #1030: Agents new abstraction
- #1118: Static members can be required to login by queue settings (per queue).
- #1163: Sound files rename should apply on all extensions
- #1168: Fax To E-mail template
- #1176: Yealink phones auto provisioning
- #1209: Increase maximum possible price in a rate
- #1396: Qstats: Agent Not Ready time fix PBXware Proxy – \* #1397: Add HTTP command to return list of all tenants' channels
- #1435: Add 'Withheld' to list of Anonymous CallerIDs for Call Filters & Blocking
- #1440: Support for Two Way paging
- #1631: Grandstream HT-502 and HT-503 added
- #1625: Grandstream config values require URL encoded string
- Yealink T32P support
- #1621: Yealink T38P auto provisioning
- #1618: Support for custom destination for closed date in Operation Times
- #1089: Ring group call announcement
- #1610: Prevent loop when calling invalid destination from Ring Group
- Output which macro is being played in disabled mode
- Support for new Polycom UADs
- Fixed reading of DAHDI proc interface (extra "error count" output)
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## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### PBXware cont'd.

- Fixed connection timeout in SugarCRM
- #1602: Support for disabling CallerID rewrite and direct tenant-to-tenant calls
- Remove name and description from UPDATE SQL queries
- #1600: Add support for voicemail language
- Fixes for SugarCRM Lookup on the new platform
- Include queue name for incoming calls
- db\_num\_rows rename argument to result
- #1559: QStats: Agent sessions and not ready count/time fix
- If the tenant database doesn't exist, serious problems are created (fixed: #1929)
- #1917: Ring group 'round memory' strategy fix
- Speed Dial table fix for previous commit
- #1907: Refactored Ring Groups and fixed bugs
- #1905: ALTER TABLE will be done last for master database
- #1880: Fixed mysql query when fetching agent configuration
- Database descriptor is reopened after fork of filesystem rotate process
- #1853: Support for Polycom v4.x firmware 9a7eb2e - Fixes for Linksys/Cisco family of devices
- Fixed wrong line for last commit of Stress Test
- #1866: There is no point disabling dahdi\_cfg with Sangoma cards
- #1865: Stress Test cannot run in case /proc is not mounted

## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### Asterisk

- #979: Fixed issue with activating callback in queue, channel cleanup and use-call-erid-only=yes
- #1011: Remote Access update
- #1032: System load issue when callback is used
- #1057: Callback retry timeout and agent ring indication issue
- #1059: Callback queue, POSTTRANSFER log for queue transfers not writhed by pbx-ware
- #1095: Asterisk making duplicate ABANDON event loop
- #1109: Callback queue dose not resume MOH after playing interrupt message
- #1110: Paused callback agent is not unpaused on logoff.
- #1155: RINGNOANSWER will not update agent field anymore for all events with same callid
- #1173: Compile clean with ./configure —enable-dev-mode (v1.4.40)
- #1175: Rewrite callback mode for v1.4.40
- #1258: "Reason" SIP header is followed by two colons
- #1392: Fix queue music on hold pausing every half second
- #1420: Agent unpause on asterisk reload
- #1423: MOH doesn't play to parked calls
- #1483: Callback not found issue and deadlocks on callback hangup.
- #1052: On unanswered callback call set general wrap up time
- #1117: Automatic agent callback login option

## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### Asterisk cont'd.

- #1411: Backport from v1.8 for 'Add manager events for when a monitor is started or stopped.'
- #1582: Automatic UNPAUSE event on agent log off when paused
- #8df341f: Remote-Party-Id will not rewrite From in anonymous mode

#### Setup Wizard

- #1195: Support for Amazon EC2 image
- #1272: GMT is missing as timezone
- #1353: Setup wizard breaks network settings on Amazon image
- #1454: Check for running tftpd instance with pidof program
- #1214: Show G729 licenses in a list
- Backup doesn't copy all .frm files if there are too many

#### Sitemanager

- #1049: Remove tenant selection above Reload/Restart buttons
- #1060: Statistics menu multiple issues with translation
- #1158: SPA942 template should contain g729a instead of g729ab
- #1160: Reports / CDR shows wrong name when MIVR code is equal to extension number
- #1165: MOH files removed on upload of new content
- #1170: 0 for conferences in tenant packages allows to add conferences
- #1171: Automatically create VM folders



## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### Sitemanager cont'd.

- #1172: Changing tenant name blocks Site user from accessing it
- #1178: Download of VM doesn't work if ERR is found in b64 enc string
- #1180: Remove Preferences menu when logged in as Site User
- #1186: Empty string and gettext function return translation file header
- #1194: call-limit value is hardcoded to 64, therefore it forces 64 outgoing/incoming calls per extension
- #1200: When extension is not active, it should not be not active in Jabber too
- #1203: Adding IP Policies doesn't work in Firefox 4
- #1204: DIDs listing per server doesn't work when using POST (MT only)
- #1212: Secret cannot be set via API if it contains non-word characters
- #1400: Monitor -> Live Channels is not showing all calls on MT system
- #1426: Deletion of trunk on MT causes a error notice
- #1436: API doesn't allow negative reminder balance
- #1466: Add incoming call limit for Ring Groups and Voicemail Groups
- #1469: DIDs: Record call option should be removed if recording is not enabled in license
- #1500: Agent Announce doesn't work in MT
- #910: New GUI for managing Queue members
- #1010: Remote Access update
- #1111: Small enhancements for queue members dialog
- #1116: Agents new abstraction
- #1119: Static member login can be required per queue

## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### Sitemanager cont'd.

- #1139: PIN should be saved in 'pbxware.meetme' table
- #1151: Monitor / Queues updated
- #1157: Monitor / Queues Panel updated
- #1169: Fax To E-mail template
- #1152: PHP hangs with value 2.2250738585072011e-308
- #1177: Yealink phones auto provisioning
- #1213: Items per page should allow more than 99
- #1260: Increase maximum possible price in a rate
- #1393: API fixes for TELCOware
- #1405: If /proc/interrupts show 0 on wanpipeX device, present error message
- #1419: Allow user to set "qualify = no" using API
- #1429: Add support for Sangoma B601 and Hardware FAX option
- #1468: Add country\_code to pbxware.tenant.list API call
- #1528: Add MAC address for auto-provisioning into "pbxware.users" table
- #1533: Support header field in API CDR output
- Operation Times destination field for all tables (DIDs, Queues, Simple Routing)
- #1631: Grandstream HT-502 and HT-503
- Rewrite class loading for Yealink
- T32P support
- #1620: Yealink T38P auto provisioning
- #1617: Support for custom destination for closed date in Operation Times
- Replaced relative URLs with absolute URLs

## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### Sitemanager cont'd.

- Only show Active extensions
- When an extension is Idle, it is forced to Online state
- #1088: Ring group call announcement
- Make sure we add Daylight Saving Time stuff before Custom UAD issues
- #1612: Fixed CDR billamount output when using API
- #1608: Add new Polycom UADs
- #1604: Site User Groups don't have Trunks & Tenants as a choice
- #1388: Add dynamic meetme context
- #1530: Call Forwarding access codes changes should apply in ES screen as well
- #1551: Display gloCOM license information in Settings -> About
- #1596: Auto provisioning "Line Key" for Yealink phones
- 'Forgot to remove' options for non-MT version
- #1601: Support for disabling CallerID rewrite and direct tenant-to-tenant calls
- #1599: Add support for Voicemail language
- #1558: QStats: Agent sessions and not ready count fix
- #1884: Removed "Abandoned Call Notification" from queues in MT mode
- #1886: E-mailing Queues Statistics results in a Warning message.
- #1933: Monitor / Queue panel issue with waiting calls
- Name fixed for gloCOM e-mail template
- #1928: QStats mktime() fixed
- Monitor Queues do not work in MT
- GLOCOM renamed to gloCOM

## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### Sitemanager cont'd.

- Fixed pre-cache values in DUNDI peers section
- #1797: Presence must always be enabled
- #1873: Support for gloCOM SIP device
- Fixed gloCOM configuration in MT
- #1827: Revert Line Keys for Yealink and make it optional
- #1867: When Billing limits are set, it should not write those to .conf file
- Updated API documentation
- API popup window made bigger
- #1819: Cleaned users\_monitoring table
- #1813: When 'Show Advanced' is hidden, the Billing group is broken

#### PWProxy

- For extensions with a static host IP, when they are created in only PeerStatus: Reachable event is sent and pwproxy did not know the hint.
- Fixed issue with ghostscript PDF->TIF conversion. Added additional logging to file in case of GS conversion failure.
- Incremented protocol version to 1.2
- Fixed compilation bug.
- API command for sending faxes now accepts PDF and PostScript files, which are converted to tiff g3 format using ghostscript.
- Changed context, caller ID, and added account code for Originate command in API command for sending faxes.

## RELEASE NOTES: **PBXWARE 3.1**

### RESOLVED ISSUES cont'd.

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#### PWProxy cont'd.

- Added API command to get a list of Queues for which an Agent is set as admin. pwproxy saves membership type for dynamic members.
- pwproxy now automatically reads PBXware license when it is changed.
- Removed hack for ExtensionStatus event which was sent by pwproxy when peer registers.



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