

Release Notes 3.1.04

Last Modified on 07/22/2019 2:51 pm EDT

NOTE:

Customers can upgrade from 3.1.01 to this maintenance release. Customers still on 2.2.02 or previous versions must first upgrade to 3.1.01 before installing 3.1.04. Please contact support@keraunouc.com with any questions.

Release Date: 07-17-2019 5pm EST

Maintenance Release 3.1.04 provides several updates and bug fixes. Interruptions to application or voice services are not expected.

- Chat+/SMS
 - Fixed an issue where not all Chat+ Channels were displayed when choosing one for a Messaging Group.
 - Addressed an issue where multiple SMS Channels were shown in Chat+ for the same interaction.
- Reporting
 - Addressed an issue where only 1 agent was showing as available in report #3 on a single Ring Group, regardless of true number available.
- Presence
 - Fixed an issue where statuses would sometimes revert to **Available** overnight when Status Sync was enabled.
 - Addressed a rare issue where Presence statuses could change unexpectedly.
- Voicemail
 - Resolved an issue where voicemail greetings incorrectly generated when reset through the Users & Devices menu.
- Caller ID

- Fixed an issue where Prepended Caller IDs were inaccurate within overflow Ring Groups.
- Extension Groups
 - Fixed an issue where users were unable to add new Extension group(s) in Presence Management.
- Permissions
 - Addressed an issue where Ring Group Call Recording Permissions could not be managed properly, even when **Policy Override** was enabled.
 - Resolved an issue where certain permissions defaulted to **Deny**.
 - Resolved an issue where DNS and NTP settings were overwritten upon updating the system.

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