



Release Notes for VOSS Automate 21.3 Patch Bundle 3

Release 21.3-PB3

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Release Overview

These are the official release notes for:

- Product: VOSS Automate
- Release Version: 21.3 Patch Bundle 3

VOSS Automate 21.3 Patch Bundle 3 mainly includes defect fixes and a few small enhancements. Automate 21.3 Patch Bundle 3 is a cumulative patch bundle and contains all the fixes included in Automate 21.3 Patch Bundle 1 and Automate 21.3 Patch Bundle 2.

For additional details on the changes, see the Release Notes for VOSS Automate 21.3 Patch Bundle 1 and 2, the What's New page under Automate 21.3 Documentation and discuss with your VOSS account team.

Important:

- SSO Login

When upgrading from 19.3.4 PB4 to 21.3, VOSS Automate 21.3 Patch Bundle 3 is required to ensure SSO functionality and successful user login. Refer to the topic *User Login Options by Authentication Method and Server Authentication Scope* in the Core Feature Guide.

- Self-service Login

Users on VOSS Automate 21.3 or VOSS Automate 21.3 Patch Bundle 1 and encounter a blank screen upon Self-service login when TLS v1.3 is enabled, should upgrade to VOSS Automate 21.3 Patch Bundle 3.

Release Details

Delta Platform
Version : 21.3.3
Build Number : 3519
Platform Version : 21.3.3-1663157939

Supported Upgrade Path:

The supported upgrade paths for this Patch Bundle Upgrade is:

- 21.3-PB2 => 21.3-PB3
- 21.3-PB1 => 21.3-PB3
- 21.3 => 21.3-PB3

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	10.5.2.18900-15, 11.5.1.22900-28, 12.5.1.14900-63, 14.0.1.11900-132, 14.0.1.12900-161
CUC	10.5.2.18900-15, 11.5.1.22900-28, 12.5.1.14900-45, 14.0.1.11900-128, 14.0.1.12900-69
HCMF	11.5.4.11900-3, 11.5.5.10000-2, 12.5.1.10000-5, 12.6.1.10000-2
UCCX	12.5.1.11001-348 (SU1-ES03)

Important:

- Microsoft support within NBI

From release 21.3 Patch Bundle 1 onwards, Microsoft support within NBI is not available. Contact VOSS Support or your VOSS Account Manager for details.

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

Features: Summary

3.1 Automate Admin GUI

- [EKB-9720](#): New GUI drop-down lists improvements.
- [EKB-13419](#): Improve navigation between transactions and sub-transactions.
- [EKB-13363](#): Improve time of GUI rules to fire in Quick Add Subscriber.

3.2 Automate Audit/SDE

- [EKB-13541](#): Update license audit - Microsoft Teams & Voice calculation.

3.3 Automate Business Admin Portal

- [EKB-11491](#): Improvements to Mobile Identity fields on Phones.

3.4 Automate Core

- [EKB-13043](#): Updating CUCM process node name only caches the result for CUCM CallManagers reference.
- [EKB-12811](#): Expand Summary Attributes for Schedule.
- [EKB-12810](#): Expand Summary Attributes for Data Sync.
- [EKB-12307](#): Add a feature to exclude model types from CallManager change collector service.

3.5 Automate Platform

- *EKB-11716*: Allow customization of “from address” field in platform notification email.

3.6 Automate Templates

- *EKB-13696*: Add MultiVendor MvsEnhancedProvider and MvsEnhancedCustomer role sets and BAP profiles to VOSS Automate.
- *EKB-13640*: Allow a DN to be shared by phone and Unity Connection call handler pilot.
- *EKB-13018*: On the Usage tab for Number Inventory, add support for AA/CQ models (MS Teams).
- *EKB-13017*: Site Defaults Doc updated with the latest Microsoft policies.
- *EKB-12968*: Number Inventory - Support for customer-controlled fields (Description field).
- *EKB-12805*: Line (device/cucm/Line) reset has no effect.
- *EKB-12768*: Number inventory should persist extra fields and not drop them when making numbers available.
- *EKB-12037*: QAS: Line field should be mandatory when a subscriber is added with Webex App Calling Only (when the subscribers primary line is not set).
- *EKB-11607*: Add custom strings/boolean fields for GS Add Gateway Port.
- *EKB-11335*: Replace ‘VOSS-4-UC’ with ‘VOSS Automate’ in templates for help text and tool tips.
- *EKB-10977*: Add support for VG420 Analog Gateway.

Features: Detail

4.1 Automate Admin GUI

- **EKB-9720: New GUI drop-down lists improvements.** Improved behavior of drop-downs on form fields that allow custom values, to allow automatic filtering as a user types, and easier keyboard navigation.
- **EKB-13419: Improve navigation between transactions and sub-transactions.** Navigating from a sub-transaction to its parent transaction will now restore the sub-transaction list state, provided it was not an embedded list on the details page. The relevant sub-transaction will be scrolled into view and highlighted.
- **EKB-13363: Improve time of GUI rules to fire in Quick Add Subscriber.** Fixes an issue where each key press in the username field of Quick Add Subscriber started multiple network requests, causing the page to be unusable for a long period of time.

4.2 Automate Audit/SDE

- **EKB-13541: Update license audit - Microsoft Teams & Voice calculation.** Updated the license audit count logic for Microsoft Teams to include an enterprise voice check.

4.3 Automate Business Admin Portal

- **EKB-11491: Improvements to Mobile Identity fields on Phones.** Improve Mobile Identity fields on Phones.

4.4 Automate Core

- **EKB-13043: Updating CUCM process node name only caches the result for CUCM CallManagers reference.** Perform dependent import of CallManager entity when ProcessNode is updated.
- **EKB-12811: Expand Summary Attributes for Schedule.** Expanded Summary Attributes for Scheduling.
- **EKB-12810: Expand Summary Attributes for Data Sync.** Expanded Summary Attributes for Data Sync.
- **EKB-12307: Add a feature to exclude model types from CallManager change collector service.** Allows a model type list to be associated with CUCM change notification collection.

4.5 Automate Platform

- **EKB-11716: Allow customization of “from address” field in platform notification email.** Added a platform CLI command to set custom “from address” for notification emails.

4.6 Automate Templates

- **EKB-13696: Add MultiVendor MvsEnhancedProvider and MvsEnhancedCustomer role sets and BAP profiles to VOSS Automate.** Added MultiVendor MvsEnhancedProvider and MvsEnhancedCustomer role sets and Business Admin Portal profiles to VOSS Automate.
- **EKB-13640: Allow a DN to be shared by phone and Unity Connection call handler pilot.** Allows the assignment of the same number to a callhandler as well as multiple devices.
- **EKB-13018: On the Usage tab for Number Inventory, add support for AA/CQ models (MS Teams).** Added two new Microsoft-related links to the Usage tab (Number Inventory) for AutoAttendant and Call Queue.
- **EKB-13017: Site Defaults Doc updated with the latest Microsoft policies.** Adds an update to the Site Defaults Doc, with the latest Microsoft policies.
- **EKB-12968: Number Inventory - Support for customer-controlled fields (Description field).** Added a mechanism to control how VOSS non-managed number inventory fields are updated when inventory changes are made by features.

This feature provides a Configuration Template (CFT) to define how non-managed inventory fields are updated throughout various workflows in the system. The default CFT includes an example setup and

macro reference to populate the description field in the inventory based on the firstname and lastname of the user the number is assigned to. This CFT and macro can be used as is for that behavior and also further extended or changed to apply other logic as required. You can look up various details from the system to utilize per normal CFT behavior. See the documentation for more information on the capabilities, how to use, and other use cases. The CFT is `IniUpdateCustomCFT` and the example macro for description for reference is `INI_Description_From Caller_Workflow`.

- **EKB-12805: Line (device/cucm/Line) reset has no effect.** Custom operation 'Reset' is now implemented for CUCM devices 'Line' and 'DevicePool' (but not for the associated relations yet).
- **EKB-12768: Number inventory should persist extra fields and not drop them when making numbers available.** INI extra fields will now remain intact when the numbers become available (as the new standard default behavior), i.e. those values will persist even when the numbers become available. If needed, a new custom CFT has been made available to allow for optionally overriding that behavior.
- **EKB-12037: QAS: Line field should be mandatory when a subscriber is added with Webex App Calling Only (when the subscribers primary line is not set).** Fixes Webex Apps service provisioning allowed in Quick Add Subscriber without required primary extension set for user.
- **EKB-11607: Add custom strings/boolean fields for GS Add Gateway Port.** Added custom strings/boolean fields for GS Add Gateway Port.
- **EKB-11335: Replace 'VOSS-4-UC' with 'VOSS Automate' in templates for help text and tool tips.** Replaced 'VOSS-4-UC' with 'VOSS Automate' in templates for help text and tool tips.
- **EKB-10977: Add support for VG420 Analog Gateway.** Added support for VG420 Analog Gateway.

Defects Fixed: Detail

5.1 Automate Adaptations

- **EKB-12043: Errors with Microsoft Teams user data.** If hybrid dial plan instances and/or SNR instances data become stale, the workflows to clean up the data can be included in the sync and purge data syncs.

5.2 Automate Admin GUI

- **EKB-13417: Cannot copy text from disabled fields/non-custom drop-down fields.** Text values of disabled drop-down fields on forms can now be selected and copied to clipboard.
- **EKB-12301: Disable autocomplete on password field.** Fixes an issue with autocomplete enabled for the Login and Password forms in Self-service.

5.3 Automate Audit/SDE

- **EKB-13580: Unable to create license report since upgrade.** Added additional checks that handle malformed records. Alerts are sent when these records are encountered.
- **EKB-13501: License audit is double counting users across vendors (Cisco and Microsoft).** Fixes double counting of users that have more than one service provider (for example, if a user has Cisco services and Microsoft services, the license audit counted this user twice).

5.4 Automate Core

- **EKB-13908: Fix launch of landing page from menu.** This fix allows for landing page processing during compilation of menu layout.
- **EKB-13842: Used number getting set to “Available” by CUCM sync workflow (Line Delete Preferences).** Fixes an issue where CUCM Phone/User syncs were causing internal numbers to be incorrectly set to “Available” when they were still being used.
- **EKB-13829: DataSync times out on large CallManager user sync.** Fixes an issue where CallManager listUser AXL request times out at 120 seconds, for +50K users, by increasing the request timeout to 600 seconds.
- **EKB-13779: Holiday mode (FMC enabled/disabled) is not working properly from Self-service.** Fixes an issue with FMC not being enabled in Self-service.
- **EKB-13616: Error updating a site’s Microsoft tenant dial plan.** Fixes normalization rules on CsTenantDialplan model.
- **EKB-13612: CUCM sync: when Ignore “All Errors” is selected in a workflow, the system does not honor ignore for “Resource Not Found” errors.** Fixes an issue where “resources not found” errors are not ignored in workflow steps for cases where “Ignore All Errors” are set for the related workflow steps.
- **EKB-13552: Moving user manually does not move msteams user.** Fixes an issue where moving a user manually was not moving the Microsoft Teams user (msteams user).
- **EKB-13452: Create hybrid multi vendor VIEW data/User cannot be found.** Username and Directory Number drop-downs no longer accept values not contained in the choices list.

5.5 Automate Platform

- **EKB-14057: Upgrading to 21.3.3 (PB3) with PBR 21.2.0 installed caused the upgrade to fail.** If phone-based registration is installed on any nodes, ensure that they are running the 21.3.0 release of PBR before upgrading.

This can be done by running *system mount*, followed by *app install phone-based-registration ver 21.3.0*, on the relevant nodes.
- **EKB-13405: Failing to add SFTP new user.** Fixes an issue where the CLI user command menus no longer worked after an SFTP user was created using special characters.
- **EKB-13099: Latest phone-based-registration installer not saved on platform after ISO upgrade.** A copy of the latest phone-based registration install script is created in the backups folder if the service is not installed. This only applies to application nodes.

5.6 Automate Templates

- **EKB-7757: device/cuc/ScheduleDetail is not imported unless a change is also made to device/cuc/Schedule.** Fixes an issue where device/cuc/ScheduleDetail was not importing automatically.
- **EKB-13842: Used number getting set to “Available” by CUCM sync workflow (Line Delete Preferences).** Fixes an issue where CUCM Phone/User syncs were causing internal numbers to be incorrectly set to “Available” when they were still being used.
- **EKB-13812: Microsoft Teams online users data sync shows failures in transaction log and fails to identify orphaned Teams users.** Fixes an issue where Microsoft Teams online users data sync shows failures in transaction log and fails to identify orphaned Teams users.
- **EKB-13757: Exchange Online data sync failure when a mailbox with a default language other than English exists.** Fixes an issue where the Exchange Online data sync fails when a mailbox with a default language other than English exists.
- **EKB-13729: LDAP Sync (Top Down): CUC [update User] API call fails if manager DN exceeds 64 characters.** Fixes an issue where CUC User updates fail on LDAP sync.
- **EKB-13660: Improve and make consistent the email group GUI rules on the Webex tab in Global Settings.** Fixes the GUI rules for the the Webex tab in the Global Settings, where three fields in Email Groups were not toggling correctly.
- **EKB-13659: Number Inventory: deleting number associations is not deleting the translation pattern.** Fixes an issue where translation patterns are not undeployed where association numbers are removed.
- **EKB-13657: HCS NAL - Associating VM pilot number with E.164 number to parent site adds route pattern with disconnected partition.** Fixes an issue with site partition when associating a VM pilot number with an E.164 number.
- **EKB-13620: Hybrid view cannot be used if MSOL user is at another site.** If the device/msteamsonline/CsOnlineUser or the device/msgraph/MsolUser are at a site that is not the same as the data/User, a brownfield move will move the CsOnlineUser and MsolUser back to the customer level and then the hybrid workflow will move them to the same site as the data/User.
- **EKB-13618: LDAP sync (Top Down), phone configuration is deleted after upgrade.** Fixes an issue in LDAP sync user updates, where users that are moved have devices and lines disassociated and reconfigured.
- **EKB-13587: Validation rules fail due to the inability to look outside the current hierarchy path.** Add optional configurable hierarchy to the validation rule to allow evaluate at higher hierarchies.
- **EKB-13536: WebexApp support: CSV upload failure when provisioning calling behavior and numbers into a DirSynced Webex Control Hub organization.** Fixes a WebexApp issue where Phone Number data was being populated for DirSync-enabled Organizations.
- **EKB-13508: Move Subscriber - ‘fn.movesub_getguirules_on_username_change’ fails at customer hierarchy for large user base.** Improved performance in ‘fn.movesub_getguirules_on_username_change’.
- **EKB-13506: Hybrid adaptation causes delete shortCode to fail when use-case includes same-named shortCodes.** Duplicate Short codes can be deleted.
- **EKB-13502: INI is being updated incorrectly for Move Subscriber (Single Cluster, Move Line).** Fixes an issue in Move Subscriber where INI that exists at a higher hierarchy level than the CUCM line is updated and marked as “Available” incorrectly for CUCM lines being moved within single cluster configurations.

- **EKB-13491: Re-skill UCCX agents is broken when adding and removing skills at the same time.** Fixes agent re-skill on customer level.
- **EKB-13452: Create hybrid multi vendor VIEW data/User cannot be found.** Username and Directory Number drop-downs no longer accept values not contained in the choices list.
- **EKB-13432: Webex Teams CSV file has incorrect header.** Fixes incorrect header for Webex Teams CSV file.
- **EKB-13399: Duplicate countries at 'sys' and 'sys.hcs'.** Fixed duplicate Countries returned by macro call.
- **EKB-13385: Number inventory showing extensions assigned to analog and CTIRP devices as "Available".** Fixes an issue where Number inventory showed extensions assigned to analog and CTIRP devices as "Available".
- **EKB-13351: Enhanced menu, Microsoft Offboard subscriber should be a view not a list menu entry.** Changed enhanced menu Microsoft Offboard Subscriber from view to list and updated the filter_type for user_type to 'contains'.
- **EKB-13312: Quick Add Subscriber GUI rule should hide SNR Mobile Number field when entitlement profile does not support SNR.** Fixes a Quick Add Subscriber GUI issue where the SNR Mobile Number field was not being hidden when the selected entitlement profile does not support SNR.
- **EKB-12804: MRA phone registration support not present.** This change exposes the MRA fields on devices that support it.
- **EKB-11748: Add secure drive parameters to the customer Webex Control Hub connection.** Adds secure drive parameters to the customer Webex Control Hub connection.