



VOSS-4-UC

Release Notes for 19.3.4 Patch Bundle 4

Release 19.3.4-PB4

Jul 20, 2021

Copyright © 2021 VisionOSS Limited. All rights reserved.

Contents

Patch Bundle Overview	1
Patch Bundle Details	2
Hunt Group Management changes	2
Features: Summary	3
Features: Detail	3
Defects Fixed: Detail	3

Patch Bundle Overview

These are the official release notes for:

- Product: VOSS-4-UC
- Release Version: 19.3.4 Patch Bundle 4

This Patch Bundle is *cumulative*, and includes:

- All the fixes included in all previous patch bundles delivered for this version.

For details, refer to:

- [Release Notes for 19.3.4 Patch Bundle 1](#)
- [Release Notes for 19.3.4 Patch Bundle 2](#)
- [Release Notes for 19.3.4 Patch Bundle 3](#)
- Further critical and important defect fixes for Release 19.3.4.

The updates affect the Core Product, Template Features, Platform and Business Admin Portal.
Please find a summary of the defect fixes and feature changes below, followed by a detailed description.

Patch Bundle Details

Release : 19.3.4.162
Build Number : 2398
Platform Version : 19.3.4-1623415399

Supported Upgrade Path:

The supported upgrade paths for this Patch Bundle Upgrade are:

- 19.3.4 => 19.3.4-PB4
- 19.3.4-PB1 => 19.3.4-PB4
- 19.3.4-PB2 => 19.3.4-PB4
- 19.3.4-PB3 => 19.3.4-PB4

Cisco UC App Compatibility:

- For this Release, testing was performed using the following Cisco UC apps versions.

UC App	Versions
CUCM	11.5.1 SU9 (11.5.1.21900-40), 12.5.1 SU4 (12.5.1.14900-63)
CUCX	11.5.1 SU9 (11.5.1.21900-40), 12.5.1 SU4 (12.5.1.14900-45)
HCMF	11.5.5 (11.5.5.10000-2), 12.5.1 SU3 (12.5.1.13900-4)

Hunt Group Management changes

Three new Helper fields have been added to the Hunt Group page:

- **Queue Calls:** `HF.queue_calls_checkbox`
- **Forward Hunt No Answer Action:** `HF.cfna_action`
- **Forward Hunt Busy Action:** `HF.cfb_action`

If you have any customized Field Display Policies for `relation/HuntGroupRelation` or the Business Admin Portal (`BusinessAdminHuntGroupFDP`), then these new fields need to be added to your customizations manually.

VERY IMPORTANT

For Bulk Loading or API integrations the Queue Calls (`HF.queue_calls_checkbox`) field **MUST** be included in the Bulk Loader sheet, and set to **TRUE**, when performing MODIFICATIONS to existing Hunt Groups, when either enabling Queueing or updating existing Queueing field values. Failure to include `HF.queue_calls_checkbox` with a value of TRUE will result in Queueing being Disabled.

The use of Forward Hunt No Answer Action(`HF.cfna_action`) and Forward Hunt Busy Action(`HF.cfb_action`) is not required for Bulk Loaders.

Note

The Helper fields will only be shown in the Bulk Loader when using the Excel (formatted) export option. The values when exported will always show as blank in the export as these fields do not physically exist within the Unified CM AXL API and are only used to drive GUI and Workflow logic and are therefore not saved within the Hunt Group Relation instance.

Features: Summary

4.1 Core Software

- *EKB-6416*: Add new Macro clause “to” which must be combined with “direction”.

Features: Detail

5.1 Core Software

- **EKB-6416: Add new Macro clause “to” which must be combined with “direction”.** Adds a new macro direction clause to search up/down using a “to” parameter which is used to specify a Hierarchy Node type to search to. E.g.: `{# data.Countries.* || direction:up, to:Customer #}`

Defects Fixed: Detail

6.1 Admin GUI

- **EKB-9020: Quick Add Subscriber auto generated phones name for Jabber are limited to 11 characters but should be 15.** Fixes current hardcoded Jabber device name maximum length from 11 to 14(15 - 1)

6.2 Self-service

- **EKB-9153: Adding Voicemail from Self-Service fails if Unity Connection does not have a User Template called “voicemailusertemplate”.** Fixes an issue where adding Voicemail from Self-Service always uses a User Template on Cisco Unity Connection called “voicemailusertemplate”. The User Template will now be looked up from the “Device Configuration Template for End User Voicemail Account Add” defined in the Self Service Feature Display Policy

6.3 Core Software

- **EKB-6122: Long running API request for device data choices, e.g CUCM RoutePartition.** Fixes an issue of slow resolving of device data choices dropdowns caused by an inefficient database query.

- **EKB-7845: Operation not supported (get) error when trying to access device/cuc/InstalledLanguage.** Fixes an issue where selecting an item in the Unity Collection Installed Language list view, caused an error.
- **EKB-8041: bulk_delete and bulk_update within a Workflow only processes the first 1000 items in the list.** Fixes an issue where only the first 1000 items in a list are processed when the bulk_delete or bulk_update methods are called via a Workflow. All items will now be processed without an overall limit.
- **EKB-8131: Modify Softkey Template bulk loader fails when using Formatted Excel export but works for non formatted.** Fixes bulkload failure of exported formatted loaders.
- **EKB-8732: Voicemail language disappear from Voss.** Fixes an issue where installed languages were always deleted and re-added on sync instead of updating or doing nothing if no change.
- **EKB-8814: Site delete workflow does not update E164 Inventory association flag when at Customer Hierachy.** Fixes an issue where a deleted Site's IntNumber/E164 Associations are not updated for E164 Number's residing at Customer Level
- **EKB-8937: relation/Voicemail field "Language That Callers Hear" cannot be updated by API and Bulk Loaders.** Fixes an issue that made it not possible to export and update the "Language That Caller Hears" setting on the Voicemail relation
- **EKB-8965: fn.containsIgnoreCase doesn't work.** Fixes an issue where containsIgnoreCase function was not working correctly.
- **EKB-8989: Phone Status Export tool fails when registered CTI Ports exist.** Fixes an issue where the Phone Status Export tool fails when device names are mixed case
- **EKB-9124: Setting or changing the Speed Dial field on an Intercom Line on a Phone or Device Profile has no effect.** Fixes an issue where the Speed Dial field on an Intercom Line could not be configured.
- **EKB-9262: Fix scheduler - Step over and log faulty schedules.** Faulty or outdated schedules may cause other schedules to not execute. This fix will have the scheduler step over and log 'faulty' schedules.
- **EKB-9330: fn.get_dn_number function does not return result for E164 Associations (N to 1 DN) when associations are in Range of 1.** Fixes an issue where the function, fn.get_dn_number, does not return the associated Directory Number for the inputted E164 Number when the E164 Associations (N to 1 DN) has been done with a Range of 1.

6.4 Workflow Templates

- **EKB-3902: Update HcsCheckMoveRoleValidPWF to cater for Linked Sites.** Fixes an issue where Role validation does not cater for Linked Sites
- **EKB-5130: Saving values in Queueing fields doesnt disable Forward values on reopening Hunt-Group.** Fixes an issue where the Forward Hunt No Answer and Forward Busy fields are not read-only after enabling Queueing on the Hunt Group.
- **EKB-5139: Hunt Groups: Update does not drop fields from CUCM when switching from Forward Hunt to Queueing.** Fixes an issue where it is not possible to change a Hunt Group from Queueing to Forwarding once any values had been saved in the Queueing fields. Note: Three new Helper fields have been added to the Hunt Group page, these fields will need to be exposed manually in the Field Display Policies if the FDPs were previously customized by cloning to a lower hierarchy level. These fields are: Queue Calls (HF.queue_calls_checkbox) Forward Hunt No Answer Action (HF.cfna_action) Forward Hunt Busy Action (HF.cfb_action) **VERY IMPORTANT:** The Queue

Calls (`HF.queue_calls_checkbox`) field must be included in the Bulk Load sheet, and set to TRUE, when performing Modifications to existing Hunt Groups when either enabling Queueing or updating existing Queueing fields. Failure to include this field will result in Queueing being Disabled.

- **EKB-5962: Remove Agent Line association when Deleting Phones, DeviceProfiles or Subscribers.** This fix adds support for Agent Line management when deleting phones, device profiles or subscribers.
- **EKB-6141: Smart Add Phone: E164 Mask is not set when using macro.SDD_QAS_E164Number_MCR in Phone CFT.** Fixes an issue where E164 Mask is not set on the Line when adding a Phone with Smart Add Phone when E164 Mask uses Macro in Configuration Template.
- **EKB-6532: DN Filter “Show Numbers belonging to this Subscriber” does not work on Extension Mobility relation.** Fixes an issue where the DN Filter “Show Numbers belonging to this Subscriber” does not filter the list of numbers correctly on the Extension Mobility menu.
- **EKB-7518: Admin GUI allows Export of Subscriber when Access Profile does not have the required permission.** Fixes an issue where Export Action is shown for Subscribers when the Admin User does not have the Export permission in the Access Profile.
- **EKB-8251: Remove x.x.x.x from external links in the Enhanced Provider and Customer menus.** Removed the [HTTPS://x.x.x.x](https://x.x.x.x) prefix from each of the external links in the Enhanced Provider and Customer Menus for: ADMINISTRATION PORTAL, BUSINESS ADMIN PORTAL and END-USER SELF-SERVICE PORTAL
- **EKB-8788: Add LDAP User Sync Workflow fails and stops running if Users are missing Data Models.** Fixes an issue where adding of the data/LdapUser instances, which is executed for each user after adding an LDAP User Sync, stops for all users when encountering an issue for a single User. The transaction will now continue for the remaining Users and report a failure in the sub-transaction for the failed User.
- **EKB-8894: Adding a Phone, which is assigned to a different user, fails with the incorrect error when “Delete existing Unassigned Phone when re-adding an identical Phone” is set to No.** Fixes Phone Reassignment failure when the Global Setting Delete existing Unassigned Phone is set to false and phone is reassigned to a different user.
- **EKB-8967: HcsEnhancedProviderMenu is missing MOH Cluster Management menu items.** Adds the Music On Hold Cluster Management and related menu entries to the HcsEnhancedProviderMenu Menu Layout.
- **EKB-8976: Line Search returns inconsistent results if multiple Line exist in different Partitions.** Fixes an issue where Line Search would return a subset of actual line usage when the line exists in multiple partitions.
- **EKB-9029: Directory Number Inventory List should not have Add option.** Fixes an issue where the Directory Number Inventory Menu (data/InternalNumberInventory), incorrectly shows Add as an available Action.
- **EKB-9041: Unable to populate ‘Department’ section using relation/HcsUserREL.** Fixes an issue where updating a User (HcsUserREL) without voicemail fails when you try to add/modify a ‘Department’ field value on the update User page.
- **EKB-9053: Remote Destinations added directly to Phones and all TodAccess models are not moved when using Move Subscriber feature.** Fixes an issue where Remote Destinations configured directly on Phones are not moved when moving Subscribers.
- **EKB-9112: Meta data button for Subscriber search does not contain CFT and FDP in Enhanced Provider and Customer Landing Pages.** Fixes an issue where the Search Links for Subscriber,

Phones and Lines did not contain the required Field Display Policy and Configuration Templates in the Enhanced Provider Customer Landing Pages.

- **EKB-9138: Provider Admin Access Profile is missing “configuration_template” permission for CUCM and CUC device models which results in failure when Bulk Loading new Configuration Templates.** Fixes an issue where ProviderAdmins are not able to create new Configuration Templates via Bulk Loader for any device/cucm and device/cuc models, due to missing permissions in Access Profile. This updates the HcsProviderAdminAP, HcsEnhancedProviderAdminAP, hcsadmin and entadmin Access Profiles to include the “configuration_template” permission type for all device/cucm, device/cuc and device/webex/User model types.
- **EKB-9147: Unable to create Contact Center Agent (UCCX) via QuickAddSubscriber when using CUCM 12.5 “5003 message: User is not associated with this line”.** CUCM version 12.5 requires that the IpccRoutePartition is sent with the IpccExtension when provisioning a UCCX Agent
- **EKB-9159: Move Subscriber requires mandatory Line Pattern field when selecting Move Lines.** Fixes an issue where Move Subscriber fails as hidden fields are marked as mandatory.
- **EKB-9205: Move Subscriber cross cluster fails for LDAP synced CUCM user when specifying a “Configuration Template for Subscriber Update”.** Fixes an issue where Moving a Subscriber, using Move Subscriber feature, fails when performing a Cross Cluster move if a Template for “Configuration Template for Subscriber Update” has been selected.
- **EKB-9430: Quick Add Subscriber does not set the Voicemail PIN and Password.** Fixes an issue where Quick Add Subscriber does not set the Voicemail PIN and Password from the screen input.

6.5 Business Admin Portal

- **EKB-4486: Cannot add Extension Mobility to an existing subscriber using Default Profile.** Fixes an issue where adding Extension Mobility service to a Subscriber fails when selecting the Default Extension Mobility Profile Template.
- **EKB-4488: Bulk Add Subscriber fails with invalid Phone Name.** Fixes an issue where the auto-generated phone name is not being set when adding a Subscriber using Bulk Add Subscriber.
- **EKB-9163: AddSubscriberFrom Profiles fails at CFT evaluation when “Use generated phone name” is unset and “Phone Name” is not specified.** Fixes an issue where Adding a Subscriber fails when “Use generated phone name” is unset and Phone Name is not specified. Also fixes an issue where Services are not refreshed when the Subscriber Profile is changed when Adding a Subscriber.
- **EKB-9188: Partition field is not displayed as dropdown when adding a Translation Pattern from relation/HcsTransPatternREL.** Fixes an issue where the Partition field is not displayed as a dropdown on Translation Patterns (relation/HcsTransPatternREL).
- **EKB-9326: Line Group Name field is Read Only when adding a new Line Group to an existing Hunt Group.** Fixes an issue with adding members to a Hunt Group in the new Admin GUI.
- **EKB-9355: Department field does not show the current value on the Subscriber page after exposing the field in BusinessAdminUserDetailsFDP.** Fixes an issue where the value set in the following fields, on the Subscriber page, are not displayed when these fields or exposed in the “User Details Display Policy” Field Display Policy: department, directoryUri, homeNumber, manager, telephoneNumber, title
- **EKB-9376: Subscriber page doesnt Refresh after making a change to a Subscriber.** Fixes an issue where a Subscriber’s User Details fields are not refreshed if they’ve been updated in Business Admin Portal.

- **EKB-9380: Headset Dashboard shows counts of headsets from above the selected hierarchy.** Fixes an issue where Headset Summary is shown for Headsets which exist above the selected Hierarchy.
- **EKB-9389: PIN and Password is not set when adding a Subscriber using Bulk Add Subscriber.** Fixes an issue where the PIN and Password is not set when adding a Subscriber using Bulk Add Subscribers.
- **EKB-9418: Removing Extension Mobility from one Subscriber, when Device Profile is associated to multiple Subscribers, deletes the Device Profile for all Subscribers.** Fixes an issue where a shared Device Profile is deleted when removed from a single subscriber.