

MiCollab Advanced Messaging 9.2

Release Notes

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1 Introduction

These Release Notes provide an overview of MiCollab Advanced Messaging (MiCollab AM) 9.2, including new features, delivery information, and supported platforms.

Mitel recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check Mitel Connect (connect.mitel.com/connect) for any patches or documentation updates that may have been posted after the initial release of this product.

1.1 Release notes revision history

Revision date	Sections revised	Description of revisions
2021-06-28	First release.	All new content.

2 About MiCollab AM 9.2

This section provides an overview of MiCollab AM 9.2.

Mitel MiCollab AM delivers secure enterprise voice applications – Unified Messaging, Transcription, Personal Assistant, Call Center, Speech-enabled Directory and Automated Attendant, Voicemail, IVR, Outbound Call and Text Campaigns.

It does not matter if IT departments have deployed Avaya, Cisco, Google, Microsoft, Mitel, NEC or other vendors' solutions, and whether they are on-premises, cloud, or hybrid. MiCollab AM's industry-leading UC interoperability allows IT departments to dramatically expand what their systems can do without the massive cost of ripping and replacing existing PBX and email infrastructure.

MiCollab AM 9.2 enhances the mobile/remote worker user experience, allowing for easy access to voicemail by various interfaces including web, voice, and telephone. With the many integration options, businesses can provide users a single point of entry to access all their various message types.

2.1 New features

MiCollab AM 9.2 includes the following new features.



Important

Use of background location in the Android Mobile App has been temporarily disabled in this release.

2.1.1 Speech Recognition Explorer tool

- This tool provides technical administrators a way to tune speech and to reduce recognition failures.
- Accessible through a web-based interface
- Allows tech administrators to search for calls, play back the utterance audio, and view details of each call including information such as:
 - Date
 - Time
 - Recognition reason
 - Phrase
 - Confidence Value
- Ability to export a file.

2.1.2 Auto Attendant Recognition Status report

- Report that allows administrators the ability to report on recognition statistics and gain a better understanding of how their system is doing on a holistic level.
- Accessible through a web-based interface
- Information available in the report includes:
 - Actions (such as whether a caller hung-up or transferred)
 - Speech Events (such as a final mismatch or final time-out)
 - Number of calls for each auto attendant
 - Roll-up of all calls
- Ability to download and export report as CSV or XML

2.1.3 Microsoft Teams integration

- Integrate MiCollab AM with Microsoft Teams, using the Session Initiation Protocol (SIP) integration via AudioCodes Mediant SBC.
- Supported call types are Microsoft Teams to Microsoft Teams calls as well as calls originating outside of Microsoft Teams
- If a Microsoft Teams call is not answered, the call will be forwarded to MiCollab AM
 - After the personal greeting is played, a caller can leave a voicemail
- When a voicemail is available in MiCollab AM, a Microsoft Teams message is posted
 - A WAV file of the Voicemail is available for playback
 - If transcription is enabled in MiCollab AM, the transcript will be present in the Microsoft Teams message
- A user can access Exchange via TUI/VUI and manage messages sent via MiCollab AM to Exchange and messages sent by Cloud Voicemail

- A user can leave a message via the TUI and the message will appear in Microsoft Teams

2.1.4 Increased maximum mailbox number length to 15 digits

- Administrators will be able to create mailboxes with a maximum number of 15 digits and convert existing mailboxes to 15-digit mailboxes.
- Mailbox number length can be increased upon upgrade.

2.1.5 Configurable color scheme for Web Client

- Administrators can now configure the color scheme of Web Client.
- Settings have been added to the config-app so that administrators can:
 - Enter a custom color to create a color theme.
 - Choose from a color palette to apply a color theme.

2.1.6 Various minor enhancements to Web Client

- Ability to upload recordings so users do not need to record every single custom greeting/announcement directly into the application.
- Purged message icon has been added so users have an indication of which messages have been purged and therefore, have limited capabilities.
- Ability to view/edit daily schedule overrides, so users do not have to redo their entire set schedule.

2.1.7 Replacement of TAPI

- The telephony server no longer depends on TAPI, a Microsoft OS component that is no longer support

2.1.8 Third party component updates

- Updated MySQL Server and ODBC to 8.0.24

2.1.9 MiCollab AM SOAP implementation change

- Replaced gSOAP with WWS API. As a result, there might be applications that use our SOAP API that require minor changes before they are able to work with version 9.2. For example:
 - SOAPAction header is now mandatory
 - User-Agent header must not contain the word "Mozilla"
 - Namespaces are now strictly enforced
 - SOAP SSL certificate is now stored in the Windows Certificate store
 - All TeamQ Desktop Client installations must be upgraded to version 9.2 at the same time that the MiCollab AM server is upgraded, otherwise, the TeamQ Clients will not function.

2.2 Discontinued and deprecated features

The following features have been deprecated in this release:

- AT_ExeLib.exe - Deprecated the ability for a user to wrap an application and then launch it via the execute command in a call processor.
- AT_EmailSend – Removed a stand-alone program that sends emails using an SMTP Server. It is not in use and therefore, is being removed from the product.
-

2.3 Qualifications

- Mitel MiVoice Business 9.1
- MX-ONE SIP 7.3SP0HF1
- iPhone iOS v14
- Android v11

3 Packaging and documentation

Downloads and documentation for MiCollab AM are available on Mitel Connect (connect.mitel.com/connect).



Note

Documentation that is installed with the product or packaged with the product download is current at the time of release. Documentation updates made after a release are available for download on Mitel Connect (connect.mitel.com/connect).

3.1 Packaging and delivery information

The software and documentation for MiCollab AM includes:

- Software
- Documentation
 - Administration Guides
 - Quick Reference Cards
 - User Guides
 - Developer Resources
 - Installation and Configuration resources
 - Integration Technical Notes
 - Spare Parts Documentation

3.2 Related documentation

The following list contains product information about MiCollab AM as well as documents that contain information about supporting or related products. All documentation can be found on Mitel My Support.

4 Supported environments and compatibility

This section provides details about supported platforms, systems, and versions.

4.1 Supported systems

This section describes the basic computer hardware and software configurations necessary to run MiCollab AM and provides compatibility information for *UCConnect*, *XMediusFAX*, *OpenText RightFax*, and *NetConnect Digital Networking* installations.

4.1.1 Windows update policy

All updates made via Windows Update should be manually installed. The system should not be automatically updated and restarted. Mitel recommends the following rules for Windows Update:

- *Critical and Important Updates* including *Security Updates* for the Windows operating system in use should be installed.
- *Recommended and Optional Updates* should be reviewed for compatibility prior to installing.
- Service Pack or major release updates should only occur if they have been validated by Mitel.
- Backups should be made prior to any updates.

4.1.2 Minimum hardware requirements

You must dedicate a platform to the operation of MiCollab AM, its client utilities, and its maintenance programs. This computer platform must satisfy the following minimum requirements:



Note

The following list represents the minimum hardware and software required for a basic four-port MiCollab AM version 9.2 system. The hardware requirements for your implementation of MiCollab AM may be substantially greater, depending on the features purchased, the type of integration installed, the expected traffic load, and any future upgrade planning.



Note

The system must have the August 13, 2019 – KB4512488 (Monthly Rollup) or later update installed to support proper operation of the database access layer

- Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- Hard disk with at least 10GB of free space available on the Operating System Partition plus 10GB of free space on the Telephony Server partition

- Dual Core Intel® Celeron™ G3900 2.8 GHz CPU or better microprocessor
- 8GB memory with or without speech
- Microsoft .NET 3.5 SP1
- 1024 x 768 Color VGA-compliant graphics adapter and monitor
- DVD drive compatible with DVD±R media
- Network interface card
- Remote connectivity through TCP/IP (preferred), or a Windows compliant external modem and dedicated RS-232 serial (COM) port, to support remote administration.
- Appropriately configured feature and license certificate files
- At least one USB port on the System Server, if using hardware-based licensing
- Sufficient full-length PCIe, PCI, or PCI-X expansion slots to support all required line cards, DSP cards, and digital interface cards. 5-volt cards require 5-volt PCI slots, while universal cards may be installed in 5-volt PCI, 3.3-volt PCI, or PCI-X slots.
- If integrating with a circuit-based switch, at least one compliant voice line card. No physical voice line cards are required with an IP telephony integration.
- If integrating using an outband RS-232 integration, at least one dedicated COM port and serial cable to communicate with the telephone system is required. If there is a single serial port with calls spread across multiple call servers, the serial port must be on the system server. If there are multiple serial links to a PBX, one serial port per call server is required and the serial links must be plugged into the individual call servers. Alternatively, a Perle IOLAN DS1 serial to IP converter can be used to connect a serial integration to MiCollab AM using TCP/IP instead of a serial (COM) port. Optionally, the IOLAN DS1 can split the integration data across multiple call servers as well.
- If Short Message Service (SMS) support is installed, a dedicated modem to contact the SMS provider or the subscribers' GSM-based mobile telephones (in addition to the modem used for remote administration); contact your SMS provider for their modem requirements and refer to the SMS Online Book for additional information. Note that SMTP-based message notification and delivery, which is configured as an SMS provider, does not require such a modem; instead, it uses the network interface card and TCP/IP connectivity specified earlier in this list.

Supported voice line cards

Line card or digital interface card	PCI slot requirements
Aculab Prosody X	PCIe slots
Dialogic D/41JCT-LS	PCIe ¹ or Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)
Dialogic D/41JCT-LS Euro	PCIe or Universal (compatible with 5-volt PCI, 3.3-volt PCI and PCI X slots)
Dialogic D/42JCT	PCIe or Universal (compatible with 5-volt PCI, 3.3-volt PCI and PCI X slots)
Dialogic D/82JCT-U	PCIe or 5-volt PCI

Line card or digital interface card	PCI slot requirements
Dialogic D/82JCT-U-PCI-UNIV	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)
Dialogic D/120JCT-LS	PCle or 5-volt PCI
Dialogic D/120JCT-LS-U	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI-X slots)
Dialogic D/120JCT-LS Euro	PCle or Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)
Dialogic D/240JCT-T1	PCle or Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)
Dialogic D/480JCT-2T1EW	PCle (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)
Dialogic D/480JCT-2T1-U	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)

¹ The PCle cards listed in this table are an x1; however, according to Dialogic, all but the D/41 cards require the chassis to have the Power Budgeting feature or the card must be plugged into a x4 or greater slot to provide enough power to the card.

Supported Media Gateways

AudioCodes Media Gateway

AudioCodes Mediant 800B with Enterprise SBC (E-SBC) Media Gateway

Avaya Media Gateway

Avaya Aura G430 Media Gateway

Avaya Aura G450 Media Gateway

Avaya Aura G650 Media Gateway

Dialogic Media Gateway

Dialogic 1008 Media Gateway – DMG1008LSW

Dialogic 1008 Media Gateway – DMG1008DNIW

Dialogic 1008 Media Gateway – DMG1008MTLDNIW

Dialogic 1008 Media Gateway – DMG1008RLMDNIW

Dialogic 2030 Media Gateway - Single E1/T1 – DMG2030DTIQ

Dialogic 2060 Media Gateway - Dual E1/T1 – DMG2060DTIQ

Dialogic 2120 Media Gateway - Quad E1/T1 – DMG2120DTIQ

4.1.3 Server Class Configurations

Refer to the configurations provided from the following tables to determine hardware requirements.

4.1.3.1 Recommended hardware configurations

Server class	Processor reference	Memory (Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), 1 ASR language, or Windows Server 2019 (Server with Desktop Experience))	Memory (Each additional ASR language)
A	1 x Dual Core Intel® Celeron™ G3900 2.8 GHz CPU or better	8GB	1GB
B	1 x Six Core Intel® Xeon™ E5-2609 v3 1.9 GHz CPU or better	8GB	1GB

Server class	Processor reference	Memory (Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), 1 ASR language, or Windows Server 2019 (Server with Desktop Experience))	Memory (Each additional ASR language)
C	2 x Six Core Intel® Xeon™ E5-2609 v3 1.9 GHz CPU or better	16GB	1GB
D	2 x Eight Core Intel® Xeon™ E5-2640 2.6 GHz CPU or better	16GB	1GB



Note

Unless otherwise specified in the [New Features](#) section of the SRN, the hardware requirements for the current feature release (for example, 9.2) have not changed from the most recent previous feature release (for example, 9.1). As a result, if an existing system running the previous feature release is operating satisfactorily, it can be upgraded to the current version without performance concerns. However, new customers, or customers that are planning to add capacity to their systems with or without upgrading, should review the previous classification to assure satisfactory system performance.

4.1.3.2 Recommended Hardware by Server and Ports

System server				
Total Ports	Up to 96	Up to 288	Up to 384	Up to 800
Server Class	A	B	C	D
Call Servers	1-8	1-8	1-20	1-20
Call server ²				
Ports	4-24	4-48	4-96	4-144
Speech Resources	0-24	0-48	0-96	0-120
Server Class	A	B	C	D
System server with Call services				
Ports	4-24	4-48	4-96	4-144

Speech Resources	0-24	0-48	0-96	0-120
Server Class	A	B	C	D
Additional Call Services	No	1 ³	3	3

² Please refer to [Minimum Requirements for VMware ESX/ESXi](#) or [Minimum Requirements for Microsoft Hyper-V](#) if running a Call Server in a virtual environment.

³ Additional Call Servers may be possible if none are at full capacity. Contact Mitel Sales Engineering to discuss this type of configuration before ordering.

4.1.3.3 Recommended hardware by server class

System server				
Server Class	A	B	C	D
Total Ports	4-96	4-288	4-384	4-800
Call Servers	1	8	20	20
Call server ⁴				
Server Class	A	B	C	D
Ports	4-24	4-48	4-96 ⁵	4-144 ⁶
Speech Resources	0-24	0-48	0-96	0-120
Combined system server and call server				
Server Class	A	B	C	D
Ports	4-24	4-48	4-96 ⁵	4-144 ⁶
Speech Resources	0-24	0-48	0-96	0-120
Additional Call Servers	No	1	3	3

⁴ Please refer to [Minimum Requirements for VMware ESX/ESXi](#) or [Minimum Requirements for Microsoft Hyper-V](#) if running a Call Server in a virtual environment.

⁵ Maximum 48 ports when using speech recognition.

⁶ Maximum of 96 ports when using speech recognition.

4.1.3.4 Maximum ports by operating system

Port capacity may vary depending on the operating system used. The following table details port capacity by Operating System.

Operating system	Maximum number of ports
Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)	120 with speech or 144 without speech

4.1.3.5 Port distribution across call servers

The following table illustrates the class of server to use when splitting your MiCollab AM system across multiple Call Servers when MiCollab AM is using a dedicated System Server (i.e., a System Server with no ports on it). The rows indicate how many ports total across all Call Servers there will be in the system. The columns indicate how many Call Servers those ports would be split across with an equal number of ports on each Call Server. The intersection of the row and column is the minimum type of Call Server required for each of the Call Servers.

For example:

If you require a 192-port system and are thinking of splitting that into 2 Call Servers with 96 ports each, then you would locate the row for 192 Total Ports and the column for 2 Call Servers and find that you would need a high level server of type C for each of the Call Servers. If you split the system up into 4 Call Servers with 48 ports each instead, you can use low-level Call Servers which may cost less than 2 high level servers. Additionally, using 4 Call Servers would reduce the impact of a Call Server being out of service to only $\frac{1}{4}$ of overall capacity instead of $\frac{1}{2}$.

		Number of call servers							
		1	2	3	4	5	6	7	8-20
Total ports	4 - 24	A	A	A	A	A	A	-	-
	25 - 48	B	A	A	A	A	A	A	A
	49 - 72	C	B	A	A	A	A	A	A
	73 - 96	C	B	B	A	A	A	A	A
	97 - 120	-	C	B	B	A	A	A	A
	121 - 144	-	C	B	B	B	A	A	A
	143 - 168	-	C	C	B	B	B	A	A
	169 - 192	-	C	C	B	B	B	B	A
	193 - 240	-	-	C	C	B	B	B	B
	241 - 288	-	-	C	C	C	B	B	B
	289 - 336	-	-	-	C	C	C	B	B
	337 - 384	-	-	-	C	C	C	C	B
	385 - 500	-	-	-	D	D	C	C	C
	501 - 800	-	-	-	-	-	D	D	D



Note

For information about applications not covered in the previous tables, please contact Mitel.

4.1.3.6 Capacities by number of call servers

The following table details the maximum capacities based on the number of Call Servers used.

Call servers ⁷	Max ports without ASR	Max ports with ASR	Text to speech channels	Max users without ASR (Approx.)	Max users with ASR (Approx.)
1	144	96	96	15,000	10,000
2	288	192	192	30,000	20,000
3	432	288	288	40,000	30,000
4	576	384	384	40,000	40,000
5	720	480	480	40,000	40,000
6 – 20	800	800	800	60,000	60,000

⁷ Each call server is limited to 3 integration types; the 3 integration types can be any mix of TDM and SIP (e.g. 1 TDM and 2 SIP). There is a limit of 1 Cisco UCM SCCP IP integration per call server, which can be mixed with TDM, but not SIP. Each Call Server can support up to 10 telephone systems in total; for example, 2 Avaya Communication Manager systems using SIP with 5 Avaya IP Office systems using SIP and 3 Siemens HiPath 4000 systems using Station Set Emulation.

Keep in mind the following considerations about the previous table:

- All orders or inquiries involving Call Servers that are not co-located (where co-location is defined as the installation of 2 or more Call Servers in the same physical location, serving a homogenous group of users, typically to support high volumes of traffic) must be submitted through Mitel.
- The NetConnect directory propagation server must be on a separate platform from the MiCollab AM server; the two products are incompatible on the same server.
- For mission-critical MiCollab AM applications, Mitel strongly recommends the use of an uninterruptible power supply (UPS), redundant hot-swappable platform power supplies, redundant hot-swappable fans with washable air filters, and a RAID 1 or RAID 5 disk drive array with hot spare.
- MWI response time can vary widely depending on the number of indicators being changed at a time and the number of ports that are available and designated for changing MWIs. A MiCollab AM messaging application that subjects the system to high levels of burst MWI activity (an application that includes an all-company distribution list, for example) may need additional port capacity to satisfy customer requirements for MWI response. If the MiCollab AM application being planned involves a large number of Unified Messaging subscribers, if

large distribution lists are frequently used, or if the customer has specific requirements for MWI response time, contact Mitel for assistance in configuring the system.

4.1.4 Minimum Server requirements for Neverfail

The following are the minimum server requirements for the Neverfail software.

- MiCollab AM 9.2 requires Neverfail Continuity Engine 8.5 and the Neverfail Telephony Server Plug-in 201.20.4.0 be installed or upgraded to.
- The primary, secondary, and tertiary System Servers must meet the minimum requirements, as any one of them may be the active System Server at any time. Mitel recommends identical platform hardware for all System Servers.
- The same Windows operating system, Service packs and hot fixes must be installed on all System Servers.
- Network adapters must be as follows:
 - 2 NICs are required for Primary-Secondary *Neverfail* topology
 - 3 NICs are required for Primary-Secondary-Tertiary *Neverfail* topology
 - Teaming is supported, but only among the NICs that participate in the same data link.

For example:

Two servers have four NICs each, and you are deploying Primary-Secondary topology:

- Data link 1 (public + maintenance) can be a team of two NICs
- Data link 2 (heartbeat/replication) can be a team of two NICs

- You cannot team adapters that are meant to serve different data links.

For example:

Two servers have two NICs each, and you are deploying a Primary-Secondary topology:

- You cannot team the NICs in the servers, as each NIC must serve a different data link.

- A minimum of 3 non-teamed network adapters are required in each server. One adapter is for the LAN connection, the second adapter is for the replication channel, and the third adapter serves as the maintenance port.
- A minimum of 2GB of additional memory. Refer to [Recommended Hardware Configurations](#) table for the memory requirements for your system.
- A minimum of 10GB (20GB for Trio configurations) free disk space per server on which you want to install Neverfail.
- Administrator access to the primary, secondary, and tertiary servers.
- Onsite expertise is required to install and verify the application and setup. Installers must be certified on Neverfail prior to installation or an Mitel Professional Services engineer must be onsite to perform the installation.

For problem resolution of Neverfail applications on MiCollab AM systems, please contact the Mitel Technical Support department.

For more information on Neverfail and the Neverfail products please see the Neverfail website, www.neverfailgroup.com.

4.1.5 Minimum Web PhoneManager requirements

Depending on its configuration, as many as three server platform components may be involved in the deployment of Web PhoneManager: the MiCollab AM System Server, the Web PhoneManager server, and the Message Cache Manager server. See the *Web PhoneManager System Administrator Guide* for requirements on the latter two servers.



Note

On the server platform where Web PhoneManager resides, the web server software (either Microsoft Internet Information Services or Apache Web Server) and the scripting engine software (PHP) must be present and running correctly before Web PhoneManager can be installed or configured. Mitel cannot provide support for the web server or the scripting engine.



Note

The *Web PhoneManager System Administration Guide* discusses how to test these components using the `phpinfo()` function. Before contacting Mitel Technical Support, the web server administrator must conduct this test to verify that both components are working properly and that the PHP SOAP and XSL modules are installed.

4.1.5.1 Site requirements

- TCP/IP based connectivity between the web server and the MiCollab AM server.
- TCP/IP network connectivity with the Message Cache Manager server (if deployed).
- Web PhoneManager and Message Cache Manager may run on the same physical platform or as VMware® virtual machines running on the same platform.

4.1.5.2 Microsoft Web Server requirements

- Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience) with the Windows Internet Information Server (IIS) version 6.x, 7.0, 7.5, 8.x, or 10.x component installed.
- World Wide Web Publishing Service installed and running.
- PHP version 7.4.1 with SOAP, XSL, and OpenSSL modules installed.
- To ensure web security using SSL, a certificate purchased from a Certificate Authority.
- Access to a DVD/USB drive (for software installation)

4.1.5.3 Microsoft Windows-based Apache Web Server requirements

- Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- Apache Web Server versions 2.2.x or later
- PHP version 7.4.1 with SOAP, XSL, and OpenSSL modules installed.
- To ensure web security using SSL, a certificate purchased from a Certificate Authority.
- Access to a DVD/USB drive (for software installation)

4.1.5.4 Linux-based Apache Web server requirements



Important

Most current Linux server distributions include copies of Apache and PHP. However, because those distributions are not updated between release, you may need to download, build, and install the required versions of Apache and PHP.

- Current server-class Linux distribution such as Fedora®, Debian®, or OpenSUSE® Linux
- Apache Web Server versions 2.2.x or later
- PHP version 7.4.1 with SOAP, XSL, and OpenSSL modules installed.
- OpenSSL
- To ensure web security using SSL, a certificate purchased from a Certificate Authority.
- Access to a DVD/USB drive (for software installation).

4.1.5.5 Message Cache Manager Server requirements

- Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience).
- TCP/IP networking
- The firewall on the Message Cache Manager Server platform must have TCP port 18276 for unencrypted communication and port 18277 for SSL communication open so that Web PhoneManager can access the Message Cache Manager Server.
- Message Cache Manager can run on the same server platform as Web PhoneManager, as a separate VMware virtual machine, on a separate stand-alone server, or on a shared server with available processing capacity.

4.1.5.6 Subscriber browser requirements

MiCollab AM subscribers can use Web PhoneManager through a web browser on current releases of the Windows, Mac OS X, or Linux operating systems. The following table shows the current browser and operating system combinations under which Mitel has tested and verified Web PhoneManager.

Web PhoneManager Browser and Operating System Support

Browser	Windows	Mac OS	Linux
Microsoft Internet Explorer 9 and later	✓		
Microsoft Edge	✓		
Mozilla Firefox	✓	✓	✓
Apple Safari	✓	✓	
Opera	✓	✓	✓
Google Chrome	✓	✓	✓

4.1.6 Minimum Web Client requirements

The following are the minimum server requirements for the MiCollab AM web client.

4.1.6.1 Site requirements

- TCP/IP-based connectivity between the web server and the MiCollab AM server.
- TCP/IP network connectivity with the Message Cache Manager server (if deployed).
- The MiCollab AM web client and Message Cache Manager may run on the same physical platform or as VMware® virtual machines running on the same platform.

4.1.6.2 Message Cache Manager server requirements

- Windows Server 2012 R2, Windows Server 2006 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- TCP/IP networking
- The firewall on the Message Cache Manager Server platform must have TCP port 18276 for unencrypted communication and port 18277 for SSL communication open so that the MiCollab AM web client can access the Message Cache Manager Server.
- The firewall must also allow port 18277 for SSL communication on the SOAP server.
- Message Cache Manager can run on the same server platform as the MiCollab AM web client, as a separate VMware virtual machine, on a separate stand-alone server, or on a shared server with available processing capacity.

4.1.6.3 Workstation requirements

The following are the minimum requirements for client workstations running the web client:

- Compatible web browser. Currently, the MiCollab AM web client supports the following web browsers:
 - Apple Safari®
 - Google® Chrome
 - Microsoft Edge
 - Microsoft Internet Explorer® (Versions 10 and later)
 - Mozilla Firefox®
 - Opera™
- Connection to the local area network (LAN) or to the World Wide Web via an Internet Service Provider (ISP).
- A telephone or microphone/speakers to record or listen to voice messages.
- A fax viewer capable of displaying multiple-page TIFF documents, such as the XMediusFAX Viewer, the Microsoft Windows Picture and Fax Viewer, or Apple Preview for Mac.



Note

To find a multiple-page TIFF viewer for a Linux-based workstation, consult the software package repository for the Linux distribution installed on the workstation.

4.1.7 Minimum standalone Integrated Client Access server requirements



Note

For systems with more than 96 ports or 1,000 subscribers, Integrated Client Access (ICA) must be installed on a separate server platform. Each dedicated ICA server can support up to 3,000 concurrent connections and may support up to 5,000 subscribers, depending on how often your client application connects to the ICA server and how long it remains connected. Each MiCollab AM system can support multiple dedicated ICA servers for a maximum total of 10,000 subscribers.

If you are installing a standalone ICA server, the platform must meet the following requirements:

- Microsoft Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience).
- 2.4 GHz Pentium 4 or better
- 1GB of RAM
- 20 GB or larger hard disk with at least 10 GB of free space available (additional free space is required if the operating system is installed on the platform over a network)
- DVD/USB Drive
- TCP/IP protocol
- Availability to both subscriber workstations and the MiCollab AM server platform over the LAN or WAN

4.1.8 Minimum UConnect Developer Platform requirements

The UConnect developer platform is a platform dedicated to the development of UConnect IVR applications. UConnect developer platforms require the hardware and software components shown in the following table.



Note

The following list represents the minimum hardware required to develop UConnect IVR scripts. The hardware you require to develop UConnect IVR scripts may be greater. Contact Mitel for specific hardware requirements.

Platform requirements	Windows 7, 8, or 10	Windows Server 2012 R2, 2016, or 2019
Processor group	Dual Core Intel® Celeron™ G3900 2.8 GHz CPU or better microprocessor	Dual Core Intel® Celeron™ G3900 2.8 GHz CPU or better microprocessor
RAM	4GB	8GB
Hard disk space	10GB free space	10GB free space

- Windows 7,8, 10 v.2004, Microsoft Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience).
- Microsoft Visual Studio 2012
- Microsoft .NET 4.5.2



Note

The UConnect Developer installation installs the required .NET Framework automatically.

- Color VGA-compliant display adapter and monitor
- USB drive/DVD drive (compatible with DVD-R media)
- Sound card and microphone that support recording and playback of .wav files.
- Sound editing software the with the ability to do audio manipulations such as trimming silence at the beginning and end of a phrase.

4.1.9 Minimum UConnect Remote Platform requirements

The UConnect remote server is a server platform dedicated to the execution of UConnect IVR scripts and connected to the MiCollab AM server through a network connection.

The following list represents the minimum hardware requires to run UConnect IVR scripts on a remote platform. The processor and memory requirements for a specific remote UConnect platform depend on the size, complexity, and number of scripts the platform runs; the developer is responsible for determining the requirements necessary to run each script.

- Windows 7,8, 10 v.2004, Microsoft Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience).
- Microsoft .NET 4.5.2



Note

The UConnect Remote installation installs the required .NET Framework automatically.

- Color VGA-compliant display adapter and monitor
- A network interface card (NIC) and connection to the LAN
- USB drive/DVD drive compatible with DVD+R media

4.1.10 Minimum NetConnect Digital Networking Platform requirements

4.1.10.1 Directory Propagation server

The NetConnect Directory Propagation server must meet the following requirements.



Note

The following list represents the minimum hardware requirements for the NetConnect Directory Propagation server to function. The hardware requirements for your implementation of NetConnect Directory Propagation may be greater. Contact Mitel for specific hardware requirements based on your implementation.

Number of nodes	Number of propagated mailboxes	Processor group
Up to 20	Up to 20,000	Dual Core Intel® Celeron™ G3900 2.8 GHz CPU or better microprocessor
21-50	Up to 30,000	Six Core Intel® Xeon™ E5-2609 v3 1.9 GHz CPU or better microprocessor
51-75	Up to 50,000	Dual Six Core Intel® Xeon™ E5-2609 v3 1.9 GHz CPU or better microprocessor

In addition, the server should include the following:

- 2GB of additional memory
- 10GB or larger hard disk drive free space
- DVD drive
- Microsoft Windows Server 2012 R2, Windows Server 2006 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- Microsoft .NET 3.5 SP1
- Network interface card compatible with your site's LAN
- TCP/IP network protocol installed.
- Color VGA-compliant display adapter and monitor
- Windows-compatible Ethernet LAN adapter card with the TCP/IP protocol installed and configured.



Note

The Directory Propagation Server must be a dedicated machine. It is incompatible with the MiCollab AM System Server and Call Server software.

4.1.10.2 Standalone Digital Networking server

When running on a computer other than MiCollab AM server platform, the NetConnect Digital Networking server must meet the requirements shown in the following table.



Note

A standalone *Digital Networking* server is only required if you are running the *Digital Networking* application in *Peer-to-Peer* mode. You do not need a standalone server if you are running the *Digital Networking* application in *Star Networking* mode.



Note

The following list represents the minimum hardware requirements for the *NetConnect Digital Networking* server to function. The hardware requirements for your implementation of *NetConnect Digital Networking* may be greater. Contact Mitel for specific hardware requirements based on your implementation.

Platform requirements	Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
Processor group	Dual Core Intel® Celeron™ G3900 2.8 GHz CPU or better microprocessor
RAM	4GB
Hard disk space	10GB free space

In addition, the server should include the following:

- Microsoft .NET 3.5 SP1
- Color VGA-compliant display adapter and monitor
- DVD drive
- Windows-compatible Ethernet LAN adapter card with the TCP/IP protocol installed and configured.

4.1.11 Minimum MiCollab AM Mobile Service requirements

The requirements for the MiCollab AM Mobile Service are as follows:



Note

The mobile clients are only compatible with the current and the two previous shipping versions of the mobile service.

4.1.11.1 Site requirements

- TCP/IP-based connectivity between the MiCollab AM Mobile Service server and the MiCollab AM System Server
- MiCollab AM Mobile Service may run on the same physical server as Web PhoneManager™ and Message Cache Manager.

4.1.11.2 *Microsoft Web Server requirements*

- Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience) with the Windows Internet Information Server (IIS) version 6.x, 7.0, 7.5, 8.x, or 10.x component installed.
- World Wide Web Publishing Service installed and running.
- PHP version 7.4.1 with SOAP, XSL, cURL, and OpenSSL modules installed.
- To ensure web security using SSL, a certificate purchased from a Certificate Authority.
- Access to a DVD/USB drive (for software installation)

4.1.11.3 *Microsoft Windows Apache Web Server requirements*

- Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- Apache Web Server versions 1.3.x or 2.2.x
- PHP versions 7.4.1 with SOAP, XSL, cURL, and OpenSSL modules installed.
- To ensure web security using SSL, a certificate purchased from a Certificate Authority.
- Access to a DVD/USB drive (for software installation)

4.1.11.4 *Linux-based Apache Web Server requirements*



Important

Most current Linux server distributions include copies of Apache and PHP. However, because those distributions are not updated between releases, you may need to download, build, and install the required versions of Apache and PHP.

- Current server-class Linux distribution, such as Fedora®, Debian®, or OpenSUSE® Linux
- Apache Web Server versions 1.3.x or 2.2.x
- PHP version 7.4.1 with SOAP, XSL, cURL, and OpenSSL modules installed.
- To ensure web security using SSL, a certificate purchased from a Certificate Authority.
- Access to a DVD/USB drive (for software installation)

4.1.11.5 *Browser requirements*

- Client browser must support JavaScript

4.1.12 Minimum requirements for VMware ESX/ESXi

When running MiCollab AM servers, applications, or services in a virtual environment, the following identify the minimum requirements for a given configuration:

- VMware ESX/ESXi version 5.1, 5.5 Update 2, 6.0 Update 2, 6.5, or 6.7.
- The number of CPU cores specified in the [Server Class Configurations](#) section in this document.
- The amount of RAM required per Virtual Machine is defined in the [Server Class Configurations](#) section of this document.
- The amount of RAM required per Virtual Machine on 64-bit Windows Server 2012 R2 installations as defined in the [Server Class Configurations](#) section of this document.



Note

In cases where a virtual machine encounters heavy activity, additional memory is required.



Note

See the *System Installation and Configuration Guide* for more details on sizing the MiCollab AM virtual machines.



Note

Technical Support may require you to isolate a specific Call Server virtual machine to a dedicated physical server for troubleshooting purposes.

4.1.13 Minimum requirements for Microsoft Hyper-V

When running MiCollab AM servers, applications, or services in a virtual environment, the following identify the minimum requirements for a given configuration:

- Microsoft Hyper-V Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience).
- Microsoft Windows 7, Windows 8/8.1, or Windows 10 v.2004
- The number of CPU cores specified in the [Server Class Configurations](#) section in this document.
- The amount of RAM required per Virtual Machine is defined in the [Server Class Configurations](#) section of this document.
- The amount of RAM required per Virtual Machine on 64-bit Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience) installations as defined in the [Server Class Configurations](#) section of this document.



Note

In cases where a virtual machine encounters heavy activity, additional memory is required.



Note

See the *System Installation and Configuration Guide* for more details on sizing the MiCollab AM virtual machines.



Note

Technical Support may require you to isolate a specific Call Server virtual machine to a dedicated physical server for troubleshooting purposes.

4.1.14 Minimum Live Reply for Microsoft Skype for Business

In order to run Live Reply for Microsoft Skype for Business (or Microsoft Lync), subscriber workstations must meet or exceed the following requirements:

- Windows 7, 8/8.1, or 10 v.2004

- Either
 - Microsoft Lync 2010
 - Microsoft Lync 2013
 - Microsoft Skype for Business 2015
 - Microsoft Skype for Business 2016
 - Microsoft Skype for Business 2019
 - Microsoft Skype for Business for Office 365

4.2 Mitel product compatibility

This section provides details about which versions of other Mitel products are compatible with this release of MiCollab AM 9.2.



Note

For the latest compatibility information for Mitel products, refer to the Compatibility Matrix on Mitel Connect.

Product name	Version	Notes
XMediusFAX	8.0	
OpenText RightFax	10.0, 10.5, 10.6	MiCollab AM supports all editions of RightFax except the Branch Office Server edition

4.3 Unified messaging third-party compatibility

The following table shows the third-party software versions supported.

Application	Version	Minimum Required Service Pack
Operating System (Workstation)	Windows 10	2004
	Windows 8/8.1	
	Windows 7	
Exchange Server ⁸	2019	
	2016	
	2013	
	2010	
Office 365	Exchange 2010, 2013, 2016, or 2019 based	

Application	Version	Minimum Required Service Pack
Gmail	All	
Outlook	2019 (32-bit and 64-bit) ⁹	
	2016 (32-bit and 64-bit) ⁹	
	2013 (32-bit and 64-bit) ⁹	
	2010 (32-bit and 64-bit)	
Notes / Domino ¹⁰ and Notes Client	R9.0 (32-bit and 64-bit)	
	R8.5 (32-bit and 64-bit)	
GroupWise Server and Client	6.5.5 and later	
Mirapoint ¹¹	3.6 and later	

⁸ MWI support for server-based UM requires that an English version of Exchange is running on an English version of Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience).

⁹ Requires .NET version 4.

¹⁰ MWI support for server-based UM requires that an English version of Domino is running on an English version of Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience).

¹¹ Mirapoint E-mail Server is supported under University of Washington namespace configurations only.

4.4 Capacities and limitations

The following section lists capacities and limitations for the MiCollab AM products.

4.4.1 Single server

The following are the capacity and limitations for a system running on a single server:

- Up to 300 users per system
 - All users have a Unified Messaging and Personal Assistant license
- Up to 16 ports
 - All ports include ASR and TTS resources and 1 language.
 - All ports include SIP/RTP resources
- Up to 5 ASR and TTS languages
- 1 IP integration only

4.4.2 MiCollab AM single server

The following are the capacity and limitations for a MiCollab AM system running on a single server:

- Up to 144 ports on a single server with no ASR resources and 96 ports on a single server using ASR on all ports.
- Users per system:
 - 7,500 Local store
 - 3,750 Unified Messaging
 - 3,750 Personal Assistant
- Up to 96 ASR resources and 5 languages
- Up to 96 TTS resources and 5 languages
- Up to 3 integrations total, limit 3 SIP integrations or 1 non-SIP IP integration

4.5 Language support

MiCollab AM is currently localized in the following languages. Additional languages may be available in future releases.

Component	Languages																			
	EN	DE	JA	FR	IT	ZH	ES	RU	AR	DA	NL	FI	NO	P T	SV	EU	CS	E L	PL	T R
System Prompts/TUIs*	UI	UI	UI	UI	UI	UI	UI	UI	UI	UI	UI	UI	UI	UI	UI					
Mobile Applications	UI	UI		UI	UI		UI			UI	UI	UI	UI		UI					
Web Applications	B	B		B	B		B			B	B	B	B		B					
Text-to-Speech**	UI	UI		UI	UI		UI	UI		UI	UI		UI	UI	UI	UI	UI	UI	UI	UI
Automatic Speech Recognition (ASR)	UI	UI		UI			UI								UI					

UI = user interface only

B = both user interface and online help

*TTY supported.

**The System supports only one voice for a particular language.

5 Installation and upgrade notes

This section provides additional installation and upgrade information, including related or third-party product information and any required critical patches.

5.1 Installation notes

Before you install MiCollab AM, review these additional installation notes and verify related product or third-party product requirements.

- A new installation guide has been created to install Web Admin that houses the Speech Recognition Explorer and Auto Attendant Recognition Status report. The installation guide can be found on Mitel Connect (connect.mitel.com/connect)).

5.2 Upgrade notes

Before you upgrade, please review the Upgrading and Migrating MiCollab AM online book that can be found at Mitel Connect (connect.mitel.com/connect).

6 Fixed issues

This section provides information about past issues that have been fixed in this release.

Issue number	Issue description
CXP-25181	Transfers from Auto Attendant not working
CXP-25164	After Upgrade from 5.0 SP3 DTMF directory no longer returns any matches
CXP-25001	Recipient Mailbox incorrect when Phrase Template is set to anything other than Default
CXP-24829	MWIs not set properly PBX side because we send the CANCEL too soon, Mitel SIP station.
CXP-24212	Boards and Lines Tab missing after migration from Hardware to IP integration
CXP-24183	Customer reports conflicts with our Crystal Report engine and others they are using
CXP-24767	WPM and MiCollab AM Mobile breaks when no ASR or TTS Lines are licensed
CXP-24991	Errors when upgrading from 4.x while using the Migration Tool
CXP-25003	Database restores from a backup of the same version with Re-Initialize option wipes out all the Recordings and Reports folders and does NOT restore them from backup
CXP-25018	Google Apps UM – Client Secret modified (unknowingly) when you select OK
CXP-24756	WPM and MiCollab AM Mobile breaks when no ASR or TTS Lines are licensed
CXP-25415	CX Server and Client Setup may fail to detect latest update of VC11 runtime
CXP-25410	9.1 Workstation Reports Client can't run reports

7 Contact information

Waterloo, Ontario

Mitel Connect: connect.mitel.com/connect

For more information, visit www.mitel.com