CHANGELOG
PBXware 6.7.5.1

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6.7.5.1 - July 14, 2023

Bug Fixes & Improvements

- Reverted: "Auto provisioning - Ability to manage the BLF button type on Yealink devices" due to the issue that caused BLF buttons not to be shown on the devices.

NOTE: Customers that tried to resolve the issue with loss of BLFs by re-saving the BLF settings on problematic extensions after the update to 6.7.5 will need to perform the update to 6.7.5.1 first and then re-save BLF settings on problematic extensions again.

In case no re-saves to BLF settings were performed after the update to 6.7.5 there will be no need to perform the re-save, and BLF buttons should work once the system is updated to version 6.7.5.1.

6.7.5 - July 11, 2023

Bug Fixes & Improvements

- API: Added ability to list and manage Enhanced Ring Groups members

- API: Added ability to control SMS Trunks and SMS Trunks & Tenants using API

- API: Fixed the issue where tenant codecs would not be assigned when tenant is created

- Auto provisioning: Added ability to use custom UAD configuration for Flyingvoice devices

- Auto provisioning: Added ability to manage the BLF button type on Yealink devices

- Auto provisioning: Added LDAP options for Grandstream devices

- Auto provisioning: Added support for Avaya J179 device

- Auto provisioning: Fixed the issue with add and delete options for DSS keys on Yealink devices

- CDR: Fixed the issue with CDRs not showing on tenant level

- CDR: Added the option to filter CDRs by recorded calls

- Optimized the speed of ERG statistic reports and prevented timeout on CSV download

- CRM Bullhorn: improved phone search

- CRM Routing: Fixed french translation in ERG

- CRM: Optimized CRM routing speed

- DID: Implemented a feature to remove deleted destination from the DID destination value

- Email Template: Added variable %FULLNAME% to Emergency Call Email Template

- ERG: Added option to auto create ERG from existing queues

- ERG: Fixed the issue where picking up calls from ERG members registered with a mobile app would not work

- ERG Stats: Fixed the issue where statistics ignored member selection and would

- display all the stats

- Fixed the issue with playing voicemail from the OSC

- ES: 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

- Groups: Implemented option to exclude CDR extensions

- Incoming/Outgoing Limit Email Template: Added variable for tenant code

- IVR: Added Invalid option sound file 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

- Monitor Page: Fixed the issue with live calls data refresh

- CRM: Optimization work performed to speed up Hubspot

- OSC: Resolved the fatal error issue in OSC on SMS CSV download

- OSC: Resolved the issue where error would be displayed in dashboard

- Translation: Fixed the issue with adding additional configuration in the Protocols when French language is being used

- Voicemail: Added new variables to a voicemail email template

- Voicemail: Improved mailboxes search and fixed the issue where selecting a mailbox would not trigger the form submit

- Voicemail Notification: Added functionality to continue to call the extension/destination until the call is rejected or voicemail is listened to

New Endpoints

- Avaya J179

6.7.4 - May 23, 2023

Bug Fixes & Improvements

- API: Added option to disable Personal Dialer and FAX features in gloCOM desktop app.

- API: Fixed the issue where editing extension using API would break the autoprovisioning configuration file.

- API: Fixed the issue where editing extension using API would set Show In Directory option to Not Set.

- API: Updated API Documentation with new features.

- Archiving: Added ability to use custom Amazon S3-type storage locations.

- Auto provisioning: Fixed the issue where custom configuration from UAD Auto Provisioning Template section was not applied correctly on Yealink devices with multiple extensions auto provisioned.

- CDR: Added Caller ID column to CDR reports page and OSC reports page for end users.

- CDR: Added Caller ID information to CSV report.

- CDR: Added Unique ID information when downloading CDR Report.

- CDR Archiving: Fixed the loop that would sometimes occurr during archiving process and would fill the system's drive space.

- CDR: Fixed the issue where call time on calls longer than 24 hours would not be displayed correctly.

- CDR: Fixed the issue where default timeout was used instead of system timeout.

- CRM - Pipedrive: Prevented extra slash to be added to the server URL.

- CRM Routing: Enhanced ring groups are added as a destination in CRM Routing.

- CRM - Search Leads: Implemented better handling of batch search for leads.

- CSV: Added the name column to CSV file used for DID import/export.

- Dial Groups: Added the search field to Dial Groups page.

- Dial Groups: Fixed the issue with Call Recording and Silent option on Dial Groups

- Directory Sync Management: Fixed the javascript errors when French language is used.

- Extensions: Fixed the issue where channel limit notifications were not being sent to all the configured addresses.

- Groups: Fixed the issue with Routes section not being displayed to site users if Simple Routing was enabled.

- Mail: If tenant's "From e-mail" is not entered, Abandoned call notifications will be sent to "From E-mail" address set on Master Tenant instead.

- Monitor page: Added 'Select All' button on Monitor Page.

- Monitor page: Added 'Sort' option for extensions.

- OSC: Fixed the issue with logout button.

- Packages: Removed Record calls option from Dial groups and ERG if Call Recordings are disabled in Tenant Package.

- Recordings: Error message displayed when user tries to play the call recording, with MP3 auto conversion disabled, is replaced with a dialog which notifies the user about the issue and provides the option to download recording instead.

- Routing: Allowed additional entries in regex field.

- SMS: Fixed the issue where incorrect time was displayed on Reports page.

- Sounds: Fixed the issue where sound file upload would result in fatal error.

- Sounds: Fixed the search for sound files under IVR tree.

- SSL: Check expiry date on nginx_ec.crt certificate as well.

- Statistics: Fixed the issue on IVR statistics page where breakdown would show incorrect number of total entries.

Contact Center Module

Bug Fixes & Improvements

- Statistics: Fixed an issue where site users were not able to see recordings from Agent Statistics.

6.7.3 - April 11, 2023

Important Changes

- **Chat Server:** In this version we are introducing a new chat server binary which will have a great impact on the chat sync speed. This change however, will require a chat server migration to be performed after the update to PBXware v6.7.3 is completed and services are restarted. Depending on the amount of chat messages on your system, this process can take anywhere between 10-120 minutes, and until the migration process is completed, the chat feature on gloCOM apps will not be available, but users will be able to make calls and send SMS without any issues.

- **Conference call recording:** In PBXware version 6.7.3 we have fixed an issue that caused call recordings on all Conference calls on MT systems to be enabled, if call recording was enabled on the Tenant level, even if call recording was not enabled in the conference group settings.To make sure your conference calls will still be recorded, after the update to version 6.7.3,, please inspect your Conference Group settings and confirm that the call recordings settings are set according to your preferences.

- **Servers:** Because several PBXware services require the Domain Name field to be populated in order to work, from PBXware v6.7.3 Domain Name entry will be mandatory. In case your PBXware only has an IP address, you can enter the IP address in the Domain Name field, so you can save the settings, but please note that some PBXware services will not work correctly, while others might not work at all, until a valid domain name is entered.

Features

- Admin Settings: Added search option for Admin → Groups on MT edition.

- Auto provisioning: Added support for Flyingvoice FIP12WP,FIP10, P10P and P23GW devices.

- Auto provisioning: Added support for SnomPA1+ device.

- Auto provisioning: Added support for Poly Edge E100, E220, E320, E400 and E500.

- API: Added option to set External Number as a DID destination.

- Chat Server: When extension is archived, the user will be automatically removed from all chat groups, the user was a member of.

- DIDs: Option to 'Preserve Original Caller ID' was added to DID settings on non-MT

systems as well.

- Extensions: Added option to disable personal dialer for gloCOM apps.

- Dial Groups: Operation times BLF toggle button added for Dial Groups.

- Dial Groups: Added option to disable member's Enhanced Services when calls are passed from Dial Groups.

- Trunks: Added option to insert number Prefix per trunk per tenant before dialing.

- Voicemail: Fix changing pin through voicemail settings.

- Voicemail Settings: Parse additional config sections properly.

Bug Fixes & Improvements

- Auto provisioning: Added Alert-Info option for Snom devices and fixed issue with Custom SIP Header field on extension page.

- Auto provisioning: Changed number of BLFs page on Fanvil X6U and X6 devices.

- Auto provisioning: Fixed issue with Australia time zone on Alcatel-Lucent phones.

- Auto provisioning: Fixed issue with deleting multiple UADs registered with Grandstream DP750 on the same extension.

- API: Fix first DID edit without dest_type.

- API: Fix notices on DID edit.

- Conferences: Fix issues with recording option inheritance.

- Extensions: Fixed an issue where Save & E-mail button was grayed out when the user password was automatically generated.

- Servers: Domain name field is now mandatory.

- Translations: Updated translation for French language.

New Endpoints

Flyingvoice FIP12WP

Flyingvoice FIP10

Flyingvoice P10P

Flyingvoice P23GW

Poly Edge E100

Poly Edge E220

Poly Edge E320

Poly Edge E400

Poly Edge E500

Snom PA1+

Meeting Module

Bug Fixes & Improvements

- Fixed an issue when List of DIDs broken in meeting info in Selfcare.

- Fixed an issue when Filtering meetings by date does not work in Selfcare.

- Fixed an issue when I did not see only meetings that I am participating in my Selfcare.

- Fixed an issue when Filtering meetings by date does not work in Admin site.

- Fixed an issue when Meeting Features broken in Admin site.

- Fixed an issue when List of DIDs broken in meeting info in Admin site.

- Fixed an issue when User without license can create meeting in Selfcare.

6.7.2 - March 14, 2023

Bug Fixes & Improvements

- API: Added location and department info in extensions list, added option to list departments.

- API: Added option to fetch information from Dashboard page.

- API: Added option to fetch information from Monitor → Extensions and Live Calls pages.

- Auto provisioning: Added support for Snom D713 device.

- Emergency Trunks per Extension: Fixed order of the emergency trunks.

- Translations: Updated French translation.

- Translations: Added missing translation strings for Portuguese.

New Endpoints

SNOM D713

Contact Center Module

Bug Fixes & Improvements

- Reports: Fixed an issue with the time format filter not applying to pdf and CSV reporting.

- Statistics: Fixed a bug in the supervisor agent's real-time stats screen.

6.7.1 - February 14, 2023

Features

- Users: Added the option to force the logout of PBXware users and administrators.

Bug Fixes & Improvements

- Fixed the error when administrator/user is forced to change the password on next login.

- AGI Caller: When tenant is suspended, calls to emergency services numbers are still allowed.

- API: When a new DID is added via the API all the supported destinations can now be assigned.

- API: Fixed the issue where new ring group could not be created via API if no destinations were assigned.

- API: Extension: Fixed an issue where 'Department' field would be re-set to None if extension was edited via API.

- API: Added the control of Operation times for all destinations via API.

- API: Tenant: Added option to change the tenant's status to active/suspended via API.

- Archiving: Fixed the issue where (S)FTP password would be deleted from the database when scheduled time was changed.

- Auto provisioning: Added support for Fanvil X7A, V62, V64, V65 and V67 devices.

- Auto provisioning: Added support for Grandstream GRP2604P device.

- Auto provisioning: Added support for Poly CCX400, CCX600 and CCX700 devices.

- Auto provisioning: Added support for Poly VVX350 and VVX450 devices.

- Auto provisioning: Added support for Poly VVX D230 device.

- Auto provisioning: Firmware for Poly Rove B2 and B4 devices updated.

- Auto provisioning: Fixed the issue where Local Directory and LDAP Directory contacts would not be displayed on Yealink devices.

- Auto provisioning: Fixed the issue where codecs for Fanvil X5U and X6U devices were not properly displayed in UADs.

- Auto provisioning: Snom devices will now only show extension number on the display, instead of Tenant number + Extension.

- Auto provisioning: Changed brand name from Polycom to Poly, for Poly devices.

- Auto provisioning: Digit map for Poly CCX devices modified to allow dialing of PBXware access codes.

- Auto Provisioning: Fixed the issue with TLP registration for custom UADs.

- Auto provisioning: Central Phone Book contact's name will now be displayed on incoming call for Yealink devices.

- Auto provisioning - TLP: Fixed the issue where incorrect user and password variables were sent to Snom devices.

- CRM Routing: Fixed the issue where DTMF digits were not being added to the CRM Routing URL.

- Destinations: Added ability to set permissions for Tenant level special routes.

- DIDs: Added the Auto Fax Detection option to DID settings.

- DID Search: Fixed the issue where DID number(s) starting with 00 would not be displayed in search results.

- E-mail Template: Added a new voicemail e-mail template variable to provide information on DID number, call entered the system from.

- ERG: Fixed an issue where "Overwrite Greeting" access code was not functional on ERG.

- ERG: Fixed the issue where attended transfer from ERG would not work if mobile number is dialed.

- Extensions: Fixed the issue where removing a rule from Operation times and then adding a new rule, would result with uneditable options on the new line.

- Extension Offline: Fixed an issue where call would not be dropped when extension is offline and Voicemail is set to No.

- Editions and Modules: Fixed an issue where checkboxes for gloCOM Editions and Modules will not work correctly when chatserver service is down.

- IVR: Fixed an issue where IVR tree graph popup would be broken, if accessed from pages not in the IVR section.

- MOH: Fixed the issue with tenant to tenant calls where wrong MOH would be played when call is put on hold.

- Operation Times: Fixed the issue where old Operation Times settings would not be properly displayed, after upgrade from v4.x to version v6.x.

- OSC 2FA: Fixed the bug for OSC users when 2-Step Verification is enforced.

- PBD: Enabled PBD to up to 6 digits.

- Settings: Added 'Transmit silence while recording' option.

- Sitemanager Groups: Added Trunks and Tenants into Group permissions for SM users.

- Special Routes: Fixed the issue with Destinations permissions.

- Sounds: Fixed the issue where uploading bigger sound files would cause socket timeout and would result with an error.

- Sounds: Fixed the issue where renaming sound file would result in an error, if uppercase letters are used in the name.

- STIR/SHAKEN: Fixed the issue where editing Master Tenant or adding new tenant would return an error, if STIR/SHAKEN when not enabled in license.

- Trunks: Added the option to enable loose routing in GUI.

- Unconditional Call Forwarding: Added the option to set ring timeout when activating call forwarding via access code.

- Voicemail: Fixed the issue with recording when RAM disk is not in use.

New Endpoints

Fanvil V62

Fanvil V64

Fanvil V65

Fanvil V67

Fanvil X7A	Grandstream GRP2604P	Poly CCX400	Poly CCX600

Poly CCX700	Poly VVX350	Poly VVX450	Poly VVX D230

Contact Center Module

Bug Fixes & Improvements

- Statistics: Fixed an issue with Agent Realtime Statistics not working on MySQL.

Meeting Module

Bug Fixes & Improvements

- Bug fix: Unhandled out-of-bounds panic occurs when parsing certain license types.

6.7.0 - January 11, 2023

Features

- PBXware SP: Introduced new PBXware edition - SP edition.

- PBXware: Ability to assign gloCOM feature permissions per extension.

- Meetings: Introduced option to assign Meeting licenses per extensions.

- Meetings: Added assign all option to easily assign specific meeting edition to all extensions on a system/tenant.

- Meetings: Implemented a feature that will automatically assign the Starter package to extensions without a Business license, in case the number of Business licenses is changed to a lower value.

Bug Fixes & Improvements

- Translations: Updated French translation.

- Users: Implemented an option that allows the PBXware administrator to cancel all active sessions for specific users/administrators and log them out of PBXware GUI.

Contact Center Module

Features

- Queue: The System administrator has been granted additional permissions to determine which users will be given partial or full access to Contact Center Statistics.

Bug Fixes & Improvements

- Statistics: Extensions have been removed from filters within Queue Statistics.

PBXware SP Module

PBXware SP: Introduced new PBXware edition - SP.

Meeting Module

- The mobile app now supports PUSH notifications for meetings

- A new licensing model per extension has been implemented

- The bug that caused the Communicator edition to display the wrong URL has been fixed

- It is now possible to deploy a meeting server across multiple data centers.

6.6 - August 2, 2022

Features

- Statistics: Introduced Extension Statistics into PBXware that include basic reporting related to Extensions, their Inbound/Outbound, and internal calls.

- Apps Features: Added the ability to enable/disable certain App features per Tenant.

- API: Added the option to refresh a license via API.

- Auto Provisioning: Implemented client certificate validation.

- Call Screening: Added the option to skip call screening for local calls.

- DIDs: Added the 'Name' field to the DID page.

- Emergency Email: Added an option to use the emergency email set on the Master Tenant, if an emergency email is empty on the Tenant level.

- Enhanced Services: Added the 'Allow ES CallerID' option to ES 'Group Hunt' and ES 'Follow Me'.

- Extensions: Added an option to create multiple Extensions by using a template Extension.

- Extensions: Added a field to pass the additional UAD SIP headers to a Trunk.

- Extensions/Tenants: Drop anonymous calls if a CallerID does not match DIDs for Multiuser Extension.

- Fax to Email: Added the ability to send the Remote Station ID in emails by using the %RSID% variable.

- IVR: Added 'sec' to the 'Response Timeout', 'Digit Timeout', and 'Selection Timeout' fields, so the field value is more clear.

- SMS: Added VoIP Innovations as an SMS provider.

- Settings: Added the ability to set the custom presence time for gloCOM users.

- STIR/SHAKEN: Added an option to enable/disable inbound call verification.

- STIR/SHAKEN: Added a warning message to show whether the uploaded certificate and key are a valid pair.

- STIR/SHAKEN: Implemented displaying certificate details after the upload.

- STIR/SHAKEN: Added the additional header check for STIR/SHAKEN.

- STIR/SHAKEN: Added the implementation of call signing and verification with STIR/SHAKEN.

- System Sounds: Fixed an issue with the PHP notice that would appear when uploading larger .mp3 files.

- User Settings: Added the option to enforce 2-Step Verification for users and administrators.

- Voicemail: Added the option to disable video call recordings when leaving a voicemail message.

Bug Fixes & Improvements

- Auto Provisioning: Fixed an issue with the UC46 side cart for the HTEK 924E device.

- CLI Routing: Fixed an issue that would appear on the CLI Routing page when deleting the last CLI Routing route.

- Enhanced Ring Groups (ERG): Fixed an issue where ERG was set as a 'Max Wait Destination'.

- Enhanced Services: Fixed an issue with the usage of the default SIP protocol language set for ES 'Wake-up call'.

- Extensions: Fixed an issue with Call Rating where a user did not have permissions for the 'Show Advanced' option.

- Extensions: Fixed an issue with the SMS number field that was not read-only.

- Extensions: Fixed an issue where the original Caller ID was not transmitted via supervised transfer.

- Monitor: Fixed an issue with the PHP notice that would appear during SMS Log partitioning.

- Parking Lots: Fixed an issue where a custom ringtone on Call Parking was not applied on the second parked call.

- Translations: Updated the Portuguese (Brazil) language.

- Translations: Updated the English strings.

- Translations: Updated the French translation.

- Translations: Fixed an issue with the long phrases displayed for translated files.

- Updates: Fixed an issue with a message that would be displayed when updating a system with custom updates through Setup Wizard.

- Users: Fixed typos in warning messages that would appear when adding/editing users.

- VoIP Innovations: Fixed an issue where MMS files were not cleaned up properly

Contact Center Module

Features

- Statistics: Added an option that allows users to access Queue/ERG/Agent recording playback through statistics breakdowns.

- Feedback Forms: Introduced the Feedback forms for Queues into PBXware.

Bug Fixes & Improvements

- DIDs: Fixed an issue where CSV did not work properly when 'Agents' was set as a Destination.

- Dispositions: Fixed an issue with an empty map in the CSV/pdf breakdown by fetching disposition names instead of disposition ID numbers.

- Feedback Forms: Fixed an issue where 'Preview' did not work as expected.

- Queues: Edited the 'Max Wait Seconds' option so that users are allowed to enter 5 digits number instead of 4.

Meeting Module

- Ignoo connector change that will enable hiding of the Meeting button in gloCOM due to GDPR Compliance.

6.5.1.2 - April 25, 2022

Bug Fixes & Improvements

- API: Fixed regexes for Trunk's 'Add' action and the PHP notice that would appear when saving Trunks.

- Extensions: Fixed fetching the next unallocated number.

- EULA: Added a new EULA text.

6.5.1.1 - April 20, 2022

Bug Fixes & Improvements

- DID: Fixed an issue where 'Search' on DID would throw query errors.

- Extensions: Fixed an issue where some Extensions were not displayed on the Extensions page.

- Protocols: Fixed 'undefined index' warnings for NAT section placeholders.

6.5.1 - April 19, 2022

Features

- API: Added the ability to refresh a license via API.

- API: Added the option to set and list the Options section for the Directory/BLF list.

- API: Added the API request to delete all voicemail messages for a specific Extension.

- API: Added the request which returns license information.

- Archiving: Implemented password masking for FTP and SFTP after they are saved in the database.

- Auto Provisioning: Implemented HTTP auto-provisioning password security.

- Central Phonebook: Added an option to allow Central Phone Book to be available on Hot Desking devices.

- CNAM: Added a possibility to enable CNAM Lookup per Tenant.

- DID: Added the Extension name in the DID list.

- Extensions: Added a new column to show DIDs that point to the Extension.

- Extensions: Added a new field to pass additional UAD SIP headers to a Trunk.

- Extensions: Fixed action logs displayed for Destination changes on Extensions.

- Monitor: Added the 'Check Config' option to the 'Monitor' > 'Extensions' page.

- Monitor: Added the link to Extension names on the 'Extension' > 'Edit' page.

- PIN Based Devices: Added a search bar for easier navigation.

- Site Accounts: Fixed an issue with the 'Save and Email' button.

- Special Routes: Added an implementation of using unique numbers for Special routes to avoid using the existing Extension numbers.

- Trunks: Added support for the %USERAGENT% custom SIP header.

- Voicemail: Added an option to change a file name format when downloading voicemail messages and sending voicemail files as an attachment.

Bug Fixes & Improvements

- API: Fixed an issue where pressing 'Enter' after the external number for Dial Groups would lock up the Destinations' menu.

- API: Fixed an issue where editing a Tenant would remove allowed codecs.

- API: Fixed an issue with the HTTP auto-provisioning password when adding a new Tenant.

- API: Added an option to set permissions for Dashboard's Extensions Online.

- API: Added the option to allow only Extensions and Multi-User to be set as a Destination when editing DIDs using API.

- Auto Provisioning: Added support for Alcatel H6 and H3G.

- Auto Provisioning: Implemented Call Pickup via BLF on Snom devices.

- Auto Provisioning: Fixed an issue with the static IP address for Alcatel phones.

- Auto Provisioning: Fixed the TLS issue on Snom phones.

- Auto Provisioning: Fixed a BLF issue on HTEK and Sangoma phones where space was not transmitted when provisioning.

- CDR: Fixed an issue with the direction option under 'Reports' → 'CDR' that was not working as intended in some cases.

- CDR: Fixed an issue in which a CDR summary report would not show correct data.

- CDR: Fixed an issue where a CDR search filter was not working properly.

- Extensions: Fixed an issue where voicemail configuration would break if a name contained special characters.

- IVR: Fixed an issue with saving IVR when the IVR Number is already in use.

- LCR: Fixed an issue where the extension LCR would override settings on the system/Tenant even though it is set to 'No'.

- Monitor: Fixed an issue with deleting Operation Times on Saturdays for Multi-Tenant systems.

- Paging: Added the ability to disable paging Extensions when DND is enabled (on a Tenant level).

- Passwords: Fixed a typo that would appear in confirmation messages after changing passwords.

- PNS Tokens: Fixed an issue with push notifications by deleting PNS Tokens when the Extension status is set to 'Not Active'.

- Dial Groups: Fixed an issue with the Dial Groups' check limit that would appear when adding them from API and the GUI.

- SMS: Fixed an issue with a wrong message that would appear when deleting an SMS number.

- STIR/SHAKEN: Fixed an issue where the matching of attestation levels was not working correctly which caused the call to be dropped.

- Translations: Updated the English strings.

- Translations: Updated the French translation.

- UADs: Fixed the BLF issue on Yealink T33G.

- Users: Fixed an issue where the status would be displayed as 'OK' even when a user was suspended.

- Voicemail: Fixed an issue where downloading an unavail/busy message would set a wrong filename, download all formats if there were multiple.

New Endpoints

Alcatel H6

Alcatel H3G

Contact Center Module

Features

- Scheduled Reports: Improved a CSV type of reporting where additional CSV files (breakdowns) will be sent via e-mail.

Bug Fixes & Improvements

- Agents: Fixed an issue where recently created Agent groups were not fetched properly.

- Agents: Fixed an issue with the incorrect update that would apear on Agents groups after removing the group limitation.

- MySQL & Clickhouse: Modified a queue_log table, regarding DID numbers that needed to be logged into the 'DID' column.

- Scheduled reports: Due to the character limitation, the 'E-mail' field was modified so Schedule reports can be sent to multiple email addresses.

- Statistics: Fixed an issue where the Queue callback breakdown was empty.

- Statistics: Added 'Ringing Time' to the Queue statistics breakdown.

- Queues: Removed duplicate EXITEMPTY event logging.

Meeting Module

Bug Fixes & Improvements

- Fixed an issue where editing a meeting date would not update the .ics file in the update email.

6.5.0 - March 25, 2022

NOTE: Please be informed that Queues are deprecated from the 6.5.0 version on the Multi Tenant and Business editions, however, users will still be able to use Queues without the option to add new Queues. It is highly recommended to switch to using the 'Enhanced Ring Groups' feature as soon as possible.

Features

- Enhanced Ring Groups (ERG): Introduced more advanced Ring groups into PBXware that offer basic queueing functions and reuse Queues with members to achieve better business intelligence. ERG is a basic version of Queues that allows you to put an Extension into it, enabling users to have their mobile devices within that ERG and generating reports across all editions (Business, Multi-Tenant & Contact Center editions).

- Action Log: Added the CDR ID to show which recording was played and downloaded.

- BSSUP: Integrated BSSUP with PBXware.

- Conference: Added the possibility for administrators to change Conference PIN even when they do not have the 'Show Advanced' toggle button enabled.

- Dial Groups: Ring Groups are now named Dial Groups.

- DSM: Implemented supporting special characters when authenticating users with 'Directory Sync Management'.

- IVR Statistics: Ported to the Multi-Tenant and the Business edition.

- Reports: Added the option to hide an IP address from CLIR.

- SMS: Added Twilio as an SMS provider.

- Statistics Database: Added the ClickHouse database to the Business & Multi-Tenant editions.

- Translation: Updated the French translation files.

Bug Fixes & Improvements

- Action Logs: Added Action Log.

- API: Fixed an issue where an API user was not properly shown in Action logs.

- API: Added an option to set 'As voicemail' for voicemails in CDRs.

- API: Updated API documentation.

- API: Added the option for an endpoint to show the count of Dashboard's online Extensions.

- Auto Provisioning: Added support for Poly Trio C60.

- Auto Provisioning: Added support for Fanvil X3U, X5U, and X6U.

- Auto Provisioning: Fixed a BLF and Directory issue for Fanvil phones.

- Auto Provisioning: Fix a PHP error that would appear when generating the firmware configuration.

- Branding Web: Added directory branding colors and a checkbox for dark theme icons for a web application.

- Call Recording: Fixed an issue with call recording and silent options.

- Call Recording: Fixed an issue where the inheritance of recording options was not working correctly.

- Central Phone Book: Fixed an issue where the update would not be automatically fetched if a user deleted a contact from Central Phone Book.

- CSV: Fixed an issue with downloading CSV templates without headers.

- Enhanced Services: Fixed an issue with Call Screening calls that would fail if this option was not saved through Enhanced Services.

- Extension: Fixed an issue where information about an Extension would be lost from 'SMS Numbers'.

- Extensions: Fixed an issue where the 'Department' field would stay empty after entering data in two cases: when uploading a CSV file with multiple Extensions or when editing Extensions manually.

- Fanvil: Fixed a Directory issue on the Enterprise series.

- Fanvil: Fixed an issue by using the correct port for TLS and enabled RTP Encryption.

- File System: Fixed an issue where the startup of all PBXware services was delayed due to the CLI files being checked and removed.

- License: Added a license notifier for tracking BAS changes.

- Login: Resolved a branding issue that would appear if the 'Cancel' or 'Go back' buttons were clicked on the 2FA verification screen.

- Microsoft Dynamics CRM: Added the missing lines that resulted in errors for v1 API.

- Operation Times: Fixed an issue with midnight reset that would be triggered on Saturday midnights even if configured to 'No' on the Contact Center edition.

- Site User: Fixed an issue with the incorrectly shown status.

- Site Users: Fixed an issue where the status of site users' accounts was not displayed properly.

- SMS Bulk: Fixed an issue where the Bulk SMS Campaign with the 'Completed' status could not be restarted.

- SMS Bulk: Fixed a JavaScript error when uploading an invalid CSV file.

- SMS Bulk: Fixed an issue with the Spanish and French translations.

- STIR/SHAKEN: Added configuration parameters to enable Caller ID Validation on Poly phones.

- Translations: Updated the Portuguese (Brazil) language.

- Translations: Updated the English strings.

- Translations: Updated the French translation.

- Voicemail: Fixed a bug where setting Voicemail dial-out to 'Yes' or 'No' would make no difference afterward.

- Voicemail Blocked: Implemented sending an email notification to Administrators.

New Endpoints

| Fanvil X3U | Fanvil X5U | Fanvil X6U | Poly Trio C60 |

Meeting Module

Bug Fixes & Improvements

- Meeting Email Templates: Added the new design of meeting email templates.

- Meeting: Removed the join link and email query customization options from the meeting settings.

- Meeting: Implemented having meeting clients muted while in the process of joining meetings.

- Meeting: Removed the audio playback that says "You are the only person in this conference".

Contact Center Module

Features

- Agents: Updated a message displayed in GUI related to Dynamic Agents and their deprecation.

- Agents: Added additional improvements and options for Agent 'Direct In' calls.

- Dialer: Added a new disposition type called 'Completed' where data should be considered as completed and not allowed to be dialed again.

- Disposition Statistics: Introduced 'Talk Time' information to the Queue/Dialer disposition stats.

Bug Fixes & Improvements

- Agents: Removed 'Auto Logoff' timeout for Dynamic Agents.

- Agents: Removed a limit for the number of Agent groups.

- Agents: Fixed a problem where the 'Unpause' event was generated for every Agent's outbound call.

- Agents: Fixed an issue where the Agent did not receive calls while the status in GUI was 'Idle'.

- Agents: Fixed typos inside the Agent settings.

- Dialer: Added improvements for Dialer related to DNC numbers and CSV upload/download.

- Dialer: Improved and extended the 'Monitor List' page.

- Dialer: Fixed an issue where the Feedback form was not saved correctly.

- Dialer Campaigns: Fixed an issue with paging that would appear if there were no Dialer Campaigns on the system.

- Scheduled Reports: Fixed an issue with the wrong calculating range for Scheduled reports.

- Statistics: Fixed an issue with displaying the IVR name in all breakdowns on the Master Tenant.

- Supervisor: Fixed an issue where the system would always display the English language on the pages that are loaded from PBXware.

- Queue: Fixed an issue with invalid entries in CDR related to Extension's Voicemail.

- Queue: Fixed an issue where changing the order of Members in Queue with the linear strategy was not applied correctly.

- Queue: Renamed 'Queue Ring Timeout' to 'Agent Ring Timeout' to clear out confusion.

- Statistics: Fixed a PHP error with opening Agent Dump Statistics.

6.4.3.1 - December 29, 2021

Bug Fixes & Improvements

- Recordings: Fixed an issue where call recording would not start properly.

6.4.3 - December 22, 2021

Features

- Hot Desking: Added an option to enable/disable automatic dialing of the hot desking access code.

- Monitor Page: Added an option to filter data by IP addresses.

- SiteAccounts: Added an option to 'Save and E-mail' when adding new users.

- STIR/SHAKEN: Implemented the STIR/SHAKEN' Call Filtering' option and added the 'Pass PAI Header' option to support Polycom phones STIR/SHAKEN Caller ID Validation.

- Ray Baum's Act: Added the ability to set E911 Location SIP header and ID.

- Voicemail: Added the Canadian French to transcriptions.

Bug Fixes & Improvements

- API: Fixed an issue with enabling SMS for DIDs when its Destination is not an Extension.

- API: Fixed an issue where a full stop could not be added to the Trunk's name if using API.

- API: Extension's status display issue resolved.

- API: Fixed an issue with the busy level field always being '0'.

- Authentication: Fixed an issue where User ID for Extensions would not be saved in all necessary database tables.

- Auto Provisioning: Added support for the Polycom 6.4.1 firmware.

- Auto Provisioning: Implemented showing a MAC Address as part of the User-Agent SIP Header for various phone manufacturers.

- Call Recording: Fixed an issue where inheritance of recording options would not work correctly and changed how values are stored in the database.

- DID: Fixed an issue with the DID range that would occur when using DID groups.

- Extensions: Fixed an issue where deleting an Extension would not delete mobile numbers from the database added via Extension's Enhanced Services.

- Hot Desking: Fixed an issue with the maximum PIN length.

- Hot Desking: Fixed the 'undefined index' notice that would appear after logging out from the GUI.

- Settings Servers: Added the gloCOM 'Use DNS SRV lookup' field.

- Trunks & Providers: Remove unused fields/empty spaces.

- Voicemail: Fixed an issue where the URL did not show the mailbox after clicking the 'Next' button.

6.4.2.2 - December 14, 2021

Bug Fixes & Improvements

- Fixed continuous displaying of warning messages in Asterisk logs.

6.4.2.1 - December 7, 2021

Features

- Auto Provisioning: Revert of implemented HTTP auto-provisioning password security.

6.4.2 - November 30, 2021

Features

- Access Codes: Implemented the BLF toggle for Call Forwarding.

- Auto Provisioning: Implemented HTTP auto-provisioning password security.

- Bulk SMS: Added the ability to create custom messages by using values from uploaded CSV files.

- Emergency Email: Added the %LOCATION% variable to 'Emergency Call Template' on Extensions.

- Extensions: Modified the usage of the 'T' attribute for incoming dial options.

- LDAP: Fixed an issue where Gigaset devices could not pull contacts from the Phonebook application.

- Login: Added the ability to go back to a login screen from the 2FA verification screen.

- Voicemail: Added the %TENANT_CODE% variable to 'Voicemail Blocked Email Template'.

Bug Fixes & Improvements

- Auto Provisioning: Added support for Fanvil X4U.

- Auto Provisioning: Added support for the Yealink DECT IP Base Station W70B.

- Auto Provisioning: Fixed an issue with Australia Timezones on Yealink phones where some locations were not sent properly and the timezone format was wrong.

- Branding: Fixed an issue where Branding was not applied to Online Self Care (OSC) when editing the Call Monitoring service.

- CDR: Fixed an issue with the delimiter for headers for CDRs downloaded in the CSV format.

- CDR: Fixed an issue where the CDR filter would return wrong time when Daylight Saving Time (DST) ends.

- DB: Fixed an issue where the chat server configuration file would have the database section missing.

- DSM: Fixed an issue where logging would fail if a user's password contained special characters.

- Enhanced Services: Fixed the 'On'/'Off' slider, the package change for Call Screening, and sound files that were not being played for Ring Group Destinations in Call Screening.

- Monitor: Separate On Call and DND device state for Extensions.

- FSS (File Sharing Service): Fixed the configuration file for log rotation to avoid log files becoming too big.

- LDAP: Fixed an issue where contacts from another Tenant would be shown.

- License Manager: Fixed an issue where refreshing license from the 'About' section would not work.

- Meeting: Set 'AbsoluteTimeout' for WebRTC calls.

- Phonebook CSV: Fixed an issue with a SQL syntax error that would appear upon upload of CSV files.

- Phonebook: Fixed an issue with uploading CSV files that would appear if a user clicked 'Cancel' on the screen.

- Reports: Fixed an issue where source IP addresses would be read for Local channels.

- SMS: Changed the word 'E.164' to '+E.164' in error/warning messages.

- SSL: Changed how a Let's Encrypt certificate is generated.

- Call Pickup: *8 Access Code does not function on Contact Center.

Meeting Module

- Meeting: Added "Type" to the meeting information and fixed a bug with displaying the public flag.

- Meeting: Allowed editing a meeting that is in progress.

- Meeting Email Templates: Added the new design of meeting email templates.

New Endpoints

Fanvil X4U

Yealink DECT IP Base
Station W70B

6.4.1 - October 26, 2021

Features

- API: Added the ability to get a count of the application licenses assigned to a Tenant.

- Enhanced Services: Added a hidden option to set the BLF directory limit.

- gloCOM WEB branding for OEM partners.

- Monitor: Implemented a monitor section for Extensions to check which transport was used aside from TLS that was already implemented (UDP, TCP, WS, WSS).

- Operation Times: Implemented the ability to set 'Time To' before 'Time From' in the Closed Dates section.

- Reports: Show an IP from which the call was initiated in CLIR.

Bug Fixes & Improvements

- API: Allowed only the 'd-m-Y' date format when sending a service plan date.

- Archiving: Fixed a deadlock that occurs when creating a BAS client.

- Archiving: Fixed an issue where files could not be downloaded from a BAS client.

- Archiving: Fixed an issue where the 'Remove Files' option did not work.

- Asterisk: Set the maximum number of channels when restarting PBXware only when the value has not been previously set.

- Auto Provisioning: Fixed an issue where Yealink T3X phones were missing in the database after the upgrade from the PBXware 5.3.9 version.

- Auto Provisioning: Fixed a spelling error on Yealink phones for Australia timezone location.

- Billing: Fixed an issue with billing on Emergency Special Routes where a user could not dial Emergency Numbers if 'Available Funds' were below zero.

- Call Forwarding: Fixed an issue where Call forwarding in case of 'No Answer' would not work if a mobile device was dialed.

- CRM: Fixed an issue with uploading recordings.

- Extensions: Fixed an issue where the associated Caller ID list would not be removed after removing an Extension.

- Fixed an issue where downloading recordings was not possible from 'FTP' after updating to the 6.4 version.

- Hot Desking: Implemented the ability to use a TLS port set in the config when TLS is set as a protocol on a UAD.

- Meeting: Fixed two PHP notices that would appear when switching to the 'Meeting' tab on Online Self Care (OSC).

- Meeting: Fixed an issue with not hearing audio if a user joined a meeting with a deskphone via Firefox.

- Phonebook: Fixed an issue with the 'Go back' button when editing Central Phone Book.

- PJSIP BLF: Fixed an issue with picking up parked calls using a BLF button on Polycom phones.

- Sounds: Fixed an issue where all greetings went missing after renaming.

- SQL: Fixed an issue where an ongoing Archiving upload would be stopped if PBXware reload was executed at the same time.

- Voicemail: Fixed an issue with voicemails being blocked because digit timeouts were counted as failed login tries.

Contact Center Module

- Dashboard: Fixed an issue with a PHP error that would appear when checking for a license if Call Center Extensions in the license were left with no value.

- Queues: Fixed an issue with the 'Static Members Login' and 'Ring Agents in Use' options.

6.4.0 - September 22, 2021

NOTE: Please be informed that Dynamic Agents are deprecated from the 6.4.0 version. Users will still be able to use Dynamic Agents in this version, but it is highly recommended to switch to using Callback Agents with the 'Auto Answer' option as soon as possible.

Features

- Added support for gloCOM web branding.

- Agents: Added the option to add multiple Agents at once through a CSV file.

- Agents: Implemented that a Pause reason can be changed without unpausing.

- Archiving: Added SFTP as a Client.

- Archiving: Added Bicom Archiving Storage Service (BAS).

- Bulk SMS Messages: Added the ability to send Bulk SMS and implemented it for Telnyx and Bandwidth.

- CDR: Added column names when downloading CSV files.

- CRM: Implemented the batch mode for contacts sync for all CRMs.

- CRM: Implemented the new API version for Microsoft Dynamics CRM.

- DID: Added an option to select a SIP response if a DID does not exist on the system.

- Extensions: Added the option to add a 'Language' per Extension.

- Meeting: Added the option to define whether a meeting is public or not in the Create/Update dialog.

- Meeting: Added 'Mute/Unmute' for meeting audio conferences and an ability for an organizer to mute other participants.

- Meeting: Added the 'Time Zone' field to the meeting's Create dialog.

- MOH: Implemented checking whether a file exists before renaming it.

- Queues: Added a default option for announcement settings to avoid playing any announcements if 'None' is set.

- Queues: Implemented Inbound Dispositions.

- Scheduled Reports: Added the 'Current Week', 'Current Month', and 'Current Year' filters and removed the 'Last 28 days' and 'Last 7 days' filters.

- SMS: Added Bandwidth as a new provider.

- SMS: Added MMS Support.

Bug Fixes & Improvements

- API: Fixed a bug that prevented adding external numbers through API for Ring Groups.

- API: Fixed an issue where editing an Extension would remove UAD configuration.

- Archiving: Renamed the 'Archiving Storage' feature to 'Archiving'.

- Asterisk: Updated the version of Asterisk to 16.16.

- Auto Provisioning: Added support for Alcatel M3, M7, and H2P.

- Chat Server: Created the database and user for the chat server.

- Dialer: Redesigned 'Monitor Campaign List'.

- Extensions: Fixed a bug where the plus (+) sign would be stripped if a different CallerID is set.

- Hubspot: Fixed an issue where Communicator was not loading the HubSpot CRM page when contact was known.

- Meeting: Fixed an issue where audio notifications were creating CDRs.

- Monitor Analytics: Fixed an issue with the counting of SMS numbers for the Business and Contact Center editions.

- Pipedrive: Fixed an issue with customers search.

- Queues: Removed the following options from the GUI: 'Short Calls Dur. (sec)', 'Keep stats on restart', 'Member Delay (sec)', and 'RTP Delay (sec)'.

- Queues: Removed the 'Wait Seconds' option in the Greeting section.

- Queues: Redesigned the 'Monitor Queues' page and removed the 'Queues panel'.

- Recording: Fixed a bug with recording calls for Queues and Dialer and removed the 'Not Set' option from the GUI.

- Site Account: Fixed an issue where the Site Account would stay temporarily disabled after numerous failed attempts.

- SMS: Fixed an issue where an SMS number is not removed from the database after deleting a Tenant.

- SMS: Resolved an issue where SMS Trunks were not removed from a database after a Tenant was deleted.

- Special Route: Fixed an issue that would appear when 'Destination' was selected.

- Statistics: Fixed a bug where instead of 'Dialer Statistics', 'Queue Statistics' would be displayed in the GUI while loading 'Dialer Statistics'.

- Statistics: Removed statistics from the GUI: 'Agent Performance' and 'Agent Assessment'.

- Trunks: Fixed an issue where removing Trunks on 'Trunks and Tenants' would leave them in the background.

New Endpoints

Alcatel Lucent M3   Alcatel Lucent M7   Alcatel Lucent H2P

6.3.2 - June 8, 2021

Features

- Parking Lots: Added a custom MoH field to the 'Parking Lots' section.

- Servers: Added the PWProxy custom configuration field.

- Statistics: Added a 'Number of objects displayed in statistics breakdown' option to improve Queue Statistics Breakdown.

Bug Fixes & Improvements

- Access Codes: Fixed an issue where errors would be displayed on the Multi Tenant Edition in the 'Access Codes' section after a system upgrade and settings resave.

- Agent: Fixed an issue where DTMF was not working properly for Dialer Agents.

- API: Fixed an issue with adding, editing, or deleting CLI Routing Rules.

- API: Fixed an issue with a PHP error message that would appear when editing a tenant through the API but not defining the 'emergency_callerid_tenant' field.

- API: Fixed an issue with a PHP error message that would appear when editing a tenant through the API but not enabling LDAP.

- API: Fixed an issue where not enabling the 'Allow All Actions' toggle button would cause problems with permissions.

- API: Fixed an issue where a list was missing information on 'Last Destination' set in Ring Groups.

- Archiving Storage: Fixed an issue where an upload was marked as successful even if some files failed to upload.

- Archiving Storage: Fixed an issue where failed recordings were not retried properly.

- Archiving Storage: Fixed an issue where Google Drive errors were not handled properly.

- Archiving Storage: Fixed an issue where files with a size of 0 bytes would be uploaded.

- Changed the execution time of file verification from 3 A.M. to a random time between 2 A.M. and 4 A.M. to avoid resource usage spikes.

- Dialer: Fixed issues with Feedback Forms.

- E-mail Templates: Changed participant 'id' to participant 'ID' in the default meeting invite email template.

- Hubspot: Fixed an issue where a username was case-sensitive and the integration was unsuccessful if there was no (/) slash in the Page URL.

- Hubspot: Fixed an issue with CRM Routing field fetching.

- Hubspot: Fixed an issue with file uploading and 'Outcome' to a call log.

- Licensing: Fixed an issue so that PBXware stops only if the licensing server is unreachable for seven days or more.

- Scheduled Reports: Fixed an issue with a PHP error message that would appear when trying to 'Save & Run' a scheduled report on the Contact Center edition.

- Scheduled Reports: Fixed an issue where clicking 'Go Back' would direct users to a different statistics section.

- Scheduled Reports: Fixed an issue where a report name was missing additional information once 'Add Report' was clicked.

- Scheduled reports: Fixed an issue where the 'Stop time' field would appear regardless of which 'Repeat' option was selected.

- Snom: Added support for the Secure Redirection and Provisioning Service (SRAPS) and fixed an issue with unsuccessful provisioning of M-series devices.

- Sound Files: Implemented that recorded greeting messages should contain only lowercase letters.

- Statistics: Fixed an issue where the 'Max' section in 'Entry position' reports for Queues was not displaying correct results.

- Queues: Fixed an issue where CDRs were not created properly if the 'Static Members Login' option was set to 'Yes'.

- Queues: Fixed an issue where the 'Please Select' option would be missing after resaving a Queue.

6.3.1

Bug Fixes & Improvements

- Auto Provisioning: Changed the letter 'd' to be case insensitive for Snom phones.

- Conferences: Fixed an issue where Conference recordings on the Contact Center Edition were not visible in 'Conferences' → 'CDRs'.

- Enhanced Services: Fixed an issue where a plus (+) sign could not be entered into the 'Call Filters & Blocking' Enhanced Service.

- Pin Based Dialing: Fixed an issue with incorrect call rating when using Pin Based Dialing.

- Project Codes: Implemented a fix for special characters in the Project Code name.

- Scheduled Reports: Renamed the message displayed in the GUI when one of the reports is not ready to be shown.

- Statistics: Fixed an issue where pause was not shown properly in 'Breakdown' when the pause code was set to '1'.

- Queue: Fixed an issue with handling Callback Agent remote access login.

- Queue: Fixed an issue where Agent was receiving calls from Queue when paused if the 'Ring Agents in use' was set to 'Yes'.

- Time Zone: Fixed an issue where parsing some date formats would show error messages in the GUI.

6.3.0 - April 21, 2021

Features

- Apps: Added the 'CSV Download' button to the 'Apps' section.

- Agents: Added an ability to make an outbound call while an Agent is paused.

- Emergency Services: Enabled sending multiple emergency e-mails and added the option to set the %TENANT_CODE% and %SERVER_NAME% variables.

- Queues: Added the Queue banner to the 'Queue Monitoring' tab.

- SMS: Added the SMS functionality into PBXware.

- Trunk: Added an option to set privacy for the 'Send PAI header' field.

Bug Fixes & Improvements

- Access Codes: Fixed an issue with default and custom parking lots configuration.

- Added the user agent header to ignoo-connector requests so that logs are more clear.

- Agent Groups: Fixed an issue where Agents were not added to an 'Agent group' when creating a new group.

- Agentpool CLI: Added a new 'Direction' column for all Agents.

- Agent Statistics: Fixed an issue that a PHP error would cause when downloading the CSV file for 'Agent Direct In/Out' statistics.

- API: Fixed an issue where all the options from IVR would be listed incorrectly.

- API: Exposed the Tenant LDAP options.

- Archiving Storage: Fixed an issue where the Google Drive Code length change impacted generating a Token.

- Archiving Storage: Removed the 'Max Simultaneous Uploads' option.

- Archiving Storage: Improved database performance when offloading files.

- Archiving Storage: Fixed an issue where a user was unable to listen/download recordings stored on the FTP server.

- Asterisk: Fixed an issue where bridges would leak in specific call scenarios.

- Auto Provisioning: Added support for Yealink T30, T30P, T31, T31P, T31G, T33G, and T33P.

- Auto Provisioning: Added support for Panasonic KX-HDV230 and KX-HDV330.

- Auto Provisioning: Added SRTP support for Cisco 8841 and 8851.

- Auto Provisioning: Added support for Yealink DECT IP Multi-Cell Base Station W90B and W90DM.

- Auto Provisioning: Added support for Poly Trio 8300 Conference Phone.

- Call Forwarding: Changed a response code when 'Call Forwarding' is enabled.

- Call Recording: Fixed an issue where 'Date/Time' would be incorrect in a file when a call recording is downloaded.

- CC Statistics: Fixed a bug where a PHP notice would appear after saving 'Scheduled Reports'.

- Central Phone Book: Improved compatibility with more devices.

- CRM Routing: Fixed an issue where the value '0' was not handled correctly in 'Rules'.

- Custom Extensions: Fixed a bug where a PHP notice would appear when opening the 'Custom Extensions' page.

- Desktop App: Added support for a softphone device switching.

- Desktop App: Fixed an issue where calls that were made from the desktop application in a deskphone mode would not be properly shown in 'Agent Statistics'.

- DIDs: Fixed an Asterisk crash when dialling the same Tenant.

- DIDs: Enabled DID matching for 'Call Forwarding' when local calls are made.

- Directory Sync Management: Fixed an issue where saving 'Destinations' on the Directory Sync Extension template would break the Destination's permissions for other existing Extensions.

- Extensions: Fixed a bug where adding a space in the host field would cause major issues.

- Groups: Disabled the option to change the system routes by default.

- Hubspot: Fixed an issue with not including the call (engagement) owner in the request body.

- License: Changed the way how the Call Center mode is checked.

- Meeting: Implemented having the 'Join'/'Leave' sounds muted when there are over ten participants.

- Meeting: Added a notification that the meeting is being recorded for audio-only participants.

- Meeting: Implemented that recording is allowed for all participants.

- MOH: Fixed an issue where the correct MOH was not played if a user was parking calls directly to the parking lot.

- Partitioning: Improved IO performance while archiving reports.

- Permissions: Implemented counting outbound channels properly.

- PJSIP: Fixed issues with the TLS and TCP encryption on Trunk.

- PNS: Implemented deleting push tokens for specific Extensions in case the Extension password is changed.

- Project Codes: Fixed an issue where the 'Direct out calls' report would not show calls filtered by 'Project Code' if selected in the desktop application.

- Queues: Fixed a bug where 'Queue Callback Statistics' would not display a real talk time value if the 'Agent Answer' option was set to 'Yes'.

- Queues: Fixed a bug where 'Queue URL', if set, would not be displayed when a call was answered.

- Queues: Fixed an issue where the 'Replace CallerID' option would not be applied in certain call scenarios.

- Queues: Fixed a bug where 'Outbound CallerID' on Queue (Callback) would not have a priority over 'Outbound CallerID' set on Trunk.

- Queues: Fixed an issue when a greeting would not be played when a call enters a Queue.

- Queues: Fixed an issue in 'queues.conf' configuration that would cause errors popping up inside Asterisk.

- Queues: Fixed an issue where calls would be marked as 'Blind Transfer' instead of 'Ended' after blind transfer.

- Queues: Fixed an issue where if 'Agent answer' was set to 'Yes', the wrap-up time was not properly tracked.

- Queues: Fixed an issue where Agents would be called while they were on pause, when 'Ring Agents in Use' is set to 'Yes'.

- Queue Statistics: Fixed an issue where outbound calls were not shown under the correct report if a CallerID was changed.

- Routes: Enabled to set a PIN when the 'Inherit' option is selected on 'Operation Times' on 'Routes'.

- Setup Wizard: Fixed a spelling mistake that would appear when tracking the progress bar.

- Scheduled Reports: Fixed an issue where the 'Format' field would appear on the system even if it is not used in this way anymore.

- Scheduled Reports: Fixed a bug where 'Scheduled Reports' were not working properly when 'Direct out answered/unanswered calls' type is selected.

- Trunks: Added an additional CallerID display functionality to CallerID found in and out the (Tenant) DID range.

- Voicemail: Fixed a bug where 'voicemail.conf' would not be updated properly when creating a new Tenant and resaving the already existing one.

- Windows FTP: Fixed an issue with recordings having forbidden characters.

New Endpoints

Panasonic
KX-HDV230

Panasonic
KX-HDV330

Poly Trio 8300
Conference Phone

Yealink T30

Yealink T31

Yealink T33

DECT IP Multi-Cell Base
Station W90B

DECT IP Multi-Cell Base
Station W90DM

6.1.4 - Frebruary 16, 2021

Bug Fixes & Improvements

- Added an option to convert voicemails to the mp3 format when sending them via email.

- Apps: Added a possibility to disable chat for mobile applications.

- API: Fixed a bug for call/pickup groups for non-MT editions where allowed groups on the system would be checked.

- Archiving Storage: Fixed an issue where the application would go into an infinite loop when CDR ID returned is 1.

- Archiving Storage: Fixed an issue where only 1000 CDRs would be checked per day.

- Archiving Storage: Fixed an issue where redirecting STDIN would cause multiple issues.

- Archiving Storage: Updated golang mysql driver to the 1.5.0 version.

- Asterisk: PJSIP BLF: Fixed an issue with BLFs when there is no ringing state.

- Auto Provisioning: Added support for the SNOM DECT base stations M300 and M900 and SNOM handsets M25 and M80.

- Extensions: Fixed a bug where the 'Timeout' value for Operation Times set on Extensions would not be used.

- MOH: Fixed an issue where ON/OFF would have no effect in file system.

- Trunks: Fixed a bug where there would be a missing call recording when using multiple Trunks.

New Endpoints

Snom M300   Snom M900   Snom M25   Snom M80

6.1.3 - January 1, 2021

Bug Fixes & Improvements

- API: Updated documentation for Operation Times.

- API: Added unsupported enhanced services to allow enabling/disabling with API.

- Archiving Storage: Fixed an issue with Google Drive Code length.

- Hot Desking: Fixed a PHP issue when fetching timezone.

- Meeting templates: Replaced meeting templates to improve compatibility with different email clients.

- PWProxy: Fixed an issue where the mute state would not update correctly in the cache.

- Queue: Implemented call monitoring for agents on the Queue Monitor page.

- Voicemail: Fixed an issue where only .txt files would be deleted after sending an email if the option "Delete After Emailing" was enabled.

- Voicemail: Fixed an issue with MIME headers when sending Voicemail email.

6.1.2 - November 24, 2020

Bug Fixes & Improvements

- Agents: Fixed inconsistency issues that would happen when adding Agents to Agent Groups.

- AgentPool: Improved handling of the 'BUSY' device state for Dynamic Agents.

- AgentPool: Use only the PJSIP device state for the Callback Agents Stasis state in Queue.

- AGI: Increased the timeout when joining a meeting by using a number to support high latency networks.

- Archiving Storage: Fixed an issue where wrong file path was used when reading a recording file.

- Archiving Storage: Set max concurrent uploads to 1, if the system has 1GB or less Memory.

- Archiving Storage: Updated the Amazon SDK version to v1.34.27.

- Auto Provisioning: Fixed a bug where incorrect DST information would be sent to Fanvil and Yealink devices.

- Callback Agent: Fixed a bug where the Agent would ring even though they were on a call and the option to ring in use was disabled.

- Call Rating: Skip disabled routes while checking for inbound calls.

- Conferences: Fixed a bug with playing voicemail sounds in Conferences.

- CRM Routing: Improved CRM routing and added the Default Destination section.

- Dialplan: Play a message when using the Start/Stop/Pause recording in the desktop app.

- Email2Fax: Changed the handling of attachments to count only PDFs towards allowed attachments limitation.

- Meeting: Enable joining the meeting by using a number, even if the meeting licence is not present.

- Parking: Fixed a bug where the wrong Music on Hold class would be restored after being transferred to the parking lot.

- PNS: Fixed issues with push notifications for deleted/suspended Extensions and Extensions of a deleted/suspended Tenant.

- Queue: Improved the 'Exit Digit' and 'Max Wait Destination' drop-down menus to include more Destinations.

- Queue: Fixed a bug in the Monitor Queues page where Agents from other Queues would be displayed.

- Queue Members: Fixed a bug where penalty would be set to 'NaN' if a member's name contained ','.

- Routes: Change an import URL when exporting routes.

- Transcription: Increased the URL and Key field length for IBM Watson.

- Translation: Improved Spanish translation.

- Trunks: Implemented the same naming restrictions for Custom Trunks as for Trunks.

- Trunks: Added a ringtime option for outgoing calls.

6.1.1 - October 27, 2020

Features

- Auto Provisioning: Added support for the Polycom 6.3 firmware.

- Chat Server: Added support for pinning messages in one to one conversation.

- Chat Server: Added support for pinning messages in group conversation.

- Chat Server: Optimized the delivery of push notifications to target inactive devices.

- Meeting: Added an option to customize a join link from Meeting settings.

- Meeting: Added new meeting email template design.

- Meeting: Added support for sending a customizable link to an email address.

- Queue: Added an option to not store unanswered CDRs.

- Ring Groups: Added an option to choose the looping mode.

- Servers: Added an Emergency CallerID per Tenant level.

Bug Fixes & Improvements

- 2-Step Verification: Fixed issues with a QR Code URL on iPhones.

- AgentPool: Fixed issues with the Agent direct call statistics when using a 'caller id' access code (i.e. *65*callerid*num).

- API: Fixed a bug where editing a Trunk would cause issues.

- API: Enabled setting the 'Show in App' field when editing an Extension.

- API: Fixed php errors that happen when a field is not set.

- Asterisk: Added an option to control whether the original IP should be restored when rewriting contact header.

- Asterisk: Fixed a bug where Asterisk would crash on attended transfer.

- Auto Provisioning: Fixed issues when using the Yealink expansion modules EXP40/ EXP50.

- Central Phone Book: Fixed long loading time for a page with a large number of contacts.

- Central Phone Book: Added support for '+' to be used when adding phone numbers and uploading CSV files.

- Central Phone Book: Fixed an issue where disabling LDAP on a Tenant would have no effect.

- Central Phone Book: Fixed an issue that would occur if the email field was empty when uploading a CSV file.

- Central Phone Book CSV: Added a warning message before uploading CSV files.

- CRM Routing: Fixed an issue with the URL when a custom CRM is in use.

- CRM Routing: Fixed an issue where the destination IVR greeting would not play.

- Dialer: Added an option to record calls silently.

- Dialer: Fixed an issue with the progressive strategy where each number would be dialed twice.

- DID: Fixed an issue with SIP INVITE that would happen when a Destination is Multi user and recording is enabled on DID.

- DID: Fixed an issue when the user would not be able to see the advanced options.

- Email to Fax: Fixed an issue that would occur when a PDF file has special characters in its name.

- Enhanced Services: Added support for '+' to be used in Allowed List of CallerIDs.

- Extensions: Added the PAI field to the CSV upload file.

- Extensions: Fixed an issue where the service plan date would not be stored properly into the database.

- Extensions: Fixed an issue where a fatal error would occur while saving an Extension if the language was not set to English.

- Fixed an issue where the BLF options were fetched from an Extension on another Tenant.

- Groups: Added an option to hide 'Service Plans' and 'Call Rating Extension' on DID for a particular group/user.

- Hot Desking: Fixed the TLS issues when logging in.

- Meeting: Fixed spelling mistakes in meeting email.

- Meeting: Added a possibility to change meeting from 'recurrent' to 'non-recurrent'.

- Meeting: Added a possibility to edit Meeting settings per Tenant.

- Meeting: Added failover to COMMSware if the domain name is empty.

- Meeting: Fixed an issue with date format on meeting pages.

- Meeting: Fixed a bug where an external participant would not show up in the participant list.

- OSC: Fixed an error with the Operation Times page after saving.

- PWProxy: Fixed a bug where transfer does not work for queue calls if access code for blind transfer is changed.

- PWProxy: Fixed a bug where extension is not shown as On Call in client applications if Busy level feature is used.

- PWProxy: Fixed a bug where extension is not shown as On Call in client applications if it also has phone DND set.

- Scheduled Reports: Fixed an issue with opening a deleted report through a link sent via email.

- Scheduled reports: Moved some settings fields to the Scheduled Reports page.

- Servers: Fixed an issue where a daemon password could be edited through the GUI.

- Settings: Voicemail fields are now not required.

- SMTP: Fixed a bug where resaving SMTP configuration would cause issues with voicemail.

- Special Routes: Fixed a bug where Destination (Trunk) would disappear after resaving the action.

- Trunks: Fixed an issue that would happen occasionally while reading additional headers.

- Voicemail: Fixed an issue where the wrong transcription would be sent.

New Endpoints

Snom PA1

Snom D335

Snom D385

6.1.0 - August 11, 2020

Features

- Directory Sync Management.

- Asterisk: Added support for recognizing the local and external IP addresses automatically even when behind NAT.

Bug Fixes & Improvements

- Clickhouse: Fixed an issue where VPS would fail to connect to Clickhouse.

- Ring Group: Limit for number of extensions to dial is now 30 instead of 9.

- PJSIP: Exposed 'TLS handshake timeout' and 'keep alive' options.

- PWProxy: Fix bug where call is not visible on Dashboard and Monitor pages for tenant DID calls.

- Meeting: Fixed an issue where the client app would not enter the state "waiting for organizer to start the meeting" if joined by number and the meeting was not started.

- Meeting: Added join link to meeting details.

- Meeting: Added support for public meetings.

6.0.3.1 - July 1, 2020

Features

• Queues: Show warning message in case when ring strategy is 'all' and there are more than 9 members in queue.

• API: Added method 'call_rating_history' when editing extension.

• API: Added missing field 'call_rating_ext' when editing ring_groups.

• Providers: Added functionality to check if provider is used on trunks before deletion.

• AGI: Solved an issue where special routes calls would drop.

• PIN Based Dialling: Fix issue where paging would not work on a Multi-Tenant system.

• Agentpool: Prevented reloading all agents when change in GUI happens.

• Voicemail: Fixed an issue where downloading busy/unavailable message would return an old message.

• Voicemail: Solved a problem where "Enter your pin" sound would play twice.

• Asterisk: Implemented restriction of total number of channels that can be used on Asterisk level.

• AGI: Solved an issue where audio language couldn't not be changed from English.

• Voicemail: Fixed an issue where downloading busy/unavailable message would return an old message.

Bug Fixes & Improvements

• Ring Group: Check if limit for number of extensions to dial is set on system level too.

• AGI: Solved issue with having recording on wrong extension after parking.

• AGI: Solved an issue where special routes calls would drop.

• Providers: Fixed spelling mistake when popup message is shown.

• Ring Groups: Add option to limit number of extensions which will be dialed in ringall strategy globally for all tenants. If value is set on tenant, it will have advantage over one sets for whole system.

6.0.3 - June 4, 2020

Features

- Auto Provisioning: Added support for Polycom 6.2 firmware.

- Auto Provisioning: Expanded the list of variables used in additional config. This includes: TENANT_CODE, EXT_NUMBER, EXT_NAME, EXT_SECRET, EXT_LABEL, EXT_TITLE, MAC_ADDRESS, WAN_IP, LAN_IP, AUTH_USERNAME, AUTH_PASSWORD and VM_PIN.

- Auto Provisioning: Changed Polycom BLF type from normal to automata.

Bug Fixes & Improvements

- DID: Solved an issue where calls would fail if Trunk has been selected as DID destination.

- IVR: Added calls with # option to IVR Calls in Original Caller ID statistics.

- Queue: Solved an issue where distribution statistics would not calculate the values properly.

- DID: Show Trunk name instead of Trunk ID on DID page.

- Dialer: Added option to upload csv with space in header name.

- Dialer: Added a warning message in case uploaded csv contains invalid characters.

- API: Enabled setting fields 'additional_config' and 'ua_autoprov' when adding/editing extension.

- API: Added option to set trunk Caller ID with Privacy = None.

- Asterisk: Fixed a bug where multiple of the same contact would be present in "pjsip show contacts".

- Asterisk: Fixed a bug where Asterisk would sometimes crash when a fax is being sent/received.

- Asterisk: Fixed a bug where transfer would not complete if the answer time was too long.

- Asterisk: Fix a bug where Asterisk would crash when unloading modules.

- PNS: Added call id (x-glocom-id) header for push notification handling on gloCOM GO iOS edition.

New Endpoint

Grandstream
GXV3240

6.0.2 - May 19, 2020

Features

- Custom Code Detection: User is notified when custom code is detected on the system. The notification is shown on the Versions page in the About page and in the Updates page in the Setup Wizard.

Bug Fixes & Improvements

- IVR: Solved an issue where "Please select" dialog was shown two times on greeting.

- Trunks: Solved an issue where incoming IPs would be improperly added to pjsip.conf.

- Ring Groups: Added an option to set Call Rating Extension for Ring Groups. Setting it will use that extension to bill calls made from the Ring Group to the final destination.

- Touchless Provisioning: Allowed setting HTTPS as the provisioning protocol.

- Touchless Provisioning: Fixed Touchless Provisioning when custom config is in use.

- Extensions: Enable setting Area Code field to a value of more than five digits.

- Enable PSTN numbering mode change status from Not Set to Yes/No.

- Settings: Changed name for dialer licence on "About" page to be whitelabel compatible.

- Ring Groups: Fixed a bug where the default confirmation message would play, even though a custom one was set.

- Conferences: Fix a bug where a conference would have 1 additional channel counted towards the limit.

- Archive Storage: Optimize storage load by optimizing the execution of database queries.

- Meeting: Fixed a bug that caused participants to not be able to invite others into meeting, limiting the invite to the organizer only.

- Meeting: Fixed a bug where participants added into an already existing recurring meeting weren't able to join said meeting.

- Meeting: When forming meeting email for invite to recurring meeting, use the date for the next planned meeting, and not when the meeting was first created.

New Endpoints

Yealink
T41U

Yealink
T42U

Yealink
T43U

Yealink
T46U

Yealink
T48U

6.0.1 - May 5, 2020

Features

- Custom Code Detection: User is notified when custom code is detected on the system. The notification is shown on the Versions page in the About page and in the Updates page in the Setup Wizard.

Bug Fixes & Improvements

- Adding Incoming IP addresses on Provider '^0' not escaped.

- API:

  ◦ Fixed bug where API request for Extension Edit deletes the UAD Auto Provisioning template.

  ◦ Fixed bug where option Disable Tenant Calls isn't working properly and allows setting multiple Pickup/Call Groups when creating an extension.

  ◦ Renamed field 'macaddress' to 'mac' on pbxware.ext.configuration.

  ◦ Updated API docs.

- CRM: Fixed issue where the Enable/Disable button was not working.

- Dialer: Solved issue with statistics not working when translated to French.

- DID: Fixed issue with enabling/disabling field.

- Scheduled reports: Made changes to enable reports to load properly in French.

- Trunks: Fixed issue where setting protocol TCP on trunk would not have any effect.

- Routes: Fixed issue with IVR tree popup appeared on click for import database.

- Updated French translation (.po) files.

- Queues: Restore queue settings option for Multi Tenant Edition.

- Settings: Fixed issue on about page with meeting if concurrent meeting is set to 1.

- IVR: Fixed issue where IVR Tree Graph is not working if French is a selected language.

- Fixed issue where server recording silent option does not apply when recording is not set to yes.

- Emergency call notifications: Skip destinations that are emergency numbers.

- Queue Reports: Handle auto mp3 conversion option.

- Meeting:

  ◦ Solved issue where presence status would not update when an extension is in a meeting.

  ◦ Solved issue where presence status would not update when an extension is in a meeting.

  ◦ Solved issue with dial number not appearing on default email template.

  ◦ Added "join" section to the meeting template.

  ◦ Solved issue with special HTML Characters in meeting name.

  ◦ Define hints used for on call status when joining audio via webrtc.

  ◦ Solved issue with html characters ending up in mail for meeting.

New Endpoints

Grandstream
DP752

Grandstream
HT802

Grandstream
HT818

Grandstream
GXV3350

Grandstream
GXV3370

Grandstream
GXV3380

6.0.0 - April 14, 2020

Features

- Support for meetings with video/audio conferencing, screen sharing and chat.

- Mobile Chat: Have all of your messages synced between all the devices used!

- Security Improvements for Authentication: Provide stronger security for the account!

- IVR Tree.

- Voicemail Notification via Call.

- Emergency Call Notification per destination.

- Special Routes per Tenant: Have the Special Services' numbers distinguished from Extensions' numbers even if they contain the same digits!

- Greeting Access codes: Set new greetings easily by dialing one of the Access codes provided!

- Central Phone Book for Cisco, Poly and Yealink phones.

- Wake-Up Calls.

- Short Code CallerIDs.

- Touchless Provisioning for Yealink phones.

- CallerID List (with Emergency CallerID): View the CallerID list along with all the existing Extensions.

- Add an Emergency Trunk per Extension.

- API Keys Management.

- Call Forwarding: Set different rules for Internal and External calls respectively!

- Import and Export CSV for Operation Times.

- LCR Section on Master Tenant.

- Other Networks: Allow users to select different ways to filter numbers.

- System Update Improvements.

- HubSpot CRM Integration.

- Send Sound Files of Conferences to an E-mail address.

- System > Sound Files > Search Page Simplification and Upload Improvements.

- Contact Center edition specific

  ◦ Agent Statistics: Enjoy improved organizational layout changes.

  ◦ Agent Group: Create groups and enable easier login into Campaigns and Queues.

  ◦ Agent Real-Time Statistics: Access Agent Real-Time Statistics with all types of Agent calls (Inbound, Outbound, Direct in, and Direct out).

  ◦ Blending Mode: Choose between Automatic or Manual Blending mode.

  ◦ Call Agent by Number: Dial the Agent directly by number.

  ◦ Dialer: Have lists of data loaded to a database and an application run and dial numbers based on the algorithm or settings.

  ◦ Monitor Pages: Track data on a redesigned Monitor's Queue Page and newly created Campaigns' Monitor Page.

  ◦ New Menu: Use a separate menu for better navigation.

  ◦ Project Codes: Make direct out calls and associate Project Codes with them.

  ◦ Skill Based Routing: Define sets of Rules and change the value of Minimum and Maximum penalty.

  ◦ Scheduled Reports: Select preferred Report Templates.

Bug Fixes & Improvements

- Improvements to Archiving storage service.

- DID: Fixed issue with CDR not displaying for non answered calls.

- Ring Groups: For the 'all' Ring strategy, limit the number of Extensions to be dialed to 9.

- Queue: For the 'Ringall' Queue strategy, limit the number of Member to be dialed to 9.

- Queues: Fix for Queues search.

- Show advanced by default: Fix issue where 'User Type' and 'Add Multiple Extensions' were not showing by default.

- Email to Fax: Fix whitelist validation and removing last whitelist entry.

- IVR Tree Fixes.

- Site Account: Fix issue where multiple accounts would be disabled instead of one.

- API Keys: Fix issue where some subgroups would not be selected on page load.

- API Keys: Fix master tenant privileges to apply for server 1.

- Users: Fix PHP notice when adding a new user.

- Reports: Fix issue where linkedid search was not working.

- File System: Fix displaying per tenant configuration.

- Users: Fix 'Operator Extension' not working properly.

- Tenants: Fix MySql error when creating tenant.

- Extensions: Spelling mistake fix for 'resetted'.

- Routes: Fix issues with nav bar and action logs.

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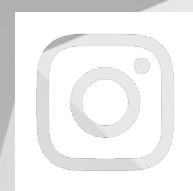Italy

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