VOSS Automate

Release Notes for VOSS Automate 21.2

Release 21.2

Jan 14, 2022

Contents

Release Overview

These are the official release notes for:

- Product: VOSS Automate
- Release Version: 21.2

Release 21.2 is the second release for the 21.x release series and contains the following highlights and enhancements:

Highlights:

- New Branding
  - Portal updates across the entire product suite to match our new corporate branding. This includes a rebrand of the product name from VOSS-4-UC to VOSS Automate
  - This also introduced many new theme settings for more granular control in themes
- Microsoft Exchange Online Support
  - Introduced support for managing Exchange Online mailboxes
- Portal Enhancements
  - Improved hierarchy picker usability
  - Improved behavior for lists on forms
  - Improved field presentation on forms
  - Improved presentation of tabs on forms
  - Expanded theme controls – favicon, additional colors etc.
- Operational Enhancements
  - Improved MS Teams Call Queue and Auto Attendant management
  - Allow service plans to be toggled for Microsoft users
  - Made Route List optional when updating Cisco Unity Call Handlers with a pilot number
  - Allow Name and MOH File to be modified on Cisco UCM MOH Audio Source
  - Added support for Cisco UCM and Unity Connection 14 SU1
  - Added support for Macros in Model Instance Filters
  - Added support for FIPS compliant libraries (bring your own Ubuntu Advantage license)
- Performance Improvements
  - New caching mechanism greatly improves system performance for User related syncs and Portal navigation

Release Details

ISO Platform
Release : `21.2`
Build Number : `236`
Platform Version : `21.2.0-1642166829`

Delta Platform
Release : `21.2`
Build Number : `2795`
Platform Version : `21.2.0-1642167737`

Supported Upgrade Paths:

- ISO Upgrade:

    - 19.x => 21.2

    - 20.1.1 => 21.2

- Delta Bundle Upgrade:

    - 21.1 => 21.2

- Customers who operate certain End-of-Support versions of VOSS Automate may be required to upgrade to newer versions of the software *prior* to upgrading to VOSS Automate 21.2.

    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 > 21.2

    - 18.1 (Patch Bundle 3/3b) > ISO upgrade to 19.2.1 > 21.2

    - 19.1.1 > Delta Bundle upgrade to 19.2.1 > 21.2

    - 19.1.2 > Delta Bundle upgrade to 19.2.1 > 21.2

- 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*.

- Upgrading from Release 19.3.x with FIPS enabled:

    If FIPS was enabled on your system (release 19.3.x) *prior* to upgrade, obtain and run `EKB-11024-19.3.4_patch.script`:

    1. On the Customer Portal, go to **Downloads > VOSS-4-UC > 19.3.4 > Patches > EKB-11024-19.3.4_patch**.

    2. Download `EKB-11024-19.3.4_patch.script` and follow installation instructions in `MOP-EKB-11024-19.3.4_patch.pdf`.

    3. For further details, refer to the *Federal Information Processing Standards (FIPS)* topic in the Platform Guide.

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, 12.5.1.14900-63, 14.0.1.11900-132
CUC	10.5.2.17900-13, 11.5.1.22900-28, 12.5.1.14900-45, 14.0.1.11900-128
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,SP66	SP65 required for User and Number Inventory Analytics
VOSS Assurance Arbitrator	SP23,SP24,SP25	

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

Important Information

- 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.

- All customers upgrading from versions VOSS-4-UC 19.3.4-PB5 and earlier are strongly advised to review the VOSS-4-UC 21.1 Release Changes and Impact document for details on model and workflow changes. These changes are relevant to all versions later than VOSS-4-UC 21.1.

- User Management migration updates default authentication types on SSO Identity Providers when upgrading from 19.3.4 to 21.2 (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 Automate*.

- If any Microsoft integrations exist in VOSS Automate 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 Automate 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 21.2 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.

VOSS Automate Adaptations Support

The following Adaptations have been updated to be compatible with VOSS Automate 21.2. If these Adaptations are currently in use, the compatible versions listed below must be installed after completing the upgrade to 21.2. If these compatible versions were already installed when performing the upgrade to 21.1 previously, then they *do not* need to be installed again after upgrading to 21.2.

VOSS Automate Adaptation	Minimum Version	Notes, application specific caveats
GS Cross Site Hunt Group	V1.9_21.1	
GS LinkedSites	V1.27_21.1	
GS Change Line	V0.1_21.1	
GS Group Voicemail	V1.12_21.1	
GS Device OOS	V0.7_21.1	
GS Number Inventory	V0.11_21.1	

Features: Summary

5.1   General

- **VOSS-879: Update VOSS Branding.**

  Updates the default Themes with the new VOSS branding for Admin, Self-service and Business Admin Portal. Also adds additional configuration options for Theme customisation.

Features: Summary

6.1   Admin Portal

- *EKB-11151*: Add summary header GUI rule for N to 1 DN to E164.
- *EKB-9706*: Transactions List to show Message when hovering over details column.
- *EKB-9788*: Hierarchy navigation usability issues with lots of Sites with new GUI.

6.2   Core Software

- *EKB-10654*: Add "Licenses Summary" field to msgraph/MsolUser.
- *EKB-10978*: Enhance "voss finalize_transaction" CLI command.
- *EKB-11289*: Build license audit super patch for version 4.0.2.
- *EKB-5166*: Add additional fields to Hunt Group Summary Attributes.
- *EKB-8303*: Support for case insensitive queries on Macros, Search, Advanced Find, BrownField.
- *EKB-8454*: Monitor data/Certificate certificate expiry.
- *EKB-8547*: Add N to 1 DN to E164 Association to SDE reports.
- *EKB-9363*: Create alerts for hung transactions.
- *EKB-9644*: MOH update Audio Source Name and File.
- *VOSS-876*: Support for Cisco Unified CM and Unity Connection 14 SU1.
- *VOSS-873*: Support Microsoft Exchange Online Management

6.3   Platform

- *VOSS-883*: Enable FIPS on Ubuntu 18.04.

6.4   Workflow Templates

- *EKB-10701*: Allow direct filtering by Country for msgraph/MsolUser, azureadonline/MsolUser & msteamsonline/CsOnlineUser.
- *EKB-11161*: Add summary header GUI rule for Microsoft License.
- *EKB-11261*: Add menu entry for List MOH Files.
- *EKB-9462*: Make Route List Optional when adding or modifying Call Handlers with a pilot value.
- *EKB-9913*: Generic Dial Plan: Partition CFT is missing values for Time Schedule and Time Zone.
- *EKB-9936*: Generic Dial Plan: Add "PSTN Access" field to SIP Trunks model.

6.5   Business Admin Portal

- *EKB-10181*: Add "Fetch real-time phone status" action to Phones page.

6.6 Audit/SDE

- *EKB-11374*: Add ownerid to the SDE file for phones.

Features: Detail

7.1 Admin Portal

- **EKB-11151: Add summary header GUI rule for N to 1 DN to E164.** Fixes an issue where the summary header on N to 1 E164 Association page was set to Range value instead of E164 Number

- **EKB-9706: Transactions List to show Message when hovering over details column.** The transaction message is now shown when hovering over a transaction in the log in the new portal.

- **EKB-9788: Hierarchy navigation usability issues with lots of Sites with new GUI.** Improved hierarchy dialog layout. Improved Current vs. Entire tree view button, to make selected state more clear. Reduces time to open hierarchy dialog on systems with large number of hierarchy nodes. Sets default view of hierarchy dialog to Current Tree. Hierarchy tree is shown collapsed by default. Replaced toggle Customer/Reseller buttons with Expand/Collapse all Customer/Reseller buttons. Fixed bug where trimmed tree would be displayed when switching to Current Tree view after filtering. Fixed bug where trimming current selected hierarchy from tree by filtering, would result in an error when switching back to Current Tree view

7.2 Core Software

- **EKB-10654: Add "Licenses Summary" field to msgraph/MsolUser.** Adds a field to the msgraph/MsolUser for the license summary

- **EKB-10978: Enhance "voss finalize_transaction" CLI command.** Finalise transaction tool can now accept multiple IDs and will automatically find and finalise child transactions.

- **EKB-11289: Build license audit super patch for version 4.0.2.** Fixes the fetching of the 'entitlement_profile' and 'title' fields of the Subscriber SDE report. This fix is only applicable on systems that do not have the 'data/User' model instances migrated (e.g.: 19.3.4 and prior versions).

- **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: forwardHuntBusy.destination Queue Full Destination: queueCalls.queueFullDestination No Hunt Members Answer/Available Destination: queueCalls.noAgentDestination

- **EKB-8303: Support for case insensitive queries on Macros, Search, Advanced Find, BrownField.** Allow certain fields on certain models to be completely case insensitive system wide.

- **EKB-8454: Monitor data/Certificate certificate expiry.** Presents a mechanism to allow customers to receive alerts when their SSL certificate is going to expire.

- **EKB-8547: Add N to 1 DN to E164 Association to SDE reports.** Added functionality to export Multi E164 line associations to the SDE reports.

- **EKB-9363: Create alerts for hung transactions.** Alerts will now be generated when transactions are Queued or Processing without any progress for longer than a configured interval.

- **EKB-9644: MOH update Audio Source Name and File.** Fixes an issue where MOH Audio Source Name and MOH Audio Source File fields were not modifiable.

- **VOSS-873: Support Microsoft Exchange Online Management** Provides the ability to manage User Exchange mailboxes for Microsoft Subscribers.

- **VOSS-876: Support for Cisco Unified CM and Unity Connection 14 SU1.** Adds support for Cisco Unified CM and Unity Connection 14 SU1

7.3   Platform

- **VOSS-883: Enable FIPS on Ubuntu 18.04.** Introduces new commands that interface with the Ubuntu Advantage client application in order to manage FIPS licensing and configuration. Customers upgrading from a FIPS enabled previous release must refer to the relevant procedure in the upgrade guide.

7.4   Workflow Templates

- **EKB-10701: Allow direct filtering by Country for msgraph/MsolUser, azureadonline/MsolUser & msteamsonline/CsOnlineUser.** Adds the ability to filter by one or multiple Countries in Model Instance Filters when syncing.

- **EKB-11161: Add summary header GUI rule for Microsoft License.** Fixes an issue where the summary header on Microsoft Licenses E164 page was set to Service Plan ID value instead of Service Name

- **EKB-11261: Add menu entry for List MOH Files.** Adds a new menu entry for "List MOH Audio Files" This uses a new device model, device/cmccs/MohFile, this will need to be added manually to cloned Menus and Access Profiles.

- **EKB-9462: Make Route List Optional when adding or modifying Call Handlers with a pilot value.** Adds optional field "Do not add Route Pattern" to remove mandatory requirement for adding Route Lists when adding or modifying a Call Handler

- **EKB-9913: Generic Dial Plan: Partition CFT is missing values for Time Schedule and Time Zone.** Allow timezone and time schedule to be input-driven for Route Partition dialplan element

- **EKB-9936: Generic Dial Plan: Add "PSTN Access" field to SIP Trunks model.** Adds a new field "PSTN Access" to the SIP Trunks model.

7.5   Business Admin Portal

- **EKB-10181: Add "Fetch real-time phone status" action to Phones page.** Adds the ability to retrieve the Phone Registration and IP Address Status.

7.6   Audit/SDE

- **EKB-11374: Add ownerid to the SDE file for phones.** Adds the ownerUserName field to the phones SDE report.

Defects Fixed: Detail

8.1 Adaptations

- **EKB-10372: E164 to DN Associations are showing DNs as not associated for Linked Sites when Association exists at another Linked Site.** Fixes a Linked-Sites issue where the E164 number association feature was allowing unavailable numbers to be selected

- **EKB-10508: Webex Teams: CUCM Line is not removed when updating a Subscriber's Calling Behaviour from "Calling in Webex Teams (Unified CM)" to blank.** Fixes an issue where changing the Webex Teams Calling Behaviour to blank (on update Subscriber), was not removing the Lines as expected when Line Delete Preferences were set to remove lines.

8.2 Legacy Admin GUI

- **EKB-10420: Filter is not persisted when a URL rewriting proxy is in use.** Fixes an issue where adding list view filter is not persisted when navigating away and returning to the same page when a URL rewriting proxy is in use.

- **EKB-10965: Slow response when using quick search.** Resolves issue where the quick search would intermittently produce very slow response times.

8.3 Admin Portal

- **EKB-10035: No access to 'Local Purge' action for CUCM, CUCXN and MS-Teams models.** Purge action is now available for applicable device models.

- **EKB-10061: "Login Page Details" tab does not show on Theme configuration page.** When accessing a Theme instance, the Login Page Details tab is now displayed when using the Admin GUI portal,

- **EKB-10149: Default Admin Password field is hidden when adding a Reseller or Customer.** Fixes an issue where the Default Admin Password field is initially hidden, when "Create Local Admin" checkbox is set to true, when adding a Reseller or Customer hierarchy.

- **EKB-10200: Not able to add Cisco TelePresence Profile 42 (C20) Phone in the New Admin GUI from relation/SubscriberPhone.** Fixes an issue with the add of new Cisco TelePresence phones.

- **EKB-10242: Selecting a WebEx user results in page loading continuously.** Fixes an issue where the save icon did not appear when editing a Webex user.

- **EKB-10287: MultiVendorSubscribers is not displayed correctly in New Admin GUI.** Fixes an issue where Multi Vendor Subscriber does not show the Users in the correct card layout like Business Admin Portal does.

- **EKB-10363: New admin gui and relation/MicrosoftSubscriber.** Fixes an issue with the Microsoft Subscriber relation where it wasn't possible to update any values on the MS Teams tab in the new GUI.

- **EKB-11072: IOS Commands and Consolidate Commands menus do not open.** Fixes an issue where IOS Commands and Consolidate Commands menu entries did not open to list views.

- **EKB-11146: Hunt Group does not display tabs in the Admin GUI.** New GUI will now display all groups with "display as fieldset" in a new, Base tab if there are also groups without "display as fieldset" set in the same FDP.

- **EKB-11157: Cannot clone SIP Profile or SIP Security Profile as NDL selection keeps repeating.** Fixes an issue where it was not possible to clone a record that required the user to select an NDL.

- **EKB-11182: relation/MicrosoftSubscriber issues with emergency policies dropdowns.** Fixes an issue where the "Teams Emergency Call Routing Policy" and "Teams Emergency Calling Policy" drop downs were not populated in the Microsoft Subscriber GUI.

- **EKB-11269: Move Users GUI rule issue - does not show correct list of users to move.** Fixes an issue where the Move User menu did not list the users contained in the selected "Move From" hierarchy.

- **EKB-9499: List page filters do not appear to work..** Fixes an issue where filters applied to list view pages are not working correctly.

- **EKB-9717: Array fields default to shut and have to be opened individually.** Multiple form-array elements can now be expanded at once. Added Expand All & Collapse All buttons to form-array header. Moved array element action buttons to array element header. Moving array item(s) will no longer result in the item(s) becoming non-responsive.

8.4   Self-service

- **EKB-10233: Voicemail icon is not displayed in side menu when Subscriber does not have an Entitlement Profile set.** Fixes an issue where Voicemail is not shown in the side menu when the Subscriber does not have an Entitlement Profile set, and no Entitlement Profile is set as "Default Profile" in the Subscriber's hierarchy.

- **EKB-10371: Adding Smart Device in SelfService doesnt Associate Device to User if Mobility is False.** Fixes an issue in Self Service where a smart device added is disassociated from the user when that user did not have mobility enabled initially.

- **EKB-9934: Reset security questions saves "successfully" but the TXN in the backend actually fails.** Fixes an issue with Security Questions failing without notifying the SelfService user.

8.5   Core Software

- **EKB-10156: SelfService password recovery and password change does not perform the same changes.** Fixes an issue where a Self Service User's UC App passwords are not updated when resetting the password in the Self Service Login page.

- **EKB-10222: voss-queue service stopped due to Out Of Memory event on Database Node.** In an effort to reduce the likelihood of Out Of Memory events, the amount of free RAM the kernel reserves has been increased to 3% of RAM (max 1GB) on Database Nodes.

- **EKB-10260: Number Inventory Menu does not show the correct values when a "Does Not Contain" Fixed Filter is applied.** Fixes an issue where "Does not contain" filter does not return records where the filter field is undefined.

- **EKB-10285: Add "Licensing > Web Proxies" menu for sysadmin.** Adds the "Web Proxy' item to the License menu of the sysadmin user.

- **EKB-10299: Voss Phone Server: Improper count in the license audit files.** The Voss Phone Server aggregator does not produce correct counts in the License Audit files when there are instances on the 'Customer' and 'Site' level.

- **EKB-10340: WS-Management (WinRM) service cannot process the request.** Concurrency is now configurable for generic drivers

- **EKB-10356: Upgrade failure when migrating LandingPage and MenuLayout without any items.** Fixes an issue where the "app template" step fails during upgrade when a migration attempts to migrate MenuLayout instances without any "Menu Items" and LandingPage instances without any "Sections".

- **EKB-10425: Querying the state of the upgrade transactions should be more resilient to prevent upgrade failures.** Fixes issue where data imports (eg. template install or upgrade_db) could fail if the database failed over midway during an import

- **EKB-10481: Phone or Device Profile Service URL field is not populated when Subscribing to IP Phone Service.** Allow URL parameters to be added to Phone and Device Profile Services

- **EKB-10525: MsGraph session based auth goes into endless loop at start of device sync when client secret in incorrect.** Fixes an issue where MSGraph session based auth goes into endless loop at start of device sync when client secret in incorrect

- **EKB-10646: Authentication fails for user when Auth Method is set to Local and SSO Server has been configured to Authenticate all Users.** This allows authentication for users with authentication method set to "Local" when there is a Identity Provider server in their hierarchy.

- **EKB-10700: Model Instance Filter does not work on lists of complex objects.** Model Instance Filter does not work on lists of complex objects

- **EKB-10840: platform command voss clear_device_pending_changes does not complete.** Fixes an issue where voss clear_device_pending_changes does not exit after completion

- **EKB-11005: change password not visible for local user with SSO in hierarchy scope.** Fixes an issue where Change Password and Password Reset Question were not available in the Administrator GUI.

- **EKB-11236: Bulk loading spreadsheets with a large number of columns is very slow.** Bulk loading spreadsheets with a large number of columns should be less slow.

- **EKB-8597: Enabling of schedule DataSync kick off immediately after enabling again.** Fixes an issue where schedules are always executed on activation if the schedule is in range. Provides and option to skip pending schedule on activation.

- **EKB-8696: High volume API requests for HcsSiteREL causing high load.** Fixes an issue where Network Device List Reference lookup is not efficient.

- **EKB-9636: Gateway endpoint vendor config API returns incorrect schema.** Fixes gateway endpoints vendor config schema API calls

- **EKB-9934: Reset security questions saves "successfully" but the TXN in the backend actually fails.** Fixes an issue with Security Questions failing without notifying the SelfService user.

8.6   Platform

- **EKB-10085: Setting the voss queues to an unrealistic value can destroy the node.** The voss queues command will no longer allow a value larger than the amount of cores in the VM.

- **EKB-10244: HCS - NBI P2 errors in/when collecting data exports.** Fixes an issue where the /tmp disk partition was running out of space, resulting in NBI Subscriber Data Export failing to generate reports.

- **EKB-10447: Unable to upgrade NBI to develop.** Fixes an issue preventing ISO upgrade of a GENERIC node

- **EKB-10451: Generic role platform displays transaction archive schedule warning.** Removes warnings about transaction archiving on generic nodes

- **EKB-10502: The system ssh fail_limit status command just fails..** Fixes an error when checking status of SSH fail limit when no users have been defined

- **EKB-10721: ERROR: The last backup was more than 2 days ago.** Removed backup notification on generic nodes

- **EKB-11231: Connect SFTP Endpoint on Azure with V4UC.** Allows for connecting Voss backups to Azure block storage SFTP

8.7   Workflow Templates

- **EKB-10022: Cloned Roles created during Hierarchy add are not being set with the correct BAP Profile.** Fixes an issue where the ProviderAdministrator and ENTProviderAdministrator Roles are not added with the Full Access Business Admin Portal Profile.

- **EKB-10110: Generic Dial Plan: Removing Dial Plan fails if SIP Trunk no longer exists on Unified CM.** Fixes an issue where removing a Dial Plan fails if either of the following elements no longer exists on the Unified CM: Conference Bridge, MRGL, MRG, MTP, Route Group, SIP Trunk or Transcoder.

- **EKB-10119: CNF Sync Schedule does not Execute unless "Use Specific Executions" is enabled and then disabled..** Fixes an issue where the system-created CNF-sync Schedule was not triggering anything on schedule.

- **EKB-10127: DEFAULT_CUCM_GROUP macro returns multiple values at Linked Sites.** Fixes an issue where the macro, DEFAULT_CUCM_GROUP, returned multiple values on the CUCM Group from Site Defaults Doc when a Parent Site has Linked Sites configured.

- **EKB-10134: Generic Dial Plan: Add Call Forward and VM Profile to CTI Route Point model.** Adds Voicemail Profile, Alerting Name, Forward All to Voicemail, Display and External Phone Number Mask fields to CTI Route Point Dial Plan Model.

- **EKB-10144: Endpoints on Analog Gateway are not in correct order.** Fixes an issue where End Points on Analog Gateways are not displayed in the correct order.

- **EKB-10192: Delete Subscriber failing at step to disable CUCM call forward settings.** Fixes an issue where Delete Subscriber was failing when Subscriber has voicemail and DN had plus '+' prefix

- **EKB-10292:   GS_HcsDeleteCucmUserDs_PWF fails when the Subscriber has multiple Remote Destinations or Remote Destination Profiles.**   Fixes an issue where the GS_HcsDeleteCucmUserDs_PWF workflow failed when Deleting the Subscriber Services, during Unified CM Data Sync, if the Subscriber has multiple Remote Destination Profiles or Remote Destinations associated.

- **EKB-10304: Username with # fails to import from CUCM.** When syncing in users from CUCM that contains a # symbol, the user models creation fails to execute correctly.

- **EKB-10364: Tools in new GUI do not show help link.** Tool pages no longer inherit actions from previously visited page. Tool pages will now correctly display Help action.

- **EKB-10372: E164 to DN Associations are showing DNs as not associated for Linked Sites when Association exists at another Linked Site.**   Fixes a Linked-Sites issue where the E164 number association feature was allowing unavailable numbers to be selected

- **EKB-10410: Move Subscriber Cross cluster does not work while keeping the same directory number.** Fixes an issue where moving a Subscriber from one Site to another Site, which resides on a different Unified CM cluster, fails if the same Directory Number is used at the destination Site.

- **EKB-10423: Agent Line is Deleted when modifying a Subscriber and no changes are made to the Device Line association.** Fixes an issue where Agent Line instances are deleted when modifying a Subscriber and no change is made to the Phone or Device Profile's Line association.

- **EKB-10430: Macro specified in CUSTOMER_TEMPLATE is evaluated at Customer instead of Site when adding a Site.** Fixes an issue where Add Site was failing when the CUSTOMER_TEMPLATE contains macros that expected to be run at Site-node.

- **EKB-10469: Cannot update LDAP server port from 389 to 636.** Fixes an issue where the update of LDAP server details failed internally.

- **EKB-10480: User Identity field on CUCM User is not updated when modifying a Subscriber or User's Email Address.** Fixes an issue where the User Identity field on a CUCM User was not updated when modifying a Subscriber or User's Email Address

- **EKB-10481: Phone or Device Profile Service URL field is not populated when Subscribing to IP Phone Service.** Allow URL parameters to be added to Phone and Device Profile Services

- **EKB-10508: Webex Teams: CUCM Line is not removed when updating a Subscriber's Calling Behaviour from "Calling in Webex Teams (Unified CM)" to blank.** Fixes an issue where changing the Webex Teams Calling Behaviour to blank (on update Subscriber), was not removing the Lines as expected when Line Delete Preferences were set to remove lines.

- **EKB-10542: Update Gateway Name change fails when updating End Points "Advanced Find Options invalid - Resource not found with options device/cucm/GatewaySccpEndpoints".** Fixes an issue where the admin was unable to update the name of an Analog Gateway device

- **EKB-10610: Move Subscriber Cross Cluster leaves CUCM Line at Source Site when Allow Line Delete is enabled.** Fixes an issue where line deletion preference was not taken into account when moving subscriber to another cluster.

- **EKB-10651: Top Down LDAP sync setting cucm.user.UserIdentity to email instead of UPN.** Fixes an issue in Top-Down Sync's (V4UC -> LDAP) where the CUCM user's identity field get's set to email instead of User Principal Name

- **EKB-10676: Quick Add Subscriber fails if CUCM User Template has nested Roles within User Group definitions.** Fixes an issue where Quick Add Subscriber fails when applying a CUCM User Template which contains nested Roles specified within User Group Definitions.

- **EKB-10715: HuntGroupFDPMenuItem FDP needs updating to include the same fields as the default FDP.** This change duplicates the Default Hunt Group FDP into Hunt Group Menu Item FDP.

- **EKB-10743: Quick Add Subscriber fails when using specific Partition in "CUCM Line CFT" which differs from Site Default Partition.** Fixes an issue where Quick add Subscriber fails when a Partition has been configured in the Quick Add Group's Line CFT which differs from the Partition specified in the Site Defaults.

- **EKB-10808: Cannot add HCS Site Dial Plan for a site when SDD is based on CUSTOMER_TEMPLATE.** Fixes an issue where an HCS Site Dial Plan cannot be added for a site when SDD is based on CUSTOMER_TEMPLATE

- **EKB-10876: Enable Mobility get's unset when updating existing subscribers that have SNR via QAS.** Fixes an issue with Enable Mobility getting unset when updating existing subscribers that have SNR via QAS resulting in the removal of the SNR associated remote destination.

- **EKB-10997: Updating Unity Connection Aging Policy fails "Element is not currently interactable and may not be manipulated".** Fixes an issue where updating CUC Aging Policy fails with an error "Element is not currently interactable and may not be manipulated".

- **EKB-11050: Delete Site Workflow runs for extended period when updating large amounts of E164 Numbers at Customer level.** Fixes an issue where Site Delete takes too long due to large/scale

E164 Associations provisioned.

- **EKB-11070: Quick Add SIP Gateway and SIP Gateway Port do not show the Help link.** Fixes an issue where the Help button is not shown on "Add port to Analog Gateway", default Access Profiles have been updated to include the Help permission.

- **EKB-11098: Modifying certain MS Objects forces hierarchy selection.** Fixes an issue where submitting an update-form of Microsoft models (such as Microsoft Subscriber, Auto Attendant, etc) were forcing the admin to select a lower level hierarchy.

- **EKB-11182: relation/MicrosoftSubscriber issues with emergency policies dropdowns.** Fixes an issue where the "Teams Emergency Call Routing Policy" and "Teams Emergency Calling Policy" drop downs were not populated in the Microsoft Subscriber GUI.

- **EKB-11219: Updating username of User on CUCM results in a new data/User instance being created instead of Updating existing instance.** Fixes an issue where the user-pull data-sync workflow was incorrectly creating a new data/User at cust-node instead of updating the existing one at site-node, in the scenario where the username was directly modified on the Call Manager and later synced into V4UC.

- **EKB-11308: Move LDAP user by filter to a Site with Auto Push does not create device/cucm/User when LDAP user sync is executed.** Fixes the auto-push to CUCM on Ldap Sync with Move to Site filter.

- **EKB-11435: Analog Gateway Lines showing No Value Set for a line inside new Portal.** Fixes an issue where Analog Gateway Lines show No Value Set for a line inside new Portal

- **EKB-11507: Least Utilized CUCM Group is not applied to site defaults.** Least Utilised CUCM Group is not applied to site defaults at Site level

- **EKB-6289: Creating End User at Site does not inherit the Default Self-service Language from Site Defaults Doc.** Fixes an issue where creating End User at Site does not inherit the Default Self-service Language from Site Defaults Doc

- **EKB-6844: Existing Services do not show for Subsriber at Sitel Level.** Fixes an issue where existing services are not shown for a subscriber at site level

- **EKB-7255: Update User Services Fails to Update line data(EM and RDP).** Fixes an issue where running the Update User Services feature was failing to update device-specific-line settings.

- **EKB-8231: Improve log message when Uploading MOH files to CUCM fails when it cant connect using port 443.** Fixes an issue where uploading an MOH file to Unified CM Cluster fails with an error message "Unable to locate element" when Unified CM is not reachable on Port 443. This will now fail with a connection error if unreachable.

- **EKB-8342: Update CUCM_USER_serviceProfile and CUCM_userLocale named macros to cater for Move Subscriber.** Fixes an issue where Move Subscriber fails when using a User Template with the macros macro.CUCM_USER_serviceProfile or macro.CUCM_userLocale

- **EKB-9237: Quick Add Subscriber: Selecting existing Subscriber should show existing Phone and EM lines when adding Contact Centre.** Updates the QAS guiRules to enable the selection of existing Phone or Extension Mobility when provisioning a UCCX Agent.

- **EKB-9339: Move Subscriber cross cluster does not roll back correctly if transaction fails.** Fixes an issue where Moving a Subscriber does not rollback completely if the transaction fails, which leaves some models at the Destination hierarchy.

- **EKB-9594: Adding a Hunt Pilot on the second CUCM, at Customer level, fails if the Hunt List name already exists on CUCM1.** Allow duplicate Hunt Groups if multi-cluster CUCM has been configured

- **EKB-9611: Add Subscriber does not show New Services, when the Subscriber Profile's Quick Add Group does not have an Extension Mobility Template set.** Fixes an issue with New Services not being display in BAP - Add Subscriber From Profile when the related profile's QAG does not have an Extension Mobility Template set.

- **EKB-9645: Line relation does not show route partition as dropdown for Alternate Number.** Enterprise Alternate Number Route Partition and +E.164 Alternate Number Route Partition are now drop-downs with local Route Partition choices

- **EKB-9715: Directory Number Routing: Translation Patterns added with + Prefix are not removed from CUCM.** Fixes an issue where translation patterns containing a + where not deleted from CUCM on removal of Directory Number Routing.

8.8   Business Admin Portal

- **EKB-10250: No help for Multivendor subscriber in BAP.** Fixes an issue where no help is displayed for Multi Vendor Subscriber.

- **EKB-10256: MultiVendor Subscriber - User Details not updating.** Fixes an issue where user detail fields are not disabled for Microsoft Subscribers.

- **EKB-10343: Update Call Pickup Group at incorrect hierarchy fails with Unknown Status Code.** Fixes an issue where an error is displayed when attempting to modify a model instance when the hierarchy selected is not valid, according to the Rule Model Hierarchy Type.

- **EKB-10413: Caller Input card does not show all available summary columns after V4UC 19.3.3 Release.** Include additional summary attribute columns are displayed for Voicemail Caller Input

- **EKB-10475: Caller Input fields on BAP show the internal names on the summary page.** Display friendly name for Voicemail Caller Input Action field

- **EKB-10555: Email Address field on Add Subscriber and Bulk Add Subscriber should not be mandatory.** Removes mandatory email requirement from Bulk Add Subscriber and Add Subscriber From Profile features in Business Admin Portal

- **EKB-10685: VM Caller Input does not display Transfer Type field value.** Fixed issue where the Voicemail caller input dialog box was not displaying the selected "Transfer type" value for certain caller input types.

- **EKB-11060: Add to Hunt Group is listed twice in Quick Actions.** "Add to Hunt Group" no longer appears twice in Subscriber quick actions.

- **EKB-11073: Selecting Move on a Subscriber shows "error unable to open record".** Fixes an issue where selecting Move on a Subscriber fails.

- **EKB-8524: Voicemail Caller Input does not consistently show "Ignore" value when Action is set to Ignore.** Fixes an issue on Voicemail Call Input where the value field does not consistently show a value of "Ignore" when Action is set to Ignore

- **EKB-9611: Add Subscriber does not show New Services, when the Subscriber Profile's Quick Add Group does not have an Extension Mobility Template set.** Fixes an issue with New Services not being display in BAP - Add Subscriber From Profile when the related profile's QAG does not have an Extension Mobility Template set.

8.9   Licensing

- **EKB-11515: License Audit CSV Detailed splitting line 10 and 11.** Fixes an issue where a newline is inserted in the column title line when a License Audit CSV file is sent via email destination.