



# VOSS

## Release and Upgrade Notes for VOSS Automate 21.4-PB3

Release 21.4-PB3

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## Release Overview

These are the official release notes for:

- Product: VOSS Automate
- Release Version: 21.4 Patch Bundle 3

### 1.1 Highlights

Release 21.4 PB3 is the third 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 (in bulk or individually) of Webex, including users, licenses, teams, workspaces, meeting rooms, devices, number inventory, contact center agents, and more. This release adds additional capabilities based on the latest APIs.

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.

#### Additional Microsoft Teams Policies in the Generic Dial Plan Tool

VOSS Automate now allows you to push a large set of Microsoft Teams policies when onboarding new customers. This was expanded to support additional policies, including:

- CsTeamsCallingPolicy
- CsTeamsCallParkPolicy
- CsTeamsEmergencyCallRoutingPolicy
- CsTeamsEmergencyCallingPolicy
- CsCallingLineIdentity
- CsTeamsEnhancedEncryptionPolicy
- CsOnlineVoicemailPolicy

Automating the addition of these policies saves a significant amount of time when onboarding new customers. It also ensures consistency and the deployment of standard configuration to reduce errors and improve user experience.

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## Support for Groups in Microsoft Entra Sync during Flow Through Provisioning

Utilize Microsoft Entra (previously, Azure) groups to trigger VOSS Automate “flow through provisioning”, which automates on/off-boarding of users with the appropriate communication services. The groups provide a way to “tag” users as a type, and ultimately map profiles to determine the services and detailed settings for the user.

This can ensure new users automatically receive the appropriate services, based on their group, with no need for administrator intervention, and without the need to access the VOSS Admin Portal. This provides further flexibility to achieve the true zero-touch provisioning.

## Enhanced Quick Actions for Multi Vendor Subscriber

VOSS Automate has been updated to improve “quick action” automation - this provides administrators with faster access to key actions they need to complete. This feature delivers a more consistent experience, regardless of the user’s vendor. Common tasks, such as adding new services, moving users, and offboarding, are now more easily accessible.

In addition to reducing the time to make changes, this further enables the consolidation of administrators to manage multiple services without needing to understand the underlying UC technology.

## Support for Multi Vendor Subscriber Delete

VOSS Automate has been updated to better automate the deletion of users and their services across vendors (Cisco and Microsoft). This eliminates orphaned services and devices, and properly allocates license usage.

## Support for Microsoft Teams PowerShell Version 5.6.0

## Support for Microsoft Exchange Online Module Version 3.2.0

VOSS Automate keeps up with the latest versions of PowerShell so you don’t have to. Automated administration of your Microsoft Teams environment using VOSS Automate alleviates the need to track PowerShell releases and eliminates user error.

## Change Pin Option Added to Phone Services (Cisco UCM)

VOSS Automate now allows end users to easily change their Cisco phone services PIN directly via the phone interface, in addition to them being able to do this via the VOSS Automate Self-service interface.

# Release Details

Delta Platform
Version : 21.4.3
Build Number : 4542
Platform Version : 21.4.3-1696462695

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## Supported Upgrade Path

The supported upgrade paths for this Patch Bundle Upgrade is:

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

## Application Compatibility

Refer to the Compatibility Matrix in the Core Feature Guide for all app compatibility and browser support.

## Important Information

- After installing the Patch Bundle, install the EKB-17684\_EKB-17765\_EKB-17872-21.4-PB3 patch. For details, refer to the post-upgrade step for “Post-upgrade Mandatory Patch Install” in the (MOP) for 21.4 Patch Bundle 3 Installation:

See: MOP-21.4-PB3-Delta-Bundle-patch.pdf

- The only supported version of Microsoft PowerShell Proxy is 5.6.0, any earlier versions must be upgraded when upgrading to Release 21.4 PB3
- Upon upgrade to release 21.4-PB1 or above, all communication between VOSS Automate and the Windows PowerShell Proxy will default 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-PB3.
- 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

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## 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.

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**Important:** When upgrading to release 21.4-PB3,

Refer to the detailed steps in the *Method of Procedure (MOP) for 21.4 Patch Bundle 3 Installation*.

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### Upgrade Notes

The list below contains upgrade notes:

- [VOSS-1271](#): Enhance Generic Dial Plan Tool with additional MS Teams Policies

## Features Affected

### Features: Summary

#### 6.1 Automate Admin GUI

- [VOSS-1274](#): Enhance quick actions for Multi Vendor Subscriber.
- [EKB-17496](#): Change the Header Text and Line Text fields on the landing page so they are not mandatory.
- [EKB-17469](#): Add the phone model to the Phone panel summary in Multi Vendor Subscriber.
- [EKB-17054](#): Add a date picker for Microsoft Teams Auto Attendant holiday calendar.
- [EKB-16929](#): Update multi vendor subscriber to cover Webex Calling.
- [EKB-16879](#): Add Filter info to Browser Console log Debug.
- [EKB-16484](#): Link is missing for SNR on line management page.
- [EKB-16470](#): Update Automate portal to point to new documentation URL.
- [EKB-16368](#): Update Phone icons used in the Admin Portal by importing the latest images from Call Manager 14.0 SU3.
- [EKB-16367](#): Update transaction logs so that rollback status is shown as a transaction log summary attribute.
- [EKB-16366](#): Store user's last used "Search Mode" selection.
- [EKB-15880](#): Clicking Bulk Load button multiple times sends the same file(s) again.

- *EKB-15636*: Upgrade Angular, Node and PrimeNg.

## 6.2 Automate Core

- *VOSS-1263*: Add a Change Pin option to Phone Services.
- *EKB-17385*: Generic driver enhancement to allow looping through custom actions.
- *EKB-17159*: Add device/spark/User fields to the Global Settings allowlist to prevent unnecessary update workflows.
- *EKB-17078*: Add “Allow Custom Values” option to Event GUI rule.
- *EKB-16935*: Develop code to provide phone PIN reset functionality.
- *EKB-16916*: Remove the need to cut and paste tokens for Webex app setup.
- *EKB-16383*: Table is not shown as a valid choice in field override selection on FDP.
- *EKB-12515*: Generic driver needs option to reauthenticate before each operation.

## 6.3 Automate Platform

- *EKB-17143*: Add the ability to define static hostname entries in platform CLI.

## 6.4 Automate Templates

- *VOSS-1273*: Enable flow through provisioning logic to consider groups on Azure sync.
- *VOSS-1271*: Enhance Generic Dial Plan Tool with additional MS Teams Policies.
- *VOSS-1262*: Support Microsoft Teams PowerShell version 5.6.0.
- *VOSS-1230*: Webex Calling - Enhancements 21.4-PB3.
- *VOSS-1189*: Implement the ability to delete a Multi Vendor Subscriber.
- *EKB-17498*: Add a Description field to Quick Add Groups and update the Summary Attributes.
- *EKB-17231*: Add full CRUD support for CsTeamsEnhancedEncryptionPolicy.
- *EKB-17166*: Create voicemail profile fails for Webex Dedicated Instance customers.
- *EKB-17035*: Implement initial Microsoft Teams license check during Quick Subscriber.
- *EKB-17021*: Show the Password field on a user when the authentication method is set to “Local”.
- *EKB-16913*: Add named macros for the custom fields in Site.
- *EKB-16901*: Update the FDP field title from “Teams Meeting Broadcast Policy” to “Live Events Policy”.
- *EKB-16884*: Add “End At” in summary header for Business hours in MS Auto Attendant.
- *EKB-16783*: Add default field display policy for credential policy.
- *EKB-16710*: Allow for location naming convention to influence the creation of an imported location.
- *EKB-16707*: Implement multi vendor subscriber delete.
- *EKB-16659*: Enable delete of a multi vendor subscriber .

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- *EKB-16653*: Microsoft Quick Subscriber needs to be more intuitive when site has a NDL with no Microsoft tenant defined.
  - *EKB-16572*: Allow for the VOSS site name to be different to the Webex location name.
  - *EKB-16540*: MVS-EnhancedProviderAdmin and MVS-OperationsCustomerAdmin role changes.
  - *EKB-16475*: Quick Add Group has CUCM user template as required field, which is incorrect.
  - *EKB-16424*: Search value initially applied in drop-down should not be carried through to filter field when clicking Search icon.
  - *EKB-15991*: Add Cisco services to Customer Build feature .
  - *EKB-14914*: Update Microsoft subscriber Qas/Qos to support data/Username not equal to UserPrincipalName.
  - *EKB-14896*: Add a Headset panel to Subscriber, Phone, and Multi Vendor Subscriber.
  - *EKB-14727*: Macro function email\_html does not support undefined input/pwf namespaces in html template.
  - *EKB-13720*: CsTeamsMeetingPolicy missing settings.

## Features: Detail

### 7.1 Automate Admin GUI

- **VOSS-1274: Enhance quick actions for Multi Vendor Subscriber.** The quick actions for multi vendor subscriber have been updated and enhanced.
- **EKB-17496: Change the Header Text and Line Text fields on the landing page so they are not mandatory.** Changes the Header Text and Line Text fields on a Landing Page configuration to be optional.
- **EKB-17469: Add the phone model to the Phone panel summary in Multi Vendor Subscriber.** Adds the phone model beneath the image for the phone, on the Multi Vendor Subscriber page.
- **EKB-17054: Add a date picker for Microsoft Teams Auto Attendant holiday calendar.** The Microsoft Teams holiday instance form has been updated so that it is now possible to select a date from a date picker, instead of inputting a date.
- **EKB-16929: Update multi vendor subscriber to cover Webex Calling.** The multi vendor subscriber Webex App user forms and calling settings cards were updated.
- **EKB-16879: Add Filter info to Browser Console log Debug.** The browser console log level setting has been extended under the account preferences so that it now logs fixed filter information used on a given form, to the console.
- **EKB-16484: Link is missing for SNR on line management page.** A URL has been added for single number reach (SNR) on the CUCM Line management page.
- **EKB-16470: Update Automate portal to point to new documentation URL.** The Help icon URL in the Admin portal has been updated.
- **EKB-16368: Update Phone icons used in the Admin Portal by importing the latest images from Call Manager 14.0 SU3.** The Phone icons have been updated.
- **EKB-16367: Update transaction logs so that rollback status is shown as a transaction log summary attribute.** A “Rolled Back” status has been added to the Transactions page.

- **EKB-16366: Store user's last used "Search Mode" selection.** The last selected Search mode is now persisted on logout and login. For example, if a user selects "Global Search" from the drop-down, performs a search, then logs out and logs back in, the Global Search option will be the default option shown in the drop-down.
- **EKB-15880: Clicking Bulk Load button multiple times sends the same file(s) again.** This enhancement disables the "Bulk Load" button until processing completes for a currently "in progress sheet". This prevents the same bulk load sheet from being imported multiple times. To continue bulk loading a new sheet, clear the current sheet from the list, then select new sheet/s to bulk load.
- **EKB-15636: Upgrade Angular, Node and PrimeNg.** Upgraded NodeJs version to 18. Upgraded Angular version to 15.2.2. Upgraded PrimeNG version to 15.2.0.

## 7.2 Automate Core

- **VOSS-1263: Add a Change Pin option to Phone Services.** Logged in users can now change their PIN via the phone interface, rather than via a separate log in to Self-service.
- **EKB-17385: Generic driver enhancement to allow looping through custom actions.** Per-result POST requests with looping variables have been added to the generic driver features.
- **EKB-17159: Add device/spark/User fields to the Global Settings allowlist to prevent unnecessary update workflows.** The following fields are now synced in to the allowlist in the Global Settings for the Spark user:
  - 'device/Spark/User'
  - "email",
  - "firstName",
  - "lastName",
  - "locationId".
- **EKB-17078: Add "Allow Custom Values" option to Event GUI rule.** Added ability to Create an Event GUI Rule with a Custom Value Allowed Action.
- **EKB-16935: Develop code to provide phone PIN reset functionality.** A device profile reset PIN option has been added to PBR.
- **EKB-16916: Remove the need to cut and paste tokens for Webex app setup.** This update changes the way Automate is configured to connect to a Webex Control Hub organization, by automatically completing the OAuth grant flow and storing the generated access tokens. There is no longer any need for a user to manually copy these values into the Admin portal.
- **EKB-16383: Table is not shown as a valid choice in field override selection on FDP.** Adds the following new selectable options in Field Display Policy when setting Field Overrides "Input Type": MultiLine, Grid, Table, CollapsedArray, Accordion. Also updates the GUI Rule Type setting to show the same list of Input Types.
- **EKB-12515: Generic driver needs option to reauthenticate before each operation.** A generic driver option has been added for reauthenticating actions.



## 7.3 Automate Platform

- **EKB-17143: Add the ability to define static hostname entries in platform CLI.** A set of commands have been added to manipulate the '/etc/hosts' file:

```

USAGE:
-----
network static_host add <host> <ip> - Adds a static host to /etc/hosts
network static_host del <host>      - Deletes a static host from /etc/hosts
network static_host list             - Lists static hosts in /etc/hosts.

```

## 7.4 Automate Templates

- **VOSS-1273: Enable flow through provisioning logic to consider groups on Azure sync.** The flow through provisioning can now use Azure groups in the criteria.
- **VOSS-1271: Enhance Generic Dial Plan Tool with additional MS Teams Policies.** Adds the ability to push and remove additional Microsoft Teams policies using generic dial plan, which includes the following elements: Calling Policies, Call Park Policies, Emergency Calling Policies, Emergency Call Routing Policies, Calling Line Identity, Enhanced Encryption Policies, Online Voicemail Policies.

### Upgrade Notes

#### Introduction

Adds the ability to push and remove additional Microsoft Teams policies using generic dial plan, which includes the following elements: Calling Policies, Call Park Policies, Emergency Calling Policies, Emergency Call Routing Policies, Calling Line Identity, Enhanced Encryption Policies, Online Voicemail Policies.

#### Access Profiles

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

- data/DP\_msteamsonline\_CsTeamsCallingPolicy
- data/DP\_msteamsonline\_CsTeamsCallParkPolicy
- data/DP\_msteamsonline\_CsTeamsEmergencyCallingPolicy
- data/DP\_msteamsonline\_CsTeamsEmergencyCallRoutingPolicy
- data/DP\_msteamsonline\_CsCallingLineIdentity
- data/DP\_msteamsonline\_CsTeamsEnhancedEncryptionPolicy
- data/DP\_msteamsonline\_CsOnlineVoicemailPolicy

#### Menu Layout

Review the default ProviderMenu for configuration examples for the following items under the Dial Plan Management Tool submenu

- *Calling Policies*
- *Call Park Policies*
- *Emergency Calling Policies*

- *Emergency Call Routing Policies*
- *Calling Line Identity*
- *Enhanced Encryption Policies*
- *Online Voicemail Policies*
- **VOSS-1262: Support Microsoft Teams PowerShell version 5.6.0.** The only supported version of Microsoft Power Shell is 5.6.0, any earlier versions must be upgraded when upgrading to Release 21.4 PB3.
- **VOSS-1230: Webex Calling - Enhancements 21.4-PB3.** Adds the ability to manage Webex Calling settings for Webex Users, as well as management for Webex Locations.
- **VOSS-1189: Implement the ability to delete a Multi Vendor Subscriber.** Enables deletion of Multi Vendor Subscribers.
- **EKB-17498: Add a Description field to Quick Add Groups and update the Summary Attributes.** A Description field has been added to the Quick Add Groups model, and additional fields have been added to the summary attributes.
- **EKB-17231: Add full CRUD support for CsTeamsEnhancedEncryptionPolicy.** It is now possible to add, update, and remove on the policy type, “CsTeamsEnhancedEncryptionPolicy”.
- **EKB-17166: Create voicemail profile fails for Webex Dedicated Instance customers.** The “Add Voicemail Service” feature has been enhanced to cater for Webex Direct Instance. This enhancement involves allowing for the selection of the pre-configured SIP trunk, which is configured between CUCM and Unity Connection clusters.
- **EKB-17035: Implement initial Microsoft Teams license check during Quick Subscriber.** Improves the license assignment and checking during Quick Subscriber provisioning workflow to prevent license validation failures.
- **EKB-17021: Show the Password field on a user when the authentication method is set to “Local”.** Fixes an issue where, for users with sync-type set to CUCM-LDAP and authentication set to “Local”, the password field was hidden by a GUI rule so that they could not set their Automate password from the relation/User page as expected. The password field will now display for users with this sync type.
- **EKB-16913: Add named macros for the custom fields in Site.** Fixes an issue where there were no named macros for the custom fields in Site.
- **EKB-16901: Update the FDP field title from “Teams Meeting Broadcast Policy” to “Live Events Policy”.** The “Teams Meeting Broadcast” field has been changed to the “Live Events Policy”.
- **EKB-16884: Add “End At” in summary header for Business hours in MS Auto Attendant.** Adds summary header info to the schedules to show Start At and End At times.
- **EKB-16783: Add default field display policy for credential policy.** This enhancement adds a default field display policy (FDP) for credential policy (data/CredentialPolicy), which improves the visual layout.
- **EKB-16710: Allow for location naming convention to influence the creation of an imported location.** This functionality will allow administrators to place auto-built sites under intermediate nodes to improve management using the data/WebexLocationNodeMapping model to map intermediate nodes to search text. Note that the entered search text should be as specific as possible in the data model.
- **EKB-16707: Implement multi vendor subscriber delete.** This enhancement allows for the deletion of a multi vendor subscriber along with their services.

- **EKB-16659: Enable delete of a multi vendor subscriber.** This enhancement allows for one or more multi vendor subscribers to be deleted with all their services either deleted or disassociated, as well as, for Microsoft multi vendor subscribers offboarding the subscriber.
- **EKB-16653: Microsoft Quick Subscriber needs to be more intuitive when site has a NDL with no Microsoft tenant defined.** Added a validation step to warn users if the NDL and NDLR do not contain the Microsoft application settings.
- **EKB-16572: Allow for the VOSS site name to be different to the Webex location name.** This enhancement allows for custom naming of VOSS sites when the site is mapped to a Webex location in the site defaults.
- **EKB-16540: MVS-EnhancedProviderAdmin and MVS-OperationsCustomerAdmin role changes.** Updates the Multi Vendor “MVS-” Menus, Landing Pages and Access Profiles with new enhancements and features for 21.4 PB3. Also adds two new reference roles, MVS-EnhancedProviderAdministrator and MVS-EnhancedCustomerAdministrator which should be used in place of the now deprecated reference roles (MvsEnhancedProviderAdministrator, MvsEnhancedCustomerAdministrator).
- **EKB-16475: Quick Add Group has CUCM user template as required field, which is incorrect.** Fixes an issue where the quick add groups were requiring a CUCM user template before it could be added or saved.
- **EKB-16424: Search value initially applied in drop-down should not be carried through to filter field when clicking Search icon.** Fixes an issues where a drop-down search value was carried through to the Search field when the Search icon associated with that drop-down was triggered following a drop-down search.
- **EKB-15991: Add Cisco services to Customer Build feature.** Customer Build tool now allows customer creation and build out with the Cisco applications and services (Call Manager, Unity Connection, Contact Center Express, Webex App), with a Network Device List (NDL) and Customer Dial Plan (Type 1-4).
- **EKB-14914: Update Microsoft subscriber Qas/Qos to support data/Username not equal to UserPrincipalName.** This enhancement fixes an issue that was occurring in Microsoft Quick Subscriber, Subscriber, Relation Microsoft Subscriber, and Quick Offboard Subscriber, when the data.User.username != userPrincipalName attribute of the device/msteamsonline/CsOnlineUser and device/msgraph/MsolUser device instances.
- **EKB-14896: Add a Headset panel to Subscriber, Phone, and Multi Vendor Subscriber.** A Headset panel has been added to the summary detail form of multi vendor subscribers.
- **EKB-14727: Macro function email\_html does not support undefined input/pwf namespaces in html template.** Fixes an issue where the macro function email\_html did not support undefined variables in an HTML template.
- **EKB-13720: CsTeamsMeetingPolicy missing settings.** Updated the CsTeamsMeetingPolicy fields to mirror Microsoft.

## Defects Fixed: Detail

### 8.1 Automate Admin GUI

- **EKB-17218: The Device Pool field should be a drop-down on the SipTrunk(HcsSipTrunkREL) page.** Fixes an issue where the device pool was not displaying as a drop-down in the Admin Portal, on the SIP Trunk Relation page.

- **EKB-17020: Update the tooltip for the LDAP Authentication Attribute field on LDAP User Sync.** A tooltip was added for the LDAP Authentication Attribute field on the LDAP User Sync page.
- **EKB-16972: List transaction component missing a double chevron (>>) to navigate to last page.** A transaction paginator has been enabled to allow navigation to the last transaction page.
- **EKB-16846: Microsoft call queue - show PKIDs in data and distribution lists drop-down errors.** Fixes an issue where deleted users and groups in Azure were left behind in cached data in Voss Automate, and the Microsoft API returned the data even if it was deleted. The CallQueue driver code was adjusted to remove PKIDS from the user and group lists if they were removed from the Microsoft Tenant.
- **EKB-16803: Transaction count always show 999999 initially.** Fixes an issue where the total transaction count was initially showing as 999999.
- **EKB-16741: Cisco move subscriber, phone configuration mapping GUI rule error.** Fixes an issue in Move Subscriber where the Phone Configuration Mapping / Profile choices were being set incorrectly.
- **EKB-16636: Exchange card on multivendor subscriber page - table does not reflect card color.** The issue was resolved by removing hardcoded bg color on the panel.
- **EKB-16551: Multi vendor subscriber, quick action updates.** Quick actions for multi vendor subscribers have been updated.
- **EKB-16115: Operations not being displayed in the Automate Admin Portal.** The fix was to add field display policy (FDP) and configuration template (CFT) actions to the list view, if the logged in user's access profile allows these actions.
- **EKB-15783: Conditional choices always show a drop-down and disables custom values.** Fixes an issue in VOSS Automate where text fields are set as drop-down fields and do not allow custom values as input.
- **EKB-15427: Mandatory fields are not enforced as required in menu fields.** Fixes an issue where fields that are required in the menu configuration form, such as Title, are not enforced by the GUI.

## 8.2 Automate Audit/SDE

- **EKB-17286: The SDE report for sites on decoupled and Enterprise deployments was not showing values for account\_id and external\_id.** SDE - Customer file - account\_id and external\_id fields not populating on Enterprise and Provider without HCM-F systems.

## 8.3 Automate Core

- **EKB-17301: Schedules that execute the same resource are not executing when they should.** Fixes an issue that was causing schedules to not execute correctly if the schedules referenced the same resource.
- **EKB-17098: Self-service http-only/secure cookie flags not set.** Fixes an issue with security and potential vulnerabilities detected on VOSS Web access in the Self-service user interface relating to insecure cookies.
- **EKB-16923: CUCM 14.0 SU3 import fails on device/cucm/PhoneType step 'NoneType' object is not ite - 1 occurrences for Cisco ATA 191.** Fixes an issue where importing a CUCM, which had been upgraded to version 14.0 SU3, was failing on the PhoneType model for the Cisco ATA 191 device.

- **EKB-16920: Allowlist is not populated in the Global Settings for device/msgraph/MsolUser and device/msteamsonline/CsOnlineUser.** A fix was implemented to ensure that the Global Settings migration executes after the schema update.
- **EKB-16919: User is not updated from CUCM-Local to LDAP when user is synced from LDAP.** Fixes an issue where the User Type was not updated from CUCM-Local to LDAP when the user was synced from LDAP.
- **EKB-16844: Remove call to getCsOnlineUserData function when using manual Send Subscriber State for NBI.** This fix adds a config setting to avoid fetching of CsOnlineUserData, which was impacting performance.
- **EKB-16781: Transaction time stamps are in local time but the Logs tab shows UTC time.** The Time field in the transaction logs now display at UTC local time.
- **EKB-16744: In Quick Add Subscriber, a Quick Add Group line configuration template is not applied when selecting an existing line that is not shared.** Fixes an issue in Quick Add Subscriber where the Quick Add Group-related line configuration template was not being applied for lines that were not shared.
- **EKB-16259: Update CsOnlineUser was stuck in processing for 8 hours and then failed.** Fixes an issue where network issues were causing MS Teams CsOnlineUser transactions to remain stuck in a processing state.
- **EKB-15530: Change label of Filters on Counters to Hidden Filter and Visible Filter.** Counter labels for Fixed and Configurable filters have been updated to Hidden and Visible filters.
- **EKB-14356: Deleted 'Guest' subscriber/user breaks the Login page.** Fixes an issue where an Automate application reserved user, Guest, could be associated with subscriber data.

## 8.4 Automate Platform

- **EKB-17422: Self-service login fails due to SSO redirect.** Fixes an issue with Self-service users not being able to log in via SSO authentication when the SSO login URL is redirected.
- **EKB-17294: Ubuntu FIPS integration stopped working after Canonical was renamed to Ubuntu Pro.** Fixes an issue where FIPS commands stopped working in the CLI after Canonical renamed the underlying service from Ubuntu Advantage to Ubuntu Pro.

## 8.5 Automate Self Service

- **EKB-17316: Self-service user login from the VOSS Automate admin interface results in log out options being hidden.** Fixes an issue where SSO authentication is not properly determined when logging in as a Self-service user from the VOSS Automate portal admin user interface.

## 8.6 Automate Templates

- **EKB-17508: Webex Calling (Spark) QAS errors when using “next available line” option.** Fixes an issue where Webex App’s Quick Subscriber was failing when the “Use next available line” option was used.
- **EKB-17507: Sites created automatically during Webex Location import do not have an NDL associated.** Fixes an issue where sites that are automatically created when importing Webex Locations do not have a Network Device List associated. If an NDL does not already exist for the Customer then a blank NDL is created and all auto-built sites will reference the new NDL.
- **EKB-17491: Cannot remove values from custom\_string fields in the site relation.** Fixes any issue where a value can be saved in any of the custom\_string (1-10) fields on a site, but then cannot be removed.
- **EKB-17374: Multi vendor subscriber “move” shows all users.** Fixes an issue in MultiVendorServiceUserMove where all users were displaying in the Users drop-down list.
- **EKB-17357: In Microsoft Quick Subscriber, a user remains in staging although it’s fully configured when csonlineuser is imported during QAS.** Fixes an issue where the Microsoft user remains in staging after provisioning via Quick Subscriber.
- **EKB-17356: Only the first 100 Microsoft call queues can be imported.** Fixes an issue where only the first 100 Microsoft call queues could be imported.
- **EKB-17325: Microsoft condition missing for Microsoft quick actions in the dashboard for the multi vendor subscribers landing page.** Fixes an issue where the Microsoft condition was missing for Microsoft-related quick actions in the dashboard multi vendor subscribers landing page.
- **EKB-17324: The MVS-GroupingServices-LP landing page does not contain the fixed filter for Cisco Call Handler.** Fixes an issue where MVS-GroupingServices-LP landing page does not contain the fixed filter for Cisco Call Handler.
- **EKB-17314: Microsoft Teams call park policy does not manage all policy fields.** The CsTeamsCallParkPolicy fields have been updated to the same as in Microsoft.
- **EKB-17255: Teams Online voicemail policy maximum recording length cannot be provisioned.** Fixes an issue where it was not possible to manage the maximum recording length value on the Teams Online Voicemail policy.
- **EKB-17225: Multi Vendor Subscriber - “Delete All Services” not updating INI for ATA associated devices.** Fixes an issue in Multi Vendor Subscriber, where the associated internal number status is not updated to an “Available” status when a phone is deleted using the “Delete All Services” quick action.
- **EKB-17157: Webex Calling - modify device/spark/User driver to handle DirSync restrictions on fields (Title/Department).** Fixes an issue that was occurring due to DirSync restrictions not catered for in updates to Webex Teams users.
- **EKB-17115: UserCucmSyncUpdate fails when email address is updated to the same value with different case.** Fixes an issue where an email character-case change would fail as duplicate on CUCM sync.
- **EKB-17059: Microsoft Exchange failures (RPS support disabled by Microsoft on Tenant).** Fixes an issue that occurred after upgrading to version 3.2.0 of the Microsoft Exchange Online module on the proxy.
- **EKB-17026: Adding Forced Authorization Code from GUI fails when using relation/GS\_FAC\_REL.** Fixes an issue where adding a Forced Authorization Code was failing when using feature relation/GS\_FAC\_REL from the Automate Admin portal.

- **EKB-17019: The Microsoft Call Queue “Redirect To” option is not displaying correctly.** Fixes an issue where the Microsoft Call Queue “Redirect To” option was not displaying correctly. The values now remain populated and the “Person in organization” field displays.
- **EKB-16979: Adding single number reach (SNR) to a subscriber using QAS fails with duplicate remote destination template error.** Fixes an issue where adding single number reach (SNR) from Quick Add Subscriber (QAS) fails if the remote destination template specified in Quick Add Group (QAG) has the same name at different hierarchy levels.
- **EKB-16949: ModSparkUser calls missing conditional logic.** A reference to a deprecated model was found to be causing updates of the Webex App user to fail.
- **EKB-16944: UserRelationUpdate PWF - Update condition on UserMoveAlignToUserHierarchy to support LinkedSites.** Fixes an issue where the Cisco user was not moved to the correct hierarchy when adding a hybrid multi vendor user to a linked site.
- **EKB-16888: Update subscriber fails with error, “Macro lookup of device.cucm.RemoteDestination.\* returned multiple values”.** This fix removed usage of `to-dAccessName`, since it may be empty on upgraded CUCMs.
- **EKB-16886: The Members drop-down on Teams should only show licensed users.** Fixes an issue that occurred when attempting to add or modify a Microsoft Team, and being presented incorrectly with a list of MSOL users. This caused errors when attempting to assign a user that was not licensed as a team owner or team member.
- **EKB-16883: On upgraded instance, .mp3 and .wma is not listed in allowed file types in data/Settings.** The fix now allows .mp3 and .wma file extensions to be added as supported file extensions.
- **EKB-16880: Multiple problems with CsTeamsEmergencyCallingPolicy.** A fix was implemented to resolve CsTeamsEmergencyCallingPolicy instance display errors.
- **EKB-16876: Oracle SBC import error on Local Policy.** Fixes an issue in Oracle ECB / SBC where importing local policies with multiple values included in either the From or To Address fields was failing.
- **EKB-16823: Move subscriber fails when username has non-ASCII characters in the display name, for example, “Adaś.Ódeneća”.** Fixes an issue where moving subscribers with non-ASCII characters in their first or last name was failing.
- **EKB-16716: Directory Number not being cleaned up, if Line Partition is changed and device deleted.** This fix refreshes all associated devices when a change is made to a line relation.
- **EKB-16714: Microsoft Offboard Subscriber sets the directory number status to “Available” instead of “Cooling” when cooling is enabled.** Fixes an issue where directory numbers were being set to “Available” instead of “Cooling” when cooling was enabled, when performing a Microsoft quick offboard of a subscriber.
- **EKB-16687: Cisco Move Subscriber, a new desk phone is added with the incorrect phone type when using “Use Existing Phone Config”.** Fixes an issue in Move Subscriber where the Desk Phone Profile field was displaying incorrectly when “Use Existing Phone Configuration” was set.
- **EKB-16604: Dial plan tool attempts to remove Microsoft PSTN usage before voice routing and voice routing policies.** Fixes an issue where PSTN Usage models were being removed before Voice Route and Voice Routing Policies, when removing a Microsoft dial plan using the Dial Plan tool.
- **EKB-16532: PBR PIN data model PIN requirements incorrect.** Fixes an issue where the Maximum and Minimum PIN values were set to Value instead of Length.
- **EKB-16486: Reset PIN / Password for Microsoft-only subscriber should not show CUCM reference.** Fixes an issue where the Pin/Password reset message was referencing CUCM for a user that only had Microsoft services.

- **EKB-16402: NumberInventoryAudit - remove multiple updates to Microsoft Call Queue and Auto Attendant numbers (and some CsOnlineUsers).** Fixes an issue where INI number audit was updating numbers even when when nothing had changed. In certain cases, numbers were reset to “Available” when the CsOnlineUser was still at the Customer level.
- **EKB-16344: Agents already assigned to another team are available for reassignment.** This fix limits potential Team members to unassigned agents only.
- **EKB-16280: Modifying msteamsonline device model schema breaks when saving from the GUI.** Fixes an issue that occurred when saving a device model with no Target, and was breaking the schema for Microsoft Teams device models. It defaults to HTTP instead of winrm.
- **EKB-16145: MicrosoftSubscriberQasHandleStagedUsers - Update workflow to look up UPN instead of using pwf.username.** Fixed an issue that was occurring when in staging, and the data.User.username != userPrincipalName.
- **EKB-16040: Microsoft QAS Teams CFT overwrites or ignores data from input.** Fixes an issue where the Microsoft Quick Subscriber values were not filtering to the system backend.
- **EKB-13809: Cisco move subscriber - updates to user, phone, UDP, SNR device and line setting CFTs.** Fixes an issue in Move Subscriber where the user and services were not being moved or set up correctly.