

MiVoice Connect 19.2

Release Notes

November 2020



About

Release Note (RN) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of MiVoice Connect 19.2.

NOTICE

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MiVoice Connect 19.2
November 2020

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Table of Contents

| | |
|---|-----------|
| Overview | 3 |
| Product Enhancements and Functional Changes..... | 4 |
| Discontinued Support in 19.2..... | 5 |
| Software Release History | 6 |
| Software and Firmware Versions..... | 6 |
| Release 19.2 Build Dates | 6 |
| PBX and Client Versions | 7 |
| Switch Versions | 7 |
| Phone Versions | 7 |
| Application Requirements..... | 9 |
| Accessing the Latest version of MiVoice Connect Software..... | 13 |
| Documentation | 13 |
| Training..... | 14 |
| Important Links | 14 |
| Installation and Upgrade Notes..... | 14 |
| Resolved Defects | 17 |
| Known Issues | 21 |
| Known Product Limitations..... | 22 |

Overview

Release Notes contain the most current information on the MiVoice Connect 19.2 Release and the supported solution lineup.

The release note includes the following:

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

IMPORTANT! Please Review the following before you attempt Upgrade to MiVoice Connect 19.2

DHCP Scope Considerations for 6900 Phone Series

Due to the increased security in MiVoice Connect 19.2 there are DHCP options to consider before upgrade. In previous releases of MiVoice Connect the recommended guidance for DHCP option 156 was to configure the “Config Server” parameter with IP address of HQ Server. An FQDN is now required if Subject Alternate Name (SAN) is root Certified. In cases where DHCP Scope 156 is not used, you must update the config server manually from IP to FQDN on 6900 sets.

If no changes are made, you may encounter 6900 boot issues after the upgrade to 19.2.

Mitel Revolution v2020.2.4

As part of the solution if upgrading to MiVoice Connect 19.2, Mitel Revolution **MUST** be Upgraded to version 2020.2.4 to support the normal and merge paging enhancements in the 6900 series phones.

Updates to ST14.2 Migration to MiVoice Connect 19.2

In 19.2 there have been several changes to the Migration Notes. Please review them in their entirety before undertaking a 14.2 to MiVoice Connect migration. **The Migration requires an additional interim upgrade to 19.1 SP2 prior to 19.2.** The *MiVoice Connect ST14.2 to MiVoice Connect Migration Guide* has been updated to reflect this change.

Product Enhancements and Functional Changes

| Connect PBX 22.13.4800.0 |
|--|
| <p>19.2 Security Enhancements:</p> <p>Support for TLS 1.2: TLS 1.2 encryption has been applied to device, platform servers and switch communication with exception of MGCP sets, SG and SGV series switches.</p> <p>Open SSH Libraries have been updated to Version 8.2 across the solution components (SA, LDVS, Edge Gateway and vSwitch)</p> <p>MySQL Update to Version 5.7.29 substantially reduces known vulnerabilities</p> <p>Support for Subject Alternate Name (SAN) Certificates: MiVoice Connect 19.2 supports certificates with Subject Alternate names.</p> <p>Before upgrading to 19.2, please review the DHCP Scope Considerations in the overview chapter of this Release Note.</p> <p>MiVoice Connect Support for SIP-DECT: MiVoice Connect supports the SIP-DECT release 8.1 sold with other common Mitel Call servers. This solution is available in Europe, Australia and New Zealand only.</p> |

| MiVoice Connect Client |
|---|
| <p>MiTeam Meetings Cross Launch: Users can cross launch the MiTeam Meetings application from Connect Client when the PC or mac application is installed.</p> <p>Contacts Group Persistence Structure: Expanded and Contracted group structure of contacts are saved from the last sessions to the next.</p> <p>Missed Contact Notification (Missed Call or Chat): Missed call badges and application glow are visible in the task bar.</p> |

| Connect 6900 Phone Series Features |
|--|
| <p>6900 firmware 5.2.1 SP2 has had significant investment to improve overall quality (fix defects), improve usability (UI improvements) and strengthen overall robustness and reliability in diverse network conditions. Numerous features have had improvements to handling more unusual use cases to provide a more comprehensive and reliable user experience for the 6900 series phones and greater consistency with IP400 series.</p> <p>Support for HTTPS/TLS1.2: Now offering secure configuration file download and SAN support.</p> <p>Directory Search enhancement: Support numeric input key search by default to provide efficient search algorithm and more consistency with IP400 series.</p> |

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|---|--|
| Call History improvements: Speed up initial opening of Call History app and data transfer rates via improving underlying speed of CAS protocol. Improve logic of when to display All/Missed/Received folders when accessing Call History app. Address occasional timeout issues on large data transfer via more robust CAS capabilities. | |
| Directory improvements: Speed up initial opening of Directory app and data transfer rates via improving underlying speed of CAS protocol. Address occasional timeout issues on large data transfer via more robust CAS capabilities. | |
| Improve softkey usability via removal of Ignore key: Removing Ignore softkey that resulted in busy tone to callers and user confusion over its use. Collapse subsequent softkeys for improved usability. | |
| Enhanced Mitel Revolution interoperability: Add support for Normal and Merge options for paging. Remove incorrectly applied alerting tones during certain paging scenarios. | |
| Improved Log upload capability: Improve data collection speed and enhance when and how data captured internally. | |
| More robust BCA/SCA: Enhance interaction with Park/Unpark/Hold and conferencing call scenarios. | |
| Robustness enhancements: Resolve rare occurrences of certain phone reboots. | |
| Improve Usability: Improve UI for display of certain outbound number format; Call hold error messages; Park/Unpark lists for improved consistency with IP400 series. | |
| Connect IP400 Phone Series Features | |
| Bug Fixes only | |

Discontinued Support in 19.2

Windows Server 2008 Discontinued

MiVoice Connect no longer supports Windows Server 2008. Migrate HQ and Windows DVS to a supported OS prior to 19.2 Upgrade.

Microsoft Exchange 2010, Outlook 2010 and Outlook 2016 on Mac Discontinued

Microsoft discontinued support for Exchange 2010 as well as Outlook 2010 and Outlook 2016 for Mac in October 2020. Mitel will no longer support issues related to deployment with Exchange 2010, Outlook 2010 on Windows and Mac or Outlook 2016 on Mac.

Windows 7 Notice

MiVoice Connect 19.2 will be the last release to support Windows 7. The following application will be impacted by this change:

- Connect Client
- App Dialer
- Connect for Chrome
- Connect Telephony for Microsoft

Software Release History

| Software Load | Release Name | Release Date |
|---------------|----------------------|--------------|
| 22.13.4800.0 | Release 19.2 | Nov 2020 |
| 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 19.2 Build Dates

| | |
|---|------------------|
| PBX Build: | October 30, 2020 |
| 6900 Series firmware: | October 7, 2020 |
| IP400 series firmware: | October 29, 2020 |
| Client Software: | October 30, 2020 |
| Telephony for Microsoft software version: | October 30, 2020 |

PBX and Client Versions

| | |
|---|----------------|
| PBX Engineering Build number: | 22.13.4800.0 |
| Software version: | 22.13.4800.0 |
| Distributed software Version number: | 22.13.4800.0 |
| Client Software version: | 214.100.1252.0 |
| Telephony for Microsoft software version: | 214.100.1252.0 |

Switch Versions

| | |
|---------------------------------------|--------------------|
| Switch Version Firmware | 22.13.4800.0 |
| Switch (1/2-width) Boot ROM Version | 1.1.3.29 |
| V-Switch Boot ROM Version | 1.1.3.29 |
| Switch ST24A Boot ROM Version: | 8.2.232.0 |
| 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 |
| IP-115 Firmware Version | S01.3.9.13 |
| IP-212K Firmware Version | S12.3.9.13 |
| IP-230 Firmware Version | SEV.3.9.13 |

Release Notes

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|---------------------------------------|-----------------|
| IP-230g Firmware Version | SEVG.3.9.13 |
| IP-265 Firmware Version | S36.3.9.13 |
| IP-530 Firmware Version | S2.3.9.13 |
| IP-560 Firmware Version | S6.3.9.13 |
| IP-560g Firmware Version | S6G.3.9.13 |
| IP-565g Firmware Version | S6C.3.9.13 |
| IP-655g application Firmware Version | SWE.4.4.14 |
| IP655g Boot ROM Firmware Version | SWE.4.4.10 |
| BB-24 Firmware Version | SBB.3.9.13 |
| IP8000 Firmware Version | 4.5.2(9) |
| IP930D (DECT Phone) | SD1.0.0.63 |
| IP930D Phone Boot Version | SD1.0.0.56 |
| IP930D Phone Application Version | v.63 |
| IP930D Phone handset firmware | v.95 |
| IP930D Base Station Firmware | v.95 |
| IP930D Phone Repeater Version | v.39 |
| IP8430M Phone (Multi-Cell DECT phone) | v410_b3 |
| IP8630M Phone (Multi-Cell DECT phone) | v410_b3 |
| IP8830M Phone (Multi-Cell DECT phone) | v410_b3 |
| IP8860M Phone Base Station Firmware | v410_b3 |
| IP4024M Repeater Firmware | v410_b3 |
| IP420 Firmware | 804.2002.3000.0 |
| IP420G Firmware Version | 804.2002.3000.0 |

Release Notes

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|--|-----------------|
| IP480 Firmware Version | 804.2002.3000.0 |
| IP480G Firmware Version | 804.2002.3000.0 |
| IP485G Firmware Version | 804.2002.3000.0 |
| IPBB424 Firmware Version | 5.2.1.2100.0 |
| IP-6910 Firmware Version | 5.2.1.2100.0 |
| IP-6920 Firmware Version | 5.2.1.2100.0 |
| IP-6930 Firmware Version | 5.2.1.2100.0 |
| IP-6940 Firmware Version | 5.2.1.2100.0 |
| IP-6970 (SIP) Firmware Version | 5.1.1.6043.0 |
| Mitel SIP-DECT Base stations | Release 8.1 |
| Mitel SIP-DECT Handsets:612d,622d and 632d | v7.2.5 |

Application Requirements

| | |
|--|--|
| Mitel Main and Distributed Servers (Standalone, VMware and Hyper-V) * | <ul style="list-style-type: none">• Windows Server 2019 (Standard or Datacenter)• Windows Server 2016 (Standard or Datacenter editions only)• Windows Server 2012 R2 (Standard, Datacenter Editions only, 64 bit) |
| | <ul style="list-style-type: none">• Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows 2012 R2 support for HQ, WDVS, vSwitch and VSA• Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ Serve, WDVS, LDVS, vSwitch and vSA <p><i>Note: No support for Hyper-V 2019</i></p> |
| | <ul style="list-style-type: none">• VMware 6.0,6.5 and 6.7 – Support for HQ, WDVS, LDVS, vSwitch, Virtual Service Appliance, vMMR and vEGW |

| | |
|--|--|
| Mitel supplied SBE / Distributed Servers | <ul style="list-style-type: none"> • UC25 – Windows Server 2012 • UC30 – Windows Server 2016 / 2019 • 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 |
| Mitel Connect Client for macOS X | <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 |
| VMware | <p>Support for Mitel HQ WDV, LDVS, vSwitch, vSA and vMMR, vEGW 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><i>Please refer to Main and Distributed Voice systems for supported operating systems.</i></p> |

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|--------------------------------|---|
| Hyper-V | <ul style="list-style-type: none"> • Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows 2012 R2 – Support for HQ, WDV, LDVS, vSwitch, vSA and vMMR • Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ Server, WDV, 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 Guide for deploying</p> |
| 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 v107) • Jabra Pro 935 (Firmware v1.4.6) • 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) • Jabra 2300 Duo (with LINK 14201-10 accessory cable) • GN Netcom 2100 series <p>Important Notes:</p> |

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| | 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. |
| Mitel 6900 MobileLink Supported Mobile phone OS | <ul style="list-style-type: none"> • iOS 10.x, 11.x, 12.x, 13.x • Android 7.0, 8.1, 9.0, 10.0 |
| Mitel SoftPhone Headsets | <p>Softphone is compatible with most USD-based headsets that use standard Windows USB driver.</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 <p>Note: Mitel does NOT support Bluetooth headsets that connect directly to the PC's Bluetooth port. The user experience with Bluetooth has been proven to be disappointing in office environments due to interference from Corporate WiFi.</p> <p>The softphone is compatible with Bluetooth headsets that connect to a USB base in the PC.</p> |
| Microsoft Office | <ul style="list-style-type: none"> • Microsoft Exchange Server 2013 and 2016 • Microsoft Office 2013, 2016 and Office 365 |
| Mitel IM Server | <ul style="list-style-type: none"> • SA-100: 22.13.4800.0 • SA-400: 22.13.4800.0 |
| 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"> • 507.85.3221.0 and greater |
| 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 |
| Ingate SIParator | <ul style="list-style-type: none"> • Hardware SIParator (firmware version 5.0.6) • Software SIParator (version 5.0.6) X86 or VMware |
| 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 | Lync Plugin 213.100.3570.0 |
| Internet Browsers for Director | <ul style="list-style-type: none"> • Internet Explorer 11.1139.18362.0 • MS Edge 44.18362.449.0 |

| | |
|---|--|
| | <ul style="list-style-type: none"> • Firefox 82.0.2 • Google Chrome 86.0.4240.111 • Safari 13.1.1 |
| 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] | <ul style="list-style-type: none"> • Phone Models: 8430, 8630 and 8830 • Base:8860 • Repeater: V41 |
| Mitel SIP-DECT | <ul style="list-style-type: none"> • Phone Models: 612d, 622d and 632d • Base Stations: RFP44,45,47,48 • Version: 8.1 |
| 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: 22.13.4800.0 • SA-400: 22.13.4800.0 |

Accessing the Latest version of MiVoice Connect Software

All MiVoice Connect releases can be found in Mitel Access Website. Follow the steps below to download the latest version of MiVoice Connect 19.2:

1. Log in to Mitel [MiAccess](#)
2. Select the **Software Download Center**
3. You can *search by name* or *Navigate by Categories* and find the **MiVoice Connect** category
4. Select the Appropriate Version and follow instructions on the Software download Page

Documentation

The documentation mentioned below 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 Functionality Differences ‘

Training

[Mitel University Training](#)

[Learn Now](#)

Important Links

The MiVoice 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 [MiVoice Connect \(Mitel.com\)](#).

Mitel product enhancements are submitted to [Mitel User Voice](#). The User Voice forum can be found in the MiAccess portal. 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 **October 30, 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 Notes

| Release | Build | Build Test Date |
|----------------------|--------------|--------------------|
| Release 19.2 | 22.13.4800.0 | November 6, 2020 |
| 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)

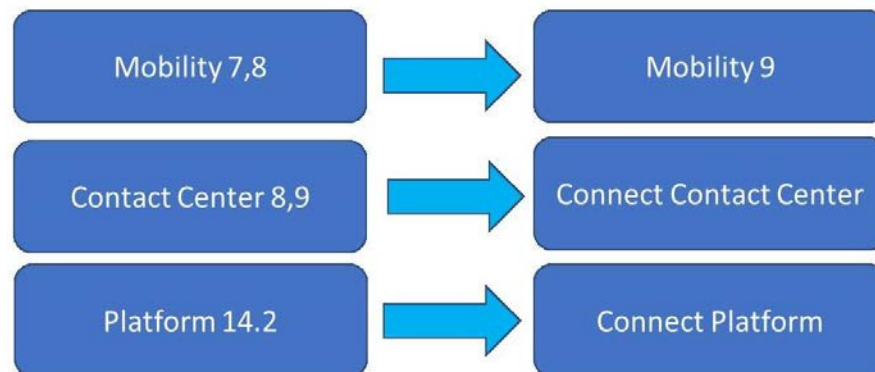
Note: These scripts address the issue that 2016 Server ships with IIS 10 and these PBX prerequisites fail to recognize it as a higher version than IIS 7.0.

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 are 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 fallback 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 with a ST14.2 GA30 MUST Migrate to 19.1 SP2 prior installing MiVoice Connect 19.2.**

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 that can be found [here](#):

Resolved Defects

The List below contains MiVoice Connect 19.2 and latest Phone 6900 Firmware resolved issues:

| Issue Key | Summary |
|-----------|---------|
|-----------|---------|

| | |
|------------|---|
| PSEC-388 | Support for Secure LDAP authentication in Connect client |
| MIVC-1299 | IPDS.exe, causes ShoreTel TAPI Crash on DVS |
| MIVC-1221 | Mexico Dialing Plan: Analog Phones unable to dial 10-digit Mexico numbers |
| MIVC-1373 | 6940's freezes when answering hunt group calls simultaneously |
| MIVC-1151 | TMS service crash (creating dumps on server) |
| MIVC-1131 | Frequent ST switch core dumps |
| MIVC-1237 | Virtual trunk switch randomly reboots causing STTS core dump |
| MIVC-1245 | Erroneous message when mapping DID in Director "DID is already Mapped" |
| ENG-578518 | Restart Web Server button on UCB produces error "unexpected error has occurred, please try again" |
| MIVC-1191 | Trunk test tool filtering options are incorrect |
| MIVC-980 | No Caller ID on incoming calls from SIP trunks to hunt groups |
| ENG-580642 | BCA: Call Drops internally when answered |
| ENG-577347 | Unable to delete voicemail from connect client. "message move to another folder failed" |
| ENG-578101 | Workgroup occasionally failing to ring specific users |
| ENG-580305 | Incorrect TAPI event received in certain call scenarios |
| ENG-580983 | Soft Phone users get random one-way audio |
| ENG-579140 | Sender receives an IM they've sent in a web conference group message back to them |
| ENG-81032 | Connect client vulnerable to running scripts sent through IM |

Release Notes

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| ENG-579242 | ShoreTel-WGSvc service crash requires service restart to recover |
| ENG-576551 | Mitel for Salesforce lightening click to dial fails in the "Related Contacts" section |
| ENG-577347 | Unable to delete Voicemail from Connect Client- Error: Message move to another folder failed |
| ENG-538710 | IP480 Phones randomly restarting |
| ENG-580397 | 400 series rings continuously if incoming call disconnects when you are dialing |
| ENG-576988 | IP400 Phone Reboot While on 804.5008.1135.0 |
| ENG-575826 | IP400 Phone Reboot While on 804.5008.1115.0 |
| ENG-580801 | Connect Client unable to search via extension numbers |
| ENG-580707 | External calls to the auto attendant over PRI trunk forwards call to the system AA extension, resulting in a loop |
| MiVC-1280 | IP400 Phones Watchdog reboots on 804.5008.1167.0 firmware |
| MiVC-1269 | MiVoice CCC Administration Guide- Missing Failback steps when recovering from Island Mode |
| MIVC-1238 | MiVoice Connect Contact Center Administration Guide: update to Agent |
| MIVC-1210 | Ringback continues to play after call is picked up from ECC Queue |
| MIVC-1208 | DTMF Payload sent as 102 from softphones but Carrier requires 101 which cannot be updated |
| MIVC-1187 | Intermittently the D&M trunks group status displays incorrectly |
| MIVC-1181 | Frequent Issues with Voicemail and auto attendants not accessible through out day. |
| MIVC-1148 | Softphone Client Timeouts |
| MIVC-1144 | Poor Audio - Intermittent Jitter from Softphones |

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| MIVC-1111 | Connect Client: Improved Error logging in the connect client |
| MIVC-1097 | Orphaned WAV files when deleting Auto attendant. Files are not removed as part of process |
| MIVC-1070 | Softphone Timeouts when going between VPN Gateways and IP address maps |
| MIVC-1068 | Workgroup Monitor not updating Agent login/logoff in real time |
| MIVC-1029 | Connect Client Softphone does not respond to call co0ntrol messages after being Idle for extended period of time |
| MIVC-1007 | TMS disconnects with ST Switches |
| MIVC-1002 | HQ stops answering Auto Attendant calls - Requires Reboot |
| MIVC-980 | IP6900 Agent cannot answer call from SIP trunk with no caller ID to hunt group |
| MIVC-1332 | Mitel Connect for Chrome Browser User Guide: updates to Modifying call routing and Notifications and Changing Language sections |
| MIVC-740 | Planning and installation Guide: Update to Disk Space and RAM in Server requirements section |
| MIVC-1139 | Voice mail escalation profile, VM server plays incorrect greeting after pressing # if mailbox on LDVS |
| ENG-580546 | Show/sync from AD fails on some systems |
| ENG-578670 | Security vulnerability on UCB Conf. Bridge - CVE-20031238 and CVE-201715906 |
| ENG-580575 | Pressing history button dials random extension number |
| MIVC-1116 | ECC agent's status not updating correctly in AIC and in Agent Manager for NACD Outgoing calls |
| Desktop Devices | |
| DTP-51909 | 6900 series phone reboots when external call merge is initiated |
| DTP-54624 | When putting call on hold, Connect Client shows error: "The Operation cannot be completed due to unspecified reasons" |
| DTP-53603 | IP 6900 phones displaying outbound numbers in an incorrect format |

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| DTP-53720 | IP6930 transfer: Gets stuck when handling multiple calls. |
| DTP-55559 | Phones in WG getting rebooted automatically |
| DTP-57544 | not receiving ring back on 6920 phones when using account codes |
| DTP-55734 | IP6900 phones have short period of no audio sent to caller when answering Hunt Group or Workgroup calls |
| DTP-55392 | IP 6930 phones rebooting randomly |

Known Issues

| Defect | Description | Workaround |
|------------|---|--|
| PBX | | |
| MIVC-1143 | WINDVS Installation error when Blustar is installed. Error is seen when installing C++ 2015 installer: <i>"A newer version is already installed do you want to proceed with the install?"</i> | Choose 'Yes' to proceed with the install. |
| MIVC-1053 | Voicemails are NOT accessible in Android mobility client | Mitel will resolve this issue in a future release. |
| MIVC-375 | After a call is completed on 6900 series phones, 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-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. |

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| 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 Timeouts | 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 | <p>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.</p> <p>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.</p> |
| Desktop Connect Client | | |
| ENG-492831 | <p>Group chat via conference – user receives error</p> <p>"Connection to IM Server can't be established"</p> | Mitel will resolve this issue in a future release. |

Known Product Limitations

| Product Limitation | Description |
|------------------------------|---|
| Windows Server Secure Driver | During Installation of MiVoice Connect you receive a message "A digitally signed driver is required for Shoreware media Driver", blocking installation. |

| Product Limitation | Description |
|--------------------|--|
| Signing | <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 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 |
| Certificates | <p>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)</p> |

| Product Limitation | Description |
|---|--|
| 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 |

Document Revisions:

| Date | Description | Version |
|------------|--|---------|
| 11/05/2020 | First Release Note Publication | 1.0 |
| 11/10/2020 | Updates to Application Requirements (removed Outlook 2010 support). | 1.1 |
| 11/12/2020 | Version Updates to 6900 and 6970 | 1.2 |
| 11/23/2020 | Five defects added to Resolved Issues | 1.3 |
| 12/16/2020 | Updates to application Requirements, remove matrix and provided procedure to access to Compatibility Matrix in Miaccess.mitel.com | 1.4 |

Release Notes

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|-----------|---------------------------------------|-----|
| 1/11/2021 | Added application requirements matrix | 1.5 |
| 1/29/2021 | Updated ST-Switch boot version | 1.6 |