

# UCM Series IP PBX Firmware Release Notes

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# FIRMWARE VERSION 1.0.23.17

## PRODUCT NAME

UCM6301, UCM6302, UCM6304, UCM6308, UCM6300A, UCM6302A, UCM6304A, UCM6308A

## DATE

12/15/2023

## FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301\_ucm6302fw.bin  
MD5: c42a8dc36a6dbb09ac39bdce69dc1909
- UCM6304/6308 firmware file name: ucm6304\_ucm6308fw.bin  
MD5: 5ecd04b272485d6547f752bc0172829d
- UCM6300A/6302A firmware file name: ucm6300A\_ucm6302Afw.bin  
MD5: 4c4c1af74bd60474579fa29b930edae0
- UCM6304A firmware file name: ucm6304Afw.bin  
MD5: c9d6a1cb25dc015de15ced030422f31f
- UCM6304/6308 firmware file name: ucm6308Afw.bin  
MD5: f2d815247de49b83e82563e33ec99ad8

## IMPORTANT UPGRADING NOTE

- **ALWAYS create a backup of your configuration and data before a firmware upgrade.**
- **After upgrading to 1.0.2.18 or higher, you will no longer be able to downgrade to 1.0.2.17 or lower.**
- **If the device is on a firmware version lower than 1.0.2.15, please upgrade to 1.0.2.15/16/17 first and then to the latest version.**
  - **UCM6301/2:** [http://firmware.grandstream.com/Release\\_UCM6301\\_6302\\_1.0.2.17.zip](http://firmware.grandstream.com/Release_UCM6301_6302_1.0.2.17.zip)
  - **UCM6304/8:** [http://firmware.grandstream.com/Release\\_UCM6304\\_6308\\_1.0.2.17.zip](http://firmware.grandstream.com/Release_UCM6304_6308_1.0.2.17.zip)
- **For UCM6304A on firmware version lower than 1.0.9.10, please upgrade to 1.0.9.10 first before upgrading to 1.0.11.10. UCM6304A firmware 1.0.9.10 can be downloaded here:**  
[https://firmware.grandstream.com/Release\\_UCM6304A\\_1.0.9.10.zip](https://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip)
- **If the device is on a firmware version lower than 1.0.7.x, please upgrade to 1.0.9.x first before upgrading to 1.0.15.x.**
  - **UCM6301/2:** [http://firmware.grandstream.com/Release\\_UCM6301\\_6302\\_1.0.9.10.zip](http://firmware.grandstream.com/Release_UCM6301_6302_1.0.9.10.zip)
  - **UCM6304/8:** [http://firmware.grandstream.com/Release\\_UCM6304\\_6308\\_1.0.9.10.zip](http://firmware.grandstream.com/Release_UCM6304_6308_1.0.9.10.zip)
  - **UCM6300A/6302A:** [http://firmware.grandstream.com/Release\\_UCM6300A\\_6302A\\_1.0.9.10.zip](http://firmware.grandstream.com/Release_UCM6300A_6302A_1.0.9.10.zip)
  - **UCM6304A:** [http://firmware.grandstream.com/Release\\_UCM6304A\\_1.0.9.10.zip](http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip)
  - **UCM6308A:** [http://firmware.grandstream.com/Release\\_UCM6308A\\_1.0.9.10.zip](http://firmware.grandstream.com/Release_UCM6308A_1.0.9.10.zip)
- **It is recommended to upgrade UCM to latest firmware for improved product lifespan and security.**

## CHANGES SINCE FIRMWARE VERSION 1.0.21.9

### ENHANCEMENTS

- **[System]** Optimized various system processes.
- **[System]** Upgraded MariaDB to 10.4.28.
- **[HA]** Added new HA mode: *Remote Disaster Recovery*. [HA REMOTE DISASTER RECOVERY]
- **[Live Chat]** Added *Live Chat* customer support feature. [LIVE CHAT]
- **[Message Broadcast]** Added *Message Broadcast* feature. [MESSAGE BROADCAST]
- **[Announcement Center]** Added *Announce Message Caller-ID* option to include the announcer's extension number when playing the prompt.
- **[Backup/Restore]** Added ability to manually back up to SFTP servers.
- **[Backup/Restore]** Users can now select the data they want to back up to GDMS.
- **[Call Completion]** Call completion is now supported when Call Waiting is enabled.
- **[CDR]** Users can now filter recordings by caller name/number and callee name/number.
- **[CDR]** Downloaded CDR logs will now indicate "main\_cdr" or "sub\_cdr" to differentiate between overall call status vs call leg status.
- **[CDR]** CDR will now display modified caller number (e.g., via inbound route) by default and hide original caller number as a separate column.
- **[Recording]** Added playback support of recordings stored on GDMS.
- **[Email Settings]** Added *Hide In-Office Join Meeting Button* option to the *Multimedia Meeting Schedule* email template. If enabled, the button to join the meeting from the in-office network will be hidden.
- **[Extensions]** When updating call forwarding status via feature code, the UCM will notify GRP phones to update the call forwarding status display.
- **[Extensions]** Added support for remote ringtones for GRP261x (1.0.9.99+ firmware required). [REMOTE RINGTONE FOR GRP261x]
- **[Feature Code]** Added new feature code (\*401 by default) to blacklist the most recent caller.
- **[Feature Code]** Added new feature code (\*00 + ext# by default) to initiate priority calls to extensions. If the callee is in an ongoing call, the call will be dropped in favor of priority calls. A whitelist can be created to allow only certain extensions to use this feature code.
- **[HA]** Added support for using HA when using Route network method.
- **[HTTPS API]** Address whitelist now supports domains.
- **[HTTPS API]** Added commands for downloading recordings saved on NAS/GDMS.
- **[HTTPS API]** Added HTTPS API commands for adding and removing extensions and downloading recordings saved on NAS/GDMS. [NEW HTTPS API COMMANDS]
- **[IM Settings]** Added option *Max File Size Upload (MB)* to allow users to set a max file size upload in Wave chat. If using Cloud IM, this will need to be set on GDMS instead.
- **[IM Settings]** Added option *Notify Inactive Users of New Messages* and its corresponding email template. If enabled, and if inactive Wave users receive a new message after a week, they will be sent an email notification telling them how many new messages they have.
- **[Maintenance]** Syslog files will now generated upon system crash for improved troubleshooting. This will be included with the coredump file.

- **[Meeting]** Added option *Allow New Participants To View Chat History* to meeting settings. This will allow new meeting participants to view chat history from before they joined.
- **[Meeting]** Added option to disable the meeting recording prompt to the meeting settings.
- **[Network Settings]** Added option *Ignore User Operation Traffic* to not trigger network traffic alerts when processing user-initiated tasks such as backing up and uploading files.
- **[PMS]** Added option *Sync Guest Name to Phone*. If enabled, phones will be provisioned with guest names via Zero Config upon check-in. These names will be cleared upon check-out. Requires Zero Config to be enabled.
- **[PMS] [Local PMS]** Added ability to filter Check-in/Check-out History by room number.
- **[PMS] [Local PMS]** Added guest CDR to the *Check-in/Check-out History* page.
- **[Ring Group]** When adding extension groups to ring groups, the UI will now show how many members are in the extension group.
- **[Routing]** Added option *Auto Answer* to the *Edit Inbound Route* page. This option will only appear when *Fax Detection* is enabled. Enabling this will have the UCM automatically answer and receive faxes. 2 new options *Detection Timeout (sec)* and *Prompt* will also appear.
  - *Detection Timeout (sec)* – the amount of time given for the UCM to detect fax signals before routing the call to its default destination.
  - *Prompt* – the audio file to play to inbound callers.
- **[SIP Settings]** Added *Send Deflection Diversion* option to SIP Settings→General Settings page. If enabled, INVITE requests of inbound calls redirected to external numbers will contain a diversion header with “deflection” as the reason.
- **[Storage Management]** Added ability to format external storage devices.
- **[Storage Management]** Added ability to view the file system format of connected devices.
- **[System Events]** Added new alert *Switching File Storage Path*. If enabled, alerts will be generated when the storage path for files has changed.
- **[System Events]** Added device IP information to the *SIP Lost Registration* alert notifications.
- **[System Settings]** Added *Enterprise Contact Number* field to the *System Settings*→*General Settings* page. Adding numbers will allow system admins to select and display them in meeting emails, which recipients can use to dial directly into meetings. Up to 5 numbers can be added.
- **[Time Settings]** Added ability to update the time zone list to account for regions that adjust their time zones. Updated time zone information will be retrieved from a remote server.
- **[Queue]** Added direct playback support of queue recordings.
- **[Queue]** Added support for sending call queue name information to GRP261x phones. GRP261x firmware must be 1.0.10.7 or higher.
- **[QueueMetrics]** Added support for outbound call monitoring.
- **[SIP Settings]** Added Unavailable Extension Cause option to set the cause code that is returned when calling an unavailable extension.
- **[User Management]** *Extension Groups* has been added as a custom privilege.
- **[User Management]** Added User Portal/Wave privilege *Delete Chat*. This privilege allows users to delete their Wave chat history.
- **[VoIP Trunks]** Added ability to filter DOD by extension, DOD number, and DOD name.

- **[Wave]** Added support for viewing and searching the last 6 months of meeting history.
- **[Web]** Made significant changes to arrangement and location of certain pages and options.
- **[Web]** UCM Remoteconnect plan is now displayed when under IM server mode.
- **[Web]** Added notification center button to the top right corner of the web page to view system events and alerts.
- **[Zero Config]** Added support for various GHP6xx settings:
  - Speed dial, Wi-Fi, Hotel Service, preferences, and keypad password.
  - For GHP62x, 3 more MPKs have been added.
- **[Zero Config]** Added *Contact* as a VPK option to GRP templates.
- **[Zero Config]** Added support for importing GHP devices via the legacy CSV format.

## BUG FIXES

- **[System]**
  - Fixed several system stability issues.
- **[Backup/Restore]**
  - Fixed several database issues that occurred after restoring a backup.
- **[Basic Calls]**
  - Fixed an issue with callers being unable hearing call waiting tone in certain cases.
  - Fixed an issue with unconditional forwarding to voicemail not working properly when a call is transferred to the extension.
  - Fixed an issue with unconditional forwarding to custom prompts.
  - Fixed an issue with calls not being released in certain cases.
  - Fixed an issue with randomly not responding to 180 ringing messages.
- **[BLF]**
  - Fixed an issue where BLF status was incorrect when under scheduled DND status.
- **[CDR]**
  - Fixed several display issues
  - Fixed an issue with resetting the filter results after deleting a recording on the filter result page.
  - Fixed an issue where ring group calls forwarded to another group will be considered missed instead of answered elsewhere.
  - Fixed an issue with being unable to download CDR.
- **[Call Flip]**
  - Fixed an issue with not canceling hold after call flipping an SCA call.
  - Fixed an issue with not being able to see the Call Flip button in certain scenarios.
- **[Contacts]**
  - Fixed an issue with removing cross-server contacts.
- **[Email Settings]**
  - Fixed an issue with not being able to recognize email addresses in certain cases.
  - Fixed an issue with Fax2Email not working in certain cases.
- **[Extensions]**

- Fixed an issue with not blocking RemoteConnect registrations in certain cases even when set to allow only specific IP addresses.
- Fixed an issue with sending the Missed Calls email if the extension is unregistered and has CFNA configured.
- Fixed an issue with being unable to create/edit extensions due to "UCMRC/IM plan has expired" error.
- Fixed an issue with not being able to register in certain cases.
- **[Feature Codes]**
  - Fixed an issue with not applying forwarding settings set through the Remote DND/Call Forward feature codes.
  - Fixed an issue with delayed playing of the DND/Call Forward activation/deactivation prompt.
- **[FXO/FXS]**
  - Fixed an issue with no ringback tone when calling an external number via SIP trunk.
  - Fixed an issue with calls being ended by providers when the callee is an FXS extension.
- **[HA]**
  - Fixed an issue with being unable to sync FXS and IAX extensions.
  - environment.
  - Fixed an issue with HA failure after upgrading.
  - Fixed an issue with frequent CPU usage alerts.
- **[HTTPS API]**
  - Fixed an issue with PMS API returning "500 internal server error" when using JSON.
- **[LDAP]**
  - Fixed an issue with batch exporting phonebooks.
  - Fixed an issue with querying LDAP contacts if a contact's Position field has a space in it.
- **[Live Chat]**
  - Fixed an issue with the "refused to connect" error message when attempting to download the live chat script.
- **[Maintenance]**
  - Fixed an issue with packet capture file destination changing to Local after logging out and logging back in during a capture.
  - Fixed an issue with being unable to download operation log when RADIUS is used.
  - Fixed an issue with the "Keep Last X Days" cleaner setting not working properly.
  -
- **[Meetings]**
  - Fixed an issue with disabling Google Calendar when rescheduling meetings.
  - Fixed an issue with failing to reschedule meetings for another time in certain cases.
  - Fixed an issue where the DOD of invited external call parties will not be displayed properly.
- **[NAS]**
  - Fixed an issue with connecting to certain SMB2 servers.
- **[Network Settings]**

- Fixed an issue with being unable to modify LAN network settings in Route mode while logged in as administrator.
- **[Onsite Meetings]**
  - Fixed several display issues.
- **[Operator Panel]**
  - Fixed several display issues.
- **[Parking]**
  - Fixed an issue where parked calls are hung up instead of being redirected back to the parker
- **[PMS]**
  - Fixed an issue with custom room status update prompts not working.
- **[Queue]**
  - Fixed an issue with ended queue calls being displayed as “Proceeding” in the queue switchboard.
  - Fixed an issue with queue callback where callback CID will be updated with the trunk username.
- **[Recordings]**
  - Fixed an issue with failing to automatically move recordings to external storage.
  - Fixed an issue with the filter functionality not working as intended.
- **[Ring Group]**
  - Fixed an issue with not playing the custom prompt correctly in certain cases.
- **[Security]**
  - Fixed an issue with some Fail2ban messages repeating.
  - Fixed an issue with the Customer Service System Call Defense feature not working properly.
- **[SIP Settings]**
  - Fixed an issue with not being able to configure SIP Auth ID with special characters.
  - Fixed an issue with ports not being included in the authorization header when doing STIR/SHAKEN attestation.
- **[System Events]**
  - Fixed an issue with frequent Disk Unavailable and Available alerts.
- **[Voicemail]**
  - Fixed an issue with the MWI remaining on even after deleting voicemail.
- **[VoIP Trunks]**
  - Fixed an issue not being able to forward calls through the same trunk that the caller is calling through.
  - Fixed an issue with hyphens in the Trunk Registration Number not being included in the FROM header.
- **[Wave]**
  - Fixed an issue with Wave accounts being logged out after changing TR-069 settings.
  - Fixed an issue with re-exported poll results not showing the latest updates.
  - Fixed an issue with downloaded images not having the file extension.
  - Fixed an issue with the *Configure Pre-Installed Apps* parameters not being able to save.
  - Fixed an issue with delays in displaying new messages after opening the app.

- [Desktop] Fixed an issue with occasional disconnections.
- **[Web]**
  - Fixed an issue with some sections not being available.
- **[Zero Config]**
  - Fixed an issue not being able to reboot devices from Zero Config.
  - Fixed an issue with not provisioning LDAP settings correctly after changing the LDAP Base DN.
  - Fixed an issue with not provisioning GXW4224 FXS 21-24 SIPUserName values correctly.
  - Fixed an issue with template pages closing after entering unsupported characters.

## NEW LIMITATIONS

- [Fail2ban] Increased fail2ban whitelist limit to 50 entries.
- [NAS] NAS password field now supports special characters & \$ ' ^ ` > |,
- [Speed Dial] Speed dial limit has been increased to 1000.

## NEW FEATURES OVERVIEW

This section describes the major new features/changes introduced in the update and provides instructions for usage.

### HA REMOTE DISASTER RECOVERY

A new method of UCM redundancy has been added. Designed to protect against site-wide outages, Remote Disaster Recovery minimizes downtime and keeps PBX operations running again in a few minutes after an outage. This mode assumes the use of two UCMs in different locations.

Before setting up Remote Disaster Recovery, please make sure the following requirements are met:

1. **Matching Model & Firmware:** Two UCMs with the same exact model and firmware.
2. **Each UCM under 2 different subnets:** Two different subnets must be available for each UCM. The UCM WAN interface would connect to one subnet, and Heartbeat interface would connect to the other.
3. **Static IP Addresses:** Both UCMs must be configured with their own static IP addresses. DHCP cannot be used.
4. **DNS SRV:** If endpoints are registering to UCMs normally (not through RemoteConnect), they must register to a hostname that directs to both UCMs in order of priority (Primary UCM->Secondary UCM).

**If RemoteConnect is used:**

1. **Matching RemoteConnect Plan:** Both UCMs must have the same plan that support HA.
2. **At least 3<sup>rd</sup> level custom domain:** This custom domain will be shared between the 2 UCMs, and extensions will register to this address. During HA failover, if extensions are not able to register to the primary UCM, they will register to the secondary UCM through the same address instead.



## Required Ports:

Port Number	Protocol	Description
9527*	UDP	Heartbeat port
3510	TCP	Data sync port
8989	TCP	Data sync port
873	TCP	File sync port
9292	TCP	Data sync port
8796	TCP	Data sync port

\*Configurable

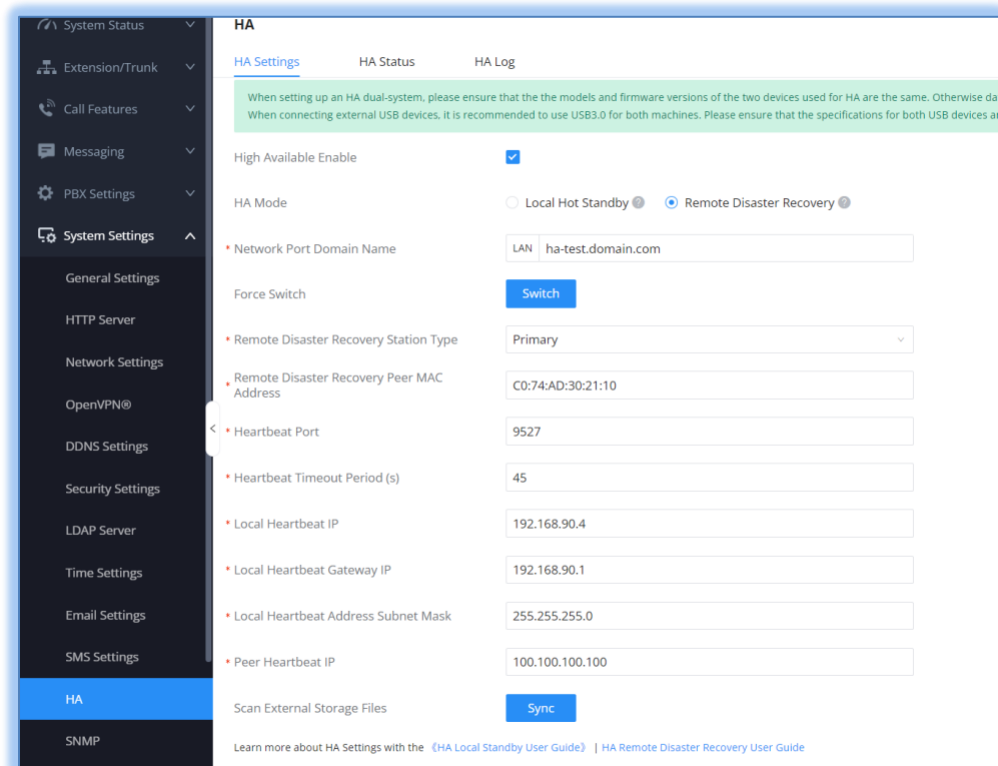


Figure 1 - HA Remote Disaster Recovery

The new option can be selected in the **HA Mode** field. The original HA functionality has been renamed to *Local Hot Standby*.

## Configuration Options:

- **Network Port Domain Name** – The hostname that endpoints will register to. This hostname should lead to both the primary UCM and secondary UCM's IP addresses.
- **Remote Disaster Recovery Station Type** – Sets this UCM as either the Primary or Secondary. This will determine the initial role (Active / Standby) of the UCM. If set to Primary, the peered UCM must be set to Secondary. This should also be used to determine the priority level of the

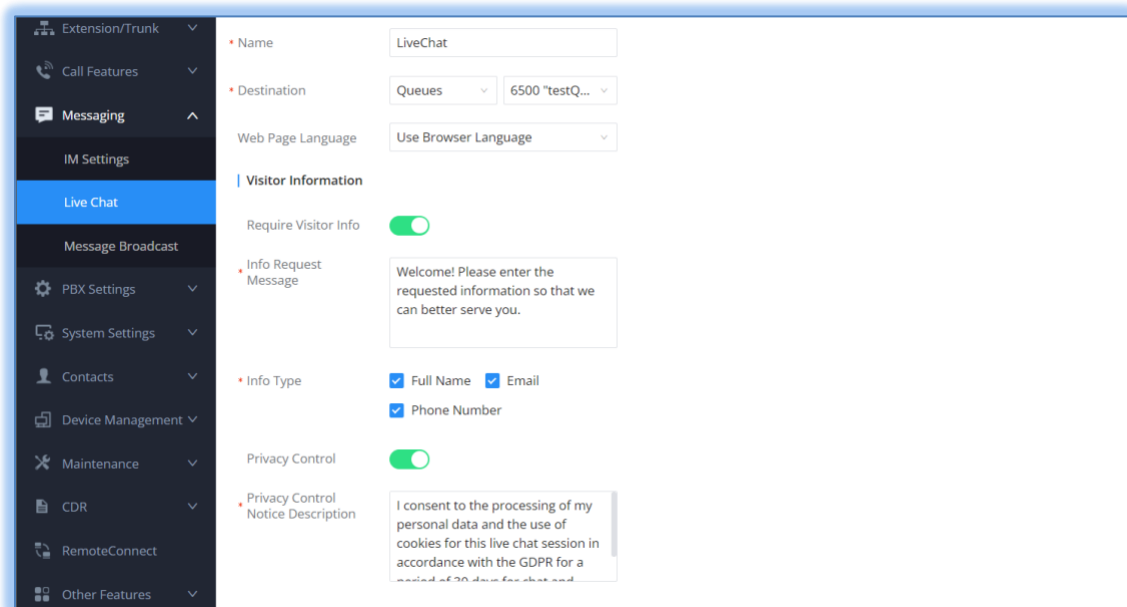
DNS SRV record.

- **Remote Disaster Recovery Peer MAC Address** – Enter the MAC addresses of the peer UCM.
- **Heartbeat Port** – Enter the port number that will be used for Heartbeat functionality and data syncing. Both UCMs must use the same Heartbeat port.
- **Heartbeat Timeout Period (s)** – Configure how long to wait for the peer UCM to respond to sent heartbeat before automatically initiating HA switchover. If no response is received, the UCM will assume that the peered UCM has gone down and will take over as the new active UCM.
- **Local Heartbeat IP** – Enter the private IP address for the Heartbeat interface. This can be anything as long as it is a valid IP address on the subnet that the interface is on.
- **Local Heartbeat Gateway** – Enter the gateway IP address of the subnet that the Heartbeat interface is on.
- **Local Heartbeat Address Subnet Mask** – Enter the subnet mask of the subnet that the Heartbeat interface is on.
- **Peer Heartbeat IP** – Enter the accessible IP address of the peer UCM's heartbeat interface.

## LIVE CHAT

Firmware 1.0.23.12 introduces the UCM's new Live Chat feature, which allows for a new way for customer support to interact with and serve the needs of customers. Requires customer support members to use Wave.

To get started, navigate to the sidebar → Messaging → Live Chat. From here, click on the **Add** button to start setting up Live Chat.



The screenshot displays the configuration page for Live Chat. The left sidebar is dark with 'Live Chat' highlighted in blue. The main content area is white and contains the following settings:

- Name:** LiveChat
- Destination:** Queues, 6500 \*testQ...
- Web Page Language:** Use Browser Language
- Visitor Information:** Require Visitor Info (toggle on)
- Info Request Message:** Welcome! Please enter the requested information so that we can better serve you.
- Info Type:** Full Name, Email, Phone Number (all checked)
- Privacy Control:** (toggle on)
- Privacy Control Notice Description:** I consent to the processing of my personal data and the use of cookies for this live chat session in accordance with the GDPR for a period of 30 days for that...

Figure 2 - Live Chat 1

Once completed, a link will be generated that can be used to direct customers to Live Chat support.

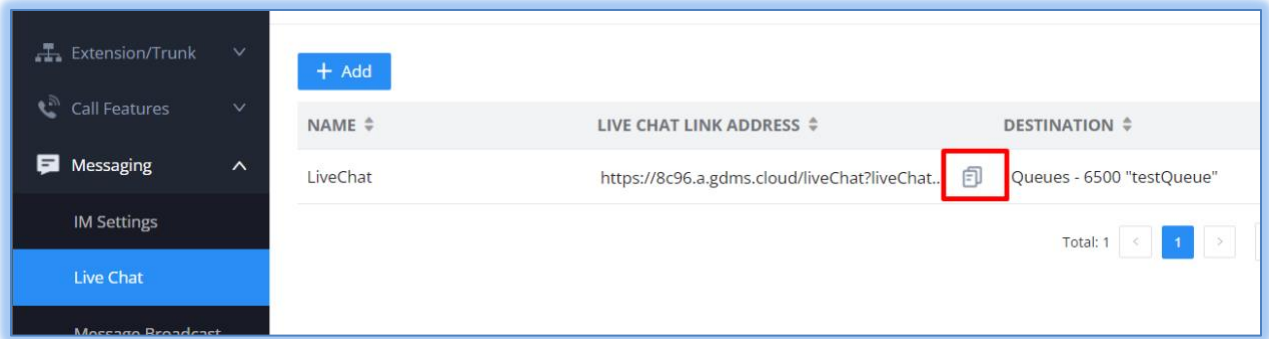


Figure 3 - Live Chat Link

Clicking on that Copy button will copy the address link to the clipboard. Users can use this link on their website to direct customers to Live Chat support. When customers click on this link, they will be brought to this web page where they must enter their information.

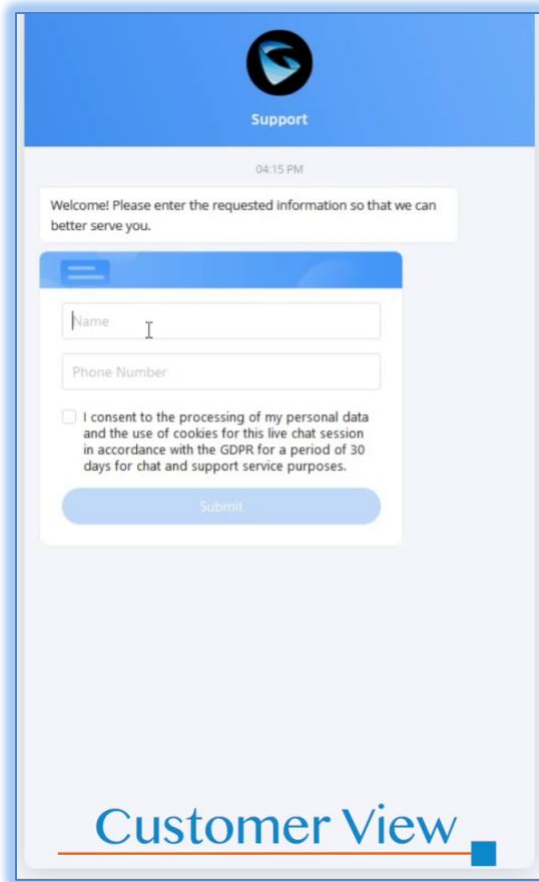
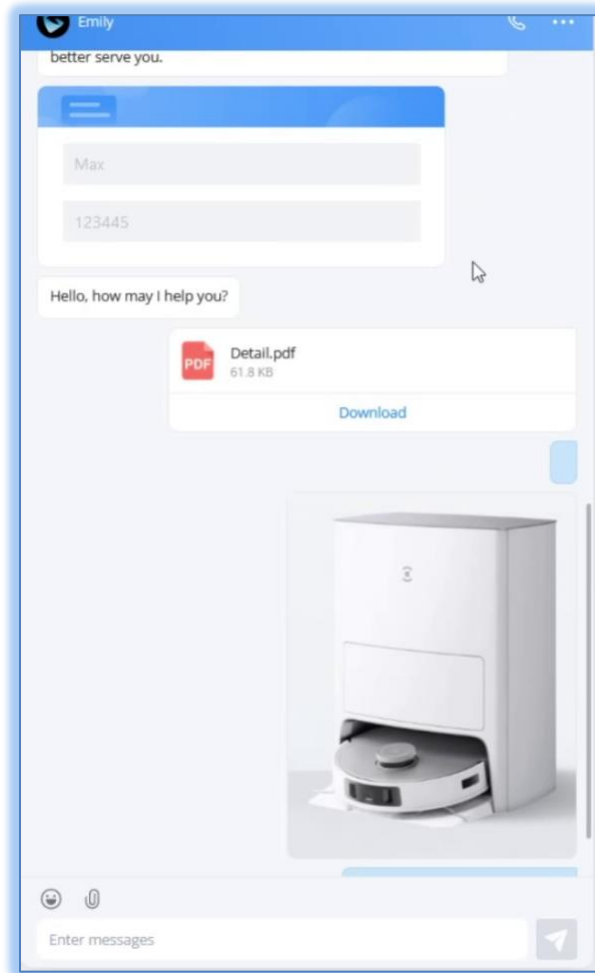


Figure 4 - Live Chat Customer

Once a customer has submitted their information, they must then wait for a customer support member to

take their inquiry. Inquiries can be viewed and accepted from the Wave chat interface. Once accepted, the customer support will connect with the customer and be able to chat with them via Wave.



*Figure 5 - Customer Support View*

Additionally, if the **Allow Visitor to Call** option is enabled, the customer may even initiate a call and continue the conversation on phone instead of live chat. Live chat calls are considered their own feature and will ignore queue ring strategy configurations.

### **REMOTE RINGTONE FOR GRP261x**

Each extension can now set a ringtone for endpoints to stream based on alert-info. GRP261x phones must be on firmware 1.0.9.122 or higher to use this feature.

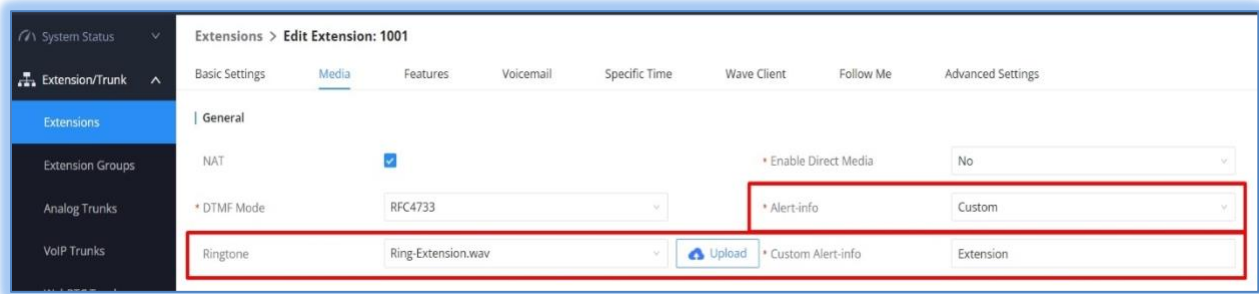


Figure 6 - Remote Ringtone Configuration

To get started, users must go to the **Extensions**→**Edit Extension**→**Media** page and set the **Alert-info** field to *Custom*. The *Ringtone* and *Custom Alert-info* fields should now appear.

- Ringtone – Select the ringtone that the registered endpoint would stream.
- Custom Alert-info (Optional) – Enter the Alert-info value that the endpoint would be looking for. This alert-info would be used as a fallback in the scenario that the endpoint is not able to stream the UCM's ringtone.

To configure for fallback scenarios where the configured ringtone cannot be streamed and played, navigate to the **Accounts**→**Account**→**Call Settings**→**Ringtone** page.

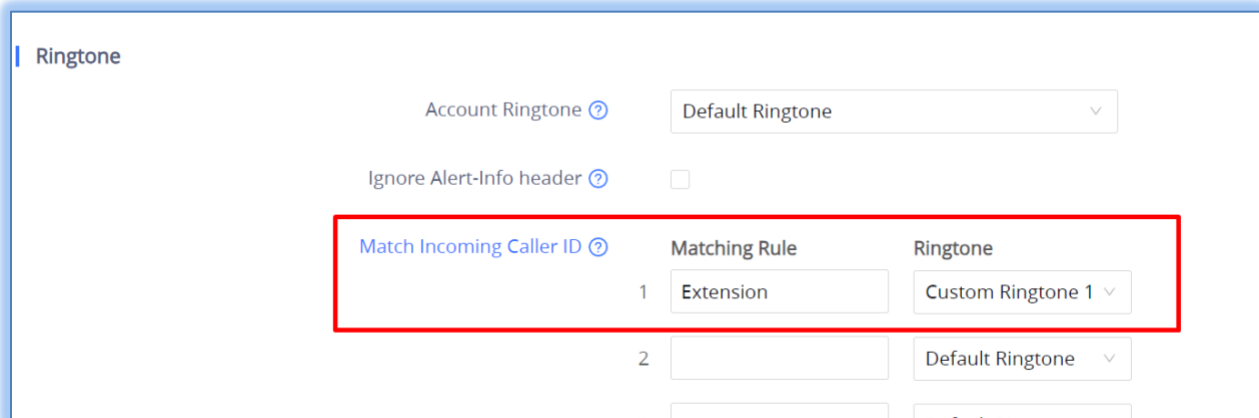


Figure 7 - GRP261x Fallback Ringtone Matching

Enter the Custom Alert-info value entered on the UCM. In this case, it would be *Extension*. Select the desired ringtone for the set alert-info.

To manage UCM ringtones, navigate to the **PBX Settings**→**Alert-info Prompt** page. From here, users can upload new prompts and play, download and delete existing prompts.

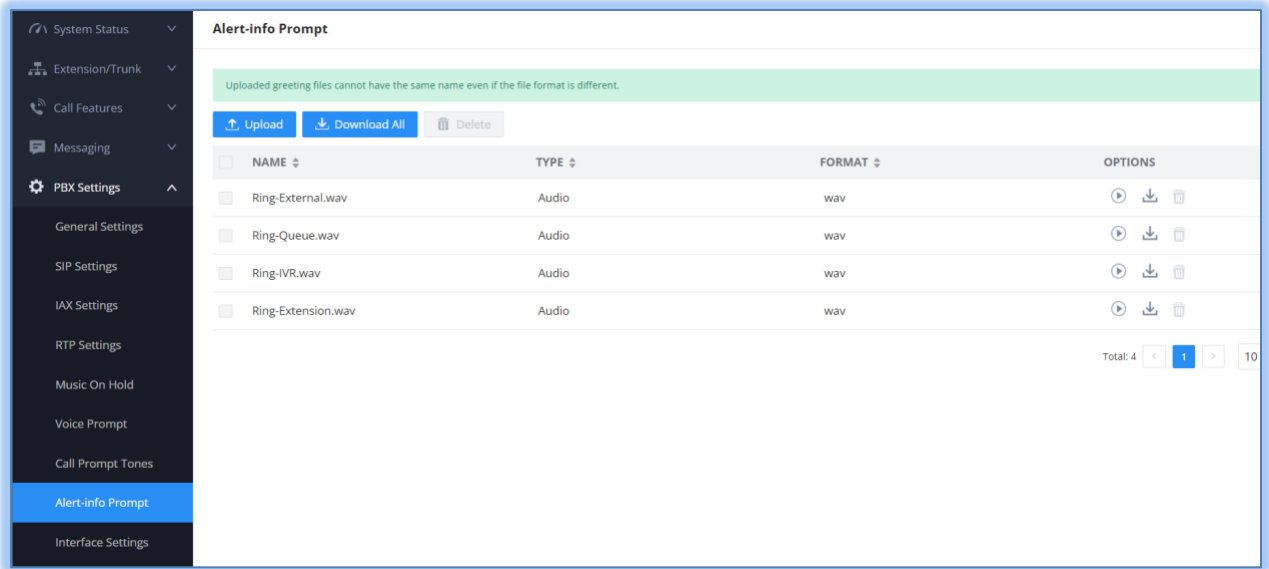


Figure 8 - Alert-info Prompts

## MESSAGE BROADCAST

Message broadcasting allows the UCM to send message notifications to selected extensions and extension groups on IP phones and Wave. For IP phone users, messages are sent via the SIP protocol. For Wave users, messages will be sent as regular Wave chat messages.

This feature is accessed from the **Messaging** → **Message Broadcast** page. Click on the **Send Message Broadcast** button to start creating a message broadcast.

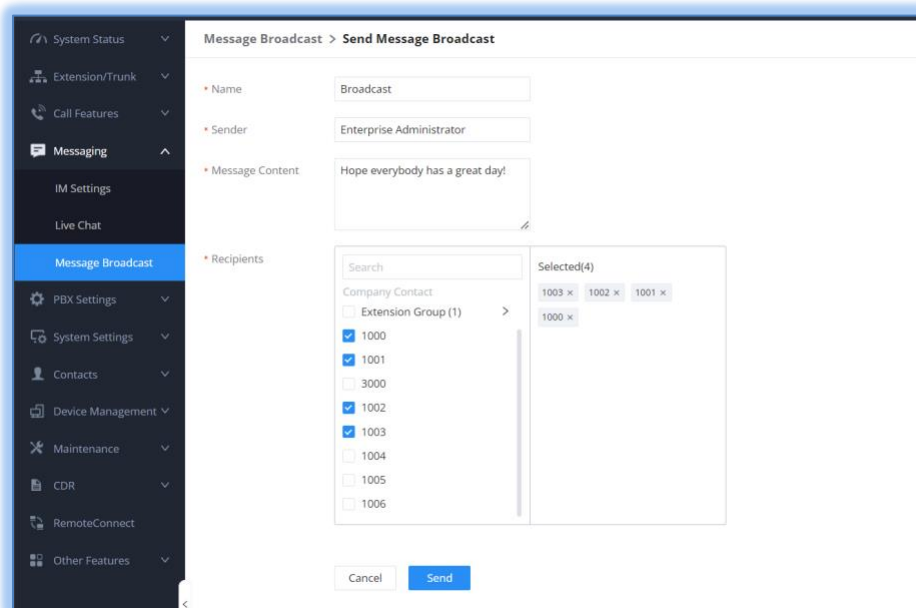


Figure 9 - Message Broadcast

Users can configure the name of the broadcast, who will be shown as the sender of the message, the message itself, and the extensions to send the message to.

## NEW HTTPS API COMMANDS

### addSIPAccountAndUser

Creates a new SIP extension. The addSIPAccountAndUser's supported parameters and values are the same as the existing **updateSIPAccount** command. Please refer to the official [HTTPS Guide](#) on our website for details.

Example:

Request

```
{
  "request": {
    "action": "addSIPAccountAndUser",
    "cookie": "sid343971159-1551949394",
    "extension": "1001",
    "max_contacts": "3",
    "permission": "internal",
    "language": "ch",
    "secret": "Abc123456!",
    "vmsecret": "Abc123456!",
    "user_password": "Abc123456!",
    "wave_privilege_id": "0",
    "presence_settings":
      [
        {
          "presence_status": "available",
          "cfu_destination_type": "1",
          "cfb_destination_type": "0",
          "cfn_destination_type": "5",
          "cfu_timetype": "0",
          "cfb_timetype": "0",
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          "cfu": "6000",
          "cfn": "6500",
          "cfb": ""
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          "cfu": "6500",
          "cfn": "",
          "cfb": ""
        },
        {
          "presence_status": "chat",
          "cfb": null,
          "cfn": null,
          "cfu": null,
          "cfb_timetype": 0,

```

```

        "cfn_timetype": 0,
        "cfu_timetype": 0,
        "cfb_destination_type": "0",
        "cfn_destination_type": "0",
        "cfu_destination_type": "0"
    }, {
        "presence_status": "userdef",
        "cfu_destination_type": "0",
        "cfb_destination_type": "0",
        "cfn_destination_type": "0",
        "cfu_timetype": "0",
        "cfb_timetype": "0",
        "cfn_timetype": "0",
        "cfu": "",
        "cfn": "",
        "cfb": ""
    }, {
        "presence_status": "unavailable",
        "cfb": null,
        "cfn": null,
        "cfu": null,
        "cfb_timetype": 0,
        "cfn_timetype": 0,
        "cfu_timetype": 0,
        "cfb_destination_type": "0",
        "cfn_destination_type": "0",
        "cfu_destination_type": "0"
    }
}
}
}

```

**Response**

```

{
  "response": {
    "need_apply": "yes"
  },
  "status": 0
}

```

**deleteUser**

Delete an existing SIP extension.

Supported Parameters:

Key Word	Value	Mandatory	Type	Note
<b>Request parameter</b>				



<b>cookie</b>		yes	string	Returned value after login. All requests must include this value. If no cookie is included, error code -6 will be returned.
<b>user_name</b>		yes	string	The extension number

#### Request

```
{
  "request":{
    "action":"deleteUser",
    "cookie":"sid1466367100-1946280676",
    "user_name":"1003"
  }
}
```

#### Response

```
{
  "response": {
    "need_apply": "yes"
  },
  "status": 0
}
```

### Downloading Files from NAS & GDMS

To download files from NAS and GDMS, users only need to specify the file path in addition to the other parameters and values mentioned under the **Recapi** section in the official [HTTPS Guide](#). To specify the file path, use the following parameters and values:

Key Word	Value	Mandatory	Type	Note
<b>Request parameter</b>				
gdms_date		no	string	Enter the recording date. If the parameter is not included in the request, the value thismonth will be used.
gdms_item_number		no	integer	Enter the max number of recordings to view/retrieve. If the parameter is not

				included in the request, the value 20 will be used.
gdms_page		no	integer	Enter the number of pages of recordings to view/retrieve. If the parameter is not include in the request, the value 1 will be used.
path_type	gdms, netdisk	yes	string	Enter the location of the recordings to view/retrieve information from.

Example:

Get Request:

```
{
  "request":{
    "action":"recapi",
    "cookie":"sid173710538-1681394925",
    "filedir":"monitor",
    "gdms_date":"2023-04",
    "gdms_item_number":"20",
    "gdms_page":"1",
    "path_type":"gdms"
  }
}
```

Get Response:

```
-----
Directory,Filename,uniqueCode
monitor,auto-1680780504-2015-2002.venc,18831795fad74300a949bc353fa91f65
monitor,auto-1680780501-2015-2002.venc,9c2d11eadb6c41089b16647c721ce50e
monitor,auto-1680779629-2015-2002.venc,0b38ccfcad934ae6b11503c33915d5b1
monitor,auto-1680779623-2015-2002.venc,d0dbc060a4f84c81a976c5c90fb0e778
```

Download Request:

```
{
  "request":{
    "action":"recapi",
    "cookie":"sid2044000962-1681399117",
    "filedir":"monitor",
    "filename":"auto-1680779623-2015-2002.venc",
```

```
    "path_type": "gdms",  
    "uniquecode": "d0dbc060a4f84c81a976c5c90fb0e778"  
  }  
}
```

Downloading from NAS is similar and would only require changing the path\_type to "netdisk".

#### Get Request:

```
{  
  "request": {  
    "action": "recapi",  
    "cookie": "sid173710538-1681394925",  
    "filedir": "monitor",  
    "path_type": "netdisk"  
  }  
}
```