Release Notes

for Kerio Operator 2.0.3

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1 Welcome to Kerio Operator 2.0.3

This document describes the changes in Kerio Operator 2.0.3. For a description of the major new features in version 2.0, see the section "New features in Kerio Operator 2.0" below.

Kerio Operator is a PBX software for small and medium business customers. The main focus of Kerio Operator is ease of use, both for the end users and the administrator. Kerio Operator is based on the VoIP technology internally but it also supports the standard telecom interfaces like PRI and EuroISDN.

2 Changes since Kerio Operator 2.0.2

- Added the 'notifycid' flag to the generated Asterisk configuration to support BLF functionality on Polycom phones.
- Fixed fail-over for outbound calls with empty dial-out prefix.
- Fixed BRI line that could be disabled when another SIP interface was disabled as well.
- Upgraded the Secure RTP library to fix a crash of the Asterisk process that could happen with some Snom phones when using encrypted calls.
- Added support for updated firmware (9.6.2) on Snom M9.
- Added periodic configuration resync for Polycom phones.
- Chinese voice prompt sets can be uploaded now.
- Broadcast or network IP address could be entered as the machine address.
- Fixed sorting of recorded calls by length.
- Fixed playing audio files in IE9.
- Fixed translation of 'Simple IVR' in Italian.
- Improved compatibility with the iOS6 browser (content caching explicitly disabled).

3 Changes since Kerio Operator 2.0.1

- NFR and Internal licenses could be incorrectly reported as expired.
- Some notification e-mails had incorrect date/time information.
- Call parking could fail with some Snom phones if the parking position had 3 digits or more.
- Fixed call queues with linear ringing strategy so that static agents always ring first.
- Updated the behavior of the button "Contact Technical Support" in the splash screen.
- Fixed playback of voice mail messages in Safari 5.1.5.
- Cisco 7961 did not provision if the extension label was too long.
- The ISDN/BRI interface might block if the configuration was re-generated when there was an active call.

4 Changes since Kerio Operator 2.0.0

- Added auto-provisioning support for Yealink/Well T-32G and T-38G.
- The option to use a caller ID different from the phone number for registration only did not work (influenced SIP connections to Megapath).
- Some UTF-8 characters were stripped away from SSL certificates.
- The Asterisk binary was compiled with SSE2 instructions which could cause crashes on old processors (Pentium 3)
- Fixed a "double free" problem in Asterisk's voicemail module.
- The Config log could truncate data in special situations.
- Fixed a race condition where two processes could attempt to create an SQLite database at the same time, causing a crash.
- Corrected the Italian translation of "Auto Attendant".

5 Changes since Kerio Operator 2.0.0 Release Candidate 1

Kerio Operator 2.0.0 comes with these improvements and bug fixes:

- The default action for a full call queue was changed to busy signal instead of hanging up.
- Corrected call history and active calls data for calls that passed through call parking.
- Optimized processing active calls data to improve performance.
- A failed upgrade could sometimes stop the web server. Added restart after the failure to ensure clean return to the previous configuration in all situations.
- Export of call history to CSV could in some situations contain an "unknown" call type for calls to PBX services and call queues.
- Polished sqlite handling so that occasional sqlite warnings do not appear in logs.
- Factory reset could fail to delete the existing configuration.
- Corrected error introduced in version 2.0.0 RC1 - voice mail messages could be left out of backup and could be restored to incorrect location when restoring a backup

from a previous version in RC1. (Contact Kerio's support if you restored your backup into RC1 and do not have the file anymore to restore it again in 2.0.0 final.)
- Fixed JavaScript error when editing multiple extensions at once in IE7.
- The time in call history was always displayed in GMT.
- Some grids still used case sensitive sorting.
- The Auditor role was allowed to attempt using some actions in the administration and was refused by the engine. Corrected so that the Auditor cannot even try the actions.
- Some dialogs were displayed with scroll bars in Chrome.
- The Administration GUI could freeze and had to be reloaded after a long sequence of actions that included opening the context help at a particular place in the sequence.
- Show notifications about blocked IP addresses with the warning icon.
- Fixed call status reporting, the status could randomly disappear for a fraction of a second.

6 Changes since Kerio Operator 2.0.0 Beta 3

Kerio Operator 2.0.0 Release Candidate 1 includes the following improvements and bug fixes:

- Fixed the initialization of echo canceller on telephony cards that could sometimes fail.
- Fixed automatic firmware upgrade for Cisco (Linksys) SPA504G.
- Added optional sending of Operator usage statistics to Kerio.
- Added call recording for ring groups.
- Access to SNMP v3 might not work after password change.
- Notification message about a triggered call constraint showed time rounded to full hours.
- SIP interface that used a very long server name was shown as unregistered even though it worked well.
- Added provisioning support for Yealink/Well T20, T22, T26.
- HTML 5 is used instead of Flash to play audio files and voice mail messages (in browsers with HTML 5 support).
- Firmware upload is not offered for phone models for which Operator does not support automatic firmware upgrade.
- Added legal disclaimer for call recording.
- Fixed displaying of time in call history where an incorrect time on the client machine influenced the times shown.
- The Administration GUI could throw a JavaScript error when entering asterisk in Extension edit dialog.
- Fixed missing field validator when editing Time Ranges in the Administration GUI.
- Fixed the JavaScript error that could appear when editing a user record that had no associated extensions.
- Added support for Safari 6.
- Integration with Kerio Directory is not a hidden option any more.
- Improved playing voice mail when accessing the MyPhone interface from iPhone.
- The "Dial to Voicemail" button in MyPhone might not work in some browsers.

7 Changes since Kerio Operator 2.0.0 Beta 2

Kerio Operator 2.0.0 Beta 3 comes with the following bug fixes and improvements:

- It is possible to retain the original Caller ID when forwarding an incoming call to an external destination (useful mainly when forwarding a call to another PBX since most SIP providers block this to prevent Caller ID spoofing).
- Operator's TFTP server can serve manually uploaded files (useful for tweaked configurations, logos, etc.)
- Added option to set BRI mode for ISDN cards (Point-to-MultiPoint required in some countries).
- Added option to choose the call-end signalling mode for analog interfaces.
- Fixed automatic provisioning for Snom phones with firmware 8.7.3.7 (the firmware asks for the provisioning files over HTTP by default, solved by redirecting from HTTP to TFTP)
- Fixed possible crash in the Asterisk process while reloading modules.
- Fixed SNMP that was influenced by the upgrade of the underlying OS.
- Fixed a bug in Asterisk when using SIP over TLS that could lead to the SIP error "503 - Service unavailable" with some software phones.
- Fixed automatic provisioning for Polycom with firmware 3.3.1.0769.
- Force auto-provisioned phones to update their time using NTP more often (every 12 hours for Snom, Polycom, Well/Yealink).
- Fixed the error displayed by the amid process on the text console when shutting down
- Added provisioning support for Yealink/Well T28.
- Auto-provisioned Polycom phones could display incorrect time in some timezones west of GMT.
- Auto-provisioned Snom phones could display incorrect time in some timezones east of GMT.
- Backup could fail randomly on very fast machines.
- The configuration file /etc/dahdi/system.conf was not included in the support information file
- Fixed the settings of sorting in the Provisioned Phones grid that could be lost after upgrade.
- Phone configuration files generated for individual phones by automatic provisioning can be downloaded (to be edited manually and uploaded back to Operator's TFTP directory).

8 Changes since Kerio Operator 2.0.0 Beta 1

Kerio Operator 2.0.0 Beta 2 comes with the following improvements:

- Call recording, configurable on a per-extension basis.
- The underlying operating system is now based on Debian Squeeze.
- Asterisk upgraded to 1.8.11.1 to include the latest security patches.
- It is possible to edit several users or extensions at once (with the exception of fields that are unique for a given user or extension).

- Users can be created by importing them from a CSV file.
- Server monitoring through SNMP is now supported.
- All login attempts are now recorded in a separate log.
- The extension for listening to voicemail (ext. 50 by default) will now detect a transferred call and will switch to the message-leaving mode. (Useful if users set forwarding in their phones.)
- The volume of the default music on hold has been reduced (applies to new installations only, upgrades will keep their existing music).

9 New features in Kerio Operator 2.0

Call Parking

Call parking is one of the frequently requested features. We did not like the standard call parking module in Asterisk and have decided for a simpler and easier-to-use solution. Call parking slots can be monitored with BLF.

CRM Integration

Operator 2.0 allows access to the Asterisk Management Interface (AMI). The AMI allows for integration of 3rd party applications, like customer relationship management systems and desktop-based dialers, with the PBX. Because the AMI is potentially dangerous, the Operator team implemented a security proxy that filters out harmful AMI commands and turns the configuration of AMI security into a very easy task.

Improved handling of extensions with multiple registrations

Kerio Operator 2.0 comes with a significantly improved handling of extensions with multiple registrations. This is the situation when an extension number is being used on several devices at the same time. If the same extension number is used on a desk phone and a smartphone, each of the two devices will be used differently and requires a different configuration.

The improvement in 2.0 is that each instance of the "multi-extension" is more like an individual extension, even though it shares the same extension number with other instances. Each instance can have its own codec settings, NAT settings and it can be a member of a ring group, a call queue, a call pickup room, etc.

Static Network Routes

Operator administrators often need to configure static network routes when running the PBX in complex network setups. One of the scenarios is when Operator has two interfaces, one connected to the Internet, and the second to a private network. Starting with this Beta 1, static routes can be configured in the Administration GUI.

Improved Web Interface Performance

Operator's built-in web server now includes a PHP cache, which improves the performance of the Administration GUI and MyPhone. The web server is now twice as fast on average.

10 Working with multiple registrations in Kerio Operator 2.0

As mentioned above, when working with multiple registrations of an extension, each of the registrations (instances) now behaves more like a standalone extension. To create a new instance of an extension, just select an extension in the Extensions grid and click "Add > Add Another Registration". Operator will generate a SIP username for the new instance using the pattern used in previous version ("10p1"), but you can change it if needed.

When editing an instance of the "multi-extension", the GUI displays the same dialog that is used for the extension itself. The fields that cannot be changed are grayed out.

In relation to these changes, Operator now generates complex SIP passwords for newly created extensions. You can display the password in the edit dialog, or you can set your own.

11 Configuring access to the AMI

AMI stands for the Asterisk Management Interface. This interface allows 3rd party applications to integrate with Asterisk-based PBXes. Kerio Operator does not allow direct access to AMI, there is a proxy that filters out potentially harmful AMI commands.

The configuration of AMI in Operator assumes two usage scenarios. In the first case, AMI is used by an end user with a desktop dialer application. The user needs to access status information of his extensions and also needs to initiate calls. In the second case, AMI is used by a server application, typically a CRM system. The CRM system needs access to all extensions.

To allow an end-user's access to AMI, simply go to the Edit User dialog (the tab "Advanced"), enable AMI for the user and set the user's AMI password. The AMI password is usually stored in the dialer applications, so we decided not to use the user's main password and have a separate password just for the AMI.

To configure the access to AMI for another server, go to Advanced Options > General and click the button "Configure" for CRM Integration. Inside the dialog, add an account for the server and set permissions according to what the server needs to do. The AMI has several dozens commands, but for ease of use, we have grouped them into four permission groups, named "Originate calls", "Read status", "Call manipulation", and "Full control".

12 Call parking

To configure call parking, go to "PBX Services" and double-click the Call parking entry. Having analyzed the available solutions, the Operator team decided to implement a call parking method that is simple and easy to use. All parking position numbers share the same prefix ("*5" by default).

Before you start using call parking, you need to decide about how many digits you will use to number parking slots (typically 2 or 3 digits, allowing for 100 or 1000 parking positions). After that, you need to tell to each user which positions belong to him or her. If everybody needs just a single parking slot, the arrangement can be as simple as using the user's extension number as the slot number. A user at extension 12 thus needs to forward a call to *512 to park it. Anyone then can dial *512 again to retrieve the call. The call will be retrieved automatically and returned to the person who parked it when the configured timeout expires.

The advantage of using fixed parking slot numbers is that you can monitor the positions with BLF (following the example above, the user should monitor the number *512 in his BLF configuration). The parking slot can hold one call at a time.

13 Open Source Software Notice

Kerio Operator includes open source software. The complete open source code packages of these components are available in Kerio Software Archive at http://download.kerio.com/archive/.

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