



RELEASE NOTES

Quobis Communications platform

Version 4.1 – May 2020

Version 4.1 – May 2020	1
About this document	2
Introduction to this version	2
Related documentation	2
Upgrade notes	2
Component version	3
What's new	4
Overview	4
Product specific updates	5
Quobis WAC	5
Quobis Collaborator	5
Quobis manager	5
Quobis SDK	6
Detailed features	7

About this document

This document describes new features, bug fixes, corrections and updates regarding the Quobis Communications Platform, along with other pertinent release information. This document integrates information about the main four components.

Introduction to this version

The main focus of the present release is to provide customers with the multiple improvements achieved on the latency optimization and architecture flexibility. Focused on scalability and optimization, the new architecture is improved internally to offer better performance on cloud ad-hoc environments.

Other important points added are the upgrades on the SIP integration. With a new and dedicated SIP proxy as SIP entry point, all signalling is improved and programmatic control is enhanced. Custom SIP signalling, isolated protocol management, improved load capacity, etc. The SIP proxy allows all kind of ad-hoc integrations for our customers.

Related documentation

The related documentation for this release is located in the Quobis documentation site: <https://doc.quobis.com> Extra information about Quobis and its solutions can be found also at <https://www.quobis.com>

Upgrade notes

To upgrade from a previous version, a complete installation process must be done. It is required to make an update of the database using a migration script.

Main architecture changes include new elements: the `chat-database`, the `sip-proxy` and the `ws-proxy`. But the installer will take account of them.

This version backend is compatible with 4.0 SDK clients, if this is your case, your applications will keep working fine right now, but consider to migrate it to 4.1 before the end of life of 4.0 release.

Please contact your Quobis representative to detailed description about the update.

Component version

This release is composed by the following internal components.

Quobis components	
sippo-server	20.1.0
qss	4.7.0
oaut2-proxy	1.12.0
xmpp-server	1.4.0
sfu-dispatcher	1.2.0
ws-gateway	1.3.0
sfu-wrapper	1.12.0
rec-worker	3.1.1

SDK selection	
sipposdk-js	25.1.0
sipposdk-android	0.14.0
sipposdk-ios	0.21.0
sipposdk-cpp	0.1.0

Deployment	
sippo-k8s	2.5.4
sippo-maintainer	1.0
sippo-exporter	1.3

Quobis applications		
Collaborator web	webphone	5.5.1
Collaborator iOS	ucclient-ios	0.18.1
Collaborator Android	ucclient-android	
Manager web	sippo-manager	2.0.0

External dependencies			
message-broker	RabbitMQ	Application Server	3.7-management
database	MongoDB	Application Server	4.2
reverse-proxy	ingress-nginx	Application Server	0.25.1
chat-database	PostgreSQL	Application Server	12-alphine
audiomixer	Asterisk	Media Server	16.7.0
sfu	Janus	Media Server	0.9.2
sip-proxy	Kamailio	Media Server	5.2.0
turn-server	CoTURN	Media Server	4.5.1.1
monitoring-ui	Grafana	Quobis Manager	6.4.3
log-database	Loki	Quobis Manager	1.4.0
monitoring-db	Prometheus	Quobis Manager	v2.13.0

What's new

Overview

The list below shows the overview of the main features added since the previous version at each category.

A detailed list is provided in the next subchapter.

Category	What's new
global	<p>Global improvements regarding the internal work of the system. The unified system based on a message-broker allows to add more services and remove them easily, giving more flexibility to the architecture.</p> <p>The main change comes from latency optimization, based on a ws-proxy that allows a unique system connection with better and improved performance.</p> <p>Also a new language is supported: Portuguese</p>
auditing	<p>Manager application performance is improved to support high amounts of data. The whole application was refurbished and the usability is really nice now.</p> <p>Regarding monitoring software it was enhanced with log view and troubleshooting filters navigation. No more consoles to extract logs. Just use the logs, cross metrical performance KPIs data with direct container logs and get your info easy and direct.</p>
authentication	n/a
conferences	Attended transfer is without doubt the main change here. But other minor changes are involved, most of all regarding the UX and the info displayed on the screen during a conference.
contacts	n/a
deployment	<p>TLS 1.3 support is included. Your apps are now more secure, more efficient, more reliable.</p> <p>NGINX was selected as ingress-controlled for the cluster, so some enhances here from the original Traefik</p>
media	SIP early media support and more options regarding the codec selection and media bandwidth allocation for calls. Also were applied some audio improvements to reduce audio-noise on calls.
meetings	Meetings now include more options to add flexibility to the meeting invites. REST API was improved to support more use cases
messaging	The main change here is the storage of chat conversations. Enhanced reliability, performance, flexibility to store on the backend architecture.
notifications	Improved and resolved multiple issues with chat notifications. Also a red icon indicates now actions required on the Collaborator web app. As simple as useful.
recording	Added ability to remove videos internally after process and external storage (GDPR compliant)
users	Ability to reach SIP endpoints for anonymous users. Multiple improvements on the usability of the manager application.

Product specific updates

Quobis WAC

Application Server

Hard work on the setup call time, in order to simplify the internal protocol and proved faster setup times.

Work done on the backend server that includes a new WS gateway on the architecture. This allows to reduce the parallel connections with the server, improving performance and simplifying architecture.

Cloud deployments were reviewed and updated to provide an improved experience creating your own cloud service. Specially focused on Amazon Web Services.

Work done on the agent assigner to feed external APIs or resolve internally the agent assignation.

Media Server

Includes improvements on performance and flexibility of the recording service. Allowing more parallel work and more flexibility in order to assign resources to the recording processing.

Included more flexibility regarding codecs selection and network bandwidth consume to limit network consumption.

Interconnection broker

It was focused on the SIP interconnection allowing a dedicated SIP proxy that allows more flexibility on the SIP headers for SIP interconnection and grants scalability with a single trunk element.

Quobis Collaborator

Performance updates

Provided performance updates regarding setup and loading times.

Desktop applications

Improved performance and reliability. Included screen sharing options on the desktop version.

Included several Visual improvements

Regarding user interface, there are several updates like the permanent indicator of messages and calls on the tab browser, improvements on the conference view like the participants names (more visible), improvements on settings and meeting creation views.

Quobis manager

Administration

Work focused on better performance and reliability. Including options to handle users one by one on detail

Included options to download a CSV directly from the user and conference list to help manage the system.

Monitoring

Work on several dashboards to include better information including a dedicated security dashboard and a dedicated log viewer engine for improved troubleshooting.

Quobis SDK

Performance

Continuous work on legacy code deprecation and performance updates. Also included noise reduction techniques for better audio quality.

Solved several bugs related with chat, including problems with groups, disconnected users and notifications.

Features

Included seen/displayed notifications on the SDK level

Included context creation on the SDK level, now a raw JSON data could be added to feed the agent assinger engine.

Improved screen sharing to remove external dependencies

Breaking changes on the SDK API are focused on internal behavior:

This version of the SDK is not compatible with 4.0 backend

This version of the SDK limits support of browsers for screen sharing (Chrome ≥ 72 , Firefox ≥ 66 and Edge ≥ 17)

Detailed features

Find below a complete list of new features included in this release:

Key	Summary	Category
ROAD-454	Add error logs in QSS when "resolvePush" is set to true and it is not possible to reach Push service in sippo-server	auditing
ROAD-530	[MANAGER] CDR (call detail record) display and download	auditing
ROAD-581	[MANAGER] Integrate services logs viewer (Loki)	auditing
ROAD-624	Generic filter in /conferences/ endpoint to retrieve list of conferences	auditing
ROAD-1016	As an admin I want to have separated access to Grafana	auditing
ROAD-654	[IOS] MVP call history view (calllog)	conferences
ROAD-656	[native] conference support on android / ios	conferences
ROAD-669	Dialpad - Press ENTER to start audio call	conferences
ROAD-699	[collab] Attended transfer	conferences
ROAD-702	Play a different sound for incoming calls when you are already in a call	conferences
ROAD-739	Add remoteVideoCapture to whiteboard background options	conferences
ROAD-782	Screen sharing support in the desktop application	conferences
ROAD-852	[AND] Make a video call to a displayed contact from the contact list	conferences
ROAD-962	Allow more than 9 video participants on a conference	conferences
ROAD-1023	[AND] MVP call history view (calllog)	conferences
ROAD-653	[native] contact view on android / ios	contacts
ROAD-520	Prevent certain types of files (JS, HTML and any potentially harmful type) from being transferred (filetransfer)	datatransfer
ROAD-601	Use NGINX as ingress controller	deployment
ROAD-603	Grant TLS 1.3 support on the server side	deployment
ROAD-538	Avoid credentials being leaked by SAPI endpoints	global
ROAD-551	Adapt settings view to a single-panel vision	global
ROAD-558	Testing container - Chrome + sippojs client	global
ROAD-573	Add Portuguese webphone translation	global
ROAD-583	Implement CORS configuration mechanism	global
ROAD-590	Backend server resource reach-ability service	global
ROAD-606	Transition from Socket.io to plain Websocket	global
ROAD-631	Remove deprecated / obsolete services from wac.ini	global
ROAD-637	Apply traffic security and anti-DoS measures to k8s ingress (nginx)	global
ROAD-731	[QSS] Communication between Asterisk and QSS.trunk through events for HA.	global
ROAD-1105	[IOS] [caps] Support for "chat" capability	global
ROAD-1107	[IOS] [caps] Support for "call-history" capability	global
ROAD-1110	[IOS] [caps] Support for "call-from-chat" capability	global
ROAD-1111	[AND] [caps] Support for "call-from-chat" capability	global
ROAD-534	Add webphone Janus support for toggle camera feature	media
ROAD-542	Refactor am-wrapper: listen AMI and create events at message-broker	media

	(AudioMixersIO)	
ROAD-557	Include the busy tone when call is rejected	media
ROAD-595	Background noise reduction techniques in SippoSDK-JS and webphone	media
ROAD-622	Provide audio toggle for mobile applications	media
ROAD-633	Ability to change the default bandwidth of the video flows	media
ROAD-659	Early media support with sippoMS.sfu	media
ROAD-572	Automatic SMS / email notification to users when creating a meeting	meetings
ROAD-626	Improve mail templates for more customization on body and headers	meetings
ROAD-30	Chat / call / SIP agent assigner (SDK, REST endpoint)	messaging
ROAD-522	Migrate XMPP storage to SQL based system	messaging
ROAD-620	Ability to enable/disable "conference chats" in Application Server	messaging
ROAD-647	Group chat push notifications - Android support	messaging
ROAD-655	[native] chat view on ios	messaging
ROAD-730	[QSS] Remove Pushes from qss.invite service.	messaging
ROAD-839	[IOS] CHAT: Take photo and send	messaging
ROAD-531	Add favicon notification when attention required	notifications
ROAD-586	Under configuration option, restrict registration to a single endpoint	notifications
ROAD-535	Do not disturb (per device)	presence
ROAD-434	Delete temporary files when recording process finish	recording
ROAD-545	Add REFER support on the SIP integration	SIP integration
ROAD-614	SIP/WebRTC: On hold music for held participants	SIP integration
ROAD-709	Add SIP header manipulation for AudioMixers	SIP integration
ROAD-585	[MANAGER] User edition improvements	users
ROAD-599	Allow anonymous user and groups to reach SIP destinations	users
ROAD-628	Add search filter in users pagination	users
ROAD-761	Improved view of user management list	users
ROAD-476	[collaborator] Set focus to chat text box after selecting a conversation	user interface
ROAD-589	Invites to someone which is already in the room should be automatically rejected	user interface
ROAD-616	Simplify DTMF UX	user interface
ROAD-652	[native] Login ability on android / ios	user interface
ROAD-1108	[IOS] [caps] Support for "video-calls" capability	user interface