# PBXware

## Professional Open Standards Turnkey Telephony Platform

# RELEASE NOTES: **PBXWARE 3.1**

## BICOM SYSTEMS
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www.bicomsystems.com/products/pbxware

# PBXware

# RELEASE NOTES: PBXWARE 3.1

# CONTENTS

- New in this Release

- Upgrade Notes

- Resolved Issues

# NEW IN THIS RELEASE

- Asterisk is upgraded to version v1.4.40

- DAHDI v2.4.1 support

- Sangoma Wanpipe v3.5.x support

- Complete rewrite of Monitor pages

- New Agents GUI and properties

- New Queue GUI for agents/members

- Support for Yealink UADs

- Support for Polycom firmware v3.3

- PBXware Proxy is greatly improved in this release, all desktops
  require upgrade to v3.1

- Yealink T32P and T38P support

- Grandstream HT-502 and HT-503 support

- Support for new Polycom UADs

- Support for custom destination for closed dates in Operation Times

- Fax desktop software (FaxAgent) uses this version due to server changes

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# UPGRADE NOTES

- CDRs field disposition will be updated, hence prepare for slow update (>30 mins) if there are lots of CDRs involved
- Agents are broken, they have to be re-saved
- In case you have PRI card, you have to update to DAHDI v2.4.x / Wanpipe 3.5.x
- DUNDi / IAX will fail in most cases if Settings –> Protocols –> IAX is not resaved (calltokens need to be disabled)
- Restoring directly to v3.1
- At the moment, restore is not possible from v2.2 to v3.1.
- Follow procedure for v3.0, then update to v3.1.
- Call Announcement in Ring Groups and Group Hunt

# RESOLVED ISSUES

### PBXware

- #745: Sangoma B600 Detection
- #1156: DID recording doesn't work in MT version
- #1159: Queue Statistics – Wrong event in "ended" field.
- #1164: Round memory doesn't work in Ring Groups
- #1191: National Dialing Code is not set if "Area code" is applied to a call
- #1192: /usr/share/zoneinfo should be skipped in partition free space check
- #1193: Make sure Reminder e-mail is sent to Master Account Code only
- #1304: Asterisk doesn't take maximum number of open files from the system

# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

### PBXware cont'd.

- #1387: Make sure voicemail is allowed from IVR in all cases (including forwarding)
- #1399: Voicemail folders must be locked properly
- #1407: Make sure, *71 (Call Forwarding) re-enables old unconditional forwarding
- #1430: If Enhanced Parking data (Access code 800) is not set, do not call Park()
- #1449: Queue: Ring Timeout doesn't work in Asterisk 1.4
- #1452: Fix for param1 field value in ql_cache on agent transfer
- #1453: in.tftpd and pidof do not play nice
- #1456: Set ulimit -c unlimited in sh/wrapper
- #1463: Qstats: Sorting on breakdown pages
- #1464: Qstats: On breakdown calls, event should be TRANSFER
- #1467: Add incoming call limit for Ring Groups and Voicemail Groups
- #1482: Removed one bad line from "gloocomai" event
- #1531: Loop in DID matching with RDNIS
- #254: Rewrite Monitor –> * pages to use cached Manager output
- #932: AgentCom can login agent without PIN prompt
- #1030: Agents new abstraction

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# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

## PBXware cont'd.

- #1118: Static members can be required to login by queue settings (per queue).
- #1163: Sound files rename should apply on all extensions
- #1168: Fax To E-mail template
- #1176: Yealink phones auto provisioning
- #1209: Increase maximum possible price in a rate
- #1396: Qstats: Agent Not Ready time fix PBXware Proxy – * #1397: Add HTTP command to return list of all tenants' channels
- #1435: Add 'Withheld' to list of Anonymous CallerIDs for Call Filters & Blocking
- #1440: Support for Two Way paging
- #1631: Grandstream HT-502 and HT-503 added
- #1625: Grandstream config values require URL encoded string
- Yealink T32P support
- #1621: Yealink T38P auto provisioning
- #1618: Support for custom destination for closed date in Operation Times
- #1089: Ring group call announcement
- #1610: Prevent loop when calling invalid destination from Ring Group

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# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

## PBXware cont'd.

- Output which macro is being played in disabled mode
- Support for new Polycom UADs
- Fixed reading of DAHDI proc interface (extra "error count" output)
- Removed argument for SugarCRM load options
- Fixed connection timeout in SugarCRM
- #1602: Support for disabling CallerID rewrite and direct tenant-to-tenant calls
- Remove name and description from UPDATE SQL queries
- #1600: Add support for voicemail language
- Fixes for SugarCRM Lookup on the new platform
- Include queue name for incoming calls
- db_num_rows rename argument to result
- #1559: QStats: Agent sessions and not ready count/time fix

## Asterisk

- #979: Fixed issue with activating callback in queue, channel cleanup and use-call-erid-only=yes
- #1011: Remote Access update

# RELEASE NOTES: **PBXWARE 3.1**

## RESOLVED ISSUES cont'd.

### Asterisk cont'd.

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

## RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

## Asterisk cont'd.

- #1117: Automatic agent callback login option
- #1411: Backport from v1.8 for 'Add manager events for when a monitor is started or stopped.'
- #1582: Automatic UNPAUSE event on agent log off when paused

## Setup Wizard

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

## Sitemanager

- #1049: Remove tenant selection above Reload/Restart buttons
- #1060: Statistics menu multiple issues with translation

# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

## Sitemanager cont'd.

- #1158: SPA942 template should contain g729a instead of g729ab
- #1160: Reports / CDR shows wrong name when MIVR code is equal to extension number
- #1165: MOH files removed on upload of new content
- #1170: 0 for conferences in tenant packages allows to add conferences
- #1171: Automatically create VM folders
- #1172: Changing tenant name blocks Site user from accessing it
- #1178: Download of VM doesn't work if ERR is found in b64 enc string
- #1180: Remove Preferences menu when logged in as Site User
- #1186: Empty string and gettext function return translation file header
- #1194: call-limit value is hardcoded to 64, therefore it forces 64 outgoing/incoming calls per extension
- #1200: When extension is not active, it should not be not active in Jabber too
- #1203: Adding IP Policies doesn't work in Firefox 4
- #1204: DIDs listing per server doesn't work when using POST (MT only)
- #1212: Secret cannot be set via API if it contains non-word characters

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# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

## Sitemanager cont'd.

- #1400: Monitor –> Live Channels is not showing all calls on MT system
- #1426: Deletion of trunk on MT causes a error notice
- #1436: API doesn't allow negative reminder balance
- #1466: Add incoming call limit for Ring Groups and Voicemail Groups
- #1469: DIDs: Record call option should be removed if recording is not enabled in license
- #1500: Agent Announce doesn't work in MT
- #910: New GUI for managing Queue members
- #1010: Remote Access update
- #1111: Small enhancements for queue members dialog
- #1116: Agents new abstraction
- #1119: Static member login can be required per queue
- #1139: PIN should be saved in 'pbxware.meetme' table
- #1151: Monitor / Queues updated
- #1157: Monitor / Queues Panel updated
- #1169: Fax To E-mail template

# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

## Sitemanager cont'd.

- #1152: PHP hangs with value 2.2250738585072011e-308
- #1177: Yealink phones auto provisioning
- #1213: Items per page should allow more than 99
- #1260: Increase maximum possible price in a rate
- #1393: API fixes for TELCOware
- #1405: If /proc/interrupts show 0 on wanpipeX device, present error message
- #1419: Allow user to set "qualify = no" using API
- #1429: Add support for Sangoma B601 and Hardware FAX option
- #1468: Add country_code to pbxware.tenant.list API call
- #1528: Add MAC address for auto-provisioning into "pbxware.users" table
- #1533: Support header field in API CDR output
- Operation Times destination field for all tables (DIDs, Queues, Simple Routing)
- #1631: Grandstream HT-502 and HT-503
- Rewrite class loading for Yealink
- T32P support
- #1620: Yealink T38P auto provisioning

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# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

### Sitemanager cont'd.

- #1617: Support for custom destination for closed date in Operation Times

- Replaced relative URLs with absolute URLs

- Only show Active extensions

- When an extension is Idle, it is forced to Online state

- #1088: Ring group call announcement

- Make sure we add Daylight Saving Time stuff before Custom UAD issues

- #1612: Fixed CDR billamount output when using API

- #1608: Add new Polycom UADs

- #1604: Site User Groups don't have Trunks & Tenants as a choice

- #1388: Add dynamic meetme context

- #1530: Call Forwarding access codes changes should apply in ES screen as well

- #1551: Display gloCOM license information in Settings -> About

- #1596: Auto provisioning "Line Key" for Yealink phones

- 'Forgot to remove' options for non-MT version

- #1601: Support for disabling CallerID rewrite and direct tenant-to-tenant calls

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# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

## Sitemanager cont'd.

- #1599: Add support for Voicemail language
- #1558: QStats: Agent sessions and not ready count fix

## PWProxy

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

# RELEASE NOTES: **PBXWARE 3.1**

# RESOLVED ISSUES cont'd.

## PWProxy cont'd.

- Added API command to get a list of Queues for which an Agent is set as admin. pwproxy saves membership type for dynamic members.

- pwproxy now automatically reads PBXware license when it is changed.

- Removed hack for ExtensionStatus event which was sent by pwproxy when peer registers.