

# uniteme 17.10

Released on January 15, 2018

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## Summary

eZuce is pleased to announce the General Availability of **uniteme 17.10**.

This release of **uniteme** contains only a small set of new features, enhancements and bug fixes. Version 17.10's larger purpose is to deliver on some important enhancements for **reachme**.

We've separated the **reachme** release notes as that product will be transitioning to a stand-alone application with its next release.

Our Partner IANT has added high availability paging to the system. A word of caution about using this as the paging service will still open a voice call to each phone in the paging group and is not optimized to use the 'closest server'.

Also as always, hats off to the Dev & QA teams at eZuce as they have done excellent work on this release!

## Highlights

### **uniteme** New Features:

- Highly Available Paging Services
- Residual Voicemail Cleanup script
- SIP Diagram Builder 2 - Access SIP Message flows from the CDR Table

### **uniteme** Improvements:

- New "No Group" user filter in Admin Portal
- Add additional verbosity to Proxy Auth Plugin
- Add Intercom settings for Snom devices

## Notes

1. Full Release Notes with installation information are located here: [17.10 Full Release Notes](#)
2. When you upgrade from 17.04 to 17.08 the Audit index is not lost. The logged system activity is maintained and new entries are added without problems.  
However, when upgrading from 17.08 to 17.10, the system activity is cleared and the index is recreated from 0. Please keep in mind that the ES settings were changed in 17.10.

# Who Should Install?

This release is recommended for all 4.6 and later installations. If you have a patch installed to your system a new patch may be required. Please contact [sa@ezuce.com](mailto:sa@ezuce.com) if think you may have a patch applied as that may be replaced during the update.

eZuce's software products continuously progress through an Agile based development methodology that keeps feature functionality comprehensive and up-to-date in response to evolving market and customer requirements.

New software releases are made at a rate of four to six releases a year. Releases are numbered in the <yy>.<mm>.<uu> format where <yy> and <mm> designate the year and the month, respectively, in which a release is made generally available. Where applicable, <uu> corresponds to an update release relative to a general release on which fixes are made available.

In order to ensure service continuity and stability, customers may keep their production environments unchanged for up to a 6-month period during which release updates or patches are made available. After a release is more than 6-months old, eZuce customers would have to upgrade to the latest generally available release - inclusive of all fixes to date and any new patches.

## Questions

If you have questions about updating you can email [sa@ezuce.com](mailto:sa@ezuce.com) or if you need assistance with the update contact your account manager or email [sales@ezuce.com](mailto:sales@ezuce.com).

## Software Release History

We're currently running on a 4-month release cycle.

- April release for 2016 is 16.04
- August release for 2016 is 16.08
- December release for 2016 is 16.12
- April release for 2017 is 17.04
- August release for 2017 is 17.08

### Release Level History

- 14.04 - April 30, 2014
- 14.04.1 - June 01, 2014
- 14.04.2 - July 11, 2014
- 14.04.3 - October 24, 2014
- 14.10 - February 5, 2015
- 15.04 - April 29, 2015
- 15.05 - May 27, 2015
- 15.06 - June 30, 2015
- 15.08 - August 31, 2015
- 15.10.1 - December 9, 2015
- 15.12 - January 6, 2015
- 16.02 - March 14, 2016
- 16.04 - May 31, 2016
- 16.08 - October 6, 2016
- 16.12 - January 17, 2016
- 17.04 - April 18, 2017
- 17.08 - September 7, 2017
- 17.10 - December 7, 2017

## System Requirements

For a reasonably performing system, we recommend the following configuration.

### Minimum hardware requirements

- Pentium 4 or Xeon processor @ 2.0 GHz Core 64bit or higher
- Minimum 4 GB of RAM with sufficient swap space
- 80 GB disk (75 users depending on usage patterns)

## Notes:

- **uniteme** supports an unlimited number of voicemail boxes, the total number of hours of recorded messages is determined by the size of the hard-disk. As a rule, for every minute of recorded messages, you will need 1 MB of disk space (About 3 hours per 10 GB of disk space).
- **reachme** requires more memory, processor and disk space. Please consult with eZuce SA team for your specific installation.

## Operating System

CentOS/RHEL 6 x86\_64 with latest updates is required.

## Devices

### Phones

- **Polycom VVX Devices** with firmware 5.5.2 (split) are recommended for new installations
- **Polycom SoundPoint IP Devices** should run firmware 4.0.11 (split)

### Gateways

- **AudioCodes Gateways** are recommended for PSTN connectivity

### SBCs

- **Frafos, Sangoma, AudioCodes, Acme Packet and Ingate** SBC's are recommended for SIP Trunking and Remote Worker connectivity (commonly referred to as sipXbridge and MediaRelay services respectively).
- **NOTE:** The eZuce uniteme - "Use built-in SIP Trunk SBC" found in Gateway Details for use with Trunking or Remote Worker solutions should be used only for lab purposes. The uniteme "Built-In SIP Trunk SBC" (sipXbridge) will not be supported in any production or live environment. Additionally, sipXbridge does not work in an HA environment.

## Documentation

Technical Reference Manuals, User Guides, Reach Reference Manuals, and other technical and user information can be found under the following link: [Documentation Page](#)

## Installation and Upgrade Notes

### Installation note

After **uniteme** 17.04 is downloaded and installed, the *clusterId* read tag is unique (same as *locationId*). Follow these steps to propagate the new read tags to the MongoDB replica set:

1. In the **uniteme** menu, click *System>Database*.
2. Click the *Add query metadata* button.
3. To verify that the MongoDB replica contains the unique read tags, run from the command line:

```
//mongo
rs.config()//
```

### Special MongoDB note

Please be aware of these MongoDB requirements <http://docs.mongodb.org/manual/reference/ulimit/> **Note:** Both the "hard" and the "soft" ulimit affect MongoDB's performance. The "hard" ulimit refers to the maximum number of processes that a user can have active at any time. This is the ceiling: no non-root process can increase the "hard" ulimit. In contrast, the "soft" ulimit is the limit that is actually enforced for a session or process, but any process can increase it up to "hard" ulimit maximum. Every deployment may have unique requirements and settings; however, the following thresholds and settings are particularly important for mongod and mongos deployments:

```
ulimit -a
-f (file size): unlimited
-t (cpu time): unlimited
-v (virtual memory): unlimited
-n (open files): 64000
-m (memory size): unlimited
-u (processes/threads): 32000
```

Always remember to restart your mongod and mongos instances after changing the ulimit settings to make sure that the settings change takes effect. If you limit virtual or resident memory size on a system running MongoDB the operating system will refuse to honor additional allocation requests. After every install/upgrade please check that "cat /proc/\$pid\_of\_mongo/limits" have the recommended value of 655350. To make this value permanent you need to create this file */etc/security/limits.d/99-mongodb-nproc.conf* and add the following lines:

```
mongodb soft nproc 64000
mongodb hard nproc 64000
mongodb soft nofile 64000
mongodb hard nofile 64000
```

## Special Patch Note

If you have a patch installed to your system a new patch may be required. Please contact [sa@ezuce.com](mailto:sa@ezuce.com) if think you may have a patch applied as that may be replaced during the update.

## Installing from ISO image

### Download **uniteme** ISO

Download the ISO image corresponding to your hardware and write the image to a DVD.

- The ISO files are available here: <https://download.ezuce.com/openuc/ISO/>
- You will need a valid [ezuce.com](https://ezuce.com) user ID to login and download.
- We recommend the 64 bit installation in most cases. This ISO file name ends in **x86\_64.iso**

### Install **uniteme**

- Boot from the DVD created with the **uniteme** ISO image.
- Press **Enter** at the boot screen below to begin the **uniteme** installation.
- Select **Manual Configuration** under **Enable IPv4 support** and select **OK**.
- Set a static IPv4 address with the corresponding networking information and click OK.
- In certain situations, a warning of the use of indicated storage devices will be displayed.
- Select the language to be used during the installation.
- Select the keyboard layout to be used.
- Select the timezone to be used.
- Set a root password.
- Login to the system as root with the password you provided earlier and continue on to the Configure of **uniteme**.

## Installing from Repository

**uniteme** can be installed using the following procedure

- Download and install CentOS 6.x minimal ISO
- Run the following command:

```
yum update && reboot
```

- Run the following commands to retrieve and run the eZuce **uniteme** installer:

```
curl https://download.ezuce.com/openuc-setup > /usr/bin/openuc-setup
chmod +x /usr/bin/openuc-setup
openuc-setup
```

This utility will guide you through the process of installing **uniteme** from the eZuce software repository.

## Upgrade from previous versions

Modify the repo file in `/etc/yum.repos.d` and replace the `baseurl=` with the location of the repository you'd like to upgrade to.

Identify any existing 'rpmnew' or 'rpmsave' files on the system with:

```
find / -print | egrep "rpmnew$|rpmsave$"
```

As root, execute the following commands:

```
yum clean all
yum update
```

Note any additional 'rpmnew' or 'rpmsave' files that may have been created by running find command again

```
find / -print | egrep "rpmnew$|rpmsave$"
```

If there are any files that didn't get overwritten by yum, please see 'Modified Files Upgrade Note' information below.

A system reboot after the update has completed is recommended.

## SEC Service Upgrade Note

When upgrading **uniteme** from openUC 4.6 Update 11 or 14.4.3 to 15.06 follow these steps to ensure the SEC service is correctly running:

- 1. Upgrade from 4.6 Update 11 or 14.4.3 to 15.06.
- 2. After the upgrade is complete, perform the usual restart.
- 3. Once possible, connect via CLI and monitor processes using top. Notice that the SEC process is using a lot of CPU memory.
- 4. Perform another restart OR restart only the Ssixlogwatcher service.

## Modified Files Upgrade Note

If you have manually modified any system related files or some files are not as yum would expect them to be, the yum update process may not overwrite them. It will instead create 'rpmnew' or 'rpmsave' files and not overwrite the files. The administrator may have previously modified the files knowingly or as part of a patch supplied by TAC.

To check your upgrade.log and search for \*.rpmnew \*.rpmsave on your system check the upgrade log:

You will be responsible for merging any changes from the old file to the new or contacting Technical Support if you require assistance.

## Support Tips and Contact Information

Please see the [Getting Support](#) section for support tips and support contact information

## Issues Sorted by Issue Number

|                          | JIRA name  | RN Content  | Enhancement /Fix /Known Issue | Keywords |
|--------------------------|--|---|-------------------------------|----------|
| SI<br>P<br>X-<br>6<br>68 | Intercom/Paging calls for Snom and Fitre   | Add support for intercom and paging call to Fitre and Snom devices<br><br>For Fitre devices it is necessary to add the parameter "intercom=true" to the Request-Line<br><br>For Snom devices it is necessary to the string ";info=alert-autoanswer;delay=0" to the Alert-Info header  | Enhancement                   | Snom     |
| SI<br>P<br>X-<br>6<br>76 | sipXpage High Availability   | Added high availability for sipXpage (Paging Groups)<br>It can be enabled by checking the Enable High Availability Paging box under Features->Paging Groups->Settings->Show advanced, followed by the service enabling per server under System->Servers->Telephony services. Note that administrator needs to be careful with regards to paging large groups of users and distributed networks.   | Enhancement                   | Paging   |
| U<br>C<br>-3<br>8<br>88  | zen 5255 : include tcp/udp 9300 in webui firewall rules and run elasticsearch as sixx user | Within the customer snapshot we observed connections to port 9300 (aka vrace in /etc/services). It is a single server installation (x.x.x.x) and we noticed connections from x.x.x.y which is a different uniteme server. Engineering commented "By default Elasticsearch will form a cluster with any other instance using the 9300 port. If you block access to this port, you will prevent this from happening", however there is no option in the webui to block this port. First request is to add both tcp/udp for 9300 to the system -> firewall -> rules page (please set to default deny even to other cluster members).<br><br>Customer added a blanket tcp/udp drop rule for port 9300 however the backup still failed. This appears to be because elasticsearch is running under it's own user rather than the sixx user. Changing /var/sixxdata/backup to chmod 777 allowed the backup to complete. Second request is to alter elasticsearch to run under the sixx user. | Fix                           | Config   |

|         |   |   |             |                     |
|---------|---|---|-------------|---------------------|
| UC-4477 | Add links to SIP Diagram Builder from CDR page                                      | <p>SIP Diagram Builder 2 now is part of the Uniteme (see UC-4452 for details).</p> <p>Now it is possible to build diagram using only Call-ID as input.</p> <p>CallDiagram uses part of sipXproxy log file as data.</p> <p>To be able to see diagram it is only 2 steps required:</p> <ol style="list-style-type: none"> <li>1. Set sipXproxy log level to at least INFO.</li> <li>2. Go to <a href="http://HOST/siplogviewer/logview.php?call_id=CALLID">http://HOST/siplogviewer/logview.php?call_id=CALLID</a> where HOST is Uniteme host and CALLID - required callid.</li> </ol> <p>Call Details Record page has a list of calls (history), and it shall be extended with a Call-id column. Call-ID already stored in DB so only the displayed table on CDR page needs to be improved.</p> <p>Settings for SIP Diagram Builder are on sipXproxy page:</p> <ol style="list-style-type: none"> <li>a) Enable/disable setting is the only new setting</li> <li>b) Warning that enabling of SIP Diagram Builder will trigger sipXproxy log level to be at least INFO (note under logging level)</li> <li>c) Trigger change of proxy log level if it is less than INFO.</li> <li>d) If enabled an additional column (with call-id and link to diagram) in CDR page will be shown.</li> </ol> <p>Additionally, we may want to consider an alert for the Administrator if SIP Diagram Builder is enabled, but Administrator wants to set proxy log level less than INFO on sipXproxy page.</p> <p>An additional column will be added to the CDR page that will contain only call-id. Call-id will be a link to <a href="http://HOST/siplogviewer/logview.php?call_id=CALLID">http://HOST/siplogviewer/logview.php?call_id=CALLID</a></p> | Enhancement | SIP Diagram Builder |
| UC-4505 | Auth plugin log verbosity   | <p>An administrator would like additional verbosity to the proxy auth plugin logs. For example, instead of :</p> <pre>2017-01-25T21:33:07.170000Z:2206:AUTH:INFO:sipx.example.com::7fc0d0f72700:sipxproxy:EnforceAuthRules[400_authrules]::authorizeAndModify no permission required for call GWGWb1ecb313-5de8-1235-1c8d-00219b91474e@45.32.76.96</pre> <pre>2017-01-25T21:33:07.170178Z:2207:AUTH:INFO:sipx.example.com::7fc0d0f72700:sipxproxy:SipProxy::proxyMessage authoritative authorization decision is ALLOW by 400_authrules for GWGWb1ecb313-5de8-1235-1c8d-00219b91474e@45.32.76.96</pre> <p>.. the improved version of these messages would (preferably at NOTICE proxy verbosity) include the user associated with this dial plan challenge, and the exact rule (or some kind of identifier of the rule) that resulted in the allow or deny.</p> <p>Auth and fallback rules check tools:<br/>Both tools should get path to authrules/fallbackrules.xml file as parameter.<br/>Both tools should get uri as parameter.<br/>fallbackrules tool should get location string as parameter</p> <p>Result of this tools call should be same as when proxy uses xml files above.</p> <p>This would allow to check matches of rules offline, without making any calls.</p>  | Enhancement | Proxy               |
| UC-4508 | Script to clean residual voicemails from CLI & No Group user filter in Admin Portal | <p>This enhancement request is for a script to remove residual voicemail for users who are no longer in the system. Additionally, the administrator would like to have a 'No Group' user filter in the Admin Portal.</p> <p>All the details in <a href="https://ezuce.zendesk.com/agent/tickets/6915">https://ezuce.zendesk.com/agent/tickets/6915</a></p> <p>At the moment we cannot delete voicemails for users who are no longer in the system. Additionally, users that are not part of a group and have Unified Messaging -&gt; Days to keep voicemails and conference recordings setting set to 0 - this means no cleanup. Same thing for groups.</p>   | Enhancement | Voice mail          |
| UC-4518 | sipXbridge should support SRV record lookup for ITSP                                | <p>An administrator would like to be able to subscribe or route calls to a series of SBC's that are located with SRV records.</p> <p>Previously it was only possible to use an A record or IP address to connect to an ITSP or SBC.</p>   | Enhancement | sipXbridge          |
| UC-4519 | SipDiagram Builder 2  | <p>Enhanced SIP Diagram Builder:</p> <ol style="list-style-type: none"> <li>1. Rewrite of builder in javascript.</li> <li>2. Hide/show Internal Server Signaling.</li> <li>3. Node list with ability to click on and rename and combine nodes.</li> <li>4. Button to distinguish (or not) different ports on the same host as separate nodes.</li> <li>5. Better scrolling for diagram and message frames.</li> <li>6. Changed the styling of the interface.</li> </ol>   | Enhancement | SIP Diagram Builder |

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| UC-3888   | zen 5255 : include tcp/udp 9300 in webui firewall rules and run elasticsearch as sipx user | <p>Within the customer snapshot we observed connections to port 9300 (aka vrace in /etc/services). It is a single server installation (167.3.55.7) and we noticed connections from 167.3.55.2 which is a different uniteme server. Engineering commented "By default Elasticsearch will form a cluster with any other instance using the 9300 port. If you block access to this port, you will prevent this from happening", however there is no option in the webui to block this port. First request is to add both tcp/udp for 9300 to the system -&gt; firewall -&gt; rules page (please set to default deny even to other cluster members).</p> <p>Customer added a blanket tcp/udp drop rule for port 9300 however the backup still failed. This appears to be because elasticsearch is running under it's own user rather than the sipx user. Changing /var/sipxdata/backup to chmod 777 allowed the backup to complete. Second request is to alter elasticsearch to run under the sipx user.</p> | Fix                           | Config   |
| SIP-X-676 | sipXpage High Availability   | <p>Added high availability for sipXpage (Paging Groups)</p> <p>It can be enabled by checking the Enable High Availability Paging box under Features-&gt;Paging Groups-&gt;Settings-&gt;Show advanced, followed by the service enabling per server under System-&gt;Servers-&gt;Telephony services. Note that administrator needs to be careful with regards to paging large groups of users and distributed networks.</p>  | Enhancement                   | Paging   |

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| SIP-X-668 | Intercom/Paging calls for Snom and Fitre  | <p>Add support for intercom and paging call to Fitre and Snom devices</p> <p>For Fitre devices it is necessary to add the parameter "intercom=true" to the Request-Line</p> <p>For Snom devices it is necessary to the string ";info=alert-autoanswer;delay=0" to the Alert-Info header</p>   | Enhancement | Snom                |
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