



ICE Server 3.1.2

Release notes for prerelease

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1 New & Improved

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

- Modify Cornea for Java to fetch channels using Person instead of PlatformClient. (ICE-16828)
- SPIKE: Use Grafana 7.x alert config in Grafana 8.5.x. (ICE-16829)
- Remove all default Grafana dashboards by default. (ICE-16808)
- Add ability to specify wolf SSL in reflector configuration. (ICE-16661)
- Add ability to inject trusted CA certs into Cornea Java. (ICE-16591)
- Add ENGAGE_FEATURE_ID_RP_STATIC_REFLECTOR featureset to reflector external server session info. (ICE-16423)
- Add a liveness probe feature to the universal agent. (ICE-16513)
- Add featureset license to static reflector (add support for new rallypointd binaries). (ICE-16507)
- Universal agent should trim whitespace from device ID value. (ICE-16495)
- Implement telephony/gateway leader mode in the universal agent. (ICE-16437)
- Implement leader election in the universal agent. (ICE-16183)
- Restart IPphone pod if configmap changed. (ICE-16392)
- Create new rallypoint agent. (ICE-15213)
- Create Rallypoint agent sidecar. (ICE-15425)
- Update kafka mirrormaker API version. (ICE-16029)
- SPIKE: Disable ice-certificate chart by default. (ICE-15734)
- Create MinIO cleanup job on /data/files bucket. (ICE-15086)
- Create support for rallypoint to be able to login into Arcus like external servers such as a patch agent or static reflector. (ICE-15212)
- Capture caller's phone number and type for incoming calls. (ICE-15383)
- ICE OS: Add interview question and screen to consume LDAPS server certificate. (ICE-13781)
- SPIKE: Create configmap reloader. (ICE-15381)
- Merge PR into release/3.1.2 branch. (ICE-15232)
- ICE OS: Add interview question and screen to enable SRTP and consume certificate/key pair. (ICE-14912)
- Cloud: WolfSSL with Nginx-Ingress Controller. (ICE-13428)

2 Fixes

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

- Template iceIngress chart's registry and image values for release installation. Discovered in 3.1.1. (ICE-15654)

- Unable to find device ID when creating external patch server and reflector. Discovered in 3.1.2. (ICE-16317)
- Elastic Search doesn't return configured AD user if it has T1 or T2 Prefix. Discovered in 3.1.1. (ICE-16214)
- Cloud: Change default docker name of 'engagebridge'. Discovered in 2.0.0. (ICE-5064)
- ICE Server upgrade takes too long due to elastic model manager slowness. Discovered in 3.1.1. (ICE-15362)
- Use a standard certgen webhook image for WolfSSL Nginx-Ingress controller. Discovered in 3.1.1. (ICE-15614)
- Licenses leakage for Patch admin and WFA admin after server outage. Discovered in 3.1.0. (ICE-15187)

3 Known Issues

These are issues known to exist in the product:

3.0.1 Default Rallypoint selections (made in ICE Desktop > Settings > Channel) may be cleared after an ICE Server upgrade. This will result in intercom channels and private calls created after the upgrade from functioning. (ICE-10332)

3.0.1.1 Conditions This occurs when ICE Server is upgraded to version 2.2.0.

3.0.1.2 Workaround After upgrading ICE Server, an ICE administrator should review the Channel default settings to assure a valid Rallypoint has been selected for assigned channel, intercom channel, and telephony defaults.

3.0.2 IP Phone usage on the license management page may be inaccurate after a server upgrade or reboot. (ICE-8458)

3.0.2.1 Conditions If a user remains logged in (i.e., does not logout, so the session continues) to the ICE IP Phone XML client prior to a server upgrade or reboot, then on their next login that user may take up multiple licenses for the session.

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 To stop the reflections provided by the reflector, system administrators should stop the reflector process (by killing its Docker container) prior to deleting the reflector in the ICE Desktop application.

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”, i.e., the reflector continues to operate in whatever state and configuration existed at the moment of deletion. It will receive no further configuration updates from the server, but will not automatically terminate, either.

3.0.4 People and channel lists do not display all entities when 1000+ users or 200+ channels are created in bulk. (ICE-8130)

3.0.5 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)

3.0.5.1 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.

3.0.5.2 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`

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

3.0.6.1 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. Only user-to-user calls placed by dialing a phone number are subject to this limitation.

3.0.6.2 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.

3.0.6.3 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 9925948 to b32cc5b.