Mitel MiVoice Connect Release 19.1

Release Notes

PBX Software Build 22.10.7600.0

September 2019

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
September 2019

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Overview

These Release Notes contain the most current MiVoice Connect 19.1 software release information for the MiVoice Connect PBX, 6900 & IP400 Series Phones, and Connect Client. At a high level the main items for this release are:

- Product Enhancements
- Connect PBX
- Connect Client

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

Product Enhancements

Connect PBX Features - 22.10.7600.0
MiVoice Connect support for the 6900 series IP phones • 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 line-keys 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 • 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)
- 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
22.10.7600.0	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 Build Dates

PBX Build Date:	September 30, 2019
IP400 Series Phone Firmware Build Date:	June 18, 2019
6900 Series Phone Firmware Build Date:	September 30, 2019
Client Build Date:	September 30, 2019

PBX and Client Versions

PBX Engineering Build Number: 22.10.7600.0
Server Software Version: 22.10.7600.0 *(View on Director Server Maintenance Page)*
Distributed Software Version: 22.10.7600.0 *(View on Director Server Maintenance page)*
Client Software Version: 214.100.1214.0 *(View in the Client's Help About screen)*
Telephony for Microsoft Software Version: 214.100.1214.0

Switch Versions

Switch Firmware Version: 22.10.7600.0 *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	804.1905.1300.0 (View in Director Diag & Monitor IP Phones pg)
IP420g Firmware Version	804.1905.1300.0 (View in Director Diag & Monitor IP Phones pg)
IP480 Firmware Version	804.1905.1300.0 (View in Director Diag & Monitor IP Phones pg)
IP480g Firmware Version	804.1905.1300.0 (View in Director Diag & Monitor IP Phones pg)
IP485g Firmware Version	804.1905.1300.0 (View in Director Diag & Monitor IP Phones pg)
IPBB424 Firmware Version	804.1905.1300.0 (View in Director Diag & Monitor IP Phones pg)
IP-6910 Firmware Version	5.2.1.133 (View in Director Diag & Monitor IP Phones pg)
IP-6920 Firmware Version	5.2.1.133 (View in Director Diag & Monitor IP Phones pg)
IP-6930 Firmware Version	5.2.1.133 (View in Director Diag & Monitor IP Phones pg)
IP-6940 Firmware Version	5.2.1.133 (View in Director Diag & Monitor IP Phones pg)

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)*	• 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)
	• 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
	• 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	• UC25 - Windows Server 2012 Standard R2 • UC30 – Windows Server 2016 Standard • UC75 – Windows Server 2016 Standard
Mitel Connect Client for Windows	• 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
Mitel Connect Client for MAC OS X	• Apple OS X 10.11.x • Apple OS X 10.12.x • Apple OS X 10.13.x • Apple OS X 10.14.x • Safari 12.0.2

VMware	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): • VMware ESXi 6.0, 6.5 and 6.7 • VMXNet3 Virtual adapter (not the E1000) The following two VMware features are not supported: 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. **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.
Hyper-V	• Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows 2012 R2 – Support for HQ, WDVS, LDVS, vSwitch, and Virtual Service Appliance • Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ Server, WDVS, LDVS, vSwitch, vEGW, vMMR, and Virtual Service Appliance **Note:* Hyper-V Replica or Snapshots can only be performed during service shutdown periods. The following Hyper-V features are not supported: 1. Double Take **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.
Internet Browsers for Director	• Internet Explorer 11 • MS Edge 44.17763.1.0 • Firefox 65 • Google Chrome 72.0.3626.81 • Safari 12.0.2
Mitel 6900 Headsets	**Tested 3rd Party Headsets:** USB Wired Headset Plantronics Blackwire C725 (firmware v.135) BT Headsets Plantronics Voyageur Legend (Firmware v.107) Jabra Pro 935 (Firmware v.1.4.6) Jabra Evolve 65 UC (Firmware1.5.8) 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 **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
Mitel 6900 MobileLink Supported Mobile phone OS's	iOS – 10.x,11.x,12.x,13.x Android – 7.0,8.1,9.0,10.0
Mitel SoftPhone Headsets	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. Softphone support for Jabra: • Jabra Evolve 30 (Mono 7 Stereo) • Jabra Evolve 65 Stereo UC & Link 370 • Jabra Engage 75 • Jabra Engage 65
Microsoft Office	• Microsoft Exchange Server 2010, 2013 and 2016 • Microsoft Outlook 2010, 2013, 2016 and Office 365
Mitel IM Server	• SA-100: 22.10.7600.0 • SA-400: 22.10.7600.0
Mitel Connect Contact Center	• Connect Contact Center 507.85.3221.0 and greater
SIP-BRI-8	• Version R3.T 2006-10-04 • T.38 is not supported

Ingate SIParator
(appliances and software only)
	• Hardware SIParator (firmware version 5.0.6)
	• Software SIParator (version 5.0.6)
	   o x86
	   o VMware

Mitel Connect Mobility	• Mitel Mobility Router 9.5.1809.105 (MMR) and greater • Mitel Mobility Router Appliances: MR2000, MR4000, and MR6000

VPN Concentrator	- 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	Lync Plugin 213.100.3570.0
Internet Browsers for Director	- Internet Explorer 11 - MS Edge 44.17763.1.0 - Firefox 65 - Google Chrome 72.0.3626.81 - Safari 12.0.2
Mitel Connect Hybrid (Fax & Scribe)	- 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	See VMware
Mitel Service Appliance	- SA-100: 22.10.7600.0 - SA-400: 22.10.7600.0

Documentation

The documentation mentioned below for MiVoice Connect 19.1 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](#)

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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 recommends that the customers install the latest Microsoft updates prior to installing or migrating to Mitel Connect.

    *   This build was tested with all available and automatically installed Microsoft Windows Server updates (important and recommended) as published on or before **September 30, 2019.** 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
Release 19.1	22.10.7600.0
R1807 – Onsite – SP2	21.90.9743.0
R1807 – Onsite – SP1	21.90.9738.0
R1807 – Onsite	21.90.4127.0
R1804 – Onsite – SP1	21.88.3753.0
R1804 – Onsite	21.88.3731.0
R1803 – Onsite	21.87.9727.0
R1801 – Onsite*	21.87.3629.0
R1711 – Onsite	21.86.1828.0
R1707 – Onsite – SP2	21.84.5543.0
R1707 – Onsite – SP1	21.84.5535.0
R1707 – Onsite	21.84.5523.0
R1704 – Onsite – SP2	21.82.9645.0
R1704 – Onsite – SP1	21.82.9630.0
R1704 – Onsite	21.82.9623.0

    *   *Ensure [KB2919355](#) is installed on Windows Server 2012 R2 prior to loading the PBX software

    *   Please click on the link below to know more about the Mitel's policy for Microsoft software updates post installation of Mitel Connect (Note: Login required to access the article): : https://oneview.mitel.com/s/article/Microsoft-Software-Updates-Support-Policy-for-Post-Installation-of-Mitel-Connect-ONSITE

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- 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
   - Mitel-Managed Cloud Server – This is a new feature that is not enabled by default. This feature is set in D2 and allows the use of the Mitel Managed Cloud Server to download software for the same switches, Appliances and Linux DVS listed above.
   - 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

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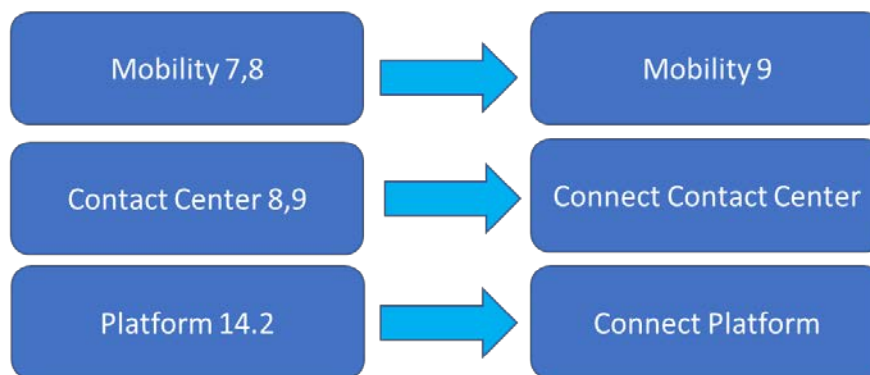
Direct MiVoice Connect migrations from versions prior to those listed above are not supported. Prior versions must first upgrade to a supported direct migration path.

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, refer to the Resolved Issues in Mitel MiVoice Connect article

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 software release:

Defect	Description	Workaround
PBX		
MiVC-444	After a call is completed on 6900 series phone, you may see line 1 get stuck on hold under certain rare scenarios. Workaround: Re-assign the user or reboot the phone	Mitel will resolve this issue in a future release.
MiVC-438	Consult transfer fails after blind transfer to an invalid number. The initiator of the transfer gets stuck in a hold state afterwards Workaround: Reboot the 6900 series phone	Mitel will resolve this issue in a future release.
PERF-2683	TMS Memory Leak occurs under high volume outbound trunk usage	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.
MIVC-384	Not able to add 3rd user for 4 party make me conference from MMR client	Mitel will resolve this issue in a future release.
ENG-543288	Director shows call quality errors but TMSNCC log does not show any problems	Mitel will resolve this issue in a future release.
ENG-565062	Presence and dialing out of the outlook contact card are not working	Mitel will resolve this issue in a future release.
ENG-567942	Latest SA100 (SKU 60170) fails to boot from CentOS Linux 7 (Core)	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.

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
VMware	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.
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 failback 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	On the HQ and DVS servers, please make sure to exclude the below files on the Virus Checker Exclusion page: • C:\Shoreline Data\temp; c:\Shoreline Data\Database\ShoreTelCDR; • C:\Shoreline Data\Database\ShoreTelConfig; • C:\Shoreline Data\Call Records 2\Data; NOTE: C:\ path depends on folder where MiVoice Connect is installed.
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	**Serial login: Difference from Legacy Switches** the Baud rate has increased from 19200 to 115200. **SSH Login: Difference from Legacy Switches** ST voice switches are only accessible with the HQ_RSA key (Use Puttygen to create *.ppk key) **Difference from Legacy Switches** ST voice switches do not allow telnet access
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 the 6800 and 6900 series phones.

Revisions in this document:

9/30/2019 - Updated document with the addition of the 6900 series and MiCC Business 9.2

10/2/2019 - Additional Defect information and Other Edits

15/02/2019 - additional updates and edits