

Release Notes

Synergy SKY 4.10

Contents

- 1 Product documentation
- 2 New Features
 - 2.1 New features and improvements in 4.10
 - 2.1.1 Conference Control is now included in the Meeting Portal
 - 2.1.2 Update of CMS features in SKY
 - 2.1.3 Added support for TLS 1.2
 - 2.1.4 Meeting Portal: Reservation Only can now be set as default for all scheduled meetings
 - 2.1.5 Seevia: Cisco CMS Space Host service addresses are no longer shown in the Seevia address book
 - 2.1.6 Scheduling: Changes to searching for users/room/endpoints
 - 2.1.7 Provisioning services containing non-standard characters
 - 2.2 New features in 4.9
 - 2.2.1 Password security
 - 2.2.2 Meeting Portal now supports recurrent meetings
 - 2.2.3 Meeting Portal Meeting Templates
 - 2.2.4 Read only option for SKY portals
 - 2.2.5 Reservation only meetings
 - 2.2.6 Email meeting room administrator with Meeting details
 - 2.3 Improvements and changes in 4.8
 - 2.3.1 View provisioning status of entities
 - 2.3.2 Improvements to provisioning services email functionality
 - 2.3.2.1 Email Rules
 - 2.3.2.2 Email Templates
 - 2.3.3 Meeting Portal improvements and changes
 - 2.3.4 Single Sign-On to Synergy SKY Portals
 - 2.4 New features in 4.7
 - 2.4.1 Auditing
 - 2.4.2 Cisco CMS Clustering
 - 2.5 Improvements and changes in 4.7
 - 2.5.1 Provisioning Management
 - 2.5.2 Provisioning
 - 2.5.3 Meeting Portal
 - 2.5.4 Password Reset Portal
 - 2.5.5 Reporting
 - 2.5.6 Services
 - 2.5.7 Branding
 - 2.5.8 General
 - 2.6 New features in 4.6.1
 - 2.6.1 VMR pin management
 - 2.6.2 New setting for deleting call attempts
 - 2.7 Improvements and changes in 4.6.1
 - 2.7.1 File import improvements
 - 2.7.2 License History report
 - 2.8 New features in 4.6
 - 2.8.1 Scheduling version 2
 - 2.8.2 Active Directory Sync of users into Synergy SKY
 - 2.8.3 Progress log for provisioning file import and apply configuration template to entities
 - 2.9 Improvements and changes in 4.6
 - 2.9.1 Matching of Acano client calls
 - 2.9.2 File import of users - new requirement
 - 2.10 New features in 4.5
 - 2.10.1 Reports
 - 2.10.2 Number pools
 - 2.10.3 Provisioning Portal search improved
 - 2.10.4 Reset call matching
 - 2.10.5 Call matching for Cisco VMR behind Conductor
 - 2.10.6 Pexip device provisioning
 - 2.10.7 Pexip gateway calls
 - 2.10.7.1 Call matching of Pexip gateway calls
 - 2.10.7.2 Reporting on Pexip gateway calls
 - 2.10.8 Exclude infrastructure components from CDR Harvesting
 - 2.11 Improvements and changes in 4.5

- 2.11.1 Software version support
- 2.12 Improvements and changes in 4.4.2
 - 2.12.1 Reporting
 - 2.12.2 Provisioning Portal
 - 2.12.3 Call matching
 - 2.12.4 Data management
 - 2.12.5 Scheduling
 - 2.12.6 Pexip version support
 - 2.12.7 Other
- 2.13 New features in 4.4.0
 - 2.13.1 New custom reporting framework
 - 2.13.2 Active Directory synchronizer
 - 2.13.3 Acano 1.8 support
 - 2.13.3.1 Multi-domain support
 - 2.13.3.2 Acano Syslog Receiver
 - 2.13.3.3 New parameters added
 - 2.13.3.4 Other
 - 2.13.4 Email template improvements
 - 2.13.4.1 Ignore functionality
 - 2.13.4.2 Password reset emails
 - 2.13.5 Pexip VMR names no longer contain a GUID suffix
 - 2.13.6 Service availability configurable using Billing Price Plans
 - 2.13.7 Improvements to Polycom provisioning and H.323 call matching
 - 2.13.8 Other
- 3 Resolved issues
 - 3.1 Resolved issues in 4.10
 - 3.2 Resolved issues in 4.9
 - 3.3 Resolved issues in 4.8
 - 3.4 Resolved issues in 4.7
 - 3.5 Resolved issues in 4.6.1
 - 3.6 Resolved issues in 4.6
 - 3.7 Resolved issues in 4.5
 - 3.8 Resolved issues in 4.4.2
 - 3.9 Resolved issues in 4.4.1
 - 3.10 Resolved issues in 4.4.0
 - 3.11 Resolved issues in 4.3.1
 - 3.12 Resolved issues in 4.3.0
- 4 Limitations
 - 4.1 Billing
 - 4.2 Browser support
- 5 Interoperability
- 6 Software component versions in this release
- 7 Upgrading to 4.10
- 8 Document revision history

1 Product documentation

The following documents provide guidance on installation, initial configuration, and operation of the product.

- Synergy SKY Preinstallation Requirements Guide v4.10
- Synergy SKY Administrator Guide v4.10

2 New Features

2.1 New features and improvements in 4.10

2.1.1 Conference Control is now included in the Meeting Portal

There is now the option to control some elements of an ongoing scheduled conference from within the Meeting Portal.

Once the conference has started, a Conference Control tab will appear in the meeting screen.

2.1.2 Update of CMS features in SKY

The following attributes have been added/updated:

Call Leg Profiles:

- defaultLayout
- allowAllPresentationContributionAllowed
- changeJoinAudioMuteOverrideAllowed
- allowAllMuteSelfAllowed
- recordingControlAllowed
- name
- maxCallDurationTime
- disconnectOthersAllowed
- qualityMain
- qualityPresentation
- participantCounter
- streamingControlAllowed

Call Profiles:

- locked
- recordingMode
- streamingMode
- passcodeMode
- passcodeTimeout

Call Branding Profiles:

- invitationTemplate
- resourceLocation

User Profiles:

- userToUserMessagingAllowed
- audioParticipationAllowed
- videoParticipationAllowed
- presentationParticipationAllowed
- hasLicense
- canReceiveCalls

2.1.3 Added support for TLS 1.2

TLS 1.2 is now supported for Pexip, Cisco CMS and Cisco VCS in Synergy SKY.

2.1.4 Meeting Portal: Reservation Only can now be set as default for all scheduled meetings

There is now a new option on the scheduling template: **Reservation Only Default**. When this is checked, any new scheduled meetings will have the **Reservation Only** option ticked as default. Existing meetings will not be affected.

2.1.5 Seevia: Cisco CMS Space Host service addresses are no longer shown in the Seevia address book

Synergy SKY now checks if the access method has Scope=private, and if it has, the push of that address to Seevia does not happen. Only access methods with Scope=Public are pushed to Seevia.

2.1.6 Scheduling: Changes to searching for users/room/endpoints

When booking a meeting, the Add/Search participants and Add/Search participants fields have been updated as follows:

- Add/Search participants: If you start typing in this field, all users that exist in the hierarchy that the organizer has access to will be searched, the search will auto complete. The organizer can search and add participants in their customer container and all containers below it. The search will match on description. In addition you can add ad hoc email addresses, so external users can receive an email invitation to the meeting.
- Add/Search conference rooms: The organizer can add meeting rooms in their customer container and all containers below it. In addition this field can now be used to add external dial-out participants in the form of URIs, IP addresses, or phone numbers. This requires the scheduling template to be updated so that External dial out is enabled, and if required, the new ISDN regex field must be filled in, with the relevant audio and video gateway prefixes.

2.1.7 Provisioning services containing non-standard characters

Behavior across services has now been aligned: non-standard characters are stripped out when provisioning services. This is because most endpoints cannot dial non-standard characters so this avoids provisioning uris that they cannot dial.

2.2 New features in 4.9

2.2.1 Password security

It is now possible to implement strict security measures for passwords across all Synergy SKY portals.

To configure the security settings, go to the WinNode web admin interface and navigate to **Administration - General Settings - Security Settings**.

Possible security settings include:

- Minimum password length
- Require mixed case passwords
- Web session expiration time

2.2.2 Meeting Portal now supports recurrent meetings

For monthly recurrent meetings, the meeting occurs on the same date every month. Note that if that date does not appear in the month for example, 31 day of the month, that month's instance of the meeting is skipped.

Exceptions to the recurrence pattern are not supported.

2.2.3 Meeting Portal Meeting Templates

Users can now create and manage predefined meeting templates including details such as participants, time and subject. You can select the template when scheduling a meeting, to quickly populate all the meeting detail fields.

When logged into the Meeting Portal, you will see a new menu item **Meeting templates**.

Super users can manage meeting templates on behalf of others.

2.2.4 Read only option for SKY portals

User Group Admin now includes a "Read Only" flag.

Users added to a user group that is tagged as read only can only read and not edit anything in the pages they have access to.

This applies across all the Synergy SKY portals.

2.2.5 Reservation only meetings

In the Meeting Portal, when scheduling a meeting, a new **Reservation only meeting** option has been added. If ticked, any meeting room resources that have been added to the meeting will be reserved, but not automatic dialout to the meeting room will take place.

2.2.6 Email meeting room administrator with Meeting details

A new field **Administrator email** is added to meeting room entities. If an email address is added here, when this meeting room is included in a meeting the administrator email address gets an email with the meeting details.

2.3 Improvements and changes in 4.8

2.3.1 View provisioning status of entities

In **Administration > User Administration > User Actions**, administrators can now view a list showing the provisioning status for all users within a folder, optionally filtered by name, customer, or provisioning status, and send provisioned services emails to one or multiple users at any time.

The screenshot shows the 'User Actions' interface. At the top, there is a 'Select Customer' dropdown menu set to 'Pexip users', a 'Provisioning Status' dropdown menu set to 'All', and a 'User Filter' text input field. Below these is a 'Search' button. Underneath, there are two buttons: 'Send Welcome Email' and 'Send Current Status Email'. The main part of the interface is a table with the following columns: 'User', 'Customer', 'Group', 'Provisioning Status', 'Provisioning Timestamp', 'Last Auto Welcome Email', 'Last Auto Update Email', and 'Last Manual'. The table contains two rows of data:

<input type="checkbox"/>	User	Customer	Group	Provisioning Status	Provisioning Timestamp	Last Auto Welcome Email	Last Auto Update Email	Last Manual
<input type="checkbox"/>	test129 ltesting2	Synergy Testing 4.8	Pexip users	OK	19.06.2017 10:36:48			
<input type="checkbox"/>	test130 ktesting1	Synergy Testing 4.8	Pexip users	OK	04.07.2017 15:18:23	04.07.2017 15:19:26		

2.3.2 Improvements to provisioning services email functionality

The provisioning services email functionality has been rewritten and moved from the ComNode to the WinNode. Email templates are now configured from the Winnode, instead of from the Comnode Admin web UI.

You can choose for Synergy SKY to send emails automatically when a user/service is provisioned, or you can turn off automated emailing, so that you can wait until services are provisioned and then manually send out provisioned services emails either from the **User Actions** page, or via links on the entity page in the **Provisioning Portal**.

In Provisioning Management, there are two new tabs:

- **Email Rules**
- **Email Templates**

2.3.2.1 Email Rules

On the **Email Rules** tab, you choose whether to send out provisioning services emails automatically or not. If you select to send them automatically, you can choose to only send Welcome emails, or only send Update emails. You can also choose to enter an email address which will be notified of any issues with generating the email template, and you can enter an email address to send copies of all emails to, so you know which users have received which emails.

VMR Management Template Email Rules **Email Templates**

Save changes Remove Email Rules

Provisioned Services

You can configure Synergy SKY to send emails to users automatically when provisioned services are added or updated, or you can send emails manually at any time from the User Actions page.

Send automated emails? Yes - Automatically generate and send provisioned services emails ▾

Select which automated emails will be sent

Welcome email	<input checked="" type="checkbox"/>	
Updated services email	<input checked="" type="checkbox"/>	
Notify administrator of email problems?	<input checked="" type="checkbox"/>	admin@example.org
Send copies of all provisioned services emails?	<input checked="" type="checkbox"/>	office_admin@synergysky.com

Provisioning scenarios

All services provisioned OK	Send services email to user ▾
One or more services not provisioned OK	Send services email to user ▾

2.3.2.2 Email Templates

Email templates are now edited in **Provisioning Management** on the **Email Templates** tab on the WinNode instead of from the ComNode web UI.

This version includes the following changes to the email templates:

- A new operator **notcontains** has been added.
- There is no longer a delete email sent when a user is deactivated.
- There is a new **Current Status** email which is sent manually to a user with an overview of their current provisioned services, either from the **User Actions** page or via links on the entity page in the **Provisioning Portal**.
- It is easier to see where in the hierarchy an email template is applied - if there is no template applied on a folder, this is clearly stated, so then you can assume it is implemented higher up in the hierarchy.

Otherwise the email template engine is the same as in the previous software version.

After upgrade all your existing email templates will be retained at the same level in the customer hierarchy as before, but will be visible via the WinNode **Email Templates** tab instead of via the ComNode Admin UI.

2.3.3 Meeting Portal improvements and changes

- In **Provisioning Portal**, meeting room entities have a new check box: **Display In Global Directory**. If this is ticked, the meeting room will be included in all Meeting Portal room search results, regardless of which customer the meeting room has been created under in the customer hierarchy. If this is not ticked, the meeting room will only display in search results if the logged in user has access to the customer container where the meeting room has been added.
- There are three new checkboxes in **Provisioning Management > Scheduling Template** which if ticked are displayed in the **Meeting Detail** page:
 - **Activity code required**: meeting organizer must add an activity code when booking a meeting.
 - **Billing code required**: meeting organizer must add a billing code when booking a meeting.
 - **External dial out enabled**: when adding external participants to a meeting, you will get the option to add a URI. When the meeting starts, the MCU will dial out to this URI.
- New Meeting Portal API

2.3.4 Single Sign-On to Synergy SKY Portals

It is now possible to configure single sign-on across the Synergy SKY Portals. For more information, contact your Synergy SKY representative.

2.4 New features in 4.7

2.4.1 Auditing

Synergy SKY now tracks and reports on user activity in the platform. The following areas of Synergy SKY are audited:

- Win Node web admin portal
- Win Node Provisioning Portal
- Win Node Meeting Portal
- Provisioning API

The following actions are logged:

- Navigation - how a user moves around the platform:
 - When a user logs in
 - When a user logs out
 - When a user session times out, if they didn't log out, but simply closed their browser.
 - The url of every page visited
- Data viewed - the data viewed by a user:
 - Each page a user visits
 - When a user views a report:
 - when reports are run and with which parameters
 - when the user accesses lists of information, e.g. unmatched calls, billing plans
 - when the user views any records, e.g. when they look at a customer node, config template etc
- Data changes - when a user saves data changes:
 - A record is added

- A single field on a record is saved
- A whole record, containing multiple fields, is saved
- A record is deleted

To view auditing data, go to the **Win Node web admin portal > Administration > Auditing** and use the filters to specify the data you want to see.

You can delete stored auditing data from the SQL database using **Administration > General Settings > Delete audit history older than (days)**

2.4.2 Cisco CMS Clustering

We have added temporary workaround functionality to avoid provisioning services to the wrong node in a Cisco CMS cluster.

Full cluster functionality is not yet implemented, but you can now define the master and slave nodes, so that only the master node appears in **Provisioning Portal** when provisioning new users with CMS services. All nodes in a cluster are now grouped together in the Dashboard.

New settings have been added in **Provisioning Management > Infrastructure > Cisco CMS** where you can identify the CMS as part of a cluster, and specify that it is the cluster master.

NOTE: All CMSs must be added to a cluster; if you have only one CMS in your deployment, you must define this one as the cluster master.

Note the following:

- After upgrading to version 4.7, clustering information must be set manually.
- Once you have allocated a cluster name, specified the master, and added nodes to the cluster, making any further updates to the clustering for these Cisco CMS MCUs is disabled, with the exception of changing the cluster name. This is so that the slave is not mistakenly made into the master as this would cause similar issues to the one that this functionality is intended to fix. If you make a mistake while implementing the cluster in Synergy SKY, log a support ticket so we can revert your clustering changes.
- If the master needs to be replaced with a slave node (for example, in the event of an RMA):

1. Go to **Provisioning Management > Infrastructure**.
2. Enter dummy values in the **Name** and **Host Address** fields of the slave node.
3. Change the **Name** and **Host Address** of the Master node to the Name and Host Address of the slave node.

2.5 Improvements and changes in 4.7

2.5.1 Provisioning Management

- In **Provisioning Management - Infrastructure** the Cisco CMS version numbers have been updated. You can now choose between **1.8, 1.9, 2.0** and **2.1**. Versions earlier than 1.8 are no longer supported.
- We have added a new field: **Name** for Pexip VMRs. Previously, the **Description** field in Synergy SKY was used for the Pexip VMR Name. Now, you can use the **Name** field for the Pexip VMR Name and the **Description** field for the description of the VMR.
 - **Note:** After upgrade, customers using Pexip VMRs must go into all configuration templates that include Pexip VMRs, and edit the Pexip VMR service to copy the value in the **Description** field into **Name** field. Otherwise it will not be possible to create/update users configured with the Pexip VMR service.

2.5.2 Provisioning

- CMS Space **Capacity** field has been removed. Note that this field was redundant - it had no effect on the capacity of a Space. To set the capacity on a CMS Space, create a new **Call Profile** and set the **Call Leg Limit**.
- CMS Space access method passcode field is now visible in the **Provisioning Portal** basic details window. Previously you had to edit the service to view the passcode.
- When searching in the **Provisioning Portal**, a message is displayed if more than 20 records are returned. Previously a maximum of 20 records was displayed, with no indication that there might be more than 20 records in total returned from your search string.

2.5.3 Meeting Portal

- Added an additional **Schedule a Meeting** button at the bottom of the **Create Meeting** screen.
- Email address is now shown as a tool tip for participants in the Scheduling planner.

2.5.4 Password Reset Portal

- Added help text to the Password Reset Portal saying: To receive an email containing a link to reset your Synergy SKY password: Enter your email address, and the characters in the image, then click Send password reset link.
- To change this text to something specific to your organisation, log a support ticket.

2.5.5 Reporting

- Improved performance when generating reports: added improvements in the back end to minimise the likelihood of timeouts when generating reports.
- Virtual Meeting Room Utilization report: This report now differentiates between audio and video participants.
- Matching of Cisco VMR and Polycom DMA VMR calls has now been expanded to match both on conference name and conference URI.

2.5.6 Services

- Legacy Sync, Scheduling and AD sync services are now listed under **Administration > Server Maintenance**.

2.5.7 Branding

- The logo for the **Customer Service Portal** and **Dashboard** now use the same CSS - This means that the same logo can be used without it needing to be resized.

2.5.8 General

- **Acano** has been changed to **Cisco CMS** in the WinNode Admin Web UI. **Acano coSpace** has been changed to **CMS Space**. **Cisco CMS** is still labelled **Acano** in the ComNode Web UI.

2.6 New features in 4.6.1

2.6.1 VMR pin management

You can now enable end users to edit their own Pexip VMR pins via the Synergy SKY **Meeting Portal**. The number of digits required for the pin is defined in a new **VMR Management Template** tab in **Provisioning Management**.

Info | Configuration Template | Entities | Infrastructure | Scheduling Template | **VMR Management Template**

Create template

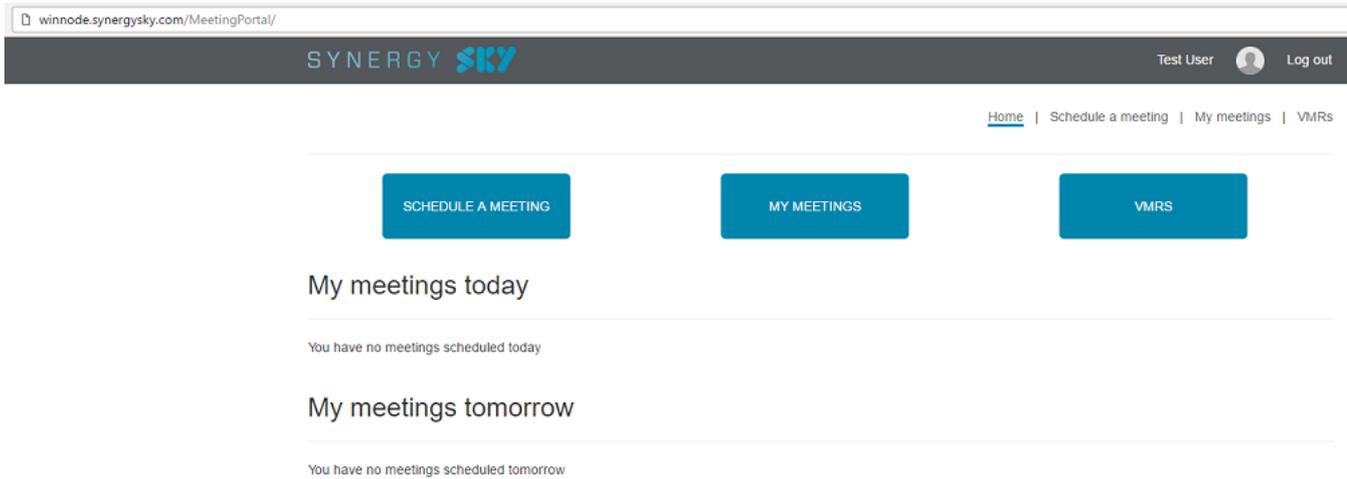
These settings define the VMR management parameters for this customer when users use the Meeting Portal.

Pexip

Pin length: 3

Audio dial in number: []

In addition, you can specify the dial-in number for an audio bridge, which is then displayed to users in their **VMR Management** page in the **Meeting Portal**.
 In the **Meeting Portal**, end users will see a new clickable option **VMRS**:



Clicking **VMRS** displays all the user's VMRS:

Home | Schedule a meeting | My meetings | **VMRS**

Filter: [] User: Me (Test User) [v] REFRESH EXPORT

USER	VMR	VMR TYPE
TestUser	TestUser's VMR for testing	Pexip
TestUser	TestUser's VMR	Pexip

Note: Super Users can view all VMRS for the users in the container they have access to.

Clicking a VMR displays all the dial-in options, and the **Edit** option, where users can change the VMR pin.

Home | Schedule a meeting | My meetings | **VMRS**

EDIT CLOSE

TestUser's VMR

Status ✓ OK

Pin 1234

Dial in details

URI
meet.tu
meet.tu@example.org
meet.tu@example.net
m.tu@example.org
m.tu

Note: If the **Status** is not **OK**, users should contact their administrator who can troubleshoot the reason why the VMR is not successfully provisioned.

Home | Schedule a meeting | My meetings | **VMRS**

SAVE CANCEL

TestUser's VMR

Status ✓ OK

Pin No pin

2.6.2 New setting for deleting call attempts

You can now delete call attempts older than a specified number of days from the database in **Administration > Global Settings > Delete call attempts CDR data older than (days)**.

2.7 Improvements and changes in 4.6.1

2.7.1 File import improvements

The mechanism for importing users to Synergy SKY in bulk via a CSV file has been significantly improved.

If one or more entities or services fail to be provisioned, the import will continue, instead of stopping on the failure.

You can now view the progress of file imports via a new page: **Administration > Background Jobs**:

Background Jobs					
From	<input type="text" value="06.12.2016 11:24"/>				
To	<input type="text" value="07.12.2016 11:24"/>				
Status	<input type="text" value="All"/>				
Job Id	Created	Requested By	Progress %	Status	Message
58	07.12.2016 07:28:08	licenses@synergysky.com	100	Completed	Service successfully deleted from template.
59	07.12.2016 07:29:04	licenses@synergysky.com	100	Completed	Service successfully deleted from template.
60	07.12.2016 07:47:57	admin@localsky	100	Completed	SUMMARY: Total: 90, Successful: 90, Failed: 0. Duration: 194 seconds
61	07.12.2016 09:47:06	admin@localsky	100	Completed	SUMMARY: Total: 90, Successful: 90, Failed: 0. Duration: 205 seconds
62	07.12.2016 10:23:25	admin@localsky	100	Completed	ERROR: Import of line 70 is incomplete. Please check this entity manually. Error: Value ph@example.org for unique attribute s; SUMMARY: Total: 90, Successful: 89, Failed: 1. Duration: 190 seconds

Select **All** from the pull-down menu to view current jobs.

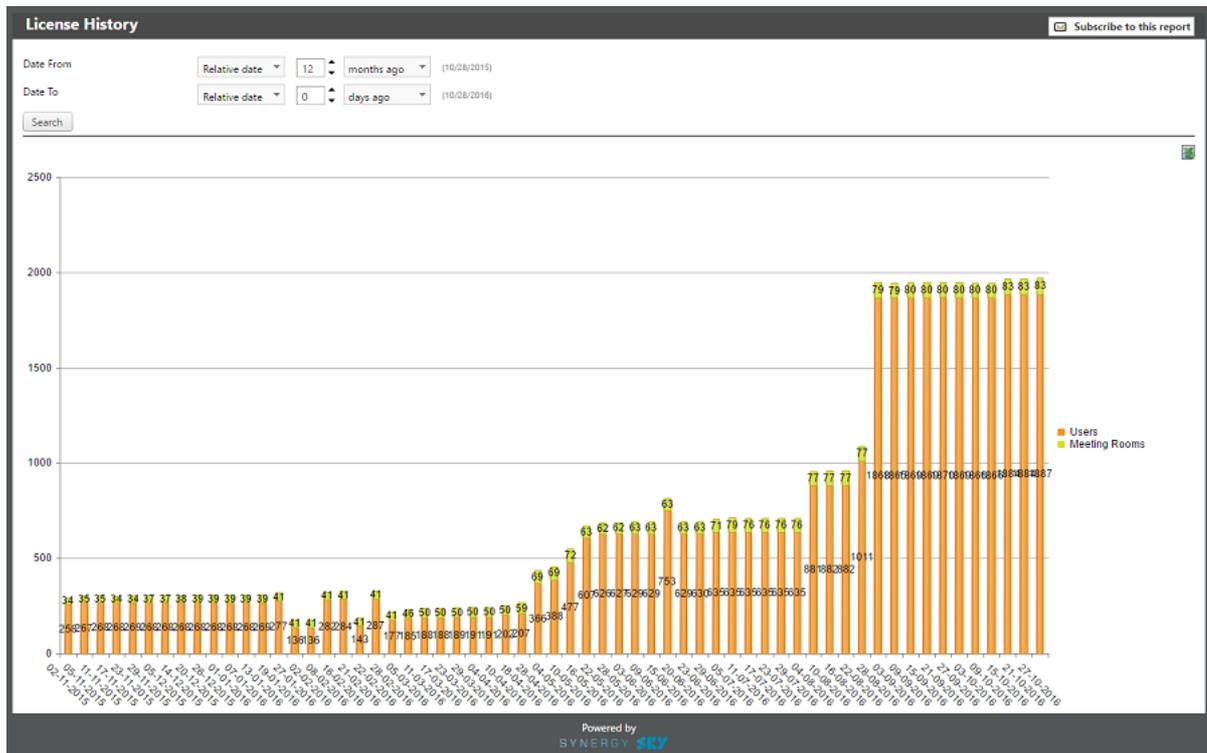
Refresh to view updated progress.

Once the job has finished, a summary is displayed. Any lines in the import file that failed to provision successfully are listed explicitly, so you can manually check them and resolve the issue that caused provisioning to fail. In the example above, the email address value 'ph@example.org' is already in use by another entity, so the import of this entity failed.

The **Background Jobs** page is also used when Applying template to entities, deleting a template, or deleting a service from a template.

2.7.2 License History report

The way the data is displayed has been changed to make it more readable. Now, if there are more than 60 days worth of data, only every 2nd or 3rd or 4th day (and so on) is displayed in the report, depending on the number of total days in the date range.



2.8 New features in 4.6

2.8.1 Scheduling version 2

New robust scheduling platform running on the Win Node supporting:

- Dynamic or static Pexip VMRs
- Dynamic (not static) Acano VMRs
- Auto dialout
- Exchange integration
- Meeting end notification
- Intuitive per-customer configuration using Provisioning Management Scheduling Template:

Info Number Plans Configuration Template Number Pools Gateway Rules Infrastructure Profiles Billing Plan

Scheduling Template

Remove Template Save changes

These settings define the scheduling configuration and parameters for this customer when users book meetings in the End User Portal.

Dynamic or Static VMRs

Dynamic: VMRs are created just before meeting start time and deleted at meeting end time. Static: Existing VMRs are used.

VMR Type

Dynamic VMR Settings

These settings define how dynamic VMRs are created.

Dynamic Carrier

The video address for a meeting will be made up from "Uri prefix" + "Random number from Uri range" + "domain"

Uri prefix

Uri number range -

Uri domain

Example video address sky.99999@synergysky.com

Host pin required

Host pin range -

Remember host pin

Guest pin required

Guest pin range -

Create VMR before meeting

Meeting can be extended

- Easy-to-configure email templates with on-the-fly preview window:

Info Number Plans Configuration Template Number Pools Gateway Rules Infrastructure Profiles Billing Plan

Scheduling Template

SMTP From Display Name

SMTP Enable SSL

SMTP Server Port

Administrator email address

Email template Template testing Template help

```
<?xml version="1.0" encoding="UTF-8"?>
<template xmlns:skynettemplate="skynettemplate">
  <tsubjectline>
    <tif leftattributename="action" operator="equals" rightattributename="new" >
      New meeting - <ta>meeting.subject</ta>
    </tif>
    <tif leftattributename="action" operator="equals" rightattributename="update" >
      Updated meeting - <ta>meeting.subject</ta>
    </tif>
    <tif leftattributename="action" operator="equals" rightattributename="cancel" >
      Cancelled meeting - <ta>meeting.subject</ta>
    </tif>
  </tsubjectline>
</template>
```

Info | Number Plans | Configuration Template | Number Pools | Gateway Rules | Infrastructure | Profiles | Billing Plan

Scheduling Template

SMTP From Display Name: Cobra winNode

SMTP Enable SSL:

SMTP Server Port: 587

Administrator email address: admin@synergysky.org

Email template | Template testing | Template help

Organizer New meeting | Updated meeting | Cancelled meeting | Meeting end notification

Successfully applied template

Subject: New meeting - Sales meeting

SCHEDULING SYSTEM

SALES MEETING

John Smith has invited you to a meeting from 2016-08-30 12:12 UTC to 2016-08-30 13:12 UTC

We need to review the latest figures

Joining details

Video end point : dial sky.12345@testdomain.com from your endpoint

Audio device : call +442627373 and enter meeting code 123456

Browser : click to join <http://video.testdomain.com/conference=sky.12345@testdomain.com>

■ New Meeting Portal

SYNERGY SKY | Synergy Support | Log out

Home | Schedule a meeting | My meetings

CREATE AND SEND INVITES | CLOSE

WHAT?

Organizer: Me (Synergy Support)

Subject:

Description:

WHO? Search participants | **WHERE?** Search rooms

System user Guest user

WHEN?

Start date	Start Time	Duration
30/08/2016	12:00	1h 0m
End date	End Time	Meeting end notification
30/08/2016	13:00	<input type="checkbox"/>

No participants or rooms have been added to this meeting yet

2.8.2 Active Directory Sync of users into Synergy SKY

It is now possible to add users to Synergy SKY by syncing them from Active Directory. This is done using the AD Sync tool which is packaged with Synergy SKY and available under the install directory, for example: C:\SynergySky\ADSyncServiceConfig\SynergySKY-ADSyncServiceConfig.exe

2.8.3 Progress log for provisioning file import and apply configuration template to entities

The following processes have been rewritten to make them background jobs:

- Provisioning Portal > File import of users
- Provisioning Management > Apply template to entities

To view the progress of these background jobs, go to Administration > Background Jobs.

If the job fails, you will see log information stating where and why the failure occurred.

2.9 Improvements and changes in 4.6

2.9.1 Matching of Acano client calls

In the MCU Conference List report, the conference name of matched Acano client calls has been changed from the Direct call GUID to the Display Name of the user's Acano client service.

2.9.2 File import of users - new requirement

When importing users to Synergy SKY in bulk using a csv file, it is now mandatory to include all 9 columns as follows:

displayName,firstName,lastName,email,ExtraAttribute1,ExtraAttribute2,ExtraAttribute3,ExtraAttribute4,ExtraAttribute5

The first 4 fields for each user must contain data; the ExtraAttribute fields can be empty, but must exist in the CSV file as column headings.

If you do not include all 9 columns you will see line errors in the UI when attempting to import the file.

2.10 New features in 4.5

2.10.1 Reports

- New Infrastructure report
 - Provisioned services report: You can now generate a report to show how many services have been created or deleted for a particular customer during a specific date range. The report also shows how the number of services has accumulated over a period of time.
- New MCU Reports
 - Total usage over time
 - Call distribution

2.10.2 Number pools

You can now use the same number pool numeric ID across several services/subservices for the same user.

To configure this: In Provisioning Management, click on the customer folder > Info > Number Pools and select the number pool for this customer from the drop-down menu.

Info Number Plans Configuration Template Number Pools Gateway Rules Infrastructure Profiles Billing Plan

Id: c760c99c-075e-46be

General Settings

Customer Name: Synergy SKY (Prod) * Show History

Currency: NOK

Web Address:

Organization Number:

External Customer Ref.:

Contact Information

Contact Person:

E-mail:

Telephone:

Postal Address

Address line 1:

Address line 2:

Zip Code:

City:

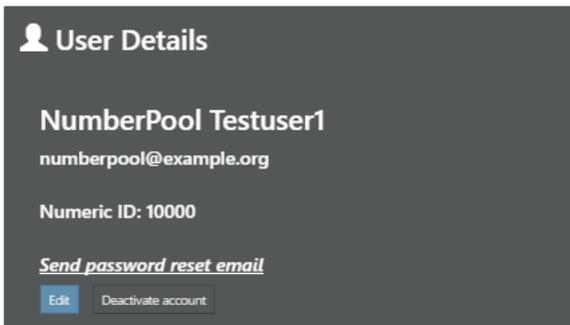
Country:

Number Pool

Number Pool: NewNumberPool

Acano Defaults

All users created under this customer folder will now get a Numeric ID from that number pool assigned to them. You can view each user's numeric ID by viewing the entity in the Provisioning Portal.



Prior to provisioning users, you need to add the Numeric ID parameter to the required fields in the configuration template for the customer using the syntax: {NumericId}. Wherever you specify this in the configuration template the Numeric ID that is allocated to that user will be used to provision the services.

Acano Space (1) Pexip VMR (1) + Add Service

This service applies to entities of type: User

Infrastructure Component: Pexip Production MGMT *

General

Capacity:

Description: (ObjectName)'s VMR *

Pin:

Guest Pin: {numericid}

Allow Guest:

Max Callrate In:

Max Callrate Out:

Ivr Theme:

Delete

Subservices

Pexip Conference Alias (1) + Add Subservice

General

URI: {numericid}@example.org *

Description:

Create Alias Without Domain:

2.10.3 Provisioning Portal search improved

In the **Provisioning Portal**, you can now search on:

- display name (objectname)
- uri
- Acano CallID

to find entities. Previously it was only possible to search on Name and Email Address of the entity.

2.10.4 Reset call matching

When you add new services in Synergy SKY, you can now reset the call matching so it will attempt to match all unmatched calls again, which will match corresponding calls to the new services you have added.

to reset call matching: go to **My Worklist > Unmatched Calls** or **My Worklist > Unmatched MCU Conferences** and click **Rematch unmatched calls**.

This will rematch all calls within the time period selected in **Administration > Global Settings > Ignore unmatched calls older than (days)**.

2.10.5 Call matching for Cisco VMR behind Conductor

If a Cisco Codian VMR is located behind a Cisco Conductor, the Conductor adds 6 digits at the end of the conference name, causing the conferences not to be matched in Synergy SKY. We have now implemented functionality to remove these digits from the conference name before attempting to match the conference with an existing provisioned service in Synergy SKY.

2.10.6 Pexip device provisioning

You can now provision Pexip devices in Synergy SKY.

There is a new configuration template user service: 'Pexip Device' and when adding a user entity you can manually add the Pexip Device service; this will provision the device registration on the Pexip management node.

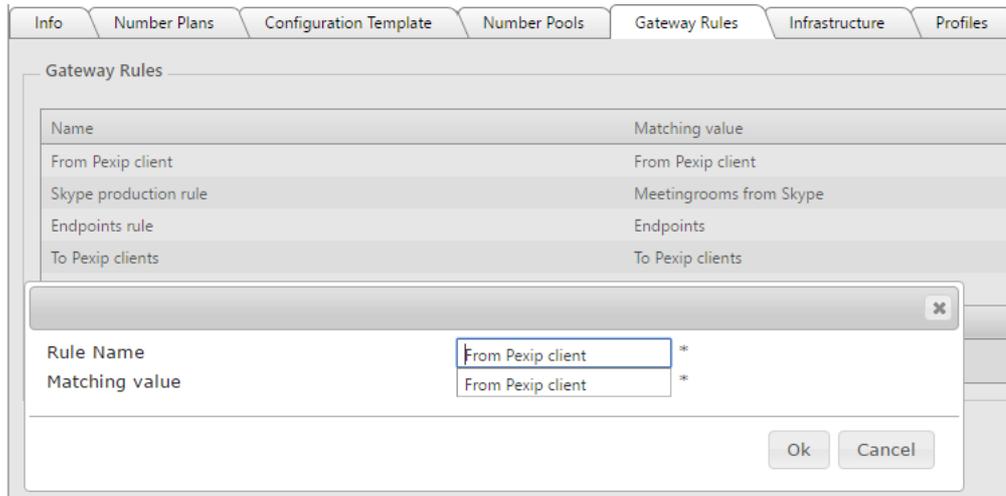


2.10.7 Pexip gateway calls

Synergy SKY now supports matching of Pexip gateway calls.

This requires that gateway rules are added in Synergy SKY on the Win Node in **Provisioning Management > click on the customer folder > Gateway Rules** that match the gateway rule(s) added on the Pexip management node under **Service configuration > Call routing**.

Synergy SKY:



Pexip Management Node:



Select Call Routing Rule to change

Search: Search

Action: Go 0 of 3 selected

Priority	Name	Description	Incoming	Outgoing	Call location	Connect	SIP	Lync	H323	Destination alias match
2	Meetingrooms from Skype		✓	✗	Any Location	✗	✗	✓	✗	(mars boardroom roofcam stockholm.b
5	From Pexip client		✓	✗	Any Location	✓	✗	✗	✗	.*
10	To Pexip clients		✓	✗	Any Location	✗	✓	✓	✓	p\.*

3 Call Routing Rules

In Synergy SKY the conference name of a Pexip gateway call is displayed in reports in the following format:

'From Pexip client:7bd892b7-aa4c-490a-8bbe-4a4572b70d97'

Participant	Component	Connected	Disconnected	Duration (mins)	Video	Status	Show Timeline
p.sr@synergysky.com, (Ståle Reitan)	Pexip Production Conf 2	6/24/2016 10:54:03 AM	6/24/2016 10:55:58 AM	00:01:55	<input checked="" type="checkbox"/>	Disconnected	Details
p.elaliens.gmail7@synergysky.com,	Pexip Production Conf 2	6/24/2016 10:54:18 AM	6/24/2016 10:55:58 AM	00:01:40	<input checked="" type="checkbox"/>	Disconnected	Details

2.10.7.1 Call matching of Pexip gateway calls

Pexip gateway calls are matched in the following prioritized order:

1. If the initiating/first participant is a provisioned Pexip Device alias service in Synergy SKY, match the call to the entity that owns that service.
2. If the initiating/first participant is not a provisioned Pexip Device alias, check whether there are gateway rules matching the conference name. If the conference name prefix (up until the ':' matches a rule, then match the call to the customer where that gateway rule is set in Synergy SKY.

Note that the conference names from Pexip will be replaced with either:

1. the description of the provisioned Pexip Device or
2. the name of the Gateway rule.

2.10.7.2 Reporting on Pexip gateway calls

MCU reports now include a new call type: 'Gateway' which if selected filters on Pexip gateway calls.

2.10.8 Exclude infrastructure components from CDR Harvesting

One or multiple infrastructure devices can now be excluded from CDR Harvesting.

To configure this: Go to C:\SynergySKY\HarvestService\config\appSettings and add this line:

```
<add key="ExcludeFromCDRHarvesting" value="1,2,3"/>
```

inserting the System ID of the infrastructure component as the value. For multiple components, use comma separation.

2.11 Improvements and changes in 4.5

2.11.1 Software version support

Support for the following has been removed in 4.5:

- Microsoft SQL Server 2008 (All versions)
- All Acano versions up to and including 1.7

2.12 Improvements and changes in 4.4.2

The following improvements are included in version 4.4.2 of the Synergy SKY platform:

2.12.1 Reporting

All reports in Synergy SKY have been rewritten to improve generation response times.

In addition we have implemented the following:

- MCU Conference List Report
 - New 'Conference Name' search field.
 - The maximum number of concurrent participants count is now correct when the conference is spread across multiple MCUs.
- Endpoint Utilization and VMR Utilization Reports
 - All provisioned services are now displayed in the reports, including those that have not participated in any calls.
 - Deleted services and entities are marked as deleted (and only shown if they have been in calls).
 - Services with sub-services (for example Cisco VCS registration:SIP and E164 aliases) are grouped together as one line in these reports.
- All reports
 - Addition of 2 new Special dates:
 - First day of last quarter
 - Last day of last quarter

2.12.2 Provisioning Portal

It is no longer necessary to edit a user to view their extra attributes: Extra attributes are now visible in the Provisioning Portal under User Details.

2.12.3 Call matching

We have increased the efficiency of the mechanism used for call matching in the backend. As a result, call data will now be matched more quickly, with the improved mechanism placing less load on other functionality in the platform while the calls are being matched.

2.12.4 Data management

We have added a new setting: 'Delete raw CDR data older than (days)' in the WinApp Server web interface under Administration > Global Settings that allows you to delete raw customer data older than the specified number of days from the SQL database. Note that processed data is not affected at this time.

2.12.5 Scheduling

You can now view your scheduled meetings in a List view as well as the Calendar view. In My Meetings, you can toggle between the two views using the icons at the top right of the calendar.

2.12.6 Pexip version support

Pexip software version 10 is no longer supported.

2.12.7 Other

You can now configure the VCS Policy Service (used in Scheduling) from the SkyShell using the following commands:

- vcpolicyservice config address
- vcpolicyservice config port

2.13 New features in 4.4.0

The following new features and improvements are included in version 4.4.0 of the Synergy SKY platform:

2.13.1 New custom reporting framework

With the introduction of the new custom reporting framework, you as a customer can request reports from Synergy SKY as a professional service, that are created and customized according to your requirements. This framework provides more flexibility in the way the data gathered by Synergy SKY can be presented in reports, and includes the ability to gather data from external systems for correlation with the Synergy SKY data.

To discuss and request purchasing custom reports, contact your Synergy SKY representative.

2.13.2 Active Directory synchronizer

The Active Directory (AD) synchronizer offers a one way synchronization from Active Directory (or an LDAP) to Synergy SKY. This means that users in an end customer's AD will automatically be added to Synergy SKY, and whenever they are deleted from AD they will also be removed from Synergy SKY, and their services will be de-provisioned.

For more information on implementing this functionality, contact your Synergy SKY representative.

2.13.3 Acano 1.8 support

For this new functionality to be available in Synergy SKY, you need to update the ComNode Admin web UI Version field for the Acano to 1.8:

- Acano MCU	Acano Production
Id: 32954c4a-239c-4336-81d1-d1379bf43671	
Name	Acano Production
API Url	https://acano.synergysky.com
API User Name	admin
API User Password	*****
Ldap Server Host	www.synergysky.com
Ldap Server Port	55005
LDAP Server Bind DN	cn=admin,dc=synergysky
Ldap Server Password	*****
Carrier Domain	Acano: Acano Carrier Domain (alpha.synergy
Allowed URI Domains	alpha.syco.no - vci.no - alpha.synergysky.net -
Default URI Domain	alpha.syco.no
Location	Oslo
Web RTC base url	https://acano.synergysky.com:8383
Version	1.8

2.13.3.1 Multi-domain support

We have implemented support in Synergy SKY for the Acano XMPP Multi-Domain feature introduced in Acano 1.8.

For details of how to implement this functionality on the Acano server see: <https://www.acano.com/publications/2015/12/Release-Notes-R1.8.5.1.pdf> and <https://www.acano.com/publications/2015/09/Acano-Solution-Multi-tenancy-Considerations1.pdf>

For details of how to implement this in Synergy SKY, see the Synergy SKY Administrator Guide 4.4.

2.13.3.2 Acano Syslog Receiver

Using the new Synergy SKY Acano Syslog Receiver, admins can now enable functionality in Synergy SKY that allows individual users to create, edit and delete coSpaces using their Acano client.

For more information on implementing this functionality, contact your Synergy SKY representative.

2.13.3.3 New parameters added

- Call locking:
 - /calls and /callProfile:
 - locked
 - /callLegProfile:
 - callLockAllowed
 - /dtmfProfiles:
 - lockCall
 - unlockCall
- Layout:
 - /callLegProfile:
 - changeLayoutAllowed
 - /DTMFProfile:
 - nextLayout
 - previousLayout
 - Additional /callLegProfile layouts:
 - onePlusFive
 - onePlusSeven
 - onePlusNine

2.13.3.4 Other

- Ability to set customer branding through API
- Support for two Acano CDR receivers via the HTTPSplitter function on the ComNode

2.13.4 Email template improvements

2.13.4.1 Ignore functionality

You can now add ignore rules to the mailer configuration file so that in some scenarios users will not receive emails.

2.13.4.2 Password reset emails

Password reset emails are no longer sent out as default when a user account is created.

2.13.5 Pexip VMR names no longer contain a GUID suffix

Previously, the Pexip VMR name of Pexip VMRs provisioned through Synergy SKY contained a GUID suffix. This has been removed for cosmetic reasons.

Note that no changes to the name will take place for existing Pexip VMRs until they are edited/saved.

This change requires customers to have strict control of their number plan as Pexip does not allow duplicate VMR names.

2.13.6 Service availability configurable using Billing Price Plans

It is now possible to configure which services are available to different customers in the Provisioning Portal using Billing Price Plan configuration.

This functionality is enabled by adding the following setting in the Provisioning Portal's configuration file: `<add key="LimitAvailableServicesToBillableServices" value="True" />`

In order for a service to be available in the Provisioning Portal (and Provisioning API) when this functionality is turned on, the monthly price per unit for the service in the Billing Price Plan for that customer must be equal to or greater than 0. If set to less than 0 (e.g. -1), the service will not be available for that customer in the Provisioning Portal. Services with a monthly price of 0 or less will not generate any billing data.

For more information, see the Administrator Guide.

2.13.7 Improvements to Polycom provisioning and H.323 call matching

- You can now provision Polycom DMA registrations without a domain.
- Improved matching logic - Calls will be matched in the following order:
 1. SIP URI if present
 2. H.323 ID
 3. Dialed Digits.

2.13.8 Other

- It is now possible to download and send version information to Synergy SKY support when logging support tickets. Available in the ComNode Admin Web UI under Service Logs > Version information.
- Call matching: Synergy SKY now attempts to match each call only once. If the call could not be matched, and you then create a corresponding service to match the call to the customer, all future calls will be matched towards this service/customer, but any old unmatched calls will not automatically be matched. You can request that Synergy SKY professional services attempt to match the old calls once you have created corresponding services, but note that this will be done on a best effort basis. All calls that could not be matched on the first attempt will appear in the Unmatched Calls report with a Next Linking Attempt timestamp of year 9999.

3 Resolved issues

3.1 Resolved issues in 4.10

Case ID Description

542	Scheduling: 'Cast' error when scheduling a meeting if scheduling template is configured with 'Remember host pin', but a meeting with no pin had previously been created by the same organiser.
541	Emails: Welcome emails are not sent to new users created under a brand new customer unless the WinNode legacy sync service is restarted after the customer is created and before the users are created.
536	Branding: If branding is set on the login pages (before a user has logged into the portal), this branding is wiped in upgrade.
534	Billing: Billing code is not validated when booking a meeting
531	Reporting: MCU Group Utilization report incorrectly counts backplane participants/minutes
529	Scheduling: Scheduling template does not recognise CMS clusters
528	Reporting: Pexip calls on different days grouped together in MCU Conference List report
526	Reporting: Polycom RMX Skype for Business MCU Conference List report shows incorrect data
524	Provisioning: CMS LDAP sync could fail with 'Error 32' if version in Synergy SKY is set to 1.9 or later
523	Seevia: Update of SKY provisioned service does not sync to Seevia
521	Provisioning: Deleting a CMS User service from SKY does not always delete the user from CMS
518	Scheduling: Users cannot log into the Meeting Portal unless the Admin Portal Login service is activated for the user
485	Emails: Message log - provisioning emails show created time in UTC (should be local time)
473	Reporting: Reports keep timing out
469	Password reset portal: disable double clicking on button so users never receive more than 1 password reset email
457	Reporting: Duplicate rows in endpoint utilization report
436	Provisioning: Inconsistent behaviour when provisioning uris containing non-standard characters (åæø etc)
342	Billing: Assign to Customers does not work
312	Provisioning: Two last names with no hyphen creates URI with a space in
277	Billing: The time/date in View/Edit Invoice Basis is not adjusted for local time. It shows UTC

3.2 Resolved issues in 4.9

Case ID Description

514	Reporting: MCU Conference List and CDR Calls reports are timing out.
510	Reporting: MCU data is not processed into reports due to an issue with raw data processing.
509	Billing: Deleting a billing plan from a customer then assigning a new one generates a 'no data to invoice' error when invoice is generated.
494	Provisioning: Provisioning could fail with a timeout error, due to the Pitbull service accepting too many connections.
490	Reporting: MCU Conference List report - you cannot expand a conference.
467	Billing: There are still references to Acano on this page instead of CMS.
449	Provisioning: Provisioning multiple users from a csv file times out with a 'MeetingIQ timeout' error.
442	Reporting: Unmatched ISDN Calls: Find connected video call doesn't work.

3.3 Resolved issues in 4.8

Case ID Description

480	General: Action buttons in popups are misaligned.
479	Auditing: Report allows you to select users, but this should not be possible as the report does not support reporting at the user level, only the folder level.
477	Billing: Error when trying to view/edit a generated invoice.
474	Maintenance: Multiple red instances of legacy sync in Server Maintenance page.
473	Reporting: Reports keep timing out.
472	Services: Harvest service is using too much CPU.
471	Dashboard: CMS capacity shows red even at 1% since clustering was introduced.
470	Password reset portal: 2 emails sent out when using IE.
468	Profiles: CMS call leg profile 'Presentation Viewing Allowed' is incorrectly named 'Participation Viewing Allowed'.
466	Dashboard: CMS cluster shows 'Up 0/0' when it should show 'Up 1/1'.
346	Emails: Significant improvements to mailer functionality.

3.4 Resolved issues in 4.7

Case ID Description

462	Error on booking a meeting until you edit the exchange infrastructure component in the Admin UI.
458	AD Sync tool - updates in configurator do not get saved correctly.
456	Pexip realtime data retrieval generates spurious log error messages in the WinNode Admin UI System Log.
451	Ignore unmatched calls older than (days) does not ignore ISDN calls.
447	Endpoint utilization subscribed report should show incoming and outgoing mins.
445	4.6.1 there are a lot of finished calls in Active status
441	ISDN Call Report: tab name is MCU Conference List Report
439	RMX CDRs in billing do not include participant information
397	Remove deprecated fields from Exchange Provisioning Management component.
390	Call capacity for coSpace in provisioning portal does not work. This field has been removed, as call capacity is set on a coSpace by applying a call profile with the Call Leg Limit set.
375	Cisco MCU conference participants that are part of the same conference are not grouped in the same conference in reporting.
226	Add Meeting Room window fields are sorted in the wrong order.
206	Pexip cluster dropdown could show the Pexip as being in the wrong cluster.
39	Infrastructure history report type 'Total number of conferences' shows no data for Acano MCU.

3.5 Resolved issues in 4.6.1

Case ID Description

-	Resolved a number of issues with the pitbull service including error: FindSkynetObject failed when accessing entities in the Provisioning Portal.
431	Endpoint Utilization Report: E164 aliases are not grouped with VCS registration parent alias.
429	Scheduling: Email template is not populated.
423	Reporting: Endpoint utilization and Group utilization reports show different data for the same endpoint.
411	Reporting: Shows calls in wrong direction.
410	Billing: Pexip device service is missing from billing plan.
402	Scheduling: When scheduling a meeting and closing the meeting room overview you do not get the Meeting Scheduled pop up.
392	Reporting: Calls are incorrectly matched to deleted entities/services.
386	Billing: Address field in Invoice Basis not populated
384	Reporting: ISDN calls are not linked to VCS calls.
383	Data harvesting: Improve the mechanism 'systems to ignore' when harvesting CDRs.
380	Reporting: Cisco VMR is incorrectly matching on Description, not conference name.
382	Provisioning: File import needs improving.
376	Reporting: Cisco MCU conference call attempts should not show in reports.
375	Reporting: Participants in the same Cisco MCU conference are not grouped in the same conference.
370	Billing: Login services do not disappear when you choose to show available services base on billing plan.

369	Billing: Pexip device is not included in the billing plans
367	Reporting: Polycom calls with services in SKY are not matched.
366	Reporting: Polycom call legs are not grouped together when they are tagged with same conference ID in raw data.
356	Provisioning: Unable to import file: error about line number after the last line.
349	Provisioning: CSV file import should continue if provisioning of one entity/service fails.
335	Reporting: Do not count Skype for Business content sharing and messaging as participants in conference reporting.
282	Reporting: Do not count Acano call attempts when reporting number of conferences/participants.
180	Reporting: Participants in Pexip conferences are associated with the wrong conference in the MCU Conference List report.
162	Deployment: OVF file sets up the ComNode with 4GB.

3.6 Resolved issues in 4.6

Case ID	Description
368	Calls involving services for newly created users do not get matched until the next day.
365	VMR Conferences could be matched to the incorrect customer if a service had been deleted and then recreated.
343	End conference if conference end event received when participants remain in conference.
337	Polycom DMA: Audio participants not flagged correctly.
334	Concurrent MCU report shows calls in UTC time.
333	Acano call profile parameter 'MessageBoardEnabled' has not been implemented.

3.7 Resolved issues in 4.5

Case ID	Description
326	EP Utilization report URIs displayed inside graph.
319	Number pool: "View Entity" in "Used Numbers" doesn't launch Provisioning Portal.
318	LDAP error when adding a carrier domain for a Cisco TelePresence Server.
311	EP Utilization report does not consolidate aliases as documented.
309	EP utilization report shows opposite call direction in excel export and numbers are wrong.
306	You can assign deleted price plans in provisioning management.
299	"Select customer" is set back to default when pressing enter in the search field in the MCU Conference List report.
297	The sum (duration) is incorrect in reporting for grouped calls.
293	Provisioning api search on email address does not work for old users.
234	Patch/upgrade of comnode wipes scheduling & webRTC branding logo.
217	Scheduling: Concurrently booked meetings overlap.
209	Branding is not applied to password reset page at top customer level.
192	Wrong database version displayed.
69	Some ComNode admin UI service name aliases are not available in the drop down list.

3.8 Resolved issues in 4.4.2

Case ID	Description
286	Provisioning a coSpace fails saying URI is already taken although it has never been added to Synergy SKY before.
264	Provisioning Portal search does not return all valid entries (up to the maximum of 20 that can be returned at any one time).
256	Endpoint utilization scheduled report is empty. In the web it has valid values.
253	New users receive update instead of welcome email.
248	ISDN participant call data handling issue could lead to calls missing from RMX reports.
245	You can double book meeting rooms when scheduling.
243	After upgrade to 4.4.1 calls are not matched due to missing lowercase-uri attribute.
242	Advanced provisioning a coSpace gives an error that the coSpace UUID is already taken.
240	Cisco MCU scheduling pool provisioning does not work correctly.
238	MCU Conference List report does not load if root folder is selected.
237	Call matching does not work for Acano-provisioned users after upgrade to 4.4.1.
236	Password reset link message says 'Error' instead of 'Information'.
235	Dial-out calls from Pexip are incorrectly saved as "Dial-in" in MCU reports.
234	Patch/upgrade of comnode wipes scheduling & webRTC branding logo.
233	Email template ignore functionality is not working correctly.
231	Acano provisioning stops working with no errors in the Acano.service log.
230	It is not possible to view certain entities in the Provisioning Portal.
229	ComNode pool setting 'Maximum number of participants in total' is not functional and should be removed.
227	Provisioning status shows as Pending when provisioning actually failed.
224	Unable to log into Scheduling portal with 'Invalid rights' error, despite user having a valid Scheduling Portal Login account.
223	Updating an existing scheduled meeting generates a new WebRTC link and meeting URI.
222	After deleting a scheduled meeting, it is still possible to call in.
220	Editing an Exchange infrastructure component causes authentication failure for users of all Exchange components in Synergy SKY.
218	It is not possible to dial into a scheduled meeting using the URI, but dialing in using Web RTC works. VCSPolicyServer service shows error: Target carried peer not found.
217	Concurrent scheduled meetings overlap in the My Meetings UI, so it is only possible to select and edit the top meeting.
69	In the ComNode Admin web interface > select a customer group > Service Name tab: Some service name aliases are missing from the dropdown list.

3.9 Resolved issues in 4.4.1

Case ID	Description
187	Scheduling: Concierge email is not sent out.
212	Exchange infrastructure component config: 'Save imported users to this customer' field is not populated.
213	Error when adding call and call leg profiles to Acano coSpace: 'Found more attribute values than expected in attribute deprecatedmeetingiqparametersuuid'
210	Scheduling: External participants cannot log into the meeting.
211	Provisioning status is 'Pending' after updating existing provisioned services, and never updates to 'OK'.
203	MCU Group Utilization report times out when reporting on group instead of parent folder.
205	Scheduling branding: The Scheduling portal looks for the custom css file in /Admin rather than in /Scheduling.
201	Session border controller rewrites the dialled URL to <vmr number>@<sip> which creates additional database objects. This can lead to 'duplicate call id' errors when editing Acano Access Methods.
216	Added glibc error correction in the ComNode OS to protect against Linux security bug: http://www.cvedetails.com/cve/CVE-2015-0235/

3.10 Resolved issues in 4.4.0

Case ID	Description
107	Pitbull timeout error when trying to access MeetingIQ parameter configurable entries.
137	Branding does not display on the Provisioning Portal login page.
100	The last Allowed URI Domain in the list is always set as the Default URI Domain.
85	MCU Concurrent billing charged for one port too many if the Concurrent Calls value was set to zero.
169	Reports are not consistent in the way they search for calls/conferences in a date range.
155	No billing data is generated for recorded conferences.
164	Slow performance when expanding the customer hierarchy in the Endpoint Utilization Report.
103	Dynamic routing of calls from an H.323 endpoint does not work.

50	Removing the PIN code from a Pexip VMR in Synergy SKY does not remove it from the VMR on Pexip.
145	Changing owner username for an Acano coSpace does not apply the change on Acano.
104	Removed the unnecessary warning message that was displayed in the Scheduling Portal if the meeting organizer did not have a video endpoint.
71	Infrastructure history report incorrectly sorts date labels.
144	Provisioning cospaces with invalid owner via template leads to rogue coSpaces.
96	Limited invoice data visibility on reseller (tier 2) level.
97	Limitations for which customers a user admin at a reseller can generate invoices for.
122	Removed unnecessary warning messages generated when Pexip backplane events were incorrectly processed.
22	Scheduling: Room availability not shown in the "show all rooms" grid.
111	Removed pre-population of login box with 'testuser' when logging into ComNode Admin web interface.
SAT-1313	Portal logins are not invoiced in billing.
101	Meeting invitations from the Scheduling Portal are incorrectly stored in calendar systems as «free» instead of «busy».
173	Billing report: Some non-invoiced items can not be listed on a per customer basis.
60	Scheduling: Searching on firstname/lastname does not work when users have been imported from LDAP/AD.
83	Billing: Deleted customers are visible in the 'Generate Invoice' dropdown.
174	Source and destination alias can display incorrectly for VCS calls.
74	Removing an Acano profile in Synergy SKY does not remove it on the Acano server.
150	FindMe calls are not matched in reporting.
155	Billing of recorded calls does not work correctly.
128	Hours with 0 calls are not displayed in Call Distribution reports.
196	Scheduled reports do not work when 'all', 'unmatched' or an entity is selected.

3.11 Resolved issues in 4.3.1

Case ID	Description
91	When adding allowed domain (+ button) to a carrier - the page reloads
94	It is not possible to add services in advanced mode in the provisioning API

3.12 Resolved issues in 4.3.0

Case ID	Description
73	Infrastructure System ID is not displayed in the Admin interface
66	Scheduling: Change connection method not working
68	Scheduling: Protocol added twice when redirecting to destination webrtc url

4 Limitations

4.1 Billing

The time/date in View/Edit Invoice Basis is not adjusted for local time. It shows UTC time.

4.2 Browser support

Firefox - When generating customer reports, it is not possible to expand the customer hierarchy beyond the top level. We recommend using Chrome to generate customer reports.

Internet Explorer is currently not supported for administration tasks.

5 Interoperability

Please see the Synergy SKY Administrator Guide v4.10 for a full overview of supported infrastructure products and software versions.

6 Software component versions in this release

To view which version each component is running:

1. Go to the WinNode admin web UI
2. Click on Server Maintenance

7 Upgrading to 4.10

All upgrades will be carried out by Synergy SKY.

8 Document revision history

Date	Revision	Description
December 2017	01	New document

Categories: Internal | Release notes