RELEASE NOTES

CONVERGENCE™ AV Manager

January 30, 2025

RELEASE 01.30.2025

Version 5.0.0.22

New features:

- Added notes within each device
- History of the last 25 status changes per device
- Function to export metrics using Prometheus
- AI-powered chatbot now available to answer questions about ClearOne devices
- Location based on IP for Local Agents from AV Cloud
- Added server map in AV Cloud
- A pause icon is displayed on devices on a server where monitoring is paused
- Added battery level for transmitters of Dialog UVHF

Fixes:

- Solved some Multicast issues in Linux
- Solved some bugs in the Windows install process

Version 4.1.0.3

New features:

- Support for Microsoft Entra
- Simplification of DB configuration during the installation process
- Audio and Video devices are displayed separately on the Dashboard

Fixes:

- Solved some GUI Issues

RELEASE 08.03.2024

Version 4.0.0.7

New features:

- Added ClearOne USB Devices through CONVERGENCE USB Monitor App.
- CONVERGENCE USB Monitor App for Windows/MacOS/Linux (Fedora and Ubuntu).
- Added device images.
- Support for Dialog UVHF.
- Improved Local Agent Auto Update process.
- Removed COLLABORATE Space integration.
- Image synchronization with LDAP.

Fixes:

- Improve performance of Web Interface.
- Solved some issues related with stacks.
- Solved an issue related with the status of devices connected through a CP2.
- Solved an issue in Linux when the Monitoring system changes from OFF to ON.

RELEASE 03.05.2024

Version 3.1.0.1

New features:

- Added Filter for Devices/Servers needing update
- Added API Key for integration with the REST API
- Domotz Custom Driver for Local Agent
- Support for Unite IPC
- Added User Profile Image
- Added Lock User Feature
- Added Last Accessed for Local Agents in Cloud/Enterprise
- Translated SMS

Fixes:

- Updated Copyright Year
- Solved an issue of Auto Update Local Agent from Local Web

RELEASE 10.31.2023

Version 3.0.3.6

New features:

- Enabled Multi-language support.
- Updated support for Console AI v7.6.3.2
- Added Install Manuals and online Help in French, Russian and Chinese.
- Improved Install and Launch process.
- Added Safety Mute management for CP2.
- Added support for BMA 360D microphone array ceiling tile.

Fixes:

- Fixed issue with not being able to sign into InSite server after registration.
- Fixed issue that prevented port 80 being used on Linux installation of local agent.
- Fixed issue where Linux Local Agent initially shows Wrong Registration Dialog.
- Solved some translation of literals.

RELEASE 05.27.2022

Version 3.0.2.4

Fixes:

- Works with CONVERGENCE InSite Server hardware appliance for configuration, firmware updates, etc.
- User Sign In page graphics on mobile fixed.
- Path Traversal security issues resolved.
- Improved registration email text and included AV Manager URL in email alerts generally.
- Can update 3.0.x.x Local Agent software from Cloud or Enterprise AV Manager.
- LDAP turned off after updates.
- Location hierarchy Alerts control fixed.
- When user's Last Accessed is Never, in details it was blank.
- Updated REST API document.
- "All Locations" was not assigned to initial owner by default for new Support or Client organizations in Cloud AV Manager.
- Installation instructions included with the Linux Convergence Local Agent installer.

Version 3.0.0.11

New features:

- *Simplified Agent Server Installation:* The Local Agent server software is easier to set up after first installation. Just enter three simple items of information at initial registration. No need to sign into the Local Agent or figure out complex IT settings. You are immediately connected to the server's account on Cloud or Enterprise AV Managers. Update Local Agent 3.0 servers from Cloud or Enterprise.

- *Manage User Device Locations:* A new Locations View and User Details tab provide powerful user device management within an organization:

  a. See device status by location and click through to its device records.
  b. See users assigned to a location along with their roles.
  c. Control the breadth of device user access and alerts by location.
  d. Limit device status alerts from specific locations, or not.
  e. Assign devices and users to any location hierarchy.
  f. Assign a user to different roles in different locations.

- *User Details Administration:* Make sure each user is properly provisioned for their job with full administrative user control – including alerts, location assignments, role, and type. In Cloud AV Manager, stay secure and simplify user management in multiple organizations with the help of a Home Organization.

- *New Firmware and Software Update Alerts:* Receive alerts for new firmware and software through email and SMS text messages, or not.

- *Customizable User Roles:* Each organization gets four preset "O-Roles" from which to customize and control user permissions: Owner, Organizer, Operator, and Observer. From them, make custom roles to meet special requirements for user access.

- *Dashboard Filtering:* Filter the Dashboard view to see and compare device data in three dimensions: Location, Product, and System – each a dynamic hierarchy, according to your assignment. Drill down to individual device records as filtered from the Dashboard.

- *Systems View:* Access all connected AV systems from a single view, including Organizations, Servers, and Subnets. Manage them and access their device records as before.

- *Visually Enhanced Portals:* Each AV Manager's User Sign In portal has its own distinctive, graphically designed interface. Though not customizable, they are a delight to enter.

- *Better Help Documentation:* The searchable, online Help documentation is better organized with O-Role-inspired sections, along with new Introduction and Appendix sections. Each AV Manager's Help documentation is complete for every user role, including new features listed above. Help view navigation link titles are shortened for quicker reading.

Version 2.0.8.3

Fixes:

- Fixed CONVERGENCE Enterprise not connecting to Cloud to validate the Enterprise license.

- Fixed Enterprise license values not being the same as those set by ClearOne. (Requires new licenses to be re-issued.)

- Improved Enterprise licensing connection and validation error reporting in its Settings > My Organization > Payment Plan.

RELEASE 01.21.2022

Version 2.0.7.3

New Features

- Added uninstall to installers
- If disconnected, Local Agent server now shows an "Unknown" Monitoring System status in Cloud or Enterprise Network views
- Added SMS text message delivery failure handling
- Added LDAP On/Off to user-action History
- Placed Terms of Service and Privacy Statement links in Cloud under LEGAL header
- Added tree view controls to REST API documentation navigation bar
- Shortened date format throughout to 3-character month name
- Removed "here" links and replace them with action links
- Removed Enterprise AV Manager downloads from "Downloads" page of Enterprise
- Changed title of Configure Alert Email Server to just Configure Email Server
- Improved user interface organization of Edit Payment Plan dialogs
- Showed red alarm bell and error string when Backlink Server Address is localhost, but allow it to persist
- Removed "CONVERGENCE" and "AV Manager" from browser tab of REST API
- Updated and improved About page and Help documentation

Fixes

- Corrected Remaining field issues when "Audio devices allocated" Amount field changed
- Removed unneeded Invited status expiration icon for Enterprise Organizations in Cloud Administrative organization
- Added missing "Managing Users" documentation from Cloud Admin Owner Help
- Fixed turned-off Monitoring System turning back on after a software update

RELEASE 12.17.2021

Version 2.0.6.5

New Features

- Improved My Organization Settings tab External Services UI
- Moved Server Address access to Settings > My Organization > External Services > Alert Services as Backlink Server Address
- Added info icon to invited organizations in Cloud and Enterprise AV Managers
- Added a screen to installers preventing installation if CONVERGENCE is already installed
- Included what versions of CONVERGENCE an installation can update successfully in the installer, pages for Updates, Downloads, etc.
- Improved formatting of alert email for device status changes using the Connections column
- Added a Local Agent Downloads page to Enterprise, like Cloud AV Manager for convenience
- Made Help documentation browser tabs for Cloud AV Manager show Organization type name
- Added setting for number of Agent Servers per page to My Organization Settings of Cloud and Enterprise AV Managers
- Changed the Servers view name to Network in Cloud Support Organizations, Cloud Client Organizations, and Enterprise
- Changed date format in list views to be consistent with other views, using the month name
- Changed to use JBoss-logging to avoid Apache Log4j vulnerability
- Updated Help documentation

Fixes

- Improved OVERHEATING! status details
- Removed start date in History date filter to only show the end date
- Made Calendar tool's first day of week Sunday consistently
- Corrected Cloud and Enterprise Monitoring System Issue status details
- Allowed Enclosed By Location to be set to None when editing a location
- Fixed sorting by Devices Used
- Corrected Pro Audio Metrics field labels and value in an organization's details General tab of Cloud Support Organizations
- Prevented automatic updates when there is a Java or web server update
- Fixed Manual Update being changed to Automatic when upgrading CONVERGENCE Local Agent or Enterprise
- Allowed Local Agent Server Accounts list to show more than 10 servers and paging tools
- Fixed various other minor UI bugs, including those relating to editing payment plans

 NTS-0127-001v1.9 January 2025

RELEASE 11.19.2021

Version 2.0.5.6

New Features

- Added support for latest Pro Audio software and firmware updates (CONSOLE AI v7.5.1.7 software, CONVERGE Pro 2 v8.5.8.0 firmware)
- Improved Cloud AV Manager organization payment plan management and status display
- Added warning badges for when an organization's invitation email sign-in links have expired
- Added information bubbles to status icons when clicked in Pro Audio device lists and Cloud organization lists
- Added filtering by individual issue status
- Changed browser tab titles to use the name of the AV Manager
- Updated Help documentation for Owner > Setting Up the Enterprise Organization
- Updated Local Agent installation guide
- Allowed firmware update to the same version
- Added History user action records for toggling locate lights on and off
- Improved user interface for when one or more CONVERGE Pro 2 DSP mixers are overheating

Fixes

- Toggling on/off locate light for P-link device not working
- Restarting... status still shows for BMA CT device after restarting CP2 stack (FW 8.4.16.0)
- Fixed cleanup of over one-year-old user action History on AWS Aurora MySQL databases
- Start and End Dates of subscriptions are set to the day before
- Miscellaneous other bug fixes

Version 2.0.4.9

New Features

- Added support for latest Pro Audio software and firmware updates (Sept. 2021 – 8.4.x firmware, 7.5.x Console software)
- Updated to use the latest development languages and Java EE webserver
- Required network port rules added automatically at installation and removed at uninstallation
- Improved, updated, and expanded Help documentation
- Minor user interface improvements

Fixes

- Various bug fixes

Version 2.0.3.10

New Features

- Added icons to text navigation bar
- Added support for updating firmware and loading configuration project files for Pro Audio software/firmware release 11
- Implemented subscription/service plan enforcement and payment reminders in Cloud
- Changed database to MySQL on Local Agent
- View Support Organization name in client organizations of Cloud
- Removed 'Beta' from titles
- Cloud Administrative Owners can send a custom alert to all users of the service
- View time zone on status changes emailed and events in User-Action History
- View seconds on status changes emailed
- Disabled language controls - user interface English-only for now
- Limited changing Organization Settings to users with the Owner role
- Removed arrows on non-primary sort column headers
- Added Search field to the Help documentation, including regular expression searches
- Added "Read and Accept Terms" to Cloud sign-in with new Terms of Use and updated Privacy Policy
- Added a Downloads page to Cloud and Enterprise under SUPPORT
- Changed names of Cloud, Enterprise, and Local Agent to be "AV Managers"
- Updated Help documentation content
- Updated Local Agent installation guide
- Updated REST API

Fixes

- Made LDAP settings used by Cloud organizations independent from each other
- Fixed Monitoring System status instability
- Made various bug fixes and user interface improvements

SALES AND INQUIRIES

Headquarters	**Headquarters**	**Sales**	**Tech Support**
5225 Wiley Post Way Suite 500	Main: +1.801.975.7200	Tel: +1.801.975.7200	Tel: +1.801.974.3760
Salt Lake City, UT 84116		sales@clearone.com	audiotechsupport@clearone.com