Release and Upgrade Notes for VOSS Automate 21.4-PB4

Release 21.4-PB4

Feb 22, 2024

Contents

Release Overview

These are the official release notes for:

- Product: VOSS Automate
- Release Version: 21.4 Patch Bundle 4

1.1 Highlights

Release 21.4 PB4 is the fourth Patch Bundle release for the 21.4 release and contains the following highlights and enhancements:

Webex Calling Enhancements

VOSS Automate integrates with the existing Webex Control Hub to provide automated provisioning and ongoing management of Webex (in bulk or individually), including users, licenses, teams, workspaces, meeting rooms, devices, number inventory, locations, schedules, calling settings, auto attendants, hunt groups, call parks, pickup groups, and more. This release adds additional capabilities based on the latest APIs.

- Automate the onboarding of Webex users with flow through provisioning, which can license and configure a user as they are added to the Webex Control Hub.
- Utilize role-based access controls to administer your Webex environment.
- Manage locations, fully on/off-board users, and, if needed, automate cross application setup when integrating Webex calling with UCM.
- On/off-board, view, and manage users across applications in a single location.

Admin Role Improvements

The usability of Admin Roles has been greatly improved by allowing Admin Roles to be defined at any hierarchy and then used by admin users at the designated hierarchy. This for example allows for a single set of Reseller, Customer and Site Admin roles to be defined at Provider level. Roles can also be configured for multiple hierarchy use (for example both Customer and Site) if required, by adding additional hierarchies to the new "Hierarchies Allowed" field.

Optional decoupling of Cisco HCM-F

This release provides the opportunity to decouple Automate from Cisco HCM-F by means of an optional patch, which can be installed after completing the upgrade to 21.4 PB4. All HCM-F data will be removed from Automate once installed and any further provisioning of Customers, Sites, and CUCM/CUCxn clusters etc., from Automate, will no longer provision the data to/from the Cisco HCM-F. No changes will be made to the data on the Cisco HCM-F or license integration with the UC Apps. Review the `MOP-VOSS-1094-21.4-PB4_patch.pdf` for additional information and installation procedure.

Maintenance Mode

This feature provides a central control to stop all schedules on the platforms, allowing you to streamline upgrade and maintenance processes and to improve upgrade integrity. This removes the need to stop schedules in bulk and/or have schedules inadvertently start during the maintenance window.

Automate Accessibility Support

As part of our commitment to supporting accessibility standards, we further enhanced the product to improve our support for a few standards where we were not fully compliant from previous assessments. This ensures the product is compliant with the AA level of the Web Content Accessibility Guidelines (WCAG) 2.1 making it even easier for admins to utilize the product.

Small Enhancements

- Quick Add Group (QAG) filtering on Quick Add Subscriber (QAS) forms

  Advanced admins now have additional capabilities to control the Quick Add Groups that are presented. This streamlines the setup and maintenance of Quick Add Groups, while ensuring that admins are only presenting the relevant options for this part of the system.

- Make domain drop-down available when adding Exchange models

  Extends support for Microsoft Exchange, allowing handling of multiple domains being available within the tenant, and providing admins further flexibility in configuring the elements.

- Add "Owners" field to Distribution Groups on Microsoft Exchange

  It is now possible to manage the owner of a Microsoft Exchange distribution list from within VOSS Automate.

- Policy management for Microsoft Teams

  Includes a number of updates to extend support for policy management in Microsoft Teams.

Release Details

Delta Platform
Version : 21.4.4
Build Number : 4627
Platform Version : 21.4.4-1701269086

Supported Upgrade Path

The supported upgrade paths for this Patch Bundle Upgrade is:

- 21.4 => 21.4-PB4
- 21.4-PB1 => 21.4-PB4
- 21.4-PB2 => 21.4-PB4
- 21.4-PB3 => 21.4-PB4

Application Compatibility

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

Important Information

- From release 21.4-PB4 onwards, the number format in the VOSS Automate Internal Number Inventory (INI) is with prefix: \+, including a leading slash \ when the INI is in E164 format.

  Verify that entries in the **Internal Number** column of the Number Inventory - also Webex Calling numbers - follow this format.

- The only supported version of Microsoft PowerShell Proxy is 5.6.0. Any earlier versions must be upgraded when upgrading to Release 21.4 PB4

- When upgrading to release 21.4-PB1 or above, all communication between VOSS Automate and the Windows PowerShell Proxy defaults to HTTPS, requiring existing configurations to be updated.

  The port used for secure communication is TCP 5986 instead of TCP 5985, which is used for insecure HTTP.

  For existing PowerShell configurations with transport over HTTP, the driver parameter, `winrm_transport`, can be set to `plaintext` and can be manually added to the `data/MSTeamsOnline` instance to ensure backward compatibility temporarily.

  Reverting back to insecure communication is only recommended as a temporary measure while the PowerShell Proxy is being configured for secure communication. Switching to secure communication must form part of the upgrade planning process.

  - Contact VOSS support to assist in the reconfiguration of your winrm driver to insecure mode if required

- Customers who wish to install or enable FIPS that supports Ubuntu Pro should upgrade to release 21.4-PB4.

- Two key features in Automate 21.4 require specific planning:

  - Admin portal evolution and the deprecation of the Business Admin Portal
  - VOSS Automate license enforcement

Upgrade Overview

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

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

Important: When upgrading to release 21.4-PB4, refer to the detailed steps in the *Method of Procedure (MOP) for 21.4 Patch Bundle 4 Installation*.

Upgrade Notes

The issues below contain upgrade notes:

- *VOSS-1295*: Webex Calling - Enhancements 21.4-PB4
- *EKB-16760*: Add support for Quick Add Group (QAG) filtering on Quick Add Subscriber (QAS) forms
- *EKB-17625*: Change the Refresh action on Multi Vendor Subscriber to be a non-cached GET.
- *EKB-17924*: Increase Template memory limit handling of requests from 9MB to 100MB to reduce "Template output exceeded memory limit" failures on Data Syncs

Issues Affecting Existing Features

5.1   Admin: Microsoft

- ExchangeOnline: SharedMailboxManagement
    - *EKB-17545*: Make domain drop-down available when adding Exchange models.

5.2   Admin: Generic

- Quick Add Groups
    - *EKB-16760*: Add support for quick add group (QAG) filtering on Quick Add Subscriber (QAS) form.

5.3   Admin: Cisco

- UserDevicesandServices: QuickSubscriber

  - *EKB-16632*: Update the Entitlement field display on Quick Add Subscriber to remove hierarchy information.

Features: Summary

6.1   Automate Admin GUI

- *VOSS-1131*: Automate Accessibility Support 21.4-PB4.
- *EKB-17941*: Custom value is removed from URL when forwarding to Admin Portal.
- *EKB-17625*: Change the Refresh action on Multi Vendor Subscriber to be a non-cached GET.
- *EKB-17608*: Add a plus (+) button at the bottom of array components.
- *EKB-16988*: Update styling on the "Organization Selection" button to clearly show that it is clickable.
- *EKB-16365*: Optimize column widths of relation/SubscriberPhone and Line management panels.
- *EKB-14427*: Show text "Filter (Contains)" in drop-down fields to allow custom values when clicking drop-down chevron.

6.2   Automate Core

- *EKB-17934*: Update MultiVendorSubscriber Move action to use view/MultiVendorServiceUserMove_VIEW.
- *EKB-16004*: Support multiple default login themes based on subdomain.
- *EKB-14772*: Allow selection of admin roles created at higher hierarchy levels when configuring admin users.

6.3   Automate Platform

- *VOSS-567*: Support for Maintenance Mode (Phase 1).

6.4   Automate Templates

- *VOSS-1295*: Webex Calling - Enhancements 21.4-PB4.
- *EKB-18215*: Add "Owners" field to Distribution Groups on MS Exchange.
- *EKB-17925*: Latitude and Longitude fields should not be mandatory on Microsoft Emergency Locations.
- *EKB-17924*: Increase Template memory limit handling of requests from 9MB to 100MB to reduce "Template output exceeded memory limit" failures on Data Syncs.
- *EKB-17823*: Enable "Update Subscriber Services" in Multi Vendor Subscriber quick actions.

- *EKB-17672*: Add Webex number inventory where allowed.

- *EKB-17652*: Update description on Microsoft tenant fields.

- *EKB-17642*: Update tdkadmin Landing Page and include in CommonOverlay folder.

- *EKB-17545*: Make domain drop-down available when adding Exchange models.

- *EKB-17505*: Add ten generic custom string and Boolean fields to view/MicrosoftSubscriberQos.

- *EKB-17077*: Add "Resource Account" and "Calling Party Name" fields to MS Calling Line Identity form.

- *EKB-16761*: Add the fields "Inbound Pstn Call Routing Treatment" and "Inbound Federated Call Routing Treatment" to Microsoft Calling Policies.

- *EKB-16760*: Add support for Quick Add Group (QAG) filtering on Quick Add Subscriber (QAS) forms.

- *EKB-16632*: Update the Entitlement field display on Quick Add Subscriber to remove hierarchy information.

- *EKB-16557*: Extend flow through provisioning to trigger from Webex user.

- *EKB-15829*: Hide the Vendor and other fields on the Number Range management form when the operation is "delete".

- *EKB-15180*: When creating a call queue that routes to a team, the team is not set.

- *EKB-14949*: Add descriptions for items in new "BAP" style menu layouts.

Features: Detail

7.1 Automate Admin GUI

- **VOSS-1131: Automate Accessibility Support 21.4-PB4.** Improves accessibility support for Admin Portal to meet Level AA Success Criteria as described in Web Content Accessibility Guidelines (WCAG) 2.1.

- **EKB-17941: Custom value is removed from URL when forwarding to Admin Portal.** The Admin Portal now allows for custom URL paths.

- **EKB-17625: Change the Refresh action on Multi Vendor Subscriber to be a non-cached GET.** This enhancement now updates (refreshes) local data from external data sources in Multi Vendor Subscriber, when refreshing via the Refresh quick action.

Upgrade Notes - EKB-17625

Access Profiles

Review and remove all access profiles for permissions to the following model type - used for the **Refresh** Quick Action:

```
view/UpdateUserDetailsSubscriber
```

In all access profiles, add access profiles permissions to the model type:

```
view/MVS_Refresh
```

- **EKB-17608: Add a plus (+) button at the bottom of array components.** This enhancement places an "Add" button at the bottom of arrays and object tables for improved usability.

- **EKB-16988: Update styling on the "Organization Selection" button to clearly show that it is clickable.** This enhancement updates the "Organization" selection button style so that it is more clearly indicated as an interactive control.

- **EKB-16365: Optimize column widths of relation/SubscriberPhone and Line management panels.** This enhancement optimizes the column widths on relation/Subscriber Phones and quick actions.

- **EKB-14427: Show text "Filter (Contains)" in drop-down fields to allow custom values when clicking drop-down chevron.** This enhancement adds a more descriptive placeholder to drop-down fields that allow custom values.

7.2 Automate Core

- **EKB-17934: Update MultiVendorSubscriber Move action to use view/MultiVendorServiceUserMove_VIEW.** This enhancement updates the view for the multi vendor subscriber "move" action.

- **EKB-16004: Support multiple default login themes based on subdomain.** This enhancement allows for the use of subdomains in the URL to specify the theme to be used for the Login page as an alternative to the "?theme= URL" parameter. This provides better control over the Login page theme experience for the system's admins and end customers. For example, if a theme has been added with a name of "customer1", and the URL to access Automate is configured such that subdomain matches the theme name, then this theme will be shown on the Login page when accessing this specific URL: https://customer1.voss-solutions.com.

- **EKB-14772: Allow selection of admin roles created at higher hierarchy levels when configuring admin users.** This enhancement allows an admin user to define a Role at a higher level in the hierarchy that can be used at any defined lower level hierarchy.

7.3 Automate Platform

- **VOSS-567: Support for Maintenance Mode (Phase 1).** This feature enables a Maintenance Mode for the Platform. During an active maintenance mode, the platform and application schedulers are disabled, and scheduled tasks and transactions will not be executed.

7.4 Automate Templates

- **VOSS-1295: Webex Calling - Enhancements 21.4-PB4.** Extends the Webex management capabilities to include Auto Attendants, Hunt Groups, Pickup Groups, Call Parks, Schedules, Location Calling Details as well as automated user onboarding via Flow Through Provisioning.

Upgrade Notes - VOSS-1295

Introduction

Adds the ability to push numbers to the Webex Control Hub from the Number Range Management tool when adding number ranges at Site level with the Vendor set as "Webex Calling".

See Webex Calling (in the Number Inventory topic) in the Core Feature Guide.

Access Profiles

Review the default ProviderAdminAP for permission examples for the following model types:

– relation/WebexCallParkGroup

– relation/WebexLocationCallingDetails

– relation/WebexCallPickup

– relation/WebexAutoAttendants

– relation/WebexHuntGroups

– relation/WebexWorkSpaceCallSettings

– relation/WebexSchedules

Menu Layout

Review the default ProviderMenu for configuration examples for the following items under the Cisco Webex App submenu.

– Call Park

– Webex Location Calling Details

– Call Pickup

– Auto Attendants

– Hunt Groups

– Workspace Call Settings

– Webex Schedules

Field Display Policy (FDP)

A number of default FDPs have been added or modified. Please review the FDPs for changes that may need to be incorporated into the customized versions, if the default versions have been cloned down and modified for the following Target Model types:

– data/SiteDefaultsDoc

– view/NumberInventoryRangeMgmtVIEW

- **EKB-18215: Add "Owners" field to Distribution Groups on MS Exchange.** This enhancement extends the Distribution Group feature (MS Exchange Online) to now also support the management of the "Owners" field.

- **EKB-17925: Latitude and Longitude fields should not be mandatory on Microsoft Emergency Locations.** This enhancement updates the latitude and longitude fields for Microsoft Emergency Locations so that they are no longer mandatory.

- **EKB-17924: Increase Template memory limit handling of requests from 9MB to 100MB to reduce "Template output exceeded memory limit" failures on Data Syncs.** This feature increases the memory limit handling of requests from 9MB to 100MB to resolve the failure "Template output exceeded memory limit" when importing Microsoft Graph Users/Groups as well as importing Insights Arbitrator. For Microsoft Graph connection parameters where the maximum page size value has been set to a lower value to avoid encountering this failure, the page size value can now be increased or removed entirely to revert back to the default value of 999.

Upgrade Notes - EKB-17924

Review any Microsoft Tenant connection details where you have adjusted the API page size to less than the default "999". These would have been adjusted if you received this error previously during a sync. These reduced values can likely be removed and then run a sync to validate that it completes without the error.

- **EKB-17823: Enable "Update Subscriber Services" in Multi Vendor Subscriber quick actions.** This enhancement enables the Update Services quick action in Multi Vendor Subscriber.

- **EKB-17672: Add Webex number inventory where allowed.** This enhancement updates the format of Webex numbers in the number inventory. Webex numbers are now constructed with a "+" prefix. Any existing INIs will need to be realigned to match this convention.

- **EKB-17652: Update description on Microsoft tenant fields.** This enhancement updates the descriptions for fields on the Microsoft Tenant form so that they're more informative.

- **EKB-17642: Update tdkadmin Landing Page and include in CommonOverlay folder.** Fixes an issue where the link to Theme on the tdkadmin landing page is data/Theme, it should be tool/Theme and includes the .json file in the CommonOverlay folder.

- **EKB-17545: Make domain drop-down available when adding Exchange models.** This feature extends the three "shared" mailbox types of Microsoft Exchange Online to now support custom-domain override to be able to specify non-default domain values as the primary email address of those mailboxes.

- **EKB-17505: Add ten generic custom string and Boolean fields to view/MicrosoftSubscriberQos.** This feature adds custom strings and Boolean fields to the Microsoft subscriber Quick Subscriber form.

- **EKB-17077: Add "Resource Account" and "Calling Party Name" fields to MS Calling Line Identity form.** This enhancement adds fields for resource account and company name to CsCallingLineIdentity.

- **EKB-16761: Add the fields "Inbound Pstn Call Routing Treatment" and "Inbound Federated Call Routing Treatment" to Microsoft Calling Policies.** This enhancement adds the following new fields to the Microsoft Teams Calling Policy: InboundPstnCallRoutingTreatment and InboundFederatedCallRoutingTreatment.

- **EKB-16760: Add support for Quick Add Group (QAG) filtering on Quick Add Subscriber (QAS) forms.** This enhancement adds a new Global Setting to allow control of the hierarchy lookup level to restrict the choice of Quick Add Groups shown on the following features:

  - Cisco Quick Subscriber (view/QuickSubscriber)

  - Microsoft Quick Subscriber (MicrosoftSubscriberQas)

  - Webex Quick Subscriber (WebexTeamsSubscriberQas)

Additional automatic filtering has also been added so that only Quick Add Groups with the relevant CFTs populated will be shown for the relevant features:

For Cisco Quick Subscriber (view/QuickSubscriber):

  - "CUCM User Template" must be set

For Microsoft Quick Subscriber (MicrosoftSubscriberQas), either of the following:

  - "MS 365 User Template" must be set

  - "MS Teams User Template" must be set

For Webex Quick Subscriber (view/WebexTeamsSubscriberQas), both of the following:

- "CUCM User Template" must NOT be set

  - "Default Webex App User Template" must be set

Upgrade Notes - EKB-16760

Review the new Global Setting added for "Quick Add Group lookup level". The default value is "Provider". Review the configuration of each Quick Add Group to ensure that the relevant Templates have been either populated or not populated for each to match their expected use case and to ensure that the correct Quick Add Groups are shown in the drop-downs for Cisco Quick Subscriber, Microsoft Quick Subscriber, and Webex Quick Subscriber respectively.

- **EKB-16632: Update the Entitlement field display on Quick Add Subscriber to remove hierarchy information.** Updates the Entitlement Profile field dropdown for Quick Add Subscriber to show name only instead of BKEY value.

- **EKB-16557: Extend flow through provisioning to trigger from Webex user.** This enhancement extends and makes use of the flow through provisioning feature to automate proper configuration against profiles when syncing in Webex users.

- **EKB-15829: Hide the Vendor and other fields on the Number Range management form when the operation is "delete".** This enhancement now hides the Vendor field and other fields on the Number Range management form when the operation is set to "delete".

- **EKB-15180: When creating a call queue that routes to a team, the team is not set.** The Microsoft call queue feature has been enhanced to support Team call answering.

- **EKB-14949: Add descriptions for items in new "BAP" style menu layouts.** This enhancement adds descriptions for each link in the menu_items field for the "MenuCustomerAdmin" and "MenuSiteAdmin" menu layouts.

Defects Fixed: Detail

8.1   Automate Admin GUI

- **EKB-17878: Update subscriber with UCCX services fails when done from User Management or Multi Vendor Subscriber.** This fix removes the first name and last name from a CFT updating UCCX. Those values will sync between CUCM and UCCX.

- **EKB-17862: Cannot export themes in the VOSS Automate Admin Portal.** Fixes an issue in the VOSS Automate Admin Portal GUI where exporting a theme was failing with an HTTP500 (Internal Server Error).

- **EKB-13765: Reseller and customer hierarchy nodes not sorted alphabetically in new GUI.** This fix now sorts the Hierarchy dialog nodes alphabetically, ensures that the Hierarchy dialog populates immediately once it is clicked after the page loads, and improves the performance of expand/collapse nodes in the dialog.

8.2   Automate Core

- **EKB-17923: Saving Network Device List changes results in a long running transaction.** Fixes an issue where an update on NDL would loop the square of the number of associated sites, leading to degraded performance.

- **EKB-17893: LDAP user does not match "move" condition when "memberOf" contains multiple values.** This fix allows for the "contains" condition in move filters to search in a list.

- **EKB-17872: List request portion of a data sync is running slower.** Fixes an issue where the List request portion of a data sync is running slower during import of MSGraph.

- **EKB-17765: High system load during import of multiple Microsoft data syncs.** Fixes an issue where higher than normal system load was occurring during Microsoft or Webex imports.

- **EKB-17661: Bulk load issue for WebexApp in relation/subscriber.** Fixes an issue with bulk loading or adding via the GUI, a new relation/Subscriber with Spark and anything less than four Jabber devices.

- **EKB-16845: FeatureTypes field is not updated when using a model instance filter on MSTeamsOnline user data sync.** This fix changes the filter behavior in pull syncs to apply purges correctly, and adds migration and GUI rules to maintain the previous purge behavior.

- **EKB-16530: Filter list for false value is not working on the Microsoft Subscriber page.** Fixes an issue where a GUI filter value of "false" was not returning expected results for a string schema type field.

8.3   Automate Platform

- **EKB-17594: Adding a new certificate using "web cert add" command fails with a permission denied error.** Fixes an issue where adding a new certificate in the platform CLI using "web cert add" fails with a permission error.

- **EKB-12782: Information disclosure from server headers.** This fix removes the Web server information from error pages.

8.4   Automate Templates

- **EKB-18080: Updating "Description" field on Line-relation fails for non-associated lines.** Fixes an issue where updating a CUCM line, using relation/LineRelation, fails if there are no devices associated with the line.

- **EKB-18040: Directory number inventory audit fails when MGCP gateway has two or more ports and no line associated on any one port.** Fixes an issue with number inventory audit failing for cases where analog gateways are configured with multiple endpoints that have lines associated.

- **EKB-17992: If the Webex Control Organization is directory synced then adding a calling pro license to a user fails.** Fixes an issue where adding a Webex Calling Pro license to a user fails if their Organization is directory synced.

- **EKB-17954: Adding a new location to MS relation/EmergencyLocation with same company name in the same country errors.** This fix allows for the configuration of multiple emergency locations for a company in the same region.

- **EKB-17834: When adding a Spark user with Calling Pro via WebexQAS you cannot set any calling feature.** Fixes an issue that was occurring when adding a new Webex Calling Pro User. The fix now allows the calling features to be set.

- **EKB-17825: Adding a Webex User with a UCM Calling license is adding all 4 dual mode devices.** Fixes an issue when adding a new Spark User with a UCM Calling license that not all four dual mode device phones are added.

- **EKB-17755: After Microsoft QoS CsonlineUser still has PhoneSystem stored in local cache.** Fixes an issue where Microsoft QoS CsonlineUser still had PhoneSystem stored in the local cache.

- **EKB-17753: Staging issue when using Microsoft Quick Subscriber with no PhoneSystem license (Direct License).** Fixes an issue where the user was not being staged when a number was supplied with no license. The internal number gets assigned to the user and cannot be reused.

- **EKB-17740: Multi vendor move cross-cluster does not delete the old line.** Fixes an issue where a subscriber's previously used line was not removed when being moved cross-cluster, and line deletion preference was configured to remove the line if unused.

- **EKB-17711: Deleting top-down LDAP-synced multi vendor subscriber fails.** Fixes an issue where top-down LDAP users could not be removed via the User Management and Multi Vendor Subscriber management forms.

- **EKB-17696: Number import from Webex does not correctly tag INI status.** Fixes an issue where the number inventory status was not being set to "used" by the Webex number data sync where Contact Center was already using the same number.

- **EKB-17684: ProfileId null when running a Webex bulk load with the organization domain set to true.** Fixes an issue where adding a Webex Teams user was failing when setting the option, "Use Organization's Domain", to true.

- **EKB-17533: VOSS Automate corporate directory for Cisco phones.** Fixes an issue where, when using an incorrect URL for corporate directory, all users are returned.

- **EKB-17453: LDAP server not always displayed on GUI but is seen in API RESPONSE payload for relation/User.** Fixes an issue where the LDAP server was blank in the GUI when auth method was LDAP for bottom-up synced users.

- **EKB-17441: Phone button template is not listed as available when adding/modifying a phone immediately after adding.** This fix refreshes the phone type to include newly created phone button templates.

- **EKB-17315: Phone relation cannot be updated if OwnerID(Subscriber) is at customer but phone is at site.** Fixes an issue where the phone relation was failing to save changes to a phone if the ownerID user was at a hierarchy above the site where the phone resided.

- **EKB-17113: In Reset UC Password, the CUC password should say that it can't be reset for LDAP-integrated users.** Fixes an issue where an incorrect warning was displaying for LDAP-synced Unity users attempting to reset their password.

- **EKB-17110: Entitlement Profile is set to blank when provisioning Webex user.** Fixes an issue where the entitlement profile was not being applied when Cisco Quick Add Subscriber (QAS) was being used to provision a new Webex App user.

- **EKB-16757: Moving a multi vendor subscriber fails when user has more than one line.** Fixes an issue where moving a subscriber with multiple lines was failing.

- **EKB-16533: Quick Add Subscriber: Existing services like Voicemail should not show as available to add again.** Removed ability to add services that already exist and should not be re-added.

- **EKB-16406: QAS moves phone to customer hierarchy if username case not matched.** This fix now prevents the incorrect username case to pass through the form into input data on Quick Add Subscriber.

- **EKB-14628: Hide the Business Admin SSO login URL on the SSO Identity Provider page.** Fixes an issue where the SSO Identity Provider form was displaying the Business Admin URL, and adds a default field display policy.

- **EKB-13943: Associate E164 to N to N shows a "Failed to fetch choices" error.** Fixes an issue where the Range field was not set to "required" in the GUI rule, and E164 Number and DN Number fields were not hidden until the Range field was populated with values.

- **EKB-12392: Update and enable the Reassign Services quick action for multi vendor subscriber.** This fix applies several changes to update and enhance the Reassign Subscriber Service feature to improve its functionality and usability, and to re-enable the Reassign Services quick action in Multi Vendor Subscriber.