

# MiVoice Connect Release 20.0 SP1

Version 23.30.4100.0

Release Notes

April 2025



Version 5



### **About**

Release Note (RN) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of MiVoice Connect 20.0 SP1.

### **NOTICE**

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MiVoice Connect Release 20.0 Service Pack 1  
April 2025

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## Overview

Release Notes contain the most current information on the MiVoice Connect 20.0 Service Pack 1 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:

#### Select Connect Advanced Applications Notice: Discontinuation of Support

Many MiVoice Connect Advanced Applications are no longer supported or available for download. For a full list of no longer supported/available applications please visit the Mitel PowerUp Hub, and search for “MiVoice Connect Advanced Applications Lifecycle Announcement”.

#### Disabling of Anonymous FTP

Mitel now recommends that all customers disable anonymous FTP on all MiVoice Connect servers. As of 19.3 this can be done from Director via Administration > System > Additional Parameters, however this will only effect Windows Servers. Please see the Security Advisory page on mitel.com for more information.

#### Deprecation of Microsoft Basic Authentication

Connect Client contacts, calendar and meetings synchronization will stop working on or after October 1<sup>st</sup>, 2022, when Microsoft disables basic authentication.

If a customer wants to continue using calendar Integration in the connect client, they must upgrade to 19.3 SP1 or greater and use modern authentication (**OAuth2**) Azure application to leverage Office 365 in the Connect client.

For detailed integration notes, please refer to the *MiVoice Connect Application Registration with Azure AD for MS Office 365* and *Connect Client Application Registration with Azure AD For MS Office 365* guide.

**NOTE:** Carefully review the requirements for stepped upgrade in the “Installation and Upgrade Notes” section PRIOR to migrating or upgrading the system.

#### Microsoft Internet Explorer Notice: Discontinuation of Support

MiVoice Connect 19.3 SP2 does not support Internet Explorer browser as Microsoft stopped supporting on June 15, 2022.

#### Functional changes to Connect Client in Release 19.3 and Higher

In MiVoice Connect 19.3, The Connect Client has been upgraded to the latest Chromium version. As a result of this update, the Outlook voicemail add-in has been deprecated and it is no longer possible

to play voicemail messages from Outlook mail. Two solutions exist to work-around this problem:

- Use Connect Client to play Voicemails.
- Send the Voicemail as attachment and play as a media file. This option can be enabled from Director.

The Outlook Contacts Plugin and Outlook UCB Plugin are supported with Single Sign On logins to the Connect Client. These features will **NOT** work with basic Connect Client PBX authentication. If you require this functionality, disable the Automatic Client updates before upgrading to 19.3.

## Product Enhancements and Functional Changes

### MiVoice Connect PBX 23.30.4100.0

#### Rocky Linux Edge Gateway

The Edge Gateway has now been moved from Cent OS to Rocky Linux

- This will require a migration to a new virtual appliance form more information please see the MiVoice Connect Administration Guide for Edge Gateway

#### SG-24A Switches

- Starting in 20.0 SG-24A switches must be configured to boot in FTP mode, due to the limited amount of storage on the older switches.

### Connect 6900 Phone Series Features

#### 6915d Phones Support

Beginning with release 20.0-SP1 MiVoice connect natively supports 6915d phones with firmware 6.4.0.2014

- For more information see the Sip Phone Guides [here](#).

#### 6900 Phone Firmware

Beginning with release 20.0-SP1 all 69XX phones run on the same firmware 6.4.0.2014

- For more information see the Sip Phone Guides [here](#).

### MiVoice Connect Client 214.100.3236.0

**Chromium Update for Connect Client**

The Connect Client was updated to support the latest Chromium. The updated Connect Client supports Mac OS 14 “Sonoma”.

- Before upgrading, please review the *Connect Client User Guide* and review section *Differences between Old and New Client Interface* before upgrading to 20.0 as some functionality has changed.

**Connect IP400 Phone Series Features****Disable SSH on 400 Series phones**

SSH has been disabled on 400 phones for security hardening.

- For information on how to re-enable SSH please reach out to TAC

**Software Release History**

Software Load	Release Name	Release Date
23.30.4100.0	Release 20.0 SP1	Mar-25
22.28.9700.0	Release 20.0 HF1	Sep-24
22.24.7100.0	Release 19.3 SP3 HF2	Aug-23
22.24.1500.0	Release 19.3 SP2	Jan-23
22.23.5600.0	Release 19.3 SP1	Sep-22
22.22.6100.0	Release 19.3	Jul-22
22.20.2300.0	Release 19.2 SP3	Dec-21
22.20.1300.0	Release 19.2 SP2	Nov-21
22.18.4600.0	Release 19.2 SP1 (revised)	Aug-21
22.18.4000.0	Release 19.2 SP1	Jun-21
22.13.4800.0	Release 19.2	Nov-20
22.11.9300.0	Release 19.1 – SP2	Apr-20
22.11.4900.0	Release 19.1 – SP1	Feb-20
22.10.7600.0	Release 19.1	Sep-19
21.90.9743.0	R1807 – Onsite- SP2	Jul-19
21.90.9738.0	R1807 – Onsite- SP1	Feb-19
21.90.4127.0	R1807 – Onsite	Oct-18
21.88.3753.0	R1804 – Onsite – SP1	Sep-18
21.88.3731.0	R1804 – Onsite	Jun-18
21.87.9727.0	R1803 – Onsite	May-18
21.87.3629.0	R1801 – Onsite	Feb-18
21.86.1828.0	R1711 – Onsite	Jan-18
21.84.5543.0	R1707 - Onsite – SP2	Dec-17
21.84.5535.0	R1707 - Onsite – SP1	Oct-17
21.84.5523.0	R1707 – Onsite	Sep-17

21.82.9645.0	R1704 – Onsite – SP2	Aug-17
21.82.9630.0	R1704 - Onsite – SP1	Jul-17

## Software and Firmware Versions

### Release 20.0 SP1 Build Dates

PBX Build:	Mar 19, 2025
6900 Series firmware:	Mar 19, 2025
IP400 series firmware:	Mar 19, 2025
Client Software:	Mar 19, 2025

### PBX and Client Versions

PBX Engineering Build number:	23.30.4100.0
Distributed Voice Server (DVS) version number:	23.30.4100.0
Connect Client Software version:	214.100.3236.0

### PBX Switch Versions

Switch Version Firmware	23.30.4100.0
Switch (SG Kilauea ½ width) Boot ROM Version	1.1.3.29
V-Switch Boot ROM Version	1.1.3.29
Switch ST24A Boot ROM Version:	8.2.241.0
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
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

## Release Notes

IP8860M Phone Base Station Firmware	v410_b3
IP4024M Repeater Firmware	v410_b3
IP420 Firmware	804.2409.1500.0
IP420G Firmware Version	804.2409.1500.0
IP480 Firmware Version	804.2409.1500.0
IP480G Firmware Version	804.2409.1500.0
IP485G Firmware Version	804.2409.1500.0
IPBB424 Firmware Version	804.2409.1500.0
IP-6910 Firmware Version	6.4.0.2014
IP-6915 Firmware Version	6.4.0.2014
IP-6920 Firmware Version	6.4.0.2014
IP-6930 Firmware Version	6.4.0.2014
IP-6940 Firmware Version	6.4.0.2014
IP-6910w Firmware Version	6.4.0.2014
IP-6920w Firmware Version	6.4.0.2014
IP-6930w Firmware Version	6.4.0.2014
IP-6940w Firmware Version	6.4.0.2014
IP-6970 (SIP) Firmware Version	6.4.0.2014
Mitel SIP-DECT Base stations	Release 9.1
Mitel SIP-DECT Handsets:612d,622d and 632d	v7.8.2
Mitel SIP-DECT Handsets:712d,722d, 732d and, 7.42d	v9.1.0.45

## Application Requirements

Mitel Main and Distributed Servers (Standalone, VMware and Hyper-V) *	Windows Server 2019 (Standard or Datacenter)
	Windows Server 2016 (Standard or Datacenter)
	VMware 7.0 and 8.0 – Support for HQ, WDV, LDVS, vSwitch, Virtual Service Appliance, vMMR and vEGW
	<ul style="list-style-type: none"> <li>Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ, WDV, LDVS, vSwitch, and vSA</li> </ul>
	<ul style="list-style-type: none"> <li>Microsoft Hyper-V Gen 1 and on Microsoft Windows 2019 – HQ, WDV, LDVS, vSwitch, and vSA</li> </ul>
Mitel supplied SBE / Distributed Servers	<ul style="list-style-type: none"> <li>UC30 – Windows Server 2016 / 2019</li> </ul>
	<ul style="list-style-type: none"> <li>UC75 – Windows Server 2016 Standard</li> </ul>
Mitel Connect Client for Windows	<ul style="list-style-type: none"> <li>Microsoft Windows 10 Professional and Enterprise, 32 and 64-bit</li> </ul>
	<ul style="list-style-type: none"> <li>Microsoft Windows 11 Professional and Enterprise 64-bit</li> </ul>
	<ul style="list-style-type: none"> <li>Citrix XenApp 7.19 LTSR (max 30 clients)</li> </ul>
Mitel Connect Client for macOS X	<ul style="list-style-type: none"> <li>12.6 “Monterey”</li> </ul>
	<ul style="list-style-type: none"> <li>13.0 “Ventura”</li> </ul>
	<ul style="list-style-type: none"> <li>14.1 “Sonoma”</li> </ul>
	<ul style="list-style-type: none"> <li>15.2 “Sequoia”</li> </ul>
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):	
VMware	<ul style="list-style-type: none"> <li>VMware ESXi 7.0 and 8.0</li> </ul>
	<ul style="list-style-type: none"> <li>VMXNet3 Virtual adapter (not the E1000)</li> </ul>
	The following two VMware features are not supported:
	<ol style="list-style-type: none"> <li>Fault tolerance is not supported.</li> <li>Snapshots not supported except during service shutdown periods. These can consume significant CPU and memory resources impacting system operation.</li> </ol>
<p><b>Note:</b> 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>	
Hyper-V	<ul style="list-style-type: none"> <li>Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ Server, WDV, LDVS, vSwitch, vEGW, vMMR and vSA.</li> </ul>
	<ul style="list-style-type: none"> <li>Microsoft Hyper-V Gen 1 2019 on Microsoft Windows 2019 Server – HQ Server, WDV, LDVS, vSwitch, vEGW, vMMR and vSA.</li> </ul>
	*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
<b>Note:</b> 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	
Internet Browsers for Director	Guide and Connect Migration Guide for deployment. <ul style="list-style-type: none"> <li>MS Edge 134</li> <li>Firefox 136</li> <li>Google Chrome 134</li> <li>Safari 18.2</li> </ul>
Mitel 6900 Headsets	<b>Tested 3<sup>rd</sup> Party Headsets:</b> <ul style="list-style-type: none"> <li>USB wired Headset</li> <li>Plantronics Blackwire C725 (Firmware v.135)</li> <li>BT Headsets</li> <li>Plantronics Voyager Legend (Firmware v107)</li> <li>Jabra Pro 935 (Firmware v1.4.6)</li> <li>Jabra Evolve 65 UC (Firmware 1.5.8)</li> <li>Jabra Motion UC (Firmware 3.72)</li> <li>Jabra Pro 9460 (Firmware 1.4.6)</li> <li>Analog</li> <li>Plantronics CS540 (with APS-11 EHS accessory)</li> <li>Jabra 2300 Duo (with LINK 14201-10 accessory cable)</li> <li>GN Netcom 2100 series</li> </ul> <b>Important Notes:</b> 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"> <li>iOS, 13.x, 14.x, 15.x</li> <li>Android 10.x, 11.x, 12.x</li> </ul>
Mitel Softphone Headsets	Softphone is compatible with most USD-based headsets that use standard Windows USB driver. Softphone support for Jabra: <ul style="list-style-type: none"> <li>Jabra Evolve 30 (Mono 7 Stereo)</li> <li>Jabra Evolve 65 Stereo UC&amp; Link 370</li> <li>Jabra Engage 75</li> <li>Jabra Engage 65</li> </ul> <b>Note:</b> 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. The softphone is compatible with Bluetooth headsets that connect to a USB base in the PC.
Microsoft Office	<ul style="list-style-type: none"> <li>Microsoft Exchange Server 2013 and 2016, 2019</li> <li>Microsoft Office 2013, 2016 and Office 365</li> </ul>
Mitel IM Server	<ul style="list-style-type: none"> <li>SA-100: 23.30.4100.0</li> </ul>

	<ul style="list-style-type: none"> <li>SA-400: 23.30.4100.0</li> </ul>
SIP-BRI-8	<ul style="list-style-type: none"> <li>Version R3.T 2006-10-04</li> <li>T.38 is not supported</li> </ul>
Mitel Connect Contact Center	<ul style="list-style-type: none"> <li>507.85.3221.0 and greater</li> </ul>
Mitel Connect Mobility	<ul style="list-style-type: none"> <li>Mitel Mobility Router 9.5.1809.105 (MMR) and greater</li> <li>MMR Appliances: MR2000, MR4000, and MR6000</li> </ul>
Ingate SIParator	<ul style="list-style-type: none"> <li>Hardware SIParator (firmware version 5.0.6)</li> <li>Software SIParator (version 5.0.6) X86 or VMware</li> <li>6900 Teleworker Requires SIParator software version 6.4 or greater</li> </ul>
VPN Concentrator	<ul style="list-style-type: none"> <li>VPN Concentrator 4500, FW 11.6.1.7</li> <li>VPN Concentrator 5300LF, FW 11.6.1.7</li> <li>VPN Concentrator 4550, FW 13.12.6.2</li> <li>VPN Concentrator 5300 LF2, FW 13.12.6.2</li> <li>VPN Concentrator 7301, FW 13.12.6.2</li> </ul>
Mitel Connect Telephony for Microsoft	<ul style="list-style-type: none"> <li>Lync Plugin 214.100.3131.0</li> </ul>
Mitel Connect Hybrid (Fax & Scribe)	<ul style="list-style-type: none"> <li>Mitel Connect Scribe</li> <li>Mitel Connect Fax</li> </ul>
Multi-cell DECT Phones (Firmware: 4.40 B3) [EU Only]	<ul style="list-style-type: none"> <li>Phone Models: 8430, 8630 and 8830</li> <li>Base:8860</li> <li>Repeater: V41</li> </ul>
Mitel SIP-DECT	<ul style="list-style-type: none"> <li>Phone Models: 612d, 622d and 632d</li> <li>Base Stations: RFP44,45,47,48</li> <li>Version: 8.3.SP1</li> </ul>
Mitel Edge Gateway	<ul style="list-style-type: none"> <li>See VMware and Hyper-V</li> </ul>
Mitel Service Appliance	<ul style="list-style-type: none"> <li>SA-100: 23.30.3600.0</li> <li>SA-400: 23.30.3600.0</li> </ul>
Mitel Network Helper	<ul style="list-style-type: none"> <li>0.0.62</li> </ul>

## 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 20.0-SP1:

1. Log in to Mitel [MiAccess](#)
2. Click on the **Software Download Center** in the leftmost pane.
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](#), in the Mitel Document Center.

- 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
- RAY BAUM'S General Overview and Solution Deployment Guide
- RAY BAUM'S General Overview and Solution Deployment Guide for RedSky
- RAY BAUM'S General Overview and Solution Deployment Guide for Intrado
- MiVoice Connect Ingate SIParator as Teleworker Gateway for MiVoice Connect 6900 Series Configuration Guide
- MiVoice Connect Integration with Microsoft Office 365 using Modern Authentication 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](#)

## 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](#). Due to the current lifecycle of MiVoice Connect enhancements are no longer being accepted.

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.

Mitel 6900 and 6900w general desktop release notes can be found on the Mitel KMS site. [Select this link](#)

# 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 back up 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 20, 2024**. If you are an existing MiVoice Connect customer, please review the table below to find whether you can install the tested Microsoft updates on your server without upgrading the entire Connect system.

**Note:** Do not install Windows updates KB5036896 and KB5036899 If you have already installed these updates remove them immediately as they make it so some services cannot be started.

Release	Build	Build Test Date
Release 20.0 SP1	23.30.4100.0	19-Mar-25
Release 20.0 HF1	22.28.8300.0	23-Aug-24
Release 19.3 SP3 HF2	22.24.7100.0	16-Aug-23
Release 19.3 SP2	22.24.1500.0	19-Dec-22
Release 19.3 SP1	22.23.5600.0	22-Sep-22
Release 19.3	22.22.6100.0	26-Jun-22
Release 19.2 – SP3	22.20.2300.0	15-Dec-21
Release 19.2 – SP2	22.20.1300.0	8-Nov-21
Release 19.2 – SP1	22.18.4600.0	June 14/Aug 31, 2021
Release 19.2	22.13.4800.0	6-Nov-20
Release 19.1 – SP2	22.11.9300.0	4-Apr-20
Release 19.1 – SP1	22.11.4900.0	1-Feb-20
Release 19.1	22.10.7600.0	20-Sep-19
R1807 – Onsite – SP2	21.90.9743.0	18-Jun-19
R1807 – Onsite – SP1	21.90.9738.0	27-Jan-19



## 2. Starting with R20.0 (22.28.8300.0) Features & Changes

- Linux CentOS to Rocky Linux Migration – This is a mandatory migration that will require rebuilding current CentOS devices as Rocky Linux. For more information see the Planning and Installation guide. This change impacts the following devices.
  - Linux DVS
  - Virtual Service Appliances
  - Virtual Switches

## 3. R1801 and Greater - Windows Server 2016 Installer Prerequisites ISS Version Support

**Note:** Scripts are available to 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.

- Review *Read\_first\_for\_2016.txt* and, if necessary, run the following:
- *SetIIS\_version.vbs*, and *ResetIIS\_version.vbs*, in *MiVC\_Connect\_PBX\_Build* zip, 2016 Scripts\ folder)

## 4. Starting with R1711 (21.86.1828.0) Features & Changes

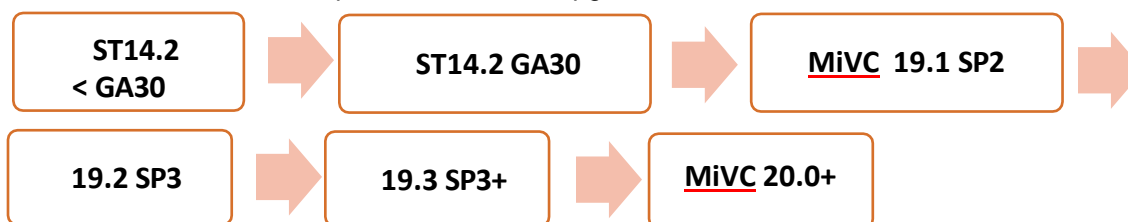
- Linux WindRiver to Linux CentOS Migration – This is a mandatory migration and configuration changes are required to the SCSI Controller before or during the upgrade to this build. It is highly recommended to review the SCSI Change Controller video before upgrading virtual appliances to this build. 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:
  - [Mitel Connect Migration Notes](#)
  - [Planning and Installation Guide Installation Guide](#)
- 5. Mitel ST Switches - Dual stage upgrade is not an option on the first migration to MiVoice Connect
- 6. 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.
- 7. 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"
- 8. Migration Paths -The following direct **server upgrade paths** are supported for this release:

**NOTES:**

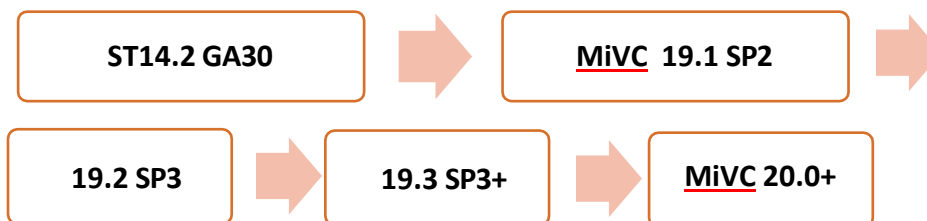
- Ensure to upgrade the build to 19.1 SP2 before going to any more recent builds due to database changes.
- Direct Upgrades from ShoreTel releases prior to ST14.2 are not supported.
- Sites running ST14.2 GA30 MUST Migrate to 19.1 SP2 prior installing MiVoice Connect 19.2.
- Please study the updated **14.2-to-Connect Migration Guide** for more details.

➔ Older ST 14.2 versions require HQ and DVS Upgrade to **latest 14.2 GA30** - 19.50.1000.0

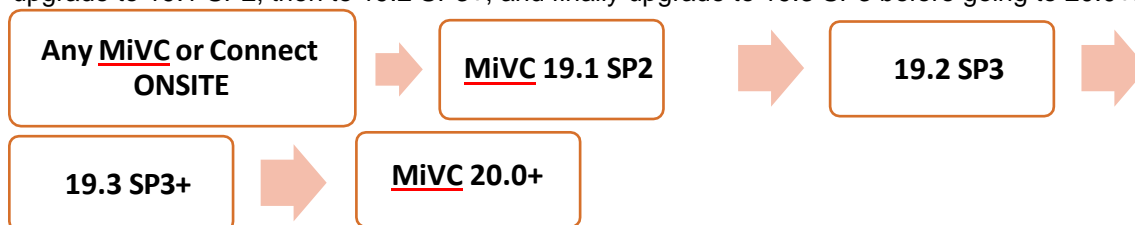


➔ ST14.2 GA30 requires a stepped System Upgrade to **MiVC 20.0**

- Endpoints do not require this intermediate step.
- Voice Switches do not require this intermediate step.



- All ShoreTel Connect ONSITE and MiVoice Connect versions from 19.1 SP1 or earlier must first upgrade to 19.1 SP2, then to 19.2 SP3+, and finally upgrade to 19.3 SP3 before going to 20.0+.



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.

In addition,

- Mobility versions 7 or 8 must upgrade Mobility version 9:



- Contact Center 8 or 9 must upgrade to Connect Contact Center:



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](#):
10. Upon the release of CentOS 7.5 it has been discovered that some LDVSs will have a maximum MTU size of 1400. This will cause communication issues with the HQ server. For more information please see our knowledgebase article for partners [here](#), and for enterprise customers [here](#).

**NOTE:** Some systems were upgraded to Connect from earlier versions of 14.2 and did not perform an interim upgrade to 14.2 GA30. Admins may find these fail a Connect-to-Connect upgrade directly to 19.2 or higher, and the installation rolls back unexpectedly. Performing an intermediate upgrade stop at 19.1 SP2 *before* moving to 19.2 or higher has been proven to resolve the issue and allow the upgrade to complete. After the stop at 19.1 SP2 customers can continue to 19.2 or higher without incident.

## Mitel 6900 Phone Upgrades from 19.2 GA or older

When upgrading the Mitel 6900-series phones to phone firmware 6.0 or greater which was first released with 19.3, some phones may fail to upgrade. The problem occurs because temporary log files are not cleared before downloading the new firmware, which can cause insufficient internal working storage for the update.

To prevent this problem, Mitel recommends upgrading all 6900-series phones to updated firmware build version [5.2.1.2130](#) before the system upgrade to 19.3. Administrators may also choose to manually reboot the phones then promptly upgrade to the new 19.3 firmware before the log files accumulate. In some cases, multiple phone reboots have been required.

## DHCP Scope Considerations for 6900 Phone Series

MiVoice Connect 19.3 requires the DHCP scope changes announced in Release 19.2. In releases of MiVoice Connect before 19.2, the recommended guidance for DHCP option 156 was to configure the “Config Server” parameter with IP address of HQ Server. In Release 19.2 and onward, an FQDN is now required in the DHCP record if Subject Alternate Name (SAN) is root Certified. In cases where DHCP Scope 156 is not used, administrators must update the config server setting on 6900 sets manually, from IP to FQDN. If the IP address is used, users may encounter 6900 registration or boot issues after the upgrade to 19.3 or later.

- NTP Server settings must also be specified in Option 42 of the DHCP scope for 6900 phones to validate certificate expiration dates. For more information, see the *MiVoice Connect Maintenance Guide*.

## Resolved Issues

The list below contains resolved issues for MiVoice Connect 20.0-SP1

Issue Key	Resolved in MiVC 20.0-SP1
MIVC-6461	Call transfers from Idvs to Idvs take 1 minute 10 seconds to reach wg mailbox and others
MIVC-6444	CVE-2024-1975 Vulnerable ISC BIND – 9.10.3 detected on port 53 over TCP/UDP
MIVC-6396	Security Vulnerability scan flagged the ST1D switch
MIVC-6380	After upgrade to 19.3-SP3-HF2 switch restarts intermittently do not reconnect to server and core dump
MIVC-6342	Unable to change Edge Gateway logging levels on 22.24.7100
MIVC-6294	Internal calls to ONLY 1 specific user have no audio
MIVC-6176	Errors occur when creating or canceling events in Connect Client

## Release Notes

MIVC-6002	Database is not updating IP addresses for offline phones causing call routing issues
MIVC-5502	Since upgrade from 14.2 to connect unable to dial carrier codes from client in Japan

## 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><b>Review Mitel Application Note AN10391 “Deploying MiVoice Connect with VMware”.</b> 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.

Product Limitation	Description
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	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><b>Serial login: Difference from Legacy Switches</b> the Baud rate has increased from 19200 to 115200.</p> <p><b>SSH Login:</b> Difference from Legacy Switches ST voice switches are only accessible with the HQ_RSA key (Use Puttygen to create *.ppk key)</p> <p><b>Difference from Legacy Switches</b> ST voice switches do not allow telnet access</p>

## Document Revisions:

Date	Description	Version
Mar, 25,2025	19.3 SP1 First Publication	1.0



