



Release Notes: SMR.1.3.1002



@COM Business Manager v1.3



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1. Release information

This release is add a large amount of new features to the @COM Business Manager v1.3 as described for the development of phase 4. This is why this release is also called the @COM Business Manager v1.3.4. The SMR release can be installed on all systems running at least SMR.1.3.545

1.1 New Features

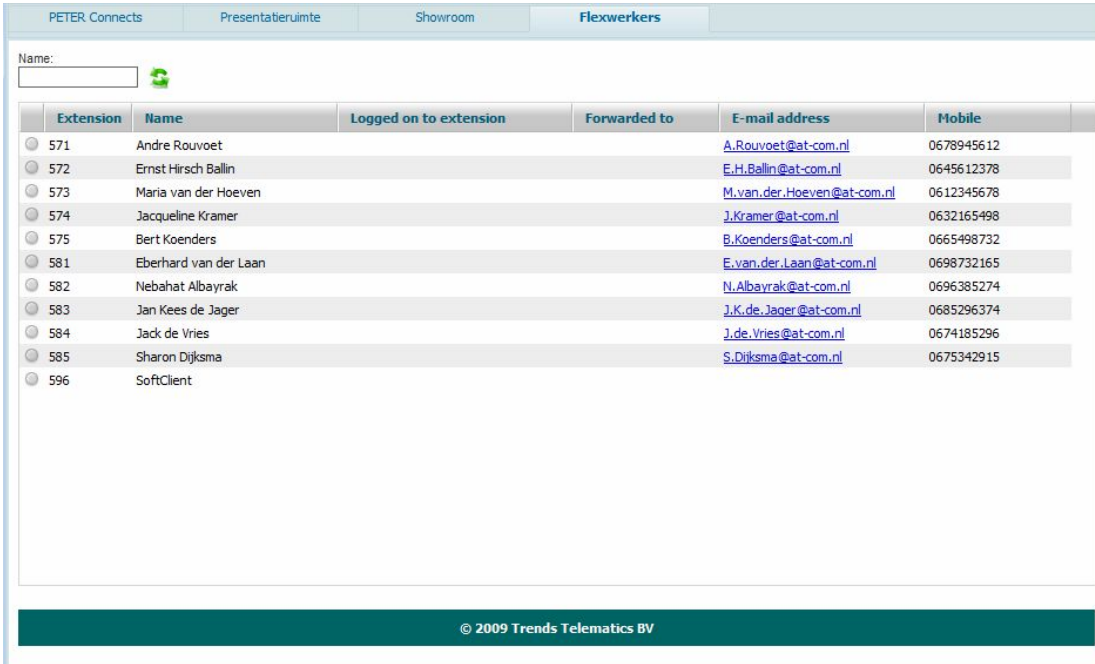
The following new features have been added:

1.1.1 @COM PresenceBoard

The @COM PresenceBoard is a web application that displays the current states of extensions; available, unavailable, ringing, busy, logged off and forwarded of selected extensions. Depending on the programming of the @COM Business Manager you can easily see whether a colleague is on the phone or not. And if you're using the flex-working feature you can also see if a flex-worker is in the office and where is logged on.

Extensions can be placed in groups to create customized overviews (tabs).

For example each department or location can be configured in separated overviews containing only the extensions for the particular department or location, which will make it lots easier to search for the right person.



Extension	Name	Logged on to extension	Forwarded to	E-mail address	Mobile
571	Andre Rouvoet			A.Rouvoet@at-com.nl	0678945612
572	Ernst Hirsch Ballin			E.H.Ballin@at-com.nl	0645612378
573	Maria van der Hoeven			M.van.der.Hoeven@at-com.nl	0612345678
574	Jacqueline Kramer			J.Kramer@at-com.nl	0632165498
575	Bert Koenders			B.Koenders@at-com.nl	0665498732
581	Eberhard van der Laan			E.van.der.Laan@at-com.nl	0698732165
582	Nebahat Albayrak			N.Albayrak@at-com.nl	0696385274
583	Jan Kees de Jager			J.K.de.Jager@at-com.nl	0685296374
584	Jack de Vries			J.de.Vries@at-com.nl	0674185296
585	Sharon Dijkma			S.Dijkma@at-com.nl	0675342915
596	SoftClient				

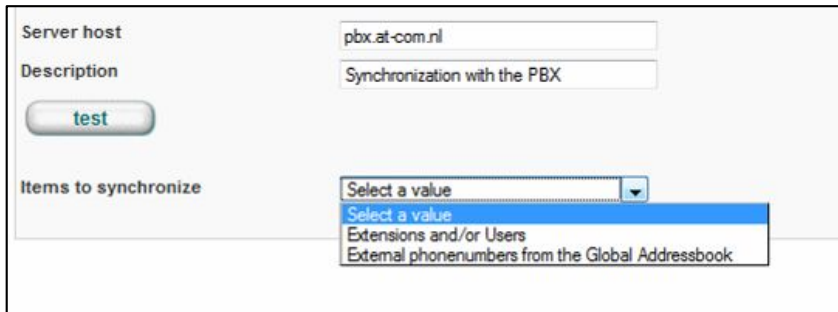
Note: The @COM PresenceBoard was made available for SMR.1.3.831 via a patch, but is now included in this update.



1.1.2 Global Address Book Synchronization

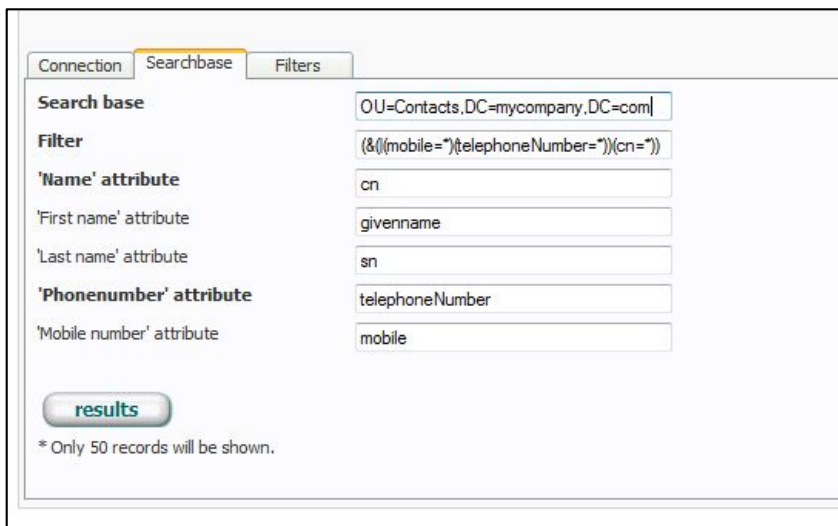
The global address book can be synchronized using this optional feature with other @COM Business Managers or with the Microsoft Active Directory. This enables administrators to centralize the contact management and reduces the workload.

Example settings for the @COM PBX synchronization:



The screenshot shows a configuration window for PBX synchronization. It includes a 'Server host' field with the value 'pbx.at-com.nl', a 'Description' field with 'Synchronization with the PBX', and a 'test' button. The 'Items to synchronize' dropdown menu is open, showing options: 'Select a value', 'Extensions and/or Users', and 'External phonenumber from the Global Addressbook'.

Example setting for the Active Directory synchronization:



The screenshot shows a configuration window for Active Directory synchronization. It has tabs for 'Connection', 'Searchbase', and 'Filters'. The 'Search base' field contains 'OU=Contacts,DC=mycompany,DC=com'. The 'Filter' field contains '(&((mobile=*)(telephoneNumber=*)))(cn=*)'. Other fields include 'Name' attribute (cn), 'First name' attribute (givenname), 'Last name' attribute (sn), 'Phonenumber' attribute (telephoneNumber), and 'Mobile number' attribute (mobile). A 'results' button is at the bottom, with a note: '* Only 50 records will be shown.'

1.1.3 Include DID numbers from other routes into a route

More often multiple SIP trunks are connected to PBX's, and in some cases these trunks use the same DID numbers. Up until now, it was not possible to have two separate routes using the same DID number. With this feature it is now possible to include DID numbers from other routes to a certain route allowing you to also connect these kinds of SIP trunks to an @COM Business Manager system.

NOTE: This is most commonly used in systems with redundant SIP-trunks.



1.1.4 Improved filtering capabilities on CDR reports

Up until now it was only possible to filter CDR reports on a range of destination and source extensions. With this feature we have added three new filtering possibilities;

"_" StartWith pattern matching:

Using "_00" in the "src_ext_from" field will result in all inbound international calls being displayed, because the system will match all source extension starting with "00".

This feature can also be used the "dst_ext_from" field to filter on outbound calls.

Note:

The "_" underscore must be placed at the front of the pattern, only the "!" NOT option may be placed in front of this underscore. Do not enter any data in the "src_ext_to" or "dst_ext_to" field

"%" WildCard pattern matching:

Using "%28122" in the "src_ext_from" field will result in all calls from numbers containing "28122" to be displayed, because the system will match all source extensions containing the pattern "28122". This feature can also be used the "dst_ext_from" field to filter on outbound calls.

Note:

The "%" percent sign must be placed at the front of the pattern, only the "!" NOT option may be placed in front of this percent sign. Do not enter any data in the "src_ext_to" or "dst_ext_to" field

"!" NOT function:

Using "!28122" in the "src_ext_from" field will result in all calls from numbers containing "28122" in the CallerID to NOT be displayed, because the system will match all source extension NOT containing with "28122". This feature can also be used the "dst_ext_from" field to filter on outbound calls and in combination with the "_" and "%" function.

Note:

The "!" percent sign must be placed at the front of the pattern. Do not enter any data in the "src_ext_to" or "dst_ext_to" field

1.1.5 Display the Route description in CDR reports

It's now possible to see the names of routes in CDR reports. Previously only route ID's were shown in reports.

1.1.6 New CDR report(s) that count callers instead of callee's

The current report record the attempts to reach the callee, and not the amount of calls from different callers. In other words; the CDR reported all attempts to reach a certain extension, meaning every time an extension rang it and did not answer, it would be considered as a missed call, even if it was the same caller that "looped" over this extension. This usually happens in systems where calls are routed to an extension via a simple voice prompt such as *"All attendants are currently busy, please hold..."*. The new "Caller" based CDR reports, report the amount of different callers to an extension and therefore give users a better view of the amount of callers.



1.1.7 Upload new software via an URL

In the future it will be possible to upload new patches, updates and/or upgrades from a URL which will allow system administrators to circumvent possible slow uplinks common on most DSL lines.

1.1.8 Automated Dialing from phones by a simple HTTP(s) Requests

It's now possible to send simple HTTP requests to the @COM Business Manager instructing phone to dial certain extension. This feature is turned of by default because of obvious security reasons, but can be very useful to quickly implement custom CTI solutions.

1.1.9 Recall to alternative extension now available for all extension types

This feature used to be available for only virtual extensions and was also available in hunt groups but was named differently. Now this feature is available for all extensions. This feature allows you to define a different recall extension in case a call is blind transferred to another extension but is not answered. Which is very useful to allow recalling a group or in combination with the peterConnects Attendant.

1.1.10 Recall to virtual extensions will now follow the CDL

When using a virtual extension as recall extension a call would literally ring in the "middle of nowhere". With this new functionality recalls to virtual extensions will no longer ring on that virtual extension but will follow the CDL assigned to this extension.

This allows you to take control of how recalling calls, and route these to users in any way you would like.



1.2 Changed Functionality

The following functionality has been changed:

1.2.1 Moved "Direct Download" for reports to the "Manage & Schedule" menu

Because many users accidentally downloaded reports when in fact they wanted to manage the report, the "old" confusing navigating through the reporting application has been changed. The download of reports has now been moved to the "*Manage & Schedule*" menu via a separate "Download" button. The old "Direct Download" menu has been removed

1.2.2 Flexworkers can now use any length pin code, or none at all

Speaks for itself ;-)

1.2.3 Changed licensing methods for ACD agent application

ACD clients used to be licensed on per agent basis, but there was no way to program the amount of licenses used. It was either on or off.

1.2.4 Improved SSH Maintenance menu

The SSH Maintenance menu now indicate the SMR release version, date/time, IP addresses and has some extra rescue menu options.

1.2.5 Speedier generation of reports

ACD must mostly CDR reports will now be generated much faster than before and use less memory during execution.

1.3 Removed Features

The following features have been removed:

- **Removed the "Recall to Hunt group" option**

This option as been replaced by "Recall to alternative extension"



1.4 Major bug fixes

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

1.4.1 Many ACD & CDR reporting fixes

The most important fixes are;

- No results with CDR-Outbound reports if date range is specified
- Call Duration in ACD reports are not correct
- Statistics of ACD queue report are displayed as a total, instead of per date/time
- Reports become messed up if between 10 to 30 days are displayed
- The percentages of the (Answered / Missed) calls are equal for all queues
- When generating an "ACD queue report" in RPT format, you can't open it with the Crystal Reports Viewer
- In certain situations the extension number logged in CDR record was missing the first digit
- In certain situations the extension type logged in CDR record was set to 'flex' instead of 'phone'
- In certain situations the extension type logged in CDR record is set to 'trunk' instead of 'phone' or 'flex'

1.4.2 It's possible to blind-transfer calls to service codes

It was possible to blind transfer a call to for example the DND feature resulting in the callers extension being set to DND.

1.4.3 After a call pickup of a hunt group the group may become unreachable

The Call Counter active for each hunt group was not lowered in case a call-pickup, which in some case could lead to unreachable hunt groups if the maximum call limit on that hunt group was set.

1.4.4 Recall fails when recalling a logged off flex extensions

This could occur if you we're to logoff right after blind transferring a call.

1.4.5 Multiple Location Synchronization fails if execution time over 30 seconds

A timeout occurred in certain scenarios

1.4.6 The system isn't booting after a power failure

If the LDAP database became corrupted due to for example a power failure it could cause the system to lockup during a reboot, since it would keep trying to start the LDAP service indefinitely.

1.4.7 Blind transfer back to previous extension in CDL causes disconnect of call

If a user would blind-transfer a caller back to an extension that had previously received a call from that caller but did not answer, the call would be disconnected whilst trying to transfer the call.

1.4.8 When an ACD agent has transferred a call it's no longer available

In certain situation an ACD agent would no longer receive new calls after transferring a caller to another extension. Only after that call was hung up, would the agent be capable of receiving new calls.

1.4.9 During a "system lock" no emergency number can be dialed

Bad, bad, bad.... but luckily we found the issue before it could case any harm.



1.4.10 User Synchronization fails on double extension numbers

If the same IP-phone entry was used twice in an Active Directory, the user synchronization would fail.

1.4.11 A loop can occur in cyclic hunt groups if extension(s) are not available

If a call would arrive at a hunt group where members would be logged on, but unavailable to call would loop nearly endlessly through the system causing a lot of unwanted CDR records.

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 Sometimes webpage's are not fully loaded.

Sometimes webpage's are sometime not fully loaded when using Putty SSH tunneling to access the webpage's. This issue is related to the Putty SSH software and not the @COM Business Manager. The use of other SSH clients that support tunneling and RSA keys could solve this issue temporarily, however we would still advise you to keep using Putty.

2.1.2 Various issues caused by defects in Snom Phones (firmware <= 7.1.39)

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 indicator is too slow causing confusion for operators on phones where there are many active calls.
(<http://bugs.trends.nl/view.php?id=521>)
- 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 7.1.39 after upgrading to this SMR release.

2.1.3 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 mor 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.1.3.831 is mandatory for this release**
- **If the ACD Client Application is used, make sure to request a new license file for each separate ACD user.**
- **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 7.1.34 firmware is needed for use with this SMR, we however advise you to upload firmware release 7.1.39. But please take good notice of the issues reported in paragraph 1.5.3. 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.1.3.1002.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.1.3.831**



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 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.1.3.1002

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- [0001320](#): [LMT/Telephony/Global Addressbook] Global Addressbook synchronisation fails
- [0001319](#): [PBX/Call Detail Recording] In certain situations the extension type logged in CDR record is set to 'trunk' instead of 'phone' or 'flex'
- [0001317](#): [PBX/Call Detail Recording] In certain situations the extension type logged in CDR record was set to 'flex' instead of 'phone'
- [0001318](#): [PBX/Call Detail Recording] In certain situations the extension number logged in CDR record was missing the first digit
- [0001316](#): [PBX/Call Transfers] Cannot transfer an external call if that call was dialed via an overflowed trunk
- [0001226](#): [LMT/Telephony/ACD] The description of "No announcements and MOH" is confusing
- [0001311](#): [LMT/Telephony/ACD] Adding a logged in Agent to a queue should automatically logged into that queue
- [0001308](#): [PBX/Call Pickup] It's possible to transfer calls to parking extensions that are already in use
- [0001309](#): [PBX/Call Transfers] Attended Call transfers after a recall cause invalid channel variables or even a dropped call.
- [0001310](#): [LMT/Service/Backup & Restore] Restore a telephony backup has SQL errors
- [0001312](#): [PBX/Huntgroups] After a call pickup of a huntgroup the group may become unreachable.
- [0001314](#): [PBX/ACD] If queue call-limit is reached a greeting can still be heard and there is an incorrect CDR record.
- [0001315](#): [LMT/Telephony/Extensions/Flexworkers] Deleting logged-in flexworkings sends no UserEvent and display update
- [0001313](#): [PBX/System Lock] During a "system lock" no emergency number can be dialed.
- [0001224](#): [SMR/Applications/PCM] Sometimes it is not possible to make a call forwarding or set DND active via the PCM
- [0001298](#): [SMR/Applications/Reporting] If a succesfull outbound call ocured via an overflow it is considered an unsuccessful call
- [0001219](#): [PBX/Recall] Recall to Recall & Intercept Extensions does not function as expected.
- [0001302](#): [PBX/ACD] When an ACD agent has transferred a call, the agent is not available for the next call
- [0001281](#): [SMR/Applications/Reporting] The amount of calls displayed in the CDR Extensions report are higher then they should be
- [0001305](#): [LMT/Service/Software] Add option to upload new software via an URL
- [0001306](#): [PBX/General] The CLI shows error when running the macro "findchannel"
- [0001284](#): [PBX/General] It's possible to blind-transfer calls to servicecodes.
- [0001243](#): [SMR/Applications/Reporting] When generating an "ACD queue report" in RPT format, you can't open it with the Crystal Reports Viewer
- [0001248](#): [SMR/Applications/Reporting] The percentages of the (unanswered/Answered/Missed) calls are equal for all queues
- [0001249](#): [SMR/Applications/Reporting] Statistics of ACD queue report are displayed as a total, instead of per date/time
- [0001282](#): [LMT/General] Add GNU public licensing information to webinterface
- [0001303](#): [SMR/Applications/Reporting] Reports become messed up if between 10 to 30 days are displayed
- [0001301](#): [SMR/Applications/Reporting] The average call duration and holdtime calculation includes calls with a duration of zero
- [0001198](#): [PBX/ACD] When an ACD agent has transferred a call, the agent is not available for the next call
- [0001213](#): [SMR/Applications/Reporting] Call Duration in ACD reports are not correct
- [0001288](#): [SMR/Applications/Reporting] Speed up the generation of reports



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- [0001247](#): [SMR/Applications/Reporting] Add the description of the report in the title
 - [0001299](#): [SMR/Applications/Reporting] Add option to display route names in a report
 - [0001300](#): [SMR/Applications/Reporting] Migrate the "Direct Download" menu as a button into the "Manage & Schedule" menu.
 - [0001297](#): [SMR/Applications/Reporting] Add option to display the Route description in CDR reports
 - [0001291](#): [HWR/5250N] Store the commercial version of the @COM Business Manager in the database
 - [0001220](#): [SMR/Applications/Reporting] Add better filtering capabilities on CDR reports
 - [0001279](#): [SMR/Applications/Reporting] Cannot enter a specific time in the start_time and end_time field for reports.
 - [0001047](#): [SMR/Applications/Reporting] Reporting feature does not function anymore after changing the Crystal Reports License Key
 - [0001287](#): [LMT/General] Internet Explorer 8 or Google Chrome compatibility issue #1
 - [0000860](#): [SMR/Core System] Change licensing methods for ACD agent application
 - [0001162](#): [SMR/Applications/Reporting] No results with CDR-Outbound reports if date range is specified
 - [0000817](#): [LMT/Service/Traces] Tracedata is stored in the CST database instead of SYS database
 - [0001280](#): [PBX/Recall] Recall fails when recalling a logged off flexextensions
 - [0001263](#): [SMR/Core System] The asteventmanager doesn't delete old AgentConnectEntries and JoinEvents
 - [0001258](#): [PBX/Virtual Extensions] Loops can occur on virtual extensions if a specific CDL setup is used.
 - [0001254](#): [PBX/Call Transfers] CallerIDName is incorrect after recall to peterConnects attendant
 - [0001262](#): [LMT/Users] It's not possible to prevent users from being displayed in the global address book
 - [0001231](#): [LMT/General] On new systems the descriptions for some items are still in the Dutch language
 - [0001274](#): [PBX/Recall] Time left to recall is affected if destination is Busy or has DND activated
 - [0001214](#): [SMR/Command Line Interface] It's not possible to exit "Continuous ping" normally
 - [0001277](#): [SMR/Applications/Wallboard] Sometimes 'undefined' is shown in the ACD Wallboard
 - [0001276](#): [LMT/Telephony/Call Distribution Lists] When making changes using the CDL overview, the settings are not parsed
 - [0001253](#): [PBX/Call Parking] Timed out calls follow the CDL but sometimes get disconnected
 - [0001217](#): [SMR/Core System] The asteventmanager stops working after a logrotate after restarting the service via an update or patch
 - [0001192](#): [PBX/Recall] The full internal CDL is evaluated on blind-transfers and does not end after the blind transfer ring timer.
 - [0001272](#): [PBX/Recall] The CallerID is not changed after recall fails and the Intercept extension is called
 - [0001273](#): [PBX/CallerID] Change recall CallerID so that they are more compact and do not contain the 'I' character
 - [0001270](#): [PBX/General] No CONTEXTDEST variable set on calls via unavailable flexextensions causing CDR errors
 - [0001259](#): [PBX/Virtual Extensions] CLI Error when calling a Virtual Extension with 0 seconds of ringtime
 - [0001252](#): [PBX/Recall] When recall occurs due to DND state the displayed reason is "Busy" instead of "DND"
 - [0001266](#): [PBX/Call Forwarding] After trying an external Call Forward the CallerID is incorrect
 - [0001265](#): [PBX/Call Forwarding] If calls forwarded to external destination receive a BUSY signal the next destination in the CDL is not evaluated
 - [0001230](#): [SMR/Licensing] When activating "ACD Reporting feature", you can't change "Remove CDR & ACD logs after" setting
 - [0001255](#): [SMR/Services/Global Addressbook] The maximum LDAP entries that can be requested is limited to 500
 - [0001209](#): [LMT/Telephony/Global Settings] Change access to http-post settings for Expert or higher level users only, and add examples.
 - [0001227](#): [LMT/Service/Software] The loglevel for the @COM Connect isn't parsed, this setting is setted hardcoded
 - [0001229](#): [PBX/Call Inbound] The variable "EXTRADIALOPTIONS" is not reset after answering a call, causing improper call handling
 - [0001218](#): [SMR/Command Line Interface] The push device config script freezes on external IP addresses with NAT



- [0001238](#): [SMR/Services/Global Addressbook] Global Addressbook synchronisation results into duplicated entries
- [0001228](#): [PBX/Call Transfers] A loop can occur in cyclic huntgroups if extension(s) are not available.
- [0001235](#): [PBX/General] Evaluations of integers sometimes fail when the result is a float value
- [0001234](#): [PBX/Call Transfers] Incorrect CDR & Huntgroup ringtime on last extension in cyclic or linear huntgroups
- [0001124](#): [PBX/General] Several different CLI Errors can be seen on some systems, however they do not cause any severe errors.
- [0001223](#): [LMT/Telephony/Extensions] The LMT reports "template corrupt" when creating a new device extension
- [0001063](#): [LMT/Service/Software] The loglevel for the @COM Connect isn't parsed, this setting is setted hardcoded
- [0001221](#): [SMR/Core System] Change the order of options in the SSH Maintenance menu
- [0001212](#): [SMR/Applications/PresenceBoard] Add sorting functionality on the first column of the Presenceboard
- [0001216](#): [PBX/Call Pickup] CLI shows a DumpChan during directed call pickup
- [0001215](#): [PBX/Flexworking] Blindtransferred calls are dropped if a second destination in a CDL is a flexworker
- [0001167](#): [SMR/Applications/Wallboard] Current calls field on the ACD Wallboard is not correct
- [0001210](#): [LMT/Service/Traces] It is possible to read files via the LogFile viewer
- [0001208](#): [LMT/Telephony/Voicemail] Users cannot change their voicemail password via the phone
- [0001206](#): [SMR/Core System] The log level for the SSH daemon is setted to DEBUG
- [0001205](#): [SMR/Applications/Reporting] Reports display data from calls not within the selection (Totals display 0)
- [0001204](#): [SMR/Applications/Reporting] The date format of the field "Start of first call" is incorrect in many reports
- [0001203](#): [SMR/Applications/Reporting] Reports fails while mailing the report to the user
- [0001202](#): [PBX/Call Detail Recording] No CDR records are created when an agent creates a "No Answer" or "RDNIS" event.
- [0001201](#): [PBX/ACD] No CDR and call evaluation occurs if an agent disconnects the call.
- [0001200](#): [SMR/Applications/ACD Agent] Optimize the ACD Agent and ACD Wallboard
- [0001196](#): [PBX/CallerID] Wrong CallerID is shown on calls from a subextension which is also configured to allow flexworking
- [0001189](#): [SMR/Applications/PresenceBoard] Add extra column in the presenceboard to show the cell phone number
- [0001195](#): [LMT/Administrators] It's not possible to edit an advanced administrator when you are logged in as an expert administrator
- [0001194](#): [LMT/Telephony/Lines/DID numbers] Add option to include DID numbers from other routes into a route
- [0001191](#): [LMT/Telephony/Extensions] It possible to add an extension using the same number as the directory extension
- [0001190](#): [PBX/Call Transfers] Blind transfer back to previous extension in CDL causes disconnect of call
- [0001187](#): [PBX/Call Transfers] Blind transfer is using CDL open instead of CDL internal for the called extension
- [0001184](#): [PBX/General] It's not possible to use *84, all extensions are invalid
- [0001183](#): [SMR/Applications/PresenceBoard] Sorting of names in the Presenceboard is disappeared after reload
- [0001182](#): [SMR/Core System] Add option to log messages from the astevent daemon
- [0001181](#): [LMT/Telephony/Devices] Copying settings to multiple devices is working incorrectly when adjusting the codecs
- [0001180](#): [PBX/Flexworking] Routing to a flexextension which is not logged on fails into CLI errors
- [0001178](#): [SMR/Applications/PCM] When using flexextensions, you can't dial a number using the PCM
- [0001177](#): [LMT/Service/Traces] Content of downloaded logfiles is empty
- [0001175](#): [LMT/Telephony/Global Addressbook] The global addressbook synchronisation only executes the first synchronisation.
- [0001174](#): [PBX/Huntgroups] Logging out of huntgroups is only working once
- [0001172](#): [SMR/Command Line Interface] The telnet menu is not displayed well when using the Command Line



Interface

- [0001171](#): [**LMT/Telephony/Custom Scripts**] Add option to store variables in the database used in custom scripts
- [0001163](#): [**PBX/Call Pickup**] After callpickup the called ext. is still busy
- [0001161](#): [**PBX/Call Outbound**] Add option to allow Automated Dailing from phone via simple HTTP(s) Requests
- [0001142](#): [**PBX/Call Detail Recording**] If a call original is "unknown" the CDR records show that it was "nknown"
- [0001138](#): [**SMR/Applications/Reporting**] The CDR Outbound reports fails to export
- [0001057](#): [**LMT/Service/Backup & Restore**] Sometimes restoring the AST database fails
- [0001025](#): [**SMR/Applications/Reporting**] Reports fails due to 'Java Heap Space'
- [0000981](#): [**SMR/Applications/Billing**] Pay out of accounts with negative balance causes the balance to be doubled
- [0000928](#): [**LMT/Telephony/Devices**] Idle text in device display is not updated if being added or removed as a subextension.
- [0000917](#): [**SMR/Applications/PresenceBoard**] Create the @COM PresenceBoard
- [0001053](#): [**SMR/Core System**] Add option to display SMR version in SSH menu
- [0001158](#): [**PBX/CallerID**] Add option to send CallerID's of Calls to Central CTI server via HTTP
- [0001176](#): [**SMR/Core System**] The system isn't booting after a power failure
- [0001164](#): [**LMT/Users**] User Synchronisation fails on double extension numbers
- [0001156](#): [**SMR/Licensing**] The "admin" user still has to much access rights.
- [0001160](#): [**SMR/Applications/Billing**] The transaction overview shows only 20 results
- [0001154](#): [**PBX/Call Pickup**] Directed Call Pickup does not produce the correct CDR records.
- [0001125](#): [**PBX/Huntgroups**] It's no longer possible to directly call pickup a call to a huntgroup.
- [0001116](#): [**PBX/Call Parking**] Call Deflecting a returning parked call back to the parking position fails.
- [0001128](#): [**LMT/Telephony/Global Addressbook**] The results shown in the preview for Global Addressbook Synchronizations are incomplete
- [0001129](#): [**LMT/Users**] After a User Synchronization the LDAP database is not updated
- [0001152](#): [**LMT/Users**] There is no check on double extensionnumbers in de Active Directory
- [0001151](#): [**LMT/Users**] When no telephonenumber is set in the AD, no CLIP and DID should be assigned to that extension
- [0000994](#): [**LMT/Telephony/Global Addressbook**] Add Multitple Location Phonebook Synchronization support
- [0001148](#): [**PBX/Flexworking**] Add option to allow login with any length pincode or no pincode at all.
- [0001150](#): [**SMR/Applications/PCM**] It should not be possible to forward calls to your own extension.
- [0001121](#): [**PBX/Flexworking**] A Blind transferred call via a flexworker uses the wrong outbound contexts.
- [0001149](#): [**PBX/Flexworking**] Call forwarding on flexextensions causes CLI errors and sometime does not function
- [0001139](#): [**LMT/Telephony/Extensions**] If an extension at which a flexworker is logged on is changed the flexworker is no longer reachable.
- [0001137](#): [**LMT/Telephony/Extensions/Huntgroups**] If after the update a huntgroup is created it sometimes is stored as a flexextension in the extension table.
- [0001102](#): [**SMR/Applications/PCM**] After importing new users from extensions the default password is not set correctly
- [0001147](#): [**LMT/Telephony/Devices**] The callerID of the devicename isn't changed when the extension name is changed by the name of the user
- [0001145](#): [**PBX/Least Cost Routing**] Only the first dial-out rule is used in LCR, the other are ignored.
- [0001118](#): [**LMT/Telephony/Devices**] Copying of device settings is only possible to single devices, not multiple devices.
- [0001086](#): [**SMR/Command Line Interface**] Update system CLI properties
- [0001117](#): [**SMR/Dimensioning**] G.729a licenses are not activated until a restart of Asterisk occurs
- [0001133](#): [**LMT/Users**] CLIP numbers should not be erased on user synchronization
- [0001143](#): [**SMR/Services/Global Addressbook**] Serials of the import db tables for addressbook synchronisation are not resetted
- [0001108](#): [**SMR/Services/Global Addressbook**] Multiple Location Synchronisation fails if execution of PHP script takes longer then 30 seconds



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- [0001106](#): [**LMT/Telephony/Global Addressbook**] Multiple Location Phonebook Synchronization does not support special characters
 - [0001123](#): [**PBX/Call Forwarding**] Call forwarding to a flex-extension fails.
 - [0001155](#): [**PBX/Flexworking**] Add option to send AMI events on login & logoff of Flexworkers.
 - [0001087](#): [**PBX/Assisted Dialing**] It possible to add a huntgroup as an assisted extensions when the extension itself is part of that huntgroup, causing a LOOP
 - [0001085](#): [**PBX/ACD**] Since SMR.1.3.831 the announcement: "You are first in line" is in English when it should be in Dutch or English
 - [0001075](#): [**PBX/Recordings**] The recording menu is being played in Dutch instead of English
 - [0001069](#): [**PBX/DND**] If the system is programmed to use the English language the display still says: "DND Aan!" in Dutch
 - [0001082](#): [**LMT/General**] The descriptions for services in the context are still in the Dutch language
 - [0001061](#): [**LMT/General**] Files are included in the update which shouldn't be included
 - [0001058](#): [**LMT/Service/Firmware**] Default Snom firmware was located in wrong directory (File not found)
 - [0001050](#): [**LMT/Service/Tools**] Logging from the billing application can be seen in the system messages logfile?!?!
 - [0001078](#): [**SMR/Services/@COM Connect**] Linux logrotate isn't working correctly, we should use the logrotate function of python
 - [0001079](#): [**LMT/Telephony/Extensions/Huntgroups**] Sometime when creating a new huntgroup the extensions are not automatically logged on
 - [0001072](#): [**LMT/Telephony/Authorizations**] If a context is set to "flexworking enabled" this context can no longer be selected as a context for normal phones or templates
 - [0001073](#): [**LMT/Administrators**] Expert users do not have enough access rights
 - [0001076](#): [**LMT/Telephony/Devices**] The text "Actief" instead of "Active" is being display on the pages for changing key module programming
 - [0001077](#): [**SMR/Documentation**] Add English Service Code overview to the Documentation menu
 - [0001071](#): [**LMT/Telephony/Extensions/Flexworkers**] An error occurs when creating new flex working extensions
 - [0001067](#): [**LMT/Telephony/Extensions/Abbreviated Numbers**] It is not possible to change the number of an abbreviated number
 - [0001066](#): [**SMR/Licensing**] After applying the update a report scheduling is gone, also CDR logging is turned off
 - [0001051](#): [**SMR/Licensing**] It's not possible to activate the @COM Connect after uploading a licensekey for it.
 - [0001065](#): [**SMR/Licensing**] When the Licensing module is running after the update a DB error occurred
 - [0001064](#): [**LMT/General**] The number of Digium licenses shows always zero
 - [0001028](#): [**LMT/Telephony/Extensions/Huntgroups**] When changing the context of an huntgroup, this is not parsed in the AA
 - [0001059](#): [**PBX/Digital Phonebook**] cron_ldap_reindex doesn't seem to run after the update





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