Mitel Open Integration Gateway (OIG)

RELEASE NOTES [REVISED]

Release 4.1 SP5 (4.1.95.0)

July 2021

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Mitel Open Integration Gateway

Software Release Notes [Revised]
Release 4.1 SP5
July 2021

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About This Document

This RN (Release Note) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of the Mitel Open Integration Gateway.

These Product Release Notes cover product specific information focused on premise installations. Much of the information contained here also can apply to Cloud deployments. If deploying OIG in a cloud environment, please be sure to **also** consult the appropriate MiCloud Business for Service Provider Release Notes.

Release Notes for Mitel Open Integration Gateway Release 4.1 SP5

This document describes the following areas related to Open Integration Gateway 4.1.95.0

- Product enhancements and functional changes
- Where to find the latest information
- Product areas improved in this release
- Known Issues

We strongly recommend you to review the instructions found in the *Open Integration Gateway 4.1 SP5 Installation and Administration Guide* and the hardware and software requirements found in the *Open Integration Gateway 4.1 SP5 Engineering Guide* before downloading, installing, or upgrading your software.

Product Enhancements and Functional Changes

The following table describes product enhancements and functional changes for Open Integration Gateway Version 4.1.95.0

PRODUCT OR FEATURE	DESCRIPTION
FQDN support for MiVB/MiCC	FQDN support is introduced in OIG for establishing a connection with MiVB/MiCC using FQDN address. Admin can add the MiVB/MiCC FQDN in network element tab. FQDN maximum length should be of 90 characters.
Hold Position in queue feature	This is a feature introduced in MiVB 9.1 SP1 and later versions, whereby, the caller can abandon their call while maintaining their position in the ACD Path, being replaced with a tapping device. This has introduced optional parameters to advTapCall() API. Please refer to Hold Position in Queue section in Mitel Open Integration Gateway Developer Guide – Call Control Service for details.
MiVB event timestamp attribute in Event	This is a new feature introduced in MiVB 9.1 and 9.1 SP1. A new attribute (PBX Event Timestamp) is introduced with all OIG events, which will return the local timestamp of MiVB where the device is currently registered to. The timestamp also provides the time zone of the MiVB in terms of GMT offset. NOTE: Even though this is supported with MiVB 9.1, but with MiVB 9.1 SP1 there is added milliseconds to the PBX Event Timestamp attribute, hence MiVB 9.1 SP1 is the recommended MiVB version to use for timestamp feature.

Where to Find the Latest Information

You can access the most up-to-date versions of the following documents from http://edocs.mitel.com.

- Technical Documentation
  - Mitel Open Integration Gateway Installation and Maintenance Guide
  - Mitel Open Integration Gateway Engineering Guidelines
  - Mitel Open Integration Gateway Developer Guide – Fundamentals
  - Mitel Open Integration Gateway Developer Guide – Session Management Service
  - Mitel Open Integration Gateway Developer Guide – Call Control Service
  - Mitel Open Integration Gateway Developer Guide – Data Access Service
- Integration Documentation:
  - MiVoice Integration for Google Administration Guide
  - MiVoice Integration for Salesforce Administration Guide
- User Documentation:
  - MiVoice Integration for Google Quick Reference
  - MiVoice Integration for Salesforce User Guide

Product Areas Improved in This Release

TRACKING NUMBER	DESCRIPTION
OIG-448	Updated EULA will display when upgrading the OIG

Known Issues

1. New Event Attribute PBX Timestamp is missing from the WSDL for advEventHandler and stdEventHandler. Therefore, any application using RegisterEventHandler API to get call control events, will not get events. Instead the developer will observe the following exception in OIG tomcat log file: /var/log/tomcat/current

   ```
   Caught Exception: org.apache.axis2.AxisFault: Error in deserializing
   body of request message for operation 'handleEvent'
   ```

   This issue is planned to be fixed with OIG 4.2 release.

   Workaround:

   Developers are requested to add the PBX_EVENT_TIMESTAMP attribute explicitly to the downloaded WSDL before starting to use it. Required changes described below:

   a. Go to advEventHandler\advanced.xsd and open the xsd file using Notepad to edit. Add the following line to the list of attribute names under “callEventAttribute” element.

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```
<xs:enumeration value="PBX_EVENT_TIMESTAMP"/>
```

Below is a screenshot example for attribute added to callEventAttribute:

```
<xs:element maxOccurs="unbounded" minOccurs="0" name="callEventAttribute">
    <xs:complexType>
        <xs:sequence>
            <xs:element minOccurs="0" name="attributeName">
                <xs:simpleType>
                    <xs:restriction base="xs:string">
                        <xs:enumeration value="DIALED_DIGITS"/>
                        <xs:enumeration value="CURRENT_GLOBAL_CALL_ID"/>
                        <xs:enumeration value="PRIMARY_GLOBAL_CALLID"/>
                        <xs:enumeration value="SECONDARY_GLOBAL_CALLID"/>
                        <xs:enumeration value="WORK_TIMER_ACTIVE"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_RINGALL"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_CASCADE"/>
                        <xs:enumeration value="DISTRIBUTION_HUNT_GRP_CIRCULAR"/>
                        <xs:enumeration value="DISTRIBUTION_HUNT_GRP_LINEAR"/>
                        <xs:enumeration value="DISTRIBUTION_PERSONAL_RING_GRP"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_TERMINAL"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_CIRCULAR_CASCADE"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_CIRCULAR"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_LGMR"/>
                        <xs:enumeration value="INVALID_RING_GROUP_TYPE"/>
                        <xs:enumeration value="QUEUE_POSITION"/>
                        <xs:enumeration value="PIN_SECURITY_SERVICE"/>
                        <xs:enumeration value="ICP_ID"/>
                        <xs:enumeration value="GROUP_MEMBER_ANSWERED"/>
                        <xs:enumeration value="TRUNK_CALL_ID"/>
                        <xs:enumeration value="PBX_EVENT_TIMESTAMP"/>
                    </xs:restriction>
                </xs:simpleType>
            </xs:element>
            <xs:element minOccurs="0" name="attributeValue" type="xs:string"/>
            <xs:element minOccurs="0" name="attributeType" type="ns1:attributeType"/>
        </xs:sequence>
    </xs:complexType>
</xs:element>
```

b. Go to stdEventHandler\cc.xsd and open the xsd file using Notepad to edit. Add the following line to the list of attribute names under “callEventAttribute” element.

```
<xs:enumeration value="PBX_EVENT_TIMESTAMP"/>
```

Below is a screenshot example for attribute added to callEventAttribute:

```
<xs:element maxOccurs="unbounded" minOccurs="0" name="callEventAttribute">
    <xs:complexType>
        <xs:sequence>
            <xs:element minOccurs="0" name="attributeName">
                <xs:simpleType>
                    <xs:restriction base="xs:string">
                        <xs:enumeration value="DIALED_DIGITS"/>
                        <xs:enumeration value="CURRENT_GLOBAL_CALL_ID"/>
                        <xs:enumeration value="PRIMARY_GLOBAL_CALLID"/>
                        <xs:enumeration value="SECONDARY_GLOBAL_CALLID"/>
                        <xs:enumeration value="WORK_TIMER_ACTIVE"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_RINGALL"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_CASCADE"/>
                        <xs:enumeration value="DISTRIBUTION_HUNT_GRP_CIRCULAR"/>
                        <xs:enumeration value="DISTRIBUTION_HUNT_GRP_LINEAR"/>
                        <xs:enumeration value="DISTRIBUTION_PERSONAL_RING_GRP"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_TERMINAL"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_CIRCULAR_CASCADE"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_CIRCULAR"/>
                        <xs:enumeration value="DISTRIBUTION_RING_GRP_LGMR"/>
                        <xs:enumeration value="INVALID_RING_GROUP_TYPE"/>
                        <xs:enumeration value="QUEUE_POSITION"/>
                        <xs:enumeration value="ICP_ID"/>
                        <xs:enumeration value="GROUP_MEMBER_ANSWERED"/>
                        <xs:enumeration value="PBX_EVENT_TIMESTAMP"/>
                    </xs:restriction>
                </xs:simpleType>
            </xs:element>
            <xs:element minOccurs="0" name="attributeValue" type="xs:string"/>
            <xs:element minOccurs="0" name="attributeType" type="tns:attributeType"/>
        </xs:sequence>
    </xs:complexType>
</xs:element>
```

2. When a network element (NE) for MiVoice Business is removed from the OIG admin UI Network Element table and the MiVoice Business node is removed physically from the IP network, the OIG continues to try to re-connect to the NE.

   A restart of the OIG server is required to stop the reconnect attempts from OIG.

3. If the Application Name or Company Name of an Advanced Application has any special characters like comma, $, #, *, @ etc., then while trying to login in OIG, the application will receive a certificate error "*The certificate provided does not match the application credentials provided*".

   It is recommended not to use any special characters in any of the fields like Application Name, Company Name, Country, State/Province and City, while registering the application with MCS.

4. OIG Web Server Page will not open properly, and Call control services will not be accessible to third party application, when accessed across MBG Web Proxy.

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