

Mitel Open Integration Gateway (OIG)

RELEASE NOTES

Release 4.2 SP3 (4.2.70.0)

September 2022



NOTICE

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>). This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

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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 4.2 SP3

This document describes the following areas related to Open Integration Gateway 4.2.70.0

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

We strongly recommend you review the instructions found in the *Open Integration Gateway 4.2 SP3 Installation and Administration Guide* and the hardware and software requirements found in the *Open Integration Gateway 4.2 SP3 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 4.2.70.0

Product or Feature	Description
Support for a new event cause to indicate Missed Call, when Do Not Disturb (DND) is active	With OIG 4.2 SP3 and MiVB 9.4 SP1, a new event cause DO_NOT_DISTURB_BUSY with CallFailedEvent event type is introduced. This new event cause is reported to OIG applications when a caller calls a device on which Do Not Disturb is active.

Where to Find the Latest Information

You can access the most up-to-date versions of the following documents from **MiAccess > Document Center > Applications > Collaboration > Open Integration Gateway** and **MiVoice Integrations**.

- 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-748	Fixed an issue where intermittently MSL upgrade gets stuck at 99% even though the upgrade is complete.
OIG-576	With OIG deployed on MSL 11.0.96.0 and above, Mitel Performance Analytics (MPA) redirects to OIG Server properly when using Reach-Through on MPA.
MIVB-29632	When COS Option 'Display Held Call ID on Transfer' is enabled, it is expected for the consulted party to observe the Held Party of the Consultee as calling party and not the Consultee itself. However, this failed for local calls and is now fixed with MiVB 9.4 SP1.

Known Issues

1. New event cause 'DO_NOT_DISTURB_BUSY' with CallFailedEvent is not supported in following cases.
 - a. For a call to a Multicall type Device, which has DND set by putting all the members of this Multicall group in DND.
 - b. For an inbound call across SIP Trunk on a device that has DND set and MiVB System Option "Do Not Override DND for Public Network DID/DDI Callers" is enabled.
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.