

Mitel MiVoice Connect

Release 19.1 Service Pack 2

[Release Notes](#)

[PBX Software Build 22.11.9300.0](#)

[April 2020](#)

Release Notes

About this Document

This Release Notes document is intended for Customer Service and Installation personnel involved in the installation and maintenance of the MiVoice Connect system. The Release Notes provide essential, current information to ensure a successful upgrade and installation. The information contained in this document is subject to change to provide the most accurate and up-to-date information. Revisions of this document or new editions may be issued to incorporate changes.

MiVoice Connect
Release 19.1 SP2
April 2020

® ™ Trademark of Mitel Networks Corporation
© Copyright 2020, Mitel Networks Corporation All
rights reserved

Table of Contents

Overview	2
Product Enhancements and Functional Changes	2
19.1 SP2 Product Enhancements	2
Release 19.1 SP1 Enhancements:.....	3
Release 19.1 Enhancements:.....	4
Functional Changes.....	6
Software Release History	6
Software and Firmware Versions.....	7
Release 19.1 SP2 Build Dates	7
Switch Versions	7
Application Requirements	9
Documentation	13
Training	13
Important Links	13
Installation and Upgrade Notes	14
Resolved Defects.....	17
19.1 SP1 resolved issues:.....	18
19.1 GA resolved issues:.....	19
Known Issues and Caveats	20
Known Product Limitations.....	22

Overview

These Release Notes contain the most current information on the MiVoice Connect 19.1 SP2 release and supported solution lineup.

From a high level, the release note includes the following:

- Software Enhancements
- Functional changes
- Installation and Upgrade information
- Fixes for Customer reported issues
- Known issues

There have been several changes to the [Migration Notes](#). Please review them in their entirety before undertaking a 14.2 to MiVoice Connect migration.

Product Enhancements and Functional Changes

19.1 SP2 Product Enhancements

Connect PBX Features - 22.11.9300.0
<p>Support for Mexico's New National Numbering Plan</p> <p>On August 3 2019, Mexico introduced a new national 10-digit numbering plan and eliminated previous dialing prefixes. The 19.1 SP2 release provides two major updates to customers in Mexico:</p> <ul style="list-style-type: none">• PBX dialing follows new 10-digit national numbering plan• Call Blocker Application is available to import Calling Party Pays (CPP) list from the Instituto Federal de Telecomunicaciones (IFT). The Call Blocker Application and App note can be downloaded here .
<p>Hunt Group Enhancements</p> <p>Improvements were made to the SIP messaging on call handling that reduce problems with delayed audio on Hunt group calls. Additional fixes address other issues experienced by some customers with Hunt Groups.</p> <p>To enable this feature please follow the instructions in the KB below:</p> <p>https://oneview.mitel.com/s/article/Enabling-Hunt-Group-SIP-Enhancements-for-R19-1-SP2-or-higher</p>

Release 19.1 SP1 Enhancements:

Connect PBX Features - 22.11.4900.0
Support for Windows 2019 server You can deploy MiVoice Connect 19.1 SP1 on Windows 2019 server as a headquarter or remote office node type.
6970 IP Conference Phone MiVoice Connect supports the 6970 IP Conference unit as a generic SIP device.
Mitel Terminal Adapters TA7102, TA7104, TA7108 The Mitel TA7100 terminal adapters enable analog phones, fax machines and other analog devices to connect to an IP network using SIP protocol.
Mitel Streamline The Streamline data switch enables connection of wired Ethernet device to the network over a single pair of telephony grade wire.
Security Updates <ul style="list-style-type: none">• NGINX web proxy libraries have been updated to version 1.16 (Further information available at nginx.org)• Lightweight Directory access over SSL(LDAPS) support <p>Full list of updates will be made available in a security bulletin for Q1 2020</p>
Defect fixes – see KB article Resolved Issues in Mitel MiVoice Connect

Connect IP6900 Phone Series Features – 5.2.1.1071
Bug Fixes only

Connect IP400 Phone Series Features - 804.2002.1100.0
<p>IP400 Hearing Aid Compatible (HAC) Update</p> <p>In this release of IP400 series firmware the Hearing Aid Compatible (HAC) audio profile has been updated to comply with latest regulatory requirements. This change only impacts audio played through phone handset and only for phones with HAC option enabled. There are no audio changes to non HAC audio. This update also complies with the requirement to return a high volume setting for the handset to a lower volume after each call is completed.</p> <p>Installers should also note that new IP400 series phones manufactured after March 2020 will come with HAC option enabled to comply with new regulatory requirements. Upon upgrade to this and later versions of IP400 firmware, HAC will be enabled by default whereas historically it would have been disabled.</p>
<p>Wireless LAN (“WLAN”) Adapter</p> <p>The WLAN Adapter introduced as a 6900 IP phone accessory in 19.1 may now be used for more general purposes, like connecting 400 Series phones. The WLAN Adapter enables wireless 802.11 a/b/g/n dual band (2.4Ghz / 5Ghz) network connectivity for wired Ethernet devices.</p>

Connect Client Features - 214.100.1214.0
Bug Fixes only

Release 19.1 Enhancements:

Connect PBX Features - 22.10.7600.0
<p>MiVoice Connect support for the 6900 series IP phones</p> <ul style="list-style-type: none"> • Provisioning 6900 series in Director • 6900 configuration, software and language • 6900 registration • 6900 Firmware installer • Support for Paging, Park/Page, Simultaneous ring soft keys, PKM, program buttons and night bell. • Interoperability with the Connect Client • Logging and stats for troubleshooting • Redundancy support • Support for Workgroups • Support or MiVoice Call recording solution
Support for MiContact Center Business SIP 9.2
Defect fixes – see KB article Resolved Issues in Mitel MiVoice Connect

Connect IP6900 Phone Series Features – 5.2.1.133

The 6900 IP Series phones are Mitel's Premier desk phone products introduced in the MiVoice Connect 19.1 release:

6900 Models:

- 6910 - Entry level phone with 3.4" monochrome display, Navigation key, 8 linekeys and Analog headset port
- 6920 – Low Range phone with 3.5" color screen, Navigation key, 6 line-keys, 4 softkeys, Analog and USB Headset ports (part number 50008311)
- 6930 – Mid-Range phone with 4.3" color screen, Navigation key, 12 line-keys, 5 softkeys, and built in Bluetooth with MobileLink and an optional Bluetooth cordless handset. Has Analog and USB Headset ports (part number 50008312)
- 6940 – High End phone with 7" color Touch Screen, 12 line-keys, 6 softkeys, Built-in Bluetooth with MobileLink and a Bluetooth cordless handset as standard. Has USB Headset ports (part number 50008313)

Important – the 6920/30/40 phones are shipped with Mitel MiNET firmware that converts to SIP upon installation. Please confirm the 6900 phone is the appropriate part number to ensure the MiNET firmware version will successfully convert to SIP.

6900 Accessories:

- External Power Supply Barrel Connector and In-Line Ethernet 'brick' type power supplies are both available
- Cordless Bluetooth handset can replace the corded handset on 6930, and is standard on the 6940.
- Integrated DECT Headset (6930 and 6940) support for Mute, volume and hook switch synchronization with the phones
- M695 PKM (Button Box) supports up to 3 pages of 28 programmable keys (not supported for the 6910)
- Wireless LAN ("WLAN") Adapter allows a 6900 phone to be connected to the network through a wifi access point.
- S720 Bluetooth Speaker comes with mute, volume and hook switch synchronization

Connect IP400 Phone Series Features - 804.1905.1300.0

No product enhancements. Defect fixes only.

Connect Client Features - 214.100.1214.0

Client support for the 6900 series.

Defect fixes

See the [Mitel MiVoice Connect Feature Compendium](#) article for the list of prior features

Functional Changes

- 1) Starting with R1804 five switch types (SG-40, SG-60, SG-120, SG-T1 and SG-E1) are no longer supported. Sites with these switches will be prevented from upgrading in software to R1804. More detail on this and more can be found in the [Life Cycle Bulletin 18007](#).

Software Release History

PBX Software Load	Release Name	Release Date
22.11.9300.0	Release 19.1 – SP2	April 2020
22.11.4900.0	Release 19.1 - SP1	Feb 2020
22.10.7600.0	Release 19.1	Sept 2019
21.90.9743.0	R1807-Onsite – SP2	July 2019
21.90.9738.0	R1807- Onsite – SP1	Feb 2019
21.90.4127.0	R1807 – Onsite	Oct 2018
21.88.3753.0	R1804 – Onsite – SP1	Sept 2018
21.88.3731.0	R1804 – Onsite	Jun 2018
21.87.9727.0	R1803 – Onsite	May 2018
21.87.3629.0	R1801 – Onsite	Feb 2018
21.86.1828.0	R1711 – Onsite	Jan 2018
21.84.5543.0	R1707 - Onsite – SP2	Dec 2017
21.84.5535.0	R1707 - Onsite – SP1	Oct 2017
21.84.5523.0	R1707 – Onsite	Sep 2017
21.82.9645.0	R1704 – Onsite – SP2	Aug 2017
21.82.9630.0	R1704 - Onsite – SP1	Jul 2017

21.82.9623.0	R1704 – Onsite	Jun 2017
--------------	----------------	----------

Software and Firmware Versions

Release 19.1 SP2 Build Dates

PBX Build Date:	April 6, 2020
IP400 Series Phone Firmware Build Date:	April 6, 2020
6900 Series Phone Firmware Build Date:	January 23, 2020
Client Build Date:	April 6, 2020

PBX and Client Versions

PBX Engineering Build Number:	22.11.9300.0
Server Software Version:	22.11.9300.0 (View on Director Server Maintenance Page)
Distributed Software Version:	22.11.9300.0 (View on Director Server Maintenance page)
Client Software Version:	214.100.1222.0 (View in the Client's Help About screen)
Telephony for Microsoft Software Version:	214.100.1222.0

Switch Versions

Switch Firmware Version:	22.11.9300.0 View in Director Voice Switch Maintenance Page)
Switch (1/2-width) Boot ROM Version:	1.1.3.29 (View in Director Voice Switch Maintenance Page) Switch
(V-switch) Boot ROM Version:	1.1.3.29 (View in Director Voice Switch Maintenance Page)
Switch SG24A Boot ROM Version:	8.2.232.0 or greater (View in Director Voice Switch Maint Page)
Switch ST50A/ST100A Boot ROM Version:	U-Boot 2011.03 V11
Switch ST100DA Boot ROM Version:	U-Boot 2011.03 V11
Switch ST1D/ST2D Boot ROM Version:	U-Boot 2011.03 V11
Switch ST200/ST500 Boot ROM Version:	U-Boot 2011.03 V11
Switch ST24A/ST48A Boot ROM Version:	U-Boot 2011.03 V11

Phone Versions

IP-110 Firmware Version:	S03.9.13 (View in Director IP Phone Maintenance page)
IP-115 Firmware Version:	S01.3.9.13 (View in Director IP Phone Maintenance page)
IP-212K Firmware Version:	S12.3.9.13 (View in Director IP Phone Maintenance page)
IP-230 Firmware Version:	SEV.3.9.13 (View in Director IP Phone Maintenance page)
IP-230g Firmware Version:	SEVG.3.9.13 (View in Director IP Phone Maintenance page)
IP-265 Firmware Version:	S36.3.9.13 (View in Director IP Phone Maintenance page)
IP-530 Firmware Version:	S2.3.9.13 (View in Director IP Phone Maintenance page)
IP-560 Firmware Version:	S6.3.9.13 (View in Director IP Phone Maintenance page)
IP-560g Firmware Version:	S6G.3.9.13 (View in Director IP Phone Maintenance page)
IP-565g Firmware Version:	S6C.3.9.13 (View in Director IP Phone Maintenance page)
IP-655g Application Firmware Version:	SWE.4.4.14 (View in Director IP Phone Maintenance page)
IP-655g Boot Rom Firmware Version:	SWE.4.4.10 (View in Director IP Phone Maintenance page)
BB-24 Firmware Version:	SBB.3.9.13 (View in Director IP Phone Maintenance page)
IP8000 Firmware Version:	4.5.2(9) (View in IP8000 GUI Maintenance page)

IP930D Phone (DECT Phone):	SD1.0.0.63 (View in Director IP Phones page)
IP930D Phone Boot Version	SD1.0.0.56 (View in IP930D Manager or handset)
IP930D Phone Application Version	v.63 (View in Diagnostics & Monitoring)
IP930D Phone handset firmware	v.95 (View in IP930D Manager or handset)
IP930D Phone Base station firmware	v.95 (View in IP930D Manager or handset)
IP930D Phone Repeater firmware	v.39 (View in IP930D Manager or handset)
IP8430M Phone (Multi-Cell DECT Phone)	v.4.40 B3 (View in Director IP Phones page)
IP8630M Phone (Multi-Cell DECT Phone)	v.4.40 B3 (View in Director IP Phones page)
IP8830M Phone (Multi-Cell DECT Phone)	v.4.40 B3 (View in Director IP Phones page)
IP8860M Phone Base station firmware	v.4.40 B3 (View in IP8860M Manager or handset)
IP4024M Repeater Firmware	v.4.10 B3 (View in IP8860M Manager or handset)
IP420 Firmware Version	804.2002.2000.0 (View in Director Diag & Monitor IP Phones pg)
IP420g Firmware Version	804.2002.2000.0 (View in Director Diag & Monitor IP Phones pg)
IP480 Firmware Version	804.2002.2000.0 (View in Director Diag & Monitor IP Phones pg)
IP480g Firmware Version	804.2002.2000.0 (View in Director Diag & Monitor IP Phones pg)
IP485g Firmware Version	804.2002.2000.0 (View in Director Diag & Monitor IP Phones pg)
IPBB424 Firmware Version	804.2002.2000.0 (View in Director Diag & Monitor IP Phones pg)
IP-6910 Firmware Version	5.2.1.1071 (View in Director Diag & Monitor IP Phones pg)
IP-6920 Firmware Version	5.2.1.1071 (View in Director Diag & Monitor IP Phones pg)
IP-6930 Firmware Version	5.2.1.1071 (View in Director Diag & Monitor IP Phones pg)
IP-6940 Firmware Version	5.2.1.1071 (View in Director Diag & Monitor IP Phones pg)
IP-6970 Firmware Version	5.1.1.4030 (View in 6970 Web Console)

Application Requirements

You must meet the minimum software level requirements for each application listed below so that the applications will function correctly with this Release.

Application	Minimum Software Level Requirements
Mitel Main and Distributed Servers (Standalone, VMware and Hyper-V) *	<ul style="list-style-type: none"> Windows Server 2019 (Standard or Datacenter Editions only) Windows Server 2016 (Standard or Datacenter Editions only) Windows Server 2012 R2 (Standard, Datacenter Editions only, 64-bit) Windows Server 2008 R2 (Standard and Enterprise Editions only) with SP1 (64-bit version) <p>Note: 19.1 SP2 will be the last MiVoice Connect release to support Windows Server 2008.</p>
	<ul style="list-style-type: none"> Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows 2012R2 Support for HQ, WDVS, LDVS, vSwitch, and Virtual Service Appliance Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 - HQ Server, WDVS, LDVS, vSwitch, and Virtual Service Appliance
	<ul style="list-style-type: none"> VMware 6.0, 6.5 and 6.7 – Support for HQ, WDVS, LDVS, vSwitch, Virtual Service Appliance, vMobility, Virtual Edge Gateway
Mitel supplied SBE / Distributed Servers	<ul style="list-style-type: none"> UC25 - Windows Server 2012 Standard R2 UC30 – Windows Server 2016 / 2019 Standard UC75 – Windows Server 2016 Standard
Mitel Connect Client for Windows	<ul style="list-style-type: none"> Microsoft Windows 7 Professional & Enterprise, 32 & 64 bit Microsoft Windows 8 Professional & Enterprise, 32 & 64-bit Microsoft Windows 8.1 Prof and Enterprise, 32 and 64 bit Microsoft Windows 10 Prof. and Enterprise, 32 and 64-bit WTS (30 Clients) Citrix XenApp 7.15 LTSR Citrix XenApp 7.6 LTSR (30 Clients) Citrix XenDesktop Support

<p>Mitel Connect Client for macOS X</p>	<ul style="list-style-type: none"> • Apple OS X 10.11.x • Apple OS X 10.12.x • Apple OS X 10.13.x • Apple OS X 10.14.x • Apple macOS 10.15.x • Safari 12.0.2 • Mojave 10.14.2
<p>VMware</p>	<p>VMware – Support for Mitel HQ WDVS, LDVS, vSwitch, Virtual Service Appliance and vMobility, Virtual Edge Gateway and Connect Contact Center is as follows (this includes support for High Availability and VMotion):</p> <ul style="list-style-type: none"> • VMware ESXi 6.0, 6.5 and 6.7 • VMXNet3 Virtual adapter (not the E1000) <p>The following two VMware features are not supported:</p> <ol style="list-style-type: none"> 1. Fault tolerance is not supported. 2. Snapshots not supported except during service shutdown periods. These can consume significant CPU and memory resources impacting system operation. <p>Note: Unless specifically in Mitel documentation or Mitel App Notes, third party solutions are not supported on Mitel virtual machines. Please check with the third-party solution vendor for their compatibility in a virtual environment and their level of support with virtual machines. Also consult the Planning and Installation Guide and Connect Migration Guide before deploying.</p> <p>Please refer to <i>Main and Distributed Voice systems</i> for supported operating systems.</p>
<p>Hyper-V</p>	<ul style="list-style-type: none"> • Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows 2012 R2 – Support for HQ, WDVS, LDVS, vSwitch, vSA and Virtual Service Appliance • Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ Server, WDVS, LDVS, vSwitch, vEGW, vMMR and vSA. <p>*Note: Hyper-V Replica or Snapshots can only be performed during service shutdown periods.</p> <p>The following Hyper-V features are not supported:</p> <ol style="list-style-type: none"> 1. Double Take <p>Note: Unless specifically in Mitel documentation or Mitel App Notes, third party solutions are not supported on Mitel virtual machines. Please check with the third-party solution vendor for their compatibility in a virtual environment and their level of support with virtual machines. Also consult the Planning and Installation Guide and Connect Migration</p>

	Guide before deploying.
Internet Browsers for Director	<ul style="list-style-type: none"> • Internet Explorer 11 • MS Edge 44.17763.1.0 • Firefox 65 • Google Chrome 72.0.3626.81 • Safari 12.0.2
Mitel 6900 Headsets	<p>Tested 3rd Party Headsets:</p> <ul style="list-style-type: none"> • USB Wired Headset • Plantronics Blackwire C725 (firmware v.135) • BT Headsets • Plantronics Voyager Legend (Firmware v.107) • Jabra Pro 935 (Firmware v.1.4.6) • Jabra Evolve 65 UC (Firmware 1.5.8) • Jabra Motion UC (Firmware 3.72) Jabra Pro 9460 (Firmware 1.4.6) • Analog • Plantronics CS540 (with APS -11 EHS accessory cable) • Jabra 2300 Duo (with LINK 14201-10 accessory cable) • GN Netcom 2100 series <p>Important Notes: Please see headset vendor sites for compatibility of headsets and required accessory cables with Mitel 6900 SIP phones. It is very likely analog EHS headsets integrated with the IP400 phone require a different EHS cable to function correctly. Please see headset vendor site for details.</p>
Mitel 6900 MobileLink Supported Mobile phone OS's	<p>iOS 10.x, 11.x, 12.x, 13.x</p> <p>Android 7.0, 8.1, 9.0, 10.0</p>

Mitel SoftPhone Headsets	<p>The SoftPhone feature is compatible with most USB-based headsets that use standard Windows USB driver. Mitel does not support Bluetooth headsets that connect directly to the PC's Bluetooth port. The user experience with Bluetooth headsets has proven to be disappointing in office environments because of interferences from corporate WiFi networks. However, the Mitel SoftPhone is compatible with headsets such as the Plantronics Voyager Bluetooth system that connects the Bluetooth headset to the PC via a USB base.</p> <p>Softphone support for Jabra:</p> <ul style="list-style-type: none"> • Jabra Evolve 30 (Mono 7 Stereo) • Jabra Evolve 65 Stereo UC & Link 370 • Jabra Engage 75 • Jabra Engage 65
Microsoft Office	<ul style="list-style-type: none"> • Microsoft Exchange Server 2010, 2013 and 2016 • Microsoft Outlook 2010, 2013, 2016 and Office 365
Mitel IM Server	<ul style="list-style-type: none"> • SA-100: 22.10.7600.0 • SA-400: 22.10.7600.0
SIP-BRI-8	<ul style="list-style-type: none"> • Version R3.T 2006-10-04 • T.38 is not supported
Mitel Connect Contact Center	<ul style="list-style-type: none"> • Connect Contact Center 507.85.3221.0 and greater
SIP-BRI-8	<ul style="list-style-type: none"> • Version R3.T 2006-10-04 • T.38 is not supported
Ingate SIParator (appliances and software only)	<ul style="list-style-type: none"> • Hardware SIParator (firmware version 5.0.6) • Software SIParator (version 5.0.6) X86 or VMware
Mitel Connect Mobility	<ul style="list-style-type: none"> • Mitel Mobility Router 9.5.1809.105 (MMR) and greater • Mitel Mobility Router Appliances: MR2000, MR4000, and MR6000
VPN Concentrator	<ul style="list-style-type: none"> • VPN Concentrator 4500, FW 11.6.1.7 • VPN Concentrator 5300LF, FW 11.6.1.7 • VPN Concentrator 4550, FW 13.12.6.2 • VPN Concentrator 5300 LF2, FW 13.12.6.2 • VPN Concentrator 7301, FW 13.12.6.2
Mitel Connect Telephony for Microsoft	<ul style="list-style-type: none"> • Lync Plugin 213.100.3570.0
Internet Browsers for Director	<ul style="list-style-type: none"> • Internet Explorer 11 • MS Edge 44.17763.831.0 • Firefox 72.1.2 • Google Chrome 79.0.3945.130 • Safari 13.0.4
Mitel Connect Hybrid (Fax & Scribe)	<ul style="list-style-type: none"> • Mitel Connect Scribe • Mitel Connect Fax

Multi-cell DECT Phones (Firmware: 4.40 B3) [EU Only]	Phone models: 8430, 8630, and 8830 Base: 8860 Repeater: V41
Mitel Edge Gateway	<ul style="list-style-type: none">• See VMware and Hyper-V
Mitel Service Appliance	<ul style="list-style-type: none">• SA-100: 22.10.7600.0• SA-400: 22.10.7600.0

Documentation

The documentation mentioned below for MiVoice Connect 19.1 SP2 can be found [Here](#)

- Mitel MiVoice Connect Migration Guide
- Mitel MiVoice Connect System Administration Guide
- Mitel MiVoice Connect Planning and Installation Guide
- Mitel MiVoice Connect Maintenance Guide
- Mitel MiVoice Connect Release Build Notice
- Administration Guide for Connect Edge Gateway
- Connect Client User Guide
- Mitel Virtual Mobility Router Installation Guide
- Mitel MiVoice Connect Contact Center Installation Guide

The documentation mentioned below for the 6900 IP series phones can be found [Here](#)

- 6900 SIP Phones and Accessories
- Mitel 6900 and IP400 Series IP Phones for MiVoice Connect Functional Differences Document
- Functional Differences between the 6900 and IP400 series

Training

[Mitel University training](#)

[Learn Now](#)

Important Links

The Mitel Connect Release Notes provide essential, current information to ensure a successful migration and installation. This includes supplemental information to the current Mitel documentation suite available on the Mitel support web site (<http://oneview.mitel.com/s/support>).

Mitel product enhancements are emailed to: <https://oneview.mitel.com/s/ideas> Mitel uses your feedback to establish content for future releases.

Mitel MiVoice Connect software downloads are available via the Software Download Center. Mitel MiVoice Connect software download require [MiAccess login](#), as well as Export Control Disclaimer completion and submission.

Installation and Upgrade Notes

1. Microsoft Updates

Mitel tests MiVoice Connect with all available Microsoft security patches up to the release date of each MiVoice Connect software version. After installation, Mitel recommends that customers follow their own company's security guidelines for maintaining the Windows Server OS. If a phone system problem occurs, customers may be asked to roll back one or more security patches as a troubleshooting step, if it appears to be related to the issue under investigation. To reduce potential impact, it may be advisable to apply only critical and high importance updates.

Note: Mitel strongly advises customers to take a backup of their MiVoice Connect system before opting for any Microsoft updates. Please refer to the [Mitel Connect System Administration Guide](#) for backup instructions.

- This build was tested with all available and automatically installed Microsoft Windows Server updates (important and recommended) as published on or before **April 4, 2020**. So, if you are an existing MiVoice Connect customer, please look at the table below to find whether you can install the tested Microsoft updates on your server without upgrading the entire Connect system.

Release	Build	Build Test Date
Release 19.1 – SP2	22.11.9300.0	April 4, 2020
Release 19.1 – SP1	22.11.4900.0	February 1, 2020
Release 19.1	22.10.7600.0	September 20, 2019
R1807 – Onsite – SP2	21.90.9743.0	June 18, 2019
R1807 – Onsite – SP1	21.90.9738.0	January 27, 2019
R1807 – Onsite	21.90.4127.0	October 12, 2018
R1804 – Onsite – SP1	21.88.3753.0	September 6, 2018
R1804 – Onsite	21.88.3731.0	June 27, 2018
R1803 – Onsite	21.87.9727.0	May 5, 2018
R1801 – Onsite*	21.87.3629.0	March 20, 2018
R1711 – Onsite	21.86.1828.0	January 16, 2018
R1707 – Onsite – SP2	21.84.5543.0	November 28, 2017
R1707 – Onsite – SP1	21.84.5535.0	October 18, 2017
R1707 – Onsite	21.84.5523.0	August 29, 2017

R1704 – Onsite – SP2	21.82.9645.0	July 28, 2017
R1704 – Onsite – SP1	21.82.9630.0	June 13, 2017
R1704 – Onsite	21.82.9623.0	June 2, 2017

- *Ensure [KB2919355](#) is installed on Windows Server 2012 R2 prior to loading the PBX software
- Please click in the link below to know more about Mitel's policy for Microsoft software updates post installation of Connect

For Mitel Authorized Partners:

<https://mitelcommunity.force.com/partner/s/article/Microsoft-Software-Updates-Support-Policy-for-Post-Installation-of-Mitel-Connect-ONSITE>

For Enterprise Customers:

<https://mitelcommunity.force.com/customer/s/article/Microsoft-Software-Updates-Support-Policy-for-Post-Installation-of-Mitel-Connect-ONSITE>

- To research a particular update, please visit the Microsoft website at:
<http://www.microsoft.com/security/>

2. R1801 and Greater -

- Windows Server 2016 Standard and Datacenter Installer Prerequisites ISS Version Support
- Review Read_first_for_2016.txt and, if necessary, run the following: ResetIIS_version.vbs, SetIIS_version.vbs in DVD-Rom\2016 Scripts\ folder)

Note: These scripts address the issue that 2016 Server ships with IIS 10 and these PBX prerequisites fail to recognize it as a higher version than IIS 7.0.

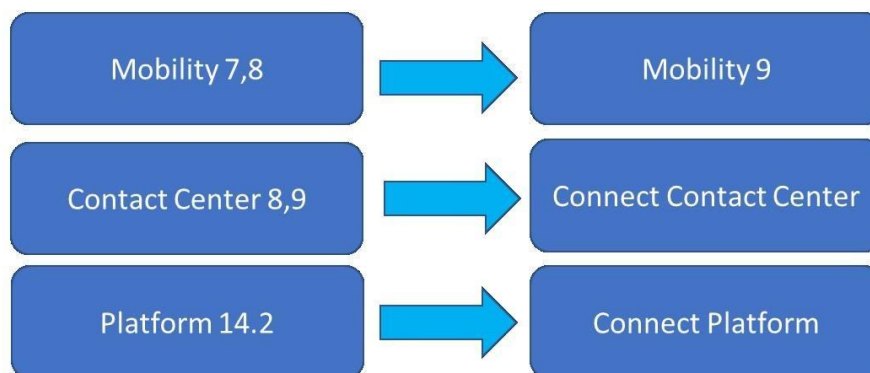
3. Starting with R1711 (21.86.1828.0) Features & Changes

- Linux WindRiver to Linux CentOS Migration – This is a mandatory migration and configuration changes are required to the SCSI Controller before or during the upgrade to this build. It is highly recommended to review the SCSI Change Controller video before upgrading virtual appliances to this build. These changes impact:
 - Virtual switch (IP Phone to SIP Trunk)
 - Virtual Service Appliance (Collaboration)
 - Service Appliance (Collaboration) SA-100 and SA-400
 - Linux DVS
- Packaging Changes:
 - There will be no standalone installer for Linux DVS. Linux DVS software will be integrated into HQ and Staging Firmware installers; this will streamline the installation process.
 - Virtual appliances (Switches, Linux DVS, and Service Appliance (Collaboration)) will use .iso instead of .ova packaging.
 - Administrators are encouraged to follow the updated references for virtual appliances installation, upgrades and backup/recovery:
 - [Service Alert](#)

- [SCSI Controller Change Video](#)
 - [Mitel Connect Migration Notes](#)
 - [Planning and Installation Guide Installation Guide](#)
4. Mitel ST Switches - Dual stage upgrade is not an option on the first migration to MiVoice Connect
 5. Mitel IP Phones - Automatic phone firmware upgrades is on by default. System administrators will need to disable this feature from Director if manual upgrade of IP Phones is desired.
 6. Disable the IP Phone Failover
 - Disable the IP Phone Failover feature in Director when upgrading from ST13/ST13.x/ST14/ST14.x; otherwise a failover condition will be induced upon the upgrade. The failback is not automatic. It is a manual process to move the users back to their primary switch and not the spare switch.
 - Steps to temporarily disable IP Phone Failover across Sites
 - 1) Log into Director
 - 2) Go to Quick Look page
 - 3) Ensure the checkbox is checked "Temporarily Disable IP Phone Failover Across Sites"
 7. Migration Paths -The following direct **server upgrade paths** are supported for this release:

Note: Direct Upgrades from ShoreTel releases prior to ST14.2 are no longer supported starting with R1711 and greater (build 21.86.1828.0). Sites not on ST14.2 GA30 will need to upgrade (through interim builds if required) PRIOR to migrating to MiVoice Connect.

MIGRATION STRATEGY - ONSITE



Direct MiVoice Connect migrations from versions prior to those listed above are not supported. Prior versions must first upgrade to a supported direct migration path.

8. Migration from Windows Server 2008 (32 bit) or earlier to a supported Windows Server OS version must be done prior to migrating to MiVoice Connect.
9. The UC20 Windows server is not supported with MiVoice Connect. For more information, please refer to the Mitel Connect Migration Notes:

<https://oneview.mitel.com/s/article/Mitel-Connect-ONSITE-Migration-Notes>

Resolved Defects

For a running list of resolved issues in MiVoice Connect through release 19.1 SP2, refer to the Resolved Issues in Mitel MiVoice Connect [article](#)

Issue Key	Summary
ENG-576410	Recording a message before forwarding a voicemail does not play back recording properly when mailbox is on LDVS server
ENG-579008	Toolbar Monitor Button: Dialog box displays only as Custom and does not display Custom note
ENG-578770	Trying to save a 50v or 90v with a user group that has a telephony COS with "Allow external call forwarding and find me destinations" enabled, The save fails with an error
ENG-578615	When using Silent Monitor if agents hover over your contact the client will display who you are monitoring
ENG-567992	TMS Crash: Erroneous CDR on multi-transferred call.
ENG-579447	Director skips FQDN validation routine check for underscores when saving a server with a blank FQDN
ENG-579528	Audio delay and IP400 reboot on HG calls.
ENG-579640	Unable to set 'Last Part' to <None> under Admin > System > Add. Parameters > 'Configure User Email Structure'
ENG-579313	IP485 with button boxes attached randomly rebooting
ENG-576362	Softphone get one way audio after hold on analog lines
ENG-578594	Cannot delete extensions as they are still referenced by menus, even after reprogramming the menu destination
ENG-578011	Soft Phone registration timing out at remote sites using LDVS
ENG-581046	Phones received 7-10 callerID UPDATE (Extra Call Info) within 100 milliseconds, from the switch.
ENG-579816	Connect Client : WSS error causing softphones to disconnect at Paris Site
PERF-2683	TMS Memory Leak occurs under high volume outbound trunk usage
MIVC-840	Hunt-group agent is disconnecting after answering the HG call within secs call

MIVC-731	No longer able to upload and change music on hold files in connect
----------	--

19.1 SP1 resolved issues:

Issue Key	Summary
ENG-571528	Changing the name of a hunt group does not reflect in Connect Client
ENG- 578714	Caller information not displayed in “Mitel Easy Pop” application
ENG-578166	Property transfer application: Caller collected digits are not sent to external destination
ENG-577223	Phones ringing with no internal call
ENG-578381	SG220T1A switches become unresponsive on remote sites.
ENG-576245	Unable to Run call usage Reports “Please try running report again”
ENG-578542	Post Upgrade to Release 19.1, IP400 phones play internal ringtone on External calls to hunt groups.
ENG-577012	ShoreWare CSIS VM Server Service Terminates Unexpectedly
ENG-576713	DNIS Information is not displayed on the ip-phone when calls are forwarded.
ENG-578144	Cannot change window title in web conference portal post 14.2 migration
ENG-575819	Users lose Jack number, Service Appliance and IM server configured after bulk edit in Director.
ENG-576288	No audio output from ST100DA-E1 paging port
ENG-576087	Director Status and Maintenance showing Erroneous states of <i>“lost TMS Communication”</i> and <i>“Software Version Mismatch”</i>
ENG-577928	Intermittent dead air and fast busy on PRI calls connecting through SG-T1K’s and SG-220T1A
ENG-576821	Custom dial string longer than support limit causes phone switch to crash
ENG-577375	Calls failures due to codec negotiations

ENG-578680	Transfer option disappears from client when performing a consultative transfer.
ENG-577494	Outlook Integration UCBAaddin will not login over the edge gateway
ENG-577947	Audio and video out of sync on recorded conferences
ENG-578838	Connect Client selecting the "remember me" option does not work on outlook plugin.
ENG-578542	External calls into Huntgroup ring the 400 series phones internal ringtone

19.1 GA resolved issues:

Issue Key	Summary
ENG-574918	SG-T1k leaking memory, requiring a reboot
ENG-573313	VmEmSync service terminating unexpectedly creating crash dumps multiple times a week
ENG-571446	Dial Plan Change from Seven To Eight Digits for Philippines on March 18, 2019
ENG-573023	TAPI failures with ST4xx series SIP phone set.
ENG-575524	Phones go to no service after a page
ENG-576769	STTS crash
ENG-560487	SA100 Upgrade failed to update post 22.10.7600.04000 upgrade.
ENG-576815	"ShoreTel-SysMgrSvc" service stopped
ENG-576418	Web conferences using 8.5 Mbps bandwidth per participant
ENG-574785	Outlook Appointment set for OOO Does Not Change CHM
ENG-537841	Client Toolbar: clicking Open external assignment toolbar button does not open second panel
ENG-576600	Event notification destroy button "X" will be somewhere in between dashboard section
ENG-576595	Some views fail to display WG VM in the client
ENG-575425	Outlook2016: Telephony/IM icons disabled in Outlook2016
ENG-577631	Client Username getting additional backslashes when turning off "Use Windows Credentials"
ENG-576938	Connect Client sending Windows Password in Base64

ENG-561710	LDVS requires reboot after switch is updated to be managed by it.
ENG-574802	Director (status > maintenance) does not show voicemail performance information.
ENG-574785	When Outlook is set to out of office, the call handling mode (CHM) is not updated in Connect Client.

Known Issues and Caveats

The following table details known issues in the R19.1 SP2 software release:

Defect	Description	Workaround
PBX		
MiVC-375	<p>After a call is completed on 6900 series phone, you may see line 1 get stuck on hold under certain rare scenarios.</p> <p>Workaround: Re-assign the user or reboot the phone</p>	Mitel will resolve this issue in a future release.
MIVC-851	You may experience audio delays when answering Work Group Calls on the 6900 series phones.	Mitel will resolve this issue in a future release.

PERF-2664	SYSMGR memory leak occurs under high volume audio conferencing use	Mitel will resolve this issue in a future release.
ENG-555434	Message waiting indicator not blinking consistently with Cortelco analog phones on the ST48A switch	Mitel will resolve this issue in a future release.
6900 Series Phones		
DTP-48072	6900 CAS Delays	6900 series require the full root certificate and intermediates installed on HQ server. In cases where the full chain is not installed you won't have the ability to load Voicemail, access the company directory or see call history on the sets.
DTP-50863	6970 Packet Fragmentation on calls	On Some deployments you may encounter no audio on calls to or from the conference unit. By Default, all codecs are advertised on the 6970 causing packet fragmentation. Workaround: go into the Web UI of the 6970 and update the Codec list from "all" to the proper supported Codec with your MiVoice Connect deployment.
MIVC-720	6900 sets do not go into service after a PBX reboot	In rare cases the 6900 series phones do not go back into service after a PBX reboot. Workaround: Reboot the phones manually Mitel will resolve this issue in a future release.
Desktop Client		
ENG-492831	Group chat via conference – user receives error "Connection to IM Server can't be established"	Mitel will resolve this issue in a future release.

Known Product Limitations

Product Limitation	Description
Windows Server Secure Driver Signing	<p>During Installation of MiVoice Connect you receive a message “A digitally signed driver is required for Shoreware media Driver”, blocking installation.</p> <p>The workaround is to disable secure boot in the bios preventing the digital signing verification from occurring.</p> <p>Mitel is working to resolve this in a future release.</p>
VMware	<p>Mitel Application Note AN10391 “Deploying MiVoice Connect with VMware” must be read. The VMware deployment requires careful planning using those references. One important consideration is a dedicated NIC especially for sites with voice quality issues.</p>

VMware	Disaster Recovery is not supported on servers running on VMware. Customers should leverage VMware failover options such as HA.
VMware	HA failover option only supported for HQ server not for DVS. In addition, no fallback is needed since the VM gets moved to a new host in case of HA failover for HQ.
VMware	Fault Tolerance feature is not supported
SA100/400	Call Me feature not working over SIP Tie Trunk
SA100/400	By default, the SA100/400 belongs to a User Group called Audio Conference. Any restrictions on calling need to be configured in this User Group or the SA100/400 needs to be assigned to a different User Group.
SA100/400	Federation of instant conferences between systems is not supported
SA100/400	Outlook calendar Integration for SA100/400 is not supported in a configuration in which one user is a delegate for another user and the user tries to create a SA100/400 conference on behalf of another user. The same is true of calendar sharing.
SA100/400	For a recurring Outlook appointment containing a SA100/400 conference, it is not possible to modify the properties of a single occurrence of the conference and have the modification apply to just that one occurrence; the modification ends up applying to all occurrences of the conference.
SA100/400	Disaster Recovery not yet supported
SA100/400	Partitioning not yet supported
SA100/400	Linux Security Patch utility not yet supported

Distributed Database	Distributed Workgroups are not available with the Distributed Database feature enabled. Distributed Database and Distributed Workgroup cannot both co-exist in this release.
Anti-Virus Software	<p>On the HQ and DVS servers, please make sure to exclude the below files on the Virus Checker Exclusion page:</p> <ul style="list-style-type: none"> • C:\Shoreline Data\temp; c:\Shoreline Data\Database\ShoreTelCDR; • C:\Shoreline Data\Database\ShoreTelConfig; • C:\Shoreline Data\Call Records 2\Data; <p>NOTE: C:\ path depends on folder where MiVoice Connect is installed.</p>
Spectre and Meltdown Security Vulnerabilities	The Security Advisory for Meltdown and Spectre is posted to the Mitel Security Portal https://oneview.mitel.com/s/article/Security-Alert-for-Spectre-and-Meltdown-Vulnerabilities Remediation for the vulnerabilities requires O/S updates rather than Mitel code changes.
Certificates	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 depending on your customer's 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)
Mitel ST switches	Dual stage upgrade is not an option on the initial migration from ST14.2 to Mitel Connect
Mitel IP Phones	Automatic phone firmware upgrade is on by default. System administrators will need to disable this feature from Director if manual upgrade of IP Phones is desired.
ST Switches	<p>Serial login: Difference from Legacy Switches the Baud rate has increased from 19200 to 115200.</p> <p>SSH Login: Difference from Legacy Switches ST voice switches are only accessible with the HQ_RSA key (Use Puttygen to create *.ppk key)</p> <p>Difference from Legacy Switches ST voice switches do not allow telnet access</p>
Mitel Edge Gateway Support for 6900 IP Phones	The 6900 series phones do not support Mitel Edge Gateway connectivity
Mitel Revolution Support for 6800/6900 series phone	Mitel Revolution does not support two-way or direct two-way notification types on 6900 series phones.

Revisions in this document:

Date	Description
09/30/2019	Updated document with the addition of the 6900 series and MiCC Business 9.2
10/2/2019	Additional Defect information and Other Edits
10/15/2019	additional updates and edits
02/07/2020	19.1 Service Pack 1 Update
02/12/2020	additional resolved defects
03/09/2020	Removed erroneous statement regarding Hyper-V support
04/17/2020	19.1 Service Pack 2 Update
05/22/2020	Updated VMWare Application requirements
9/3/2020	MS Update policy Changes