instant c•)nnect

ICE Server 3.3.0
Release notes for prerelease

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1 New & Improved

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2 Fixes

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

- Some admin K8s cronjobs do not work correctly. Discovered in 3.3.0. (ICE-20150)
- Archiver pod restarted and agent logs in loki show error. Discovered in 3.3.0. (ICE-19999)
- Rallypoint service was missing discovery and patch server logging spurious messages. Discovered in 3.2.0. (ICE-19901)
- After UCS host reboot, external static reflector stays in disconnected state and docker restart reflector-agent is needed to resume operation. Discovered in 3.2.0. (ICE-18840)
- Update API Request Queue Depth in system health dashboard. Discovered in 3.2.0. (ICE-17835)
- After hard reboot of VM, patch,reflector did not reconnect to Arcus. Discovered in 3.2.0. (ICE-18681)
- Flutter: Text alert notifications disappear if users log out and re-login. Discovered in 3.2.0. (ICE-17844)
- Patch tab is missing if license does not have available workflow admin feature. Discovered in

3.1.1. (ICE-18278)

- ice-minio failed to upgrade due to minio authentication error. Discovered in 3.2.0. (ICE-18315)
- ICE OS migration script 003 complains about a missing restore cql file. Discovered in 3.2.0. (ICE-17768)
- Audit logs do not show any actions done in Group (People management). Discovered in 3.2.0. (ICE-17313)
- mobile: occasional crash during 20ch load. Discovered in 3.3.0. (ICE-17281)
- Geo: Elastic sync issue across 2 datacenters. Discovered in 3.1.1. (ICE-16855)
- Delete Person Group Assigned To Channel. Discovered in 3.2.0. (ICE-17499)
- Address the ES and Cassandra channel participant count issue when the same person is directly assigned to a channel and the person group he belongs to is also assigned to the channel. Discovered in 3.2.0. (ICE-17113)
- Platform services should stay in 0/1 init state if Kafka is not healthy. Discovered in 3.2.0. (ICE-16995)
- ICE Server's Grafana should not send analytics information. Discovered in 3.1.2. (ICE-16992)
- Grafana: System health and alert dashboards are not updating alerts. Discovered in 3.1.2. (ICE-16878)
- External server name uniqueness causes confusion. Discovered in 3.1.1. (ICE-16038)

3 Known Issues

These are issues known to exist in the product:

3.0.1 For geo-redundant deployments, if DC1 is down, then audio alerts sent on channels aren't heard by either the sender or receiver. (ICE-20434)

3.0.1.1 Workaround   Create another mesh Rallypoint with DC2 RP first and DC1 second, then configure the assigned channels with this second mesh. Audio alerts will now work when DC1 is down.

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

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

3.0.2.2 Workaround   After upgrading ICE Server, an ICE administrator should review the Channel default settings to ensure a valid Rallypoint is selected for the assigned channel, intercom channel, and telephony defaults.

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

3.0.3.1 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.

3.0.4 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. 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 990dd9a to 004f781.