@COM
BUSINESS MANAGER

Release Notes: SMR.1.3.1312

@COM Business Manager v1.3

TRENDS
WWW.TRENDS.NL

Copyright

The contents of this document may not be duplicated or distributed by means of copy, photocopy, microfilm or any other means possible without prior written authentication by Trends Telematics BV.

The programming of the @COM Business Manager and the sourcecode may change without prior notification by Trends Telematics B.V., which might make this document incorrect.

Trends Telematics B.V. does not accept any liability for the contents of this document and possible damage resulting from following the instructions within this document.

© Trends Telematics B.V.

Index

1. Release information

This release adds some new features to the @COM Business Manager v1.3 as described for the development of phase 5, but is in general a bug-fix release.
The SMR release can be installed on all systems running at least SMR.1.3.1002.

1.1 New Features

The following new features have been added:

1.1.1 Support for extra peterConnects features

This SMR release in combination with the new version of the peterConnects Attendant System (PCA) will allow you to use the following peterConnects Attendant functionality:

- **You can make use of the PCA IVR (Interactive Voice Reponse)**
  This enables you to offer the customer another way to give then ACD and Automated Attendant features other than the ones already present in the @COM Business Manager.
  The main advantage is that the receptionist can use the PCA software to build and control the ACD and Automated Attendant menu's and does not need knowledge or access to the @COM's LMT.
  The PCA AA offers voice menu's with options like; "*press 1 for…*", but also "*You are the first in line…*" announcements. Time based routing (calendars) can be maintained by the attendants through the PCA software itself.

- **Extension state monitoring**
  Not only see if extensions are busy, but now you can also see if the DND feature is enabled or if the Immediate Call Forwarding feature of an extension is enabled.

- **Flexworker status**
  You can now see if an flexworker is logged on or not, and where he/she is logged on.

1.1.2 Support for SIP trunks without inbound authentication

Some Telephony Service Providers (TSP) like OneCentral sent SIP INVITE messages without authentication and does not respond to "SIP 407 (Proxy Authentication Required)" messages.
These TSP are now supported without degrading the security of PBX. We also have implemented the possibility to define backup registrars and proxies.
Now we can support all types of SIP trunks, also VoIPBuster, FreeWorld Dialup etc.

1.1.3 Support for Aastra 6730i, 6731i, 6753i, 6755i, 6757i

The @COM Business Manager now has "Full Support" for almost all Aastra desktop IP phones.
Only the Aastra 6739i is not yet supported, but will be supported in the next release.

1.1.4 Audio codecs can now be defined in the device templates

Since this release it is possible to define the audio codecs in the device templates for the supported devices. Before this release the codec was automatically set to G.711 and has to be changed afterwards when necessary.

1.1.5　Multi language support for devices

The internationalization of fully supported devices is now completed by the implementation of language support for the display messages, for example call-forwarding information, recall information, DND states, etc. Currently English and Dutch are supported.

1.1.6　Extra Info Line on displays of Snom 360, 370 and Aastra devices

Additional information about agent states and call-forwarding states are now displayed on a separate line for these devices. Also on Snom 370 phones the agent names are visible instead of the 'Agent xxx'. This is useful when the phone is in use by flexworkers.

1.1.7　Call completion (redial on busy)

Since this SMR release it is possible to make use of the Call Completion function of the Snom phones. When you dial an internal phone number and that person is busy or is not picking up the phone, you can decide to activate the Call Completion function. The phone is now waiting for any activity of the other phone and notices you about that.

1.1.8　Agent states in the ACD Wallboard

The ACD Wallboard is extended so that you can consult the agent status. You can see whether an agent is connected with a queue or not. Also you can see the caller ID of the caller and the agent state.

1.1.9　Threshold management for the ACD Wallboard

For the ACD Wallboard is it possible to define thresholds. You can define how the wallboard should display the data in which colors, when alarms should be turned on, defining the range of the hold time, etc.

1.2 Changed Functionality

The following functionality has been changed:

1.2.1 Better indication when blind transferring calls to a busy parking slots

When a call is blind transferred to a busy parking extension, the call is automatically returned and you can see that the parking lot is in use: "P2: is in use (<callerid>)".

1.2.2 The volume sliders are replaced my more compatible sliders

The volume sliders used in device settings for volume settings are replaced sliders which are compatible with all browsers. The previous sliders weren't compatible with Google Chrome and older versions of Internet Explorer.

1.2.3 When applying device settings the browser no longer asks for saving the password

When applying device settings, browsers automatically detect a password and ask you to save the password. This behavior is now prevented.

1.2.4 LDAP results are now default sorted

For Snom devices the LDAP results are now sorted when searching in the Global Addressbook. Please note that you have to select as display method 'Name' or 'Name + Number'. Otherwise the results are sorted by the numbers.

1.2.5 When viewing log files the modification date is also listed in the overview

For convenience you can see the modification date for the log files so you can easily pick the log file you just want to view.

1.2.6 Speed up the Snom phones by optimizing some phone settings

Since firmware version 8.4.26 a huge change is built-in so the Snom phones no longer can run into a race condition. Also little changes in the settings have been made so the phones are a speed up. By default all debug information is turned off.

1.2.7 The Intrusion Detection System is now counting also the historical entries

For security reasons the Intrusion Detection System (IDS) is now counting also the historical entries so the blocking time is increased when a host tries to hack again, after they have already been blocked.

1.3 Major bug fixes

Below you will find an overview of the major bug fixes in this release.

1.3.1   Many Asterisk bugs resolved

This SMR contains a new version of the Asterisk OpenSource PBX (v1.4.41).
This version has been tweaked so that these issues should have been resolved:

- Asterisk could crash when the connection to the database is reset
- Phones in hunt groups could keep ringing

1.3.2   When generating the report in *.rpt format, some statistics are not correct

When generating the report in RPT format, some statistics are not correct. It doesn't occur if you generate a report in PDF format.

1.3.3   When changing an existing route, the routing table of Linux is not changed correctly

Now you cannot change a route anymore. When you want to change a route, you have to first delete the old route.

1.3.4   The recall fails when a call is parked, and then blind transferred after manual pickup from parking

When picking up a parked called and blind transferring the call to an extension which isn't answered, the call will disconnected while it should be recalled. This bug also occurred when a call has been transferred after a parking timeout.

2. *Major known issues*

If you have access please refer to the bug tracker at http://bugs.trends.nl for more info.
Only this bug tracker will contain all known issues, only the major issues will be shown:

2.1.1   Various issues caused by defects in Snom Phones (firmware <= v8)

Various issues have been reported with the Snom phones. Even though the Snom firmware is not part of this update it will influence some of the handling of calls. This is a list of some of the known issues:

- Configuration is not always loaded after receiving a SIP-notify instruction to do so. This causes phones to not register during upgrades.
  (http://bugs.trends.nl/view.php?id=517)

- The on/off cycle of the ringing indictor is too slow causing confusion for operators on phones where there are many active calls.
  (http://bugs.trends.nl/view.php?id=521 Fixed in SMR.1.3.1204 in combination with firmware v7.3 or higher.)

- Partial audio is heard when dialing several functions (*21, *401, *34, *51 …).
  (http://bugs.trends.nl/view.php?id=518 improved in 7.1.35 but not fully resolved.)

- No call waiting whilst in transfer state
  (http://bugs.trends.nl/view.php?id=494 Workaround created in @COM Business Manager!)

- Escaped characters like %20 could appear in scrolling display text.
  (http://bugs.trends.nl/view.php?id=557 Workaround created in @COM Business Manager)

We advise to upgrade all Snom devices to firmware 8.4.27 after upgrading to this SMR release.
In order to upgrade to firmware 8.4.27 you MUST always first upgrade to firmware 7.3.30 first using the "snom3xx-7.3.30-SIP-bf.bin" firmware file. This is because this firmware version contains a new bootloader (version 1.1.3**u**) which is not included in other files. After upgrading to version 7.3.30 you can continue upgrading to other versions.

2.1.2   Unexpected behavior of the Mobility Extender

During an attended transfer using the Mobility Extender some unexpected behavior will occur. Instead of immediately being connected to the caller after transfer, the announcement call will first be disconnected and after 3 seconds a new call will arrive at the extension to which the call was transferred which completes the call transfer.

This change in behavior was introduced in SMR.1.3.831 due to incorrect behavior of the Asterisk transfer feature causing 'hung' channels and incorrect CDR records.
(For more info see issue: http://bugs.trends.nl/view.php?id=1023)

3. Installation instructions

3.1 Specific installation notes & warnings for this release

The following warnings **(in red)** and notes **(in black)** apply for this release:

- **Always create a backup before attempting an update**

- **An update to at least SMR.1.3.1002 is mandatory for this release**

- **If the @COM Connect is in use and you are using an @COM5500N system you need to apply a new license for the @COM Connect. Make sure to request a new license key from TechNetworks BV for the hardware ID of this system!**
  This does NOT apply to systems where the glasfiber-port A1 is already activated.

- **A reboot will occur automatically upon successful completion of the update.**
  This means you can simply close your browser window and ignore any warning AFTER the update is completed.

- At least Snom version 7.3.30 firmware is needed for use with this SMR, we however advise you to upload firmware release 8.4.31. But please take good notice of the issues reported in paragraph 2.1.1. If you're unaware of these issues you could be unpleasantly surprised!
  The firmware is NOT included within this update!!

3.2 How to activate this update

Follow these instructions to activate the update;

- Point your webbrowser to the URL for the LMT page of the @COM Business Manager. For example ; http://pbx.example.com/lmt
- Login as "Expert" or "System Administrator" and click on the main menu item named "Service".
- Within the Service main menu select the Software submenu.
- Within the Software submenu select the option updates.
- An overview containing already applied updates will be shown to you.
  Just click on the Update button to proceed.
- Browse to the file containing the update, example;"update-SMR.1.3.1204.tar.gz.pck"
- Press on the "Send" button to transmit the file to the @COM Business Manager. Based on the file size and the type of connection you are using this might take awhile, after the file transfer a message will be displayed. When the message says "Release Information" the file-transfer was successful, any other message will explain itself.
- The release information message may also contain warnings that are of concern to this update. Please make notice of these warnings since they might inform you that the system will reboot thus dropping any active calls.
- If you're sure you want to continue click on the "Update" button.
- The update will now be started and progress can be seen by lines declaring what action has been taken. Please note that some actions might take quite awhile, so no output for sometime less than 5 minutes is normal.

When the update is successful a message will be displayed saying;

----------- UPDATE SUCCESSFUL ------------

A reboot will automatically occur, so close your browser window and ignore the warning.
After reboot reconnect to the @COM Business Manager.

Under no circumstance may the @COM Business Manager be turned off during the update process since this might lead to irreversible damage to the system.
If the checks included in the update detect that the updated failed it will automatically restore to the original settings and reboot.
During every update a full backup will be made which is available after update for technical engineer to manually restore in case this might be necessary.

4. Dependencies

4.1 SMR dependencies

This update will only install on the following SMR release:

- **SMR.1.3.1002**
- **SMR.1.3.1092 (beta1)**
- **SMR.1.3.1119 (beta2)**
- **SMR.1.3.1204**

5. Appendixes

5.1 What is a Software Maintenance Release (SMR)

A systems software configuration is the key element that determines the way a product behaves. This software configuration is also subject to change.

That is the reason why every different software configuration is assigned its own numbering scheme called the Software Maintenance Release (SMR).

The goal is include every bit of software that is subject to change between different @COM products or within itself to be included in the SMR configuration.

Customer specific configuration however is not included in the SMR.

One of the most important software configurations are the Asterisk® dialplan and the web pages of for example the Local Management Tool. These two components each have there individual numbering which changes with every change or bug fix.

The total count of every change or bug fix determines the serial number part of the SMR and is preceded by the main release number and the letters "SMR".

For example:

SMR: 1.3.085 stands for:

- SMR – Software Maintenance Release
- 1.3 – Release v1.3 for this product
  (this is equal to the commercial release number)
- 085 – Is the serial number representing the total amount of changes and bugfixes since the first base release.

5.2 CDR filters

From SMR.1.3.1002 (with patch 003 installed) it is possible to more specifically filter the results in CDR reports. The combination of the available filters makes it possible to filter out any call you would like.
In the nest chapter we will explain which filters can be made.

5.2.1 Period selection

All CDR reports will always gather information about all calls within the selected period. This period can be set via a predefined period or a manual range of dates. To select a predefined period just select one of the predefined period via the "*period*" parameter;

- "None" No Period selected (use date range)
- "AllDatesFromToday" Today
- "WeekToDateFromSun" Current week (from Sunday)
- "MonthToDate" Current month
- "YearToDate" Current year
- "AllDatesToToday" All until today
- "LastFullWeek" Last full week (from Sunday)
- "LastFullMonth" Last full month
- "Calendar1stQtr" First quarter of this year
- "Calendar2ndQtr" Second quarter of this year
- "Calendar3rdQtr" Third quarter of this year
- "Calendar4thQtr" Fourth quarter of this year

If "No Period selected (use data range)" is selected the range defined by the parameter "*start_time*" and "*end_time*" will be used, however if the "*period*" parameter is set differently the parameter fields "*start_time*" and "*end_time*" will be ignored.

5.2.2 Filtering on certain extensions

The CDR report will gather all calls within the selected period; however the summaries that are shown can be filtered by entering the extra parameter fields;

- "src_ext" The Source Extension Parameter (in SMR.1.3.1002: "src_ext_from")
- "dst_ext" The Destination Extension Parameter (in SMR.1.3.1002: "src_ext_from")

Note: in SMR.1.3.1002 (and earlier) two deprecated extra parameters exist;
- "src_ext_to" The Source Extension To Parameter
  (used to define a range between the "src_ext_from" and "src_ext_to" parameter)
- "dst_ext_to" The Destination Extension To Parameter
  (used to define a range between the "dst_ext_from" and "dst_ext_to" parameter)

5.2.3 Filters

These parameter fields allow you to filter out calls coming from certain extensions (source) or addressed to certain extensions (destination). If you enter a filter in both fields than only the calls are shown in which the combination of the filters in both fields are true.
Each field can hold one or more filters, the following filters are available;

5.2.3.1 Extension filter "xxx"

To filter calls from or to a specific extension, the extension filter can be used.
The correct format for the filter is: *"<extension>"* (Example: "248")
The result will be that only calls from or to extension "248" will be displayed.

5.2.3.2 Range filter "-"

To define a range, use the following format: *"<from extension>-<to extension>"* (Example: "101-109")
The result will be that only calls from or to these extension will be displayed.

5.2.3.3 StartsWith filter "_"

To filter calls to for example international destination a StartsWith filter can be used.
This filter checks if the extension starts with a certain digit(s).
The correct format for the filter is: *"_<first digit(s) of the extension>"* (Example: "_00")
The result will be that only calls from or to extensions starting with "00" will be displayed.

5.2.3.4 LooksLike Filter "%"

To filter calls to or from extensions containing certain specific digits the LooksLike filter can be used.
This filter checks if an extension contains certain digits(s).
The correct format for the filter is: *"%<digit(s)>"* (Example: "%248")
The result will be that only calls from or to extensions containing the number "248" will be displayed.
So extensions like "0102481223", "2482" or "248" will be shown, but not "2348" since that one does not contain the whole "248" number.

5.2.4 Statements

It's also possible to use statements in a filter in order to get the inverse results or to enter multiple filters;

5.2.4.1 The "Not Like" statement "!"

Each filter can be preceded with the "Not Like" statement; this will result in an inverse operation of the filter. The correct format for this statement is: *"!<filter>"* (Example: "!248")
The result will be that ALL calls except those from or to extension "248" will be displayed.
This statement may be used with any of the previously mentioned filters.

5.2.4.2 The "OR" statement "|"

Multiple filters can be created by using the "OR" statements; this allows you to combine certain filters.
The correct format for this statement is: *"<filter>|<filter2>|<filter..>"* (Example: "248|345|_23")
The result will be that all results from the individual filters combined will be displayed.
For example the result from filter *"248|345|_23"* will result in all calls from or to extensions; "248", "345" and extensions starting with "23" will be displayed.
This statement may be used with any of the previously mentioned filters.

5.2.4.3   The "AND" statement "&"

Multiple filters can be created by using the "OR", but also the "AND"statement; this also allows you to combine certain filters.

The correct format for this statement is: *"<filter>&<filter2>"* (Example: "_00&!_0031")

The result will be that only the calls where filter 1 and filter 2 are true will be displayed.

For example the result from filter *"_00&!0031"* will result in all calls from or to extensions starting with "00" will be displayed except those starting with "0031".

This statement may be used with any of the previously mentioned filters.

5.2.5   Advanced use of the AND or OR statements:

5.2.5.1   OR and AND statements combined

The "AND" and "OR" statements can be used in combination with each other, however the OR statement is always independent from the "AND" statement. This means that a filter such as "1000-1040|1050-1099&!%9" will always display ALL extensions in the range 1000-1040 and is NOT affected by the "AND" statement, only the 1050-1099 filter is affected by the "AND" statement.

If you would like the first filter to also be affected by the "AND" statement the correct format of the filter would be: "1000-1040&!%9|1050-1099&!%9". This would result in all extensions in the ranges 1000-1040 and 1050-1099 will be displayed except those containing a "9".

5.2.5.2   AND explicitly filters certain calls

If you would use the filter "100-104|106-109" it would display every call in which extensions within the range 100-104 or 106-109 where present. This means that it is possible that the filtered calls may also contain extension 105 in case it was part of the call. However the filter "100-109&!105" may not provide the same result as you might think. The reason is that ALL calls containing extension 105 are explicitly being filtered in contrast to what would happen in a filter like "100-104|106-109".

5.3 Full Change Log / Fixes

This log can also be viewed online at http://bugs.trends.nl, the following issues have been resolved:

```
@COM Business Manager v1.3 - SMR.1.3.1312
==========================================
```

- 0001735: **[SMR/Applications/Reporting]** Sometimes the CDR Outbound Report failes to export
- 0001714: **[! I didn't set the Category correctly]** Calls do no return to Intercept extension if this is a flex-extension which is logged off
- 0001684: **[LMT/Telephony/Devices/Templates]** Remove IP settings from device templates because they are not neccessary
- 0001588: **[SMR/Services/@COM Connect]** Add support for the peterConnects IVR service and some other new features
- 0001702: **[SMR/Services/@COM Connect]** Add basic support for the Asterisk Connect v2.0 configuration
- 0001731: **[PBX/Call Transfers]** CLI errors and incorrect CDR on disconnect of external call that was transferred to a queue
- 0001728: **[SMR/Licensing]** Cannot copy/paste a license with more than 255 characters to the textarea
- 0001725: **[SMR/Applications/Wallboard]** If font color changes due the color change a bar its not reset back to grey afterwards
- 0001724: **[LMT/Telephony/MusicOnHold]** Re-uploading a file after an error has occured results in an invalid moh db repository
- 0001723: **[PBX/Call Detail Recording]** Hunt group calls that are cancelled result in NOANSWER CDR records instead of CANCEL (and visa-versa)
- 0001722: **[PBX/Voicemail]** Voicemail announced dates of received messages in wrong format
- 0001721: **[PBX/Emergency Call]** CDR Errors when dialing Emergency Number
- 0001720: **[PBX/Call Parking]** When blind-transferring a call to a busy parking extension no good indication is given.
- 0001719: **[PBX/Call Forwarding]** Call that are forwarded externally dial all routes before advancing with the next CDL destination
- 0001718: **[PBX/CallerID]** The standard CallerID when overflowing to a joined route is not being set
- 0001717: **[SMR/Applications/Reporting]** If a report descriptions contains a comma the report will fail to export
- 0001675: **[SMR/Applications/Reporting]** When generating the report in *.rpt format, some statistics are not correct
- 0001716: **[SMR/Applications/Reporting]** When setting the date range in the period selection of a report to the same day the report doesn't show any results.
- 0001420: **[PBX/Call Inbound]** Add support for inbound calls via SIP trunks without authentication
- 0001643: **[LMT/Telephony/Devices]** Add autoprovisioning support for all Aastra 67xx phone (and keymodules)
- 0001678: **[PBX/Call Outbound]** when dialing a wrong phone number, SQL errors are displayed on the asterisk CLI
- 0001713: **[LMT/Network]** The IDS system does not block SIP attacks if a domain name is used
- 0001633: **[SMR/Databases]** Asterisk may crash when PostgreSQL database is reconnecting
- 0000419: **[SMR/Core System]** Add support for external SIP Proxies as VoIP-Providers (such as VoIPBuster, FreeWorld Dialup, etc..)
- 0001698: **[LMT/Service/Firmware]** Rewrite the Firmware management for the support of Aastra firmware
- 0001712: **[PBX/Call Detail Recording]** CDR Error when dialing trunks that are not active
- 0001667: **[PBX/Voicemail]** SQL errors are seen in the message log
- 0001704: **[PBX/Call Inbound]** Prevent WARNING messages in log files when dialing non-registered extensions
- 0001652: **[PBX/Voicemail]** After recording a temporary message, you cannot access the "options" menu
- 0001711: **[PBX/General]** Add missing core-sound files to system
- 0001710: **[PBX/CallerID]** CallerID is evaluated twice if diversion header is present in some cases, causing corrupted CallerID number

- 0001664: **[LMT/Telephony/Extensions/Huntgroups]** Phones in hunt group keep ringing if caller cancels the call before the full hunt group has started ringing.
- 0001674: **[SMR/Applications/Reporting]** When changing a scheduled report to "no repetition", the cron job is not deleted
- 0001665: **[SMR/Applications/Wallboard]** Total agents in call is not being calculated correctly (often 0)
- 0001709: **[SMR/Applications/Wallboard]** The wallboard is not compatible with Internet Explorer
- 0001707: **[SMR/Services/@COM Connect]** Dialplan execution still slows down a little when the @COM Connect is running
- 0001622: **[SMR/Services/@COM Connect]** Dialplan execution slows down and sometimes is incomplete when the @COM Connect is running
- 0001697: **[PBX/Call Inbound]** The own country code is not removed from incoming RPID headers.
- 0001705: **[PBX/Call Inbound]** If call is from anonymous or unknown caller the display show "nonymouse" or "nknown".
- 0001700: **[PBX/Call Inbound]** Add option to Auto-Answer certain calls in the dialplan.
- 0001699: **[LMT/Telephony/Extensions]** Provisioning of extension names with special characters is not working correctly
- 0001696: **[SMR/Services/@COM Connect]** Diversion header in SIP messages is not always correct.
- 0001694: **[LMT/Telephony/Devices/Templates]** Applying global setting for Snom devices slows down the system
- 0001691: **[SMR/Core System]** When dialing numbers via the @COM Callbutton using flexwork extensions fails
- 0001644: **[PBX/Devices]** Change update display procedure to allow updating displays of Aastra 67xx devices
- 0001647: **[SMR/Services/Global Addressbook]** Add XML-application for Central Phonebook support on Aastra 67xx phones
- 0001683: **[SMR/Core System]** Add option for the HTTP server to use .htaccess files in subdirectories
- 0001682: **[SMR/Services/@COM Connect]** Sometimes the devicelist in the @COM Connect Statistics is empty
- 0001680: **[LMT/Service/Firmware]** It is not possible upload files larger than 5 MB
- 0001679: **[LMT/General]** Change layer support to use the jQuery library
- 0001677: **[LMT/Telephony/Devices]** Due to changes of language provisioning of Snom devices, code changes are required
- 0001672: **[SMR/Services/Global Addressbook]** Synchronized Global Addressbook items aren't deleted on the sites where synchronisation is set up
- 0001669: **[LMT/Telephony/Devices]** Replace the sliders by the more compatible jQuery sliders
- 0001668: **[PBX/Recordings]** Race condition could occur when Asterisk can't playback a recording
- 0001655: **[LMT/Telephony/Devices/Templates]** Add option to set codecs on device templates
- 0000612: **[SMR/Core System]** We need multilanguage support througout the PBX (phase 2)
- 0001640: **[SMR/Services/@COM Connect]** The !CSTA section in the Asterisk Database is not fully correct
- 0001659: **[PBX/General]** Errors can be seen in the log files during startup because of missing functions.
- 0001658: **[SMR/Applications/Wallboard]** Some mandantory files are missing in the patch 001 for the wallboard
- 0001648: **[PBX/Devices]** Create custom Dutch & English language packs for Aastra 67xx phones
- 0001657: **[LMT/Telephony/Devices]** Changing the language of Snom devices doesn't affect the change on the phone
- 0001654: **[SMR/Core System]** The push device config script isn't pushing all Snom settings
- 0001645: **[PBX/Devices]** Allow intercom,paging & auto-answer on Aastra 67xx devices (Change "Alert-Info" Header)
- 0001650: **[PBX/Devices]** Allow custom-ringtones on SwissVoice devices.
- 0001646: **[PBX/Devices]** Allow custom-ringtones on Aastra 67xx devices.
- 0001649: **[PBX/Call Inbound]** Bellcore ringtone setting do not work on Snom 370's
- 0001619: **[SMR/Core System]** Add option to display Agent states on secondary line on Snom 360 & 370 & Aastra phones
- 0001386: **[LMT/Telephony/ACD]** Add option to display Agent name in phone display when logged on
- 0001580: **[SMR/Services/@COM Connect]** Add a CSTA section in Asterisk Database for @COM Connect
- 0001586: **[LMT/Service/Firmware]** The pager of the Snom device overview of firmware versions is incorrects
- 0001639: **[SMR/Core System]** Change the DHCP server to deal with other devices

- 0001598: **[SMR/Applications/ACD Agent]** Sometimes the buttons and queue checkboxes stays disabled
- 0001637: **[SMR/Core System]** Asterisk crashes sometimes
- 0001627: **[PBX/Call Parking]** Change device state handling on parked calls
- 0001638: **[PBX/General]** The new Call Completion feature breaks active subscriptions of phones
- 0001613: **[PBX/Recall]** Add option to redial on busy
- 0001617: **[SMR/Applications/Wallboard]** Change the ACD Wallboard with new features and a better view (part 3)
- 0000781: **[PBX/CallerID]** Add option to trust or not, the RPID & Diversion headers per route
- 0001636: **[LMT/Network]** The networks settings are always parsed and restarted while it should not
- 0001635: **[LMT/Network]** The mail relay server isn't parsed by the parse-all script
- 0001634: **[LMT/Service/Tools]** If debugmode is enabled the debug email still reports that it isn't
- 0001629: **[PBX/CallerID]** Asterisk crashes on a CallerID with a subaddress
- 0001632: **[PBX/Virtual Extensions]** MOH is not played if "Playback MOH instead of Ringing" and "Use new calendar" is set.
- 0001628: **[LMT/Network]** When changing an existing route, the routing table of linux is not changed correctly
- 0001630: **[SMR/Applications/ACD Agent]** Sometimes the ACD Agent Application shows no data
- 0001624: **[SMR/Core System]** When the system is just booted and not correctly stopped (e.g. due to power failure) the time is incorrect
- 0001625: **[LMT/Telephony/Devices]** When applying device settings, the browser should not ask to save the password
- 0001621: **[LMT/Telephony/Devices/Templates]** Changing Snom global settings is not applied to the phones
- 0001620: **[LMT/Telephony/Devices]** It's possible to create basic SIP device with a "-" sign in the name
- 0001459: **[SMR/Applications/Wallboard]** Change the ACD Wallboard with new features and a better view (part 2)
- 0001606: **[LMT/Telephony/Devices]** It's possible to have non-unique device names
- 0001615: **[SMR/Services/Global Addressbook]** Add option to sort the LDAP results Snom phones
- 0001609: **[SMR/Core System]** It is not necessary to provision all settings to the phone, while device system settings or global settings are not changed
- 0001605: **[LMT/Telephony/Devices]** Remove the "Next" button on when adding new device but no device type as been selected yet.
- 0001597: **[LMT/Service/Tools]** Add extra information when viewing logfiles
- 0001607: **[LMT/Telephony/Devices]** Do not allow the changing of certain settings on Snom phones
- 0001610: **[PBX/Devices]** Improve the speed of snom phones a little bit by simple set the debugging variables to optimal values
- 0001608: **[SMR/Core System]** IDS: Count the overall number of intrusion attempts, so include the history
- 0001614: **[PBX/General]** Do not answer channels on busy, congestion but use Early media instead
- 0001612: **[PBX/Recall]** Calls that are being dropped due to a failed recall should get BUSY instead of just a disconnect
- 0001602: **[PBX/Recall]** The recall fails when a call is parked, and then blind transferred after manual pickup from parking
- 0001611: **[PBX/Call Parking]** The recall fails when a call is parked, and then blind transferred after parking-timeout
- 0001600: **[SMR/Core System]** Dahdi transcode isn't working due to incorrect file rights.
- 0001599: **[LMT/Network]** The firewall rules aren't parsed correctly when the procotol ICMP is
- 0001604: **[SMR/Core System]** The DHCP server always gives out a new IP address on new requests.
- 0001603: **[PBX/Devices]** Snom 370 with fimware 7 don't accept 'Nederlands' as language
- 0001596: **[LMT/Service/Tools]** It's no longer possible to view the Connect log files.
- 0001583: **[LMT/Telephony/Devices]** Change the Dutch menu description for "Discovered" devices
- 0001587: **[PBX/General]** Dialplan files should not use the .conf file extension.

@COM Business Manager v1.3 - SMR.1.3.1204

==

- 0001523: **[SMR/Core System]** The logfile '/var/log/asterisk/full' exists since SMR.1.3.1002
- 0001570: **[LMT/Telephony/Extensions]** Deleting a context may cause several CLI errors
- 0001579: **[PBX/Flexworking]** Call forwarding external calls to unavailable flex extension fails causing unexpected behavior
- 0001497: **[PBX/Flexworking]** Flexworking extensions are not always completely logged off
- 0001549: **[SMR/Core System]** Newchannel AMI event is missing during masquerading process
- 0001560: **[LMT/Network]** When a new vLAN interface is created no DNS requests are accepted until the system is rebooted.
- 0001561: **[PBX/Devices]** Snom phones sometimes subscribes before it actually registers
- 0001496: **[SMR/Core System]** Add option to display on LCD: "It's now safe to turn off the power"
- 0000604: **[LMT/Telephony/Devices]** Add language support for Snom v8 firmware
- 0001504: **[LMT/Telephony/Devices]** Add option to generate password, when creating multiple devices
- 0001528: **[LMT/Telephony/Devices]** Change the on/off cycle used by the ringing indicator for Snom devices
- 0001541: **[SMR/Applications/Wallboard]** Change the ACD Wallboard with a better view with multiple wallboards
- 0001578: **[SMR/Applications/PresenceBoard]** The presenceboard extensions sometimes show a blank line in the administrator part
- 0001577: **[LMT/General]** Speed up the overviews since the SQL queries are executed twice
- 0001575: **[PBX/Devices]** Do not update display information on flexworking enabled extensions if flexworker is logged on
- 0001574: **[LMT/Telephony/Global Addressbook]** It is possible to adjust a synchronized Global Addressbook item
- 0001572: **[LMT/Telephony/Global Addressbook]** Rebuild LDAP server on reboot in case it's become corrupted after a power failure or database corruption
- 0001571: **[LMT/Telephony/Extensions/Flexworkers]** It is possible to create flexworker extensions with non-numeric extension numbers
- 0001568: **[LMT/Telephony/Devices]** It is possible to create Basic SIP devices with an already existing device name
- 0001569: **[PBX/Call Forwarding]** Combined call forwardings of different types fail.
- 0001567: **[LMT/Telephony/Extensions]** When creating multple device extensions sometimes the lines got mixed up
- 0001566: **[LMT/Telephony/Extensions]** When creating new device extensions the extension template is resetted when the devicetype is changed
- 0001565: **[PBX/Recall]** No recall if anonymous caller was transferred to non-existing extension
- 0001564: **[LMT/Telephony/Global Settings]** The text used for CDR settings is confusing.
- 0001539: **[LMT/Telephony/Recordings]** Recordings are not converted to the correct format
- 0001527: **[PBX/Call Outbound]** T.38 negotiation is not working as expected, causing failure of outbound fax messages
- 0001456: **[LMT/General]** Option to (dis)allow blocking of administrators to change their administrator name isn't working
- 0001562: **[PBX/Call Forwarding]** Service #20 does not cancel *21* call forwardings
- 0001556: **[PBX/Call Forwarding]** Call Forwarding plays an incorrect message in certain cases
- 0001558: **[LMT/Network]** When creating a new DHCP pool the "name" the entered name is ignored.
- 0001559: **[LMT/Network]** Add option to automatically create a firewall rule when a new vLAN interface is created
- 0001546: **[SMR/Applications/Wallboard]** When asterisk is crashed while callers are waiting in the queue, the wallboard will show incorrect information
- 0001557: **[SMR/Core System]** Session failure with specific SDP-Content (one media specific c= line, no session specific c= line)
- 0001547: **[LMT/Telephony/Devices]** Add extra fields in the Device overview
- 0001548: **[LMT/Network]** show "drop" or "reject" in overview of the advanced firewall rules

- 0000653: **[PBX/Devices]** Add support to only allow users to login via certain IP-addresses. (peer based)
- 0001426: **[SMR/Core System]** Set stronger passwords on SIP entities and deny creation of simple passwords
- 0001545: **[PBX/Call Pickup]** Alternative call pickup fails when your own flex enabled extension is forwarded
- 0000822: **[PBX/Call Parking]** Parked calls should be indicated as calls on hold on phones, not as active calls.
- 0001427: **[SMR/Core System]** Add option to block IP access after 10 failed SSH or SIP log on attempts.
- 0001508: **[LMT/Telephony/ACD]** Activating queue settings clears queue statistics
- 0001463: **[PBX/ACD]** SIP channel of an Agent sometimes "hangs", causing the agent to become unreachable.
- 0001425: **[SMR/Core System]** Add the "alwaysauthreject=yes" setting to prevent information leakage + other small SIP settings
- 0001535: **[SMR/Applications/Reporting]** A "floating" is instead of "absolute zero" baseline used in the CDR report for simultaneous calls
- 0001403: **[LMT/Telephony/Extensions]** The buttons for "Show All" and "Search" are missing after searching for an extension that doens't exist.
- 0001540: **[PBX/Call Detail Recording]** Not all calls are logged when 'Only external incoming and outgoing calls' is selected
- 0001536: **[SMR/Core System]** SIP channel sometimes no longer accepts calls
- 0001531: **[PBX/Recall]** When attended transferring a call, the recall extension should be reset
- 0001533: **[LMT/Service/Software]** It's possible to apply an update, while this update is already installed on the system.
- 0001516: **[PBX/CallerID]** Some international CLID's are recognized as national format
- 0001488: **[SMR/Services/@COM Connect]** Update @COM Connect to latest release because of several bugs.
- 0001538: **[SMR/Core System]** Update to Asterisk version 1.4.36
- 0001348: **[PBX/Call Outbound]** The maximum speed for T.38 is 9600 instead of 14400 baud
- 0001530: **[SMR/Applications/ACD Agent]** Seperate queue selection the the ACD Agent Application is not working as expected
- 0001474: **[SMR/Applications/ACD Agent]** Allow resizing of ACD clients application screen
- 0001534: **[SMR/Core System]** Asterisk eventmanager locks up when asterisk is stop for a longer time (> 30sec)
- 0001529: **[LMT/Network]** When removing a VLAN interface, the DHCP range for this interface still exists
- 0000978: **[LMT/Telephony/Devices]** Add option to support Snom firmware version 8 (Part 1)
- 0001524: **[LMT/Telephony/Extensions/Huntgroups]** In the overview of huntgroup settings, the assigned extensions field should be cut off when the length is over 50 characters
- 0001526: **[SMR/Services/@COM Connect]** Add option to supply diversion header in SIP messages for use with the PCA IVR module
- 0001520: **[SMR/Applications/Reporting]** The Dutch ACD group report has a double graph for maximum waiting callers on the summary page
- 0001519: **[SMR/Applications/Reporting]** ACD Queue Reports contain incorrect "Other" entries in the "Calls abandoned after" and "Calls answered after" graphs
- 0001518: **[LMT/Telephony/Extensions/Flexworkers]** An unknown error occurs when deleting extensions
- 0001517: **[LMT/Service/Software]** Incorrect text is displayed after an update or patch
- 0001515: **[SMR/Applications/Wallboard]** The data in the wallboard is not refreshing since SMR 1.3.1119
- 0001512: **[PBX/Call Detail Recording]** Incorrect CDR record after ending a Paging call
- 0001511: **[PBX/Paging]** Paging works but displays error on CLI because of missing DAHDI channels
- 0001510: **[PBX/Intercom]** EXTRADIALOPTIONS do not function on Intercom and Paging calls
- 0001513: **[SMR/Applications/ACD Agent]** It is possible to login with another agent to the same device
- 0001503: **[LMT/Network]** Add option to define a block of source IP addresses in the firewall
- 0001495: **[LMT/Telephony/Extensions]** The "Synchronized" column takes up to much space causing the Extension overview to become messy.
- 0001506: **[SMR/Applications/ACD Agent]** The call history will not be logged for an agent which is logged on elsewhere
- 0000457: **[LMT/Telephony/Devices]** Provisioning of Snom Devices with xml files

- 0000993: **[HWR/5400N]** Add support for the @COM5400N unit
- 0001499: **[SMR/Licensing]** When activating G.729a codecs (Digium) it's not displayed in the LMT
- 0001500: **[SMR/Core System]** After answering a call via a cyclic group the second phone in the group starts ringing if the first one disconnects
- 0001501: **[LMT/Telephony/Extensions/Flexworkers]** Sometimes a loop occurs with flex extensions
- 0000892: **[SMR/Core System]** Snom devices are not automatically rebooted after provisioning since firmware version 7.1.39
- 0000318: **[SMR/Core System]** Add universal method for hardware type detection
- 0001494: **[SMR/Applications/ACD Agent]** The current call and the call history information isn't correct updated
- 0001122: **[LMT/Telephony/Devices]** Add option to define option to playback keypress tones.
- 0000664: **[LMT/Telephony/Devices]** Add option to disable Keyboard locking on Snom phones
- 0000678: **[LMT/Telephony/Devices]** Add option to configure message LED indication
- 0000626: **[LMT/Telephony/Devices]** Add option to perform a call pickup with the Busy Lamp Fields
- 0001492: **[SMR/Applications/Billing]** The billing application fails to charge calls.

@COM Business Manager v1.3 - SMR.1.3.1119
==
- 0001490: **[SMR/Applications/ACD Agent]** Change call history so it can display all calls of the current day.
- 0001481: **[LMT/Service/Traces]** Add several options for better debugging
- 0001484: **[SMR/Core System]** Support newer Asterisk v1.3.35 release
- 0001476: **[SMR/Core System]** Add option to create an "Asterisk BackTrace" from the SSH-Shell
- 0001486: **[LMT/Telephony/ACD]** Overflow parameters in LMT are mixed up.
- 0001487: **[LMT/General]** Uploading documents in the Documentation menu fails
- 0000647: **[LMT/Service/Firmware]** Add TFTP/Firmware management menu
- 0001472: **[LMT/Telephony/Global Addressbook]** Rebuild LDAP server on reboot in case it's become corrupted after a power failure.
- 0001473: **[SMR/Applications/ACD Agent]** Add option to block agents from logging in/out of individual queues
- 0001445: **[SMR/Applications/ACD Agent]** The total number of calls in the ACD agent is not correct
- 0000651: **[SMR/Applications/ACD Agent]** Add option to logoff and login as another agent within the ACD Agent application
- 0001461: **[SMR/Core System]** Asterisk sometimes stops reponding; CLI shows "Exceptionally long voice queue length queuing to Local/xxx@!HG-xxxx"
- 0001470: **[SMR/Command Line Interface]** Cannot display running processes from the shell menu.
- 0001480: **[PBX/Call Parking]** Call parking feature does not function anymore since update SMR1.3.1092
- 0001475: **[PBX/General]** System crashes without any logs whatsoever.
- 0001483: **[SMR/Applications/ACD Agent]** After a while the ACD Client en ACD Wallboard will become slower and slower
- 0001482: **[SMR/Applications/ACD Agent]** ACD Client Application and ACD Wallboard are not working when special chars are used in queue names
- 0001465: **[LMT/Service/Firmware]** Cannot update Snom phones to firmware "snom3xx-7.3.30-SIP-bf.bin"
- 0001466: **[LMT/Network]** A vLAN can be programmed but displays as an empty line in the LMT
- 0001460: **[LMT/Telephony/Devices]** The MAC address field may not be left empty
- 0001469: **[SMR/Applications/Reporting]** Reports can no longer be generated after update to SMR.1.3.1092
- 0001478: **[PBX/Huntgroups]** If all devices in a hunt group are unavailable it does not mean the hunt group has no members
- 0001471: **[SMR/Command Line Interface]** Change menu name for "Factory Default LDAP / Global AddressBook"
- 0001467: **[LMT/Telephony/Extensions/Huntgroups]** Hunt groups are incorrectly parsed.
- 0001462: **[PBX/General]** CLI Error: "No closing parenthesis found? 'Set(ENDTIME=${EPOCHF}'"
- 0001464: **[LMT/Service/Backup & Restore]** Cannot update firmware or display of phones

@COM Business Manager v1.3 - SMR.1.3.1092 (withdrawn release)
==

- 0001446: **[SMR/Applications/Wallboard]** Change the ACD Wallboard with new features and a beter view (part 1)
- 0001035: **[HWR/5500N]** Sometimes the LAN interfaces A3 & A4 do not respond. (Fixed for NEW SYSTEMS ONLY!)
- 0001458: **[LMT/Service/Backup & Restore]** During a Restore all symbolic links are destroyed.
- 0001304: **[PBX/ACD]** Sometimes ACD agents cannot logout (development)
- 0001440: **[PBX/ACD]** Agent status seems to be in use while phone isn't
- 0001275: **[SMR/Core System]** The Asterisk SIP channel sometimes stops reponding. (it appears deadlocks are occuring)
- 0000662: **[SMR/Core System]** Update to Asterisk version 1.4.33
- 0001321: **[PBX/General]** Dialplan execution sometimes just stops in the middle of channels.
- 0001454: **[SMR/Applications/PCM]** In the call overview an "x" is sometimes shown in front of the callers name
- 0001430: **[PBX/Call Forwarding]** Call forwarding of a flex extension to another flex extension fails if the last extension is logged off.
- 0001453: **[PBX/Call Outbound]** Play a different message when an outbound call is returning CONGESTED.
- 0001452: **[PBX/Call Outbound]** If a call was rejected it could receive the wrong message "All lines are currently unavailable"
- 0001451: **[PBX/Call Detail Recording]** If an internal call is transferred to an external party the "exttype" in the CDR is incorrect
- 0001433: **[PBX/CallerID]** Some international CLID's are recognized as national format
- 0000837: **[SMR/Core System]** Change processes other than Asterisk to run at a lower priority.
- 0000663: **[SMR/Core System]** Stopping and downloading a trace results in very slow responding of Asterisk
- 0001436: **[LMT/Telephony/Devices]** Mac Address can no longer be changed in basic SIP devices
- 0001450: **[PBX/Devices]** Display information is not updated if an single tick (') is present in the displaytext.
- 0001449: **[SMR/Applications/Wallboard]** QueueEntry event has no 'UniqueId' field
- 0001448: **[SMR/Applications/Wallboard]** Add option to list the device at which an agent is logged on, into the acd_agents table.
- 0001447: **[PBX/ACD]** When an agent logs onto an extension with a subextension the display of the subextension incorrectly displays "logged on".
- 0001390: **[SMR/Core System]** The zone files for the forward and reverse localhost doesn't exists anymore [DNS]
- 0001382: **[LMT/Telephony/Extensions/Flexworkers]** An error occurs when creating new flex working extensions (again)
- 0001363: **[LMT/Telephony/Devices]** Copying codec settings to multiple devices is not working correctly
- 0001417: **[PBX/ACD]** Add option to allow waiting or new callers into queues with only paused agents, but not when all logged off.
- 0001441: **[SMR/Core System]** The system "locks up" when an external process is called from the 'h' extension with a lower priority than Asterisk.
- 0001443: **[PBX/Call Pickup]** It's no longer possible to edit the Call Pickup groups on Basic SIP devices
- 0000883: **[SMR/Core System]** After failed registration to peer the registration isn't reattempted
- 0001435: **[SMR/Core System]** Update Zaptel to Dahdi
- 0000672: **[PBX/General]** Memory leak in Asterisk
- 0000698: **[PBX/General]** Sometimes a channel gets "hung" in Asterisk causing extension to become unreachable
- 0001438: **[LMT/Network]** It is not possible to adjust the de DHCP scope of a user defined scope
- 0000858: **[PBX/Call Forwarding]** Add option to define which CLIP to use during call forwarding, the CLIP of the caller or the forwarded extension.
- 0001419: **[PBX/Virtual Extensions]** If a CSTA routepoint does not respond the CDL destination sometime does not continue
- 0001416: **[PBX/ACD]** No ACD call record was created in case the waiting callers limit was reached
- 0001415: **[PBX/ACD]** Don't play queue-greeting if queue cannot answer and will immediatly overflow

- 0001401: **[PBX/Call Detail Recording]** Calls to a CSTA routepoint are logged as ANSWERED1 instead of DEFLECTED
- 0001400: **[PBX/Call Detail Recording]** Sometimes calls to a routepoint are not correctly logged in CDR
- 0001388: **[PBX/ACD]** When an ACD queue timesout, the DIALSTATUS is ANSWER, which is a problem when overflowing to Voicemail
- 0001374: **[PBX/Call Transfers]** If the Queue is the second destination in the CDL, after a virtual extension incorrect evaluation might occur
- 0001373: **[PBX/Call Transfers]** If Incoming CDR logging is not enabled, transfers from queues are incorrectly evaluated.
- 0001362: **[PBX/Call Parking]** Recall of a parked call fails, when the call is parked twice
- 0001353: **[PBX/Call Transfers]** Agent is busy, after attended transferring an external call
- 0001349: **[PBX/Call Forwarding]** Maxcall counter of a twinning extension is not reset after blind transfer.
- 0001333: **[PBX/Call Detail Recording]** CLI errors and no CDR recording if a single tick (') is present in the name of a CallerID
- 0001330: **[PBX/General]** CLI error occurs when calling an unavailable intercept extension.
- 0001327: **[PBX/Virtual Extensions]** Calls are disconnected if forwarded from AA to virtual extension with ringtime set to 0
- 0001332: **[LMT/Telephony/Global Addressbook]** Synchronized global address book items cannot be edit, but can be deleted.
- 0001414: **[LMT/Telephony/Lines/Routes]** In the overview of route settings, the did field should be cut off when the length is over 50 characters
- 0001412: **[LMT/Telephony/Lines/Registrations]** Add option show the current state of a line registration
- 0001411: **[LMT/Users]** When a user is created by importing from the Active Directory, the user does not show up in the addressbook
- 0001410: **[LMT/General]** Optimize PHP code
- 0001405: **[LMT/Telephony/Devices]** It is not possible to use '#' in a speed dial function key for Snom devices
- 0001375: **[LMT/Telephony/Auto Attendant]** Calls to external numbers fails when routed by the automated attendant
- 0001352: **[LMT/Network]** Show the supported link modes for the ethernet ports
- 0001350: **[LMT/Telephony/Recordings]** Audio Recordings sometimes do not have the highest available quality (noise can be heard)
- 0001347: **[LMT/General]** Add option to (dis)allow blocking of administrators to change their adminstrator name.
- 0001331: **[LMT/General]** Sometimes the LMT Freezes
- 0001135: **[LMT/Users]** Allow sorting of results on the "AD User Synchronization, Preview Result" page
- 0001134: **[LMT/Users]** Add button "Sync Now" to user synchronization
- 0001131: **[LMT/Telephony/Extensions]** Display in extension overviews if an extension has been synchronized.
- 0001113: **[LMT/Telephony/Devices]** Feature request to enable/disable "missed calls" counter for snom devices
- 0001084: **[LMT/Telephony/Devices]** Add option to allow or disallow incoming calls if phone is offhook
- 0001080: **[LMT/Telephony/Calendars]** Add feature to change the calendar status from the LMT
- 0000935: **[LMT/Telephony/Extensions]** Do not allow modem or fax extensions in a call-group (call-pickup)
- 0000813: **[LMT/Telephony/Call Distribution Lists]** Add "mouse-over" in for destination in CDL overview
- 0000656: **[LMT/Telephony/Devices]** Add option to define the Tone Scheme per device
- 0001399: **[SMR/Applications/Reporting]** Change the call details view (RPT only) to a more "readable" view
- 0001396: **[SMR/Applications/PCM]** Calls that are forwarded to voicemail due to busy or direct forwarding are not logged as missed calls
- 0001395: **[SMR/Applications/Reporting]** The sorting of call details is incorrect
- 0001393: **[SMR/Applications/Reporting]** The ringtime displayed in Extension Reports is not correct
- 0001392: **[SMR/Applications/Reporting]** When filtering on certain extension the totals include all calls, not just the filtered calls.
- 0001372: **[SMR/Applications/Reporting]** Total Ringingtime per agent is often zero in the ACD Agent report
- 0001371: **[SMR/Applications/Reporting]** The Average call duration per ACD Agent is always reported as being zero.

- 0001370: **[SMR/Applications/Reporting]** The WHERE clause doesn't exists in the query for reporting for example Last Full Week
- 0001369: **[SMR/Core System]** Some Intel Ethernet controllers are not recognized by lspci
- 0001368: **[SMR/Services/Global Addressbook]** The global address book is not updated when an extension number is changed
- 0001364: **[SMR/Applications/PresenceBoard]** Add option to set on which column to sort by default
- 0001345: **[SMR/Applications/ACD Agent]** When refreshing the ACD client (F5), the wrong extension is selected
- 0001339: **[SMR/Applications/Reporting]** The total duration of all ACD queues is not correct
- 0001307: **[SMR/Services/Global Addressbook]** It's possible to enter TAB's into the name fields causing a corrupted LDAP database
- 0001292: **[SMR/Applications/Reporting]** Add a report capable of filtering on multiple entries (AND OR feature)
- 0000667: **[LMT/Network]** Add an option to enter a name for an advanced DHCP Scope
- 0001337: **[SMR/Command Line Interface]** Add option to define nameserver to search at for an NS-lookup
- 0001336: **[SMR/Services/@COM Connect]** Update to new @COM Connect v1.2 to @COM Business Manager v1.3.4
- 0001335: **[SMR/Services/@COM Connect]** Add option to display the @COM Connect version in the LMT
- 0001334: **[SMR/Services/@COM Connect]** Add option to display the @COM Connect statistics as shown by "statistics.py"
- 0001329: **[SMR/Applications/Reporting]** The ACD agent report shows no results when the language is set to Dutch
- 0001328: **[SMR/Applications/Reporting]** Downloading reports with a quote in the task description fails

Notes: