



## VOSS-4-UC

# Upgrade Notes for VOSS-4-UC 20.1.1 (Early Field Trial)

Release 20.1.1

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## Upgrade Overview

In a new release, there are a number of changes that could relate to exposing new features or capabilities in the system. The default out of the box system would expose these. However, on a system where the configuration around the user experience has been applied, this might mean some changes to configured menus, display policies, and so on to expose the new features in your setup.

Where relevant, we have included this information with the feature information to assist in planning for configuration changes as part of the upgrades. This setup could vary.

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**Note:** For Release 20.1.1, there is no upgrade procedure with an Delta bundle.

Follow the upgrade procedure in the *Upgrade Guide with ISO*.

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### Important:

- For VOSS-4-UC release 20.1.1, refer to the VOSS-4-UC 20.1.1 Release Changes and Impact document for details on model and workflow changes. Customizations related to these changes may be affected.
  - **EKB-3868 Disable support for limit=0 queries on the API:** The `limit=0` API parameter is not available anymore, and any API call containing this parameter value will fail. Please update any customizations that use this value.
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## VOSS-712: Ability to upload MOH files

### 2.1 Introduction

The information provided here is to assist in planning for configuration changes as part of the upgrades. This setup could vary depending on the functionality you wish to expose and the different roles in the system.

### 2.2 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- *device/uccx*
- *relation/UccxAgent*

### 2.3 Menu Layout

Review the default Provider Menu for configuration examples for the following items.

- *Contact Centre*
- *Agents*

## 2.4 Field Display Policy (FDP)

A number of default FDPs have been added or modified. Please review the FDPs for changes which may need to be incorporated into the customized versions if the default versions have been cloned down and modified. The FDPs may need to be applied to Menu item as per the Menu Layout section.

- *DefaultFDP*

## VOSS-667: Clusterwide Call Park and Directed Call Park

### 3.1 Introduction

Provides two new capabilities related to managing Cisco Call Parks and Directed Call Parks.

This feature was available as two separate add-on Adaptations for previous releases called GS Call Park, and Directed Call Park. These Adaptations must not be installed from version 20.1.1 or above.

### 3.2 Relation

Two new Relation have been added:

- *relation/ClusterwideCallPark\_REL*
- *relation/ClusterwideDirectedCallPark\_REL*

### 3.3 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- *relation/ClusterwideCallPark\_REL*
- *relation/ClusterwideDirectedCallPark\_REL*

### 3.4 Menu Layout

Review the default Provider Menu for configuration examples for the following items.

- *Clusterwide Call Park*
- *Clusterwide Directed Call Park*

## VOSS-661: Upgrade platform OS to Ubuntu 18.04

### 4.1 Introduction

The operating system has been upgraded to Ubuntu 18.04. VOSS-4-UC now supports TLS 1.3, although disabled by default.

## 4.2 Enabling TLS 1.3

TLS 1.3 is disabled by default in order to provide a seamless upgrade experience for customers using browsers that are incompatible with the stricter security requirements of TLS 1.3. In order to enable TLS 1.3, run: **cluster run all web ssl enable TLSv1.3**.

Note: TLS 1.1 and TLS 1.2 are both automatically disabled upon enabling TLS 1.3. Conversely, TLS 1.3 is automatically disabled when either TLS 1.1 or TLS 1.2 (or both) are enabled.

# VOSS-660: Productize Add Device to User Adaptation

## 5.1 Introduction

Provides two new capabilities related to adding and removing Device association to and from Subscribers.

Add Device to User: Provides the ability to associate an unassigned Phone or Device Profile to a User.

Remove Device from User: Provides the ability to disassociate a Phone from a User.

This feature was available as an add-on Adaptation for previous releases called GS\_AddDeviceToUser.

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**Important:** This Adaptation must not be installed if the system is on version 20.1.1 or higher.

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## 5.2 View

Two new Views have been added:

- *view/GS\_AddDeviceToUser\_VIEW*
- *view/GS\_removeDeviceFromUser\_VIEW*

## 5.3 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- *view/GS\_AddDeviceToUser\_VIEW*
- *view/GS\_removeDeviceFromUser\_VIEW*

## 5.4 Menu Layout

Review the default Provider Menu for configuration examples for the following items:

- *Add Device to User*
- *Remove Device from User*

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# VOSS-651: Number Inventory Overhaul

## 6.1 Introduction

Enhances Number Inventory management by adding a new Status and Usage field to Directory Numbers, which replaces the previous “Available” and “Used” fields. Status will now be shown as either Available, Used, Used-Utility, Cooling or Reserved.

Real time usage of each DN is also shown by selecting the new “Usage” tab which returns a pattern match for Phones, Device Profiles, Remote Destination Profiles, Hunt Pilot, Line Groups, Pickup Group Pilot, Voicemail Pilot, MeetMe, CTI Route Point, Call Park, Directed Call Park, System Call Handler and VOSS Phone instances. Usage field will be updated to show service assignment when services are added, updated or removed for corresponding Directory Numbers.

Number Inventory now uses a new Relation, `relation/NumberInventoryREL`, this replaces the previous use of the data model `data/InternalNumberInventory`.

Cooling & Reservation menu has been updated to include a new Status of Reserved, the View and Access Profile remain the same as the previous Number Cooling feature, `view/IniCoolingMgmtVIEW`.

## 6.2 Relation

A new Relation has been added for managing the Number Inventory. This replaces `data/InternalNumberInventory`:

- `relation/NumberInventoryREL`

## 6.3 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- `relation/NumberInventoryREL`

## 6.4 Menu Layout

Review the default Provider Menu for configuration examples for the following items:

- *Number Inventory*

## 6.5 Migration

All Directory Number instances will be migrated to reflect the new Status value, the previous “Available” and “Used” boolean fields will be automatically deprecated.

Menu entries and Access Profiles entries of `data/InternalNumberInventory` will be automatically replaced with `relation/NumberInventoryREL`.

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## VOSS-604: Internal Number Inventory Audit Tool Replacement

### 7.1 Introduction

Provides a new tool for Auditing Number Inventory which caters for the new Status and Usage fields. All the following services are now Audited: Phones, Device Profiles, Remote Destination Profiles, Hunt Pilot, Line Groups, Pickup Group Pilot, Voicemail Pilot, MeetMe, CTI Route Point, Call Park, Directed Call Park, System Call Handler and VOSS Phone instances. Directory Numbers are now also set back to Available state when not assigned to services.

A new View, `view/NumberInventoryAudit` has been added, this replaces the previous version of the Directory Number Inventory Audit Tool `view/HcsDNInventoryMgmtView`.

This tool was available as an add-on Adaptation in previous releases called Number Inventory Audit.

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**Important:** This Adaptation must not be installed if the system is on version 20.1.1 or higher.

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### 7.2 View

A single new View has been added:

- `view/NumberInventoryAudit`

### 7.3 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- `view/NumberInventoryAudit`

### 7.4 Menu Layout

Review the default Provider Menu for configuration examples for the following items:

- *Audit Number Inventory*

### 7.5 Migration

Menu entries and Access Profiles entries of the previous tool `view/HcsDNInventoryMgmtView` will be automatically replaced with `view/NumberInventoryAudit`.

## VOSS-556: Number Range Management Tool

## 8.1 Introduction

Provides a common tool for Provider and Enterprise deployment types, to manage Number Inventory entries and Add, Modify and Delete in ranges.

This new tool replaces the previous “Add Directory Number Inventory” (`view/HcsDNMgmtVIEW`) for Provider deployment types as well the previous “Maintain Internal Number Inventory Range” (`view/UcsMaintainMultiInternalNumberInventoryVIEW`) for Enterprise deployment types.

## 8.2 View

A single new View has been added

- `view/NumberInventoryRangeMgmtVIEW`

## 8.3 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- `view/NumberInventoryRangeMgmtVIEW`

## 8.4 Menu Layout

Review the default Provider Menu for configuration examples for the following items.

- Number Range Management

## 8.5 Field Display Policy (FDP)

A single new FDP has been added.

- Name: `NumberInventoryRangeMgmtViewFDP`
- Target Model Type: `view/NumberInventoryRangeMgmtVIEW`

## 8.6 Migration

Menu and Access Profiles entries of the previous tools, `view/HcsDNMgmtVIEW` and `view/UcsMaintainMultiInternalNumberInventoryVIEW` will be automatically replaced with `view/NumberInventoryRangeMgmtVIEW`.

# VOSS-612: Audit log filtering

## 9.1 Introduction

This feature introduces a fixed set of audit log filters (called rulesets) in order to control the verbosity of audit log messages that are streamed to remote syslog servers.

Prior to this upgrade all operating system audit event information (including a subset of CLI commands) was streamed to remote syslog servers when the audit log feature was enabled.

## 9.2 Ruleset Configuration

Eight rulesets have been created, namely:

- Default Rules
- CLI Commands
- User and Group
- Network Events
- Security
- Software Management
- Root Commands
- File Access

Refer to the Platform Guide for details of what each ruleset includes.

By default, the following rulesets are enabled on upgrade:

- Default Rules
- CLI Commands

In order to enable all rulesets (behaviour prior to upgrade) on all the nodes in a cluster, the following command must be run:

**cluster run all log audit ruleset enable all**

# VOSS-568: Implement customer-specific SSO URLs

## 10.1 Introduction

This feature adds the ability to configure a domain name that users use to access VOSS-4-UC during SSO authentication. Once authenticated by the SSO Identify Provider, users will be redirected to VOSS-4-UC using the initial domain.

## 10.2 Field Display Policy (FDP)

One default FDP has been modified. Please review the FDP for changes which may need to be incorporated into the customized versions if the default version has been cloned down and modified.

- *HcsSsoldpRelFDP*



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# VOSS-551: User Management Overhaul

## 11.1 Introduction

This is a complete overhaul of User Management with the goal of simplifying the interaction between VOSS-4-UC and other external systems.

The following User related Data Models, Relations and View have been deprecated:

- `data/NormalizedUser`
- `data/HcsUserProvisioningStatusDAT`
- `data/LdapUser`
- `data/SsoUser`
- `data/UserAuthMethod`
- `data/HcsAdminUserDAT`
- `relation/HcsUserREL`
- `relation/HcsAdminUserREL`
- `view/HcsAuditUserSyncToVIEW`

All User related information is now stored in a single data model: `data/User`.

A number of changes to make Authentication more flexible have also been introduced which affect LDAP and SSO Server configuration and Field Mapping.

## 11.2 Relation

A new Relation has been added for managing Users and Admin Users. This replaces both `relation/HcsUserREL` and `relation/HcsAdminUserREL`.

- `relation/User`

## 11.3 Data Model

A new Data Model has been added for managing Field Mappings for LDAP and Unified CM. Field Mapping is no longer configured on the individual LDAP User Sync or CUCM instances.

- `data/UserFieldMapping`

## 11.4 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- `relation/User`
- `data/UserFieldMapping`

## 11.5 Menu Layout

Review the default Provider Menu for configuration examples for the following items:

- Users
- Admins
- User Field Mapping

## 11.6 Migration

All User instances will be migrated to reflect the new changes, the instances of the deprecated user related data models will be removed.

Menu entries and Access Profiles entries of `relation/HcsUserREL` and `relation/HcsAdminUserREL` will be automatically replaced with `relation/User`.

# VOSS-519: Productise IOS Gateway Adaptation

## 12.1 Introduction

This feature adds new menu items related to Cisco SIP Trunk and IOS Device provisioning.

- Quick Add SIP Gateway: Provides the ability to add an IOS Device, SIP Trunk configuration and SIP Gateway/Port configuration in a single step.
- SIP Gateway Port: Provides the ability to add, modify and delete Port configuration for an existing SIP Gateway. The relevant IOS Device Commands are generated for both actions and are available under the existing IOS Commands menu (`data/HcsCommandDAT`)

This feature was available as an addon Adaptation for previous releases called `GS_IOS_Gateways`.

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**Important:** This Adaptation must not be installed if the system is on version 20.1.1 or higher.

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## 12.2 View

A single new View has been added:

- `view/GS_IOSGateway_QuickAdd_View`

## 12.3 Relation

A single new Relation has been added:

- `relation/GS_IOSGateway_PortData_REL`

## 12.4 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- *view/GS\_IOSGateway\_QuickAdd\_View*
- *relation/GS\_IOSGateway\_PortData\_REL*

## 12.5 Menu Layout

Review the default Provider Menu for configuration examples for the following items:

- *Quick Add SIP Gateway*
- *SIP Gateway Port*

## 12.6 Configuration Template (CFT)

For Quick Add SIP Gateway two sample CFTs have been provided for the SIP Trunk and SIP Port specific configuration. These CFTs appear as selectable choices from the dropdown when adding the Port via the GUI. In order to appear in the dropdown the target model type in the CFT must be `device/cucm/SipTrunk` for the SIP Trunk and `relation/GS_IOSGateway_PortData_REL` for the SIP Port Configuration.

The CFTs must also have the “Custom feature usage identifier” value of `IOSGateway`. See the sample CFTs for configuration examples:

- Name: *GS\_IOSGateway\_SampleSipTrunk\_CFT*
- Target Model Type: *device/cucm/SipTrunk*
- Name: *GS\_IOSGateway\_SampleE1Port\_CFT*
- Target Model Type: *relation/GS\_IOSGateway\_PortData\_REL*
- Custom feature usage identifier: `IOSGateway`

For SIP Gateway Port a single CFT has been added for use in the Menu configuration:

- Name: *HcsAnalogGateway\_Menu\_CFT*
- Target Model Type: *relation/GS\_IOSGateway\_PortData\_REL*

# VOSS-483: Productize Analogue Gateway Adaptation

## 13.1 Introduction

This feature adds two new menu items related to Cisco Gateway management. Overbuild Analog Gateway provides the ability to move an imported Analog Gateway, and the related Ports and End Points, down to a Site based on the Device Pool assigned to the first Port. An IOS Device is automatically created at Customer level for the Gateway during the Overbuild process.

Add port to Analog Gateway provides the ability to add a single Port with an assigned DN to an existing Gateway without having to select or configure a specific port. The next available Port is automatically selected

based on the Gateway's module/slot configuration. The Port specific configuration details are based on the selected Configuration Template.

This feature was available as an addon Adaptation for previous releases called `GS_Analogue_Gateways`.

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**Important:** This Adaptation must not be installed if the system is on version 19.3.4 or 20.1.1 or higher.

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## 13.2 Access Profiles

Review the default Provider Admin AP for permission examples for the following model types:

- `GS_AGW_overbuild_VIEW`
- `GS_AGW_AddPort_VIEW`

## 13.3 Menu Layout

Review the default Provider Menu for configuration examples for the following items:

- Overbuild Analog Gateway
- Add port to Analog Gateway

## 13.4 Configuration Template (CFT)

For Add port to Analog Gateway two sample CFTs have been provided for the Port specific configuration. These CFTs appear as selectable choices from the dropdown when adding the Port via the GUI. In order to appear in the dropdown the target model type in the CFT must be "device/cucm/GatewaySccpEndpoints" for SCCP protocol or "device/cucm/GatewayEndpointAnalogAccess" for MGCP protocol. The CFTs must also have the "Custom feature usage identifier" value of "AddPortToAnalogGateway".

See the sample CFTs for configuration examples:

- Name: *GS\_AGW\_AddPortSCCP\_CFT*
- Target Model Type: *device/cucm/GatewaySccpEndpoints*
- Name: *GS\_AGW\_AddPortMGCP\_CFT*
- Target Model Type: *device/cucm/GatewayEndpointAnalogAccess*
- Custom feature usage identifier: *AddPortToAnalogGateway*