

iCS Software Update

App Note Number: 271

Affected Products	iCS
Support Works Reference	N/A
Audience	Operations, Customers, Partners
Date	7 th May 2025
Supersede	254
Severity	Low - Software Upgrade

Background

iManager Communications Server (iCS) version 3.420 has been released to the Speakerbus Fast Track release stream to introduce the following product enhancements as detailed below.

New Features/Enhancements Added to 3.420

- SIP Trunk ARDs extended to multiple SIP Trunks including continuous ringing and forking (SB-6634).
- External Voice Service connections are now controlled by iCS External Connections licence (SB-7792).
- Bypass media is now configurable allowing media to always be routed via the iCS (SB-7963).
- Control added to allow conferences to stay up with only two members.

Defects Resolved in 3.420

- Media updates to conference members break the conference when that member leaves (SB-7694).
- Cisco MRD 123 doesn't work when configured as internal (SB-7726).
- Group calls originated from a third party do not play the announce tone (SB-7649).
- Live updates incorrectly change some internal connections to external (SB-7796).
- When upgrading iCS an error may be logged (SB-7788).
- Some appearances may get stuck busy elsewhere when they should be idle (SB-7507/SB-7795).
- ARD incorrectly reported on the iCS status page (SB-7718).
- Sometimes the call reset command did not clear the call cleanly resulting in endpoints using the wrong codec (SB-8072).
- Live updates to SIP Trunk signalling mode may not work (SB-7542).

Next Steps

iCS 3.420 may be used for server deployments that require customer or partner controlled operating systems using Red Hat® Enterprise Linux 8 or Oracle Linux 8. For other Red Hat® 8 derived variants please contact Speakerbus Global Customer Support.

iCS Server 3.420.6.0 requires a clean installation if upgrading from iCS 3.200.4.0 or earlier.

Please contact your regional Speakerbus account representative for guidance on how to obtain the software.

Once you have downloaded the software, please follow the installation instructions in the accompanying iCS_Readme.htm file to install your iCS server to 3.420.6.0.

If you have any questions regarding this communication, please contact Speakerbus Global Customer Support (<https://www.speakerbus.com/helpdesk>).

End of Application Note 271.