ICE Server 2.2.2

Release notes for prerelease

Copyright © 2024, Instant Connect Software, LLC. All rights reserved.

Document version 1841, produced on Friday, September 06, 2024.

main 90adc8bf40040649230176bbdd465f6261a2d8e0

ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED “AS IS” WITH ALL FAULTS. STA GROUP DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL INSTANT CONNECT LLC OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF STA GROUP OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Trademarks mentioned in this document are the properties of their respective owners.

Contents

1 New & Improved **4**

2 Fixes **4**

3 Known Issues **4**

3.0.1 After server upgrade, prior default Rallypoint no longer appears as channel default. (ICE-10332) 4

3.0.2 When creating a patch using the “Create and Activate” command in ICE Desktop, sometimes the patch will not function (ICE-8561) 4

3.0.3 Deleting a static reflector from ICE Desktop does not cause the reflector to shut down or otherwise stop operating. (ICE-8405) 5

3.0.4 The Cassandra Kubernetes pod restart count continuously increments after a fresh installation or upgrade of ICE Server, but there is no loss in service. (ICE-6576) 5

3.0.5 Poor audio quality is observed when an ICE user calls another ICE user through a PSTN “dial call”. (ICE-4027) 6

1 New & Improved

These changes add new features or improve the functionality of existing ones:

- *No new features in this release.*

2 Fixes

These issues have been resolved in this version of the product:

- Server: Remove "patch::" from eventSubscriptions for Patch role. Discovered in 2.1.2-Hotfix3. (ICE-10310)
- Transpetro: Patch audio stops working when there is loss of connectivity to server for 7-11 secs. Discovered in 2.1.2-Hotfix3. (ICE-10228)
- Merge LDAP fixes for Beach Energy into release 2.2. Discovered in 2.1.2-Hotfix3. (ICE-10263)

3 Known Issues

These are issues known to exist in the product:

3.0.1 After server upgrade, prior default Rallypoint no longer appears as channel default. (ICE-10332)

3.0.1.1 Conditions ICE server upgrade to 2.2.0

3.0.1.2 Workaround Define default Rallypoint in telephony channel defaults

3.0.2 When creating a patch using the "Create and Activate" command in ICE Desktop, sometimes the patch will not function (ICE-8561)

3.0.2.1 Conditions This issue may occur intermittently when sufficient latency exists in processing the patch creation command. Users may find this issue more common in geographically redundant systems or when the ICE Server is under heavy user load. This issue only occurs when using "Create and Activate;" manually creating, then activating a patch will not experience this issue.

3.0.2.2 Workaround Deactivate the patch in ICE Desktop, the re-activate it by clicking the “Activate” button.

3.0.2.3 Additional information This issue is caused by a patch that is created, but then not properly activated (despite the user interface indicating the patch was made active).

3.0.3 Deleting a static reflector from ICE Desktop does not cause the reflector to shut down or otherwise stop operating. (ICE-8405)

3.0.3.1 Workaround System administrators should stop the reflector process (by killing its Docker container) prior to deleting the reflector in the ICE Desktop application if they intend for the reflections provided by the entity to stop.

3.0.3.2 Additional information When a static reflector has been deleted for ICE Server the reflector process associated with the deleted entry “coasts”—that is, the reflector will continue to operate in whatever state and configuration existed at the moment it was deleted. It will receive no further configuration updates from the server but will not automatically terminate, either.

3.0.4 The Cassandra Kubernetes pod restart count continuously increments after a fresh installation or upgrade of ICE Server, but there is no loss in service. (ICE-6576)

3.0.4.1 Conditions This occurs only after performing an ICE Server installation onto a Kubernetes cluster or upgrading an existing system in a geographically-redundant configuration. This problem is not seen on single-site deployments (single-node or multi-node).

It affects systems whose link between data centers is slow enough that database schema updates take longer than the built in timeout allows for. A slow persistent storage system—or one under heavy load—may manifest this issue, too.

3.0.4.2 Workaround Run these commands in `cqlsh` (replacing `dc` and `replica` values as appropriate):

```
DROP KEYSPACE reaper_db;
CREATE KEYSPACE reaper_db
  WITH REPLICATION = {
    'class' : 'NetworkTopologyStrategy',
    'dc1': 1
  };
```

Allow the reaper to finish its schema updates, then in `cqlsh`:

```
ALTER KEYSPACE reaper_db
  WITH REPLICATION = {
    'class' : 'NetworkTopologyStrategy',
    'dc1' : 1,
    'dc2' : 1
  }
```

Finally, on each node in `dc2`, run `nodetool rebuild - dc1`

3.0.5 Poor audio quality is observed when an ICE user calls another ICE user through a PSTN "dial call". (ICE-4027)

3.0.5.1 Conditions When two users are assigned dial numbers and one user dials another user's device through the soft-phone feature in the app, the established call will exhibit lower audio quality than expected.

This issue is not exhibited when a user makes a "private call" to another user. That is, only user-to-user calls placed by dialing a phone number are subject to this limitation.

3.0.5.2 Workaround Instant Connect users should call each other through the private calling mechanism by searching for the user's name in the directory and clicking the adjacent telephone icon.

3.0.5.3 Additional information This issue is caused by double-encoding "loopback" audio traffic as it enters and leaves the ICE Telephony system.

This document describes changes introduced between build bab1230 to c4aa2a0.