Dimensions Technical Bulletin

Technical Bulletin #TB20201218

We have seen several occasions where certain events are not passed by Kazoo to the websocket interface. As a result, the Dimensions PBX Collector is unable to properly model calls, which can lead to loss of call report data.

The source of the problem is in the Kazoo software. 2600Hz have provided a fix for this in software version 4.3.132 and onwards.

Affected Products

Dimensions Call Reporting using Kazoo versions prior to 4.3.132.

Recommended Actions

Upgrade Kazoo to version 4.3.132 or later to ensure the events are generated and streamed correctly to Dimensions.

Required Versions

2600Hz Kazoo Core 4.3.132 or later

Should you require any further information please contact Dimensions Support.