Software Build Notice

Contents

Overview

507.84.8207.0 R1802 is a build of Mitel Connect Contact Center (MCCC).

The Build Notice provides essential, current information to ensure a successful upgrade and installation. This includes supplemental information to the current MCCC documentation suite.

NEW FEATURES FOR MCCC (ALL BUILDS)

- Mitel Interaction Center
- Whisper Coach
- Hot Desking
- Supervisor Class of Service (COS)
- Expanded Agent Class of Service (COS)
- Single Sign On
- KPI Boards
- Pop Up Profiles
- Call Profile Lists

NEW PHASED FEATURES FOR MCCC

Mitel Contact Center Feature	Minimum build supported
Contact Center Redundancy	507.2.6306.0
Agent Interaction Center Localization (French, German, Spanish)	507.80.6106.0
Call Profiles on incoming interactions will now be shown on alert instead of on connect.	507.82.2602.0
Test Connection button is now present for each available email configuration (Incoming Account, Outgoing Email Accounts, Reply Email Account, General Outgoing account).	507.82.6212.0
Agent Interaction Center Localization (Swedish)	507.83.6406.0
Proxy Redundancy (see Installing and Configuring Nginx Proxy on a Redundant System in the Mitel MiVoice Connect Contact Center Installation Guide)	507.84.8207.0

No Longer Supported

- 32-bit Server OS
- Agent Tool Bar integration with the Connect Client
- Integrated IM Client
- Integrated Corporate Directory
- Extension Assignment
- Personal telephony settings (such as voicemail etc…)
- Dockable, minimized window
- Programmable buttons (one click wrap up code etc…)
- Trigger/pop up of native desktop applications
- Multiple language support
- RTA feed ("Agent Feed") - Replaced by current Event Feed API
- ECC Toolbar triggers – Replaced with new Director-driven URL pop-up
- LED Wall board
- Agent Board - Replaced by Agent KPI board (part of new web client)

Upgrade Information

IMPORTANT TIPS

1. Refer to the Contact Center section of the *Mitel Connect ONSITE Migration Notes* for detailed information about preparing for and upgrading to Mitel Connect Contact Center.
2. Certificates are a key part of the improvements to the security architecture for Connect. If the certificates are not installed properly it may adversely impact your Mitel System. Depending on customer needs, Certificates may need to be ordered in advance of the migration. Review the Certificate procedures in Mitel's Technical documentation and listen to Webinars (found by searching on Certificates and Tech Talks): http://support.shoretel.com/.
3. Only migrations from ECC9 to MCCC are supported. Sites on ECC8 and earlier will require a multi-step migration.
4. Contact Center Agent names must match the Mitel Director User names or the agents cannot login. Change in Director first and then in Contact Center or else the names will not synchronize.
5. There is no support for interfaces or third-party apps using the RTA "Agent Feed". The Agent Feed has been replaced by the Event Feed API.

UPGRADE PATHS

The upgrade paths supported are as follows:

- ECC9 (all GA builds) → MCCC

Direct upgrades from versions prior to those listed above are not supported.

MIGRATIONS & UPGRADES:

- Prior to the migration or upgrade, ensure a thorough backup has been completed and stored in a location outside of the ShoreTel folder.
- Disable Antivirus
- Defragment the hard disk if needed.

1. *Contact Center Installation Guide. – Contains detailed installation, upgrade, and restore instructions for:*
   a. Contact Center Server
   b. Email
   c. Agent and Supervisor
      i. As of MCCC all agents are web based. No upgrade required.
      ii. Upgrade all supervisors to the same release as the server
   d. CCIR
      i. Migrate or upgrade the MCCC server first and then the CCIR server.
      ii. CCIR cannot be installed on the same hardware as Contact Center Server
2. *ONSITE Contact Center Chat Toolkit Guide – Contains detailed installation, upgrade, and restore instructions for:*
   a. Chat/Web Callback
   b. MCCC Installer for Chat.
   c. Note: If MCCC Chat is setup in a redundant MCCC environment, a Secondary IRN needs to be configured for failover functionality.

Software and Firmware Versions

All applications MUST be used with the minimum required version, as shown below:

Application	Minimum Build Required	Upgrade Required
Contact Center Server	507.84.8207.0	**Yes**
Supervisor	507.84.8207.0	**Yes**
IVR	507.84.8207.0	**Yes**
CCIR	507.81.9404.0	**No, unless DNIS Names are greater than 16 characters on IRNs. See ENG-526081. There are no other fixes in CCIR after 507.81.9404.0, and no need to upgrade. Please call TAC for any questions about upgrading CCIR.**
Chat Toolkit	507.83.1108.0	**No. There are no new fixes in Chat Toolkit after 507.83.1108.0. There is no need to upgrade if already at this level or higher.**
Web Callback	507.81.9404.0	**No. There are no new fixes in Web Callback after 507.81.9404.0. There is no need to upgrade if already at this level or higher.**

Version Compatibility

This build of MCCC is supported with the following OSs, platforms, and applications.

MCCC & IVR DISTRIBUTION SERVER STATIONS
- Microsoft Windows Server 2016, 64-bit Standard & Datacenter
- Microsoft Windows Server 2012 R2, 64-bit, Standard & Data Center
- Microsoft Windows Server 2008 R2, 64-bit, Standard & Data Center (SP1)

VMWARE AND HYPER-V:

VMWare vSphere 6.0, and 6.5 with the following guest operating systems:

> Microsoft Windows Server 2016, 64-bit Standard & Datacenter
> Microsoft Windows Server 2012 R2, 64-bit, Standard & Data Center
> Microsoft Windows Server 2008 R2, 64-bit, Standard & Data Center (SP1)

Microsoft Hyper-V 2012 R2 Windows Server 2012 R2 Generation 1 and Generation 2 with the following guest operating systems:

> Microsoft Windows Server 2012 R2, 64-bit, Standard & Data Center

EMAIL SERVER

- IMAP4rev1

WEB SERVER (WEB CHAT)

- Apache Tomcat Server v7, v8, v8.5

MICROSOFT UPDATES

- This build was tested with all available and automatically installed Microsoft Server updates as published on or before **February 26, 2018**.
- Please search technical knowledgebase at https://oneview.mitel.com/s/support with "Microsoft Updates" as it will be updated should additional information become available.

SUPERVISOR STATION

- Windows 7 Professional and Enterprise, 32 and 64-bit
- Windows 8 Professional and Enterprise, 32 and 64-bit
- Windows 8.1 Professional and Enterprise, 32 and 64-bit
- Microsoft Windows 10 Professional and Enterprise 32 and 64bit

AGENT STATION (INTERACTION CENTER)

- Web based, see Browser Support

BROWSER SUPPORT TESTED VERSION(S) FOR CONTACT CENTER DIRECTOR/AGENT/SUPERVISOR/CHAT

- Internet Explorer 11
- Firefox 53 & 54
- Safari 10.0.1
- Chrome 58 & 59
- Edge version 38.14393.1066.0

PBX

- 21.82.2142.0 or higher

MITEL INNOVATION NETWORK (THIRD PARTY PARTNERS)

For a list of Third Party products and the Certified Versions Please refer to the Member Solutions & Contacts link posted on the website URL: https://www.shoretel.com/shoretel-innovation-network

Tips & Tricks – Feature Limitations

- To prevent issues that older clients can trigger, the following setting should be applied in Director: System Parameters --> Client Preferences --> Check the following option "Allow Only Up-to-Date Clients".
- Redundant Systems, with build 507.82.2602.0 and greater, are recommended to implement the changes for ENG-412360 - WebAgent /CCD2 takes over 1min to load up log in page after system fails over. **This will also be added to the next version of the Administrator Guide under the chapter, "Implementing the Redundant System Server".**
    1. Copy files (nginx_ecc.template, readme.txt, Redundancy.bat, Redundancy_config.rb) from **Contact Center server** C:\Program Files(x86)\ShoreTel\ShoreTel Contact Center Server\nginx\conf directory to **HQ server** C:\Program Files(x86)\Shoreline Communications\ShoreWare Director\nginx\conf\more_conf directory

2. From the HQ server C:\Program Files(x86)\Shoreline Communications\ShoreWare Director\nginx\conf\more_conf directory, execute "Redundancy.bat" file from a Command (administrator) window. Follow the instructions on the console and enter the IP addresses of the HQ server, Primary and Secondary Contact Center server. An updated nginx_ecc.conf will be in the more_conf directory

3. Restart the ShoreWare-DirectorProxy service on the HQ server

Known Issues

UNPROPAGATED FIXES

In the normal course of development, all bug fixes from the prior versions have not been propagated into MCCC. Therefore, Mitel does not recommend that sites with recently resolved defects, **in builds later then shown below**, upgrade to MCCC without knowing if those defects are fixed. The known issues section below does not contain all the unpropagated fixes. The most recent releases that have their bug fixes propagated to MCCC are as follows:

Release Version	Build
ECC9 GA27	506.8.9900.0

KNOWN DEFECTS NOT RESOLVED

Defect Number	Description	Workaround
ENG-443668	Agents on Interaction center that are silent coached, silent monitored or barge-in initiated from a phone have their session permanently paused after supervisor hangs up.	The issue does not happen when the supervisor uses the Interaction Center to monitor and coach agents. The Supervisor should not use the phone. If the agent does get into this paused state it can be cleared by logging out and logging back in.
ENG-460406	Foreign characters (UTF8) might show up garbled in the Interaction Center.	No workaround. This issue will be resolved in a future build of MCCC.
ENG-528943	Agents intermittently logged out of Interaction Center.	While a network disconnect is the most common reason for an agent being logged out of AIC unexpectedly, an issue has been discovered where the browser stops running the AIC program on its own. Mitel cannot control this, but a change in the AIC code is scheduled to be released in the next build of Contact Center which should help mitigate this undesirable browser behavior. There are no absolute workarounds, but some customers have reported that running AIC in a separate browser with no other tabs has helped eliminate the issue. It has also been observed that running the browser directly on the client computer rather than a virtual session helps prevent unexpected logouts.

DEFECTS RESOLVED

Reference: Search for RESOLVED ISSUES on the support site at: https://oneview.mitel.com/s/support.