



Release Notes for VOSS Automate 21.3

Sep 14, 2022

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Release Overview

These are the official release notes for:

- Product: VOSS Automate
- Release Version: 21.3

Release 21.3 is the third release for the 21.x release series and contains the following highlights and enhancements:

Highlights:

- Microsoft / Cisco Hybrid Management

The Cisco / Microsoft Hybrid Feature automates and provisions the dialplan and configuration needed for Subscribers moving to/from Cisco and or Microsoft:

- Select a Subscriber from a drop-down and choose a service type and line number, to automate the manual tasks needed by Providers or Large Enterprises considering a mixed estate transitioning from Cisco to Microsoft.
- Works out of the box off of the HCS Looping Dialplan, but you can consult with VOSS to tailor your own dialplan.
- Still able to leverage your own Quick Add Groups and Template Settings.
- Multiple Service Types out of the box provides various options and states of Cisco, or Microsoft or Hybrid Subscribers.
- In order to enable Hybrid capabilities, you would need to log in as a Provider and go to **Customizations > Global Settings > Enabled Settings**, and **Enable the Cisco/Microsoft Hybrid** service.
- Multiple Service Types are shipped in 21.3 which will automatically convert a user to a specific state: either a Cisco-Only User, Microsoft Only user, or some Hybrid version in between.

- Support for users with dual Admin / End User Roles

- Single set of credentials for administration and end user access
- Simplifies external authentication (LDAP and SSO)
- Supports concurrent use of both Admin and Self-service portals in same browser
- Easy to configure
 - a. Create instance of Authorized Admin Hierarchy at relevant hierarchy level
 - b. Provision End User as usual
 - c. Associate End User with Authorized Admin Hierarchy

- Number Inventory Alerting

We have introduced the ability for administrators to be alerted when their internal numbers exceed the available threshold.

- Enable Number Alerting via Global Settings
- Set the aggregate level
- Set the available threshold percentage
- Choose whether you want to be alerted via email or not (default behavior is via syslog and GUI notifications). A new sample email template for alerting is provided out of the box.

- Choose to ignore hierarchies which have no numbers.
- Webex App Management Enhancements
 - Improvements to Webex App User provisioning:
 - Renamed Webex Teams to Webex App throughout GUI.
 - Quick Add Subscriber Spark CFT now determines which Jabber devices to add.
 - Quick Add Subscriber will import Webex App User automatically if it exists.
 - Organization’s Domain can be set in Site Default Doc for Quick Add Subscriber provisioning.
 - Generated CSV now includes user’s phone number.
 - Operational Enhancements
 - Support for Flow Through Provisioning User Onboarding from LDAP / CUCM sources
 - Improved Site summary listings
 - Additional Microsoft License Information added to Subscriber Data Extract (SDE)
 - Ability to set Tenant Dial Plan when onboarding Microsoft subscribers
 - Support for certificate based authentication for O365 integration
 - Option to keep (and reset to template) a phone when deleting a subscriber
 - Improved phone information in dropdowns on Quick Add Subscriber and Replace Phone
 - Ability to manually trigger an LDAP sync on Cisco UCM
 - Support for IM&P CUCM server types during Insights assets onboarding automation
 - Admin Portal Improvements
 - Improved Menu Layout / Landing Page management
 - Improved list component behaviour on forms
 - Theme controls to control the background color for text boxes

Release Details

ISO Platform
Release : 21.3
Build Number : 83
Platform Version : 21.3.0-1649923628

Delta Platform
Release : 21.3
Build Number : 2984
Platform Version : 21.3.0-1649924453

Supported Upgrade Paths:

- ISO Upgrade:

- 19.x =>
- Delta Bundle Upgrade:
 - 21.x =>
- 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 21.3.

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 > 21.3
- 18.1 (Patch Bundle 3/3b) > ISO upgrade to 19.2.1 > 21.3
- 19.1.1 > Delta Bundle upgrade to 19.2.1 > 21.3
- 19.1.2 > Delta Bundle upgrade to 19.2.1 > 21.3
- 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	12.5.1.11001-348 (SU1-ES03)

VOSS App	Versions	Notes, application specific caveat
VOSS NBI	3.2.0	
VOSS Analytics Dashboard	SP65	SP65 required for User and Number Inventory Analytics
VOSS Assurance Arbitrator	SP24	

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

Important Information

- **EKB-3999: Site summary page should show External ID and full address information**

Any customizations, API calls and Bulk Loaders should be modified to take into consideration the changes below.

- The following fields have been added to data/BaseSiteData and domain/BaseSiteDOM:
 - * City
 - * State
 - * PostalCode
 - * ExtendedName
 - * ExternalID
- The titles of the Address 1, 2 and 3 fields have been updated.
- ExternalID has been added as a summary attribute on data/BaseSiteData and domain/BaseSiteDOM.
- Configuration Templates have been updated for the changes in the fields.
- Field Display Policies have been updated for the changes in the fields.

Features: Summary

4.1 Automate Admin GUI

- [VOSS-956](#): New Admin GUI Enhancements 21.3.
- [EKB-8094](#): Improve Menu Layout and Landing Page management pages.
- [EKB-10416](#): Improve screen layout for Arrays.

4.2 Automate Business Admin Portal

- [EKB-12338](#): Add “Show Unused Numbers” and “Show Unused Numbers (Site Only)” DN Filter to view/Add Subscriber From Profile.
- [EKB-12039](#): Add “Sync Type” to User Details page.

4.3 Automate Core

- *EKB-12382*: Disable automatic migration of AzureADOnline to MSGraph during upgrade.
- *EKB-12186*: MS-Graph Sync Pagination Link Enhancement Required For Greater than 1000 Users.
- *EKB-11088*: Migrate BaseSiteDAT data from the customer location data.
- *EKB-10096*: Optimise model._business_key_to_refs .

4.4 Automate Templates

- *VOSS-962*: Provisioning Improvements on Webex App .
- *VOSS-911*: End Users with Admin Access.
- *VOSS-891*: Productize Microsoft Hybrid Solution.
- *VOSS-886*: Number Inventory Alerting.
- *EKB-4773*: Disable “Failed Login Limiting per Source” in the “Default” Credential Policy for Provider deployments.
- *EKB-3999*: Site summary page should show External ID and full address information.
- *EKB-12147*: Add “Show Unused Numbers” and “Show Unused Numbers (Site Only)” DN Filter to Quick Add Subscriber.
- *EKB-12035*: Include hybrid content into AddSubscriberFromProfile.
- *EKB-11925*: Replace V4UC with VOSS Automate on the various Delete Hierarchy views.
- *EKB-11892*: Add Tenant Dial Plan field to MS Quick Add Subscriber.
- *EKB-11807*: Delete Subscriber should provide option to leave hard phone instead of delete - similar to line behavior.
- *EKB-11590*: Change Webex Teams to Webex App.
- *EKB-11426*: Add Msteamsonline CsTenantNetwork models to MSTEamsOnlineData MTL.
- *EKB-11321*: Add Countries entry to Provider Admin Menu.
- *EKB-11056*: Add support to execute an LDAP Directory Sync on Unified CM.
- *EKB-11022*: Add Generic Flow Through Provisioning hooks to LDAP/CUCM syncs.
- *EKB-10931*: MS Hybrid Number inventory audit updates.
- *EKB-10448*: Use certificate thumbprint auth for MS Graph driver app registration.

Features: Detail

5.1 Automate Admin GUI

- **VOSS-956: New Admin GUI Enhancements 21.3.** Multiple visual and functional improvements to the Admin Portal
- **EKB-8094: Improve Menu Layout and Landing Page management pages.** Improves the layout when configuring Menus and Landing pages by adding in-line editing, showing the icon image instead of text and moving page controls for adding and removing entries to the left hand side.
- **EKB-10416: Improve screen layout for Arrays.** Improves the screen layout for Arrays by aligning the left side with other fields and expanding across the page to the right.

5.2 Automate Business Admin Portal

- **EKB-12338: Add “Show Unused Numbers” and “Show Unused Numbers (Site Only)” DN Filter to view/Add Subscriber From Profile.** Adds two new Directory Number filter options to Add Subscriber page: Show Unused Numbers, Show Unused Numbers (Site Only)
- **EKB-12039: Add “Sync Type” to User Details page.** Adds “Sync Type” to User Details page

5.3 Automate Core

- **EKB-12382: Disable automatic migration of AzureADOnline to MSGraph during upgrade.** Migration of AzureADOnline to MSGraph device resources will not be performed automatically. This is done in favour of a controlled and manual switchover from AzureADOnline to MSGraph.
- **EKB-12186: MS-Graph Sync Pagination Link Enhancement Required For Greater than 1000 Users.** This enhancement allows for the configuration of the pagination page size, i.e. how many users are extracted in each query, on the MS-Graph Connection set up page.

The default setting is 999 which extracts 1000 users at a time. For a large amount of users the resulting payload may exceed the maximum allowance (9MB).

In the event that the default 999 setting triggers a maximum payload size failure, we recommend lowering the page size. E.g. for 800 users per page, set: *msol_user_api_page_size = 799* as an additional ‘service parameter’ on the MS-Graph Connection set up page. For 500 user per page, set: *msol_user_api_page_size = 499*.

- **EKB-11088: Migrate BaseSiteDAT data from the customer location data.** Adds migration for models used in Site Summary Page.
- **EKB-10096: Optimise model._business_key_to_refs.** Improves performance of reference resolution.

5.4 Automate Templates

- **VOSS-962: Provisioning Improvements on Webex App.** Multiple improvements to provisioning of Webex App Users. Also renames Webex Teams to Webex App throughout the GUI.
- **VOSS-911: End Users with Admin Access.** Introduces the ability for a single user account to be configured as both an End User (with services) and as an Administrator. Previously, this required two separate user accounts.
- **VOSS-891: Productize Microsoft Hybrid Solution.** This feature introduces the automation steps needed to seamlessly transition users and subscribers from various Microsoft Teams, Cisco CUCM or Hybrid states, to any other state. It caters for the dialplan and numbering provisioning, as well as the back-end services that are needed to make sure all the Voice and Telephony components are provisioned and configured correctly.
- **VOSS-886: Number Inventory Alerting.** Adds the ability to define thresholds for Number Inventory availability and then generate Alerts once the defined thresholds are exceeded.
- **EKB-4773: Disable “Failed Login Limiting per Source” in the “Default” Credential Policy for Provider deployments.** Changes the “Default” Credential Policy to have “Disable Failed Login Limiting per Source” set to True for Provider HCMF and Provider Decoupled deployment types. This prevents the source IP Address from being Blocked when the number of Failed Login counts for a User has been reached.
- **EKB-3999: Site summary page should show External ID and full address information.** data/BaseSiteData and domain/BaseSiteDOM has been extended to store the following data: “City”, “State”, “PostalCode”, “ExtendedName”, “ExternalID” and “Description”. “ExternalID” is now a Summary Attribute
- **EKB-12147: Add “Show Unused Numbers” and “Show Unused Numbers (Site Only)” DN Filter to Quick Add Subscriber.** Adds two new Directory Number filter options to Quick Add Subscriber: Show Unused Numbers, Show Unused Numbers (Site Only)
- **EKB-12035: Include hybrid content into AddSubscriberFromProfile.** When adding a user from subscriber from profile, a hybrid service may now be assigned.
- **EKB-11925: Replace V4UC with VOSS Automate on the various Delete Hierarchy views.** Replaced V4UC with VOSS Automate on Delete Hierarchy views.
- **EKB-11892: Add Tenant Dial Plan field to MS Quick Add Subscriber.** Exposes field “Tenant Dial Plan” to MS Quick Add Subscriber
- **EKB-11807: Delete Subscriber should provide option to leave hard phone instead of delete - similar to line behavior.** Adds the optional ability to retain hard-phones when subscribers are deleted
- **EKB-11590: Change Webex Teams to Webex App.** Renames Webex Teams to Webex App
- **EKB-11426: Add Msteamsonline CsTenantNetwork models to MSTEamsOnlineData MTL.** Adds the following Model Types to the MSTEamsOnlineData and MSTEamsOnlineDataSyncOrder Model Type Lists:
 - device/msteamsonline/CsTenantNetworkRegion
 - device/msteamsonline/CsTenantNetworkSite
 - device/msteamsonline/CsTenantNetworkSubnet
 - device/msteamsonline/CsTenantTrustedIPAddress
- **EKB-11321: Add Countries entry to Provider Admin Menu.** Adds Countries, data/Countries, entry to Provider Admin Menus.

- **EKB-11056: Add support to execute an LDAP Directory Sync on Unified CM.** Adds the ability to perform an LDAP Directory Sync on Unified CM via a new Menu entry: CUCM LDAP Directory Sync. The view, view/doLdapSync, will need to be added to the relevant Menus and Access Profiles to use this feature.
- **EKB-11022: Add Generic Flow Through Provisioning hooks to LDAP/CUCM syncs.** Adds Generic Flow Through Provisioning hooks to LDAP/CUCM Add syncs.
- **EKB-10931: MS Hybrid Number inventory audit updates.** Cater for Hybrid Internal Number Audit.
- **EKB-10448: Use certificate thumbprint auth for MS Graph driver app registration.** Adds ability to export data/Certificate private key and adds JWT generation functionality.

Defects Fixed: Detail

6.1 Automate Admin GUI

- **EKB-9414: New Admin GUI does not validate minimum or maximum values set in Data Models and Views.** Form field validation for integer fields with minimum or maximum value conditions now display an error message and blocks form submission if the conditions are not met. Required form multi-line fields now display the asterisk which is present on other required form fields.
- **EKB-12031: Selecting all items on one page doesn't then allow selection of more items on the next page.** Fixes list table row selection issues where:
 - list table row selection was not maintained correctly when paginating across the list.
 - list table row selection was not lost upon filtering the list.
 - list table row selection was not lost when deselecting all items on the list.
 - list table row selection was not removed after perform bulk list actions, such as export or delete.
- **EKB-12012: Add Summary Header GUI rule for Lines on CTI Route Point page.** Fixes an issue where CTI Route Points Lines were showing as 'No Value Set'
- **EKB-11998: Move Subscriber GUI Rule required VM Template with no VM account (new gui).** Fixes an issue in Move Subscriber where voicemail template is required for user's without Voicemail.
- **EKB-11979: Success with Async Failure transaction notification shows as Success.** Fixes an issue where transactions that had completed with status "Success With Async Failures", were displaying a notification color indicating success, instead of warning. Additionally fixes an issue where the detail of completed transactions was not appearing in the notification messages that display on the GUI.
- **EKB-11571: Admin Portal does not provide a clear message when a user does not have Access rights to a model.** User permission errors now display a detailed toast message which contains the Operation and Model for the required permission.
- **EKB-11557: Hierarchy picker does not recognise new Nodes after their creation.** Hierarchy Picker will now automatically refresh list contents when hierarchy changes are made. Previously required browser refresh.
- **EKB-11252: LDAP Authenticated Admin User is showing Change Password option.** Change Password link is no longer displayed on Account Settings page for externally authenticated users.

6.2 Automate Business Admin Portal

- **EKB-9803: Delete Subscriber Services fails if the selected user and any other user does not have an email address.** Fixes an issue where Deleting a service from a Subscriber fails if multiple Subscribers have been added at the same Site without an Email Address.
- **EKB-12422: Missing from line settings: Description Alerting Name E164 information when manually adding a phone via BAP.** Fixes an issue in Business Admin Portal - Add Phone where the incorrect Line Template applied on Line creation and association to the phone.
- **EKB-12170: Subscriber fields cannot be set back to blank once populated.** Subscriber fields cannot be set back to blank once populated
- **EKB-11973: Cooling & Reserved Number Management page cant be saved without “Add Internal Inventory” feature.** Cooling & Reserved Number Management page cant be saved without “Add Internal Inventory” feature
- **EKB-11909: View Line page shows Phones with same Line pattern but different Route Partition.** Fixes an issue where the BAP View Line page shows Phones with same Line pattern but different Route Partition
- **EKB-11694: Feature Permissions for Update Voicemail need to include operations for Add and Delete Alternate Extension and Notification Devices.** BAP Feature permissions for Update Voicemail need to include custom operations
- **EKB-11563: Add Phone and Add Subscriber page should allow custom entries for Lines.** Fixes an issue where Adding a Phone or Adding a Subscriber does not allow a custom Line value to be defined. Specifically applies when Number Management is Disabled for the Customer.
- **EKB-11296: Add Subscriber and Move Subscriber do not honor FDPs when cloned down.** Fixes an issue where Business Admin Portal did not honor the default Field Display Policy for Add Subscriber and Move Subscriber actions: view/AddSubscriberfromProfile and view/UserPhoneMoveUsers_VIEW
- **EKB-11249: Network Hold MOH Source shows blank value when modifying a Hunt Group.** Network Hold MOH Source & Announcements will now display correctly in BAP.

6.3 Automate Core

- **EKB-8066: Basic macros fail for skypeforbusinessonline, skypeforbusinesshybrid and mson-line data models.** Fixes an error with macro queries referencing data models with the same name as a device model.
- **EKB-12468: Symas Open LDAP Server syncing failed.** Fixes usage of Advanced Configuration -> Primary Key Attribute on non standard LDAP server configuration.
- **EKB-12283: Licensing: Remove azureadonline logic from SDE and License Audit.** MS_O365 counts for both the License SDE and Audit reports will only reflect instances of the ‘device/msgraph/MsolUser’ model type.
Instances of the ‘device/azureadonline/MsolUser’ model type will be completely ignored in these reports.
- **EKB-12218: Phones are updated on each Unified CM import due to “status” or “ipaddress” value not being remove from Cache.** Fixes an issue where the Import Call Manager transactions were running the same updates for all of the phones on every sync.

- **EKB-12114: DN dropdown on E164 associations (N to N DN) does not show any DNs if a DN has been added with a # prefix.** E164 associations (N to N DN) should once again work correctly even if DNs with a leading '#' are present.
- **EKB-11681: Template based migration failure during template install causes Auto Migrate not to run.** Errors during migrations will no longer prevent subsequent migrations from running.
- **EKB-11619: fn.cucm_get_line_details produces numerous 40s queries.** This fixes performance issues with relation to the cucm_get_line_details macro function.
- **EKB-11509: Oracle SBC driver fails on SBC still syncing from previous operation.** Introduces a mechanism to restart generic driver requests that are made to a third party server when post-requests fail with a specific start over instruction.
- **EKB-11495: Phone Status Export failing with Error in macro function 'fn.save_hierarchy_phone_statuses'.** Fixes an issue when exporting a phone status CSV file for phones with non-ascii characters in the name.
- **EKB-11455: CUCM list paging can lose records on very large syncs causing User deletion.** Fixes 'random' deletion of users from the Voss database during a sync on a CUCM with a large number of users.
- **EKB-11409: limit on transaction exports to safe guard against oomkills.** Prevents large transactions export from consuming an excessive amount of memory by enforcing a limit of 20 000 transaction and 10 000 transaction log entries per export.
- **EKB-11206: CCM AXL Password field in device/cuc/AXLServer is not redacted but is encrypted.** Fixes an issue by removing the encrypted password from the API for a Unity Connection AXLServer instance.
- **EKB-10984: LDAP auth is successful if valid LDAP server disabled or out of scope and auth method = LDAP.** This prevents a user from authenticating against its LDAP server if it is disabled.
- **EKB-10872: CUCM ServiceProfile missing parameter.** Management of CUCM Service Profiles have been improved.
- **EKB-10812: The MongoWrapper.call method should wrap returned cursors.** Fixes an issue where transactions become stuck in processing state if a database failover occurs while the queue is polling for new transactions.
- **EKB-10509: Corrupt LDAP server prevents auth on servers after it in list.** Fixes an issue to allow for trying all eligible LDAP servers when authenticating a user, even if some fail due to incomplete data.

6.4 Automate Licensing

- **EKB-12283: Licensing: Remove azureadonline logic from SDE and License Audit.** MS_O365 counts for both the License SDE and Audit reports will only reflect instances of the 'device/msgraph/MsolUser' model type.
Instances of the 'device/azureadonline/MsolUser' model type will be completely ignored in these reports.
- **EKB-11516: License Audit File not generating.** Added functionality to log all exceptions and added handling of remnant records which points to an invalid hierarchy.

6.5 Automate Platform

- **EKB-12419: “voss session-limits list” is not shown in the CLI help for “voss session-limits”.** Fixes an issue where “voss session-limits list” command was not exposed.
- **EKB-12312: fstab is not updated when the swap drive is reassigned..** Fixes an issue where the drive configuration is not updated when the swap drive is reassigned causing the system to hang on reboot.
- **EKB-12241: “cluster status” shows a traceback error when a Unified Node is powered off.** Fixes an issue where an error is seen on running ‘cluster status’ when one of the nodes is offline / powered off.
- **EKB-12083: Add check for LVM Drives in “cluster check” command.** Adds reporting to cluster check output to warn of database drives that have not been converted to LVM.
- **EKB-12042: Unable to create volume called voss.** Fixes an issue where moving from one volume group to another raises an error.
- **EKB-11984: Selenium service is not restarted after changing DNS causing MOH File uploads to fail.** Fixes an issue where DNS change is not propagated to application containers.
- **EKB-11897: Webfiles are not synced to all Nodes during Delta Bundle upgrades.** Fixes an issue where Webfiles are not synced to all Nodes during Delta Bundle upgrade resulting in GUI related fixes not reflecting on all Nodes.
- **EKB-11682: Azure - Adding additional unified/app nodes destroys existing nodes.** Fixes an issue where existing nodes are destroyed and rebuilt when additional nodes are added to an existing deployment.
- **EKB-11617: Large amount of Database Messages/SNMP traps generated post upgrade to 19.3.4 PB5.** Fixes an issue where an empty platform notification history causes repeated notification to be sent, even if an error state was corrected.
- **EKB-11598: Upgrade fails on Azure deployment due to missing python-apt package.** Fixes an issue where upgrading from 21.1 to 21.2 with the delta bundle, for an Azure deployed cluster, fails due to missing python-apt package.
- **EKB-10979: web san certificate installation issue.** Improved error output when attempting to install non-compliant SAN certificates.

6.6 Automate Templates

- **EKB-12627: LDAP Reprovision User failed in MoveUsingFilter step.** TO BE ADDED
- **EKB-12422: Missing from line settings: Description Alerting Name E164 information when manually adding a phone via BAP.** Fixes an issue in Business Admin Portal - Add Phone where the incorrect Line Template applied on Line creation and association to the phone.
- **EKB-12326: HcsAddUpdateCucmPhoneDsPWF workflow failed at step 3 with error: Macro lookup of device.cucm.Line.__hierarchy returned multiple values.** Fixes an issue where sync workflows were failing when users and lines were duplicated on multiple Call Managers at the same node
- **EKB-12234: Adding or Cloning a UC Prep Profile fails if CUCM SIP Profile is configured as Redirect By Application value is string.** Fixes an issue where Adding or Cloning a UC Prep Profile failed when the SIP Profile section is configured due to the “Redirect By Application” field not being set to a Boolean value.

- **EKB-12209: Static migration needs to be added for Quick Add Groups.** Adds static-migration for data/QuickAddGroups for supported upgrade-paths.
- **EKB-12138: Unity SIP Integration workflow fails to create Route Pattern.** Create Route Pattern during Unity SIP Integration
- **EKB-12093: User Role is being changed when Data Sync is run and Update of User triggers UserCucmSyncUpdate.** Fixes an issue where a User's role gets overwritten by mistake when syncing in a user from CUCM after a modify.
- **EKB-11999: Number Inventory DN is not moved during Move Subscriber when moving Line.** Fixes an issue in Move Subscriber where INI is not moved when Move Line is specified.
- **EKB-11990: Changing Site Name causes NDL to disappear from Network Device List dropdown.** Fixes an issue where changing Site Name causes NDL to disappear from Network Device List dropdown.
- **EKB-11953: QAS fails with Webex App Calling and SNR only.** Fixes an issue where Quick Add Subscriber was unable to provision Webex App when only Single Number Reach was specified.
- **EKB-11946: "Intercom" Usage is ignored when adding a Partition or CSS.** Partition Usage is ignored when adding a Route Partition or CSS
- **EKB-11919: Automatic Move of Subscriber from one Site to another using Move Filter leaves CUCM User at source Site.** Fixes an issue where the device/cucm/User instance remains at the Source Site when a User is moved automatically by a Move Filter.
- **EKB-11909: View Line page shows Phones with same Line pattern but different Route Partition.** Fixes an issue where the BAP View Line page shows Phones with same Line pattern but different Route Partition
- **EKB-11863: Password is stored in clear text in data/Uccx and data/Uccxserver.** Fixes an issue where the password is stored in plain text in the connection parameters for UCCX.
- **EKB-11824: Reduce auto lock clearing for Agent Lines and AddRemoveDeviceAppUser from 15mins to 2mins.** Fixes an issue where AgentLine transaction were blocked from running for 15mins when an Add, Update or Delete transaction failed, which leaves the lock file behind. Auto expiry of the lock has been reduced from 15mins to 2mins. The AddRemoveDeviceAppUser workflow has had the same fix applied to it.
- **EKB-11812: Offboarding Insights asset group removes assets from other assets groups.** Fixes Assurance asset onboarding workflows.
- **EKB-11797: HcsPull Data Sync added for Shared Call Managers does not contain the default attached Workflows.** HcsPull Data Sync added for Shared Call Managers does not contain the default attached Workflows
- **EKB-11776: When using QAS to add voicemail to existing user gets error.** Fixes an issue where VoiceMail Call Fwd setting failed when using QAS to add VoiceMail and not including any devices in the transaction.
- **EKB-11775: CUCM import with Force Update enabled fails for Users which do not have a data/User model but do have device/cucm/User model.** Fixes an issue where importing a CUCM user with no local user fails.
- **EKB-11773: Do not retry when PowerShell authentication / authorization errors are detected.** In the VOSS Automate PowerShell implementation, the default behavior when an error is returned from a MicrosoftTeams PowerShell cmdlet is to retry the command until it succeeds or approximately 60 seconds have elapsed. This behavior can be overridden for specific errors. This update overrides the default retry behavior for authentication and authorization errors, as those errors should not be retryable.

- **EKB-11772: Failed PowerShell transactions are taking too long to return an error.** Makes clearer the error messages one receives from a Microsoft proxy's Windows Remote Management service to be more descriptive.
- **EKB-11769: Deleting a Voicemail Account which exists at Customer level fails.** Fixes an issue where Deleting a Voicemail Account which exists at Customer level fails
- **EKB-11714: Remove Rule Model Hierarchy Type instance of view/UserPhoneMoveUsers_VIEW on upgrade.** Fixes an issue where move-user was prevented by a RuleModelHierarchyType
- **EKB-11713: Move Subscriber - Move To Hierarchy - Showing all Sites up to Reseller Level for a Customer Admin user.** Fixes an issue where the Move To Hierarchy dropdown shows hierarchies which should not be visible to a Customer Admin when moving a Subscriber. Hierarchies were only visible when Unified CM is Shared and added at Provider or Reseller level.
- **EKB-11688: Update or ReProvision of top-down sync User results in Entitlement Profile being reset to LDAP Sync default value.** Fixes an issue where the Entitlement Profile value on a User is reset to the value defined on the LDAP User Sync configuration, when an LDAP User is updated.
- **EKB-11619: fn.cucm_get_line_details produces numerous 40s queries.** This fixes performance issues with relation to the cucm_get_line_details macro function.
- **EKB-11570: Reset-Restart Phone link is missing from the Enh menus.** Adds Reset-Restart Site Phones menu entry to Enhanced Provider and Enhanced Customer menus.
- **EKB-11554: Auto-Attendants on Linked Sites are not greying out NDL correctly.** Fixes an issue where the NDL is not disabled when adding a Auto-Attendant at a Linked Site.
- **EKB-11502: "General Post Install Actions" step increases Template installation time during upgrade.** Adds Conditional checks for updating data/CallManager and data/NetworkDeviceList instances to prevent unnecessary Update events being triggered during Template installation.
- **EKB-11470: Exchange mailbox or distribution group at customer level doesn't allow site level members.** Fixes an issue where managing Exchange mailbox or distribution group at customer level doesn't show site level members.
- **EKB-11461: Removing Mobile Number from LDAP Attribute does not remove the value from the Subscriber.** Fixes an issue where removing the Mobile Number from LDAP Attribute does not remove the value from the Subscriber
- **EKB-11441: Duplicate username check not working when Modifying a Username to match existing User.** Fixes an issue when trying to update a user's username to an existing username does not fail.
- **EKB-11286: Convert user from CUCM-LDAP to Local user does not update the user sync type.** Fixes an issue where a user's SYNC_TYPE gets out of sync with the correct type after converting the user from CUCM LDAP sync to CUCM Local.
- **EKB-11071: Enhanced Provider and Customer menus are missing the "SIP Gateway Port" entry.** Adds SIP Gateway Port menu entry to enhanced Provider and enhanced Customer menus.
- **EKB-11058: LDAP Sync fails on adding a User which contain "data." in their email address.** Fixes an issue where the LDAP Sync fails on adding a User which contain "data." in their email address.
- **EKB-11023: Auto Attendant - GUI displays CH Greeting option incorrectly.** Fixes an issue where "Play Record Message Prompt" in CallHandler Greetings, is set to True by default when being modified.
- **EKB-11004: Remove Clone operation from relation/CallhandlerREL and relation/CucScheduleREL.** Removes the Clone operation from relation/CallhandlerREL and relation/CucScheduleREL

- **EKB-10872: CUCM ServiceProfile missing parameter.** Management of CUCM Service Profiles have been improved.
- **EKB-10236: Usage value is not set to “Voicemail_Pilot” when Adding a Voicemail Pilot number.** Fixes an issue where the “Usage” value of the Directory Number was not set to Voicemail_Pilot when adding a Voicemail Pilot Number.