

# Release Notes

## for Kerio Operator 2.2.1

Date: November 18th, 2013

© 2013 Kerio Technologies s.r.o. All rights reserved.

### 1 Welcome to Kerio Operator 2.2.1

Welcome to Kerio Operator 2.2.1. Please read below for an overview of new features in this version.

### 2 New features in Kerio Operator 2.2.1

#### *Improved Phone Provisioning*

The new auto-provisioning subsystem is one of the most important technical changes in Kerio Operator 2.2.0. Did you ever want to create a provisioning template for a phone model not yet supported by Operator? Or did you want to fine-tune the provisioning for your company? This is exactly what is possible with the improved provisioning in Operator 2.2.0.

The new provisioning comes with the concept of provisioning modules. Each module supports several phone models that are related to each other - they belong to the same phone brand or series. Every module consists of a configuration file template and files with PHP code. The template may use variables as placeholders for the important pieces of data that need to be filled in to produce the configuration for an individual phone. The PHP code is expected to provide a predefined set methods. We expect that the PHP code will stay short with most phones.

Kerio Operator comes with a set of provisioning modules that support all the phones supported in previous versions of Operator (ie. up to version 2.1). The administrator may upload new modules via the administration interface. The modules provided by Kerio are signed and therefore trusted by Operator. It is possible to upload unsigned modules but we recommend that you only use modules from reliable sources (the administration interface displays a warning about this).

#### *Automatic Backup and Remote Storage for Recorded Calls*

Kerio Operator 2.2 allows for automatic backup in predefined time intervals. Two remote storage types are supported - FTP and Samepage, Kerio's new online service available at <http://samepage.io/>. The backup file can now include also recorded calls and the custom TFTP files.

It is also possible to upload recorded calls to either an FTP server or Samepage. Each call is uploaded immediately after it ends. If an upload fails, the recorded call is stored locally.

### ***LDAP Search Configuration for Auto-provisioned Phones***

Many SIP phones are equipped with an LDAP client that allows them to search address books over the LDAP (Lightweight Directory Access Protocol) . Operator now allows administrators to send the LDAP server address to the phones in the auto-provisioned configuration.

This feature allows you to use Kerio Connect as the LDAP server. Alternatively, any other LDAP server can be used, for example OpenLDAP.

### ***Administration GUI Improvements***

The administration GUI of Kerio Operator 2.2.0 comes with a new navigation. The folding tree has been replaced with a two-level list that lets you select the right administration screen easily and works better on tablets.

The "Splash" screen has been redesigned to a Dashboard that you can customize for a quick overview of your PBX status.

The graphs in the System Health screen now look better and can be switched to longer time periods (up to one month). A combined CPU/Memory graph also appears in the Dashboard.

Last but not least, we have added a new administration screen with an overview of integration features.

### ***Other Improvements (since Beta 1)***

This is the list of smaller improvements in Beta 1:

- Added a special speed dial service that can send DTMF digits after dialing a number.
- Auto-provisioning now allows for customizable auto-dial timeouts in phone's dial pattern rules.
- Improved the filenames for recorded calls stored in Samepage.io.
- Added configurable announcement for direct dialing to voice mail.
- Added an action to repeat the current menu in the Auto Attendant.
- Added automatic provisioning for Snom PA1.
- Added option to escape out of the voice mail dialog.
- Fixed call recording that might not work if "+" or "\*" was present in a phone number.
- Fixed the NTP service restart on every Sunday
- Fixed the timeout announcement in call queues that might not be played in some situations.
- Direct dialing timeout in the Auto Attendant increased to 2 seconds.

### ***Improvements in Beta 2***

Beta 2 comes with this single change:

- Fixed compatibility with new Samepage URL format.

### ***Salesforce.com integration (since Beta 3).***

Beta 3 comes with a in-browser integration with the Salesforce.com CRM service. The integration needs no direct server-to-server communication as it is done using a mini-application that runs in the web browser alongside the Salesforce.com interface (in the left column).

In order to use the Salesforce.com / Kerio Operator integration, you need to use one of the following Salesforce.com editions:

- Salesforce Enterprise Edition
- Salesforce Unlimited Edition

The integration mini application provides the following functionality:

- Click-to-dial from the Salesforce.com interface - once the integration is active, Salesforce will display a phone icon that lets you initiate a call from your Kerio Operator extension. The call works the same way as if started from the Operator's client interface.
- Search for the phone number of the remote party in a call (both inbound and outbound) in Salesforce.com's contact, account, and lead data. If the phone number is found, the mini application will display a link to the contact, account, or lead in Salesforce.
- Optionally, the mini application can automatically log calls in Salesforce, if there is a unique match for the given phone number.

Please consult the Kerio Operator's knowledge base for the configuration steps required for the integration.

### ***Improvements in the new automatic provisioning system (since Beta 3)***

We are still improving the new system for automatic phone provisioning. Beta 3 comes the these improvements:

- The system now supports upgrading phone firmwares from Operator. Almost all auto-provisioned phones can be upgraded - see the the administration GUI for the list of supported models.
- Added support for setting logo images on phones with graphical displays. Simply upload an image file for the selected phone model in any format and the administration GUI will show you a preview of how the image is going to look like on the actual phone.
- Automatic provisioning now supports Yealink/Well phones T41P, T42G, T46G.
- Automatic provisioning now supports Grandstream GXP models 1100, 1105, 1160, 1165, 1400, 1405, 1450, 2100, 2110, 2120, 2124v2, 3140, 3175.

- Automatic provisioning supports Cisco SPA8000.
- We have finished the implementation of administration GUI notifications for the new auto-provisioning system.

### ***Other improvements in Beta 3***

Beta 3 includes the following smaller improvements and bug fixes:

- Added configurable SIP expiry timeouts.
- Upgraded DAHDI drivers to version 2.7.0.1 for improved compatibility with newer Digium cards.
- Fixed the recording of audio messages via the PBX service (default extension 86).
- Fixed the warning about un-committed write transaction.
- Fixed a bug in Asterisk where SIP registration timeout values could be sometimes ignored.
- The screen "Users" now displays information about voice mail usage.
- Added option to erase all local voice mail data for a user.
- Added support for SSL certificates with a password.
- Improvements in the remote storage configuration.
- Unified naming of buttons (always use "Edit..." instead of "Change..." etc.)
- Display "View.." instead of "Edit.." on buttons for auditor-level access.
- Fixed entering of external numbers that start with the "+" sign.

### ***Changes and improvements in Release Candidate 1***

- Fixed output of the "Queues" action in AMI. The output could have been shortened if a queue had no agents and no callers.
- Fixed new phone reporting where a newly provisioned phone might have been reported as not synced.
- Improved auto provisioning to offer remote phone restart after a new firmware or logo is uploaded.
- Fixed e-mail/voicemail synchronization to work well with e-mail addresses that contain dots.
- The limit for the duration of voice mail messages increased to 100 minutes.
- Fixed upgrade issue that could influence remote backup.
- Improved performance when querying data about provisioned phones.
- Added support for template overrides in new auto provisioning.
- Improved the firewall configuration screen to provide more information and reduce the risk of configuration mistakes.
- The limit for the number of voice mail messages increased to 300.
- A confirmation dialog is displayed in the client interface when leaving the call forwarding dialog that has unsaved changes.

### ***Changes and improvements in Release Candidate 2***

- Improved contrast in faxes sent from PDF.
- Fixed logo reload on phone resync.
- Prevent individual call forwarding from stealing calls routed to a call queue or ring group.
- Disabled weak SSL ciphers in SIP/TLS configuration (port 5061).
- Fixed deleting of old backup files in the backup to Samepage.io.
- Fixed tool tips in IE11.
- Automatic call logging in the Salesforce mini app replaced with better support for logging done by the user (better usability).

### ***Changes and improvements in version 2.2.0 final***

- Fixed the first resync of some phone models after an upgrade to Operator 2.2.
- Fixed time setting on auto-provisioned Snom phones after DST start/end.

### ***Changes and improvements in version 2.2.1***

- Fixed Asterisk crash that might occur when a conference was running and someone at the same time tried a directed call pickup on a non-existent call.
- Fixed detection of Yealink T-20 that might be recognized as 'Yealink - unknown'.
- Performance optimizations when re-syncing a large number of auto-provisioned phones.
- Fixed errors when processing Template Overrides for Cisco (Linksys) SPA phones and Cisco 7960.
- Several performance optimizations in the end-user GUI.
- Fixed Time Ranges that did not work if the name contained national UTF-8 characters.
- Fixed an issue with notification about un-synchronized phones that was not automatically dismissed after phone resync had been planned.

## **3 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/>.

## **4 Legal Notice**

snom® is a registered trademark of snom technology AG.

Linksys® is a registered trademark of Cisco Systems, Inc.

Cisco® is a registered trademark of Cisco Systems, Inc.

Polycom® is a registered trademark of Polycom, Inc.

Salesforce® and Salesforce.com® are registered trademarks of salesforce.com, Inc.

Grandstream® is a registered trademark of Grandstream Networks, Inc.