



VOSS-4-UC

Release Notes for VOSS-4-UC 21.1

Release 21.1

Nov 02, 2021

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Release Overview

These are the official release notes for:

- Product: VOSS-4-UC
- Release Version: 21.1

Release 21.1 is the first release for the 21.x release series and contains the following highlights and enhancements:

Highlights:

- New Look Admin Portal
- Improved User Management
- Number Inventory Improvements
- Enhanced Microsoft and MS Teams Management

- Pexip Conferencing Management
- Extended Webex Teams User and Workspace Management
- Modular Cluster Deployment (separate App and DB nodes)
- Automated License Audit Processing
- VOSS Phone Server

Low cost option to provide telephony to HCS deployments

Usability and Operational Enhancements:

- Support for Provider and Customer level Site Defaults Doc
- Cisco Phone Status Export Tool
- Ability to reset/restart all phones at a Site in bulk
- Tool to associate / disassociate Users and Phones
- Improved Call Park and Directed Call Park management
- LBO Gateway provisioning workflows
- Overbuild support for Analog Gateways
- Quick Add SIP Gateways
- Multi-cluster FAC management
- Improved Media Termination Point, Transcoder and Conference resource management
- Improved Transaction Log Management
- Support for Dynamic Menu Layouts

Platform:

- Update of Platform OS to Ubuntu 18.04
- Additional System Monitoring Capabilities
 - Certificate Expiry
 - User lock/unlock
- Improved filtering of system audit logs
- Ability to stream all platform logs to remote syslog server
- Upgrade process improvements
 - Streamlined commands
 - Improved terminal output
 - Additional system checks to prevent failures during upgrade

Small Enhancements:

- Added support for VG400 and VG450 Gateways
- Ability to customize list page column headings using Field Display Policies
- Ability to hide system-level transactions from the transaction log page
- Menu layout “diff” tool [New Admin Portal]
- Ability to view and edit the JSON representation of any form [New Admin Portal]

Business Admin Portal:

- Move Subscriber added as a built-in feature
- Subscriber page now shows all lines that can be clicked to navigate to that line page
- New Multi-vendor Subscriber option

Release Details

Delta Platform
Release : 21 . 1
Build Number : 128
Platform Version : 21 . 1 . 0-1630499623

Supported Upgrade Paths:

- ISO Upgrade:
 - 19.x =>

Important: Upgrade from 19.3.4-PB5 to 21.1 is *not* supported.

- Customers who operate certain End-of-Support versions of VOSS-4-UC may be required to upgrade to newer versions of the software *prior* to upgrading to VOSS-4-UC 21.1.

These versions include VOSS-4-UC 18.1, 18.1-PB3, 19.1.1, 19.1.2

Upgrade Paths:

- CUCDM 11.5.3 (Patch Bundle 4b) > ISO upgrade to 19.2.1 > 21.1
- 18.1 (Patch Bundle 3/3b) > ISO upgrade to 19.2.1 > 21.1
- 19.1.1 > Delta Bundle upgrade to 19.2.1 > 21.1
- 19.1.2 > Delta Bundle upgrade to 19.2.1 > 21.1
- When upgrading from 18.1.3, refer to the “Upgrading from 18.1.3 to 21.1” section of “Upgrade a Multinode Environment with the ISO and Template” in the *Upgrade Guide with ISO*.

Application Compatibility:

- For this Release, testing was performed using the following application versions. Note that older versions of each app may also be compatible.

UC App	Versions
CUCM	10.5.2.17900-13, 11.5.1.22900-28, 12.5.1.11900-146, 14.0.1.10000-20
CUC	10.5.2.17900-13, 11.5.1.22900-28, 12.5.1.11900-57, 14.0.1.10000-19
HCMF	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.10000-5, 12.6.1.10000-2
UCCX	11.6.2.10000-38

VOSS App	Versions	Notes, application specific caveat
VOSS NBI	3.2.0	
VOSS Analytics Dashboard	SP64	SP65 required for User and Number Inventory Analytics
VOSS Assurance Arbitrator	SP23	

Refer to the Compatibility Matrix for all app compatibility and browser support.

Important Information

- For VOSS-4-UC release 21.1, refer to the *VOSS-4-UC 21.1 Release Changes and Impact* document for details on model and workflow changes. Customizations related to these changes may be affected. Note that this impact document is not applicable when upgrading from 20.1.1.
- Release 21.1 does not support FIPS. FIPS support will be available from the next release.
- The “default” Business Admin Portal Profile has been updated to allow switching from the Business Admin Portal to the Admin Portal. The “default” Business Admin Portal Profile is used by all Users unless their Role does not explicitly define another Profile. If Users should not be allowed to switch from Business Admin Portal Profile to the Admin Portal then this “default” Profile should be cloned down to Provider level and the option “Allow switch to Admin mode” disabled.
- VOSS-4-UC will not support API Backward Compatibility from 21.1 and future releases. Documentation is available to highlight API differences” in order for integrators to apply the necessary changes.
- VOSS-4-UC User Management transactions have undergone major changes in order to rationalize entities and more easily incorporate different UC vendors in future. These changes have the side effect of more transactions being executed during User and Subscriber creation and updates. The increase in transactions leads to longer running UC Application Data Sync operations. The number of transactions will be optimized in future releases in order to speed up Data Sync operations.
- User Management migration updates default authentication types on SSO Identity Providers when upgrading from 19.3.4 to 21.1 (not applicable when upgrading from 20.1.1). If an SSO Identity Provider exists at the provider hierarchy level, the default authentication settings:
 - Authentication Scope: Current hierarchy level and below
 - User Sync Type: All users

will not allow any non-SSO user logins (typically local administrators). The solution is to log in as higher level administrator account (full access) and set the SSO Identity Provider:

- Authentication Scope: Current hierarchy level only
- User Sync Type: LDAP synced users only

Please refer to the *SSO Identity Provider: Field Reference* topic in the Core Feature Guide under *Configure Single Sign-On for VOSS-4-UC*.

- If any Microsoft integrations exist in VOSS-4-UC pre-upgrade, then the existing device connections configured for Azure AD Online will be migrated to MS Graph. The MS Graph connection configuration requires additional details, which must be obtained prior to upgrade. Please see the *VOSS-4-UC Configuration and Sync* and *Microsoft Configuration Setup* topics in the Core Feature Guide. The connection configuration must be added to the migrated connection details after upgrade to ensure continued serviceability.

- Any customer using the Microsoft / Cisco Hybrid (Direct Routing) adaptation will not be able to upgrade to the 21.1 release. This adaptation is only supported on release 19.3.4 and has not been made compatible with some of the core functionality in the new release.

Features: Summary

4.1 Admin GUI

- *EKB-3667*: Move subscriber to allow control over settings of moved soft phones.
- *VOSS-677*: VOSS Cloud Licensing Service Integration.

4.2 New Admin GUI

- *EKB-8081*: Update Menu Layouts to support Landing Page targets.
- *EKB-8084*: Update Menu Layouts to support custom GUI components.
- *EKB-9491*: Landing page links must support custom components.

4.3 NBI

- *EKB-5719*: Create a generic role and new OVF template for NBI nodes.

4.4 Self-service

- *EKB-7374*: ConferenceNow attendee code in self service.
- *EKB-9816*: Enable Mobility for the User automatically when adding a Personal Phone entry or enabling Personal Phone Management.

4.5 Core Software

- *EKB-10048*: Allow fields to be exempt from device overwrite check in Settings.
- *EKB-3608*: Support a mechanism to clear resource tags.
- *EKB-3610*: Drop “Meta Tasks” from Landing Pages (migration).
- *EKB-4024*: Enhance list view filtering options.
- *EKB-4378*: Update SDE and License Audit extracts.
- *EKB-4382*: Migration script to update existing FDPs, CFTs, MLs, APs etc..
- *EKB-4402*: Remove Audit User Data Tool.
- *EKB-4497*: Create migration script for INI data changes.
- *EKB-4513*: Add middleName and pageNumber fields in SDE subscriber report.

- *EKB-4802*: Allow system level transactions to be hidden from the transaction log.
- *EKB-5166*: Add additional fields to Hunt Group Summary Attributes.
- *EKB-5294*: Improved memory consumption for data syncs.
- *EKB-5353*: Add a description field to menu layout entries.
- *EKB-5412*: Implement a mechanism to define global data sync workflows.
- *EKB-5428*: Migrate Number Inventory related AP, MLs and CFT's.
- *EKB-5512*: User field mapping migration for CUCM and LDAP.
- *EKB-5573*: System Global Settings: Data Sync Blacklist custom list overwritten on upgrade.
- *EKB-6248*: Migrate Landing Pages.
- *EKB-6249*: Migrate landing pages.
- *EKB-6325*: User Management template migration update DataSync workflows.
- *EKB-6407*: Add Menu and AP migration for old Audit and Number Management views.
- *EKB-6416*: Add new Macro clause "to" which must be combined with "direction".
- *EKB-6494*: Some migration fields not mapped for relation/HcsUserREL.
- *EKB-6548*: Remove HcsUserREL APs.
- *EKB-6725*: Add Sync Source and Auth Method to Adv. Subscriber Summary Attrs / List View.
- *EKB-7380*: Auth update: LDAP and SSO server schema changes.
- *EKB-7588*: Finalize orphaned queued and processing transactions.
- *EKB-7870*: Explicit LDAP auth method should override IDP(SSO) in scope.
- *EKB-7871*: Support for parallel queue processes.
- *EKB-7998*: Add VOSS Cloud Licensing Service Destination to sysadmin menus.
- *EKB-8029*: Secure transaction logs and driver params for generic powershell driver.
- *EKB-8083*: Update Menu Layouts to support conditional items.
- *EKB-8222*: Add new Direction in Macro Evaluator, fulltree, for searching up and down the hierarchy.
- *EKB-8605*: Support 14.0 CUCM.
- *EKB-9857*: Update Landing Pages to support conditional items.
- *VOSS-568*: Support for customer-specific SSO URLs.
- *VOSS-612*: Audit log filtering.
- *VOSS-620*: Provide warning prompts for purge data syncs.
- *VOSS-643*: System Monitoring Enhancements.
- *VOSS-790*: Pexip Support.
- *VOSS-794*: Improve transaction log management.
- *VOSS-843*: Support for Cisco Collaboration Systems Release(CSR) 14.
- *VOSS-847*: Support for Microsoft O365 and MS Teams Management.

4.6 Platform

- *EKB-3592*: We need a NTP diagnostic command on the CLI..
- *EKB-4014*: Upgrade base OS to Ubuntu 18.04.
- *EKB-4216*: Deploy new systems from OVA with Ubuntu 18.04 image.
- *EKB-4269*: Update wizard to make standalone a cluster of one node.
- *EKB-4421*: Add CLI commands to enable|disable|list components that are logged by auditd.
- *EKB-4494*: TLSv1.3 does not allow disabling of ciphers, and supercedes v1.1 and 1.2 completely.
- *EKB-4891*: CLI command to install multiple patches in order.
- *EKB-5111*: Improve log collect.
- *EKB-5386*: Add status of ntp sync to diag health output.
- *EKB-5580*: Remove output saying to run voss cleardown post upgrade.
- *EKB-5610*: Add support for tar.gz to app multi_install command.
- *EKB-5806*: Write cluster check output to log file.
- *EKB-5922*: Support key-based auth without password.
- *EKB-8057*: Log collect must collect all the transactions to the end of day.
- *VOSS-641*: Support VOSS-4-UC deployment on Azure.
- *VOSS-661*: Upgrade platform OS to Ubuntu 18.04.
- *VOSS-669*: Drop Support for Standalone Deployments.
- *VOSS-711*: Improve Patch Installation Usability.
- *VOSS-772*: Allow redirects from VOSS-4-UC proxy nodes.
- *VOSS-837*: Support for Modular Architecture.

4.7 Workflow Templates

- *EKB-10133*: Update “default’ Business Admin Portal Profile to Allow Switch to Admin Portal.
- *EKB-3766*: Show Help box on Add Site Dial Plan page.
- *EKB-3956*: Update data/BaseSiteDOM and ModBaseSite-CFT to include new CUCDM8.x and custom fields added to data/BaseSiteDAT.
- *EKB-4168*: Add RBAC changes for Clusterwide Call Park and Clusterwide Directed Call Park.
- *EKB-4192*: Add RBAC change for “Media Resources”.
- *EKB-4239*: Add RBAC changes for “Quick Add Gateway”.
- *EKB-4387*: Update all template CFTs, PWFs etc. that reference deprecated models.
- *EKB-4610*: Add Call Park and Directed Call Park Number choice should use standard lines function.
- *EKB-4658*: Update version dropdown on data/UccxServer.
- *EKB-4777*: Add ex-directory capability to phone services directory.
- *EKB-5066*: Add RBAC changes for Forced Authorization Codes.

- *EKB-5070*: Add support for setting phone description on the Add Phone feature.
- *EKB-5199*: Replace all Href instances for Views in default Menus with the Model Type of View.
- *EKB-5934*: Add default instances GS_FACAuthLevels_DAT and GS_FAC_Help_DAT at sys.hcs.
- *EKB-6059*: Productize Manage AD LDAP Users Adaptation.
- *EKB-6524*: Update Agent Lines workflows to use fn.acquire_lock to prevent Device overwrite blocked error.
- *EKB-6537*: Support for a mechanism to override authentication method for QAS and Data Sync.
- *EKB-6557*: Update the default “Full Access” Business Admin Portal Profile to enable Allow switch to Admin mode.
- *EKB-7437*: Update “Global Voicemail Dial Plan Profile” data model to be visible at lower hierarchy.
- *EKB-7789*: Generic Dial Plan: Add 20 additional custom variable fields to Site Dial Plan Data.
- *EKB-8082*: Create Supported Vendor/Service Global Settings.
- *EKB-8087*: Make Entitlement Profile services generic.
- *EKB-8200*: Improve PowerShell Error Handling.
- *EKB-8809*: First Name and Last Name on User should be writable when LDAP Server has Enable Write Operations enabled.
- *EKB-8974*: Expose ‘Prepend Digits’ and ‘Wait for Additional Digits Timer’ fields on Auto Attendant Caller Input tab.
- *EKB-9266*: Add ability to define Site Default Doc settings at Customer level.
- *EKB-9521*: Update hcsadmin and entadmin access profiles to have full access to all model types.
- *EKB-9540*: Add new field redirectByApplication to UC Prep Profile and allow custom values for App User and CUCM Group Members fields.
- *EKB-9587*: Remove Avaya, Broadworks and Zoom Vendor Offerings from the MV Subscriber Relation..
- *EKB-9588*: Update Multi-Vendor Subscriber Service Card Titles (FDP).
- *EKB-9589*: Allow for setting the Conference Now Meeting Number and Attendees Access Code in Multi-Vendor Subscriber.
- *EKB-9735*: Number Inventory Usage Label for Line should include Partition.
- *EKB-9773*: Generic Dial Plan: Add field “prefixDn” to SIP Trunk Dial Plan Model.
- *EKB-9777*: Generic Dial Plan: Add Incoming Number prefix support to SIP Trunk Dial Plan Model.
- *VOSS-519*: Improve LBO Gateway Management.
- *VOSS-551*: User Management Overhaul.
- *VOSS-556*: Number Range Management Tool.
- *VOSS-592*: Multi-cluster FAC Management.
- *VOSS-604*: Number Inventory Audit Tool Improvements.
- *VOSS-651*: Number Inventory Improvements.
- *VOSS-660*: Add Phone Device to User Tool.
- *VOSS-667*: Clusterwide Call Park and Directed Call Park.
- *VOSS-689*: Improve usability of Media Termination Point, Transcoder and Conference resources.

- *VOSS-692*: Reset/Restart all phones in a Site.
- *VOSS-722*: VOSS Phone Server Solution.
- *VOSS-832*: Purge Number Inventory Tool.
- *VOSS-835*: Extended Webex Teams User and Workplace Management.
- *VOSS-842*: Customer and App onboarding automation between VOSS-4-UC and Assurance.

4.8 Business Admin Portal

- *EKB-2175*: Implement support for Landing Pages.
- *EKB-2287*: Implement support for menu filters.
- *EKB-2516*: Implement support for external link in menu items.
- *EKB-2710*: Admin GUI should not be dependant on a Business Admin Profile.
- *EKB-2815*: Modals must scroll when content overflows screen height.
- *EKB-3035*: Expose Move Subscriber in BAP.
- *EKB-3435*: Inventory Filter is not available when adding a new line to a current phone/edit phone.
- *EKB-3581*: Mechanism to define default app mode on login.
- *EKB-3633*: Support for context specific Help.
- *EKB-3964*: Support theme elements on Login page.
- *EKB-3965*: Support for Login Banner Popup.
- *EKB-3969*: Support for listing and managing Alerts.
- *EKB-4078*: Display login attempt info to user after login.
- *EKB-4170*: Make dashboard counters part of the Landing Page config.
- *EKB-4868*: Create menu diff tool.
- *EKB-4910*: Remove user selected hierarchy caching.
- *EKB-5005*: Darken 'error' red to increase contrast.
- *EKB-5008*: Tab from address bar should show skip to navigation/content.
- *EKB-5233*: Ability to see and update the JSON data for a record in the admin portal.
- *EKB-5817*: Subscriber details page should show summary of all lines in the Business Admin Portal.
- *EKB-8995*: Add support for Single Sign-On.
- *EKB-9142*: Multi-Vendor Subscriber: Enhancements - Child Component Load Data Design.
- *EKB-9333*: Support Conference Now inside of BAP Subscribers.
- *EKB-9590*: BAP - Subscriber Dashboard - Update Multi-Vendor Subscriber Counts and filter on End-Users..
- *VOSS-795*: Multi-vendor Subscriber List and Dashboard.

Features: Detail

5.1 Admin GUI

- **EKB-3667: Move subscriber to allow control over settings of moved soft phones.** This fix allows for Soft Phone Line Settings to be configured via CFT when being moved in the Move Subscriber Feature
- **VOSS-677: VOSS Cloud Licensing Service Integration.** Introduces a capability to register a platform which will enable the upload of license files to the VOSS Cloud Licensing Service through the existing monthly license data export schedule.

5.2 New Admin GUI

- **EKB-8081: Update Menu Layouts to support Landing Page targets.** New admin GUI now supports adding landing pages as menu items.
- **EKB-8084: Update Menu Layouts to support custom GUI components.** Adds the ability to select a custom component to be used by a menu item in the New Admin GUI instead of the default base components.
- **EKB-9491: Landing page links must support custom components.** Links on a landing page will now support custom components.

5.3 NBI

- **EKB-5719: Create a generic role and new OVF template for NBI nodes.** Added a new generic role during OVA install, and install wizard script.

5.4 Self-service

- **EKB-7374: ConferenceNow attendee code in self service.** This exposes the Attendees Access Code field in Self Service for updating.
- **EKB-9816: Enable Mobility for the User automatically when adding a Personal Phone entry or enabling Personal Phone Management.** Fixes an issue where a Personal Phone cannot be added for a Self Service User because that User does not have Mobility Enabled. Mobility will now be enabled for the User automatically when adding a Personal Phone entry or when enabling Personal Phone Management.

5.5 Core Software

- **EKB-10048: Allow fields to be exempt from device overwrite check in Settings.** Fields can now be excluded from device overwrite checking in data/Settings.
- **EKB-3608: Support a mechanism to clear resource tags.** A single tag may be cleared for a resource via the API by prefixing the tag, eg. `&tag=__CLEAR_TAG__<tagname>`. All tags may be cleared for a resource via the API by sending `&tag=__CLEAR_ALL_TAGS__`.

- **EKB-3610: Drop “Meta Tasks” from Landing Pages (migration).** Migrate Meta Tasks from Landing Pages to Sections
- **EKB-4024: Enhance list view filtering options.** New list view filtering conditions “isempty” & “is-notempty” now available.
- **EKB-4378: Update SDE and License Audit extracts.** The subscriber data extract report has been changed to allow for the new migrated data/User model.
- **EKB-4382: Migration script to update existing FDPs, CFTs, MLs, APs etc..** A migration script that updates all FDPs, CFTs, MLs, APs on a system to not reference the data models that are being deprecated. It also removes the following DataSync Workflows: for device/cucm/User: HcsAddCucmUserDsPWF HcsUpdateCucmUserDsPWF HcsDeleteCucmUserDsPWF HcsDeleteCucmUserPWF for device/ldap/User: HcsAddLdapUserEvtPWF HcsUpdateLdapUserEvtPWF HcsDeleteLdapUserEvtPWF HcsPurgeLdapUserEvtPWF
- **EKB-4402: Remove Audit User Data Tool.** This fix removes the Hcs Audit User Tools from all Shipped / Default Menu Layouts.
- **EKB-4497: Create migration script for INI data changes.** Migrates the 'data/InternalNumberInventory' model on systems that have a release prior to 20.x.
- **EKB-4513: Add middleName and pagerNumber fields in SDE subscriber report.** Updates the subscriber report in Subscriber Data Exports (SDE) to include middle_name and pager_number fields sourced from Call Manager user details.
- **EKB-4802: Allow system level transactions to be hidden from the transaction log.** A new checkbox, 'Exclude system transactions', has been added to the transactions filter dialog/popup screen. This is unchecked by default but if checked, it will not display transactions that have been created by the 'system' user.
- **EKB-5166: Add additional fields to Hunt Group Summary Attributes.** Adds additional fields to the summary attributes of Hunt Groups. The newly added fields are as follows: CFB Destination: forward-HuntBusy.destination Queue Full Destination: queueCalls.queueFullDestination No Hunt Members Answer/Available Destination: queueCalls.noAgentDestination
- **EKB-5294: Improved memory consumption for data syncs.** Improved memory consumption for data syncs.
- **EKB-5353: Add a description field to menu layout entries.** A description (string) field has been added to the data/MenuLayout model definition, for each level of the menu.
- **EKB-5412: Implement a mechanism to define global data sync workflows.** Create a new data model to specify workflows to be executed globally for a data sync of specific device type This model must capture Name (arbitrary identifier) Device Type e.g. data/CallManager Workflows (List) Model Type Operation Phase Workflow Synchronous (true/false) This mechanism must support hierarchy overrides i.e. it must be able to override a global data sync workflow at a lower hierarchy level During data sync, both global and data sync instance workflows must be executed
- **EKB-5428: Migrate Number Inventory related AP, MLs and CFT's.** Migrate AP, ML, FDP and CFT instances of data/InternalNumberInventory to relation/NumberInventoryREL
- **EKB-5512: User field mapping migration for CUCM and LDAP.** This script migrates cucm and ldap user fields and creates new instances in data/UserFieldMapping for each of the instances migrated. The new data/UserFieldMapping instances are created at the same hierarchy they were before being migrated. It also maps/converts the fields from data/NormalizedUser fields to data/User fields.
- **EKB-5573: System Global Settings: Data Sync Blacklist custom list overwritten on upgrade.** Changes to Global Settings will no longer be overwritten during a software upgrade.

- **EKB-6248: Migrate Landing Pages.** As part of the templates migration for User Management, the LandingPages must be migrated with: Removing deprecated models: data/NormalizedUser data/HcsUserProvisioningStatusDAT data/LdapUser data/SsoUser data/UserAuthMethod data/HcsAdminUserDAT relation/HcsAdminUserREL Map relation/HcsUserREL to relation/User
- **EKB-6249: Migrate landing pages.** This script migrates any Landing Pages where menu entry is data/InternalNumberInventory, setting it to relation/NumberInventoryREL and clearing the associated configuration template.
- **EKB-6325: User Management template migration update DataSync workflows.** Handles the mapping/migration of the following workflows to the corresponding workflow names: HcsAddCucmUserDsPWF -> UserCucmSyncAdd HcsUpdateCucmUserDsPWF -> UserCucmSyncUpdate HcsDeleteCucmUserDsPWF -> UserCucmSyncRemove HcsDeleteCucmUserPWF -> UserCucmSyncRemove HcsAddLdapUserEvtPWF -> UserLdapSyncAdd HcsUpdateLdapUserEvtPWF -> UserLdapSyncUpdate HcsDeleteLdapUserEvtPWF -> UserLdapSyncRemove HcsPurgeLdapUserEvtPWF -> UserLdapSyncPurge
- **EKB-6407: Add Menu and AP migration for old Audit and Number Management views.** Migrates old Number Inventory Audit and Number Management views for Menu and APs: - replaces HcsDNInventoryMgmtView with a new view, NumberInventoryAudit - replaces HcsDNMgmtVIEW with a new view, NumberInventoryRangeMgmtVIEW - UcsMaintainMultiInternalNumberInventoryVIEW is deleted(a message to alert that this has been deleted and needs to be added as necessary is logged)
- **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 #}
- **EKB-6494: Some migration fields not mapped for relation/HcsUserREL.** Fixes unmapped list fields.
- **EKB-6548: Remove HcsUserREL APs.** Removes relation/HcsUserREL Access Profiles.
- **EKB-6725: Add Sync Source and Auth Method to Adv. Subscriber Summary Attrs / List View.** Fixes an issue where the Role, Sync Source, User Type and Auth Method fields are not displayed in the Subscriber’s List View. The following order is now displayed for related fields: Role Entitlement Profile Sync Source User Type Auth Method
- **EKB-7380: Auth update: LDAP and SSO server schema changes.** This fix adds fields to LDAP and SSO servers: - scope (Local / Down) - sync_type (Synced users only / All) Adds auth_enabled to LDAP server
- **EKB-7588: Finalize orphaned queued and processing transactions.** Finalize transactions that were processing on a specific node when the queue service is restarted.
- **EKB-7870: Explicit LDAP auth method should override IDP(SSO) in scope.** This allows a user to authenticate against its LDAP server even when a valid IDP SSO server is in scope if the auth method for the user is set to LDAP.
- **EKB-7871: Support for parallel queue processes.** Added CLI command to control how many queue processes should be launched
- **EKB-7998: Add VOSS Cloud Licensing Service Destination to sysadmin menus.** Adds management for VOSS Cloud Licensing Service Destination in sysadmin menus.
- **EKB-8029: Secure transaction logs and driver params for generic powershell driver.** Generic driver transaction logs will redact parameters in secure section of connection parameters data model
- **EKB-8083: Update Menu Layouts to support conditional items.** Adds support for conditional menu items to the menu layouts model.

- **EKB-8222: Add new Direction in Macro Evaluator, fulltree, for searching up and down the hierarchy.** Adds a new search direction for Macros, fulltree, which searches up and down the hierarchy
- **EKB-8605: Support 14.0 CUCM.** Call Manager version 14.0 can now be selected in the connection parameters
- **EKB-9857: Update Landing Pages to support conditional items.** Adds support for conditional landing page links.
- **VOSS-568: Support for customer-specific SSO URLs.** When using Single Sign On with a custom domain name, the domain name will now be preserved during the redirection to/from the Identity Provider. Note that the Service Provider metadata will now be unique per domain name, and therefore new metadata may need to be generated and uploaded to the Identity Providers.
- **VOSS-612: Audit log filtering.** Introduces a number of CLI commands (**log audit ruleset**) to configure the verbosity of audit log data that is streamed to remote syslog. For platforms where the audit log feature is in use, please refer to Upgrade Notes for more details on additional configuration required.
- **VOSS-620: Provide warning prompts for purge data syncs.** Adds a confirmation warning prompt on execution of a purge data sync via the Admin portal in order to prevent inadvertent data removal.
- **VOSS-643: System Monitoring Enhancements.** Enhances system monitoring capabilities to include: proactive monitoring of SSL certificate expiry with alerts 30, 14, and 1 day(s) before expiry; streaming of selected log files to a remote syslog server; recording of account lock/unlock events in audit logs.
- **VOSS-790: Pexip Support.** Adds the ability to manage new or existing Pexip Conferencing solutions. Management is fully integrated with existing Subscriber Management capabilities.
- **VOSS-794: Improve transaction log management.** Introduces a number of improvements to streamline granularity and management of transaction logs. These improvements include: limiting logs generated by workflows; addition of two new log levels (Debug and Verbose) to be used for detailed diagnostics when necessary; automatic preservation of diagnostic logs for all failed transactions; enabling changing of transaction log level by Provider administrators and higher (previously only possible at sys level); ability to toggle log level per data sync execution; ability to configure the maximum database size allocation for detail transaction logs; executing transaction archive/export/delete as transactions that are visible in the Administration user interface.
- **VOSS-843: Support for Cisco Collaboration Systems Release(CSR) 14.** Adds support for Cisco Unified CM 14.0, Cisco Unity Connection 14.0 and Cisco HCM-F 12.6
- **VOSS-847: Support for Microsoft O365 and MS Teams Management.** Introduces support for managing Microsoft O365 and Microsoft Teams. This provides user onboarding and off boarding, dial plan and policy management, overbuilding existing tenants, flow through (zero touch) provisioning and number inventory integration.

5.6 Platform

- **EKB-3592: We need a NTP diagnostic command on the CLI..** NTP diagnostic command has been provided under the diag menu: “diag ntp”.
- **EKB-4014: Upgrade base OS to Ubuntu 18.04.** Upgrade of the VOSS base system to Ubuntu 18.04.3
- **EKB-4216: Deploy new systems from OVA with Ubuntu 18.04 image.** System OS upgraded to Ubuntu 18.04 LTS
- **EKB-4269: Update wizard to make standalone a cluster of one node.** Feature to migrate standalone systems to be a cluster of one.

- **EKB-4421: Add CLI commands to enable|disable|list components that are logged by auditd.** Additional Voss CLI commands were added to manage the audit log rules. The rules are divided into groups and can be controlled by the user of the system.
- **EKB-4494: TLSv1.3 does not allow disabling of ciphers, and supercedes v1.1 and 1.2 completely.** Allow for TLSv1.3 enablement for web server
- **EKB-4891: CLI command to install multiple patches in order.** Add new functionality to allow multiple patches to be installed at once.
- **EKB-5111: Improve log collect.** The following logs were added when executing 'log collect' db_server_status.log db_collection_stats.log db_index_stats.log top.log disk_usage.log today's sysstat WORKER_QUEUE.json.gz (only when all or db is selected)
- **EKB-5386: Add status of ntp sync to diag health output.** Added a notification if NTP is not synced on login.
- **EKB-5580: Remove output saying to run voss cleardown post upgrade.** The prompt for doing a voss cleardown after upgrade or install has been removed.
- **EKB-5610: Add support for tar.gz to app multi_install command.** Added feature to allow users to upload a tarball with multiple patches, and install them using a manifest for ordering.
- **EKB-5806: Write cluster check output to log file.** When a cluster check is done the results will be logged in /var/log/platform/cluster_check.log
- **EKB-5922: Support key-based auth without password.** Adds the ability to create an sftp user that does not require a password.
- **EKB-8057: Log collect must collect all the transactions to the end of day.** Running 'log collect' with just the start date and just an end date without the time will now collect all documents from the given start date to the given end date, including all documents for each day. Should the date be the same, all documents for that day will be retrieved.
- **VOSS-641: Support VOSS-4-UC deployment on Azure.** Introduces an installer for deploying VOSS-4-UC on Azure.
- **VOSS-661: Upgrade platform OS to Ubuntu 18.04.** The operating system has been upgraded from Ubuntu 16.04 to Ubuntu 18.04.
- **VOSS-669: Drop Support for Standalone Deployments.** With this feature, all standalone deployments will be migrated to a cluster of one during ISO upgrade.
- **VOSS-711: Improve Patch Installation Usability.** Adds a new command (**app multi_install**) that makes it possible to install more than one script/patch in a single command. Multiple script names are specified using space delimited list, a directory with a manifest, or a tar.gz archive of a manifest-backed directory.
- **VOSS-772: Allow redirects from VOSS-4-UC proxy nodes.** Add new commands to configure proxying of requests to external applications.
- **VOSS-837: Support for Modular Architecture.** This introduces a new modular cluster deployment type. The Modular Deployment configuration can be selected with a clean install or migrated to from a Unified Node Deployment.

5.7 Workflow Templates

- **EKB-10133: Update "default" Business Admin Portal Profile to Allow Switch to Admin Portal.** Updates the "default" Business Admin Portal Profile to allow switching from Business Admin Portal to the Admin Portal. The "default" Business Admin Portal Profile is used by all Users unless their Role

does not explicitly define another Profile. If Users should not be allowed to switch from BAP to the Admin Portal then this “default” Profile should be cloned down to Provider level and the option disabled.

- **EKB-3766: Show Help box on Add Site Dial Plan page.** Shows the Help box on the Add Site Dial Plan page, previously this was only shown on the Modify page.
- **EKB-3956: Update data/BaseSiteDOM and ModBaseSite-CFT to include new CUCDM8.x and custom fields added to data/BaseSiteDAT.** Adds 10 custom boolean and string fields to Site.
- **EKB-4168: Add RBAC changes for Clusterwide Call Park and Clusterwide Directed Call Park.** Call Park and Distributed Call Park now consider the clusterwide call park flag and its now possible to create Call Park and Distributed Call Park in ranges
- **EKB-4192: Add RBAC change for “Media Resources”.** Adds MediaResources Transcoder, Media Termination Point and Conference Bridge services to the following deployments: ProviderHCMF ProviderDecoupled Enterprise
- **EKB-4239: Add RBAC changes for “Quick Add Gateway”.** LBO Gateway Management - this includes Controller, Interface and Dial Peers. The feature has been added to ProviderHCMF, ProviderDecoupled and Enterprise deployments.
- **EKB-4387: Update all template CFTs, PWFs etc. that reference deprecated models.** Updates and removes all references in dependant / required templates to the following deprecated models: data/NormalizedUser, data/LdapUser, data/SsoUser, data/HcsUserProvisioningStatusDAT
- **EKB-4610: Add Call Park and Directed Call Park Number choice should use standard lines function.** Clusterwide Directed Call Park now uses the standard lines filter function
- **EKB-4658: Update version dropdown on data/UccxServer.** Allows 12.x UCCX servers to be added and managed in VOSS-4-UC.
- **EKB-4777: Add ex-directory capability to phone services directory.** Add the capability to exclude users from the Corporate Directory search. Add new URL parameter “corp_dir_scope”=[Provider|Reseller|Customer|IntermediateNode|Site|LinkedSite] to limit the search scope of the search for corporate directory users.
- **EKB-5066: Add RBAC changes for Forced Authorization Codes.** Multicenter FAC is now added to the product under the following Menu Item: Device Management - CUCM - Forced Authorization Codes Device Management - CUCM - Sync FAC Cross Cluster Sync FAC Cross Cluster - may require additional thought as to where to implement the sync
- **EKB-5070: Add support for setting phone description on the Add Phone feature.** Adds a description field to the Add Phone feature to allow for custom phone descriptions to be set.
- **EKB-5199: Replace all Href instances for Views in default Menus with the Model Type of View.** Replaced all instances of “href” for Menu Items which refer to Views. These now use Type of view/.
- **EKB-5934: Add default instances GS_FACAuthLevels_DAT and GS_FAC_Help_DAT at sys.hcs.** This adds Auth Codes static data as a reference for adding system auth codes. It also adds a help text data model
- **EKB-6059: Productize Manage AD LDAP Users Adaptation.** Allow user to be pushed/deleted to/from Active Directory LDAP server. An extension to relation/User.
- **EKB-6524: Update Agent Lines workflows to use fn.acquire_lock to prevent Device overwrite blocked error.** Adds functionality to Agent Lines workflows, Add, Mod and Delete, to prevent the workflows from executing in parallel for the same Application User.
- **EKB-6537: Support for a mechanism to override authentication method for QAS and Data Sync.** Add the ability to control the default user auth method and type by using global settings.

- **EKB-6557: Update the default “Full Access” Business Admin Portal Profile to enable Allow switch to Admin mode.** Updates the default instance of the “Full Access” Business Admin Portal Profile to enable the “Allow switch to Admin mode”. This allows the Admin User to switch between the Business Admin Portal and the Admin Portal once logged into either Portal, and will prompt the user to choose either of the Portal on first login.
- **EKB-7437: Update “Global Voicemail Dial Plan Profile” data model to be visible at lower hierarchy.** Updates the Dial Plan Profile model (data/GlobalSIPVMDPPProfile) to be visible at lower hierarchies as well as allowing Move operation.
- **EKB-7789: Generic Dial Plan: Add 20 additional custom variable fields to Site Dial Plan Data.** Adds 20 additional custom variable fields(dpcv31 to dpcv50) to Site Dial Plan Data in Generic Dial Plan Tool
- **EKB-8082: Create Supported Vendor/Service Global Settings.** Creates Global Settings for managing Multi Vendor Service Settings which allow for multi-vendor provisioning.
- **EKB-8087: Make Entitlement Profile services generic.** Enhancements to the Entitlement Profiles Feature for new Multi-Vendor Feature Compatibility.
- **EKB-8200: Improve PowerShell Error Handling.** Post upgrade, please run the following from the platform CLI on the primary node: voss update_device_schemas msonline voss update_device_schemas skypeforbusinessonline This should also be included in the MOP
- **EKB-8809: First Name and Last Name on User should be writable when LDAP Server has Enable Write Operations enabled.** Enables the ability to update the First Name and Last Name fields for an Active Directory User when “Enable Write Operations” is enabled for the LDAP Server.
- **EKB-8974: Expose ‘Prepend Digits’ and ‘Wait for Additional Digits Timer’ fields on Auto Attendant Caller Input tab.** Adds 3 new fields to the Caller Input tab on the Auto Attendant(System Call Handler) page: Wait for Additional Digits, Enable Prepend Digits To Dialed Extensions and Digits to Prepend. These fields will be exposed automatically in the default FDP for relation/CallhandlerREL, if the FDP has been customized they will need to be exposed manually by exposing the following field names: OneKeyDelay, EnablePrependDigits, PrependDigits
- **EKB-9266: Add ability to define Site Default Doc settings at Customer level.** Adds a Provider Level Site Defaults Doc (SDD) Template to be used in Site Defaults Doc creation at Customer and a Customer Level SDD Template to be used in Site Level SDD Creation.
- **EKB-9521: Update hcsadmin and entadmin access profiles to have full access to all model types.** Updates hcsadmin and entadmin access profiles to have full access to all model types
- **EKB-9540: Add new field redirectByApplication to UC Prep Profile and allow custom values for App User and CUCM Group Members fields.** Adds a new field, “Redirect by Application”, to the CUCM SIP Profile tab and updates the CUCM Application User’s Group Membership field to support custom values on UC Prep Profiles. Updates the Route Group Name field on Route Lists to support custom values under Generic Dial Plan Models.
- **EKB-9587: Remove Avaya, Broadworks and Zoom Vendor Offerings from the MV Subscriber Relation..** Removes Avaya, Broadworks and Zoom from the Multi-Vendor Subscriber Feature/Solution.
- **EKB-9588: Update Multi-Vendor Subscriber Service Card Titles (FDP).** Updates the Multi-Vendor Subscriber Service Card Titles as per specification/requirements.
- **EKB-9589: Allow for setting the Conference Now Meeting Number and Attendees Access Code in Multi-Vendor Subscriber.** Adds the Conference Now Pin field for setting in Multi-Vendor Subscriber - Cisco User Edit Form.
- **EKB-9735: Number Inventory Usage Label for Line should include Partition.** Changes the field name for Lines from “Line” to “Line (Partition)” when the Line is returned in the search result in the Line Search utility or the Usage tab on the Directory Number.

- **EKB-9773: Generic Dial Plan: Add field “prefixDn” to SIP Trunk Dial Plan Model.** Adds a new field, Inbound Prefix DN, to the SIP Trunk Model for Generic Dial Plan.
- **EKB-9777: Generic Dial Plan: Add Incoming Number prefix support to SIP Trunk Dial Plan Model.** Adds a new field, Incoming Number Prefix, to the SIP Trunk Model for Generic Dial Plan.
- **VOSS-519: Improve LBO Gateway Management.** Provides two new capabilities 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 Port configuration to an existing SIP Gateway.
- **VOSS-551: User Management Overhaul.** This release introduces a complete overhaul of User Management. The main goal is to simplify the administration and synchronization of user data between VOSS-4-UC and other external systems.
- **VOSS-556: Number Range Management Tool.** Provides a common tool, for Provider and Enterprise deployment types, for managing Number Inventory entries, Add, Modify and Delete in ranges.
- **VOSS-592: Multi-cluster FAC Management.** Provides the ability to manage Forced Authorization Codes in a multi Unified CM Cluster environment.
- **VOSS-604: Number Inventory Audit Tool Improvements.** 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.
- **VOSS-651: Number Inventory Improvements.** 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. Realtime 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.
- **VOSS-660: Add Phone Device to User Tool.** 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.
- **VOSS-667: Clusterwide Call Park and Directed Call Park.** Provides two new capabilities for managing Cisco Unified CM Call Parks and Directed Call Parks.
- **VOSS-689: Improve usability of Media Termination Point, Transcoder and Conference resources.** Provides the ability to manage Unified CM Media Termination Points, Transcoders and Conference Bridge resources.
- **VOSS-692: Reset/Restart all phones in a Site.** Provides the ability to perform a Reset or Restart of all registered Cisco phones at a Site
- **VOSS-722: VOSS Phone Server Solution.** Provides the ability to manage VOSS Phone Server. VOSS Phone Server is a standalone SIP based Phone registration server which can be used to register Cisco SIP Phones or 3rd Party SIP Phones.
- **VOSS-832: Purge Number Inventory Tool.** This feature introduces the ability to Purge Directory Number Inventory entries regardless of the Status of the Directory Number.

- **VOSS-835: Extended Webex Teams User and Workplace Management.** Extends the Webex Teams management capabilities to allow for enhanced calling behavior management as well as introducing management for Workspaces and Devices.
- **VOSS-842: Customer and App onboarding automation between VOSS-4-UC and Assurance.** Introduces new tools to automate the provisioning of asset and related configuration on VOSS Assurance arbitrator servers for selected CUCM and CUC clusters.

5.8 Business Admin Portal

- **EKB-2175: Implement support for Landing Pages.** - Landing page sections are now rendered from the user data model and a landing page sections component - Landing page sections use the same styles as quick actions (to be remedied later) - All landing page data is stored in the ngrx store under the user state - all landing page sections (including quick actions) use a icon factory service to map the correct icons to used
- **EKB-2287: Implement support for menu filters.** New portal now supports menu filtering.
- **EKB-2516: Implement support for external link in menu items.** The new admin portal now supports external links in the menu items.
- **EKB-2710: Admin GUI should not be dependant on a Business Admin Profile.** The new Admin interface will now be available even if the Business Admin interface is disabled. Switching to the BA interface will only be allowed if the BA interface is enabled. Users can now switch from the BA interface to the new Admin interface.
- **EKB-2815: Modals must scroll when content overflows screen height.** When adding Line groups the modal content now scrolls instead of extending off screen
- **EKB-3035: Expose Move Subscriber in BAP.** Integrate Move Subscriber into Business Admin Portal and update featureset to move all Services associated.
- **EKB-3435: Inventory Filter is not available when adding a new line to a current phone/edit phone.** Exposes an inventory filter capability when adding new lines to a phone in the Business Admin Portal.
- **EKB-3581: Mechanism to define default app mode on login.** Users without BAP access will only have access to the new admin GUI. Users with BAP access will need to also be given access to the new admin GUI using a new toggle on the BAP interface. Users with access to both the new admin GUI and BAP will be given a choice of default app upon first login per browser.
- **EKB-3633: Support for context specific Help.** Contextual help has been re-enabled
- **EKB-3964: Support theme elements on Login page.** Login banner text and title taken from the login request meta data
- **EKB-3965: Support for Login Banner Popup.** Login Banner check added to the Login Component. Modal Dialog opacity issue fixed
- **EKB-3969: Support for listing and managing Alerts.** Alerts added to message store Alert messages added to message sidebar Messaging service added to manage message sidebar state
- **EKB-4078: Display login attempt info to user after login.** Message store added to redux state. Transactions now use message store. Login attempts now displayed as a message on login.
- **EKB-4170: Make dashboard counters part of the Landing Page config.** Admin mode dashboard counters now configured on the Landing Pages model instance. Landing page ngrx store updated to cater for dashboard counters

- **EKB-4868: Create menu diff tool.** Introduces a new tool to simplify menu layout comparison and updates.
- **EKB-4910: Remove user selected hierarchy caching.** Changes the behaviour of automatically setting the hierarchy to your last selected hierarchy after logging into the Business Admin Portal.
- **EKB-5005: Darken 'error' red to increase contrast.** Some elements of the GUI have been made darker to increase contrast for sight impaired users.
- **EKB-5008: Tab from address bar should show skip to navigation/content.** Added Skip to... links at the top of the page that are only accessible via keyboard for accessibility purposes.
- **EKB-5233: Ability to see and update the JSON data for a record in the admin portal.** Introduces a new action to allow a user to view and update the data for a form in the new portal using an inline text editor.
- **EKB-5817: Subscriber details page should show summary of all lines in the Business Admin Portal.** Enhances the subscriber page in the Business Admin Portal to show multiple lines for the user's services. The lines have also be made links to allow navigation to the corresponding line page.
- **EKB-8995: Add support for Single Sign-On.** This feature adds support for Single Sign-On, redirecting to the new admin GUI or to Business Admin Portal depending on the SSO Login URL used.
- **EKB-9142: Multi-Vendor Subscriber: Enhancements - Child Component Load Data Design.** Multi-Vendor Enhancements as Follows: - Global Settings - Enable Cisco Services by default - Component Specific Data loaded when the Component Loads - Call Manager User Management Supported (Add/Update) for fields (IM and Presence Enable, IPCC Extension and Route Partition, ConferenceNow) - Hide/Show Display Control of Call Manager User Dependant services - Breadcrumb updates to reflect Subscriber and not MultiVendorSubscriber - Update Hybrid Status / Service Card hide/show logic.
- **EKB-9333: Support Conference Now inside of BAP Subscribers.** Add ConferenceNow Management in the MultiVendor Subscriber Feature
- **EKB-9590: BAP - Subscriber Dashboard - Update Multi-Vendor Subscriber Counts and filter on End-Users..** Updates BAP - Subscriber Dashboard Counts for Multi-Vendor and filters on End-Users.
- **VOSS-795: Multi-vendor Subscriber List and Dashboard.** Introduces a multi-vendor alternative to the Subscriber summary list view and Subscriber edit dashboard, which works across users irrespective of which vendor is being managed.

Defects Fixed: Detail

6.1 Adaptations

- **EKB-7768: Webex Room Device Activation for Workspace message is generated in error.** Adds a new general purpose function, `fn.compare_timestamps`, for comparing time stamps.

6.2 Admin GUI

- **EKB-9014: Horizontal scrollbars not displayed in Menu Layout grid for legacy admin.** Fixes an issue in the legacy Admin portal where the horizontal scrollbar is not visible on the menu layout form until an administrator scrolls to the bottom of the grid.

- **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)

6.3 New Admin GUI

- **EKB-5029: System requires change of password but does not provide the means.** New Admin GUI now supports password change on login.
- **EKB-5370: Random list rendering problem.** Lazy loading removed for high level route modules (app mode direct child routes).
- **EKB-5765: Columns are getting wrong width when getting back to E164 list.** All generic list views calculate and arrange column widths on render Column widths no longer saved between renders
- **EKB-5914: User has no way to know how to close online help slide-out.** Close button added to app-help-sidebar component

6.4 Self-service

- **EKB-4700: Self Service defaults to a Cisco theme.** This fixes Self Service defaulting incorrectly to the Cisco Self Service Theme.
- **EKB-8754: LDAP Synced Subscriber is not able to change Password in Self Service even though LDAP Authentication is not enabled.** Fixes an issue where a CUCM-LDAP Synced Subscriber is not able to change their password within Self Service when LDAP Authentication has not been configured.
- **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
- **EKB-9566: SSO authentication failing to render Self-service.** Fixes SSO Login to Self-service

6.5 Core Software

- **EKB-1310: Removes IFrame option from 'Display As' setting in Menu Layout.** Removes IFrame option from 'Display As' settings list from the menu layout since it doesn't actually give any functionality.
- **EKB-3393: When creating a Quick add group - the transaction detail field is blank.** Fixes an issue where the transaction detail field is blank when creating a **Quick Add Group**.
- **EKB-3423: Phone vendor config - user input in clear text for Admin Password field.** Fixes issue where admin password was displayed in clear text.
- **EKB-4098: Import fails on HCMF 12.5.1SU1 on SmartAccountsAccessCredentials and TransportModeSettings models.** Fixes an issue where an import of HCMF, which has been upgraded to 12.5.1 SU1 or above, fails when importing the following model types: device/hcmf/TransportModeSettings and device/hcmf/SmartAccountsAccessCredentials
- **EKB-4293: SystemMonitoringConfig lost during upgrade.** Fixes an issue where an instance of data/SystemMonitoringConfig upon upgrade is replaced if it already exists on the system being upgraded.

- **EKB-4369: Remove Push Sync option from all devices except CUCM.** Sync type 'Merge' has been removed and sync type 'Push' is now only available for 'Call Manager' devices.
- **EKB-4464: Unfriendly error message when password reset is invoked with a "(".** Fixes unfriendly message printed when parenthesis used as or in username when invoking password reset.
- **EKB-4612: System Monitoring performing frequent suboptimal queries.** Fixes an issue with high frequency sub-optimal queries used by system monitoring.
- **EKB-5042: Execute transaction export/delete/archive as Admin-GUI-visible standard transactions.** Transaction export/delete/archive now run as standard transactions, and can be monitored or cancelled via the GUI by a sys level user.
- **EKB-5385: Selecting 2000 items on a list view, in the GUI, and performing a Bulk Delete only processes the first 1000 items.** Bulk delete will now work correctly when 2000 items are deleted.
- **EKB-5417: Login banner not displayed when non-email username is used for login.** Fixes an issue where when non-email username is used at login, the login banner is not displayed.
- **EKB-5780: UC app connectivity monitoring probes must be performed on each UN.** System Monitoring of external devices now tests connectivity from all unified nodes in the cluster; previously this only happened from one node.
- **EKB-5842: The "schema" field in data/DeviceModel should be changed from 'any' to 'string'.** The schema field of data/DeviceModel has been changed from a type of "any" to "string" type
- **EKB-5935: Replaying a Custom action causes the transaction to run as system user.** Replaying a transaction that invokes a custom workflow will now use the correct user name.
- **EKB-6100: Cannot re-enable user account when last login time is older than inactivity lockout duration.** Fixes an issue where after re-enabling a user account, it is disabled and locked again if the number of days since it was last used exceed those set to disable the account for inactivity
- **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-6488: Getting an error in device/Ldap/User.** Fixes an issue with the LDAP import of fields that are LDAP referral objects.
- **EKB-6501: Migrate HcsUserREL type and HcsUserRelFDP in Custom Menu Layouts.** Migrates the following custom menu layouts and the associated Field Display Policy: - relation/HcsUserREL to relation/User and set Field Display Policy to 'default' - relation/HcsAdminUserREL to relation/User and set Field Display Policy to 'AdminUser'
- **EKB-6507: Update application type to LDAP for both MS_LDAP and OPEN_LDAP in user field mapping migration.** Application type to be set only to LDAP for user field mapping migration which used to be set to MS_LDAP/OPEN_LDAP
- **EKB-6514: Bulk Loading with Action field blank allows admins to Add models when their Access Profile should not allow Add action.** Fixes an issue where the 'Add/Create' action is successful when executing a bulkloader with the Action column left blank even when the user does not have 'Add/Create' permissions. Reminder: To carry out a bulk load, the selected model should allow add operations in the Access Profile for the user.
- **EKB-6536: IDP user lookup field should default to username not sso_username.** This sets default value of user lookup field on Identity Provider server to username.
- **EKB-6619: Subscriber is Deleted if case of Username is changed on CUCM and import is run.** Fixes an issue where a Subscriber is Deleted, and the User Data models are left in orphaned state, if the case of the Username is changed directly on the Unified CM (either manually or via LDAP sync) and then an import is performed of the Unified CM. The Subscriber and related User data models will now be updated to match the case of the Username defined on the Unified CM.

- **EKB-6783: clone HCSPProviderAdmin Access Profile at sys level fails.** Removes the operations 'RefreshSubscriber, tag, tag_version' from the list of operations applied to Access Profiles during a migration.
- **EKB-6840: Workflow resource lookups causing device connection model cache update.** Fixes an issue where looking up connection details for devices caused an unnecessary database cache update.
- **EKB-6937: SSO Users unable to login if same entity ID configured at multiple hierarchies.** Fixes an issue allowing for successful SSO login when the same Identity Provider is configured at different hierarchies.
- **EKB-7181: Add Subscriber Transaction failed due to Call Manager authentication error.** Call Manager auth errors will now be reported correctly.
- **EKB-7392: InternalNumberInventory query contributes to high load.** Improves the performance of the E164 number associate transaction
- **EKB-7415: Local purge of LDAP users fails if server is not reachable.** Fixes an issue where the user was unable to purge local LDAP users when the LDAP server is not connected or has been removed/decommissioned.
- **EKB-7436: Implement short term safe-guard against deleting a bulk of users.** Adds the ability to define a threshold on device pull sync deletes by adding a new Macro for each required device type eg: PULL_SYNC_DELETE_THRESHOLD_CallManager or PULL_SYNC_DELETE_THRESHOLD_UnityConnection
- **EKB-7466: Bulkloading macros for boolean fields does not evaluate macro.** Fixes an issue where boolean true and integer macro results were not handled correctly.
- **EKB-7587: CNF produces thousands of snmptraps an hour.** Reduces frequency of SNMP traps for "Device Change Notification Collector" when more than 200,000 unprocessed records are present for a specific Cisco Unified CM.
- **EKB-7630: Modifying LDAP Sync and cancelling sync creates duplicate and orphaned data/LdapUser instances.** Fixes an issue where a temporary entry would be left in the database if a parent transaction, which contained a delete step of a data model instance (e.g. data/LdapUser), is cancelled and rollback encountered the cancelled state of the parent transactions.
- **EKB-7637: Improve query for Resource constraint checking.** Fix improves a database query for Resource constraint checking before Resource save.
- **EKB-7820: Customer name change fails if the same Role Name exists at Customer and Site and Role Name is auto updated to a new Name.** Fixes an issue where a Customer and Site have the same name and a Customer name change is attempted. Name change should be successful.
- **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-7863: Export Phone Status - Device Name should be case insensitive.** Phone name filter now ignores case
- **EKB-7865: Export Phone Status does not work correctly with directory number filter.** Directory number filter will now attempt to match resource cache for unregistered phones.
- **EKB-7910: Not able to filter on summary attributes of nested attributes in Data Models.** This fix enables filtering on nested fields.
- **EKB-7948: Supported file extensions with the extension in ALL CAPS are indicated as unsupported.** This fix enables a bulkloader file with a supported uppercase extension such as .XLSX to be bulkloaded successfully.

- **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-8122: VG310 MGCP gateway does not add endpoint correctly and cannot be updated on CUCM.** Fixes an issue where the first FXS port of an MGCP Gateway is provisioned incorrectly which causes the Port not to register and results in an error when modifying the Port directly on Cisco Unified CM.
- **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-8133: Update LDAP User Sync triggers Update on all Users but removed User Device Association on failure rollback.** Prevents an error from happening when rolling back an CUCM User update after a failure occurs during an LDAP User Sync update, preventing a rollback retry which could potentially remove associated devices from a user(s).
- **EKB-8201: Creating a new theme generates an error despite appearing to work.** Fixes an issue where an error is raised when creating a new theme in the Administration Portal.
- **EKB-8246: Webex Teams User CSV import not working anymore.** Fixes an issue where the Webex Teams User CSV Import file fails to import due to deprecation of the “Enterprise Content Management” field on Webex Teams Control Hub.
- **EKB-8349: Move Subscriber with a user that has more then one RDP service causes the guiRules to fail.** Fixes an issue where the GUI Rules on the Move Subscriber feature do not resolve correctly when the Subscriber has been added with multiple Remote Destination Profiles.
- **EKB-8362: Import CUCM failed with error for device/cucm/RegistrationDynamic.** This marks the failure message “Item not valid: The specified RegistrationDynamic was not found” as non-fatal, and will not result in import failure upon occurrence.
- **EKB-8416: Import Unity Connection fails with device/cuc/SipCertificate after upgrading to 12.5.1SU4.** Fixes an issue where an Import of Cisco Unity Connection fails, after upgrading Cisco Unity Connection to 12.5.1 SU4(12.5.1.14900-45), due to the list SipCertificate API request returning 404 error. This error will now be ignored on import.
- **EKB-8501: Connection Failure to CUCM due to BadStatusLine errors.** Call Manager retries increased to 3 to handle connection errors.
- **EKB-8508: Model Instance Filter does not clear old attribute filters when updated.** Fixed incorrect behaviour after changing the ‘Condition’ field of a Model Instance Filter.
- **EKB-8554: Allow for HTTPS proxy basic auth in generic driver.** Fixes an issue where https proxy basic auth did not work in generic driver
- **EKB-8560: directoryUri and telephoneNumber fields are incorrectly migrated in AddQuickSubscriber_User_CFT.** Fixes an issue where the Configuration Templates, which have a target Model Type of relation/Subscriber, are incorrectly migrated when upgrading from VOSS-4-UC 19.x to 20.1.1/21.1 release, which causes certain like Directory URI and Telephone Number to not be set when performing Adds or Updates on Subscribers.
- **EKB-8732: Voicemail language dissappear from VOSS-4-UC.** Fixes an issue where installed languages were always deleted and re-added on sync instead of updating or doing nothing if no change.
- **EKB-8777: Exclude CiscoCloudOnboarding model from default CUCM Import.** Fixes an issue where the device/cucm/CiscoCloudOnboarding model type causes a full import of Cisco Unified CM to fail. This model type is now excluded when doing a full import. This model can still be imported if required by creating a Model Type List which contains device/cucm/CiscoCloudOnboarding.

- **EKB-8807: LDAP Authentication fails if objectClass=Group has same mailid as object-Class=User.** LDAP authentication should now succeed where multiple LDAP records (e.g. user and group) share the same authentication value (e.g. email address)
- **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 prevented the export and update of 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-9202: Transactions stuck in Queued state.** Removes a cause of transactions becoming stuck in 'Queued' state
- **EKB-9236: Date range search of transactions fails (times out?) with no results if data range too long.** Return a meaningful error to the user in the Admin GUI if a transaction search query times out.
- **EKB-9240: CSV Injection Vulnerability.** Changes Microsoft Excel exports to add additional safeguards against execution of values that look like formulas.
- **EKB-9241: SameSite Flag Not Set on Session Cookies.** The 'SameSite' attribute has been added to the 'csrftoken' and 'sessionid' cookies, with a value of 'Strict'.
- **EKB-9242: Full Path Disclosure Vulnerability.** Removed platform command line text from error messages.
- **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-9265: Dirn field on device/cucm/VoiceMailProfile shows a list of device/cucm/Line instances this should be device/cucm/VoiceMailPilot.** device/cucm/VoiceMailProfile.VoiceMailPilot now points at device/cucm/VoiceMailPilot.dirn
- **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.
- **EKB-9486: Phone status export - Unregistered phones exporting incorrectly.** Macro function get_hierarchy_phone_statuses registered will now ignore case when using a status filter
- **EKB-9493: Platform UUID for licensing not created for new installations.** There is now a new field named "Platform ID" in the License extract CSV file.
- **EKB-9515: SSO stopped working.** This change updates the SameSite cookie to Lax from Strict to allow third party SSO authentication.
- **EKB-9569: SDE code causing the hunt_group report to fail.** Fixes an issue that caused the hunt group report to fail during a subscriber data export (license auditing).

- **EKB-9696: All available ranges not shown in Directed Call Park DN dropdown.** Fixes an issue where all available ranges were not shown in range dropdowns.
- **EKB-9885: Privacy field does not update when modifying Cisco Unified Client Services Framework devices.** Fixes an issue where the Privacy field value on a Cisco Unified Client Services Framework does not change when toggling and modifying the device. Note: An import of the device/cucm/PhoneType model will need to be performed for all Unified CM clusters post upgrade to VOSS-4-UC 19.3.4 -PB5 or 21.1

6.6 Platform

- **EKB-3234: When the proprietary VMWare tools are installed, app status does not show them as being installed.** The proprietary vmware tools will now be purged when an upgrade is done.
- **EKB-3779: The CLI command “app list” shows installed patches as “not installed”.** Fixes the ‘app list’ command to not display any patch information.
- **EKB-3989: ppa key prompts shown out of order when enabling FIPS mode.** Fixes prompts for ‘system fips enable’ to display correctly.
- **EKB-4012: InsecureRequestWarning when running database convert_drive.** Fixes the display of the Insecure Request Warnings message when executing ‘database convert_drive primary’
- **EKB-4087: delete-on-success doesnt remove files from media folder after successful installation.** The documentation was updated to point out that this functionality is just for patches and not for any form of upgrade.
- **EKB-4149: The system download command fails when URL is percent-encoded.** Fixes the ‘system download’ command to allow URIs with percentage signs to be downloaded.
- **EKB-4234: The Audit notification type is still showing but should have been removed..** Removed audit from the notification list. It will no longer be displayed when ‘notify list’ is executed from the CLI.
- **EKB-4838: When running a backup export, the file name of the output does not match that in the documentation.** The exported backup file name format has been changed to ensure it remains unique across clusters and nodes, and the date the backup was run.
- **EKB-5237: Upgrade nginx to the latest stable version.** Nginx has been upgraded to the latest stable version - 1.18.0
- **EKB-5341: NTP Server shows UNKNOWN when using hostname.** Fixes an issue where the health report shows UNKNOWN if the NTP is set to a DNS name.
- **EKB-5552: Old docker images kept after ISO upgrade.** Unused docker images will now be removed from the system after a successful upgrade
- **EKB-6176: Scale Cluster Upgrade failing - Post Security Updates 19.3.2 > latest develop.** Fix the security update error.
- **EKB-6861: When config file gets corrupted, ps_mem does not work anymore.** Fixes ps_mem to continue logging when its config file gets corrupted.
- **EKB-6911: Backup fails during mongo backup.** Fixes an issue where all subsequent backups start failing after a failure during a database backup. Both backups and restores now need to be executed in a screen session when run from the CLI
- **EKB-7744: WebProxy with Admin disabled, Reverse Proxy/Redirect.** Ensure that when node is set to selfservice only, the base URL will redirect to selfservice.

- **EKB-7875: Platform version not consistent across all unified nodes after upgrade.** The platform version, as reported by the GUI, will now be consistently updated across all unified nodes in the cluster
- **EKB-8076: Backup fails on secondary node with “insufficient disk space” error.** Fixes an issue where remote backups may fail if space in the backups directory is not sufficient, even though it is not required.
- **EKB-8449: Log Collect on Multiple UN’s caused DB Failover.** Updated system to only collect database transaction information on the primary when running “log collect”
- **EKB-8494: Password required to enable FIPS.** Fixes an issue where the “help” did not print, and removed unused characters from help text.
- **EKB-8563: voss workers does not correctly start the queues up with the specified worker setting.** Fixes an issue where the number of active workers does not change, when changing the workers with the *voss workers <num>* command, until *app start voss-devicepi* was run manually.
- **EKB-9176: Navigating to https://x.x.x.x/selfservice in a new tab returns a 404 error if you are logged into the admin GUI.** Fixes an issue where if a user opens Self Service in a new window, while being logged into the Admin GUI, an error was returned.
- **EKB-9693: Selenium was OOM killed - but also, seems to be using LARGE (over 15GB) memory.** Uploading MOH files will no longer result in unbounded memory utilisation
- **EKB-9729: When Selenium gets OOM killed, no SNMP trap issued.** Update system to raise Error’s if processes die unnaturally.

6.7 Workflow Templates

- **EKB-10132: Unity Connection Routing Rule and other dial plan elements are not removed when Deleting a Voice Mail Service Pilot Number.** Fixes an issue, for Provider Deployments, where deleting a Voice Mail Service Pilot Number does not remove the Routing Rule from Cisco Unity Connection.
- **EKB-177: Imported Subscribers do not get merged with the LDAP user if the LDAP User already exists.** Fixes an issue where Users imported from Unified CM were not linked correctly to the LDAP User, if the LDAP User was synced into the system before importing the user from the Unified CM, attempting to Update the User or Subscriber would fail.
- **EKB-2468: Agent Lines: Profile User drop-down must only show users which have Device Profiles added..** Fixes an issue where the User Profile drop-down, when adding Agent Lines, showed a list of all Users at the Site, this should only show Users which have a Device Profile.
- **EKB-2851: EnterpriseDeployment: Delete Subscriber with INI having + doesn’t change Used Status to False.** Fixes an issue where, when Deleting a Subscriber containing a number that has a prefix (such as ‘+’, ‘*’, ‘#’), the number is not set back to Available state.
- **EKB-3253: Phone Activation related fields should be hidden on Subscriber page if Phone Type is not enabled for Activation Code.** Fixes an issue where, on the Subscriber page, the two Phone Activation Code fields were displaying when they should be hidden.
- **EKB-3411: When adding a SCCP analog endpoint, the Autoconfig port should have dial plan settings hidden.** This change hides config on the SCCP AutoConfig FFF port not relevant to the virtual port. All config is hidden on SCCP Gateway port. On Subscriber Phone Management the following fields have been hidden, securityProfileName, devicePoolName, softkeyTemplateName, phoneTemplateName, addOnModules.

- **EKB-3414: System Monitoring - Add/Create operation enabled on data/SystemMonitoringConfig.** Fixes an issue where sysadmin user has permissions to Add new instances of System Monitoring Configuration, only Updating should be allowed.
- **EKB-3461: User Management and Subscriber field order and inconsistencies with Given Name and Surname.** Updates the naming of fields on User Management page to First Name and Last Name.
- **EKB-3576: Transaction Detail and Message are blank when create User Management Logs are created during User Import.** Fixes an issue where the Detail section in a transaction is blank when a User Management log entry is created.
- **EKB-3681: MoveSubscriber: Moving a User and assigning new Line does not Delete Line at source Site.** This fix resolves an issue with the cleanup of lines from the “old” source hierarchy during a Move Subscriber & Services either in standalone or cross-cluster cases and integrates the Line Deletion Preferences feature for cleanup.
- **EKB-3771: Delete Site should not include HCMF on Enterprise and ProvideDeCoupled deployment types.** Hide “Delete HCMF Data” at Delete Site for Enterprise and Provider Decoupled.
- **EKB-3886: Add Subscriber at Site fails with fn.HcsUpsertCucmUser error if Subscriber was imported at Customer level already.** When a subscriber is imported from CUCM at customer level, adding the same subscriber at location level will move the original subscriber to location level.
- **EKB-3902: Update HcsCheckMoveRoleValidPWF to cater for Linked Sites.** Fixes an issue where Role validation does not cater for Linked Sites
- **EKB-3922: Bulk Loading a Hunt Group fails queueCalls.maxCallersInQueue is not type integer.** Fixes an issue where Bulk Loading a Hunt Group failed due to a incorrect value in the HuntGroupsPrePopulate Configuration Template.
- **EKB-3953: Move Phones and Move Users should not be run from Site level.** Fixes an issue where the “Move Users” and “Move Phones” features could be executed when at Site level. This resulted in the Source Hierarchy and Destination Hierarchy to be the same value. A hierarchy rule has been added to allow execution at all hierarchies other than Site
- **EKB-4187: HcsResellerAdminAP- No export permissions for UCPrep Configuration Templates.** Fixes an issue where Reseller Administrator has permissions to Read Configuration Templates but not Export them.
- **EKB-4226: Add Line instances on relation/LineRelation page should not show Used Directory Numbers.** Fixes an issue where the Directory Number dropdown showed DNs which are Used when adding new Lines, this should only show Unused values.
- **EKB-4306: QAS failure when “Fail if not found” is enabled and CUCM user exists.** For a previous fix an incorrect variable declaration was removed. This left a set-method workflow with nothing to set. This fix ads a correct variable declaration to relevant set-method.
- **EKB-4349: Phone AddOn Module field names are incorrectly prefixed with “Module 3”.** Updates the field names, in the Field Display Policy, for the Phone Add On Modules on the Subscriber and Phone pages to be Model, Position and Load Name
- **EKB-4354: Bottom up sync: Creating LDAP Auth Users does not happen in Shared Architecture setup when UC Apps are at Provider and LDAP Server at Customer.** Fixes an issue where bottom-up Synced LDAP CUCM Users are not able to authenticate to Self Service when the Unified CM is added at Provider level (as a shared UC App) and the LDAP Server is added at Customer level. Note: The Users must be moved down to the same level of the hierarchy as the LDAP server, ie: Customer or below, before they can authenticate successfully.
- **EKB-4471: Extension dropdown when adding Voicemail should not show numbers which are already configured for Voicemail.** Fixes an issue were numbers, which have already been configured

for Voicemail, appear in the dropdown when adding Voicemail from the Subscriber or Voicemail menu options.

- **EKB-5035: Disassociating an LBO gateway from a site the Route Group remains on CUCM.** This change removes Local Gateway Route Group when the Local Gateway is deleted and there are no more SIP Trunks in the Route Group.
- **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-5172: Field Display Policies should not be configured as System Resources as this hides them from drop-downs.** Fixes an issue where Field Display Policies were incorrectly set with the System Resource flag which prevented them from being displayed in drop-downs.
- **EKB-5176: Update tool tip for Global Settings Cooling fields.** Updated tool tips in global settings to be more informative
- **EKB-5177: Enable Number Inventory Cooling should show Yes or No not True or False in current setting.** Fixes an issue where the choices for Enable Number Inventory Cooling, under Global Settings, are displayed as True or False, these are now displayed as Yes or No.
- **EKB-5249: HcsAnalogGateway_Menu_CFT is set as system_resource=true.** Fixes an issue where the HcsAnalogGateway_Menu_CFT Configuration Template was not available for selection in the Menu drop-down as system_resource flag was set to True, this is now False.
- **EKB-5257: device/cucm/VoiceMailPilot dirn field not accepting custom values.** Fixes an issue where the Dirn field on device/cucm/VoiceMailPilot does not support setting a custom value. Also updates the choices to show a list of Available DNs instead of device/cucm/Line instances.
- **EKB-5471: QAS email template missing pwf value for extension mobility.** Fixes an issue where Extension Mobility could not be defined in an Email Template, for sending welcome emails via Quick Add Subscriber, by setting a value of: {{ pwf.EMAIL.extensionmobility_name }}
- **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-6002: Move Subscriber fails when neither Move nor Replace Line is selected.** Fixes an issue where Move Subscriber utility fails with a validation message regarding Cross Cluster move when neither Move Line nor Replace Line is selected.
- **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-6408: Line Search does not show Hunt Group membership details when selecting a member line when Hunt Group is added at Customer.** This fix allows the line search feature to discover

Hunt Groups higher in the hierarchy using relevant line.

- **EKB-6438: Move User (Move Subscriber) does not move all the required models.** Fixes an issue where the below services are not moved when moving a Subscriber: Phone and Phone Activation Code (PAC) / Registration Voicemail with the following services: Unified Message Account (ESA) Alternate Extensions Message Handler settings Notification Devices CallHandler Setup Contact Center
- **EKB-6483: Phone List Button Template column is named “BAT Phone Template”.** Changes the Button Template field name from “BAT Phone Template” to “Phone Button Template” on Phones page, relation/SubscriberPhone.
- **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-6577: view/NumberInventoryAudit should not be migrated with ReserveNumber permission.** This change, excludes the update of permissions during INI migration for the following for Access Profiles: ‘view/HcsDNInventoryMgmtView’: ‘view/NumberInventoryAudit’, ‘view/HcsDNMgmtVIEW’: ‘view/NumberInventoryRangeMgmtVIEW’, ‘view/UcsMaintainMultiInternalNumberInventoryVIEW’: ‘view/NumberInventoryRangeMgmtVIEW’
- **EKB-6598: Subscriber page freezes when opening a subscriber.** Fixes an issue that was causing the subscriber page to freeze when loading a subscriber. Updated the subscriber GUI rules for phone activation code feature.
- **EKB-6758: Move Subscriber - Allow Provider Lvl Subscribers to be moved.** Fixes an issue where Provider Level Subscribers cannot be moved to Site with Move Subscriber or QAS.
- **EKB-6868: Adding a Site Level administrator is adding a CUCM user when Auto Push to CUCM is enabled on the Site.** Fixes an issue where an Admin User (User Type = ‘Admin’) is pushed to the CUCM if the Site Settings have Auto-Push to CUCM set.
- **EKB-6923: Add Subscriber should fail with validation error message if a duplicate voicemail account exists.** Adds validation check on duplicate Voicemail User and Extension for Subscribers. Removes incorrect validation on duplicate User check, added in 19.3.4, which caused Add Subscriber to fail in some scenarios
- **EKB-6956: macro SITEDEFAULTS_CUCPS has bad syntax.** Fixes a syntax issue in macro SITEDEFAULTS_CUCPS which results in no Phone System Name being returned when executed at Customer level, all Phone System Names will now be returned for all Cisco Unity Connection servers added for the Customer.
- **EKB-7163: Move Subscriber - Add ability to select Feature Template once the Phone Config or Line Config Profile has been selected.** Fixes an issue where Phone Feature Template or Line Templates cannot be set in Move Subscriber Configurations.
- **EKB-7370: Reassigning User Services renames RDP to new User but leaves Remote Destinations in VOSS cache after deleting from CUCM.** Fixes an issue where the Remote Destinations, configured for the Remote Destination Profile, are not Deleted when Reassigning Services from one Subscriber to another Subscriber.
- **EKB-7392: InternalNumberInventory query contributes to high load.** Improves the performance of the E164 number associate transaction
- **EKB-7436: Implement short term safe-guard against deleting a bulk of users.** Adds the ability to define a threshold on device pull sync deletes by adding a new Macro for each required device type eg: PULL_SYNC_DELETE_THRESHOLD_CallManager or PULL_SYNC_DELETE_THRESHOLD_UnityConnection

- **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-7690: Unable to delete holiday schedule from V4UC when created on Unity and synced on V4UC.** Fixes an issue where deleting a Holiday Schedule, which was created on Cisco Unity Connection and imported, fails.
- **EKB-7741: Voicemail Caller Input shows Action of Conversation when Unity Connection is set to some other Action.** Fixes an issue where Voicemail Caller Input and Auto Attendant Caller Input page shows action set to Conversation when Unity Connection is set with a different Action.
- **EKB-7745: Update of bottom-up synced Subscriber fails, and is purged, if the case of Username is changed on LDAP server.** This fix allows for username case change when syncing user in from Unified CM. Prior to this fix the sync would have failed with a Duplicate user error.
- **EKB-7749: Creating a new Hunt Group does not honour Position Index number of members in Line Group.** Fixes an issue where the Member's order in a Line Group do not adhere to the numerical "Position" value assigned when adding a Line Group to a Hunt Group. When no numerical "Position" value is supplied the physical order of the Line Group members will take precedence.
- **EKB-7768: Webex Room Device Activation for Workspace message is generated in error.** Adds a new general purpose function, `fn.compare_timestamps`, for comparing time stamps.
- **EKB-7791: Site Delete MTL needs device/cucm/FacInfo added.** Fixes an issue where Forced Authorization Codes are not deleted from Unified CM when a hierarchy node is deleted.
- **EKB-7792: Auto Attendant Playback/Record of "Off Hours" fails because Unity Connection GUI names this "Closed".** Fixes an issue where Record/Playback feature in AutoAttendant fails when trying to use the "Off Hours" Greeting
- **EKB-7797: Improve performance of macro function get_least_used_site_devicepool.** Improves the performance of macro function `get_least_used_site_devicepool`.
- **EKB-7798: Subscriber list fails due to HeadsetInventory not being recognised for CUCM 10.0.** Fixes an issue where Subscriber list fails due to HeadsetInventory being unrecognized if Unified CM 10.0 exists.
- **EKB-7820: Customer name change fails if the same Role Name exists at Customer and Site and Role Name is auto updated to a new Name.** Fixes an issue where a Customer and Site have the same name and a Customer name change is attempted. Name change should be successful.
- **EKB-7859: Updating Webex Teams User fails: Failed to save device/spark/User: Failed to create people. Free Webex licenses are implicitly assigned and cannot be removed.** Fixes an issue where updating a Webex Teams user fails with an error regarding implicitly assigned free licenses.
- **EKB-7864: Update the Notes section on Phone Status Export.** Updates the Notes section of the Phone Status Export tool to clarify usage on Filter fields.
- **EKB-7899: UCCX Email and Chat Queue Types cant be managed once imported.** Enhances the Contact Center Express Contact Service Queue model to support Chat and Email queue types as well.
- **EKB-7994: Changing the "Maximum Message Length" for a voicemail does not apply the new value.** Fixes an issue where a Voicemail Account's Maximum Message Length Setting cannot be updated.
- **EKB-7996: Updating Username and Display Name together fails for LDAP User when Subscriber has Primary Extension set.** Fixes an issue where updating an LDAP User's User ID and Display Name when that LDAP User has a primary extension fails and the user is synced in from LDAP.

- **EKB-8000: Add Phone Based Registration models to entadmin and ProviderAdmin Access Profiles.** Adds the following Phone Based Registration model types to the EntAdmin and ProviderAdmin Access Profiles: view/RS_RegPhone_VIEW, view/RS_SetupReg_VIEW, data/RS_PBR_Config, data/RS_PBR_Device
- **EKB-8018: User fields should be read only for top-down synced LDAP user when “Enabled Write Operations” is disabled on LDAP Server.** Fixes an issue where the User detail’s related fields, First Name, Last Name etc are not Read Only for LDAP Synced Users when the Write Operation on the LDAP Server is Disabled.
- **EKB-8097: AA: CUC Scheduling Holiday Pulldown breaks with multiple NDL and multiple CUC.** Fixes a GUI issue on the Auto-Attendant’s modify Schedule page where the “Use Holiday Schedule” dropdown was not showing the correct holiday schedule values for certain multi-cluster configurations.
- **EKB-8122: VG310 MGCP gateway does not add endpoint correctly and cannot be updated on CUCM.** Fixes an issue where the first FXS port of an MGCP Gateway is provisioned incorrectly which causes the Port not to register and results in an error when modifying the Port directly on Cisco Unified CM.
- **EKB-8149: Auto Attendant Route List not displayed when AddCucmRoutePatternForCallhandlerCFT is modified to support Partition conditional logic.** Fixes an issue where the Auto Attendant does not display the Route List value when the AddCucmRoutePatternForCallhandlerCFT Configuration Template has been modified to use a Macro value for the Partition field.
- **EKB-8247: Generic DialPlan: Update PushMediaResourceList_PWF to be Device aware and improve handling of Boolean fields in CFTs for null values.** Fixes an issue where pushing a Media Resource List did not provision the correct Unified CM if multiple Unified CM Clusters exist for the Customer. Also improves handling of Boolean fields in multiple Configuration Templates when neither True nor False has been set, a null value will be assumed False.
- **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-8270: Reassign Services creates a new user in CUC without an email address and Password.** Fixes an issue where ReAssign-Services feature was not populating the Corporate Email field on the target Voicemail user.
- **EKB-8325: Phones at Customer level are reported as Deleted but are not removed from CUCM in Multi-Cluster setups.** Fixes an issue where the phone was not deleted from its host CUCM if the phone exists at a hierarchy other than Site and synced from one of the CUCMs other than the first one when there are multiple CUCMs configured.
- **EKB-8349: Move Subscriber with a user that has more then one RDP service causes the guiRules to fail.** Fixes an issue where the GUI Rules on the Move Subscriber feature do not resolve correctly when the Subscriber has been added with multiple Remote Destination Profiles.
- **EKB-8349: Move Subscriber with a user that has more then one RDP service causes the guiRules to fail.** Fixes an issue where the GUI Rules on the Move Subscriber feature do not resolve correctly when the Subscriber has been added with multiple Remote Destination Profiles.
- **EKB-8396: Move Subscriber does not move all of Unity Connection related models which then causes a failure when modifying the Subscriber.** Fixes an issue where moving a Subscriber, using the Move Subscriber feature, does not move all of the Unity Connection relation models to the destination hierarchy, this results in a failure when performing an update on the Subscriber at the destination hierarchy.
- **EKB-8397: UC Prep: UCPrep Profile Push attempts to push a blank Phone Service and SIP Normalization Script to CUCM when not defined in Profile.** Fixes an issue where pushing a UC

Prep Profile fails as an IP Phone Service with no details is added to Unified CM. IP Phone Services and SIP Normalization Scripts will now be skipped when not defined in the UC Prep Profile.

- **EKB-8527: Update Subscriber fails if the Subscriber has more than one Remote Destination Profile.** Fixes an issue where updating a Subscriber fails if the Subscriber has more than one Remote Destination Profile assigned.
- **EKB-8527: Update Subscriber fails if the Subscriber has more than one Remote Destination Profile.** Fixes an issue where updating a Subscriber fails if the Subscriber has more than one Remote Destination Profile assigned.
- **EKB-8533: Voicemail Call Input: When Action is set to Conversation then the Conversation value shows blank for the Pound key.** Fixes an issue where Call Input shows no value for Conversation when the Action on the Pound Key (#) has been to Conversation.
- **EKB-8535: Quick Add Subscriber with 2 Lines updates the 1st Line's Description with 2nd Lines details when adding a Phone and Voicemail.** Fixes an issue where the Description on the first Line is incorrectly set if multiple Lines are configured.
- **EKB-8544: UC Prep: Add Application User with the same name at different hierarchy fails with Duplicate Resource error.** Fixes an issue where adding a UC Prep Application User List, at a different hierarchy, with the same name as an existing instance failed with a duplication error.
- **EKB-8545: Email address should be marked mandatory when creating pexip accounts.** This change makes Owner User Email mandatory when adding a Conference User.
- **EKB-8574: Macro applied in user CFT does not get evaluated when set inside the PIN field.** Fixes values not get applied correctly for macro's within a Configuration Template
- **EKB-8590: Dont run LDAP User Update Workflow if only the Move, Delete or Purge Mode is changed on LDAP User Sync.** Fixes an issue where unnecessary updates were performed on all Users when changing only the Move, Delete or Purge Mode on the LDAP User Sync.
- **EKB-8622: Adding a Role with Hierarchy Type of Site causes the Role to be added with Operator Privileges.** Fixes an issue where adding a Role, with Hierarchy Type of Site, results in the Service Assurance Role Type being set to Operator.
- **EKB-8658: Quick Add Subscriber fails when selecting an existing LDAP Synced Subscriber with Display Name field set.** Fixes an issue where Quick Add Subscriber fails when selecting an existing LDAP Synced Unified CM User due to the Display Name value being sent in the update User request. Display Name will now be dropped when Unified CM User is LDAP Synced.
- **EKB-8730: CUC "PIN Locked" and "Password Locked" value is not set to False when resetting a User's Voicemail PIN or Password using the Reset UC Passwords feature.** Fixes an issue where the Unity Connection PIN and Password are not User Unlocked when resetting the PIN or Password using the Reset UC Passwords feature.
- **EKB-8790: When an LDAP User is Moved by a Move Filter the User Type is set to invalid.** Fixes an issue where the User Type is set to invalid when moving a User with a Move Filter.
- **EKB-8792: Add Subscriber fails with Could not resolve foreign key to data/Role with "name: " when User Default Role is not defined in Site Defaults.** Fixes an issue where adding a Subscriber at Site fails with unclear error message, if the Site Default Doc does not have a Default Role value. Transaction will now fail with "Could not determine User's Role, please make sure that a default role is set in the Site Defaults Doc."
- **EKB-8851: Convert User Type: CUCM-LDAP to CUCM Local fails if Subscriber does not have Voicemail.** Fixes an issue where Convert User Type: CUCM-LDAP to CUCM Local fails if the selected User does not have Voicemail.

- **EKB-8876: Voicemail Pin and Password settings show the values from the CUC User Template and not existing User on Subscriber page.** Fixes an issue where the Voicemail PIN and Password settings do not show the correct values for a Subscriber when viewed from the Subscriber page, the values are inherited from the CUC User Template and not the selected 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-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-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-9286: Move Subscriber should show Default Line CSS options when Moving Line.** Fixes an issue where the “Use Default CSS”, “Line CSS” and “Call Forward CSS” checkboxes were hidden when Moving a Subscriber with the “Move Lines” option selected.
- **EKB-9314: Modifying Use Device Pool Calling Party Transformation CSS on a CTI Route Point fails.** Fixes an issue where “Use Device Pool Calling Party Transformation CSS” could not be toggled on CTO Route Point update.
- **EKB-9412: unable to create webex team users.** Fixes an issue where adding a Webex Teams User, when no Webex Teams Service exists, fails with the incorrect message. This will now fail with the following message: A Webex Teams service has not been configured for this Customer.
- **EKB-9422: Extension Mobility Bulk loader disassociates Extension Mobility from Subscriber if User.username columns do not exist in Bulk Load sheet.** Fixes an issue where Subscribers are disassociated from Device Profile when the “User.username” columns are not present in the Modify Bulk Loader sheet for Extension Mobility: relation/SubscriberDeviceProfile
- **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.

- **EKB-9454: Delete Extension Mobility fails when Line Delete Preference has Line Update set to True “Could not evaluate macro “{{ pwf.phoneDevices }}”.** Fixes an issue where Deleting Extension Mobility from a Subscriber fails if the “Allow Line Update after Device Deletion” is enabled in Line Delete Preferences.
- **EKB-9537: Update LDAP User Sync fails due to presence of deprecated HcsUserProvisioningStatusDAT model.** Fixes an issue where updating an LDAP User Sync fails if there are instances of the deprecated model HcsUserProvisioningStatusDAT for any Users synced from the specific LDAP Server.
- **EKB-9549: Agent Line is incorrectly deleted when the configured Phone or Device Profile is modified directly on CUCM and Data Sync run.** Fixes an issue where an Agent Line instance is deleted if a modification is performed on the related Phone or Device Profile, directly on Unified CM, and an import is performed by an executed Data Sync of the Unified CM.
- **EKB-9583: Updating a Hunt Group Pilot Number fails with Workflow not found [INInumberUpdatePWF].** Fixes an issue where updating a Hunt Pilot to use a new pattern failed.
- **EKB-9613: Site Delete fails when using friendly hierarchy name for Target Site when E164 Number at Customer is associated to DN at Site.** Fixes an issue where Deleting a Site fails when using the Site Name instead of PKID in Bulk Loader or API request.
- **EKB-9776: Adding Duplicate DNs should not be allowed.** Fixes an issue where there was possible to add duplicate Directory Numbers within the same hierarchy tree.
- **EKB-9814: CUC User PIN and Password Templates are applied on every Quick Add Subscriber change, should only be on Add Voicemail.** Fixes an issue where the Voicemail PIN and Password was unintentionally being re-applied from the Quick Add Group default values for every subsequent Quick Add Subscriber transaction
- **EKB-9952: Bulk Loading QAS with Parallel-True causes input context to get lost intermittently when Subscribers are added.** Fixes an issue where cached context conflicted during a Quick Add Subscriber bulkload.

6.8 Business Admin Portal

- **EKB-3068: “Login User” from Phone shows Users which reside on a different CUCM when at Customer level.** Fixes an issue where Users which existed on a different Unified CM were showing as available for selection when selecting “Login User” on a Phone
- **EKB-3237: Voicemail Caller Input - After adding a Caller input setting, there is duplication in the dropdown.** Fixes an issue where some dropdowns on the Voicemail feature were showing duplicate options in the Business Admin Portal.
- **EKB-3891: Contact Center skills list view is not spaced correctly.** The selection column for generic list tables will be a fixed width, with grouping removed. Last column in tables without scrolling will be oversized occasionally.
- **EKB-4314: Missing the option to clone a subscriber profile.** Provides the ability for admins to clone an existing Subscriber Profile in the Business Admin Portal.
- **EKB-4327: Can’t differentiate between transaction and sub-transaction in new admin portal transaction list.** Fixes an issue in the Transaction list where there was no visible difference between a transaction and subtransaction. Subtransaction IDs are now indented to distinguish them from parent transactions.
- **EKB-4360: Clear filter action always showing regardless if a filter is set or not (transaction list).** Fixes an issue where the Clear Filter action was always showing on a transaction list in the Admin Portal. Moved the button from the action bar to the top of the transaction log list in the 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-4521: Delete all services leaves behind the primary extension.** Fixes an issue where the Primary Extension is not removed when selecting “Delete All Services” on a Subscriber.
- **EKB-4921: Bulk Add Subscriber should expose PIN/Password fields.** Adds the ability to set pin and passwords for new subscribers when using the Bulk Add Subscribers tool in the Business Admin Portal.
- **EKB-5030: Specific page quick actions should only be available when applicable.** Login User and Login / Logout Phone quick actions are only shown for relevant phones and subscriber that have extension mobility configured.
- **EKB-5170: Incorrect titles on voicemail add/modify pages for Alternate Extension and other services.** Adds field overrides in the Field Display Policy for Alternate Extension, Email Notification Device, Pager Notification Device, HTML Notification Device, Phone Notification Device and SMS Notification Device.
- **EKB-5778: Display Welcome text on landing page.** Welcome header text added to dashboards for BA and Admin mode
- **EKB-6250: Missing GUI rule on Add Phone.** Fixes an issue where Display field is not autopopulated in Business Admin Port on a Line when adding a Phone for a User
- **EKB-6749: Toast Messages do not give detail on Required Fields.** Fixes an issue of insufficient Toast message detail by adding more detail to the message received on which fields are invalid and required for a successful form save or update.
- **EKB-6941: No hyperlink to EM profiles from the lines page.** This fixes a problem, when you are on the Lines edit page, if the line is associated to an Extension Mobility Profile, the line displayed in the Line Usage section is now a hyperlink to the Extension Mobility Profile.
- **EKB-6945: Hyperlink on the service Counts on Subscriber page should be disabled if the service is not enabled in the Profile.** Fixes an issue where the counts on Subscriber Dashboard are clickable if the service is disabled in BAP Profile.
- **EKB-7342: Edit & Replay in BAP does not fill in username for a failed AddSubscriber.** Fixes an issue with using Edit & Replay on an Add Subscriber transaction.
- **EKB-7854: Uploading files in Business Admin Portal is not possible as file name is not populated.** Fixes an issue where uploading files in Business Admin Portal does not complete as the file name is not populated when selecting the file.
- **EKB-7860: “Login User” option is not displayed for any phone types which do not have a Device name prefix of SEP.** Fixes an issue where the “Login User” option is not displayed when selecting a Phone if the Phone’s Device Name does not have SEP as a prefix.
- **EKB-7895: “Login Phone” from Subscriber doesnt show Phones from other Sites when hierarchy is Customer.** Fixes an issue where Phones, located at remote Sites, are not available for selection from the Subscriber page when selecting Login Phone. Note: The hierarchy must be set to Customer or above in order to show Phones from remote Sites.
- **EKB-7978: Adding a Subscriber which exists at Customer level does not inherit Last Name which prevents the user from being Added.** Fixes an issue where Adding a Subscriber, for a User which resides at Customer level, fails to complete due to the Last Name field not populating.

- **EKB-8055: Not able to add an Auto Attendant Schedule as Regex is failing on the hidden Start and End Date fields.** Fixes an issue where adding an Auto Attendant Schedule(non Holiday), fails as the Regex fails to validate the default value of YYYY-MM-DD on the hidden fields for Start and End Date
- **EKB-8102: Uploading a Greetings file to an Auto Attendant fails.** Fixes an issue where Uploading a Greeting file to an Auto Attendant fails.
- **EKB-8512: CUCM Lines which have been added with a + prefix do not show the Usage info when selecting the Lines from “View Lines”.** Fixes an issue where Lines, which have been added with a + prefix, do not show Usage info when selecting View Lines.
- **EKB-8555: Modifying Holiday Schedule and adding a new Holiday Detail fails as the wrong workflow is run.** Auto Attendant Schedules(relation/CucScheduleREL) will now display Details as grid instead of an accordion style.
- **EKB-8690: BLF Directed Call Park DN value is reset to a default value when Modifying a Phone.** Fixes an issue where the Directed Call Park pattern values are reverted to a default value when viewing a Phone.
- **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-9245: Export shows when it shouldnt and Export Bulk Load Template doesnt show at all.** Fixes issues with visibility of the Export button and specifically the export bulk load template option.
- **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-9385: Grid view for bulk add subscribers have a presentation issue where email address prints across the mobile number column.** Fixes an issue with text displaying outside of the table cell for the Bulk Add Subscriber feature in the Business Admin Portal.
- **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.

- **EKB-9436: Add Subscriber does not show New Services, resulting in Line using next available Line, when NDL does not have a Unity Connection.** Fixes Existing and New Services not generating correctly, for a Site without a CUC configured in the Site related NDL, which results in the selected Line being ignored and the Line value is auto assigned from the next available Line.
- **EKB-9514: Line Group Member Line reorder does not work in BAP.** Line members of an existing Line Group can now be re-ordered successfully in Admin GUI and BAP via the “**Hunt Group**” menu. Similarly the following elements can now also be re-ordered successfully for the relevant relation and device/cucm models: Phones and Extension Mobility: Lines, Speed Dials, BLFs and BLF directed call parks. Remote Destination Profiles: Lines.