



VOSS

Release Notes for VOSS Automate 24.1

Release 24.1

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Release Overview

These are the official release notes for:

- Product: VOSS Automate
- Release Version: 24.1

Release 24.1 is the first release for the 24.x release series and contains the following highlights and enhancements:

Release Details

ISO Platform
Release : 24.1
Build Number : 24
Platform Version : 24.1.0-1721152967
Release Date: 07-17-2024

Supported Upgrade Paths:

- ISO Upgrade:
 - 21.4.x =>
- Delta Bundle Upgrade:
 - N/A

Application Compatibility

Refer to the [Compatibility Matrix](#) for all app compatibility and browser support.

Highlights

Release 24.1 contains the following highlights and enhancements:

3.1 VOSS Copilot

This release introduces “[Wingman](#)”, the new VOSS copilot that leverages powerful machine learning capabilities in the product, allowing admins and users to ask questions about the product and to query platform data.

This permanent chatbot feature is now available within the Admin Portal so that admins and users can ask any questions about the product and receive summarized answers along with reference links to the documentation portal. Users can also inquire about platform data, and Wingman will provide a count of data

along with a direct link to the relevant filtered list. Wingman is [enabled by default](#), but can be switched off. You can also allow or deny permissions for using Wingman via the [access profiles](#).

3.2 Visualization Options and Configurable Dashboards for the Automate Portal

We've revamped the concept of [Landing pages](#) in VOSS Automate 24.1. Landing pages are now [Dashboards](#). Dashboards deliver new visualization capabilities and enable powerful, flexible options for consuming and presenting Automate data.

The system ships with a range of resources (analyzed data and metrics) that admins can use to create or customize the user experience. We've included [controls for configuring](#) data visualization, including data processing elements, such as counts and trends. Admins can now offer an enhanced user experience that provides quick access to key Automate metrics and data via visual elements such as various charts formats, counter widgets, and trending metrics. A range of out-of-the-box Dashboards are also provided in key areas, such as Subscriber and Transactions, to use and to refer to as working examples. Dashboard integration in Automate also enables scenarios where admins may want to [create specialized data consumption roles](#), for example, to offer basic analytics aimed at users requiring key metrics without the need to execute MACDs.

The new Dashboard functionality significantly expands the possibilities for delivering great experiences to meet the needs of both technical and business users.

3.3 Support Microsoft Teams Voicemail Settings for Users

This feature adds to VOSS Automate's single pane of glass offering for [subscriber management](#). Admins can now [configure all user voicemail-related settings](#) directly within the Automate portal, eliminating the need to toggle between Automate and the Microsoft Teams Admin Center for voicemail settings and functionality. This integration brings templating capabilities to Automate, enabling system admins and designers to model and automate voicemail configuration seamlessly when onboarding new users.

3.4 Music on Hold Support for MS Teams

Voice and telephony engineers frequently use the Music on Hold feature for MS Teams. VOSS Automate now supports the ability for admins to upload and manage Music on Hold audio files directly within the Admin Portal. Admins can now effortlessly [create or modify Call Hold Policies](#) and their associated audio files. Quick Add Groups can be created with templates that include predefined Call Hold Policies for efficient onboarding and updating of Teams users. This feature streamlines operations, providing a centralized platform for managing Music on Hold and Call Hold Policies, enhancing efficiency and productivity for administrators and engineers alike.

3.5 Ops Tool for Setting Emergency Location on Unassigned Microsoft Calling Plan Numbers

Previously, when ordering new calling plan numbers, it was not possible to assign them to new users if they did not have an emergency location set. This feature implements a [new Ops Tool](#) that now allows you to set emergency locations on unassigned numbers.

3.6 Support for Application Registration for MS Teams PowerShell

VOSS Automate now offers robust support for [application registration](#) in [Microsoft Teams PowerShell configuration](#), effectively replacing basic authentication and service accounts. This feature ensures the most secure and controlled method for VOSS Automate to access [the customer's tenant](#). By eliminating the need for a service account with basic authentication, which required the Teams Administrator role, customers can now use certificate or secret app authentication. This enhancement allows for seamless provisioning and management of Teams administration tasks using VOSS Automate.

If you're upgrading to Automate 24.1, we've created a [guide for the pre- and post-upgrade steps to add application registration](#). For new installs, see the [Microsoft Quick Start Guide](#) to set up new tenants and your app registration.

3.7 Webex Enhancements

This release includes further enhancements and usability improvements, primarily for Webex devices. For example, we now allow full [MACDs on Webex phones, ATAs, and WiFi devices](#). It's also easier to add a Webex device using the Quick Add Device feature, which can be used to add templated devices and optionally create workspaces in the same operation. Once provisioned, devices can be replaced simply using a [replace device utility](#). The feature also includes enhancements to Webex Scheduling.

3.8 Automate Portal Enhancements 24.1

This feature introduces several usability and performance improvements to the Automate Admin Portal. For example, the [toolbar Transactions icon](#) now displays a counter to indicate the number of transactions in progress, [failed asynchronous transactions](#) are now also listed, the transaction poll interval has been increased, and it's now possible to [filter transactions by rolled back status](#).

3.9 Platform and Database Upgrades

This release includes a range of updates to enhance various elements of the platform, ensuring it remains current in terms of functionality, support, and security:

- The Automate operating system has been upgraded from Ubuntu 18.04 to Ubuntu 20.04.5
- The Automate database has been updated to the latest major version of MongoDB to benefit from security updates and to unlock new features such as change notification and more flexible indexing. The new indexing improves the system's capabilities around sorting and filtering and allows for future improvements in this area.
- TLS v1.1 has been deprecated and removed from Automate 24.1. [TLS v1.2](#) is now automatically enabled in the system.

These updates continue VOSS's ongoing commitment to deliver a secure platform that is trusted in a range of deployment types, including highly secure environments.

3.10 IPv6 Support for VOSS Automate

This feature introduces native IPv6 support in VOSS Automate to cater for customers [transitioning from IPv4 to IPv6](#). Although IPv4 is still prevalent, IPv6 delivers several key benefits:

- **Address Space Expansion:** IPv6 implements a 128-bit address space, providing room for future growth.
- **Improved Routing Efficiency:** IPv6 simplifies and improves routing efficiency by reducing the size of routing tables and enabling hierarchical address allocation, leading to faster and more efficient packet forwarding.
- **Enhanced Security:** IPv6 includes IPsec (Internet Protocol Security) support as a standard feature, ensuring data integrity, confidentiality, and authentication at the IP layer.
- **Better Performance:** Features such as StateLess Address Auto Configuration (SLAAC) and Network Address Translation (NAT) elimination streamline network configuration and management, reducing latency and improving overall performance.

3.11 Allow Existing Deployments to Move from HCM-F integrated to no HCM-F

This feature allows partners to transition their existing Automate deployment rather than to rebuild from scratch.

3.12 New Macros for Customizing the Default Quick Add Group for Quick Subscriber

This feature adds four new macros for setting the default [Quick Add Group](#) values that initially display in the drop-down on each of the Quick Subscriber tools (for Cisco, Microsoft, Webex, and Hybrid). The following new macros can be cloned to a lower hierarchy and modified, if required:

- Default_Quick_Add_Group_Cisco_Subscriber
- Default_Quick_Add_Group_Microsoft_Subscriber
- Default_Quick_Add_Group_Webex_Subscriber
- Default_Quick_Add_Group_Hybrid

3.13 Small Enhancements and Bug Fixes

In addition to the new features and enhancements in this release, we've added several small enhancements, included a number of bug fixes, and implemented a number of usability improvements to the Admin Portal. You can find further details, including links to the relevant topics, at [What's New by Feature](#).

Upgrade Overview

4.1 Important Information

Before upgrading:

- Install `EKB-21455-21.4.0_patch.script` first. Refer to `MOP-EKB-21455-21.4.0_patch.pdf`:
 - **Server Name:** <https://voss.portalshape.com>
 - **Path:** **Downloads > VOSS Automate > 24.1 > Upgrade > ISO**
 - **MOP:** `MOP-EKB-21455-21.4.0_patch.pdf`
 - **Patch File:** `EKB-21455-21.4.0_patch.script`
- For the provisioning and management of Microsoft tenants, ensure that each tenant has been reconfigured to use the application registration authentication mechanism, rather than basic authentication. For supporting documentation, refer to the [guide for the pre- and post-upgrade steps to add application registration](#). For new installs, see the [Microsoft Quick Start Guide](#) to set up new tenants and your app registration.
- Ensure that the “Microsoft Teams” PowerShell module is upgraded to version 6.1.0.
- For the new dashboard capabilities, an additional disk needs to be added and mounted for each database node. Refer to the *Installation Guide* or *Upgrade Guide with ISO and Template* for details.
- Due to the deprecation of the Classic Admin GUI, ensure that the migration to new GUI framework to have been completed.
- Ensure that all business processes have considered the deprecation of any reports or reliance of Cisco HCM-F applications.

During upgrade:

- For upgrades, the `upgrade_db` step may take some time, particularly for large scale deployments. Inspect the scaling details in the *Upgrade Guide with ISO and Template* and allow for a sufficient maintenance window.
- When upgrading to release 24.1, the pre-installation health check is mandatory:
 - **system mount** - mount upgrade ISO
 - **app install check_cluster**
 - **cluster check** - inspect the output of this command for warnings and errors

For details, refer to the *Upgrade Guide with ISO and Template*.

After upgrading:

- Existing VOSS portal landing pages are converted to dashboards. Review existing menus, landing pages, etc. to see how best to incorporate the new dashboard capabilities into your user experience. For details:

See the Landing Page Conversion to Dashboards in Release 24.1 and the Automate Dashboards sections in the Core Feature Guide.

Additional information:

- From release 24.1, the Transport Layer Security (TLS) protocol v1.1 for network communications is no longer supported. For details, refer to the *Web TLS Protocol Configuration* topic in the Platform Guide.
- From Automate release 24.1 onwards, network addresses are in CIDR (Classless Inter-Domain Routing) format, for example: 192.168.100.3/27 or e00d::fafe:23/112. The use of a netmask in the 255.255.255.0 format is no longer supported.
- From Automate release 24.1 onwards, language packs are available from <https://voss.portalshape.com> at **Downloads > VOSS Automate > Language Packs > 24.1**

4.2 Upgrade Notes

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.

The following issues contain upgrade notes:

- *EKB-18817*: Remove device/spark/WorkspaceLocation and device/spark/WorkspaceLocationFloor.
- *VOSS-1066*: Music on hold support for MS Teams
- *VOSS-1094*: Allow Existing Deployment to Move from “HCM-F-integrated” to “no HCM-F”
- *VOSS-1125*: Multi Vendor Subscriber Enhancements
- *VOSS-1217*: Landing Page Migration to Dashboard
- *VOSS-1237*: Support MS Teams voicemail settings for users
- *VOSS-1265*: Support Application Registration for MS Teams PowerShell Configuration, Replacing Basic Auth and Service Account
- *VOSS-1323*: Webex Calling Enhancements in Automate 24.1
- *VOSS-1365*: Add VOSS Copilot to Automate
- *VOSS-1368*: Support Groups/Teams at scale
- *VOSS-1391*: Call Queues - Add functionality for “No agents opted or signed in”
- *VOSS-813*: Upgrade platform OS to Ubuntu 20.04.5

Features: Summary

5.1 Automate Admin GUI

- *VOSS-1365*: Add VOSS Copilot to Automate.
- *VOSS-1217*: Landing Page Migration to Dashboard.
- *VOSS-1187*: Add Visualization Options and Configurable Dashboards to the Automate Portal.
- *VOSS-1149*: Automate Portal Enhancements 24.1.
- *EKB-18437*: Add quick action, "Quick Subscriber (Webex)".
- *EKB-17873*: Increase global search page size limit to 2000.
- *EKB-16560*: Failed asynchronous transactions list not displaying in the Admin portal.
- *EKB-12144*: Change fieldset header style for nested form objects.

5.2 Automate Core

- *EKB-9919*: Datasync failure reported as success.
- *EKB-19607*: On modification of MicrosoftTenant relation update the driver parameters instead of overwriting them.
- *EKB-19606*: Log descriptions for workflow steps.
- *EKB-19223*: Sort buttons on Cisco phone button template.
- *EKB-17775*: Add ability to filter on Rolled Back field on Transaction page.
- *EKB-14223*: Record/audit the source IP address from where access to the platform has been made when transactions are carried out.
- *EKB-12919*: Add "lines" and "ownerUserName" fields to Allowlist for device/cucm/Phone.
- *EKB-11366*: Exclude device/cuc/ImportUser on full CUC Import.

5.3 Automate Platform

- *VOSS-813*: Upgrade Platform Operating System to Ubuntu 20.04.5.
- *VOSS-662*: Upgrade Database to Latest Version of MongoDB.
- *VOSS-1305*: IPv6 Support for VOSS Automate.
- *EKB-17208*: Remove the web portal commands and code from the product.
- *EKB-14835*: Disable the Classic Admin and set Admin to be the default web portal interface.

5.4 Automate Templates

- *VOSS-1391*: Call Queues - Add functionality for “No agents opted or signed in”.
- *VOSS-1368*: Support Groups/Teams at scale.
- *VOSS-1323*: Webex Calling Enhancements in Automate 24.1.
- *VOSS-1265*: Support Application Registration for MS Teams PowerShell Configuration, Replacing Basic Auth and Service Account.
- *VOSS-1237*: Support MS Teams Voicemail Settings for Users.
- *VOSS-1125*: Multi Vendor Subscriber Enhancements.
- *VOSS-1094*: Allow Existing Deployment to Move from “HCM-F-integrated” to “no HCM-F”.
- *VOSS-1066*: Music on Hold support for Microsoft Teams.
- *EKB-8421*: Add, update, or delete HCS site dial plan, transaction has blank Detail section.
- *EKB-3076*: Add data/DeviceChanges to Call Manager relation.
- *EKB-20452*: Microsoft Exchange Online data sync performance enhancements.
- *EKB-20291*: Add new exception handling options for Disconnect in CsCallQueue.
- *EKB-20208*: Add field sets to field display policies for hunt groups and cross site hunt groups.
- *EKB-20133*: Microsoft PowerShell API change, filter on AccountType equals “User” or “ResourceAccount” to prevent import of unlicensed users (Patch).
- *EKB-20118*: Webex Calling - update User and UserConfig drivers to allow for multiple instances of Webex Calling, Professional license.
- *EKB-20088*: Add summary header GUI rule for device/cucm/PhoneType.
- *EKB-20063*: Add summary header GUI rule for device/cucm/Css.
- *EKB-20062*: Add summary header GUI rule for device/cucm/HuntList.
- *EKB-19952*: Add fixed filter to all relation/MultiVendorSubscribers entries to hide “Admin” users.
- *EKB-19871*: Add summary header GUI rule for device/cucm/LineGroup.
- *EKB-19769*: Add macros to customize the default Quick Add Group shown on each Quick Subscriber option.
- *EKB-19631*: Show the groups a user belongs to in Microsoft group management feature.
- *EKB-19568*: Update detail and message on add, update, and delete of user.
- *EKB-19408*: Issue with “Use Calling Party’s External Phone Number Mask” setting in Cisco subscriber management hunt groups.
- *EKB-19365*: Create Hcs Dp Manage Site Rel has blank transaction details.
- *EKB-19293*: Microsoft groups should show the friendly name of the assigned licenses.
- *EKB-18962*: Update User schema with top level attributes for phone number and extension.
- *EKB-18925*: Create Webex User transaction has blank Detail section.
- *EKB-18918*: Create Replace Phone View transaction has blank Detail section.
- *EKB-18892*: Create Hcs Dn Multi E164Associate Rel transaction has blank Detail section.
- *EKB-18884*: Create Hcs Associate Sip Local Gw To Site REL transaction has blank Detail section.

- *EKB-18817*: Remove device/spark/WorkspaceLocation and device/spark/WorkspaceLocationFloor.
- *EKB-18810*: Create Hcs Sync Users View transaction has blank Detail section.
- *EKB-18792*: Create Hcs Sync Users Phones View transaction has blank Detail section.
- *EKB-18789*: Create Hcs Dn E164Associate Rel has blank transaction details.
- *EKB-18759*: Add, update, and delete of Hcs Ldap User Sync Rel transaction has blank Detail section.
- *EKB-18734*: Microsoft, update relation/EmergencyLocation to correctly load and configure locations with link for ports, subnets, switches, WAPs.
- *EKB-18727*: Webex Device Quick Add Phone.
- *EKB-18724*: Add Class of service in Cisco dial plan management transaction has blank Detail section.
- *EKB-18722*: Add Class of Service in Cisco subscriber management transaction has blank Detail section.
- *EKB-18643*: Associate voicemail service to customer transaction has blank Detail section.
- *EKB-18610*: Remove TeamsTemplatePermissionPolicy field - 'Grant-CsTeamsTemplatePermissionPolicy' is not recognized as the name of a cmdlet.
- *EKB-18609*: Add, update, delete HCS customer dial plan, transaction has blank Detail section.
- *EKB-18521*: Driver work user voicemail settings on CSOnlineUser.
- *EKB-18466*: Ops tool to set emergency location on unassigned Microsoft calling plan numbers.
- *EKB-18255*: In Existing Services, phones (mobile identity or remote destinations) are not displayed.
- *EKB-17713*: Webex device management.
- *EKB-16712*: Webex device replace phone.
- *EKB-15977*: Productize relation/GS_CrossSiteHuntGroup-HuntGroupRelationRel and fix member ordering.
- *EKB-15928*: "Replace Phone" enhancements.
- *EKB-12846*: Move subscriber - update UCCX agent details and line associations.

Features: Detail

6.1 Automate Admin GUI

- **VOSS-1365: Add VOSS Copilot to Automate.** This feature introduces a new AI chatbot, which is embedded in the Automate Admin Portal. The chatbot assists users with a variety of tasks, from searching the documentation to recommending actions and retrieving data from the system.

Upgrade Notes - VOSS-1365

Introduction

The 24.1 release introduces a new AI chatbot named Wingman. Wingman is enabled by default after upgrade to 24.1, but can be disabled system-wide by updating global settings, or per role by adding/removing the Copilot miscellaneous permission in the associated access profile.

Note Wingman's model is hosted in Microsoft Azure, so internet access is required by the Automate platform for Wingman to function.

Since Wingman depends on the new Dashboard widget functionality introduced in 24.1, it is important to run a full Insights sync on the Automate platform CLI, that is, `insights sync run full-sync`

Access Profiles

Wingman can be enabled/disabled on a per role basis, by including the Copilot Chat Miscellaneous Permissions. Since there is also a dependency on the Dashboard feature, the access profile should also be updated to include any relevant Dashboard Permissions.

- **VOSS-1217: Landing Page Migration to Dashboard.** This feature migrates existing Landing Pages to Dashboards and updates user role based Access Control settings for Landing Pages with Dashboards.

Upgrade Notes - VOSS-1217

Introduction

As part of the new Dashboard functionality introduced in the 24.1 release, the old Landing Page functionality will be deprecated, and Dashboard will be used instead. When upgrading, a migration will convert all existing Landing Pages into Dashboards, and relevant Landing Page configuration will be converted into Dashboard widgets.

Note some Landing Page widgets will not be migrated:

- Cisco Headset Summary
- Number Inventory Chart
- Cisco UCCX Agent Stats Chart
- Usage Growth Chart
- Webex Teams License Chart

In case these types of charts are required, they can be created using the new Dashboard functionality.

The Saved Search widget will not be migrated, but will now appear under the Account section for the logged in user.

Roles

Instead of configuring roles with a specific Landing Page, it should be configured with a default Dashboard. All existing roles will be automatically updated to switch the configured Landing Page with the corresponding Dashboard that was automatically generated.

Access Profiles

All existing Access Profiles will be automatically updated to switch permissions for `data/LandingPage` to `data/Dashboard`.

Menu Layout

All existing Menu Layouts will be automatically updated to replace all references to Landing Pages, to Dashboards.

- **VOSS-1187: Add Visualization Options and Configurable Dashboards to the Automate Portal.** This feature introduces Dashboards, a new data visualization capability in the VOSS Automate Admin Portal. Admins can now create Dashboards to present key data to end users. Note that some transaction data will only be available for transactions executed after upgrade to 24.1 since some of these fields are only now being written and won't be populated for older transactions. Please also refer to the upgrade notes for [VOSS-1217](#).
- **VOSS-1149: Automate Portal Enhancements 24.1.** Enhancements and improvements to the Admin Portal.
- **EKB-18437: Add quick action, “Quick Subscriber (Webex)”.** This enhancements adds a new quick action called “Quick Subscriber (Webex)” to multi vendor subscriber.
- **EKB-17873: Increase global search page size limit to 2000.** This enhancements updates the page size and row limit count on Global search.
- **EKB-16560: Failed asynchronous transactions list not displaying in the Admin portal.** This enhancement adds a view for Failed Async Transactions.
- **EKB-12144: Change fieldset header style for nested form objects.** This enhancement changes the header style for nested fieldsets to clearly distinguish between different levels.

6.2 Automate Core

- **EKB-9919: Datasync failure reported as success.** This enhancement marks the data sync as failed if no devices are found.
- **EKB-19607: On modification of MicrosoftTenant relation update the driver parameters instead of overwriting them.** This enhancement updates the Microsoft Tenant so that it will no longer overwrite driver parameters it does not directly manage.
- **EKB-19606: Log descriptions for workflow steps.** This enhancement displays the workflow step descriptions in the transaction logs.
- **EKB-19223: Sort buttons on Cisco phone button template.** This enhancement sorts the buttons on the Cisco phone button template by button index number for better readability.
- **EKB-17775: Add ability to filter on Rolled Back field on Transaction page.** This enhancement adds rolled back status to filter on the Transactions page.
- **EKB-14223: Record/audit the source IP address from where access to the platform has been made when transactions are carried out.** This enhancement logs the IP address of the transaction submitter to var/log/platform/event.log for audit purposes.
- **EKB-12919: Add “lines” and “ownerUserName” fields to Allowlist for device/cucm/Phone.** This enhancement adds “lines” and “ownerUserName” fields to the allowlist for device/cucm/Phone, and removes the denylist.
- **EKB-11366: Exclude device/cuc/ImportUser on full CUC Import.** The device/cuc/ImportUser model will no longer be imported when doing a full import of Cisco Unity Connection. This model is automatically imported when its required during Voicemail provisioning.

6.3 Automate Platform

- **VOSS-813: Upgrade Platform Operating System to Ubuntu 20.04.5.** This feature upgrades the operating system from Ubuntu 18.04 to Ubuntu 20.04.5.

Upgrade Notes - VOSS-813

- The operating system has been upgraded to Ubuntu 20.04.5.
- TLS 1.1 has been deprecated. Any VOSS Automate instances using TLS 1.1 will be automatically upgraded to TLS 1.2 during the upgrade to Automate 24.1
- **VOSS-662: Upgrade Database to Latest Version of MongoDB.** This feature updates the database to the latest major version of MongoDB.
- **VOSS-1305: IPv6 Support for VOSS Automate.** This feature adds native IPv6 support in VOSS Automate in order to accommodate customers who require IPv6.
- **EKB-17208: Remove the web portal commands and code from the product.** This update to the product deprecates the Classic Admin portal. All URLs to the Automate Admin portal will now direct to the new Admin portal.
- **EKB-14835: Disable the Classic Admin and set Admin to be the default web portal interface.** This product update sets the default web portal to the new Admin portal and disables the Classic portal on install as well as upgrade.

6.4 Automate Templates

- **VOSS-1391: Call Queues - Add functionality for “No agents opted or signed in”.** This feature updates Microsoft Teams - Call Queues to support “No agents opted or signed in” functionality.

Upgrade Notes - VOSS-1391

Introduction

Adds support for managing the “No agents opted or signed in” related settings for Microsoft Call Queues.

Access Profiles

No changes

Menu Layout

No changes

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. The FDPs may need to be applied to Menu item as per the Menu Layout section.

- DefaultFDP

- **VOSS-1368: Support Groups/Teams at scale.** This feature now makes it much faster to sync in Groups and Teams from Microsoft Entra. Only summary attributes are synced in for Teams and Groups, while the rest of the data around these elements are synced in when you click on a record.

Upgrade Notes - VOSS-1368

Introduction

Groups have been enhanced in order to pull in minimal data as part of a data sync and load the full details once an admin clicks on a record. This applies to Teams as well and in the design rework, Teams and Groups both refer to the same base model, being: `device/msgraph/Group` (note that *Group* is singular, not plural). Admins would need to update their custom menus to refer to this model in the event that the migration script that runs during upgrade, does not automatically do it.

Access Profiles

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

- `device/msgraph/Group`

Menu Layout

Review the default ProviderMenu for configuration examples for the following items. Note, both these menus point to the same underlying model, called `device/msgraph/Group`. The only difference is that Teams has a fixed filter on the menu for “isTeams” = “True” and Groups has a fixed filter on the menu for “isTeams” = “False” .

- MS Subscriber Management -> Groups
- MS Subscriber Management -> Teams

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. The FDPs may need to be applied to Menu item as per the Menu Layout section. Refer to these menu options in the default Provider menu:

- MS Subscriber Management -> Groups
- MS Subscriber Management -> Teams

FDP names:

- `default_groups`
- `default_teams`

- **VOSS-1323: Webex Calling Enhancements in Automate 24.1.** This release includes further enhancements and usability improvements, primarily for Webex devices. For example, we now allow full MACDs on Webex phones, ATAs, and WiFi devices. It's also easier to add a Webex device using the Quick Add Device feature, which can be used to add templated devices and optionally create workspaces in the same operation. Once provisioned, devices can be replaced simply using a replace device utility. The feature also includes enhancements to Webex Scheduling

Upgrade Notes - VOSS-1323

Introduction

Webex Calling allows for management of Webex devices and scheduling. Admins would need access the Webex Devices and Schedule settings in their Menus and Access Profiles

Access Profiles

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

- `relation/WebexDevice`

- device/spark/Device
- view/QuickAddWebexDevice
- view/WebexReplaceDevice
- view/WebexDeviceRefresh
- data/RoomosDeviceConfigurationProfile
- view/RenderRoomosDeviceConfigurationProfile
- relation/WebexSchedules

Menu Layout

Review the default ProviderMenu for configuration examples for the following items:

- Devices
 - Quick Add Device
 - Replace Device
 - Reset Devices to Baseline
 - Device Configuration Profiles
 - Test Device Configuration Profile Rendering
 - Reset Device Schedule Configuration Template
 - Webex Schedules
- **VOSS-1265: Support Application Registration for MS Teams PowerShell Configuration, Replacing Basic Auth and Service Account.** This feature now sets Application Registration as the default and preferred method of integrating with Microsoft PowerShell cmdlets (commands).

Upgrade Notes - VOSS-1265

Please follow the documentation regarding steps to take prior to upgrading to 24.1. We've created this [guide for the pre- and post-upgrade steps to add application registration](#). For new installs, see the [Microsoft Quick Start Guide](#) to set up new tenants and your app registration.

- **VOSS-1237: Support MS Teams Voicemail Settings for Users.** This feature now makes it possible to configure voicemail settings for Microsoft Teams users.

Upgrade Notes - VOSS-1237

You would need to expose a menu item pointing to device/msteamsonline/CsOnlineUser, with the following FDP applied:

- CsOnlineUser_VoicemailSettings_FDP
- **VOSS-1125: Multi Vendor Subscriber Enhancements.** This feature includes and consolidates exposure configurations for quick actions in the Multi Vendor Subscriber dashboard and service panels.

Upgrade Notes - VOSS-1125

Introduction

When editing an existing subscriber via Multi Vendor Subscriber, new quick actions have been made available via the Multi Vendor Subscriber dashboard and service panels to assist in management of the subscriber and associated services.

Access Profiles

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

- relation/MultiVendorSubscribers
- relation/MultiVendorSubscriber
- view/MVS_Cisco_User
- view/MVS_quick_actions
- relation/Subscriber
- relation/SubscriberPhone
- relation/SubscriberDeviceProfile
- relation/LineRelation
- relation/Voicemail
- relation/SingleNumberReachREL
- relation/SparkUser
- relation/PexipConference
- relation/MicrosoftSubscriber
- device/webex/User
- device/genericcucm/HeadsetInventory
- view/DeleteSubscriberService
- view/AddSubscriberFromProfile
- view/QuickSubscriber
- view/MicrosoftQuickSubscriber
- view/WebexTeamsSubscriberQas
- view/UserPhoneMoveUsers_VIEW
- view/AddCucmHuntGroupMember
- view/DeleteCucmHuntGroupAllMembers
- view/AddCucmCallPickupGroupMember
- view/DeleteCucmCallPickupGroupAllMembers
- view/EmLoginUser
- view/EmLogoutUserFromPhones
- view/ResetUCPasswordPinVIEW
- view/ReassignServicesVIEW

- view/MsGraphManageGroup
- view/AddPhone
- view/ReplacePhone_VIEW
- view/AddExtensionMobility
- view/AddSingleNumberReachToSubscriber
- view/AddUccxAgentToSubscriber

Menu Layout

Review the default ProviderMenu for configuration examples for the following:

- Multi Vendor Subscriber

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. The FDPs may need to be applied to menu item as per the Menu Layout section:

- relation/MultiVendorSubscriber
 - Default
 - MultiVendorFDP
- **VOSS-1094: Allow Existing Deployment to Move from “HCM-F-integrated” to “no HCM-F”.** This feature allows partners to transition their existing Automate deployment rather than to rebuild from scratch. All device/hcmf/* models will be purged and any reference to the HCM-F device models will be automatically removed from the menu during the upgrade.

Upgrade Notes - VOSS-1094

When upgrading to Automate 24.1 an automatic migration will run which will convert the deployment from “Provider with HCMF” deployment type to “Provider Decoupled”. During the upgrade the menu entries for HCMF or HCMF device models, device/hcmf/*, the HCMF Data Sync, HCMF Schedule, and the HCMF connection parameters will be automatically removed. No data on the HCM-F Server will be affected.

After upgrading to 24.1, Automate will no longer provision HCM-F when adding Customers, CUCM/CUCXN Clusters, Sites, IOS Devices, etc. If HCM-F is still being used any provisioning that is required will need to be done manually directly on HCM-F.

- **VOSS-1066: Music on Hold support for Microsoft Teams.** This feature now makes it possible to configure Microsoft Teams Call Hold Policies and to assign Music On Hold audio files.

Upgrade Notes - VOSS-1066

Introduction

The Call Hold Policy is an additional MS Teams policy which is now supported in VOSS Automate. Admins would need access to this policy in their menus and their access profiles. Additionally, The field display policy (FDP) for the Microsoft Subscriber as well as the CSOL User device model would need to be updated to expose this new policy. Finally, this policy can also be referenced from Site Defaults, so the Site Default FDP would also need to be updated in order to show the Call Hold Policy.

Access Profiles

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

- device/msteamsonline/*
- device/msteamsonline/CsTeamsCallHoldPolicy

Menu Layout

Review the default ProviderMenu for configuration examples for the following items.

- MS Teams Policies > Call Hold Policy

Admins using these policies need access in their menu to the following model:

- device/msteamsonline/CsTeamsCallHoldPolicy

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. The FDPs may need to be applied to menu item as per the Menu Layout section.

- Microsoft Subscriber
 - CSOL User
 - Site Defaults
- **EKB-8421: Add, update, or delete HCS site dial plan, transaction has blank Detail section.** This enhancement updates the transaction message with details for the action performed.
 - **EKB-3076: Add data/DeviceChanges to Call Manager relation.** Fixes an issue where the data/DeviceChanges was missing from the Call Manager relation.
 - **EKB-20452: Microsoft Exchange Online data sync performance enhancements.** This enhancement improves the sync performance of Microsoft Exchange models.
 - **EKB-20291: Add new exception handling options for Disconnect in CsCallQueue.** This enhancement implements and validates comprehensive tests for Call Overflow Handling using various disconnect options, including 'None', 'Play an audio file', and 'Add a greeting message' to ensure correct behavior and persistence across the Teams admin portal with the Automate product.
 - **EKB-20208: Add field sets to field display policies for hunt groups and cross site hunt groups.** This enhancement updates field display policies with field sets to add tab minimization for hunt groups and cross-site hunt groups.
 - **EKB-20133: Microsoft PowerShell API change, filter on AccountType equals "User" or "ResourceAccount" to prevent import of unlicensed users (Patch).** This enhancement adds a filter in the PowerShell driver for CsOnlineUser to only import users where "AccountType" equals "User" or "ResourceAccount", to prevent import of unlicensed users. Note that this change still requires PowerShell version 5.6.0 for Automate 21.4 PB4 and 21.4 PB5.
 - **EKB-20118: Webex Calling - update User and UserConfig drivers to allow for multiple instances of Webex Calling, Professional license.** Fixes a Webex Calling issue.
 - **EKB-20088: Add summary header GUI rule for device/cucm/PhoneType.** This enhancement adds a summary header to the Members field in the "device/cucm/PhoneType" model.
 - **EKB-20063: Add summary header GUI rule for device/cucm/Css.** This enhancement adds a summary header to the Members field in the device/cucm/Css model.
 - **EKB-20062: Add summary header GUI rule for device/cucm/HuntList.** This enhancement adds a summary header to the Members field in the device/cucm/HuntList model.

- **EKB-19952: Add fixed filter to all relation/MultiVendorSubscribers entries to hide “Admin” users.** This enhancement applies a filter to exclude “admin-only” users from the multi vendor subscriber lists. It is recommended that any custom landing pages and menus should be updated to apply this filter.
- **EKB-19871: Add summary header GUI rule for device/cucm/LineGroup.** This enhancement adds a summary header to the Members field in the device/cucm/LineGroup model.
- **EKB-19769: Add macros to customize the default Quick Add Group shown on each Quick Subscriber option.** This enhancement adds four new macros, which can be used for setting the default Quick Add Group values that initially display in the drop-down on each of the Quick Subscriber tools (that is, Quick Subscriber for Microsoft, for Cisco, for Webex, or for hybrid). The new macros can be cloned to a lower hierarchy and modified, if required:
 - Default_Quick_Add_Group_Cisco_Subscriber
 - Default_Quick_Add_Group_Microsoft_Subscriber
 - Default_Quick_Add_Group_Webex_Subscriber
 - Default_Quick_Add_Group_Hybrid.
- **EKB-19631: Show the groups a user belongs to in Microsoft group management feature.** This enhancement updates the Microsoft Group Management tool to display the current groups a user belongs to.
- **EKB-19568: Update detail and message on add, update, and delete of user.** This enhancement updates the details and messages in the workflow to provide a more detailed message when adding, updating, and deleting a relation/user.
- **EKB-19408: Issue with “Use Calling Party’s External Phone Number Mask” setting in Cisco subscriber management hunt groups.** This enhancement resolves an issue with Cisco subscriber management’s hunt groups, where updating ‘Use Calling Party’s External Phone Number Mask’ from ‘Off’ to ‘Default’, was failing.
- **EKB-19365: Create Hcs Dp Manage Site Rel has blank transaction details.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-19293: Microsoft groups should show the friendly name of the assigned licenses.** This enhancement updates Microsoft Groups to show user-friendly names for assigned licenses.
- **EKB-18962: Update User schema with top level attributes for phone number and extension.** This enhancement adds phone number and extension to Webex User summary attributes.
- **EKB-18925: Create Webex User transaction has blank Detail section.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-18918: Create Replace Phone View transaction has blank Detail section.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-18892: Create Hcs Dn Multi E164Associate Rel transaction has blank Detail section.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-18884: Create Hcs Associate Sip Local Gw To Site REL transaction has blank Detail section.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-18817: Remove device/spark/WorkspaceLocation and device/spark/WorkspaceLocationFloor.** This enhancement aligns the Webex API’s so that device/spark/WorkspaceLocation will be removed and the existing API device/spark/Location will be used instead.

Upgrade Notes - EKB-18817

Post upgrade the data for spark/Place will need to be imported as the data was purged as part of the process.

- **EKB-18810: Create Hcs Sync Users View transaction has blank Detail section.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-18792: Create Hcs Sync Users Phones View transaction has blank Detail section.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-18789: Create Hcs Dn E164Associate Rel has blank transaction details.** Updates the transaction message for the detail and message fields.
- **EKB-18759: Add, update, and delete of Hcs Ldap User Sync Rel transaction has blank Detail section.** Updates the transaction message for the detail and message fields for add, modify, and delete LDAP user sync.
- **EKB-18734: Microsoft, update relation/EmergencyLocation to correctly load and configure locations with link for ports, subnets, switches, WAPs.** This enhancement resolves issues with Microsoft emergency locations with duplicate names.
- **EKB-18727: Webex Device Quick Add Phone.** This enhancement adds new ATA, MPP, and Wifi devices associated to users or workspaces. Optionally create a new workspace.
- **EKB-18724: Add Class of service in Cisco dial plan management transaction has blank Detail section.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-18722: Add Class of Service in Cisco subscriber management transaction has blank Detail section.** This enhancement updates the transaction message for the detail and message fields.
- **EKB-18643: Associate voicemail service to customer transaction has blank Detail section.** This enhancement updates the transaction Message and Detail sections for add and delete of voicemail service as well as associate/disassociate voicemail service.
- **EKB-18610: Remove TeamsTemplatePermissionPolicy field - 'Grant-CsTeamsTemplatePermissionPolicy' is not recognized as the name of a cmdlet.** This enhancement removes TeamsTemplatePermissionsPolicy from all field display policies, configuration templates, device models, and all reference fields in the (Quality) repo.
- **EKB-18609: Add, update, delete HCS customer dial plan, transaction has blank Detail section.** This enhancement adds/configures the transaction message by using the correct macro to display the customer name instead of fetching values from the workflow context.
- **EKB-18521: Driver work user voicemail settings on CSOnlineUser.** This enhancement adds support for user voicemail settings.
- **EKB-18466: Ops tool to set emergency location on unassigned Microsoft calling plan numbers.** This enhancement implements an Ops tool for setting emergency locations on unassigned numbers.
- **EKB-18255: In Existing Services, phones (mobile identity or remote destinations) are not displayed.** This enhancement adds the following detail to "Existing Services (Phones)", for dual-mode devices:
 - Mobile Identity (name, destination)
 - Remote Destination (name, destination)
 - CTIRD Remote Destination (name, destination).
- **EKB-17713: Webex device management.** This enhancement supports management of Webex ATA, MPP, and WiFi devices.

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- **EKB-16712: Webex device replace phone.** This enhancement now allows 'like for like' replacement of Webex devices to make it easier to replace failed devices.
 - **EKB-15977: Productize relation/GS_CrossSiteHuntGroup-HuntGroupRelationRel and fix member ordering.** This enhancement productizes cross site hunt groups.
 - **EKB-15928: "Replace Phone" enhancements.** This enhancement updates the behavior of the "Replace Phone" tool to allow administrators to create configuration templates that take the four input values from the interface directly. This means the administrator no longer needs to create a configuration template per device type. In addition, speed dials, busy lamp fields, and BLF direct call parks are now also retained. The following macros are available for configuration templates:
 - Device Protocol: {{ input.protocol }}
 - BAT Phone Template: {{ input.pbt }}
 - Security Profile: {{ input.security_profile }}
 - Product: {{ input.replacement_model }}.
 - **EKB-12846: Move subscriber - update UCCX agent details and line associations.** This enhancement resolves an issue in Move Subscriber where line details were not updated with relation to the UCCX agent moved.

Defects Fixed: Detail

7.1 Automate Admin GUI

- **EKB-20341: Focus on Filter field is intermittently not working when opening Organization selector.** Fixes an issue where the focus is intermittently set on the Filter field when selecting the Organization Selector icon.
- **EKB-19939: Multi vendor subscriber, caller input and MS queue fixes for EKB-19767_EKB-19612.** Fixes an issue where caller input actions displayed the value instead of title. Also fixes an issue with adding phones to multi vendor subscriber.
- **EKB-19804: MS Teams connection failure renders the Microsoft list views unusable if session auth is configured and http(s)_proxy is configured in the driver params.** Fixes an issue where MS Teams connection failure was making the Microsoft list views unusable.
- **EKB-19714: Microsoft Exchange icon on list page goes to relation/MicrosoftSubscriber.** This fix changes the routing for the Microsoft Exchange icon on the Multi Vendor Subscriber list from "relation/MicrosoftSubscriber" to "device/msexchangeonline/UserMailbox".
- **EKB-14063: Line deletion preferences, cannot save with all values unset.** Fixes an issue where line deletion preferences could not save the default setting.

7.2 Automate Core

- **EKB-20839: MS QAS failing on Set-CsUserCallingSettings Params on first config of new users.** MS QAS failing on Set-CsUserCallingSettings Params on first config of new users.
- **EKB-20629: Bulk load export template fails for view/MicrosoftSubscriberQaS when FDP contains field sets.** Fixes an issue where exporting to a bulk load template was failing if the field display policy was configured with field sets in panels.
- **EKB-20490: Exchange mailbox sync failing on unique constraint.** Fixes an issue with Exchange mailbox sync failing on unique constraint.
- **EKB-20202: Password shown in plain text in failed UpdateUser AXL transaction.** Fixes an issue where the Unified CM user's password was shown in plain text for a failed user update transaction, in the AXL response.
- **EKB-20120: Microsoft Graph and Webex connection fails when HTTP proxy authentication user's password contains special characters.** Fixes an issue where MS Graph and Webex connections fail when using a HTTPS proxy and the proxy username or proxy password contains special characters, such as @, * or ?

Note that the HTTP/HTTPS proxy string fields should be defined with the special characters in the username and password correctly encoded. For example, if `Username=proxyuser@special` and `Password=p@ssw*rd!` then the full string should be inserted as follows: `http://proxyuser%40special:p%40ssw%2Ard%21@10.120.1.230:3128/`.

- **EKB-20037: Subscriber with End User + Admin role cannot change their own password using "Reset UC Password" view.** Fixes an issue where a subscriber with End User and Admin Role was not able to change their own password using the "Reset UC Password" view.
- **EKB-19975: In Self-service, csrftoken and sessionid cookies are reported as HttpOnly and should be secure.** Fixes an issue with the csrftoken and sessionid cookies not being secure.
- **EKB-19933: Uploading new audio prompt files in Microsoft auto attendant and call queues cannot contain non-ascii characters.** This fix adds supports for uploading of audio prompt files with non-ascii characters for auto attendant and call queues.
- **EKB-19850: Some Microsoft users are not consuming a user license in the new license audit count.** Fixes an issue that was causing Microsoft users not to be counted by the license audit process.
- **EKB-19751: Disabled "Remove" behavior different for model instance filters with "Equal" vs "In".** This fix updates model instance filters so that they now have the same resultant behavior when using "in" and "equals" conditions.
- **EKB-19735: Microsoft auto attendant, modify auto attendant fails if the audio prompt file contains non-ascii characters and does not exist in Automate.** Fixes an issue where modifying a Microsoft auto attendant that had been manually configured in the Microsoft Teams Portal with an audio file that contained non-ascii characters in the file name, was failing. This functionality is not currently supported in Automate 21.4-PB5, where uploading a new audio file containing non-ascii characters into Automate when adding or modifying an auto attendant will result in an error when saving the auto attendant.
- **EKB-19731: Error modifying call queue.** Fixes an error modifying a call queue when the selected call answering channel is from a team with multiple owners.
- **EKB-19464: Pipeline failure: "/mongoimport": not found.** This fix removes the 'mongoimport' file, which is no longer necessary in the current codebase.

- **EKB-19209: Add site dial plan failed with AttributeError: 'NoneType' object has no attribute 'isdigit'**. Fixes an issue where add site dial plan failed for a specific site when the hierarchy info was not stored correctly for the customer.
- **EKB-19020: Push to LDAP shows password in clear text on transaction**. This fix implements improved security by enhancing redaction test for sensitive fields, now including 'unicodePwd'.
- **EKB-17254: Remove use of data/BusinessAdminFeaturePermissions as they incorrectly grant additional access profile permissions**. Fixes an issue where the presence of data/BusinessAdminFeaturePermissions were overriding the user's access profiles and inadvertently granting permissions to the user that were not specified in their access profile.
- **EKB-16631: "Next Available Line" does not always pick the next available number based on numerical value**. Fixes an issue where selecting "Use next Available Line" does not always pick the correct value based on numerical order.
- **EKB-10649: Cannot sort Admin List (or any pre-filtered list)**. Sorting the Admin users list or any pre-filtered list is now possible.

7.3 Automate Platform

- **EKB-18303: The notify email relay CLI help does not show that the port can be set**. The notify emailrelay help output now shows that the port can be set.

7.4 Automate Templates

- **EKB-7844: Edit & Replay of failed Add CUCM Server reverts Publisher and Cluster Name fields to blank**. Fixes an issue where using the Edit & Replay option when adding a CUCM server was not retaining the Publisher and Cluster name.
- **EKB-6380: Sync on create/update shows as true even after setting it to false**. Fixes an issue where the "Sync on Create/Update" functionality in the GUI was not updating successfully from true to false for UC devices.
- **EKB-20944: Adding a Room Mailbox and Distribution Group initially fails due to a delay on Microsoft API**. Resolves an issue where adding a Room Mailbox and Distribution Group initially fails due to a delay on Microsoft API.
- **EKB-20922: Call queue Voicemail(personal) option only showing SID's**. Fixes an issue where the VoiceMail user list was dependent on MS Exchange Online data.
- **EKB-20785: Adding a new Shared Mailbox initially fails due to a delay on Microsoft API**. Fixes an issue where adding a Shared Exchange Mailbox appears to fail initially as the add takes several seconds to sync through the Microsoft cloud via PowerShell.
- **EKB-20741: Exchange SharedMailbox not storing "EmailAddresses" array**. Fixes an issue where the Microsoft Exchange mailbox only showed the primary email address. This now displays an array with all available email addresses.
- **EKB-20681: Import of Webex Auto Attendant failed with error, 'dict object' has no attribute 'audioAnnouncementFile'**. Fixes an issue where import of Webex Auto Attendant was failing.
- **EKB-20675: Webex numbers, only the first 2000 numbers are returned in the list**. Fixes an issue where only the first 2000 numbers were returned in the list of Webex numbers.
- **EKB-20648: Exchange DistributionGroup sync fails due to invalid paging or timeout**. Fixes an issue that was causing the Exchange DistributionGroup sync to fail.

- **EKB-20583: Create hybrid multi vendor VIEW not marking extension mobility INI.** Fixes an update INI issue with hybrid, when Microsoft was not provisioned when going to a service type that adds services.
- **EKB-20557: Microsoft Exchange Online user mailboxes, data verification failed.** Fixes a distribution group sync failure that was caused by invalid paging or timeouts.
- **EKB-20524: MVS-SiteManagement-LP does not include FDP for relation/HcsLocationREL.** This fix adds a missing FDP to the “MVS-SiteManagement-LP” landing page for the link to CUCM Locations (“relation/HcsLocationREL”).
- **EKB-20491: Webex workspace call settings, not able to import using model instance filter on locationId field.** Fixes an issue where Webex Schedules, device/spark/WorkspaceCallSettings, could not be imported using a model instance filter that was using the “locationId” value to filter on.
- **EKB-20411: Microsoft, only the first 1000 Exchange models are being imported.** Fixes an issue where only the first 1000 Microsoft Exchange mailboxes and distribution groups are imported.
- **EKB-20402: Webex user, not able to import using model instance filter on locationId field.** Fixes an issue that was preventing import of Webex users (device/spark/Users) with a model instance filter that was using the locationId value to filter on.
- **EKB-20400: Webex schedule, not able to import using model instance filter on locationName field.** Fixes an issue that was preventing import of Webex schedules (device/spark/Schedules), with a model instance filter that was using the locationName value to filter on.
- **EKB-20377: The LOCAL_SELFSERVICE_ROLE named macro expects the role name to end with “SelfService” instead of containing.** This fix updates the Selfservice role macro to search for interface type.
- **EKB-20070: UserCucmSyncRemove fails if multi vendor subscriber user is removed from CUCM and MS365 portal.** Fixes an issue when the CUCM user is deleted from the Call Manager and the MS365 user is deleted from Azure, when executing a HcsUserSyncDS the UserCucmSyncRemove would fail for a multi vendor user.
- **EKB-20016: QAS no longer adds Webex UCM calling user devices where user does not have a pre-existing PrimaryLine and device.** Fixes an issue with Cisco QuickSubscriber where Webex UCM calling user devices were not being added for users that did not yet exist.
- **EKB-20015: Data syncing a Webex user that has been removed from the Webex Org is not removing the data/User.** Fixes an issue where the data/User instance was not being deleted when importing a deleted Webex Teams user and no other services existed for the user.
- **EKB-19945: Number inventory audit tool fails if number contains a non-numerical value, such as #.** Fixes an issue where the number inventory was failing if directory numbers contained the # character.
- **EKB-19935: Microsoft resource account, adding ApplicationInstance no longer automatically imports the device/msgraph/MsolUser instance.** This fix activates an event that syncs in matching MsolUser after ApplicationInstance gets created.
- **EKB-19926: GS_IOSGateway_QuickAdd_View fails for multi-cluster customers.** This fix updates the workflows to allow SIP trunk creation on the proper call manager cluster in a multi-cluster scenario.
- **EKB-19891: Add single number reach from multi vendor subscriber fails.** Fixes an issue where adding single number reach from the Multi Vendor Subscriber page was failing.
- **EKB-19845: Site build, Quick Add SIP IOS Gateway fails on decoupled deployment type.** Fixes an issue where Add Site Builder was failing when running Quick Add SIP Gateway.

- **EKB-19767: MS call queue, Team name under call answering sometimes shows as PKID value.** Fixes an issue where the Call Answering Team field on Microsoft Call Queues intermittently displayed the Team PKID instead of Name.
- **EKB-19746: Updating auto attendant fails when using more than one schedule for Tuesday after hours call flow.** Fixes an issue where updating auto attendant fails when using more than one schedule for Tuesday after hours call flow.
- **EKB-19730: Multi vendor subscriber, deletion of Cisco voicemail using “Delete All Services” skips line update and leaves VoiceMailProfile set.** Fixes an issue where the Voicemail profile is incorrectly set and therefore callers to the line get incorrect call handling.
- **EKB-19719: License and service plans should be read only for a group-based licensed Microsoft subscriber.** Fixes an issue where the License and Service Plan fields were not read only for a Microsoft Subscriber which is Group Licensed.
- **EKB-19698: Webex Teams, “Calling Behavior” field is mandatory but cannot be set if a user does not have a calling license.** Fixes an issue where the mandatory “Calling Behavior” field was preventing update of a user.
- **EKB-19696: Quick Add Subscriber, single number reach mobile number should validate number.** This fix update the validation rule when filling out a single number reach mobile number and dashes are not allowed.
- **EKB-19660: Microsoft hybrid multi vendor error, “user does not have the required license”.** Fixes an issue where the user’s license was not being updated when running the Hybrid Multi Vendor view for a Microsoft user.
- **EKB-19645: webexLocationId is not set it up correctly in data/SiteDefaultsDoc GUI rule at sys.hcs level.** This fix now allows selection of Webex locations at higher hierarchies in the Site Defaults Doc.
- **EKB-19621: MOH cluster, “relation/WebDriverCucmCluster” stores the passwords in cleartext.** Fixes an issue where the Call Manager password was stored in cleartext. For existing MOH clusters the password is not initially encrypted after the upgrade as it’s already stored in cleartext. You’ll need to save your changes on the MOH cluster in order to encrypt them.
- **EKB-19612: Call queue, team shows as PKID instead of Name.** Fixed Call Queue form displaying Team field as PKID instead of display name in some cases.
- **EKB-19572: Webex App, unable to add new users if site role name does not end with SelfService.** The system has been updated so that the Self-service role chosen by the workflows will not identify the first created Self-service role using the interface type of “Self-service” with no regard to role naming.
- **EKB-19571: Add Webex App user via view/QuickSubscriber does not honor input entitlement profile.** Fixes an issue where the user’s entitlement profile is not updated when setting the new entitlement profile in Cisco Quick Add Subscriber (QAS) input.
- **EKB-19567: No help icon available for Call Park or Directed Call Park.** This enhancement adds a Help icon to ClusterwideCallPark_REL and ClusterwideDirectedCallPark_REL.
- **EKB-19485: “Tenant dial plan”, “Calling line identity”, and “Online voice routing policy” are not populated correctly when changing Quick Add Group.** Fixes an issue where the “Tenant dial plan”, “Calling line identity”, and “Online voice routing policy” are not populated correctly when changing Quick Add Group. When no Quick Add Group is selected it should show the current user settings for the various fields listed.
- **EKB-19467: Existing CSF device removed when Webex CUCM Calling is added without any CSF device selection.** Fixes an issue where a subscriber’s existing CSF device is deleted when Webex CUCM Calling is added without selecting the option to add a new CSF device.

- **EKB-19445: MS Teams, unable to add a network subnet to an existing emergency location.** Fixes an issue when adding a network subnet to an existing Microsoft emergency location.
- **EKB-19060: New LDAP user gets purged if user already exists.** Fixes an issue where the LDAP user is purged when the Microsoft 365 sync ran first.
- **EKB-19021: Fail to update an existing LDAP user using Push to LDAP.** Fixes an issue where updating and LDAP User, where “Enable Write Operations” is enabled on the LDAP Server, was failing.
- **EKB-18285: Webex scheduling, recurrence should either be forever or have an end date.** Fixes the issue so that when values are set in any Webex schedule event for both “recurrence end date” and “recur forever”, only the “recur forever” value will be set in the Webex schedule.
- **EKB-14566: Purge CUCM (or Delete CUCM) does not account for MoH files.** Fixes an issue so that CUCM MoH files are removed from Automate when deleting a CUCM.