

Release Notes 3.1.09

Last Modified on 11/22/2019 12:56 pm EST

What's New?

We strive to expand our support options to empower partners with the most modern communication experience. Be sure to review our [recently added or updated Knowledge Base articles](#).

3.1.09 Maintenance Release

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 3.1.09. Please contact support@keraunouc.com with any questions.
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Release Date: 11-12-2019 5pm EST

Maintenance Release 3.1.09 includes device certifications, firmware update, and bug fixes. Interruptions to application or voice services are not expected.

General Updates

Certified Phones

The following Mitel phones are now certified: 6867i, 6873i, and 6869i.

Firmware Update

Upgraded the Polycom Soundpoint IP firmware to the updated stable version (4.0.14.1580) for supported models:

IP331	IP650
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IP335	IP670
IP450	IP5000
IP550	IP6000
IP560	IP7000

Bug Fixes

General

- Resolved an issue where users were removed from the system after updating their profile photo.
- Fixed a rare issue where a missing log file directory would inhibit the restart of the database from the UI.
- Resolved an issue where an instance would lose SMS, Call Flow toggles via the UI, and transcription functionality due to a failed cloud services key renewal.

Chat+

- Resolved issue with Android Push notifications on Chat+ mobile app.
- Addressed issues encountered regarding password changes for UCaaS and Chat+.
 - When users change their own password, they are correctly logged out of UCaaS and logged out of any Chat+ sessions.
 - When an admin changes a user's password, the user is correctly logged out of their Chat+ sessions.

Reports

- Added a Hold Time column on the Ring Group Summary report.
- The Agent Answered/Disposition field is now included in CSV or PDF exports for the Ring Group Analytics report.
- Scheduled Reports now include the option for either PDF or CSV to be

routed via email. When both types are desired, run schedule each report separately.

Bolt (Desktop App)

- Updated Bolt desktop app in accordance with the MacOS requirement for all apps to be notarized. Users must reinstall the latest version in order for Bolt to operate properly.

Integrations

- Fixed an issue where phone numbers saved in Salesforce with a space could not be called using the Kerauno Integration.

Presence

- Additional updates made to DNS and NTP settings to avoid being overwritten during updates.
- Updated Presence session re-authentication to a maximum of 6 retries.
- Increased performance capabilities.

Remote Backup

- Addressed an issue when running a backup on command was not properly gathering data.

Please contact support@keraunouc.com with any questions.