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## September 2012

### Remarks about the FW licence and FW update

Starting with FW-Version 00.06.07.00 every FW needs a licence file to enable the functionality of the target system. If the licence file is missing no calls can be made, only remote access is possible. The licence file is transmitted to the target system using the NovaTec configuration software or is already present in the target system if a new system is purchased. The following needs to be considered when updating a system:

### **For running systems or newly purchased systems using FW 00.07.00.55 (or higher) which are configured with NMP 6.5 (or higher):**

Your system already has a valid licence file for the appropriate Firmware and NMP higher Version 6.5 software allows the transmission of configuration data without loading a licence file. The licence file will stay in the target system. It will only be deleted if you overwrite it with another licence file or if you delete the target system's flash. You only need a new licence file if you update to FW version 00.07.01.00 or higher.

### **General remarks on FW updates:**

In general a new licence is required whenever you update to a non bugfix FW version. A non bugfix version differs in more than just the last two numbers from the previous installed version. e. g.:

Update from 00.06.07.00 to 00.06.07.02:

Update to a bugfix firmware version. No new licence is required.

Update from 00.06.07.00 to 00.07.00.55:

Update to a FW version including new features. A new licence is required.

Update from 00.07.xx.xx to 00.08.01.00:

Update to a FW version including new features. A new licence is required.

Update from 00.08.01.xx to 00.08.02.xx:

Update to a FW version including new features. A new licence is required.



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## **NovaTec Release Information Firmware 00.08.02.02**

### **1. Bug fixes included in this release**

### **2. New features**

### **3. Other Changes**

### **4. Known Issues**

### **5. Dependencies**

### **1. Below is a list of bug fixes that have been resolved in this release**

#### **CCU3 and S3 related:**

- It could happen that the S3 or CCU3 went into an “all VoIP channels busy” state. This lead to the problem that no VoIP calls were possible. The problem has existed since firmware version 00.08.02.01 and has now been solved.

#### **CCU4 related:**

- In some situations it could happen that the switching in the CCU4 stopped working. In such a situation it was possible to establish calls but after answering the call no audio connection was established and the caller and callee did not hear the other party. The problem was encountered on calls which did go out using SIP and were routed back to the same CCU4 (e. g. CCU4 internal call over CUCM) and on calls that were forwarded multiple times to destinations on the same CCU4 and finally forwarded to an IP phone. The problem has been solved.
- On the CCU4 it could happen that no ringtone was heard if an analogue subscriber was called multiple times in a row. The problem has been solved.

### **2. New features**

- None.

### **3. Other changes**

- None.

### **4. Known issues**

- With a S3 connected to a CUCM as a line device it can happen that a calling IP phone receives a ring back tone even when the callee behind the S3 is busy or not plugged in.
- In case an ISDN phone behind a NovaTec gateway is busy it will take three seconds until the caller will be informed that the callee is busy. This behaviour is mandatory for the ISDN bus



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and is specified in European and international ISDN standards. This is not a bug but because of this ISDN behaviour the user experience is different compared to SIP to SIP or SIP to analogue calls.

- Call forwarding busy on the S3 line is not working if it is activated from the ISDN or analogue phone. The locally forwarded call from the S3 is rejected from CUCM with “Busy here”. But the destination of the call has no active call. The problem is caused by the “Busy trigger” in the CUCM configuration for the S3. As a workaround call forwarding busy can be activated in the CUCM configuration.
- If the REFER method is used to perform a transfer in the CUCM the transfer will fail when the second call is an incoming call. The transfer will be successful if both calls are outgoing or if at least the second call is outgoing.

## 5. Dependencies

- S3 registration as a line device in CUCM:  
The feature requires NMP version 6.3.2 or higher and CUCM version 7.1.2 or higher.
- Feature Data-Calls with clear channel codec (X-CCD):  
The feature requires NMP version 6.3.2 or higher and CUCM version 7.1.2 or higher.
- Feature TLS:  
The feature requires NMP version 6.7.0.4 or higher and CUCM version 7.1.3 or higher. TI-CA 1.6.0.2 is required if client/server authentication is used. Please use only TI-CA 1.6.0.2.
- Feature MLPP:  
The feature requires NMP version 6.6 or higher. If the NovaTec-GW is connected to a CUCM MLPP works only on SIP trunks. The feature cannot be used on a S3 which is configured as a line device.
- Feature RMCS:  
The feature requires NMP 6.7.0.4 or higher. To use RMCS on a S3 a special S3 hardware is required (article no. 1F8xxx-R). To use RMCS on a CCU3 based system, the CCU3 must have at least R-State R8E.
- Feature 3PTY:  
The feature requires a CCU3 based system and cannot be used on a S3.
- Feature SCEP:  
The feature requires NMP 6.7.0.4 or higher.
- Feature CLI over Trace Info Client:  
At least Trace Info Client version 6.8.0.5 is required. Please visit our website for detailed information about CLI commands and software and firmware versions supporting the CLI.
- Feature CCU4 support:  
The feature requires NMP version 7.1.0.0 or higher.
- Feature UP0 support:  
The feature requires NMP version 7.1.0.0 or higher.



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- Support for the Call Home events “Call Setup Time Threshold-Event”, “TLS CA certificate invalid in one week”, “TLS certificate invalid in one week”, “TLS has default time” and “TLS own chain invalid”:  
The features require NMP version 7.1.0.0 or higher.
- Feature Separate RTP/SRTP:  
The feature requires NMP version 7.1.0.0 or higher. The feature can only be used on the CCU4 hardware.
- NMS support:  
NMS is not supported with this firmware and all future firmware releases.
- NAMES support:  
This firmware supports NAMES but has no direct dependency to NAMES itself. To support NAMES properly, the target system needs to be configured with NMP 7.1.0.0 or newer.
- Support for extended Trunk Group options:  
The feature requires NMP 7.2.0.0 or higher.

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## **NovaTec Release Information Firmware 00.08.02.01**

### **1. Bug fixes included in this release**

### **2. New features**

### **3. Other Changes**

### **4. Known Issues**

### **5. Dependencies**

#### **1. Below is a list of bug fixes that have been resolved in this release**

##### **CCU4 related:**

- If a CCU4 was configured to use DHCP (setting "DHCP on (Default)"), then the CCU4 did perform a continuous reset after the configuration was transmitted to the target system. The problem has been solved.
- On the CCU4 a SIP call was not disconnected if no RTP packets had been received within 10 seconds after the call had been answered. The problem has been solved.
- A CCU4 could not be used as a RMCS-Server. The CCU4 did not accept any incoming RMCS calls. The problem has been solved.
- The auto negotiation on the Ethernet interfaces of the CCU4 did not work with some IP switches (e. g. with the vendor TP LINK). The result was that the Ethernet interface did not come up if it was connected to a gigabit switch. As mentioned before the problem did only occur with certain switches. The problem has been solved.
- A possible system reset on CCU4 based systems has been fixed. The problem could occur if many simultaneous calls were cleared at the same time.
- It was not possible to sign NMS certificates on the CCU4 using SCEP. The problem has been solved.
- If DTMF was used on the CCU4, then the call lost its audio connection after the first DTMF digit was played. Also, all subsequent calls had no tones and no audio connection. A system reset was required to bring the CCU4 back to work properly. The problem has been solved.
- The following switching problems on the CCU4 have been solved:
  - Sporadically no audio connection after a call transfer
  - Call was cleared 10 seconds after a call transfer
  - No audio connection on IP to ISDN calls if the ISDN interface was configured as cross connection subscriber line or trunk line



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#### **Related to all systems:**

- The connected party number received from the SIP side (e. g. from CUCM) was not properly forwarded to the ISDN phone if the number was suppressed. Instead of seeing that the number is suppressed the caller saw an IP address in the display of his phone. The problem has been solved. The suppressed connected party number from the SIP side is now forwarded to the ISDN side with the indication "presentation restricted".
- It could happen that a RMCS call was not cleared by the RMCS client after the last data call had ended. The problem has been solved.
- If TLS was used the setting "Connect channel before a connect message has been received..." in the trunk group settings did not work correctly. The NovaTec gateway always created an own ring tone regardless of the setting. The problem did not occur on systems not using TLS. The problem has been solved.
- It could happen that a target system booted in default mode after transmitting a configuration with a music on hold file. The problem has been solved.
- A RMCS client performed a system reset if the connection to the RMCS server could not be established due to a mismatch in the SRTP configuration of both systems. The reset occurred if the client was setup to allow SRTP only but the server did not allow SRTP. The problem has been solved. With such a faulty configuration it is still not possible to establish a RMCS call but the client will not perform a system reset anymore.
- If the NovaTec gateway did not receive a ring tone from the SIP side it could happen that no ring tone was send to the ISDN side. The problem did only occur if the ISDN interface was configured as cross connection subscriber line or trunk line. The problem has been solved.

#### **2. New features**

- None.

#### **3. Other changes**

- None.

#### **4. Known issues**

- With a S3 connected to a CUCM as a line device it can happen that a calling IP phone receives a ring back tone even when the callee behind the S3 is busy or not plugged in.
- In case an ISDN phone behind a NovaTec gateway is busy it will take three seconds until the caller will be informed that the callee is busy. This behaviour is mandatory for the ISDN bus and is specified in European and international ISDN standards. This is not a bug but because of this ISDN behaviour the user experience is different compared to SIP to SIP or SIP to analogue calls.
- Call forwarding busy on the S3 line is not working if it is activated from the ISDN or analogue phone. The locally forwarded call from the S3 is rejected from CUCM with "Busy here". But the destination of the call has no active call. The problem is caused by the "Busy trigger" in the CUCM configuration for the S3. As a workaround call forwarding busy can be activated in



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the CUCM configuration.

- If the REFER method is used to perform a transfer in the CUCM the transfer will fail when the second call is an incoming call. The transfer will be successful if both calls are outgoing or if at least the second call is outgoing.

## 5. Dependencies

- S3 registration as a line device in CUCM:  
The feature requires NMP version 6.3.2 or higher and CUCM version 7.1.2 or higher.
- Feature Data-Calls with clear channel codec (X-CCD):  
The feature requires NMP version 6.3.2 or higher and CUCM version 7.1.2 or higher.
- Feature TLS:  
The feature requires NMP version 6.7.0.4 or higher and CUCM version 7.1.3 or higher. TI-CA 1.6.0.2 is required if client/server authentication is used. Please use only TI-CA 1.6.0.2.
- Feature MLPP:  
The feature requires NMP version 6.6 or higher. If the NovaTec-GW is connected to a CUCM MLPP works only on SIP trunks. The feature cannot be used on a S3 which is configured as a line device.
- Feature RMCS:  
The feature requires NMP 6.7.0.4 or higher. To use RMCS on a S3 a special S3 hardware is required (article no. 1F8xxx-R). To use RMCS on a CCU3 based system, the CCU3 must have at least R-State R8E.
- Feature 3PTY:  
The feature requires a CCU3 based system and cannot be used on a S3.
- Feature SCEP:  
The feature requires NMP 6.7.0.4 or higher.
- Feature CLI over Trace Info Client:  
At least Trace Info Client version 6.8.0.5 is required. Please visit our website for detailed information about CLI commands and software and firmware versions supporting the CLI.
- Feature CCU4 support:  
The feature requires NMP version 7.1.0.0 or higher.
- Feature UP0 support:  
The feature requires NMP version 7.1.0.0 or higher.
- Support for the Call Home events "Call Setup Time Threshold-Event", "TLS CA certificate invalid in one week", "TLS certificate invalid in one week", "TLS has default time" and "TLS own chain invalid":  
The features require NMP version 7.1.0.0 or higher.
- Feature Separate RTP/SRTP:  
The feature requires NMP version 7.1.0.0 or higher. The feature can only be used on the CCU4 hardware.



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- NMS support:  
NMS is not supported with this firmware and all future firmware releases.
- NAMES support:  
This firmware supports NAMES but has no direct dependency to NAMES itself. To support NAMES properly, the target system needs to be configured with NMP 7.1.0.0 or newer.
- Support for extended Trunk Group options:  
The feature requires NMP 7.2.0.0 or higher.

**August 2012**

**NovaTec Kommunikationstechnik GmbH**





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## **NovaTec Release Information Firmware 00.08.02.00**

- 1. Bug fixes included in this release**
- 2. New features**
- 3. Other Changes**
- 4. Known Issues**
- 5. Dependencies**

- 1. Below is a list of bug fixes that have been resolved in this release**

### **CCU4 related:**

- Data calls on the CCU4 were rejected if the caller and callee both were destinations on the same CCU4. The problem did not occur on all call flows and depended on the behaviour of the called device. The problem is solved.

- 2. New features**

### **Related to all systems:**

- The firmware supports a new configuration option which controls the behaviour on ISDN trunk line and cross connection. If the option is activated the NovaTec gateway will always connect through the B-channel when the call is alerting even if the called PBX does not signal/indicate the presence of a ring back tone. If the option is deactivated the NovaTec gateway will play its own ring back tone when the call is alerting and the PBX does not signal/indicate the presence of a ring back tone. This feature requires NMP 7.2.0.0. The new option can be found under "NovaTec-System/Trunk Group". Detailed information on the interworking of the current and previous NMP and firmware versions can be found in the NMP 7.2.0.0 online help.
- The firmware is now able to establish unsecure call home calls if TLS is activated but the certificates have not yet been signed. Before this change no call home calls were possible in that state because the system tried to establish secure calls but without signed certificates all secure calls failed, of course. To have successful call homes in this state an unsecure NMS or NAME Server must be configured in the target system. This feature enables NAMES to perform the call home job "Cert Sign Job" (sign certificate on incoming call home).

- 3. Other changes**

None.

- 4. Known issues**

- With a S3 connected to a CUCM as a line device it can happen that a calling IP phone receives a ring back tone even when the callee behind the S3 is busy or not plugged in.



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- In case an ISDN phone behind a NovaTec gateway is busy it will take three seconds until the caller will be informed that the callee is busy. This behaviour is mandatory for the ISDN bus and is specified in European and international ISDN standards. This is not a bug but because of this ISDN behaviour the user experience is different compared to SIP to SIP or SIP to analogue calls.
- Call forwarding busy on the S3 Line is not working if it is activated from the ISDN or analogue phone. The locally forwarded call from the S3 is rejected from CUCM with "Busy here". But the destination of the call has no active call. The problem is caused by the "Busy trigger" in the CUCM configuration for the S3. As a workaround call forwarding busy can be activated in the CUCM configuration.
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- Feature CCU4 support:  
The feature requires NMP version 7.1.0.0 or higher.
- Feature UP0 support:



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The feature requires NMP version 7.1.0.0 or higher.

- Support for the Call Home events “Call Setup Time Threshold-Event”, “TLS CA certificate invalid in one week”, “TLS certificate invalid in one week”, “TLS has default time” and “TLS own chain invalid”:

The features require NMP version 7.1.0.0 or higher.

- Feature Separate RTP/SRTP:  
The feature requires NMP version 7.1.0.0 or higher. The feature can only be used on the CCU4 hardware.
- NMS support:  
NMS is not supported with this firmware and all future firmware releases.
- NAMES support:  
This firmware supports NAMES but has no direct dependency to NAMES itself. To support NAMES properly, the target system needs to be configured with NMP 7.1.0.0 or newer.
- Support for extended Trunk Group options:  
The feature requires NMP 7.2.0.0 or higher.

**July 2012**

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