



Release Notes: SMR.1.3.1835



@COM Business Manager v1.3

@COM5250N/5350N



@COM5300N/5400N/5400-v2



@COM5500N



@COM5600N



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1. Release information

This release adds new features to the @COM Business Manager v1.3, it also resolves many bugs found in previous versions and some changed functionality. This SMR release can be installed on all systems running at least SMR.1.3.1448 and includes previously released patched 001 to 011.

1.1 New Features

Shown in the next paragraphs is a more elaborate explanation of new features in this SMR release; however some smaller features might not be listed here. For a full list of all new features, changes and resolved bugs please check the @COM website at <http://www.at-com.nl> or see the full list of changes in the last chapter of this release document.

1.1.1 Support for @COM5350N hardware

To replace the @COM5250N and @COM5300N hardware the new @COM5350N model has been introduced. This unit runs on an Intel Atom 1.6Ghz processor with 1Gb of RAM and a 40Gb SSD Drive. The performance of this unit lies in between that of the @COM5300N and @COM5400N. As a result this unit is no longer a unit suitable for only small environments, but it can easily be used in mid-size offices too.

1.1.2 Support for @COM5400N-v2 hardware

To replace the End-of-Sale @COM5400N and @COM5400N-RAID units a new @COM5400N-v2 and @COM5400N-RAID-v2 unit has been introduced. This unit is priced exactly the same as is predecessor and offers the same features, therefore it was decided to simply add the "v2" label to the model name. The unit does offer a slightly faster processor and bus speed, so it will be able to handle certain processes like @COM Reporting

1.1.3 Support for new LSI 9750 SATA RAID Controllers

The 3Ware SATA RAID controllers are no longer available, as a result all newly ordered @COM5400N-RAID-v2 and @COM5600N units will be equipped with the LSI 9750 SATA RAID controller. This controller is similar as the 3Ware 9750 series controller but requires different drivers and control software. This software /driver is now included in this SMR version which will automatically recognize the hardware used.

1.1.4 Full-Support for Mitel/Aastra 68xxi series phones

Because the Aastra 67xx series phones have rather suddenly been replaced with the Aastra 68xx series phones the @COM Business Manager needed full support for these phones. This support is now available!

NOTE:

During the development of this support the brand Aastra was obtained by the Mitel Company and a rebranding of all Aastra phones was announced. Since the phones themselves still mention the Aastra logos, we have decided to keep using the Aastra name within the Local Management Tool to prevent confusion.

1.1.5 Full-Support for Snom 7xx series phones

The new Snom 7xx series phones are now fully supported; this includes support for firmware 8.7 and the possibility to allow branding of the Snom 370 and 760 phones.



1.1.6 Full-Support for OpenStage series phones

All Unify OpenStage phones are now fully supported*

* Please read the known-issues section for minor limitations.

1.1.7 @COM Voice Recording

The @COM Business Manager can now record all inbound or outbound calls on the internal hard drive. Via the LMT and a special URL the recordings can be viewed, played and downloaded.

Recording of inbound calls can be turned on/off based on DID or per route, for outbound calls recording is turned on/off per trunk. By assigning specific users to dial-out using a specific route you can enable outbound recording for specific extensions as well. All recordings can be automatically archived to external FTP/FTPS/SFTP server, after archiving they are automatically deleted. The recordings can also be retrieved by third-party applications via the @COM web-services (The @COM Voice Recording feature required a separate license.)

1.1.8 @COM Connect v3

The new AsteriskConnect v3 SVN245 has been included into this update. It features many bug fixes but also includes a fully automated auto-reload function which means you never need to restart the @COM Connect anymore to apply the changes. (Not even for settings/resetting the "Extensive debug" mode!)

1.1.9 @COM Call Button Server integrated in @COM

Previous versions of the @COM Call Button required an external web-server to be run outside the @COM Business Manager environment. The new @COM Call Button Application directly contacts the @COM Business Manager so that the external web-server is no longer needed. The new @COM Call Button Application itself is available on request from TechNetworks and will soon be downloadable via the @COM Business Manager itself.

1.1.10 Web-Services for existing CTI features

The system now includes a web-based API based on JSON-RPC using HTTP. These so called "Web-services" facilitate third-party developers to interact with the @COM Business Manager. A manual is included in the documents folder of the system. Currently the following functions are provided by this API;

- Make Call
- Read Calendar states
- Logon/Logoff Flex-workers (@COM Single Sign On)
- Extension Forwarding Control
- Extension Do Not Disturb Control
- Download Call Recordings and log
- Download Billing Records
- Download Call Detail Records log
- Download ACD Queue log

1.1.11 HDD S.M.A.R.T. tests

The System Monitor introduced in SMR.1.3.1448 is now also actively monitoring the S.M.A.R.T. statuses to better detect disk-failures before they occur.



1.1.12 Auto backup to FTP/FTPS/SFTP

It's now possible to schedule backups of the system (Telephony and/or Network) to an external FTP,FTPS or SFTP server. A manual on how to do this is included in de Documents folder on the system.

1.1.13 Browsing CDR tables in the LMT

For technical support the CDR table can now be viewed from within the LMT.

This enables service engineers to more easily track problems in a system by having more information about what actually happened with a specific call that was reported to be faulty.

1.2 Changed functionality

Shown in the next paragraphs is a more elaborate explanation of changed functionality in this SMR release; however some smaller changes might not be listed here. For a full list of all new features, changes and resolved bugs please check the @COM website at <http://www.at-com.nl> or see the full list of changes in the last chapter of this release document.

1.2.1 CDR logging for outbound calls is enabled by default

All @COM Business Managers will from now on log all outbound call details in de CDR database over the last six months. This has been done for security reasons to allow tracing back the call-origination of malicious calls.

1.2.2 @COM Call Button is licensed on user base

The Call Button software was always sold as a per seat license but in real life wasn't.

1.2.3 Improved inbound CDR reporting

New CDR reports have been made available allowing for caller orientated viewing of inbound calls. On request also CDL based reports are available to get inbound CDR reporting based on CDL id's.

1.2.4 Department can be defined for Users

When using Users in the @COM Business Manager it is now possible to define a department for that user. This is especially useful when using the PeterConnects attendant software and in combination with the Active Directory Synchronization feature.

1.2.5 Locations can be assigned to devices

For each device it is now possible to define a location name. This field was purposely built for use in combination with the PeterConnects Attendant software allowing for better information toward the operator.

1.2.6 Informational messages on Snom phones have changed

The information message text line on Snom 360 and 370 phones have been moved to allow for more information to be shown on the phone itself.

1.2.7 Multiple presence boards per system

Multiple layout configurations of the Presence board can now be defined by the system administrator allowing him/her to create separate Presence boards with separate URL's so that users can only monitor those extensions allowed by the system administrator.



1.2.8 Crystal Reports license now can be entered by a @COM Reseller

The Crystal Reports license used to be provided through the license file offered by TechNetworks. This is still possible; however you can now also enter your own Crystal Reports license key directly into the LMT. This is done because some resellers/customers already have their own licenses.

1.2.9 Support for + sign in DID's and CLIPs

Certain telephony providers use the international access code "+" in their CLI's or DID's; especially for these providers support has been added to allow the use of the "+" sign in both CLI's as DID's.

1.2.10 HTTPS support for all web-applications

It is now possible to connect using HTTPS for all web-applications.

This means it is now possible to block HTTP traffics and only allow secure HTTPS connections if you like.

1.2.11 Automatic Network & SMTP tracing by System Monitor

The System Monitor now sends Network traces and SMTP traces via the alert mails when a network error has been detected. System engineers will receive the most important information about the system at the time the error occurred via mail, allowing them to better analyze the problem

1.3 Major bug fixes

Shown in the next paragraphs is a more elaborate explanation of major bug fixes in this SMR release; however some smaller fixes might not be listed here. For a full list of all new features, changes and resolved bugs please check the @COM website at <http://www.at-com.nl> or see the full list of changes in the last chapter of this release document.

- ACD and PCM Database records were not cleaned up
- System was vulnerable for NTP Reflection attacks
- No HDD alarm was sent when the percentage in used is over 90%
- Deleting a virtual extension with call forwarding could cause loops
- IDS was in some circumstance not capable to redirect traffic
- The ACD Agent application gave a huge load on the server
- Pushing device configurations to a large number of phones failed on some phones
- Exporting reports fails due to 'Java Heap Space'
- On waiting hunt groups it is possible that the dial plan gets in a loop
- RDNIS (Call Deflect) causes a dial plan crash
- Users were busy after
- No more faulty reports by the System Monitor



2. Major known issues

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

2.1 Snom Full-support limitations & issues

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. Below are listed some of the known issues.

2.1.1 Update v7 to v8 warning.

We advise to upgrade all Snom 300 and 320 devices to be running at firmware 8.4.35 after upgrading to this SMR release. For all other Snom phones we advise the use of firmware release v8.7.25. In order to upgrade from firmware 7 to 8 you MUST always first upgrade to firmware 7.3.30 by using the "snom3xx-7.3.30-SIP-bf.bin" firmware file. This is because this firmware version contains a new boot-loader (version 1.1.3u) which is not included in other files. After upgrading to this version you can continue upgrading to other versions.

2.1.2 Firmware v7.3.30 issues

Here is a list of some of the known issues for this firmware:

- Configuration is not always loaded after receiving a SIP-notify instruction to do so. This causes phones to not register during upgrades. (<http://issues.at-com.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://issues.at-com.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://issues.at-com.nl/view.php?id=518> improved in 7.1.35 but not fully resolved.)
- No call waiting whilst in transfer state
(<http://issues.at-com.nl/view.php?id=494> Workaround created in @COM Business Manager!)

2.1.3 Firmware v8.4.35 issues

Here is a list of some of the known issues for this firmware:

- The missed calls counter will be overwritten when a informational message is being sent to the display of the phone (Snom 360/370 only)

2.1.4 Firmware v8.7.3.25 issues

Here is a list of some of the known issues for this firmware:

- The date is displayed on the 2nd line of a Snom 300 phone and cannot be turned off
As a result it is no longer possible to display informational messages on the 2nd line.
This causes very little space for Caller ID, Station ID and Informational messages.
- The icon for audio-mode is listed on the 1st display line instead of the 2nd on Snom 300/320 phones which results in a decrease of the available characters to be displayed for Caller ID, Station ID or Informational messages. (Just 9 instead of 14)



-
- The station ID and Informational messages are being scrolled on the phone display of Snom 300 & 320 phones and this cannot be turned off.
 - When attended transferring a call on a Snom 7xx phone using the Hold and Transfer key the first call in the list will always be transferred instead of the last caller put on hold.

2.1.5 No support for the Snom D7 expansion module

This module was only recently released and not available yet when we were building support for the Snom 7xx series phones. We will build support as soon as possible.

(For more info see issue: <http://issues.at-com.nl/view.php?id=2527>)

2.2 OpenStage Full-Support limitations

OpenStage phones are fully supported but not all features that can be provisioned are actually provisioned. We are planning on resolving some of the issues in one of the next releases.

- A maximum of 2 lines can be handle at the same time making the phone not suitable for many receptionists and operators unless an ACD queue is used.
- No support by the @COM Connect for use with the PeterConnect Attendant
- No NAT support, meaning these phones will work very poorly or not at all if place behind a NAT.
- No dial plan support, so users have to press a key or pick up the receiver to start the dial.
- No key programming via the phone menu itself. You can try to, but the programming will reset itself after a while.
- No interactive menus available yet as available on Unify PBX systems
- No multiple language support for certain messages on the phone, only English is fully supported.
- The missed call LED cannot be turned off
- No custom screensaver support
- No custom ring tone support
- No contacts photo support

(For more info see issue: <http://issues.at-com.nl/view.php?id=2129>)

2.3 Aastra 67xx & 68xx Full-Support limitations

On Aastra 67xx and 68xx phones it is currently not possible to call-pickup an extension using the BLF keys. (For more info see issue: <http://issues.at-com.nl/view.php?id=2551>)

2.4 PBX functional issues

The @COM Business Manager PBX functions are known to have these major issues:

2.4.1 Sometimes DTMF tones are not recognized.

This issue occurs when using the RTP keep-alive feature. The work-around is to not use this feature and work-around the reason why you would need to use RTP keep-alive message in the first place.

(For more info see issue: <http://issues.at-com.nl/view.php?id=2401>)

2.4.2 The COLP is not updated when retrieving a call from a parking position.

When a call is parked the Connected Line information (COLP) is not updated on the display of the caller when the call is retrieved from its parking position.

(For more info see issue: <http://issues.at-com.nl/view.php?id=2252>)



2.4.3 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 more info see issue: <http://issues.at-com.nl/view.php?id=1023>)

2.4.4 Login time may not be visible in ACD Agent reports.

The Login time is not visible in an ACD Agent report when the agent was logged on during the full period selected in the report. This is because the report currently needs to "see" at least one login or logoff event within the selected period.

(For more info see issue: <http://issues.at-com.nl/view.php?id=1354>)



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**
- **A new license is required on 5400N, 5500N or 5600N units.**

Because of a new kernel the system will now correctly identify the CPU used on these systems, as a result the HWID of the system will change and you will be required to install a new license. This only occurs on 5400N, 5500N and 5600N units!

The system will keep running normally after the update as long as no changes are being made. Please export the "old" inactive license file a.s.a.p. after the update. This can be done by using the "Export" button in the dimensioning overview and using the generated file in the @COM License server to convert it to a new license. Feel free to ask TechNetworks to convert the files for you by emailing them to support@technetworks.eu
- **The @COM Connect will stop working on 5400N, 5500N or 5600N units.**

The @COM Connect will no longer run after the update is installed due to a change in the HWID! You must apply a new license which will be provided by TechNetworks for free if you provide the special exported license file created in the previous step. We are very sorry, but we cannot provide a new license before the actual update because there is no way of knowing what the new HWID will be. However please notify us before the update and we will make sure to provide you with a suitable solution to quickly send you a new license.
- **THIS UPDATE CAN TAKE VERY LONG TO COMPLETE (be patient) !!!**

A new kernel and asterisk version needs to be compiled by the system. Depending on which system you are using this can take up quite some time during which all services are suspended. Here are some indications on the time used per unit:

§ @COM5250N	: Updates in 50 minutes.
§ @COM5300N	: Updates in 25 minutes.
§ @COM5350N	: Updates in 15 minutes.
§ @COM5400N	: Updates in 8 minutes.
§ @COM5400N-RAID	: Updates in 8 minutes.
§ @COM5400Nv2	: Updates in 4 minutes.
§ @COM5400Nv2-RAID	: Updates in 4 minutes.
§ @COM5500N	: Updates in 5 minutes.
§ @COM5600N	: Updates in 3 minutes.
- **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.



- **Install the correct firmware for your phones**

At least Snom version 7.3.30 firmware is needed for use with this SMR, we however advise you to upload firmware release 8.4.35 for Snom 300 and 320 phones and use 8.7.3.25 for all other models.

For Aastra phones version 3.3.1 SP4 or 4.0.0.92 may be used.

For OpenStage phone version V3 R.1.41 is supported.

The latest version V3 R.3.24 is not yet tested but should function normally

Firmware is NOT included within this update!!

- **Patch 010 is available for SMR versions 1.3.1002, 1.3.1204 & 1.3.1312 to allow installing this update using the new automated update schedule.**
- **Consider configuring the new Auto-Backup feature.**
- **Fill in "System Remarks" to inform other system managers about specific programming and/or warnings for this specific system.**



3.2 How to activate this update

3.2.1 Manual update

Follow these instructions to manually install this 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.1.3.1835.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 a while, 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 a while, so no output for sometimes 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.



3.2.2 Automated update

Follow these instructions to automatically install the update;

- Point your web browser 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 patches.
- Upload one of these patches (depending on your current SMR version):
 - patch-SMR.1.3.1002-010.tar.gz.pck
 - patch-SMR.1.3.1204-010.tar.gz.pck
 - patch-SMR.1.3.1312-010.tar.gz.pck
- Now the system offers you the possibility to automatically update your system.
- Re-open the software menu and select the option "Settings".
- Program the service as you like.
(The preferred update server is <http://update.at-com.nl> but you may use your own server.)
- Check the HTTP-proxy settings of your system, if needed (networking menu)
- Check the Mail-relay settings of your system, if needed (networking menu)
- Test if emails can be sent to the email-address you programmed.

The system will now automatically download & install the service depending on your settings. After installing the update it will send an email with the update report to the email-address entered.



4. Dependencies

4.1 SMR dependencies

This update will only install on the following SMR release:

- **SMR.1.3.1002**
- **SMR.1.3.1092 (beta release)**
- **SMR.1.3.1119 (beta release)**
- **SMR.1.3.1204**
- **SMR.1.3.1312**
- **SMR.1.3.1448**

4.2 Update matrix

The matrix shown below shows more information about which update can be installed on which system:

From SMR	To SMR																@COM Version		
	1.3.000	1.3.022	1.3.104	1.3.200	1.3.230	1.3.255	1.3.377	1.3.406	1.3.545	1.3.585	1.3.719	1.3.723	1.3.831	1.3.1002	1.3.1204	1.3.1312		1.3.1448	1.3.1835
1.3.000	x	✓	✓	✓	✓	△	△	△	△	△	△	△	△	△	△	△	△	△	1.3.0
1.3.022	x	x	✓	✓	✓	△	△	△	△	△	△	△	△	△	△	△	△	△	1.3.1
1.3.104	x	x	x	✓	✓	△	△	△	△	△	△	△	△	△	△	△	△	△	1.3.1
1.3.200	x	x	x	x	✓	△	△	△	△	△	△	△	△	△	△	△	△	△	1.3.2
1.3.230	x	x	x	x	x	✓	△	△	△	△	△	△	△	△	△	△	△	△	1.3.2
1.3.255	x	x	x	x	x	x	✓	✓	✓	✓	△	△	△	△	△	△	△	△	1.3.2
1.3.377	x	x	x	x	x	x	x	✓	✓	✓	△	△	△	△	△	△	△	△	1.3.3
1.3.406	x	x	x	x	x	x	x	x	✓	✓	△	△	△	△	△	△	△	△	1.3.3
1.3.545	x	x	x	x	x	x	x	x	x	✓	✓	✓	✓	△	△	△	△	△	1.3.3
1.3.585	x	x	x	x	x	x	x	x	x	x	✓	✓	✓	△	△	△	△	△	1.3.3
1.3.719	x	x	x	x	x	x	x	x	x	x	x	✓	✓	△	△	△	△	△	1.3.3
1.3.723	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	△	△	△	△	1.3.4
1.3.831	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	△	△	△	1.3.4
1.3.1002	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	✓	✓	1.3.4
1.3.1204	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	✓	1.3.5
1.3.1312	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	1.3.5
1.3.1448	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	1.3.5
1.3.1835	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	1.3.5

Legend:

x	Upgrade to this release not possible
x	Already on this release so why upgrade?
✓	Upgrade to this release possible
✓	Upgrade to this release possible, see comments!
△	Upgrade to this release only possible by first upgrading to the first release marked with ✓



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® dial plan and the web pages of for example the Local Management Tool. These two components each have their 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

The full change log can be viewed online at http://issues.at-com.nl/changelog_page.php.



Notes:





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