Allworx® Server Software Release Notes

Release 7.7.19.3

Revised February 1, 2016

Table of Contents

This page intentionally left blank

Introduction

This document is an overview of the new features in Allworx® Server software 7.7.19.3 and Allworx Phone firmware 2.7.19.1.

Included in this document are:

- Important Installation Tips
- Descriptions of new features
- List of fixed defects
- List of known issues
- VLAN Admin Quick Start Guide

Supporting Documents

This document does not describe how to install and use the software. For more information, see:

- Allworx System Administrator's Guide
- Allworx System User's Guide
- Allworx Phone Guides

Who Should Read This Document

These Release Notes should be read by:

- Allworx Value Added Resellers
- Allworx Administrators

Gettings Started

Supported Web Browsers

The Allworx server supports the following browsers for system administration:

- Microsoft Internet Explorer 8, 9, and 10, 11 (desktop mode)
  Note: Internet Explorer 10 and 11 should be run in Desktop Mode
- Microsoft Edge
- Google Chrome (Latest version)
- Mozilla Firefox (Latest version)

Allworx System Software Compatibility

Product/Resource	Version
Server Software	7.7.19.3
Phone Firmware[1]	2.7.19.1
Px 6/2 Expander Firmware[1]	2.7.19.1
OfficeSafe	5.3.1, 6.x, 7.x
Call Assistant[2]	2.5.11
Interact	2.2.x
All mobile apps	Latest version available on Apps Store/Google Play
TSP Driver[2]	2.2.3
Spanish Language Pack	2.1
French Canadian Language Pack	2.1

[1]The server software includes the phone and Px 6/2 Expander firmware.

[2]Upgrade the Call Assistant and TSP software on each user's PC in order to be compatible with this version of server software.

Important Installation Information

NOTE:	Allworx View installations require the Microsoft IIS server to server to connect to the Allworx server using SSL 3.0.
NOTE:	Allworx View connections using Transport Layer Security (TLS) versions 1.0, 1.1, 1.2. are not supported.

1. Always perform an OfficeSafe backup of the Allworx server before beginning a software upgrade.

2. Always upgrade software sequentially.

    a. Allworx does not recommend skipping major release versions for upgrades.

    b. If the server is not already running Release 7.6, upgrade the software in sequence until the server is running 7.6 before upgrading to Release 7.7. For example, if the server is at 7.3, then upgrade in sequence (7.4 to 7.5 to 7.6) before upgrading to Release 7.7.

    c. If upgrading from a version that is lower than 7.1, you must upgrade to 7.1 before upgrading to 7.2.

    d. Server version 7.3.10.5 and earlier (including manufacturing version 7.3.8.8) cannot directly upgrade to 7.7. The server must first be upgraded to latest 7.3, 7.4, 7.5, or 7.6 software before upgrading to 7.7.

3. The server must have a Software Upgrade Feature Key in order to upgrade to this release from 7.6 or lower.

4. Perform the installation in Normal Mode using the **Maintenance** > **Update** screen. Do **not** install this release while the server is in Safe Mode. If the server only boots into Safe Mode, restore a backup of the previous load, and then use the Update screen to load this release.

5. There are separate software distributions for each Allworx server model. It is very important to install the correct software version for your server. If upgrading over the Internet, the Allworx server automatically selects the correct file. If you are installing the software using the installation files manually downloaded from the Allworx Portal, make sure you have the correct files:

Server Model	Upgrading from 7.6.x or earlier versions of 7.7
6x	6x_7.7.19.3.zip
6x12	6x12_7.7.19.3.zip
24x	24x_7.7.19.3.zip
48x	48x_7.7.19.3.zip

6. Phone firmware is universal between the Allworx server products. Phones are inter-operable between different server models.

7. After the server installation is complete, close out your web browser completely and re-open it before logging back into the server. Cached information might otherwise cause the Admin screens to be blank or displayed improperly.

8. Reboot Allworx phones and port expanders after the installation of the server software version to obtain the new firmware releases. **Reboot no more than 15 phones at one time or use the Reboot Phones option in the Upgrade menu**.

   Note: You cannot downgrade the Allworx phone and port expander firmware. The system prevents downgrading.

9. If an Allworx IP phone displays a Config / Init Error, reboot it again. If that is not successful, restore factory defaults from within the handset's Configuration menu.

10. Allworx Call Assistant users must be upgraded to Call Assistant 2.5.11.

11. For reliable operation of Allworx Multi-site installations, all servers in the network must be running the same software release. Before performing an upgrade on an existing Multi-site network, disable multisite on the servers, perform the upgrade on all the servers, and then enable the multisite again.

   If a phone administration password is configured on the Allworx server (Servers > VoIP), you must enter the password in order to access the Network Settings menu on attached Allworx phones. The password on phones that are not registered to any server is "allworx".

   Note: For security purposes, the server prevents "allworx" from being used as the phone administration password for registered phones.

   To avoid unintended or fraudulent use of toll calling capabilities, when release 7.7 is installed for the first time, if any of the Service Group selections for the following Dialing Rules:

   - Long Distance Services (9+1010-xxx)
   - Outside Line Seizure (9#)
   - International Calls (9+011)

   are "All Trunk Devices", the server will automatically change the Service Group to "No Devices". If any of these features will be used by the site, create a service-specific Service Group and choose it for the dialing rules Service Group for the affected Dialing Rules.

   Note: This change also occurs if the server is reset to Factory Defaults

12. If connecting a new 9224 phone to a network with VLANs, first set the VLAN mode to Enabled on the phone and set the Phone VLAN to the phone VLAN ID on the network. After the phone boots successfully with the new firmware, change the VLAN mode to the preferred setting.

Forced user password change setting is enforced in 7.7. This will prevent the following applications from operating when this is enabled for a user:

- Call Assistant
- TSP Driver
- iAllworx and Mobile Link
- Reach (pre 1.1)
- Interact (pre1.1)

New Features in Release 7.7

Refer to the Allworx user publications for more detailed information on these features. All are available for download on the Allworx portal:

- *Allworx System Administrator's Guide, Release 7.7*

- *Allworx User's Guide, Release 7.7*

- *Allworx Phone Guides*

- *Allworx Queuing and Automated Call Distribution Guide, Release 7.7*

- *Allworx Advanced Multi-Site Setup Guide, Release 7.7*

- *Allworx SNMP User's Guide*

- *Allworx VLAN Admin Quick Start Guide7.7*

Virtual Network Interfaces

Virtual Network Interfaces provide the ability to define multiple virtual interfaces on a single physical interface so the Allworx server administrator can separate voice and data. Each virtual interface enables a separate IP address and 802.1Q VLAN tagging setup per the specifications of the Allworx Server Administrator. The Network Configuration page has an updated section for configuring VLAN settings for the Ethernet ports.

Benefits of the VLAN feature include:

1. If a customer has a flat network with a managed switch. Companies can implement the Allworx VLAN feature, along with the network switch, to isolate Voice and Data in the network for better quality.

2. In an existing network that has VLANs, enabling the VLAN feature on the Allworx server can allow inter-VLAN routing; PC applications such as TAPI and Interact will not require a Layer-3 device for reaching the Phone VLAN.

3. A customer can use the VLAN feature to isolate any other segments on the network, such as a DMZ or private LAN to an MPLS network using the interface blocking rules. (Note: this **does not** enable the port labeled DMZ on 24x and 48x)

Network Configuration Page

On the Network Configuration administration page, the Allworx Server Administrator can select the proper network configuration of the Allworx server. Server software 7.7 replaces the Network Mode drop-down menus in server software 7.6 with checkboxes. Upgrades from server software 7.6 to server software 7.7 have the corresponding settings checked. The new VLAN Configuration and Public Interface sections replace the LAN and WAN configuration sections of the Allworx Network Configuration, respectively. All network configuration changes require a reboot.

The Allworx server software supports and enables configuration of up to 16 VLANS. The Allworx Server Administrator cannot delete the first VLAN in the list because of the Local Phone network assigned role. The Allworx server administrator may assign this VLAN to different VLAN IDs or even a different Ethernet port.

The Network Configuration page displays the WAN and LAN MAC addresses and VLAN Advertisements. There is always at least one configured VLAN, which acts as the phone LAN. The phone VLAN can be on any Ethernet port - tagged or untagged. The system does not require configuring any other VLAN interfaces. Any Ethernet interface without enabled VLANs (and without configured PPPoE) is unused.

The VPN virtual interface has a separate enablement option. PPPoE enabling occurs on the "WAN" Ethernet port if selected as the "public" interface type. PPPoT1 enabling occurs if selected as the "public" interface type.

At a minimum, there is always one Ethernet port with a configured VLAN (tagged or untagged) for local phones, but the Allworx Server Administrator can disable all other network interfaces.

VLAN IDs

The Allworx Network Stack supports up to 16 user-defined VLANs shared between the Ethernet ports. Any VLAN shares the full bandwidth among all the VLANs.

Each interface has a uniquely assigned VLAN ID. The Allworx Server Administrator may configure one interface per physical port as "untagged" without specifying the VLAN ID. By default, the WAN port has one untagged interface - VLAN ID unspecified, and the LAN port has one untagged interface - VLAN ID unspecified. Both ports cannot use the same VLAN ID. This is to prevent confusion with the expectation of layer 2 switching.

Web Server

The web server is now robust to DHCP changes for new web connections. Previously, the web server listened for connections only on specific IP addresses and required a restart of a modified interface IP address. The web server now listens on all interfaces, regardless of the IP address, enabling acceptance of new connections regardless of the interface IP address. Client connections on a given, established interface, however, close if the IP addresses of that interface change.

NOTE: The web server rejects some connections on the Interface configured as the Public interface as noted below.

Changes to the web module include:

- Web Admin through the public interface address is disabled.

- FTP to the public interface address is disabled.

- Users can access the server admin page and My Allworx Manager page through any of the non-public VLAN interface IP address. For example, if the local phone VLAN IP address is 192.168.2.254 and another newly created VLAN (on the LAN side) has a VLAN interface IP address of 10.10.10.254.

  o Browsing to http://192.168.2.254:8080 or http://10.10.10.254:8080 navigates to the server admin page.

  o Browsing to http://192.168.2.254 or http://10.10.10.254 navigates to the My Allworx Manager page

  o Browsing to FTP://192.168.2.254 or FTP://10.10.10.254 enables ftp access to the server.

  o SNMP

SNMP

The server SNMP daemon listens on all network interfaces, and uses the firewall to block access from the public interface. The Allworx server administrator can enable/disable SNMP for all interfaces on the Servers > SNMP web admin page.

Server Upgrade (from 7.6 and earlier to 7.7)
When upgrading from an earlier software version, the upgrade creates two VLANs

- LAN/untagged

    o Imports the IP settings from the legacy LAN IP settings.

    o Imports the Network Mode settings from the previous software version.

- WAN/untagged

    o Imports the WAN/untagged VLAN IP settings from the WAN settings, if the WAN settings were "Use either a DHCP Server" or "Use Static Settings", and the new WAN setting selects said VLAN. Otherwise, the WAN/untagged VLAN has its default settings and the WAN setting remain unchanged

    o Imports the Network Mode settings from the previous software version.

Web Page Hosting Removed
Allworx Intranet web page hosting has been removed.

Firewalls
The Allworx server software 7.7 supports a firewall between any two possible network interfaces to prevent unauthorized access. The Allworx Server Administrator can add rules consisting of the pairs of interfaces. The Allworx server software 7.7 drops packets normally routed between the interfaces that are in such a rule. These rules are in effect regardless of the state of the Firewall and NAT checkboxes, and do not affect spoof ports.

Handset Preference Groups Settings
 Updates on the server admin web page Phone System > Handset Preference Group default settings include:

- Auto on hold: enabled
- Auto retrieve: disabled
- Intercom auto: disabled
- Hold Reminder Timeout: 120 seconds (was previously 300 seconds)
- Paging mode: only while on hook
- Off hook ringing: disabled
- Hot desking: disabled
- New setting: Server RPC Timeout (e.g., used for Hot Desk login timeout): adjustable from 3 to 30 seconds to accommodate network latency. The default value is 10 seconds.

Handsets with default preference groups will be assigned these new settings. "Pre-7.7" handset preference groups are created for PBX and Key System stations with the previous default settings; no handsets are assigned these new preference groups.

Auto Attendants Enhancements

Auto Attendant Timeout Options:

There is a configuration timeout for the Auto Attendant main menu before transferring to extensions/replaying menu (1 to 15 seconds). After <x> seconds with no input, users can select to Replay Menu or Transfer to <selected option> a selected extension. The Auto Attendants also adds a new option to replay greetings and custom messages.

- replay Custom Messages only
- replay Greetings only
- replay Greeting and Custom Message

Auto Attendant Reset Options

Each Auto Attendant has a reset link giving the Allworx server administrator three options:

- Reset to default settings, but keep all custom recordings
- Delete all custom recordings
- Reset to default settings AND delete all custom recordings.

Auto Attendant Shortcut Options

Auto Attendant shortcuts 1 through 9 add the options of Dial-By-Name or Dial-By-Directory to the extension list. Shortcut 0 does not enable the options. When enabling the Dial-By-Name or Dial-By-Directory, the administrator must ensure that the Dial-By-Name/Dial-By-Directory prompts are set to "do not play".

Remote Wipe of Client Application

The Allworx server software enables sending a wipe command to a lost or stolen remote device (i.e., Reach and Interact). The command requires a new user password and restarts all user devices. The new options include:

- Delete messages:

  - Delete all emails
  - Delete all read emails
  - Keep all emails
  - Delete all voicemails
  - Delete all saved voicemails
  - Keep all voicemails

- Delete recordings:

  - User's name and all of the user's Presence greetings
  - All of the user's Presence greetings
  - User's name

- Wipe remote devices – The software requires changing the user password prior to wiping the remote device, but the server remembers the current password.

Miscellaneous Improvements

- Handset programmable function keys (PFK) are now edited inline.

Others

- Improved labeling of automated call distribution (ACD) and ring all queuing in the web administration pages.

- The server enforces the system administrator setting to require a password change when logging into client application. Legacy applications that do not support changing user's password (Call Assistant, TSP, Interact 1.0) will fail to launch until the password is changed.

- Changing user's password will disconnect Reach and require the new password when reconnecting.

- Improved Handset Template administration.

- The Allworx Portal has a countable license purchase limit for the Generic SIP Handsets, Reach, and Interact feature keys:

License: Generic SIP Handsets	6x12	6x	24x	48x
Built-in	2	6	12	12
Purchase Limit	0[1]	54	238	238
Total Server Limit	2	60	260	250
License: Interact	6x12	6x	24x	48x
Built-in	1	1	1	1
Purchase Limit	12	60	250	250
Total Server Limit	13	61	251	251
License: Reach	6x12	6x	24x	48x
Built-in	1	1	1	1
Purchase Limit	12	60	250	250
Total Server Limit	13	61	251	251
[1] No SKU exists for 6x12 Generic SIP license keys.				

Defects fixed in 7.7.19.3

Defect Number	6x12	6x	24x	48x	Problem Description
25127	✓	✓	✓	✓	DTMF logging displays wrong Payload Type
25037	✓	✓	✓	✓	A Reach client stuck in server SIP DNS cache may cause all Reach clients to not be able to register

Defects fixed in 7.7.18.4

Defect Number	6x12	6x	24x	48x	Problem Description
24901	✓	✓	✓	✓	Server files may get overwritten without authorization due to improper handling of HTTP POST by server
24889	✓	✓	✓	✓	ACD queues with a large number of agents may fail to display queue status and agent login windows for Allworx Interact Professional
24824	✓	✓	✓	✓	SIP thread can become blocked when TCP client disconnects in an unexpected way
23509	✓	✓	✓	✓	Queued call state may be missing a queue ID in View Data Stream

Defects fixed in 7.7.17.5

Defect Number	6x12	6x	24x	48x	Problem Description
24741	✓	✓	✓	✓	TCP does not handle 3-way handshake with piggybacked data (affects Reach on HTC One devices)
24754	✓	✓	✓	✓	Server web pages may not load due to small token pipe causing deadlock
24556	✓	✓	✓	✓	Cannot answer SCA line when same SCA is used in two connection attempts
24416	✓	✓	✓	✓	Calls being incorrectly reported as Timed Out and Total Calls w/No Agents Available at the same time

Defects fixed in 7.7.16.7

Defect Number	6x12	6x	24x	48x	Problem Description
23958	✓	✓	✓	✓	Server may crash if a call arrives during startup
23715	✓	✓	✓	✓	Phones not handling SIP 491 messages properly
23639	✓	✓	✓	✓	Server may become unresponsive due to processing thread deadlock
23621	✓	✓	✓	✓	Blank Caller ID field for hot desk user will cause erroneous caller ID on T1/PRI calls
23292		✓	✓	✓	Call activity (abandoned and received) is not reported correctly to View after a transfer between queues due to no agents available

Defects fixed in 7.7.15.5

Defect Number	6x12	6x	24x	48x	Problem Description
23490	✓	✓	✓	✓	Changing the value of RTP Base Port in Network Settings can cause SIP calls to fail
23247	✓	✓	✓	✓	Calls stuck in "transfer" state in View active calls
22834	✓	✓	✓	✓	Re-invites that result in a 491 response are not processed correctly
22771	✓	✓	✓	✓	Multisite handsets using outside lines from another site may use the default Dialing Privileges Group from that site instead of local Dialing Privileges Group
22599	✓	✓	✓	✓	Live Calls doesn't display queue alarm level indicators correctly
22418	✓	✓	✓	✓	Ambiguous log messages when server attempts to connect to device that does not support SSL3

Defects fixed in 7.7.14.7

Defect Number	6x12	6x	24x	48x	Problem Description
22994	✓	✓	✓	✓	Importing Phone System Settings can create duplicate routing plans
22983	✓	✓	✓	✓	Remove old/incorrect BLF call Info messages
22913	✓	✓	✓	✓	Call invoked via BLF PFK across multisite fails when both handsets have the same station ID
22832	✓	✓	✓	✓	Failed SIP re-invites resulting in a 491 response should not save setup media information
22818	✓	✓	✓	✓	Date field in Email Header is incorrect for Emergency Call Email Notifications sent by the server
22753	✓	✓	✓	✓	Allworx server's root DNS server list contains an out of date entry (D.ROOT-SERVERS.NET. A 128.8.10.90)
22624	✓	✓	✓	✓	Need to better identify Visual Voicemail call in View
22596	✓	✓	✓	✓	Cannot place calls after a server has been running for more than 248 days
19147	✓	✓	✓	✓	Codec mismatch retrieving parked call with G.729 preferred handset

Defects fixed in 7.7.13.6

Defect Number	6x12	6x	24x	48x	Problem Description
22695	✓	✓	✓	✓	List of parked calls may be incorrect or retrieving parked calls on Line Appearances may fail with a large number of parked calls.
22691	✓	✓	✓	✓	Newly entered static IP addresses on the modify Network Configuration page are removed after changing the Public Interface / VLAN setting.

Defect Number	6x12	6x	24x	48x	Problem Description
22597	✓	✓	✓	✓	Unable to create secondary VLAN Interface using static settings when WAN interface is set to use DHCP in NAT-Firewall mode
22587	✓	✓	✓	✓	Server Admin password reset doesn't verify Confirm New Password.
22569	✓	✓	✓	✓	Intermittent SIP thread page fault.
22546	✓	✓	✓	✓	Server fails to negotiate new RTP port on Reach v x.x.x.x client.
22426	✓	✓	✓	✓	Calls routed back out SIP Proxy with early media enabled causes Line Appearance to ring until call ends.
22397	✓	✓	✓	✓	LLDP can cause phone memory leak causing handset to eventually stop functioning.
22351	✓	✓	✓	✓	Dialing prompt is not play when Dial-By-Name is entered using the Auto Attendant menu shortcut.
22336	✓	✓	✓	✓	Shared call appearance external caller ID is not used for calls placed through a remote site outside line if internal caller ID name is not specified.
22174	✓	✓	✓	✓	Importing generic Sip handset with multiple lines shows all but the first line as 'not licensed'.
21941	✓	✓	✓	✓	Phone allows hold key press while resuming cancelled transfer.
21889	✓	✓	✓	✓	Rebooting a single handset from the Handsets page does not display the 'reboot pending' message.
21003	✓	✓	✓	✓	Updating PFKs on Allworx 9224 handsets with more than 12 Shared Call Appearances PFKs may fail.
9370	✓	✓	✓	✓	Call transfer from one POTS line to another POTS line is not supported.

Defects fixed in 7.7.12.6

Defect Number	6x12	6x	24x	48x	Problem Description
22053	✓	✓	✓	✓	Attended transfers from and to a SIP Proxy can fail across multi-sites.
21941	✓	✓	✓	✓	Pressing the Hold button can cause cancelling transfer a transfer to fail.
21849					Add Conference tab to server configuration report.
21800	✓	✓	✓	✓	RTP port range setting discrepancy.
21634	✓	✓	✓	✓	Lower the severity level for the system event log message: *tProxy: No valid IP address* (e.g. placing a call to an unregistered generic SIP handset.)
21595	✓	✓	✓	✓	New Reach handset created as "Disabled" on fresh install.
21576	✓	✓	✓	✓	Multiple inbound calls on a single SCA when answered using the PFK requires they be answered in the order they were received.
21526	✓	✓	✓	✓	Phone may not return to idle state properly when personal speed dial call is aborted.

Defect Number	6x12	6x	24x	48x	Problem Description
21483	✓	✓	✓	✓	Call to an SCA that is put on public hold cannot be conferenced
21304	✓	✓	✓	✓	Include the parking orbit value for parked calls in View data.
21280	✓	✓	✓	✓	Incorrect CallerID on Follow-Me call across multisite.
19602	✓	✓	✓	✓	Network latency can cause phone to terminate transfer prematurely.

Defects fixed in 7.7.11.6

Defect Number	6x12	6x	24x	48x	Problem Description
21575	✓	✓	✓	✓	No audio on call when the server owns both sides of a call coming in and going out on the same (un-NATed) interface.
21436		✓	✓	✓	With large number of ACD agents, the ACD stream gets disconnected when initial connection is established, as the TCP send buffer size is exceeded.
21234		✓	✓	✓	Calling Number not seen in View Agent widget in View Dashboard.
21130		✓	✓	✓	ACD agent may erroneously go into a NO ANSWER state when retrieving a parked or transferred queue call.
21051	✓	✓	✓	✓	9224 phone with sidecar may lock up under heavy load.
20411	✓	✓	✓	✓	"My Call Details" on My Allworx Manager may show calls from other users in a multisite when same station IDs are present across sites.
20144		✓	✓	✓	More descriptive error message to be logged when ACD agent is in an unexpected or bad state.
15846	✓	✓	✓	✓	Corrected invalid state for Reach license when profile update failed.

Defects fixed in 7.7.10.5

Defect Number	6x12	6x	24x	48x	Problem Description
21067		✓	✓	✓	481 from Proxy causes ACD agent to be stuck in NO ANSWER state.
20876	✓	✓	✓	✓	User PIN may be shown in Visual Message Center debug logs.
20885	✓	✓	✓	✓	Attended transfer fails if dialing the extension is interrupted by pressing the PHONEBK or VMAIL softkeys.
20819	✓	✓	✓	✓	Inbound calls to FXO lines may show incorrect DNIS number in View.
10612	✓	✓	✓	✓	Include server identification (MAC address) in emails it sends.

Defects fixed in 7.7.9.5

Defect Number	6x12	6x	24x	48x	Problem Description
20704	✓	✓	✓	✓	Calls on a Shared Call Appearance may drop when using Public Hold.
20642	✓	✓	✓	✓	Shared Call Appearance stuck in active/held state when ACKINVITE is not sent.
20572	✓	✓	✓	✓	Incorrect Caller ID on Follow-Me call with multisite when handset on one site is owned by user on another site.
20541	✓	✓	✓	✓	When two handsets have the same station ID in a multisite, park retrieval fails.
20394	✓	✓	✓	✓	Improper response from server to proxy's 491 Request Pending.
12731	✓	✓	✓	✓	Improper response from server to proxy's 500 Internal Server Error.

Defects fixed in 7.7.8.3

Defect Number	6x12	6x	24x	48x	Problem Description
20450	✓	✓	✓	✓	Bad DTMF values in View call history records may cause the server to become unresponsive.
20421	✓	✓	✓	✓	Visual Voicemail logs off when listening to messages on speaker.
20347	✓	✓	✓	✓	Work Hours Thread can crash when updating system extensions.
19282	✓	✓	✓	✓	Feature Key license count not registering correctly on Feature Key page.

Defects fixed in 7.7.7.5

Defect Number	6x12	6x	24x	48x	Problem Description
20118	✓	✓	✓	✓	An announced quick transfer using a Speed Dial PFK fails.
20037		✓	✓	✓	Server only allows as many active calls in an ACD Queue as the maximum queue depth.
19845	✓	✓	✓	✓	Phone does not reboot when invalid registration alarm received.
19718	✓	✓	✓	✓	SIP Audio dialogues not cleared up when call is terminated before it is answered.
19501	✓	✓	✓	✓	Call Queue's Hold Music Selection setting "None" acts like "Line-In".
19292	✓	✓	✓	✓	Small memory leak during user authentication.
17549	✓	✓	✓	✓	Server will no longer write messages such as "tSip: SIP: Protocol changed for user 5102 Old: UDP New: TCP" to the system events log when Reach devices change ports.

Defect Number	6x12	6x	24x	48x	Problem Description
16625	✓	✓	✓	✓	Visual Voice Mail misleading errors due to playback-delete race condition.
14513	✓	✓	✓	✓	Average Answer Time and Longest Answer Time for non-prompting ACD Queues are displayed as 0.

Defects fixed in 7.7.6.4

Defect Number	6x12	6x	24x	48x	Problem Description
19721	✓	✓	✓	✓	Announced transfer to Shared Call Appearance gets dropped
19588	✓	✓	✓	✓	Write defined message in event log when OfficeSafe backup fails
19517	✓	✓	✓	✓	Shared Call Appearance unable to retrieve a call on Public Hold
19308	✓	✓	✓	✓	TCP sockets ignore the per-socket packet buffer limit and can use up all the available packet buffers in the system
19248	✓	✓	✓	✓	Network Stack may deadlock if it runs out of packet buffers
19234	✓	✓	✓	✓	Network delay allows user to transfer call twice
19070		✓	✓	✓	Port Expander does not boot into Configuration Mode when DHCP is enabled
19013	✓	✓	✓	✓	Setting a mask of /8 or /9 on an interface gets reset to /30 when the Network > Configuration page is modified
18871	✓	✓	✓	✓	"On Calls From" ignored when 10-digit flexible dial rule exists
18773	✓	✓	✓	✓	Pressing Parking Orbit PFK on handset that parked a call causes the handset to have an active call with itself

Defects fixed in 7.7.5.5

Defect Number	6x12	6x	24x	48x	Problem Description
18937	✓	✓			Server locks up while View is retrieving full call history
18955	✓	✓	✓	✓	Intermittent lockup of server with View key(s) installed during call transfers
18868	✓	✓	✓	✓	Phones do not wait long enough after dialing 9 to send out the dialing string to the server
18819	✓	✓	✓	✓	Modify On Busy Route for System Extension does not work
18735	✓	✓	✓	✓	SCA public hold not working properly with multiple SCA calls
18719	✓	✓	✓	✓	Server not reporting COMPLETE states correctly to View for calls being transferred
18697	✓	✓	✓	✓	Caller-ID updating only after call answered for View

Defect Number	6x12	6x	24x	48x	Problem Description
18684	✓	✓	✓	✓	SMTP: TLS session may abort on EHLO response
18663	✓	✓	✓	✓	/31 netmask is missing in the Static Routes section

Defects Fixed in 7.7.4.8

Defect Number	6x12	6x	24x	48x	Problem Description
18764	✓	✓	✓	✓	AA routing across multisite causes small memory leak
18615	✓	✓	✓	✓	Queue Alarm Screen delays new inbound ACD call
18592	✓	✓	✓	✓	Queue Alarm screen prevents incoming call from ringing.
18528	✓	✓	✓	✓	Multiple users can seize inbound SCA call.
18511	✓	✓	✓	✓	Multiple users can seize the same Shared Call Appearance line, resulting in one user having no audio.
18502	✓	✓	✓	✓	Answering a ringing Shared Call Appearance line can cause the phone to display an active call without any audio.
18393	✓	✓	✓	✓	Network Configuration page not working with IE8
18390	✓	✓	✓	✓	Park Set Monitor PFK Check/Uncheck All link not working with Multisite parking orbits.
18336	✓	✓	✓	✓	Phone in a VLAN other than the Local Phones VLAN behind a NAT may experience one-way audio.
18260	✓	✓	✓	✓	VPN server cannot be enabled in LAN-Host mode with a single active LAN interface.
18259	✓	✓	✓	✓	Network Configuration page does not allow valid configuration entries when second WAN interface is disabled.
18217	✓	✓	✓	✓	Web server incorrectly logs error message on HEAD requests.
18025	✓	✓	✓	✓	Server UDP NAT ports get exhausted over a period of time.
14991	✓	✓	✓	✓	Jitter Buffer Size in Handset Preference Group has no effect.
13755	✓	✓	✓	✓	Attempting to immediately (blind) transfer a call when pressing the transfer softkey just prior to the softkey being removed from the screen may not transfer the call, but lead to an announced transfer.

Defects Fixed in 7.7.3.4

Defect Number	6x12	6x	24x	48x	Problem Description
18155	✓	✓	✓	✓	Server can intermittently stop sending unicast BLF which can cause Interact to miss status updates.
18136	✓	✓	✓	✓	Calls transferred between Multi-site systems which are locally routable may experience one-way audio.

Defect Number	6x12	6x	24x	48x	Problem Description
18057	✓	✓	✓	✓	Multi-site HTTP test can report failure when successful.
17994	✓	✓	✓	✓	Firewall ports are set to disabled when changing from LAN-Host to NAT-Firewall mode.
17992	✓	✓	✓	✓	If a branch site rejoins a multi-site configuration with a different GUID than it previously had, then it will create two entries in the Active Sites list on the controller site.
17974		✓	✓	✓	sipTrans.c events may be generated when voicemails are created and the system has handsets configured with both ACD and Messages PFK. Phones need to be rebooted in order for this fix to take effect.
17874	✓	✓	✓	✓	*Communications Center (UDP 1112, TCP 2112, TCP 2113)* selection to allow ports to be exposed through the firewall has been removed from the Network Configuration page.
17849	✓	✓	✓	✓	A misconfigured NAT device could result in the Allworx inadvertently opening a port which was configured to be closed on the administration page.
17848	✓	✓	✓	✓	Server can become unresponsive when using Auto Notification
17843	✓	✓	✓	✓	For security, the default DNS server (port 53) firewall rule has been disabled.
17445	✓	✓	✓	✓	If the server's default gateway is not on the Phone VLAN, DHCP server gives incorrect "gateway" option to client when in LAN-Host mode
17330	✓	✓	✓	✓	Messages PFK defined for different user than phone owner has wrong double press behavior.
17318	✓	✓	✓	✓	Inbound calls rejected from proxy when outbound address set and SIP registration is not required.
16691	✓	✓	✓	✓	Allow specifying a "public" IP address per static route. If a configured VLAN in "private" address space is using access to the "public" Internet for SIP services, the "public IP" (External IP) of the firewall used to access the internet on that interface should be entered.

Defects Fixed in 7.7.2.6 since 7.6.6.5

Defect Number	6x12	6x	24x	48x	Problem Description
17486	✓	✓	✓	✓	Incorrect DNIS Names in Call Details Report when DNIS name fields is left blank.
17414		✓	✓	✓	Wrong queue number sent from ACD queue on blind transfer
17391	✓	✓	✓	✓	Queue stats are not displayed for queue alarm PFK when audible alarm is disabled.
17192	✓	✓	✓	✓	Static Route configuration page does not take extra VLANs into account when determining whether a Gateway is reachable
17113	✓	✓	✓	✓	Calls may not be routed out of auto attendant after entering invalid extension.

Defect Number	6x12	6x	24x	48x	Problem Description
16839	✓	✓	✓	✓	Outbound outside line calls fail when user is owner of handset at remote side.
16467	✓	✓	✓	✓	Phone "Blocked" RTP packets leak through may create choppy audio
16207	✓	✓	✓	✓	Allworx TSP driver does not work with server release 7.7
15794	✓	✓	✓	✓	BLF does not send out correct status of phone
14955	✓	✓	✓	✓	Allworx server uses invalid MAC addresses in Safe Mode
14906	✓	✓	✓	✓	If non conferencing caller hangs up during initiation of conference, a conference leg is lost
14511	✓	✓	✓	✓	Cannot send or forward messages to voicemail alias when internal dial plan is set to extension mode.
14497	✓	✓	✓	✓	Hidden softkeys can be executed during Hot Desk login
14253	✓	✓	✓	✓	47 character handset description widens the html table field and table beyond right hand border
14215	✓	✓	✓	✓	Conference LED can remain on after ending conference
11658	✓	✓	✓	✓	Handset presents wrong state after Interact attended transfer
9612	✓	✓	✓	✓	Conference button remains flashing when conference not set up
9567	✓	✓	✓	✓	TokenPipe event when deleting large number of VMs

Known Issues

Defect Number	6x12	6x	24x	48x	Problem Description	Workaround/Fix Plan
25178	✓	✓	✓	✓	Unable to perform call pickup on a ringing SCA	To be fixed in a future release
24954		✓	✓	✓	Call disconnects when one ACD queue transfers call to another ACD queue when all agents are busy	To be fixed in a future release
24766	✓	✓	✓	✓	Remote 9212/9224 phones may not register when Queue Alarm is active at boot	To be fixed in a future release
24711	✓	✓	✓	✓	Reports > Live Calls reports call no longer active	To be fixed in a future release
24493	✓	✓	✓	✓	Extension call routes "On calls from external Caller ID" are not routed correctly	To be fixed in a future release
23992	✓	✓	✓	✓	Incorrect proxy routing used when multiple proxies share IP with different ports	To be fixed in a future release
23990	✓	✓	✓	✓	REFER after missed ACK causes phone to terminate call	To be fixed in a future release
23777	✓	✓	✓	✓	Phones may indicate registration errors due to timing issues with View during ACD activity	To be fixed in a future release
23743	✓	✓	✓	✓	Review of messages created via Visual Voicemail is cut off by inactivity times	To be fixed in a future release
23640		✓	✓	✓	ACD Logout fails if user is required to change PIN	To be fixed in a future release
23637	✓	✓	✓	✓	Errors with analog handset content on MAM > Phone Functions Reference Card: • Select Line Appearance for outside line access • *Ringtone Families* section should be *Call Queues*	To be fixed in a future release
23594	✓	✓	✓	✓	DTMF tone may play continuously if arrow keys are pressed when a phone conference is setup	To be fixed in a future release
23509	✓	✓	✓	✓	Queued call state may be missing a queue ID in View Data Stream	To be fixed in a future release
23493	✓	✓	✓	✓	View Call Total and Details Reports do not report Calls Abandoned	To be fixed in a future release
23400	✓	✓	✓	✓	Caller ID with commas will not display correctly in Interact call history	To be fixed in a future release

Defect Number	6x12	6x	24x	48x	Problem Description	Workaround/Fix Plan
23222	✓	✓	✓	✓	Call route with multiple Follow Me destinations in a single connection attempt behaves incorrectly	Disable early media on the SIP proxy setup -OR- Change the call route's "Finally:" option to a setting other than Hang up To be fixed in a future release
23195	✓	✓	✓	✓	Handsets Caller ID Display setting not working	To be fixed in a future release
22856	✓	✓	✓	✓	Cannot create a static route with a /32 subnet mask	To be fixed in a future release
22804	✓	✓	✓	✓	Deleted Reach user can still place calls from Reach until the application is restarted	To be fixed in a future release
22782	✓	✓	✓	✓	Line appearance Call Pickup answers incorrect line	To be fixed in a future release
22575	✓	✓	✓	✓	When adding a new Allworx handset, entered settings are removed after displaying error message for MAC address already exists.	To be fixed in a future release
22574	✓	✓	✓	✓	Calls on mapped remote handset are not displayed in Active Systems Calls section of Interact.	To be fixed in a future release
22242	✓	✓	✓	✓	With the external call access number set to other than 9 and emergency number direct dial enabled, dialing out will leading 1's (e.g. 81111111) will generate an ambiguous event log messages.	To be fixed in a future release
20587	✓	✓	✓	✓	A tSip:***200 OK System Event message is logged in error when a Reach device cancels a ringing call	To be fixed in a future release
17505	✓	✓	✓	✓	Holiday scheduling: 'to' date field is not changed accordingly when 'from' date field changes	To be fixed in a future release
16827	✓	✓	✓	✓	Multisite Audio Call Test fails when the System Administrator extensions differ between sites	To be fixed in a future release
16472	✓	✓	✓	✓	External call access number in caller ID numbers for Shared Call Appearances are always displayed as "9" even when set to a different number.	To be fixed in a future release

Defect Number	6x12	6x	24x	48x	Problem Description	Workaround/Fix Plan
16344	✓	✓	✓	✓	Changing the owner of a shared call appearance doesn't remove the shared appearance from that extensions call route.	To be fixed in a future release
15509	✓	✓	✓	✓	911 calls fail when E.164 format is enabled for certain SIP providers that require the "phone-context" parameter.	Disable E.164 for the proxy and change the *Prefix String* to be +1, adding +1 to all dial strings. Set all dialing rules to remove the leading 1, for example in 11-digit rule set *Delete Leading Digits* to *1*. Note: This suggested workaround will break international calling. To be fixed in a future release
14730	✓	✓	✓	✓	Handset Network Templates and Profiles are not exported	To be fixed in a future release
12920		✓	✓	✓	ACD Agent remote phone behind a multi-site branch does not work correctly.	To be fixed in a future release
11524			✓	✓	Active calls over T1/PRI may be disconnected. Over time, the maximum number of calls that can be handled over PRI is reduced and the Conference Center may become unusable.	To be fixed in a future release
11466	✓	✓	✓	✓	Server can experience DTMF issues at moderate to high jitter rates.	To be fixed in a future release
11402	✓	✓	✓	✓	If a Shared Call Appearance is configured for 'Can Place Calls' only, placing an active call on Bridged or Public Hold will disconnect the call.	To be fixed in a future release
11168	✓	✓	✓	✓	Excessive echo on some Intercom calls placed using Allworx 9212L handsets	To be fixed in a future release
9412	✓	✓	✓	✓	If an announced transfer is being completed by picking up a held call, the PFK for the held call must be pressed twice.	To be fixed in a future release

Defect Number	6x12	6x	24x	48x	Problem Description	Workaround/Fix Plan
9380	✓	✓	✓	✓	If a call being transferred to voicemail using the VM soft key is canceled by returning to the original call, the phone display may not be updated to display the information for the original call. This occurs when the on-phone directory or call history was being used to select the voicemail recipient.	To be fixed in a future release
9174	✓	✓	✓	✓	One server cannot be the SMTP Server or Smart Host for notification from another Allworx server	To be fixed in a future release
6395	✓	✓	✓	✓	In multi-site installations, when a call that comes in on a SIP trunk is routed to a second site and the call is parked, the caller hears no audio if their call is retrieved by an analog phone on the first site.	To be fixed in a future release
5181	✓	✓	✓	✓	In multi-site installations, when calls are routed to Follow Me extensions on remote sites, the external party cannot transfer the calls to a local extension.	To be fixed in a future release
3916	✓	✓	✓	✓	Transfers (using *# or *7) cannot be performed on Follow Me calls that come in and go back out on SIP trunks. Flash (using *#) to dial tone does not work on calls placed using Off-site Access to Outside Lines that come in and go back out on SIP trunks.	There are no current plans to enable this capability
			✓	✓	DMZ Port is not enabled	There are no current plans to enable DMZ functionality
	✓	✓	✓	✓	Connecting a new 9224 phone to a network with VLANs does not always connect.	If using a new 9224 phone, refer to the Important Information section, note 14.

Third Party Compatibility Issues

Remote phones and port expanders behind Linksys® NAT devices stop functioning

The Linksys BEFSR41 series NAT devices (and likely other models) have a bug where they can remap UDP ports on 20-minute boundaries. This can cause loss of audio during a call or the inability to place or receive calls. Multiple phones behind the same device exhibit the problem much quicker than a single device. For best results, set phone ports (e.g. SIP, RTP range, etc) independently for each phone and statically map them through the Linksys device. Allworx has tested the SonicWall®, Netgear®, D-Link® and Allworx NAT devices, and these devices do not exhibit this problem.

Third party gateways

The dial plan changes have caused a remapping of the "use default call route" for inbound calls from outside lines. In the past, 795xxx was used to execute the inbound call route for device 5xxx. The prefix has changed from 79 to 429, making the pattern into 4295xxx. Some 3rd party SIP gateways are programmed to call 795xxx for inbound calls. Reprogram these devices to use 4295xxx.

Linksys SRW224G4P

Allworx 9204G phones may not register when connected to a Linksys SRW224G4P (FW 1.0.3 Aug 2007). If this occurs, disable RSTP on the Linksys or lock the speed on the port to GIG.

Network Switches with Spanning Tree Protocol Enabled

When an Allworx Px 6/2 Expander powers up, if STP is enabled on the switch port to which it is attached, DHCP may time out and the Expander may not be able to get an IP address. To avoid this problem, disable STP on the ports for any expanders on your switch.

Headsets

Some users of Hello Direct Ultralight EX Single headsets with 1/8" plug and an adapter have experienced the phone automatically going off-hook or calls being disconnected when they speak loudly. To avoid this problem, speak at a normal volume or use a different model headset.