



CHANGELOG

PBXware 8.2.0.2



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8.2.0.2 - October 7, 2026

Bug Fixes & Improvements

- Fixed a deadlock that could make Asterisk stop processing SIP requests. Asterisk now stays responsive and keeps accepting new calls.

8.2.0.1 - October 5, 2026

Features

- Extensions: Fixed an issue where users without the Show Advanced privilege got an error when editing an extension. These users can now edit extensions without errors.
- Extensions: Fixed an issue where the extensions list showed inactive extensions as Active. These extensions now show the Not Active status.
- Extensions: Fixed an issue where the extensions list loaded slowly when Objects per page was set to a high number. The list now loads quickly regardless of the number of items per page.
- Extensions: Fixed an issue where extension additional config fields were saved in random order. The fields now save in the order set in the interface.
- Trunks: Fixed an issue where entering a subnet in the trunk Incoming IP Addresses field returned an error. The field now accepts a subnet.
- Trunks: Fixed an issue where entering a + sign in the trunk Prefix field returned an error. The field now accepts +.
- Tenant Packages: Fixed an issue where saving a tenant package returned an error when billing was not enabled in the license. Administrators can now create tenant packages without billing enabled.
- SMS: Fixed an issue where deleting an SMS number on one tenant could, in some cases, also delete SMS numbers on other tenants. Deleting an SMS number now affects only the tenant it belongs to.
- Operation Times: Fixed an issue where the operation times configuration was missing from the interface after upgrading from PBXware 8.1.0. Operation times now appear after the upgrade.

Important

- Asterisk v22 is set as the default version.

API

- For detailed information on all API changes, please refer to the documentation at the link below:
<https://developers.bicomsystems.com/changelog/>

New UAD support

- Added support for Fanvil Linkvil W620W.
- Added support for Fanvil H4W and H6W.
- Added support for Fanvil LINKVIL W710H and W610H handsets.
- Added support for Fanvil V66 and V66 Pro.
- Added support for Gigaset N530 and N770.

New Features and Improvements

Security

- Default TLS versions set to 1.2 and 1.3, and the cipher list filtered to strong and recommended algorithms only.

Archiving

- Migrated AWS client to use v2 SDK.
- New “Region” option for AWS S3.

AVC

- Improved the events/command inspector for AVC calls, with commands added to the call log.
- Updated the OpenAI models.
- Updated the Google realtime models.
- Removed the “Beta” label from AVC as a feature.
- Added a beta badge to the Google realtime models.
- The default prompt now uses an example.com link instead of the Bicom Systems link.
- Tools are now configured in a separate section instead of being part of the prompt.

Contacts

- “Last Name” is no longer a required field for contacts.

Caller ID

- The Caller ID list now shows the default Trunk Caller ID as well.

CRM

- HubSpot: Updated CRM API version.
- OAuth: Provider flags for extending OAuth flows, PKCE support for Salesforce CRM.
- Zendesk: OAuth support within the legacy CRM.

Emergency Callback

- New option to enable Emergency Callback globally or per tenant. Emergency Callback now disabled by default.

Event Publisher

- Added Call Transcription and Summary events.

Omni

- WhatsApp embedded signup upgraded to v4.
- Removed WhatsApp on-premise API support.
- Removed the Graph API version dropdown; the version is now fixed in code.
- Removed the WhatsApp API URLs and the 360 Partner hub URL from the settings UI.

SSO

- Multi-domain support with per-request provider construction.

Transcription

- Transcription failure statuses reported by the transcription service are now handled and persisted.
- Live Transcription: Removed the beta badge.

Trunks

- Trunks: Added “Silent call recording”.

Other

- Outbound calls are now rejected when the license is expired.
- Feedback forms now auto save and restore entered data.
- Default server name changed from “Master Tenant” to “System”.
- Removed the unused “Remove Logs” feature.

Bug Fixes

API

- Fixed pbxware.uad.list not returning the master tenant UAD list.

Archiving

- Fixed fax upload not following the “Upload Older Than” option.
- Fixed an issue with S3 recording offload when from or to number included a plus sign.
- Fixed issue where hourly offload was delayed depending on system timezone.

Auto Provisioning

- Fixed the missing caller name from LDAP contacts on Snom devices.
- Fixed contact number display for LDAP contacts on Gigaset devices.
- Fixed Snom calls dropping due to missing configuration caused by newer firmware.
- Fixed codecs not being applied in UAD configs across multiple vendors.
- Fixed speakerphone paging not working on the Poly Edge phone series.
- BLFs: Fixed the BLF label not being populated automatically for the first newly added row.

CDR

- Fixed an issue where CDR page was showing errors if From or To field contained a comma.

CLI Routing

- Fixed an issue where rules set via CSV upload were not applied.

Call Recording

- Fixed an issue where File System > Recordings was not properly applied on non-MT systems.
- Fixed agent direct in calls not being recorded.
- Fixed an issue where stereo recordings were not properly saved on Trunk failover.

Caller ID

- Fixed an issue where tenant default Caller ID was used instead of tenant Emergency Caller ID, when Caller ID ES was disabled on an extension.

CRM

- Fixed issue where long recordings were not correctly uploaded.

Destinations

- Fixed an issue where permissions for Dial Groups could not be set.

DIDs

- Fixed site users being redirected to the Dashboard when trying to edit a DID.
- Fixed an issue where Preserve Caller ID option was not working correctly if the destination is an External Number.
- Fixed DID deletion when a trunk is deleted.

Enhanced Services

- Fixed not being able to edit Call Forwarding when its status is “PIN Required”.
- Call Forwarding: Escaped characters in the Exclude List Caller ID are now handled correctly.

ERG

- Fixed ERG Music on Hold not being played even though the “Use ERG MoH” option is enabled.

Extensions

- Fixed incorrect pagination and total count when search filters are used.
- Fixed an issue where message for blocked voicemail was not showing.
- Fixed applying Service Plan restrictions in multiple cases.
- Fixed the QR code sending the tenant ID instead of the “QR Code Server” value.

- Fixed an issue where “Save and Email” was not working until service restart.

Fax

- Fixed auto fax detection dropping the call when the fax destination is an extension.
- Fixed an issue where auto fax detection routed to their configured destination.
- Fixed an issue where T.38 codec was not used when receiving Fax.

OSC

- Fixed subtitles not being displayed during recording playback.

Queues

- Fixed issue with calls not transferred to destination set as Max Wait Destination.

Reports & Statistics

- Scheduled Reports: Fixed sending empty reports.
- Scheduled Reports: Fixed reports not running automatically.

SSO

- Fixed OIDC per-request discovery on cache miss.

Transcription

- Fixed the mismatch between agent and trunk UniqueID for queue calls.
- Live Transcription: Fixed configurations not being able to be added or edited due to pagination limitations.
- Live Transcription: Fixed the tenant context not being generated properly.

Voicemail Transcription

- Fixed an issue where voicemails of around 1 minute were not properly transcribed using Google Speech API.

Versions

- Fixed an issue where Asterisk versions were not shown correctly.

Translations

- Updated translations for all supported languages.

Bug Fixes & Improvements

- Extensions: Fixed an issue where opening the extensions page would throw an “Failed to retrieve extension information” error.
- Enhanced Services: Fixed an issue where opening the Enhanced Services page would throw an “Failed to get enhanced services” error.
- Config: Fixed an issue where “local_net” option was saved as “localnet”, causing one way audio for devices behind NAT.
- Config: Fixed an issue where `outbound\_proxy` trunk field was not properly saved, causing Trunk endpoints to not load.
- Config: Fixed an issue where “Not Active” trunks would still be saved in the Asterisk config files.
- Caller ID: Fixed an issue where ES Caller ID was sent when call is forwarded even when “Allow ES Caller ID” was set to “No.”
- MOH: Fixed an issue where Default MOH class was always played when call went through a Dial Group before reaching an extension.
- Fix issue with not properly processing ACK SIP messages for AI voice agents.

Bug Fixes & Improvements

- Added configurable SLA options.
- Added a new Queue SLA report.
- Fixed an issue where abandoned call data in ERG wallboards was returned for all tenants instead of only the selected tenant.
- Improved the Statistics Permissions dropdown by adding search functionality, making it easier to quickly find agents, queues, and campaigns.
- Fixed an issue where, in specific cases, all agents/members were removed from a queue or ERG when saving changes.
- DIDs: Fixed an issue where deleting a trunk also deleted DIDs assigned to that trunk instead of only deleting ECBN DID numbers.
- Statistics: Fixed an issue where the DID filter dropdown was empty when viewing statistics at the System level.
- Extensions: Fixed an issue where voicemail greeting messages were not properly selected after upgrading to v8.1.
- Extensions: Fixed an issue where parking lots were not correctly checked when searching for reserved numbers.
- Fixed an issue in the CRM and Internal Contacts modules where, in specific cases, searches were performed using an incorrectly formatted phone number.
- AI Voice Connector: Fixed an issue where the selected xAI model was ignored and the latest model was always used.
- AI Voice Connector: Fixed an issue where the AVC service did not properly connect to Asterisk after the initial installation.

Bug Fixes & Improvements

- Emergency Callback DIDs: The feature is now disabled by default and can be enabled on a tenant or system level.
- Text to speech: Fixed an issue with the Text to speech service not being properly configured due to a failed migration.
- Scheduled reports: Fixed an issue where reports were not generating on the Multi-Tenant edition for the configured interval.

Bug Fixes & Improvements

- API v1 : Fixed an issue where IP Address restrictions did not work as intended.
- DIDs: Only delete ECBNs and not regular DIDs when their trunk is deleted.
- DIDs: Fixed an issue where a DID config could not be saved if used as Emergency Callback.
- DSM: Fixed an issue where synced users would not be marked as synced and could be modified through PBXware GUI.
- AI Call Transcription: Remove o1-mini from summary model options.

8.1.0.1 - July 29, 2026

Bug Fixes & Improvements

- Fixed an issue with database migration failing while upgrading to v8.1.0.

Features

- **API:** Introduced a new REST API featuring API key authentication, scope-based permission groups, and an improved, standards-compliant design.
- **Archiving:** Integrated the Archiving module with centralized OAuth Service support for Google and Microsoft authentication, including customer-managed OAuth applications and connection testing while maintaining backward compatibility.
- **AI Hub:** Added Google Gemini as a real-time Voice Agent provider, centralized MCP Server management, updated Voice Agent and Live Transcription model options, sentiment analysis for AWS Live Transcription, moved Call Transcription controls into AI Hub, and introduced AI-generated Call Transcription Summaries (Smart Call Notes).
- **Additional Language Support:** Added Italian, Dutch, Swiss German, and Swiss Italian as selectable GUI languages.
- **Asterisk v22 Support:** Updated Asterisk to v22.9.0 and introduced a dual Asterisk installation with both Asterisk 18 (stable) and Asterisk 22 (Beta). Asterisk 18 remains the active version upon upgrade to v8.1.0 with the option to switch to the beta version.
- **Do-Not-Originate (DNO):** Added support for blocking outbound calls to specific numbers through provider validation (Somos and Custom), including lookup caching, email notifications for blocked calls and provider errors, dedicated DNO Logs page, and API support for DNO configuration and logs.
- **Emergency Button:** Added centralized emergency alarm configuration for supported Yealink (T8x, AX8x) and CyberData SIP Call Button devices through auto-provisioning.
- **Emergency Callback Number (ECBN):** Added a new Emergency Callback management page with support for a system-wide DID pool for numbers that can be temporarily assigned to extensions without a dedicated DID during emergency calls, including configurable assignment duration and assignment logging.
- **Event Manager:** Added Postman collection import support, including folder-based requests, additional property validation, OAuth2 Client Credentials import, and fallback to parent-defined authentication methods.

- Live Transcription: Added per-extension configuration support through new API endpoints.
- Multiple SMS Number Assignment per Extension: Extensions can now have multiple SMS-enabled DIDs assigned, each with an optional label and configurable default number, removing the previous single-number restriction.
- New Device Support: Added support for Algo 8138, 8180, 8301, 8201, Snom D810W, HD300, HD331, HD340, HD341, Yealink T74 LTE, W80DM devices.
- SMS API and Event Publisher: Extended Event Publisher with SMS functionality, including sending SMS messages through API, SMS sent/received event notifications, and Bulk Messaging event notifications.

Bug Fixes & Improvements

- Action Logs: Fixed bugs related to AI Hub.
- Abandoned Calls Report: Added the dialed DID information to abandoned call report emails.
- AI Call Transcription: Implemented on-demand Call Transcription Summary.
- AI Call Transcription: Moved Disable on Demand and Disable automatic transcription options to per-tenant.
- AI Providers: Added /system routes for CRUD operations, support for tenant filtering, and fixed tenant scoping issues in /org routes.
- AI Providers: Added a truncate option to the OpenAI provider.
- AI Providers: Added ElevenLabs speech-to-speech (STS) provider.
- AI Providers: Added filter for OpenAI, Google Speech, and IBM in the VM providers dropdown; fixed AI Providers page Provider dropdown.
- AI Providers: Added Google provider.
- AI Providers: Changed OpenAI URL placeholder text.
- AI Providers: Hide Tenant column on CC and Business editions on the AI providers list.
- AI Voice Connector: Added silence detection for AVC agents.

- AI Voice Connector: Added the Serial Number and PAI header variable in the response.
- AI Voicemail: Removed 'Not Set' option.
- Archiving: Switched to OAuthService for Google and Microsoft.
- Auto provisioning: Added support for Algo 8201, 8301, 8138, 8180 devices.
- Auto provisioning: Added support for Snom D810W.
- Auto provisioning: Added support for Snom HD300, HD331, HD340 and HD341 models.
- Auto provisioning: Added support for Yealink T74 LTE.
- Auto provisioning: Added support for Yealink W80DM.
- Auto provisioning: Fixed bug where BLFs were not properly deleted on Snom D815.
- Auto provisioning: Fixed Call Forwarding issue.
- Auto provisioning: Fixed extension configuration for Algo 8301 device.
- Auto provisioning: Fixed issue where per-extension timezone was not correctly applied to the phone config.
- Auto provisioning: Fixed issue with maximum number of BLFs on Wildix WP480G and WP490G.
- Auto provisioning: Fixed issue with Snom D8xx models not applying config changes after ZTP provisioning.
- Auto provisioning: Fixed local directory not populating on Fanvil X210.
- Auto provisioning: Fixed Snom codec provisioning and SRTP/TLS user_savp for D8xx.
- Auto provisioning: Fixed voicemail notification on Wildix.
- Backup: Handled PHP errors when trying to go back while backup is in progress; progress bar now updates properly.
- BLF List: Fixed validation so BLF List and DSS key extension inputs properly accept values at any position and in any quantity.
- Bulk SMS: Fixed issue where tenant code was not fetched successfully for Alphanumeric sender type.

- Call Pickup: Fixed call pickup not working between two tenants.
- CDR: Fixed extension CSV download and upload mismatch.
- CDR: Fixed issue where Voicemail status (Not Answered) was not displayed correctly.
- Channels: Changed message shown when deleting a WhatsApp channel via WhatsApp Direct API.
- Channels: Fixed handling of special characters.
- Contacts: Added search for SMS matching.
- Contacts: Improved CSV import error visibility, increased the max CSV import file size to 25 MB, added the ability to cancel active CSV import jobs, added an upload spinner to prevent duplicate submissions, added sorting by contact name, and added bulk deletion of contacts.
- Contacts: Added per-upload-job failure and status reporting.
- CRM: Logout submit allows nullable return.
- CRM:: Added a Reset button to clear CRM integration settings (Odoo, Vtiger, and other connectors) without requiring manual database intervention.
- CRM: Admin and Site users can now review call recordings and chat transcripts from CRM activities without requiring an OSC extension.
- CSV Upload: Added the ability to cancel running import jobs from the PBX GUI.
- Dial Group: Fixed disable-member Enhanced Services not working.
- Dial Groups: Corrected order of selected extensions in 'Destinations' field.
- DID support for CSV upload.
- Embedded Documentation: Fixed issue where some labels were not highlighted.
- Embedded Documentation: Fixed an issue where the Embedded Documentation button was incorrectly displayed in API Documentation and Asterisk CLI iframes.
- Enable bulk deletion of contacts.
- Enable sorting by name for contact list.
- Enhanced Services: Fixed an issue where the incorrect Caller ID was displayed when forwarding calls to external numbers with 'Allow ES CallerID' enabled.

- ERG: Fixed the ERG call parking issue.
- ERG: Fixed an issue where directed call pickup would not work for a member on a mobile device.
- Extended API with contact_id and contact_info in responses.
- Fax: Added support for using an email address as the fax destination on DID auto-detect.
- Fixed the Browser 'Back' button getting stuck on loading after saving changes on an edit page.
- Fixed wrong call duration for ERG/Queue Calls.
- GeoLite: Fixed warning shown on clean install.
- Groups: AI Hub is now in a separate tab when editing groups.
- Increase max file size for CSV for Contacts module.
- Live Transcription: Added extension-level configuration support, including a new settings tab.
- Live Transcription: Added a missing validation check when configuring Live Transcription per extension.
- Live Transcription: Fixed CC mode issue and added configuration validation guards.
- Live Transcription: Added new OpenAI model options: gpt-realtime-whisper and whisper-1.
- MOH: Music is now played based on the extension that initiated the hold.
- OAuth: Fixed an issue where apps created on a tenant were not available when creating/editing credentials.
- OSC: Fixed an issue where variables were being overwritten.
- PJSIP BLF: Added support for dialog-info+xml BLF pickup and CallerID.
- pjsip.conf: Stopped forcing SRTP onto trunks; SRTP is now optional.
- PJSIP: Added discard_remote_hold_retrieval option.
- PJSIP: Added the allow_tx_hash_in_uri system option.
- PJSIP: Fixed a missing port in the match property of the identify section.

- Proprietary: Fixed basic-auth login authentication; added support for integrations with no user auth; added logout support.
- Real-Time Voice Statistics API: Added API endpoints for retrieving real-time queue and ERG performance metrics, powering ERG Dashboards (all editions) and the Queue Wallboard (Contact Center editions).
- Recordings: Fixed an issue where beep tones were not audible on recorded calls.
- res_pjsip: Exposed IDLE_TIMEOUT as a configurable option in Protocols.
- res_pjsip_sdp_rtp: Fixed MOH not playing when a call is put on hold from gloCOM.
- Scheduled Reports: Fixed generated_at timestamp on email report.
- Scheduled Reports: Fixed an issue where ERG reports did not work properly when a members filter was applied, and where extension names were not formatted properly.
- Sitemanager: Fixed the width of the main container when the sidebar disappears.
- Skipped setup mix monitor if recording had already started, fixing inaudible wav49 recordings.
- Sounds: Filenames are no longer replaced when uploading sounds.
- SP: More required fields are now enforced when creating a trunk; Added missing fields in API required fields array.
- System: Fixed a warning message on tenants.
- Tenants: Added 'Terminate call on SIP 603' option.
- Tenants: Removed Call Transcription group; moved to another resource.
- Text to Speech: Added an AI Provider page.
- Text to Speech: Fixed an oversized tooltip label box in the Generate sound file modal.
- Tooltip: Stopped default event trigger on label click.
- Trunk: Added Silent Recording option for trunk recording.
- Trunks: Added Strip Trunk Prefix option for STIR/SHAKEN Signing.
- TTS: Disabled fields after generating file; added 'Discard' button.

- UADs: Added Emergency Alarm Button feature for CyberData SIP Call Button and Yealink AX86R, T85W, T87W, T88W, and T88V models.
- UADs: Deleted option 'all' from codecs dropdown, since it is deprecated.
- Voicemail Groups: Added 'i' option to skip temporary greeting playback.
- Voicemail Settings: Max Message Length now defaults to 180 seconds if a value ≤ 0 is entered.
- Voicemail Transcription: Now uses the API URL for OpenAI.
- Voicemail: h264 recordings are no longer blocked from starting.

New Endpoints

- Algo 8201
- Algo 8301
- Algo 8138
- Algo 8180
- Snom D810W
- Snom HD300
- Snom HD331
- Snom HD340
- Snom HD341
- Yealink T74 LTE
- Yealink W80DM

Contact Center Module

Features

- Agent Direct-In: Direct In calls now respect the agent's configured Not Available Destination or voicemail whenever the agent cannot take the call (logged out, paused, on another call, or rejecting the call) Renamed Busy Destination to Not Available Destination.

Bug Fixes & Improvements

- Dialer: Fixed an issue where a completed disposition was wrongly counted as DNC.
- Fixed: Issue where sending a link from Facebook failed in the agent app.
- Fixed an incorrect call count on the Monitor Queue page for user accounts.
- Prevented deletion of a voice survey file used in multiple options.
- Queues: Deleted queues are no longer listed in 'Monitor Queues'.
- Scheduled Reports: Fixed the report link opening with today's date instead of the report's date range.
- Statistics: Fixed issues with site user permissions.
- Statistics: Fixed an issue with deleting scheduled reports.

Bug Fixes & Improvements

- Fixed issue with recording files not uploaded to CRMs.
- Fixed issue with scheduled reports for MT where in specific scenarios, data from other tenants is sent to emails.
- Fixed issue where the monitor process would crash.
- Auto Provisioning: Fix issue with undefined call parking labels.

8.0.0.5 - June 16, 2026

Bug Fixes & Improvements

- Fixed the issue with the new scheduled reports created not working.

Bug Fixes & Improvements

- Update the nginx version.
- Extensions: Fixed an issue where the 'SN' field was not displayed for Yealink devices.
- Auto Provisioning: Fixed an issue where Yealink 'Call Parking' DSS Keys were mistakenly provisioned as 'Custom Access Code'.

8.0.0.3 - May 19, 2026

Bug Fixes & Improvements

- Fixed issue where some calls would fail due to incorrect handling of non-numeric caller IDs.

8.0.0.2 - May 15, 2026

Bug Fixes & Improvements

- System: Update nginx version.
- Live Transcription: Adapt to new Open AI API changes.
- Stats Proxy: Fix issue where statistics data could not be pulled.

8.0.0.1 - May 11, 2026

Bug Fixes & Improvements

- Fixed a bug with calls to external numbers failing due to '+' sign in CallerID.

Features

- Event Publisher.
- New AI Providers page where providers can be configured per tenant.
- AI Voice Connector and Voice Agent.
- Call Transcription - configuration per tenant.
- Voicemail Transcription - configuration per tenant.
- Concurrent call recording archiving.
- Custom address validation via middleware for Dispatchable Locations.
- Sounds AI TTS - configuration per tenant.
- New Live Transcription Service.
- New CRM module with Advanced CRM Routing for Voice, Custom Routing Integrations as a new data-source type with legacy middleware compatibility, and Permission Groups with per-user permissions.
- Scheduled Reports: Support for Extensions and ERG statistics.
- New Contacts Module.
- CC Lite functionalities on all editions (Wallboard & other dashboards on ERG).

Bug Fixes & Improvements

- Access Codes: Fixed an issue where access codes for blocking CallerIDs permanently and for the next call only affected each other.
- Admin Settings: Added validation to URL query parameters.
- API: Added the option to edit the Default CallerID and Default Privacy.
- API: Fixed an issue with redundant backslashes in the UAD auto-provisioning field when editing extension.
- API: Updated the docs.

- Archiving: Fixed FTP/SFTP reconnection issue where the client failed to reconnect after connection loss.
- Auto Provisioning: Fixed an issue where custom parking lots were not recognised as Call Parking on DSS keys for Yealink phones.
- Auto Provisioning: Fixed an issue where Yealink AX models were not able to access the Remote Phone Book.
- Auto Provisioning: Fixed BLF issue on Grandstream GXP2160.
- Auto provisioning: Added support for up to 240 BLF Keys on a Yealink Phone with Expansion Modules.
- Auto provisioning: Fixed the volume button issue on Wildix devices.
- Branding: Fetch branding from BRM for v8 web/electron apps.
- Call Forwarding: Strip access code and extension properly for *73{dest} access code.
- Call Rating Template: Removed invalid values and length limit in Main extension field.
- Call Transcription: Added the option to enable transcription in OSC.
- CDR API: Added the Caller ID field to the API Response.
- CDR: Added the MOS field to CDR CSV Download.
- CDR: Fixed an issue in CDR Reports with call recordings made with ERGs/Queues.
- CDR: Fixed an issue where the CDR CSV download did not work immediately after deleting a call recording.
- CDR: Fixed an issue with CSV download containing corrupted, unexpected characters.
- CDR: 'Show recorded calls only' option removed from Main Tenant and added support for displaying offloaded call recordings.
- CDRs: Sanitised Caller ID value.
- CRM: Added Permission Group Management in Integration settings.
- CRM: Added the option to view Transcription when opening a recording URL.
- Dial Group: Voicemail Group now triggers as the last destination in Dial Groups.
- DID: Fixed an issue where Local DID matching did not work properly when Simple routing mode is selected.

- ERG: Added a new option to force ERG MOH for Members and fixed issues where played MOH depends on the DID Call Recording option.
- Event Publisher: Implemented the Event Publisher feature to replace Event Manager.
- Extensions: Fixed an issue where the default Extension Location on Server did not apply when creating an extension.
- File System: Added retention policy options for Transcription and AVC Call log.
- Fix issue where recording offloaded to AWS could not be listened to on Safari.
- gloCOM Editions: Removed Web Edition from GUI sections (Apps - Overview, Apps - Templates, Extensions - Editions & Modules).
- Groups: Added Concurrent and Advanced statistics to group permissions.
- GUI: Removed Master/Slave terminology.
- Voicemail: Handled special characters for voicemail name.
- Hotdesking: Fixed an issue where DHCP under extension affected the login process.
- IPv6: Fixed an issue where wrong parsing of IPv6 would show warnings on the monitor page.
- IVR Statistics: Fixed an issue where the downloaded PDF report was not properly ordered.
- Language: Added validation for the lang query parameter.
- Microsoft Legacy: Fixed an issue where the app would crash on login when creating credentials.
- OAuth: Enabled creating apps with an apostrophe and fixed the issue with incorrect data displayed on Apps & Tenants page.
- Operation Times: Added the ability to reorder Closed Dates.
- Operation Times: Added 'Extension' and 'ERG' as available types and removed 'Queues' from the type list on the MT version for Operation Times Reports.
- OSC: Added the option to view inclusive messages left in the rating section.
- OSC: Fixed an issue where the page would crash on Voicemail icon click when it's disabled in Service Plans.

- Paging groups: Added support for calling remote numbers, two-way paging, and allowed disabling of local extensions to auto answer.
- Partitioning: Fixed issue where failed partitioning stopped replication and archiving services.
- PIN Based Dialling: Added an option to skip PBD pin check for Speed Dial access codes.
- Recordings: Added an option to disable downloading call recordings for specific user groups.
- Recordings: Added an option to hear the call recording beep at the start of the call when call recording is enabled.
- Recordings: Fixed an issue where wrong sound files on recording paused/unpaused were played.
- Recordings: Optimised stereo recording RAM usage by removing the mixed audio file and adding the possibility to choose different codecs.
- Reports: Added the Operation times option under Groups.
- Reports CSV Download: Exposed the CSV Download button for SMS and Bulk Messages when 'Show Advanced Options by Default' is disabled.
- SMS Bulk Reports: Fixed an issue where the Sent/Total value was displayed incorrectly.
- SMS Campaigns: Added the option to set a shared SMS number as the campaign From number.
- SMS Log: Added 6 and 7 years options to the dropdown for SMS Log retention.
- SMS Settings: Fixed an issue where the letter counter in the SMS Footer did not correctly handle UTF-16 characters.
- SMS: Fixed an issue where the proper 'to' field was not being read when receiving a message sent to multiple numbers.
- Statistics: Fixed an issue with incorrect content in the statistics iframe after refresh or duplicating the tab.
- Stereo Recordings: Exposed stereo recording configuration in GUI.
- STIR/SHAKEN: Fixed an issue where the Caller ID set with *65 was not used for signature.

- STIR/SHAKEN: Fixed an issue where the system did not ignore P-Attestation-Indicator when verstat is set to No-TN-Validation.
- Templates: Fixed an issue where the voicemail blocked template was not saved as base64 encoded.
- TLP: Added support for Grandstream Touchless Provisioning.
- Transcription: Added an option to disable automatic transcriptions
- Transcription: Changed licensing options from 'per tenant' to 'on/off' globally.
- Transcription: Fixed an issue where only one page was displayed when previewing a call recording transcription for printing.
- Translations: Updated Portuguese, Portuguese (Brazil), Spanish, and French translation files.
- UADs: Added support for Fanvil PA2S and Fanvil PA3.
- Voicemail: Fixed an issue where a fatal error would appear in the GUI if the date stamp contained an empty character.
- Voicemail: Fixed an issue where contacts were not returned for the CC edition and the first search was always failing for phones.
- Voicemail: Send new voicemail user event for custom voicemail mailboxes.

New Endpoints

- Fanvil PA2S
- Fanvil PA3

Contact Center Module

Features

- Scheduled report per Day for CC statistics.
- Migration of Agent Occupancy, Queue Callback Calls, Queue Conversations per Disposition, and Voice Entry Positions reports to the new Omni Statistics.

Bug Fixes & Improvements

- CDR: Fixed inaccurate call duration for Queue/ERG calls.
- Contacts: Use groups permissions from the central phonebook after UI location change.
- ERG: Implemented callback functionality and licensing.
- IVR Tree: ERG as Timeout Destination is now being reached.
- Omni: Added domain name to “Omni channel IP Blocked” email notifications.
- Omni: Added Queue-based filtering in conversation history search.
- Queue: Fixed shared wrap-up time for agents during conference and transfer calls.
- Queue Statistics: Fixed displaying unanswered calls for site user.
- Queues: Fixed column names on queue per disposition report and removed channels filter on voice entry positions report.
- Queues: Implemented privileges for queues monitoring.
- Recordings: Added option to disable recording downloads for certain groups.
- Scheduled Reports: Fixed an issue where the French language setting was not working.
- Scheduled Reports: Fixed issues with breakdown and fatal error on Omni database.
- Statistics: Check for remote recordings on agent and queue breakdown.
- Statistics: Fixed duplicate Content-Type header in scheduled report emails, which caused improper rendering.
- Statistics: Fixed outbound calls using specific access codes.
- Voice Statistics: Added a deprecation notice to Voice Statistics.

Bug Fixes & Improvements

- Protocols → SIP: Removed the “Allow Transport Reload” option due to its negative impact on system stability.
- Archiving: Fixed an issue where call recordings offloaded on v7.5 and earlier could not be played back.
- Auto Provisioning: Fixed an issue where phone labels displayed the extension number instead of the extension name.

7.6.0.4 - December 23, 2025

Bug Fixes & Improvements

- Fixed an issue with Survey Statistics not working properly.

Bug Fixes & Improvements

- Fixed an issue where the WhatsApp channel would stop working after resave on the Channels page.
- Fixed an issue where in 'Refresh Voicemail'→'Messages' after deletion would not delete the next message in line.

Bug Fixes & Improvements

- Fixed an issue where Yealink phones were unable to receive calls when TLS is used and Encryption is set to “Offer if possible”.
- Fixed an issue where resaving an SSO provider without reloading the page would result in an error.
- Fixed an issue with upgrade process sometimes failing due to invalid email templates.
- Fixed an issue where Text to Speech feature was not available on Business license.
- Fixed an issue where Transcription iframe was broken on Contact Center > Queues > CDR page.
- Fixed an issue where OSC Language dropdown was unable to open.
- Fixed an issue where “Urgent” directory was not available under Voicemail > Messages.
- Fixed an issue with HTEK devices not being able to auto provision.
- Fixed an issue where uploaded sound files were not automatically converted to “alaw” format.

Bug Fixes & Improvements

- Fixed an issue where a warning was shown when entering the Two Factor Authentication Code.
- Fixed an issue where the recording beep was not heard.
- Fixed an issue with gloCOM not syncing contacts from Microsoft 365 and the custom source in gloCOM central phonebook on Multi-Tenant systems.

Features

- Asterisk version 18.26.1 and pjproject version 2.15.1 update.
- AI voice generation (Text to Speech).
- OpenAI provider for Voicemail Transcription.
- Stereo call recordings (in beta state).
- Call Forwarding: option to forward calls based on gloCOM Presence.
- Opt-Out/In and Help keywords for non-Bulk messaging.
- OAuth 2.0 support for Event Manager.
- Option to disable deleting SMS messages and conversations.
- Call Forwarding: Match types for the Exclude List.
- OpenID Connect (OIDC) provider for Single Sign-On.

Bug Fixes & Improvements

- Action Logs: Expanded IP address field so IPv6 address is visible.
- Agi: Prevented all calls coming to a tenant set as 'Not Active'.
- API: Added API logs to SQL table.
- API: Added the option to set an ARI application as an IVR Timeout Destination.
- API: Restricted server variable to the value of 1 when adding/editing trunks.
- API: Updated the docs.
- Archiving: Fixed an issue with handling special characters in the recording location path.
- ARI: Enabled full support for IPv4-mapped IPv6 addresses, expanded database fields and updated ACL handling.
- Asterisk: updated Asterisk to version 18.26.1.

- Auto provisioning: Added SRTP enforcement for Yealink when extension encryption is set to Required.
- Auto provisioning: Added support for Fanvil V63.
- Auto provisioning: Added support for Flyingvoice P11, P11G and P11P.
- Auto provisioning: Added support for Flyingvoice P11LTE and P11W.
- Auto provisioning: Added support for Gigaset N610 and N670.
- Auto provisioning: Added support for Htek UCV50 and UCV53.
- Auto provisioning: Added support for Poly Edge B10.
- Auto provisioning: Added support for Poly Edge E300 and Poly CCX505.
- Auto provisioning: Added support for Poly VVX150.
- Auto provisioning: Added support for Poly VVX250.
- Auto provisioning: Added support for Snom D150.
- Auto provisioning: Added support for Snom HD100 and HD101.
- Auto provisioning: Added support for Snom HD350W and HD351W.
- Auto provisioning: Added support for Snom HM201.
- Auto provisioning: Added support for up to three expansion modules on Yealink devices.
- Auto provisioning: Added support for Yealink T88V and T88W.
- Auto provisioning: Fixed an issue with setting Call Parking DSS Key on Yealink phones.
- Call Forwarding: Added ability to forward calls based on gloCOM presence.
- Call Forwarding: Added ability to set match type for the Exclude List.
- Call Recording: Fixed an issue where recording is not started when dialing an extension with a tenant prefix.
- CDR: Fixed an issue with the billamount API where billamount was not being returned properly.
- CDR: Fixed parsing of Parked Call CDRs for MT edition.

- Clickhouse: Added support for IPv6 addresses in Listen, Allowed IPs, and Remote connection modes.
 - Conference: Fixed an issue where a participant from a different tenant was able to join the wrong conference.
 - Connector: Allowed responses with an empty JSON body.
 - DIDs: Fixed an issue where calls were being routed to the wrong destination.
 - Dispatchable Locations: Added the 'Leading Street Direction Type' field to choose between Pre-Directional and Post-Directional street formats.
 - E-mail templates: Removed the E-mail prefix for the Template field.
 - ERG: Fixed an issue where multiple call windows would activate while using Wake up mobile devices in ERG.
 - ERG/Queue: Fixed an issue where changing the Name field removed ERG/Queue members.
 - Event Manager: Added OAuth as an authentication method for Event Manager.
 - Event Manager: Added the queue_id parameter and additional checks for the agent_email parameter.
 - Event Manager: Fixed an issue where Parameters with special characters could not be removed.
 - Event Manager: Resolved inconsistencies with parameters relating to Queues and ERGs in Event Manager.
 - Extensions: Hid the 'Override System LCR' option when Simple Routing is used.
 - Fomantic UI: Fixed search selection dropdowns to match values based on text only.
 - GUI: Added an AI badge to Transcription and TTS buttons.
 - IPv6: Added the ability for trunk hosts and incoming IP addresses to set IPv6 format addresses.
 - IPv6: Added IPv6 support for 'Allow IPs/Hostnames' in API keys and fixed issues with saving the changes in the API keys page.
 - IPv6: Added pjsip transports for IPv6.
 - IPv6: Fixed an issue where IPv6 addresses in Monitor pages were not being displayed properly.
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- IVR: Added the option for the ARI application to be used as a Timeout Destination.
- LCR: Fixed a PHP notice when an LCR trunk is set to None.
- LDAP: Added IPv6 support, and fixed an issue that occurred while using the default value for TLS IPv4.
- LDAP: Fixed double escaping of backslash character and non-escaped HTML strings.
- LDAP: Modified the ldap_server application to return extension departments' contacts.
- Login: Implemented various CSS fixes regarding the Login screen.
- Meetings: Added additional meeting information to update and deletion confirmation dialog message.
- Notes: Fixed an issue where 'Created By' and 'Last Edited By' fields were not being populated when LDAP users created/edited a note.
- OIDC: Added support for OpenID Connect providers.
- Onedrive: Fixed an issue where recordings uploaded to Onedrive could not be played.
- Onedrive: Fixed Onedrive download issues by avoiding Search on new uploads.
- OSC: Fixed an issue where the voicemail transcription pop-up failed to open.
- Phonebook: Modified the gloCOM API to return the department list of extensions.
- Recordings: Added a hidden option to enable stereo recordings by recording channels separately and merging them into one stereo file.
- Reports: Added the 'From' field to CSV download on the SMS Reports page.
- res_pjsip: Exposed IDLE_TIMEOUT as a configurable option in Protocols.
- Service Plans: Fixed PHP notices when 'dial_billing_amount' was not set.
- SMS: Added the option to disable deleting SMS conversations/messages per tenant.
- SMS: Added the option to select unassigned SMS Numbers for Bulk SMS Messages.
- SMS: Added the SMS footer to Tenant → Sms Options.
- SMS: Enhanced Bulk SMS with global Opt-Out scope, added Opt-In/Opt-Out/Help to conversational messaging, improved automated response visibility, and fixed related database and UI issues.

- SMS: Updated the SMS blocklist to include the From number for Bulk SMS and improved opt-in/out handling.
- SMS Rating: Fixed an issue where inclusive messages were not being reset.
- SMS Reports: Fixed an issue where the date filter was not properly applied when time zones per tenant were disabled.
- sipPROT: Enforced the use of the installer URL specified in the versions catalogue from v7.6.0.
- Sounds: Fixed an undefined index PHP notice when uploading sound files.
- Special Routes: Fixed an issue where Enhanced Ring Groups could not be dialed as Special Route destinations.
- Statistics: Fixed an issue where ERG member names were not being displayed in the reports summary.
- Transcriptions: Added the queue size limit and allowed only priority recordings to be transcribed in case of a full queue.
- Transcriptions: Implemented partitioning for the transcription service.
- Transcriptions: Implemented recording splitting to accommodate the file size limit.
- Transcription: Removed the control buttons for transcriptions that are empty or unavailable.
- Translations: Updated Portuguese, Portuguese (Brazil), Spanish, and French translation files.
- TTS: Added the Text-To-Speech service.
- Trunks: Removed the 'Suspended' status from the trunks configuration section in the GUI.
- Trunks: Stopped forcing SRTP onto trunks, allowing choice.
- VME: Fixed an issue where the VME worker would crash if the voicemail file is 0 bytes.
- Voicemail: Added a timestamp into the listen URL so browsers do not cache message audio.
- Voicemail: Added OpenAI as a VM Transcription Service option.

New Endpoints

- Fanvil V63
- Flyingvoice P11
- Flyingvoice P11G
- Flyingvoice P11LTE
- Flyingvoice P11P
- Flyingvoice P11W
- Gigaset N610
- Gigaset N670
- Htek UCV50
- Htek UCV53
- Poly CCX505
- Poly Edge B10
- Poly Edge E300
- Poly VVX150
- Poly VVX250
- Snom D150
- Snom HD100
- Snom HD101
- Snom HD350W
- Snom HD351W
- Snom HM201
- Yealink T88V
- Yealink T88W

Contact Center Module

Features

- CMP: Enhanced WhatsApp Integration with Support for Meta Cloud API and Provider Selection.
- Omni: New OAuth-Based Email Integration for Gmail and Microsoft.
- Omni Statistics: Complete Migration of Dialer Reports to New Statistics.

Improvements & Bug Fixes

- Added possibility for gloCOM Web/Electron to send glocom_session_id through URL query param.
- Agent: Fixed issue where agents were not logged out when the auto logout option is set.
- Agent: Fixed issue with *205 access code not working properly.
- Asterisk: Fixed a critical issue that could cause all calls to freeze on busy systems.
- Asterisk: Fixed issue with agent unable to log in with Asterisk 18.26.
- Clickhouse: Fixed a fatal application crash.
- CMP: Added option to choose between 360dialog and Meta Cloud API from PBXware GUI.
- CMP: Added WhatsApp integration through Meta's Cloud API.
- CMP: Fixed the issue where the WABA ID was displayed instead of the WhatsApp number.
- CRM: Added a flag for exact phone matching in Vtiger.
- CRM: Added info header to CRM connector upon messaging ticket creation.
- CRM: Added direction field to Vtiger.
- CRM: Fixed an issue with user search on HubSpot.
- CRM: Deprecated Pipedrive API v1 endpoints.
- CRM: Fixed call logging for unknown contacts in Zoho CRM.

- CRM: Redesigned the main PBXware GUI page to align with the Next-Gen CRM implementation.
- Dialer: Fixed issue with remote DTMF feature not working in gloCOM.
- Event Manager: Added OAuth 2.0 support.
- Feedback Form: Fixed an issue where hyperlinks redirected incorrectly.
- LDAP: Added support for searching BCM external contacts.
- Omni: Added support for the new OAuth service to Email Channels.
- Omni: Fix issue with JSON extract failing, causing WhatsApp messages to not go through.
- Omni Statistics: Added a Dialer tab inside the Statistics.
- Omni Statistics: Added All Calls and Abandoned Calls to the new statistics.
- Omni Statistics: Added filters for Dialer reports.
- Omni Statistics: Aligned metrics for new Dialer statistics.
- Omni Statistics: Fixed filter display on Dialer Statistics reports.
- Omni Statistics: Fixed bugs in new Dialer Statistics reports.
- Omni Statistics: Migrated Lead Calls report to new Dialer statistics.
- Omni Statistics: Migrated “Agent Calls” from old Dialer statistics to Agent statistics.
- Omni Statistics: Migrated “Campaign Calls per Disposition” to new statistics.
- Omni Statistics: Migrated Agent Direct Outcalls report to new statistics.
- Omni Statistics: Rewrote Dialer and Agent statistics.
- Omni Statistics: Transferred Dialer statistics to the Stats Proxy app.
- Omni Statistics: Added Dialer reports to Scheduled Reports.
- OSC: Added an option for Agents/Members to access their call recordings from Queues/ERGs.
- Queues: Fixed callback issue when using + prefix in numbers.

- Statistics: Fixed an issue allowing users to access scheduled reports without permission.
- Statistics: Fixed incorrect ringing time calculation for unanswered queue calls.
- Statistics: Fixed issue where the DID filter was not applied in Scheduled Reports.
- Statistics: Fixed missing call data in ERG Statistics.
- Statistics: Fixed missing data in Agent Statistics.

Bug Fixes & Improvements

- Fixed a bug with mediasoup not working on the newest browser versions (Google Chrome, Microsoft Edge, Safari, and Mozilla Firefox).
- Fixed a bug where clicking on a number would not dial it through the web app.
- Fixed a bug with audio that would appear when resuming a call from hold on gloCOM Web.

7.5.0.5 - September 10, 2025

Bug Fixes & Improvements

- Implemented an important security update.

Bug Fixes & Improvements

- Queue/ERG: Fixed an issue where an event was not properly logged, causing missing information in statistics.
- Phonebook: Fixed an issue where searching for the LDAP contacts was not returning any results.
- Voicemail Email: Fixed an issue where the voicemail emails stopped sending due to empty files.

7.5.0.3 - June 19, 2025

Bug Fixes & Improvements

- Asterisk: Fixed audio jitter issues when using g722 codec.
- Agent Statistics: Fixed issue with outbound statistics when trunk failover happens.

Bug Fixes & Improvements

- BSSUP: Fixed an issue with the incorrect timeout values being set for opening access.
- IVR Tree: Fixed an issue with the dropdowns being empty for selection dropdowns.
- Transcription: Added a date column for partitioning.
- VM Queue: Fixed an issue with the worker crashing if the queued file doesn't exist.

Bug Fixes & Improvements

- Trunks: Make the default value 'Yes' for the 'Allow ES Caller ID' option.
- Fixed an issue where the Teams Presence sync doesn't correctly handle organisations with more than 100 users.

Features

- Call Recording Transcriptions.
- Chat Topics.
- Event Manager.
- Call Quality (MOS).
- MS Teams Presence Sync.
- Single Sign-On.
- SMS Rating.

Bug Fixes & Improvements

- Access codes: Fixed an issue with allowing Enhanced Call Parking code to be assigned as an extension number.
- Accounts: Fixed an issue where a breached password check was executed for empty password fields.
- Action Logs: Fixed an issue with user-specific searches returning combined results.
- AGI: Fixed an issue with tenant to tenant calls dialing over the trunk when the extension was offline.
- AGI: Fixed an issue where a small decimal number for Minimum Charge would not allow a call to go through.
- API: Added all destination types available for Call Filters & Blocking in GUI that were not available through API before.
- API: Added extension ID validation for all API ES actions.
- API: Added MOS score to the CDR download API and the ability to fetch MOS data for a specific CDR.
- API: Added missing destination types for IVRs that are available through the GUI.

- API: Added the ability to add, edit and delete Departments via API.
- API: Added the ability to add, edit and delete Paging Groups through the API.
- API: Added the ability to configure SMS Ratings using the API.
- API: Added the ability to retrieve transcriptions for a specific CDR through the API.
- API: Added the ability to set 'Do Nothing' as the 'dtype' for Call Filters & Blocking.
- API: Added the ability to set states for all Enhanced Services through the API.
- API: Added the ability to use the "-" character in the "host" field for the trunk.
- API: Added validation of values for Ring Group fields that are dropdowns in the GUI
- API: Allowed '*' to be used for extensions on the BLF list edit.
- API: Allowed unicode characters in extension names when editing/adding extensions via API.
- API: Exposed the Monitor > Trunks page via API.
- API: Fixed request parameters and response types for dashboard actions so that they correctly follow the API conventions.
- API: Fixed request parameters and response types for routes (pbxware.routes) so that they correctly follow the API conventions.
- API: Fixed the API response for editing Operation Times on IVRs.
- API: Fixed an issue where Editing a Trunk via API would overwrite SIP Custom Headers and remove them.
- API: Fixed the SMS rating warning missing in the create extension API call.
- API: Fixed a field reset issue on Ring Group edit.
- API: Redirect to the API Keys list after changing the language on the API key edit page.
- API: Removed the "busylevel" field from the trunk API and removed the "emergency trunk" field from the trunk API for MT systems.
- API: Updated the docs.
- Archiving: Resolved a OneDrive archiving issue with session URL handling.

- Asterisk: Allowed setting the number of http sessions, the default is set to 1024.
- Auto provisioning: Added a new MAC address range for Grandstream UADs.
- Auto provisioning: Added support for Cisco ATA 191 and ATA 192.
- Auto provisioning: Added support for the CyberData SIP Call Button.
- Auto provisioning: Added support for Fanvil Linkvil W611W.
- Auto provisioning: Added support for Fanvil V61G and V62W.
- Auto provisioning: Added support for Flyingvoice P10G, P10W and P10LTE.
- Auto provisioning: Added support for Flyingvoice P20, P20G and P20P devices.
- Auto provisioning: Added support for Flyingvoice P22G and P22P devices.
- Auto provisioning: Added support for Grandstream HT812.
- Auto provisioning: Added support for Grandstream WP820.
- Auto provisioning: Added support for Snom D812 and D815 devices.
- Auto provisioning: Added support for Wildix WP410, WP480G and WP490G devices.
- Auto provisioning: Added support for Yealink AX83H.
- Auto provisioning: Added support for Yealink AX86R.
- Auto provisioning: Added support for Yealink T67LTE.
- Auto provisioning: Fixed an issue with an infinite loop caused by the BLFs for Yealink devices.
- Auto provisioning: Fixed issues with CSVs for the 'Add Multiple Extensions' section.
- Auto provisioning: Fixed 'CSV Upload' issues when creating multiple extensions.
- Auto provisioning: Modified timezone configuration for Grandstream UADs.
- Auto provisioning: Added BLF Start functionality for Mitel devices.
- Auto provisioning: Added support for Yealink T73U, T73W, T74U and T74W.
- Auto provisioning: Added support for Yealink T77U, T85W and T87W.
- Bulk Messages: Added a Rating extension field to Bulk Messages.

- Branding: Added the ability to fetch Web Branding from BRM.
- Branding: Fixed the branding for Login page > Login box.
- CDR: Fixed an issue where the OSC would show call legs of other extensions by matching part of the IP address as the extension number.
- CDR: Fixed an issue where the 'Voicemail in CDRs' option did not apply properly.
- Certificates: Apply certificates during runtime when they are renewed/replaced so that there is no need to do an Asterisk restart.
- Certificates: Improved the behaviour of applications which required restarts when renewing/changing certificates.
- Chat Features: Added support for the new Chat Topics/Threads feature.
- CNAM: Fixed fields that were not being grayed out when the CNAM Settings section was disabled.
- DID: Fixed the distance between edit and delete icons in the GUI.
- DID: Fixed an issue with sorting newly added DIDs independently of old ones.
- DID: Fixed an issue when a Site user edits the DID.
- Dispatchable Locations: Fixed an issue where the address would show as partially successful if the street suffix was empty.
- Email Templates: Added the ability to print up to 5 DIDs associated with an extension using the %DID% template variable.
- Email Templates: Extended the text field so that meeting templates could be customized with more data.
- Email Templates: Fixed an issue with the default template being shown each time the HTML email templates were shown.
- Email Templates: Fixed an issue where the div tags in the meeting email template were causing rendering issues.
- Email templates: Added the %SERVER% variable for the 'New Extension Template', and removed the 'Extensions SMS HTML' section.
- Email templates: Removed %SMS_NUMBER% from the default template.
- Email templates: Removed 'User Subject (Copy)' field from New Site User Template.

- Email2fax: Fixed an issue with the total pages always displaying 0.
- Embedded documentation: Fixed an issue where the tooltips would not be shown properly for some pages
- Event Manager: Added the Event Manager feature.
- Extensions: Fixed an issue where the extensions would not log out from gloCOM when their status was set to 'Not Active'.
- Extensions: Ensured tenant-specific PIN-based devices are included in CSV downloads.
- Extensions: Prevent client app logins if the tenant status is 'not active'.
- Fomantic UI: Updated the Fomantic UI to 2.9.3, jQuery to the latest version (3.7) and added FontAwesome 5.15.4 icons.
- Groups: Fixed an issue where the tenant was not being shown in the GUI if the tenant's name was too long.
- GUI: Fixed the issues on pages where the 'Go Back' button returned to the first page instead of the previous page.
- GUI: Added tenant ID and package ID on edit pages.
- GUI: Fixed a warning on the Login Page after entering an invalid username or password.
- IVR: Added the ability to set ERG Priority when the ERG was selected as the destination.
- Language: Fixed a login button issue when other languages were selected; Fixed problems with spanish translation strings and made the updates warning message smaller.
- LDAP: Added support for Snom phones and fixed a bug with fetching archived extensions.
- LDAP: Added the ability to enable TLS for LDAP per tenant.
- Memcached: Fixed an issue where channel limits did not clear properly prior to a normal asterisk start/restart operation.
- MOS: Added the ability to disable MOS logging.
- MOS: Added MOS score to CDR Reports.

- MS Teams: Added a Menu item for MS Teams integration and added the possibility to select OAuth2 Credentials for Presence Sync.
- MS Teams: Added an option on the tenant level to enable Presence Sync.
- MS Teams: Added the presence status indicator in Microsoft Teams Integration Settings.
- Music On Hold: Added the option to set HTTPS Streams.
- Operation Times: Fixed CSV downloads on Chrome having the '.csv_' file type.
- Paging groups: Added the ability for extension numbers to be pre-populated when creating paging groups.
- Paging groups: Fixed an issue with duplicate numbers for paging groups.
- Phone book: Changed the phone book label from 'Central' to 'Personal' for extensions and OSC.
- Queues: Fixed an issue where deleting queues on MT would cause an error.
- RayBaum: Fixed an issue where a warning would be displayed when a Dispatchable Location was only partially validated in the OSC.
- Recordings: Fixed an issue where an additional call recording file was created by mistake when switching devices to mobile phone.
- Routes: Added Disabled Routes per Tenant.
- Service plans: Added the ability to apply inclusive minutes on inbound calls.
- Setup Wizard: Fixed a broken link for GNU on the EULA page.
- SMS: Added the ability to rate messages.
- SMS: Added a Bulk SMS HELP option.
- SMS Notifications: Fixed an issue where SMS notifications would fail to send.
- SMS Connector: Updated the validation to allow hyphens in Webhook URLs.
- SMS Reports: Added the 'Rating' column in SMS Reports and Rating filters.
- SMS Trunks: Added the National prefix field to SMS trunks.
- SSO: Added the option to control the SSO through the license with the trial option.

- SSO: Added the SSO feature.
- TLP: Added support for Snom D812 and D815 devices.
- Transcription: Added the ability to generate call recording transcriptions.
- Transcription: Added the ability to disable the On-Demand transcription feature.
- Translations: Updated Portugese, Portuguese (Brazil), Spanish, French translation files.
- Trunk: Added the 'Start/Stop/Not set' options for call recordings.
- Trunk: Increased the maximum length of 'Authname' from 20 to 50 characters.
- Trunk: Fixed an issue with the 'Allow ES CallerID' setting.
- Users: Fixed an issue where the user would not be logged out from the OSC and Apps when an extension was deleted or set as not active.
- Voicemail: Fixed an issue with blocked voicemail notifications not being sent.
- Voicemail: Fixed an issue with hangups during voicemail group greetings.
- Voicemail: Voicemails resequence only after all files have been moved/deleted.

New Endpoints

- Cisco ATA 191
- Cisco ATA 192
- CyberData SIP Call Button
- Fanvil Linkvil W611W
- Fanvil V61G
- Fanvil V62W
- Flyingvoice P10G
- Flyingvoice P10LTE
- Flyingvoice P10W
- Flyingvoice P20

- Flyingvoice P20G
- Flyingvoice P22G
- Flyingvoice P20P
- Flyingvoice P22P
- Grandstream HT812
- Grandstream WP820
- Snom D812
- Snom D815
- Wildix WP410
- Wildix WP480G
- Wildix WP490G
- Yealink AX83H
- Yealink AX86R
- Yealink T67LTE
- Yealink T73U
- Yealink T73W
- Yealink T74U
- Yealink T74W
- Yealink T77U
- Yealink T85W
- Yealink T87W

Contact Center Module

Features

- Agent Auto Logout: Added an option for automatic agent logout, including enhancements to handling scheduled timers and login states.
- Contacts: Added support for integrating Office 365 and Custom Contacts sources into the PBXware Central Phone Book.
- Setup Wizard: Added an option to select a preferred language due to setup wizard installation.

• Improvements & Bug Fixes

- Agent: Added an option to enable/disable 'Agent Auto logout' and 'Scheduled timer' field input.
- CDR: Fixed bug with CDRs being logged as failed instead of Not Answered.
- Clickhouse: Fix SQL replicator rollback failure handling to prevent fatal termination.
- CRM: Added logic for firing events to CRMConnector on transfer and conversation completion.
- CRM: Added user extension destinations for CRM Routing.
- CRM Bullhorn: Enhanced URL query encoding and search optimization.
- CRM Hubspot: Added access-token-based rate limiting.
- CRM Hubspot: Fixed issues with undefined keys and passing null service variables.
- CRM Hubspot: Updated all endpoints to use the v3 Objects API.
- CRM Salesforce: Call recording links are now generated and saved immediately when the call log is created, if the "Create call log when call starts" option is enabled.
- Omni: Deleted old data from returning customer tables and applied a 99-time frame limit.
- Omni: Moved the option to set the "Thank you message" under the survey add/edit menu.
- Omni: Sending real-time updates to visitors when tickets are assigned or transferred.

- Omnichannel Email: Implemented email channel improvements, including the ability to change the IMAP mailbox field.
- Queues: Improved queue wrap-up time handling.
- Queues: Removed the persistent members option from queues.
- Scheduled Reports: Fixed an issue where scheduled reports would break when created by a user with all permissions.
- Setup Wizard: Fixed an issue with language selection due to LOCPATH settings.
- Sitemanager: Prevented XSS Exploits on statistics reports.
- Statistics: Added customer names in returning customer reports.
- Statistics: Added extension name and number to ERG reports.
- Statistics: Added new filters for Speed to Answer, Waiting Time, and Activity Time.
- Statistics: Fixed an issue with missed conversations for online agents.
- Statistics: Improved accuracy of comparison signs in reports.
- Statistics: Fixed an issue where queue statistics were not displayed when two or more queues were selected.

7.4.0.3 - March 13, 2025

Bug Fixes & Improvements

- Queue/ERG: Fixed an issue where an Event was not properly logged, causing missing information in statistics.

7.4.0.2 - February 11, 2025

Bug Fixes & Improvements

- Queue: Fixed an issue where enabling the 'Returning Customer' option would cause Asterisk to crash in some cases.

Bug Fixes & Improvements

- Fixed an issue where sending voicemail emails would sometimes fail.
- Fixed an issue where clicking 'Save & Email' when editing a user would show some errors in the user interface.

Features

- OAuth: New implementation.

Bug Fixes & Improvements

- API: Added the ability to add/edit the SN number on the extension.
- API: Added the option to set and configure gloCOM editions and modules.
- API: Added the extension ID validation before all API Enhanced Services actions.
- API: Enabled setting additional MAC Addresses per Extension.
- API: Exposed 'Set and List Apps - Templates' through the API.
- API: Fixed an issue where 'pbxware.ext.editions_modules.set' would return two errors for the same response.
- API: Fixed an issue with listing DIDs when the DID mode is set to 'Group'.
- API: Fixed an issue with empty dhcp and mac fields on BLF list edit.
- Archiving Page: Fixed an issue where the page is grayed out when the Master Tenant section is enabled.
- Archiving: Fixed an issue where call recordings would not be offloaded for calls that end after the archiving the offload cycle.
- Agi: Fixed an issue where multiple 'L' dial options were set simultaneously. The system now correctly uses only the lowest value.
- Auto provisioning: Fixed an issue with BLFs for Avaya J139.
- Auto provisioning: Fixed an issue with BLFs for Grandstream GXP devices.
- Auto provisioning: Fixed the SIP Account counter in the Gigaset N870 configuration file.
- Chat Archiving: Fixed an issue where email and relicensing would not work because of the worker not running.
- CNAM: Fixed the CNAM lookup to work when the lookup field value is an array.

- Conferences: Implemented the 'Mute external users on join' option.
- Conferences: Fixed an issue where the tenant code would be appended to the conference number.
- CSV: Fixed issues with CSV files when adding multiple extensions.
- Dashboard: Fixed an issue where the counter for Web editions would not show the correct value.
- DID: Added the ability to restrict adding, editing, and deleting DIDs.
- DID: Fixed Prioritize CLI Routing not working when a Custom Destination is set under Operation times.
- DIDs: Fixed an issue where the call would go to an External Destination even when the Tenant is suspended or 'Not active'.
- DID: Fixed a warning related to CSV uploads on DID.
- Dispatchable locations: Allowed letters in the house number field.
- Email templates: Exposed the ERG Abandoned Calls Template.
- Email templates: Exposed the Exceeded Channel Limit Template.
- Email templates: Exposed the Exceeded Licence Channel Limit Template.
- Email templates: Exposed the Exceeded Trunk Limit Template.
- Email Templates: Exposed the Rate limit template.
- Enhanced Services: Fixed an issue where the Confirm Call feature for Call Forwarding would not work if the destination was an external number.
- Enhanced Services: Increased the number of Exclude list items in Call Forward to 30.
- Extensions: Hid the 'Copy As New' button for users when the 'Disable Create Extension' permission is set.
- Extensions: Fixed an issue with the same info being sent for multiple extension emails.
- File System: Fixed an issue The same value was being set for cdr_remote_recordings and cdrs when archiving data.
- Groups: Fixed an issue where tenant permission on Groups would not work for tenants with long names.

- IVR statistics: Fixed an issue where the label in statistics was blank when Local Dialing was used.
- jQuery: Patched jQuery with security fixes for 3.1.1.
- Onedrive: Fixed an issue where call recording offload would sometimes fail when the parent folder could not be found.
- Operation Times: Fixed an issue where midnight reset would not work when pin is enabled.
- OSC: Redesigned the OSC menu. Added a button with the link to gloCOM WEB.
- Password reset: Fixed the URL being invalidated before being opened, added a button to show password.
- Routes: Fixed an issue where routes would fail to save on Safari browser.
- Service plans: Fixed an issue when uploading a large CSV file to Service Plans Rates would fail.
- SFTP: Fixed an issue with the SSH connection not closing for the remote-fs service.
- SMTP: Added the ability to use existing OAuth2 credentials for Authentication.
- SMS: Fixed an issue where downloading the Blocklist CSV from tenant level resulted in downloading numbers from all tenants.
- Tenant-Level Configuration: Added the ability to set Maximum Contacts per Tenant using API.
- Tenants: Added an option to search LDAP contacts by 'Starts With' or 'Contains' logic.
- Touchless Provisioning: Fixed an issue with displaying an error if an incorrect Client ID or Client Secret is entered in the Touchless Provisioning Config for the Yealink YMCS portal.
- Translations: Changed the word 'home' to 'residential' in the Central / Personal phonebook'.
- Translations: Updated translation files for Portuguese (Brazil), Portuguese, Spanish, and French.
- Trunk: Added 'Send History-Info header' for tracking a call's redirection or forwarding.
- UAD: Fixed an issue where Additional Configuration was not properly saved when it contained quotes.

- Updates: Changed the changelog URL to a new destination.
- Voicemail: Added information that files have been renamed after move/delete.
- Voicemail: Fixed an issue with high resource usage when utilizing Voicemail Groups with large number of members.
- Voicemail: Fixed an issue where voicemail messages would not be reordered if moved/deleted through gloCOM.

Contact Center Module

- Contact Center: Introduced customer satisfaction surveys for messaging and voice channels, allowing customer feedback collection through surveys.
- Channels: Enabled a “Leave a message” form in LiveChat with configuration options per queue.
- CMP: Enabled local deployment of the CMP into PBXware.
- Email Signatures: Created email signature templates.
- Statistics: Added survey statistics, viewable by agent and by queue.
- Voice Queues: Added “Returning customer” options for voice queues.

Bug Fixes & Improvements

- app_queue.c: Fixed an issue with the ttime value being incorrectly set to 0 in statistics.
- Channels: Added a ticket ID to email subjects to prevent ticket creation issues on replies.
- Channels: Enhanced Pre-Chat Forms, allowing admins to configure live chat initiation with a pre-chat form or anonymously.
- ContactCenter: Implemented an ARI user event trigger when an agent is paused, allowing customers who rely on AMI events to receive notifications of agent pauses as expected.
- ContactCenter: Removed HTML from the last_message metadata in the login payload to improve the loading speed of the agent app.
- ContactCenter: Added an option in Queue settings to enable or disable the display of missed calls for queues within the agent and supervisor panels.
- Conversations: Fixed an issue with filters not working for closed conversations.
- CMP: Fixed an issue with invalid token errors for the 360Dialog.
- CRM: Added an option for Salesforce to select call record upload type.
- CRM: Added support for sending data as a POST method with a custom header, and increased the character limit for inputs.

- Dialer: Resolved an issue with identical leads appearing for multiple agents simultaneously.
- Live Chat: Added a new chat widget implementation.
- OSC: Enabled listening to recordings from URLs uploaded to a CRM.
- Queue: Fixed an issue with the incorrect ring time being used when transferring calls to an extension.
- Queue Recording: Addressed an issue with recording overwrite during blind transfers between queues.
- Queue, ERG: Added a warning message when changing Queue or ERG names to prevent duplication or deletion of statistics for queues in queue statistics.
- Scheduled Reports: Fixed an issue that occurred when French was selected as the language for the Scheduling report.
- Scheduled Reports: Resolved a bug when selecting Agent sessions and pauses within scheduled reports.
- Scheduled Reports: Fixed a permissions bug in scheduled reports.
- Statistics: Added agent identifiers as agent names in breakdown statistics to enhance user experience and clarity.
- Statistics: Fixed queue search functionality within agent and queue statistics.
- Statistics: Added missing Facebook and WhatsApp channels to reporting graphs.
- Statistics: Fixed an issue with graphs not generating when French was selected as the language.
- Statistics: Fixed an issue with permissions in order to make recordings available without requiring CDR permissions.
- Statistics: Fixed an issue with the incorrect display of agent availability, ensuring the correct number of conversations is shown.
- Statistics: Fixed an issue where Queue Statistics did not work when “All Queues” was selected for Tenant Users, and resolved an issue where Scheduled Reports displayed empty data.
- Voicemail: Fixed an issue that occurred when a voicemail group was called via a DID with call recording enabled.

- Zendesk: Enabled API token authentication.
- Zoho: Added an option to choose a mode for creating unknown callers.

New Endpoints

- Avaya J139
- Cisco CP-7861
- Flyingvoice FIP16 Plus
- Flyingvoice P10
- Flyingvoice P23G
- Snom M100
- Snom M430
- Yealink T64LTE

Bug Fixes & Improvements

- Asterisk: Fixed issue where in some cases, when Asterisk booted up slowly, system changes were not applied properly.
- CRM: Added support for Zendesk API Token Authentication.
- Clickhouse: Allow setting Hostname for ClickHouse server.
- Extensions: Changed Call Rating default value from “No” to “Not Set” when creating new extensions.
- Event Manager: Fixed issue where the Save and Test button was not working when French language is selected.

Features

- API: Added the option to set additional MAC Addresses per Extension.
- Operation Times overview page.
- SMS Blocklist.
- SMS: SMS Predefined list.
- SMS Opt-in and Opt-out option.
- Touchless Provisioning: Yealink's new YMCS portal integration.

Bug Fixes & Improvements

- AGI: Fixed an issue where dialing a number with a special character would fail.
- API: Added missing destination types to add/edit DIDs.
- API: Fixed double responses when editing DID groups.
- API: Fixed empty responses when listing destinations and destination groups.
- API: Fixed issues with some fields when adding, editing, and getting information about extension slave status.
- Archiving: Implemented enhanced logging for complete process monitoring.
- Auto Provisioning: Added Call Parking type to DSS keys for Fanvil devices.
- Auto Provisioning: Added support for Fanvil X301W and Fanvil X303W.
- Auto Provisioning: Added support for new Mitel 6930 and 6940 devices.
- Auto Provisioning: Added support for Snom D140.
- Auto Provisioning: Added support for Yealink DECT W75B.
- Auto Provisioning: Fixed a Grandstream LDAP Lookup issue.
- Auto Provisioning: Fixed a BLF issue for Fanvil X4U, X5U and X6U devices.

- Auto Provisioning: Added the option to configure a failover SIP WAN server for Polycom and Yealink devices.
- Auto Provisioning: Added support for Directory URL customization.
- CDR: Created additional CDR for calls that are re-routed due to closed operation times.
- Chat Archiving: Resolved an issue where chat archiving would fail to properly archive messages.
- CLI Routing & Validation: Fixed an issue where the routing destination would not be saved.
- CLI Validation&Routing: Implemented the ability to assign multiple extensions when the Multi-User destination is selected.
- Conference Groups: Increased the maximum number of allowed users to fifty per group.
- DID: Added parking lot as a destination for DID.
- DIDs: Added the option to assign a DID as the Main number.
- DIDs: Implemented the ability to assign multiple extensions when the Multi-User destination is selected.
- Extensions: Added the ability to configure the maximum number of applications that can connect to an extension at the same time.
- Extensions: Fixed an error on edit extension for user account without the 'Show advanced' option enabled.
- Extension Statistics: Fixed an issue where opening a PDF report would display an error.
- gloCOM Settings: Added an option to hide the meeting icon per Tenant and per Extension.
- gloCOM Settings: Added an option to Disable MMS per extension/tenant/system.
- Google Speech-to-Text: Added support for Regional endpoints (US and EU).
- Hubspot: Fixed an issue for CRM routing with an empty value on a large system where the call would always get routed to the default destination.

- Meeting: Prevented the creation of additional CDRs when users join meetings by dialing the number.
- Menu: Fixed an issue with overflow for strings with exactly 27 characters.
- Operation Times: Skip pin check for the midnight reset call.
- Reports: Created a new reports page to identify the Operation Times rules on DIDs, IVRs, Queues and Dial groups.
- SMS: Added an SMS Blocklist feature.
- SMS: SMS Opt-out feature.
- SMS: Added an SMS Predefined list feature.
- SMTP: Fixed an issue with saving SMTP configurations with specific domain names and removed usage of ANY records and used A/AAAA records to resolve SMTP domains instead.
- Special Routes: Fixed an issue where the Special Route destination would not be saved.
- STIR/SHAKEN: Set the correct destination number for call signing.
- Statistics: Fixed an issue where the Check CDR option would not find a CDR if calls were made using deskphone mode.
- Translations: Updated French (fr_FR), Spanish (es_ES), Portuguese (pt_PT) and Portuguese (Brazil) (pt_BR) translation files.
- Trunks: Sent the correct privacy info for PAI header.
- Trunks: Added the option to set the P-Charge-Info header on trunks.
- Trunks: Added support for the '%TENANT_ID%' variable for trunk SIP headers.
- Updates: Implemented the ability to create snapshots when running updates on a SERVERware VPS instance.
- Added the subject and the description fields to the meeting email template.

New Endpoints

- Fanvil X301W
- Fanvil X303W
- Mitel 6930
- Mitel 6940
- Snom D140
- Yealink DECT W75B

Contact Center Module

- Statistics: Implemented new Conversations Summary report to show summarized data for calls.
- Statistics: Implemented the Chat Transcript feature to review customer interactions.

Bug Fixes & Improvements

- CRM: Fixed an issue with Zoho CRM where a new lead created through the GUI was not found in subsequent tests, instead generating a duplicate lead with the same number.
- Monitor Calls: Resolved an issue where the call duration was incorrect when switching tabs on the Live Calls page.
- Hubspot: Added phone number to form.
- Settings: Added an option in messaging settings to set the first response timeout per channel.
- Settings: Trimmed the last '/' from the CMP URL to avoid issues with calling the CMP endpoint.
- Statistics: Resolved an issue in ERG Statistics where the breakdown of the report displayed an incorrect number of calls.
- Statistics: Fixed an issue with permissions for Queue Unanswered Calls statistics for Site User.
- Statistics: Fixed an issue with Agent statistics when transferring calls.
- Omnichannel: Added ticket ID into subject to avoid issues with ticket creation on reply when the in-reply-to header is changed by the mail server, e.g., in the case of Outlook.
- Omnichannel: Fixed an issue where emails were not being handled in real-time due to improper server handling, causing the email fetching routine to stop receiving new emails.
- Omnichannel: Fixed a JavaScript error that prevented warning messages from appearing in French when creating a new channel in Omni.
- Omnichannel: Fixed an issue with the chatbot where the ' character was stripped incorrectly, causing JavaScript errors and sending incorrect characters in messages.

Meeting Module

Bug Fixes & Improvements

- Added an attendance report API.
- Added an automatic invite notification when the meeting starts, or participants are added.
- Added the meeting description to the meeting invite/update/cancel email templates.
- Added support for controlling meeting button visibility from the PBXWare site manager.
- Fixed an issue with the license update not triggering the on-site manager license refresh.
- Fixed an error that occurred when handling GetJoinByNumber actions.
- Fixed an issue with a close response body after completing an HTTP request and resource leak. (Push notifications)
- Fixed an issue with the push notifications not working on multi-tenant systems. (Push notifications)
- Fixed an issue with the sending of addParticipant and addParticipantMulti. (Push notifications)
- Fixed an issue with emailing the organizer when creating an instant meeting.
- Fixed an issue for missing DIDs on the meeting create action. (PBXWare Site manager)
- Made links in the meeting description on the email template clickable.

Features

- Ability to implement Custom ARI Applications.
- SMS Connector.
- Archiving: Added OneDrive to the list of supported archiving services.

Bug Fixes & Improvements

- Added the ability to implement Custom ARI Applications.
- Added the ability to authenticate with IMAP servers using the OAuth2 method.
- API: Added the 'Default IP' field validation for Trunks and fixed the validation for this field in GUI for Trunks and Extensions.
- API: Added a secret/password criteria validation.
- API: Added a missing option 'auto' for the field dtmfmode.
- API: Fixed an issue where IVR destinations and destination types would be deleted on edit.
- API: Fixed an issue where a request for service plan rates would return an empty result.
- API: Added the ability to enable/disable Ring Group configuration.
- API: Added the ability to fetch the Ring Group configuration.
- API: Added the option to control call recording for a specific extension.
- API: Updated docs.
- Archiving: Added the ability to upload archived chat messages and cdr files to the archiving storage.
- Archiving: Added OneDrive as a new service for archiving files.
- Archiving: Added the ability to download offloaded recordings from Amazon S3-like services when a custom domain is used.

- Auto Provisioning: Added support for Mitel 6930 and 6940 devices.
- Auto Provisioning: Fixed an issue with BLFs for Linkvil W610W device.
- Auto Provisioning: Added support for Fanvil X4U-V2, X5U-V2 and X6U-V2 devices.
- Auto Provisioning: Added support for the Fanvil Linkvil W610W device.
- Auto Provisioning: Fixed a BLF issue for Fanvil X5U-V2 and X4U-V2 devices.
- Auto Provisioning: Fixed an issue with the number of BLFs per page for Fanvil X4U-V2 and X5U-V2 devices.
- Auto Provisioning: Fixed an issue with the Remote Reboot option for Cisco and Polycom devices.
- Auto Provisioning: Added support for Yealink T44U and Yealink T44W.
- Auto Provisioning: Fixed a Hotdesking logout issue for Cisco 8851 devices.
- Auto Provisioning: Fixed an issue with displaying multiple extensions on the Grandstream GXP2170 device.
- Auto Provisioning: Fixed an issue with DSS Key start option for Yealink devices.
- Auto Provisioning: Fixed an LDAP search issue for Polycom devices.
- CDR: Added the option to store CDRs for up to 7 years on the File System page.
- CDR: Implemented the check space step before the database alter or partitioning process is started.
- Central Phone Book: Fixed an issue on MT systems where extensions would be accidentally removed from the Central Phonebook.
- Destinations: Added a popup warning message when destination permissions are changed.
- Embedded Documentation: Use the first language from the list of supported languages if no language is selected.
- Emergency Trunks: Implemented the option to configure the priority of emergency trunks on CC and Business edition.
- ERG: Added the Members Announcements section.
- Updated the EULA.

- Extensions: Fixed an issue where the DNS Server 2 field would not be grayed out when Auto Provisioning is set to No.
- Extensions: Added validation to the IP address fields.
- Extensions: Fixed an issue where changing the extension number would not be saved properly.
- Extensions API: Implemented the IP address field validation.
- Fixed an issue where call pickup would not work for calls to ERG if members have mobile devices.
- Features.conf: Added the ability to Pause/Unpause call recording on MT edition by using access codes.
- Monitor: Fixed an issue where the file system check would fail to detect that a resource was managed by archiving.
- Notes: Added a new page named Notes in the Settings section on Tenants and Master Tenant.
- Paging groups: Prevented creating other PBXware elements with the same number as paging groups and vice versa.
- Password Verification: Added the HTTP request timeout for option Check for breached passwords.
- Recording: Fixed an issue where conference call recordings could not be played on the Reports page.
- Reports: Added support for Microsoft Onedrive for recordings upload.
- SMS: Introducing the SMS Connector feature, which allows PBXware to interface with SMS providers that are not officially supported using API.
- SMS: Fixed an issue that would occur on saving Bulk Messages using a .csv file that is missing values.
- SMS: Fixed a Javascript error when selecting a .csv file in Bulk messages.
- SMS: Fixed an issue with special characters being received as ??.
- Translations: Updated translation files for French, Spanish, Portuguese and Portuguese (Brazil).

- Tenant and Extension Settings: Added a new option named Default Client Phone Selection.
- Translations: Updated French (fr_FR), Spanish (es_ES), Portuguese (pt_BR) and Portuguese (pt_PT) translation files.
- Trunks: Fixed an issue where Privacy: anonymous_id would be sent instead of Privacy: id when a PAI header is set.
- Trunks: Prevented invalid characters from being added to the SIP header.
- Voicemail: Added the ability to implement external MWI control via ARI.

New Endpoints

- Fanvil X4U-V2
- Fanvil X5U-V2
- Fanvil X6U-V2
- Fanvil Linkvil W610W
- Mitel 6930
- Mitel 6940
- Yealink T44U
- Yealink T44W

Contact Center Module

- CMP: Introduced the COMMSware Messaging Platform (CMP) as a customized solution, serving as a mediator between your omnichannel system and interactions with Facebook and WhatsApp.
- Omnichannel: Integrated Facebook and WhatsApp channels.
- Omnichannel: Implemented WhatsApp templates.
- Omnichannel: Implemented Geolocation Functionality for Livechat.
- Omnichannel: Integrated Business Contact Manager Service into PBXware.

Bug Fixes & Improvements

- Contact Center: Fixed an issue causing agent login failures, particularly when the agent extension is part of ERG.
- Dialer: Resolved an issue in dialer stats where recordings could not be played/downloaded.
- HubSpot: Updated API endpoint versions for HubSpot.
- Omnichannel: Addressed an issue related to Omni app restarts affecting the loading of customer info to tickets and implemented handling for updating contacts.
- Omnichannel: Modified logic to avoid notifying Omni on server save if it's not CC edition.
- Scheduled Reports: Fixed fatal errors occurring due to removed methods and resolved JSON formatting issues when the "did" filter was empty.

Meeting Module

Bug Fixes & Improvements

- Created a Database for meeting users.

Bug Fixes & Improvements

- Fixed an issue where CDRs for calls from gloCOM Desktop would not have recording files linked correctly.
- Fixed an issue where the table migration would fail when upgrading older systems to the 7.1 version.

Features

- Fixed an issue where tooltip settings data mismatch would break javascript.
- Fixed an issue where outbound SMS was not working for the Bandwidth provider.
- Added syslog messages on pbxware start/stop/restart.

Meeting Module

- Implemented a fix for audio and chat history issues in a recurring meeting that was converted from a non-recurring meeting.
- Fixed an issue where Organizer could not join the meeting that was created from Online Self Care.
- Fixed an issue where a participant, added to the meeting in progress via PBXware Online Self Care, could not join the audio.

Features

- **Contact Center Omnichannel**
An all-in-one solution for managing customer requests and information sharing across multiple channels.
 - **Visitor App**
The key to seamless customer engagement on a website.
 - **Messaging Configuration**
Customize connections, create messaging queues, and apply tailored settings for a seamless omnichannel experience.
 - **Reports**
Unified reporting that compiles data from all channels for a comprehensive overview.
- **Two-factor authentication** for OSC and gloCOM users.
- **File System**
Introduced the ability to archive and delete chat message history.
- **Ray Baum's Act**
Implemented a set of features to comply with Ray Baum's Act.

New Endpoints

- Snom D862
- Snom D865
- Yealink T31W
- Yealink T34W

Contact Center Module

- Agent: Disabled changing the group name after it is saved once.
- Agent: Forbade the addition of pause reasons with the same code or name.
- Visitor App/LiveChat: Introduced as key to website customer engagement, offering features such as:
 - **Pre-chat Form**
Meet the customer with a pre-chat form.
 - **Basic Virtual Assistant**
Harness the power of chatbot assistance.
 - **File Sharing**
Enhance interactions by allowing customers to share files, documents, or images.
- Messaging Settings: Introduced to enhance users' communication capabilities across various channels: SMS, Email, and LiveChat.

Queues Configuration

- Introduction of assignment strategies with the capability to manage returning customers.
- Enhanced operation hours for improved service availability.
- Introduction of out-of-office messages to enhance the customer experience.

Chatbot Configuration

- Real-time preview for chatbot setup.

Channels Configuration

- LiveChat, SMS, and Email configuration

Settings

- Alert emails: Set up and configure security email alerts.
- Operation Times: Global operation time settings.
- "First response" and "Chatbot" timeout configuration
- Working Units - defining maximum agent workload with the respect of the effort that needs to be invested in handling requests on different channels.

- Agent Capacity Settings: Introduced a new set of options to customize agent capacity and workload within your business.
- Statistics/Reporting: Blended Agent & Queue Reporting that gathers statistics from all communication channels, creating a unified source for data analysis.
- Scheduled Reports: Reworked scheduled reports to accommodate omnichannel requirements.
- License Counter: Introduced a new page for users to manage and control their agent and supervisor licenses, as well as their omnichannel modules.

Meeting Module

- Added dial-in info to the calendar invite.
- Enabled dial-in to public meetings without the need for the participant's ID.

Bug Fixes & Improvements

- 2FA: Implemented Two-Factor Authentication for OSC and gloCOM users.
- 2FA: 2FA Improvements.
- Access Codes: Fixed an issue where dialing access codes '*303' and '*304' would not replace greetings for ERGs.
- API: Added the option to configure the 'Skip Invalid Selection Alerts' feature on IVR.
- API: Added the option to configure the visibility of call rating info in OSC.
- API: Implemented adding 'Dial Group' and 'ERG' as Destinations in IVRs.
- API: Added the ability to add, edit, and remove ERGs using API.
- API: Added the ability to configure the 'Preserve original Caller ID' setting for DID and 'Emergency Location Header' for Tenants and Trunks.
- API: Updated API documentation.
- API: Added the ability to fetch Archiving reports.
- API: Added the ability to fetch SMS & Bulk SMS reports.
- Auto Provisioning: Added support for Snom D862/D865 devices.

- Auto Provisioning: Resolved the Additional Config issue for Grandstream GXP2160 devices.
- Auto Provisioning: Fixed an issue related to Additional Configuration for Snom M300/M900 devices.
- Auto Provisioning: Added Speed Dial support for Grandstream devices.
- Auto Provisioning: Added support for Yealink T31W and T34w devices.
- Auto Provisioning: Fixed a reboot issue for Grandstream GXV3380 devices.
- Auto Provisioning: Fixed an issue with adding BLFs to the expansion module for Yealink phones.
- Call Forwarding: Fixed an issue that would occur when a user attempted to delete multiple Destinations at once.
- Caller ID: Implemented the ability to force Caller ID presentation in E.164 format.
- CDR: Added the ability to change the recording filename format to include “src” and “dst” column values.
- Channel Limits: Added a “Notification Email” field used for sending channel-limit related notifications.
- CRM: Created the option to enable/disable creation of new leads when a caller ID is unknown.
- DIDs: Added the ‘Name’ field to the DID configuration on a tenant level.
- DIDs: Implemented CSV download per Tenant.
- DIDs: Fixed an issue that would occur on multiple saves of existing SMS numbers on the CC Edition.
- DIDs: Fixed issues with editing E.164 numbers when SMS is enabled and the number exists.
- DIDs: Fixed an issue where a CSV upload would delete the SMS number from any DID with the same number.
- DIDs: Implemented the ‘Prioritize CLI routing’ option that overrides Operation Times rules on DID.

- E-mail notifications: Added the 'Limit exceeded' notifications for both local and remote channels on a Tenant level.
- Embedded Documentation: Addressed the branding issues and made sure that 'Server URL' and 'Token' fields are not available when 'Server Type' is set to "default".
- Embedded Documentation: Implemented the option to preserve the selected language on logout.
- Emergency services: Use emergency services from the master tenant if they are not set on a tenant level.
- ERG: Added the "Custom Ringtone" option to ERG.
- ERG: Added the 'Detect caller early hangup' option to ERG.
- ERG: Added the 'Leave When Empty' and 'Empty Destination' options to ERG.
- Extensions: Fixed an issue where the UAD Template would not be applied when adding multiple extensions using CSV upload.
- File System: Added the ability to archive and delete chat messages.
- Groups: Added the ability to restrict access to 'Destinations' and 'Editions & Modules'
- Groups: Renamed selections 'Destinations' and 'Editions & Modules' to 'Disable Destinations' and 'Disable Editions & Modules' respectively to prevent them from being disabled by default.
- IVR: Added the option to prevent the 'Invalid Selection' sound prompt from playing if no options were selected.
- IVR: Fixed an issue where ringtones would be played before the call entered the IVR even when 'Rings to Answer' was set to '0'.
- IVR: Added the "Invalid option" notification in IVR.
- IVR Statistics: Fixed an issue where the destinations assigned to '0' would not be displayed in the statistics.
- Languages: Added the Portuguese language.
- Limits: Fixed an issue where ERG limits would not be applied if set to '0'.
- Notifications: Added the "Update available" notification in the PBXware GUI.
- Implemented a fix that ensures that the 'Allow CallerID Within DID range' and 'Drop Anonymous calls' options are following priority levels.

- OSC: Fixed an issue where the advanced branding logo was not being shown in the OSC portal.
- OSC: Added the option to display call rating info in OSC.
- Protocols: Added the new fields to specify SIP transport for desktop and mobile applications.
- Ray Baum: Implemented Ray Baum’s Act compliance features.
- Recording: Fixed an issue where Tenant to tenant calls were not being recorded on both sides.
- Ring Groups: Ensured that the Diversion header is sent when the last destination is an External Number.
- Scheduled Reports: Implementation of scheduled reports for OMNI statistics.
- Servers/Tenants: Removed ‘%’ from allowed chars in the password warning message as it was previously disallowed on a functional level, and still is.
- SMS: Added support to assign multiple extensions to a single SMS number.
- SP: Display the SP administrator name in Action Logs on the synced system once a change has been made.
- Tooltip Service: Fixed a bug where embedded documentation would not work for an LDAP user.
- Touchless Provisioning: Fixed an issue where devices would not be shown on the non-MT systems until the server was resaved.
- Translations: Updated the French translation.
- Trunks: Implemented an option to add a prefix to emergency calls.
- Trunks: Implemented an update that prevents invalid characters from being entered in the SIP header.
- Voicemail: Implemented the SMS notification feature for new voicemails.
- Voicemail: Added ‘%EXT_NAME%’ and ‘%TENANT_NAME%’ as new variables for the “Voicemail blocked” email template.
- Voicemail Email: Fixed an issue where the sound file would not be sent as an email attachment.

Contact Center Module

- Database - Existing database tables have undergone modifications.
- Fixed an issue with the app crashing due to missing literals in the string.
- Removed the domain name validation for LiveChat.
- Resolved potential issues with emojis and other chars on message sync.
- Resolved the deadlock issue in the app queue with the “Share Wrap-up Time” option enabled.

Meeting Module

- Meeting: Add co-organizers as confbridge admin.
- Meeting: Allow participants to enter IVR without Participant ID for public meetings.
- Meeting: Make ignoo connection to meeting server more resilient.
- Meeting: DID's that were “Not Active” were being sent back.
- Meeting: Fixed an issue where Meeting events were not added to the calendar for the meeting organizer.
- Meeting: Fix for the meetings list not working.

Features

- Embedded Documentation.
- sipPROT v5 integration with PBXware.
- Shared DIDs for SMS.
- Oauth for SMTP Configuration.

Bug Fixes & Improvements

- Action Log: Fixed a fatal error issue on action log search.
- API: Fixed the issue where PHP notice would be displayed when pulling Operation Times list.
- API: Added ability to control SMS Trunks and SMS Trunks & Tenants using API.
- API: Fixed the issue where tenant codecs would not be set when tenant is created.
- API: Added option to set Incoming IP address range when editing trunk.
- API: Added ability to list and manage members for Enhanced Ring Groups.
- API Extensions: Added option to control the Skip the PIN Prompt option through API.
- Auto provisioning: Added ability to use custom UAD configuration for Flyingvoice devices.
- Auto provisioning: Added LDAP options for Grandstream devices.
- Auto provisioning: Fixed BLF issue for Grandstream devices.
- Auto provisioning: Fixed the issue with displaying extension's username on Snom Mxx devices.
- Auto provisioning: Added support for Snom M500.
- Auto provisioning: Added support for Avaya J179 device.
- Auto provisioning: Added support for Flyingvoice Flyingvoice FIP10, FIP12WP, P10P, P23GW.

- Auto provisioning: Added ability to manage BLF button type on Yealink devices.
- Auto provisioning: Ability to manage BLF/DSS keys on Yealink devices.
- Auto provisioning: Fixed several minor bugs related to the Auto provisioning.
- Auto provisioning: Added ability to use UAD Additional config for Poly Edge B devices.
- Call Forwarding: Added ability to change the default timeout value for call forwarding on tenant level when enabled via access code.
- CDR: Added the option to filter CDRs by recorded calls.
- CRM: Optimization work done to speed up Hubspot.
- CRM Bullhorn: Added login with redirect URI for token generation and better phone search.
- CRM: Fixed the PHP issue that caused CRM routing to fail.
- CRM: Optimized CRM routing speed.
- CRM ZOHO: Fixed the issue with OAuth token expiry.
- Dashboard: Fixed the issue where warnings would pop-up on Dashboard.
- DID: Implemented a feature to remove deleted destination from the DID destination value.
- Email Template: Added variable %FULLNAME% to Emergency Call Email Template.
- Embedded Documentation: Added support for multiple languages.
- Emergency services: Use emergency services numbers set on master tenant in case they are not set on tenant level.
- ERG: Fix issue where directed call pickup would not work for a member on mobile device.
- ERG: Exposed all the ring strategies available in Queues in ERGs.
- ERG: Added ability to auto create ERG from existing queues.
- ERG Statistics: Fixed the issue where ERG statistics would ignore member selection and display the stats for all members.
- ES Caller ID: Added Default Caller ID and Default Privacy options.

- Extensions: Fixed the issue where picking up calls from extensions registered with a mobile app would not work.
- Extensions ES: Fixed the issue where BLF page would be broken when language is set to French.
- Extensions channel limit notification: Implemented the fix to ensure email notification is being sent to the correct email address.
- Extensions: Invalid characters are now automatically removed from MAC Address entries.
- Groups: Created permissions to prevent site users from creating and deleting extensions.
- Incoming/Outgoing Limit Email Template: Added variable for tenant code.
- IVR: Add IVR tree destination to CRM routing, DID, IVR as well as their APIs.
- IVR: Added “Invalid option” sound prompt which will be played to caller if invalid selection is made in the IVR.
- Local calls: Fixed the issue with local calls being sent to an extension on a different tenant even if tenant to tenant calls were disabled.
- Meeting: Starter package is automatically assigned to new extension.
- Meeting: Fixed the issue with date picker not displaying calendar if French language is used.
- Monitor page: Added ‘Select All’ button on Monitor Page.
- Monitor Page: Fixed the issue with live calls refresh.
- Operation times (OSC): Fixed the issue with CSV Upload.
- OSC login issue with 2FA: Fixed the login issues with email addresses starting with number.
- OSC: Resolved the fatal error issue in OSC on SMS CSV download.
- OSC: Resolved the issue where error would be displayed in dashboard.
- OSC: Removed the Embedded Documentation from OSC VM features.
- PBD: Fixed the issue with access codes when PIN Based Dialing is used.
- Searching sounds: Fix search for sounds under IVR tree.

- sipPROT: Added sipPROT to PBXware.
- Statistics: Filter missing in ERG statistics for Business edition.
- SMS: Added OZSMS SMS provider.
- SMS: Add ability to assign multiple extensions to a single SMS number.
- SMS: Introduced ability to enable SMS service on all tenants at once through the PBXware license.
- SMTP: Introduced Oauth for SMTP configuration.
- SP Edition: Disabled 2-step verification for SSO login.
- Tenants: Add Default Fax Caller ID field.
- Tooltips: Enabled tooltips on specific top-level pages and added the option to change the tooltip-cursor color from branding page.
- Translation: Fixed the issue with adding additional configuration in the Protocols when French language is being used.
- Voicemail: Resolved the issue with playing voicemails if Caller ID contained a + character.
- Voicemail: Improved mailboxes search.
- Voicemail Notification: Added functionality to continue to call the extension/destination until the call is rejected or voicemail is listened to.
- Voicemail: Fixed the issue with playing voicemail from the OSC.
- Voicemail: Added new variables to a voicemail email template.

New Endpoints

- Flyingvoice FIP10
- Flyingvoice FIP12WP
- Flyingvoice P10P
- Flyingvoice P23GW
- Avaya J179
- Snom M500

Meeting Module

- Meeting: Implemented add/remove feature for co-organizers.
- Meeting: ical meeting invite improvements.

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