

MiCollab Advanced Messaging

Software Release Note

For version 9.1

Notice

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Contents

Preface	6
New and Improved Features	7
9.1	7
New and Improved Designs	7
Windows Server 2019 Support	7
Enhanced Voicemail Security	7
Third-party updates enhance and maintain MiCollab AM performance	7
Streaming Media Playback Now Uses HTML	7
Control Your MiCollab AM Licensing Options to Meet Your Business Needs	8
Admin-Created Distribution Groups Can Be Managed by Your Assigned User	8
Web Client Changes	8
Manage Your Users' Access to Voice Message Transcription	10
Manage Your User's Presentation Settings	10
Manage Your User's Call Settings	10
Manage Your User's Personal Assistant Settings	10
Manage Your User's Voice Intercept Messaging (VIM) Settings	11
Manage Your Availability Settings	11
Provide administrators the ability to allow Users to See and Configure Their Settings	11
Java Runtime Environment (JRE) Update	11
Qualification for PHP 7.4.1	11
Qualification for LDAP changes	12
Enterprise Mobility Management Support	12
Multiple Sender Support for Office365 Message Posting	12
Voice User Interface (VUI) Supports Voice-Activated Reply All to Voice Messages	12
Calling Name presentation in messages	12
Discontinued Features	13
Localization	14
System Prompts/TUIs	14
Client Applications	15
Text-to-Speech	15

Automatic Speech Recognition (ASR)	17
Upgrading and Migrating to MiCollab AM 9.1	18
Computer Platform Requirements	19
Windows Update Policy	19
Minimum Hardware Requirements	19
Server Class Configurations	21
Recommended Hardware Configurations	22
Recommended Hardware by Server and Ports	22
Recommended Hardware by Server Class	23
Maximum Ports by Operating System	24
Port Distribution across Call Servers	24
Capacities by Number of Call Servers	25
Minimum Server Requirements for Neverfail	26
Minimum Web PhoneManager Requirements	27
Site Requirements	27
Microsoft Web Server Requirements	27
Microsoft Windows-based Apache Web Server Requirements	28
Linux-based Apache Web Server Requirements	28
Message Cache Manager Server Requirements	28
Subscriber Browser Requirements	28
Minimum Web Client Requirements	29
Site Requirements	29
Message Cache Manager Server Requirements	29
Workstation Requirements	29
Minimum Standalone Integrated Client Access Server Requirements	30
Minimum UCCConnect Developer Platform Requirements	31
Minimum UCCConnect Remote Platform Requirements	31
Minimum NetConnect Digital Networking Platform Requirements	32
Directory Propagation Server	32
Standalone Digital Networking Server	33
Minimum MiCollab AM Mobile Service Requirements	34
Site Requirements	34

Microsoft Web Server Requirements	34
Microsoft Windows Apache Web Server Requirements	34
Linux-based Apache Web Server Requirements	35
Browser Requirements	35
Minimum Requirements for VMware ESX/ESXi	35
Minimum Requirements for Microsoft Hyper-V	35
Minimum Live Reply for Microsoft Skype for Business Requirements	36
XMediusFAX Support	36
RightFax Support	37
Unified Messaging Third-Party Compatibility	37
Capacities and Limitations	39
Single Server	39
MiCollab AM Single Server	39
MiCollab AM Multi-Server	39
Networking and Global User Administration	40
Message Waiting Indication for Unified Messaging	40
For More Information	42
Documentation Resources	42
Other Resources	42
Appendix A: Resolved Customer-Reported Issues	43

Preface

This document introduces you to the new features and capabilities available in MiCollab Advanced Messaging (MiCollab AM) version 9.1. The details of how MiCollab AM works are found in the full set of documentation available through the following sources:

- MiCollab AM documentation library which is included on the Mitel MiCollab AM 9.1 Server DVD in the Documentation folder.
- Online help is available within most of the MiCollab AM administrative utilities and is accessible via the Help menu or by pressing **F1**.

Additionally, this document provides:

- The hardware and software requirements necessary to install and run MiCollab AM and its various components and applications.
- Third-party hardware and software compatibility information.
- Languages supported by MiCollab AM in the various end-user client interfaces.
- High-level capacity and limitations information.

New and Improved Features

This section provides a high-level overview of the improvements and other changes that have been made to MiCollab AM.

9.1

New and Improved Designs

MiCollab AM 9.1 provides end users and administrators a new and improved design by updating the application icons to have a modern Windows 10 look and style to them.

Windows Server 2019 Support

MiCollab AM 9.1 extends support to include Windows Server 2019 Server with Desktop Experience. Windows Server 2019 Server Core is not supported.

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.

Enhanced Voicemail Security

MiCollab AM 9.1 enables the **Advanced Security Policy** voicemail option by default when an administrator creates a new user or Class of Service.

Third-party updates enhance and maintain MiCollab AM performance

Updates to third-party applications and tools in MiCollab AM 9.1 enhance performance. Updates include MySQL 8.0, Java 11, SIP Stack, Nuance, and ActiveExpert SMS.

Streaming Media Playback Now Uses HTML

With the MiCollab AM 9.1 release, Streaming Media playback now uses HTML instead of Flash.

Control Your MiCollab AM Licensing Options to Meet Your Business Needs

MiCollab AM 9.1 provides administrative feature licensing options in MiCollab AM. Select from the following new license options:

- **Directory Users** – Controls whether your users' name appears in the auto attendant and subscriber directories.
- **Messaging Users** – Controls whether your users can receive messages.
- **Unified Communications Connect Ports** – Controls the number of system ports that can be used simultaneously by the NotifyXpress application.
- **Unified Messaging User** – Controls whether your user can store messages externally.
- **Personal Assistant** – Controls whether your [users](#) can use features such as Availability, Contacts, Calendaring, Call Recordings, Missed Call Notification and more.

Admin-Created Distribution Groups Can Be Managed by Your Assigned User

With the MiCollab AM 9.1 release, an administrator can configure a user as an owner of a Distribution Group. Your user can then manage (add or remove) group members. Your user can find all Distribution Groups owned by them under Settings > Preferences.

Web Client Changes

New Web Client Avatar Menu Provides Users with Quick Settings Access

MiCollab AM 9.1 now provides your users with an Avatar menu where they can:

- **Change Security Code** – Update their security code or password
- **Desktop Notification** – Access and update their notification settings
- **Audio Settings** – Manage their audio settings for playback and record
- **Resources** – Access support content

Allow Web Client Users to Add, Modify and Remove Contacts

MiCollab AM 9.1 enables Web Client users to add, modify and remove their contacts when configured by the administrator.

Allow Web Client Users to Manage their Call List

MiCollab AM 9.1 enables Web Client users to view their call history when configured by the administrator. They can also customize the list by selecting which type of calls they want to view.

Allow Web Client Users to Receive, View and Edit Voice Message Transcriptions

MiCollab AM 9.1 enables Web Client and Mobile application users to view transcriptions of their voice messages when configured by the administrator. Your users can then toggle the **Enable Transcribe Voice Message Service** feature on or off.

Web Client Users Can Record Name and Greetings for their mailbox

MiCollab AM 9.1 enables Web Client users to manage recordings for their mailbox. They can record, review, re-record or delete their recorded name and greetings. When configured by the administrator, they can record their greetings for multiple languages. The user can find their recorded name and greetings under Settings > Recordings.

Web Client Users Can Manage their Messaging Settings

MiCollab AM 9.1 provides Web Client users with the ability to select and manage their own Message playback settings preferences, including:

- When and what message envelope information to play.
- Select playback options for urgency, type (voice, fax, or email) and playback order.
- Playback persistence and speed.

Web Client Users can now go through the setup tutorial via Web Client

MiCollab AM 9.1 now guides users through a setup wizard when logging in to their mailbox through Web Client when setup tutorial is enabled by the administrator. The setup tutorial will guide your user through changing their security code, recording their name, and recording a standard greeting in Web Client.

Web Client Users can manage their phone numbers and route their calls

With the MiCollab AM 9.1 release, Web Client users can now self-manage most Web Client settings on the Devices page. They can add, edit, set as primary, deactivate, or remove the device at which they can be reached. Administrators can manage extension devices.

Web Client Users can manage their Availability settings

MiCollab AM 9.1 provides Web Client users with the ability to configure their Availability settings so callers know where they are at various times during the day or if they are out of the office.

Notification Settings

MiCollab AM 9.1 provides Web Client users with the ability to configure whether, and when, the system notifies them that a new message has arrived. These settings can be found in the Email, Text Message or Outcall Notification sections of the Notifications page under the Settings group on the application Navigation panel. These settings are further divided into these sub-sections:

- Email Notification
- Text Message Notification
- Daily Outcall Notification
- Immediate Outcall Notification

Message Forwarding

MiCollab AM 9.1 provides Web Client users with the ability to automatically forward messages to another user for new messages that have arrived. This setting can be found in the Automatic Message Forwarding section of the Notifications page under the Settings group on the application Navigation panel.

Manage Your Users' Access to Voice Message Transcription

MiCollab AM 9.1 provides you with the ability to enable or disable your users' access to the new, **Enable Transcribe Voice Message Service** setting. You can manage this setting from either AD Snap-In or Web Services.

Manage Your User's Presentation Settings

MiCollab AM 9.1 provides a user with the ability to change their presentation settings including Time zone, Time format and User display language.

Manage Your User's Call Settings

MiCollab AM 9.1 provides a user with the ability to manage features including Call Blocking, Call Screening (when Availability is not in use), Personal Auto Attendant (Extension Specific Processing), and Speech Session settings when permitted by the administrator.

Manage Your User's Personal Assistant Settings

MiCollab AM 9.1 provides a user with the ability to manage their Personal Assistant settings when a Personal Assistant license is allocated to the user's mailbox by the administrator. The user can manage features including whisper on a call waiting notification, system sending a message when the user misses a call or providing a user with confirmation feedback while dialing to a contact.

Manage Your User's Voice Intercept Messaging (VIM) Settings

MiCollab AM 9.1 provides a user with the ability to enable and manage information about their absence to the calling party, for example: "at lunch and attending a meeting". This is available when permitted by the administrator.

Manage Your Availability Settings

MiCollab AM 9.1 provides a user with the ability to enable and manage information about their availability. This include defining their work hours and availability schedule and configure the availability behavior for each availability state.

Provide administrators the ability to allow Users to See and Configure Their Settings

MiCollab AM 9.1 now provides administrators with the ability to provide access to settings using the **Let users see and configure** settings. If this setting is enabled, users will be granted the ability to configure specified settings using Android or Apple devices, Web Client, and Web Phone Manager. This includes the following:

- Availability settings.
- Answering settings including Out of Office greetings and personal operator.
- Simple UM settings.
- Enabling Transcription Services.
- Auto Attendant features including Call Screening and Call Blocking.
- Voice Intercept Messaging (VIM) settings.
- Speech specific settings.
- Notification settings including Short Message Service (SMS), Immediate Message Notification, Daily Message Reminder, and Automatic Message Forwarding.

Java Runtime Environment (JRE) Update

In MiCollab AM 9.1, the Java Runtime Environment (JRE) has been updated to version 11 and is now 64-bit compliant.

Qualification for PHP 7.4.1

In MiCollab AM 9.1, PHP has been qualified for version 7.4.1.

Qualification for LDAP changes

In MiCollab AM 9.1, LDAP has been qualified for updates made by Microsoft in regards LDAP channel binding and LDAP signing.

Enterprise Mobility Management Support

MiCollab AM 9.1 provides support for Enterprise Mobility Management (EMM) so that you can remotely install and configure MiCollab AM Android and iOS mobile apps.

Multiple Sender Support for Office365 Message Posting

MiCollab AM 9.1 Office365 e-mail profiles now allow for the configuration of secondary e-mail addresses. This is due to the Office365 limitations where it will not send more than 10,000 messages in a day and will not send at a rate faster than 30 messages a minute per account.

NOTE This requires OAuth2 for authentication.

Voice User Interface (VUI) Supports Voice-Activated Reply All to Voice Messages

MiCollab AM 9.1 VUI supports licensed users with the ability to reply to all recipients of a locally-store voice message simply by saying "Reply All."

Meridian Mail®/CallPilot Telephony User Interface (TUI) Supports Reply All to Voice Messages

The MiCollab AM 9.1 TUI emulation support users with the ability to reply to all recipients of a locally-store voice message.

Calling Name presentation in messages

MiCollab AM 9.1 Systems integrated via SIP may have the ability to capture the calling name. When available, the name may be used in the subject line or message content when using the appropriate phrase template.

NOTE If the server was upgraded from a previous version of software, additional copies of the files are installed during software installation. The new XML files are renamed with the software version number following the default name. The file content is identical initially. The reason the files are renamed during installation is to protect any existing files on the server, in the likelihood they were previously modified.

Discontinued Features

This version of MiCollab AM no longer supports the following:

- ScheduleXpress has been discontinued and removed

NOTE ScheduleXpress will still function and be supported on upgraded systems for the time being but customers should switch to using Schedule Mailboxes. Refer to the MiCollab AM System Administration Guide for details.

- Integration with Mitel® PBXs using MiTAI®. Mitel recommends using the Mitel MiVoice/MCD SIP integration instead.

NOTE If someone happens to have a MiTAI integration and attempts to upgrade to 9.0, the installer should alert the installing technician that upgrading to 9.0 will break the integration and give them the ability to abort the install and stay at their current release.

- OpenText RightFax 9.4
- PHP 5.x and older
- Google discontinued C2DM support for push notifications to Android devices back in June 2012 in favor of the newer GCM protocol. Google shut down the C2DM servers in July 2015 making it no longer possible to use C2DM. As such, the configuration settings for C2DM have now been removed from the Mobile Service web application.
- IBM Notes 7.0 and 8.0
- Microsoft Exchange 2007

NOTE MiCollab AM 9.0 is the last version of MiCollab AM that will support Microsoft Exchange 2007. To help with this transition, anyone currently using Microsoft Exchange 2007 should upgrade to MiCollab AM 9.0 first, and then upgrade to a new version of Microsoft Exchange.

- Microsoft Office 2007

NOTE MiCollab AM 9.0 is the last version of MiCollab AM that will support Microsoft Exchange 2007. To help with this transition, anyone currently using Microsoft Office 2007 should upgrade to MiCollab AM 9.0 first, and then upgrade to a new version of Microsoft Office.

- Neverfail 6.7.7
- OS2ToNT migration utility
- KinesisToCX migration utility
- Repartee for WindowsTo MiCollab AM migration utility

Localization

This section details what languages are supported for the various MiCollab AM client interfaces.

System Prompts/TUIs

As of this release, the system prompts, various telephone user interfaces (TUIs), and standard database are localized into the following languages:

- Arabic
- Chinese – Cantonese
- Chinese – Mandarin
- Danish
- Dutch
- English – Australian
- English – British
- English – North American
- Finnish
- French – Canadian
- French – European
- Italian
- German
- Japanese
- Norwegian
- Portuguese – Brazilian
- Portuguese – European
- Russian
- Spanish – Latin American
- Spanish – European
- Swedish
- TTY

Client Applications

As of this release, the MiCollab AM end-user client applications, as well as MiCollab AM Mobile Admin, are localized into the following languages:

- Danish
- Dutch
- English – North American
- Finnish
- French – European
- German
- Italian
- Norwegian
- Spanish
- Swedish

Text-to-Speech

As of this release, MiCollab AM supports the text-to-speech (TTS) languages and voices below. **Bold text** indicates the preferred voice when a language has more than one:

NOTE Version 6.0 replaced the previous RealSpeak TTS engine with Nuance Vocalizer. As such, you will need to update the TTS engine and any TTS languages when upgrading from any version prior to 6.0.

Table 1. Text-to-Speech

Language ¹	Dialect	Gender	Voice
Basque	Basque	F	Arantxa
Czech	Czech	F	Zuzana
Danish	Danish	F	Ida
Dutch	Belgian	F	Ellen
Dutch	Netherlands	F	Claire
English	Australian	F	Karen
English	Australian	M	Lee

English	British	F	Serena
English	British	M	Daniel
English	Indian	F	Sangeeta
English	Irish	F	Moira
English	Scottish	F	Fiona
English	U.S.	F	Donna
English	U.S.	F	Samantha
English	U.S.	M	Tom
French	French	F	Virginie
French	Canadian	F	Julie
German	German	F	Steffi
Greek	Greek	M	Alexandros
Italian	Italian	F	Silvia
Norwegian	Norwegian	F	Stine
Polish	Polish	F	Agata
Portuguese	Brazilian	F	Raquel
Portuguese	Portuguese	F	Joana
Russian	Russian	F	Milena
Spanish	Castilian	F	Monica
Spanish	Americas	F	Paulina
Swedish	Swedish	F	Alva
Turkish	Turkish	F	Aylin

¹ The System supports only one voice for a particular language.

Automatic Speech Recognition (ASR)

As of this release, MiCollab AM supports the ASR languages listed below.

Table 2. ASR

Language	Dialect
English	Australia
English	UK
English	United States
French	Canada
French	France
German	Germany
Spanish	Spain
Spanish	United States
Swedish	Sweden

Upgrading and Migrating to MiCollab AM 9.1

For detailed instructions on how to upgrade and migrate previous versions of MiCollab AM to MiCollab AM 9.1, please refer to the *Upgrading and Migrating MiCollab AM* online book included in the Documentation folder on the MiCollab AM 9.1 Server DVD.

Computer Platform Requirements

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.

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.

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 9.1 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.

- 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 linecards, 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 linecard. No physical voice linecards 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.

Table 3. Supported Voice Line Cards

Line Card or Digital Interface Card	PCI Slot Requirements
Aculab Prosody X	PCIe slots
Dialogic D/41JCT-LS	PCIe ² 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
Dialogic D/82JCT-U-PCI-UNIV	Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)
Dialogic D/120JCT-LS	PCIe 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	PCIe or Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)
Dialogic D/240JCT-T1	PCIe or Universal (compatible with 5-volt PCI, 3.3-volt PCI, and PCI X slots)
Dialogic D/480JCT-2T1EW	PCIe (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)

² The PCIe 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.

Table 4. 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

Server Class Configurations

Refer to the configurations provided from [Table 5](#) through [Table 10](#) to determine hardware requirements.

Recommended Hardware Configurations

Table 5. 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))	(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
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 and Improved Features](#) section of the SRN, the hardware requirements for the current feature release (for example 9.1) have not changed from the most recent previous feature release (for example 6.1). 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 above classification in order to assure satisfactory system performance.

Recommended Hardware by Server and Ports

Table 6. Recommended Hardware by Server/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 ³				
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 ⁴	3	3

³ 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.

⁴ Additional Call Servers may be possible if none are at full capacity. Contact Mitel Sales Engineering to discuss this type of configuration before ordering.

Recommended Hardware by Server Class

Table 7. 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 Server⁵				
Server Class	A	B	C	D
Ports	4-24	4-48	4-96 ⁶	4-144 ⁷
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 ⁶	4-144 ⁷
Speech Resources	0-24	0-48	0-96	0-120
Additional Call Servers	No	1	3	3

- ⁵ 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.
- ⁶ Maximum 48 ports when using speech recognition.
- ⁷ Maximum of 96 ports when using speech recognition.

Maximum Ports by Operating System

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

Table 8. Maximum Ports 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

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 $\frac{1}{2}$.

Table 9. Recommended Server Class by Number of Ports and Call Servers

		Number of Call Servers							
Total Ports		1	2	3	4	5	6	7	8-20
	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 from [Table 5](#) through [Table 8](#), contact Mitel.

Capacities by Number of Call Servers

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

Table 10. Multiple Call Server Configuration

Call Servers ⁸	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

⁸ 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.

Additional Notes Regarding Table 5 through Table 10

- 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 homogeneous 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.

Minimum Server Requirements for Neverfail

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

- MiCollab AM 9.1 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 [Table 5. Recommended Hardware Configurations](#) 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.

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 Administrator 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.

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

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)

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 above
- 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)

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 2.2.x or above
- 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)

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 Phone Manager 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.

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.

Table 11. Web PhoneManager Browser and Operating System Support

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

Minimum Web Client Requirements

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

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

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 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.

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 above)
 - 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.

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 drive 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

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 [Table 12. UConnect Developer Platform Requirements](#).

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.

Table 12. UConnect Developer Platform Requirements

Platform Requirements	Windows 7, 8, 10	Windows Server 2012 R2, 2016, and 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, 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 with the ability to do audio manipulations such as trimming silence at the beginning and end of a phrase

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 required 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.

- 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 UCCConnect 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

Minimum NetConnect Digital Networking Platform Requirements

Directory Propagation Server

The NetConnect Directory Propagation server must meet the requirements shown below.

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.

Table 13. NetConnect Directory Propagation Server Requirements

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 2016 (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.

Standalone Digital Networking Server

When running on a computer other than the MiCollab AM server platform, the *NetConnect Digital Networking* server must meet the requirements shown in [Table 14. NetConnect Digital Networking Server Requirements](#).

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.

Table 14. NetConnect Digital Networking Server Requirements

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

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.

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.

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)

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)

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)

Browser Requirements

- Client browsers must support JavaScript.

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.

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 for 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
- 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.

Minimum Live Reply for Microsoft Skype for Business Requirements

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
- 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

XMediusFAX Support

MiCollab AM supports integration with XMediusFAX version 8.0.

RightFax Support

MiCollab AM supports integration with the following versions of RightFax:

- OpenText RightFax 10.6
- OpenText RightFax 10.5
- OpenText RightFax 10.0

NOTE MiCollab AM supports all editions of RightFax except the Branch Office Server edition.

Unified Messaging Third-Party Compatibility

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

Table 15. Supported Versions for Microsoft Exchange, Lotus Notes and Domino, and IMAP

Application	Version	Minimum Required Service Pack
Operating System (Workstation)	Windows 10	
	Windows 8/8.1	
	Windows 7	
Exchange Server ⁹	2019	
	2016	
	2013	
	2010	
Office 365	Exchange 2010, 2013, 2016, or 2019 based	
Gmail	All	
Outlook	2019 (32-bit and 64-bit) ¹⁰	
	2016 (32-bit and 64-bit) ¹⁰	
	2013 (32-bit and 64-bit) ¹⁰	
	2010 (32-bit and 64-bit)	
Notes / Domino ¹¹ 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 above
Mirapoint ¹²	3.6 and above

⁹ 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).

¹⁰ Requires .NET version 4.

¹¹ 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).

¹² Mirapoint E-mail Server is supported under University of Washington namespace configurations only.

Capacities and Limitations

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

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

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

MiCollab AM Multi-Server

The following are the capacity and limitations for a MiCollab AM system running on multiple servers:

- Up to 20 Call Servers per system

- Up to 144 ports on a single Call Server with no ASR resources and 96 ports on a single Call Server using ASR on all ports
- Up to 800 total ports, distributed across all Call Servers in the system.
Example: 20 Call Servers with a varying number of ports on each one, but with no more than 800 ports total.
- Users per system:
 - 60,000 Local store
 - 60,000 Unified Messaging
 - 60,000 Personal Assistant
- Up to 96 ASR resources per Call Server / 800 ASR resources total per system
- Up to 96 TTS resources per Call Server / 800 TTS resources per system
- Up to 5 ASR and 5 TTS languages per system (same languages on all Call Servers)
- Up to 10 integrations total per system
 - Up to 3 integrations total per Call Server, limit 3 SIP integrations or 1 non-SIP IP integration per Call Server
 - Up to 10 Media Gateway devices per Call Server

Networking and Global User Administration

MiCollab AM supports the following networking capacities:

- Up to 75 MiCollab AM systems

NOTE When using Global User Administration, all of your MiCollab AM servers must be on the same MiCollab AM release. For example, if one of your MiCollab AM servers is on the 9.1 release, the other MiCollab AM servers must be on the 9.1 release as well in order for the Global User Administration feature to work.

- Up to 50,000 fully propagated subscriber mailboxes

Message Waiting Indication for Unified Messaging

Table 16. Message Waiting Indication for UM

Feature	Capacity ¹³
Message-waiting indicator (MWI) support for Microsoft Exchange 2010 and later	Maximum of 20,000 users. Refer to Microsoft's best practices for the maximum number of mailboxes per Exchange Mailbox Store server.
MWI support for IBM Notes	Up to 5,000 MiCollab AM users

¹³ If you need more capacity in any of these features, contact Mitel Sales Engineering to discuss a solution to meet your requirements.

For More Information

The following resources are available:

Documentation Resources

The Mitel MiCollab AM Server DVD includes a Documentation folder containing all MiCollab AM technical documents that pertain to this release. Additional documentation resources are available on the connect.mitel.com/connect website for customers with Premium Support.

Other Resources

For pre-sales technical support, contact Mitel.

Appendix A: Resolved Customer-Reported Issues

MiCollab AM 9.1 resolves the following customer-reported issues:

- Web Server
 - The Telephony Server Web service's executable is now enclosed in quotes to resolve security concerns.
- Installation
 - Updated the Visual C++ 2010 Redistributable to version 10.0.40219.325 to resolve detected security vulnerability issues.
- TUI
 - When returning a call from a voice message the TUI may fail to use dial plan to select the appropriate telephony dialing template. This issue effects all TUIs.
- Skype for Business Integration
 - In some cases, the Telephony Server answers calls from response group queues directed to agents.
- Mailbox Import and Export
 - Added a way to override the Prefer Recording setting of the SpeechAliasList data when imported using the Mailbox Import feature of Admin. See System Administration Guide and Help on Import dialog for specifics.
- Daily Maintenance
 - In rare instances, the Daily Maintenance application would fail to create its log file which led to a crash. When this occurred, it would prevent the backups from getting pushed to the online backup location.
- Web Phone Manager
 - When accessing your mailbox with the Firefox browser and you choose streaming playback, message playback would be messed up due to the way Firefox handles the cache relating to audio playback.
- SMS
 - SMS profiles created using the REST protocol to send messages via Zang results in an error 400 "Empty Message".
- MiCollab AM Administration Utility
 - Imported Call Processor Voice Name, Instruction Announcement and Introduction Announcement recording were not being backed up to the Online backup Location.

- TeamQ
 - When trying to run the ADM script for TeamQ to make a recording, it script launches and asks for a Supervisor mailbox and security code and then fails.
- Integration
 - SIP protocol is not exposed for MX-ONE station integration.