MiVoice MX-ONE

CPI News - Product Revision Information

Release 7.2

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Mitel®

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Contents

CPI News in MiVoice MX-ONE 7.2 SP1

This document describes changes in the MiVoice MX-ONE documentation due to new and changed functionality in MiVoice MX-ONE 7.2 SP1 compared to MX-ONE 7.1 and 7.2 releases. It also lists the Mitel re-branded product names versus the previous product names.

For detailed information on the MX-ONE 7.2 Solution, see *MiVoice MX-ONE Solution Overview, MiVoice MX-ONE System Description* and other CPI documents.

Mitel Branding and Names

Branding

NOTE: Some documents contain old names and brand, for example name of configuration files and links. These will be phased out over time.

New Names

Table 1.1: New Names vs Old Names - Products (Sheet 1 of 2)

New product/solution naming	Previous product/solution naming
Apache Cassandra Database	OpenLDAP Database
MiVoice MX-ONE	Aastra MX-ONE
MiVoice MX-ONE	MX-ONE TS
MX-ONE Service Node	MX-ONE TSE
MX-ONE Service Node Manager (SNM)	MX-ONE MTS
MX-ONE Provisioning Manager (PM)	MX-ONE MP
Mitel Performance Analytics (MPA)	MX-ONE MTM
Mitel Performance Analytics (former MarWatch, replacing MA)	MX-ONE MA
Mitel TSW (phased out)	TSW (phased out)
MiCollab Advanced Messaging	Mitel OneBox
MiContact Center Enterprise	MiCC Solidus, Solidus eCare
Microsoft Skype for Business	Microsoft Lync
Mitel MX-ONE Chassis	Aastra MX-ONE MGW
Mitel Server Unit	Aastra Server Unit

Table 1.1: New Names vs Old Names - Products (Continued) (Sheet 2 of 2)

New product/solution naming	Previous product/solution naming
Mitel ASU	Aastra ASU
Mitel 69xx SIP Phone	--
Mitel 68xx SIP Phone	Aastra 68xxi SIP Phone
Mitel 67xx SIP Phone	Aastra 67xxi SIP Phone
MiVoice 4200	Aastra 4200
MiVoice 4400	Aastra 4400
Mitel 7100	Aastra 7100
Mitel 1023	Aastra 1023i
Mitel TA7100	Aastra TA7100
Mitel DTxxx	Aastra DTxxx

System Requirements

The following are the system requirements for MX-ONE 7.2 SP1 system:

- Operating System - SLES 12 Service Pack 4
  - Newer kernel
  - Postgres
  - openssl
  - openssh
- Application Server update
  - Wildfly 17
- Web Server
  - IPP Server 2.2
- Hypervisor
  - VMware ESXi 6.7 support
  - Hyper-V Support
  - KVM support (RedHat 7.6 and SUSE SLES 12 SP4 or later)

New and Enhanced Features

This section provides information on the new and enhanced features for MiVoice MX-ONE 7.2 releases.

NEWS and Changes in Documents, MX-ONE 7.2 SP1

New features and enhancements for the MX-ONE 7.2 SP1 release are listed in this section:

Configured Parameters Revert to Default Values after Change of Market Setting

By changing the market, lots of configuration variables are set to the default for selected market. This means that you can lose a lot of existing configuration data when you change market. After changing the market, it may be required to re-configure the configurations that are lost.

For more information about changing market settings, see the following documentation:

- MiVoice MX-ONE Installing and Configuring - Installation Instructions

Support for MNS/MXFER Key on Mitel SIP Phones

A monitoring key called **MNS/MXFER**, which offers both MNS and transfer functionality, has been added to Mitel SIP phones. This key is supported on all Mitel 6900 and 6800 SIP phones with MX-ONE. A user can answer a call or transfer the call by pressing the MNS/MXFER key while it is flashing.

For more information about the MXFER key, see the following documentation:

- Mitel 6865 SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6867 SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6869 SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6873 SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6920 SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6940 SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6930 SIP Phone for MX-ONE, Quick Reference Guide
- Mitel 6900, 6800 and 6700 SIP Terminals for MiVoice MX-ONE, INSTALLATION INSTRUCTIONS
- Technical Reference Guide, Unix commands, Command Description

MX-ONE Supports Traditional Chinese, Korean, and Arabic Languages

MX-ONE now supports Traditional Chinese, Korean, and Arabic text. To support this, new values have been added, one per language and the --language-code parameter has been modified.

For more information about Traditional Chinese, Korean, and Arabic, see the following documentation:

- Technical Reference Guide, Unix commands, Command Description

DTS Phone and Trunk Changes for Italian Cruise Ships

In the new MiVoice MX-ONE 7.1, all DBC201, DBC22x, and DBC21x models are updated.

When used as a room phone, the DTS models DBC201, DBC210, DBC211, DBC212, DBC220, and DBC222 provide an option for changing the ODN2 and ODN3 to make them ordinary function keys (changeable with commands). When this change is made, the TNS function keys will work in a slightly different manner from before. Pressing a TNS key will be ignored, unless the ODN1 is idle.

The same functions can also be managed from the SNM or PM management applications.

For more information about DBC201, DBC22x, and DBC21x models, see the following documentation:

- Technical Reference Guide, Unix commands, Command Description
- MiVoice MX-ONE Hospitality, ConnectedGuest Applications - Description

- MiVoice MX-ONE Digital Key System Telephone, KS - Operational Directions

Pass Restricted Numbers via CSTA Events

A new value --csta-session-serv parameter is added to pass restricted number Information across the CSTA event to MICC Enterprise. This enhancement is done to calls to MiContactCenter, when the calling party number has presentation restrictions (secret numbers). An expansion of the --csta-session-serv parameter is done for D2 switch, which controls whether A-number restriction (overrides all number restrictions) shall be sent in the CSTA events or not.

For more information about --csta-session-serv parameter, see the following documentation:

- Technical Reference Guide, Unix commands, Command Description
- MiVoice MX-ONE MX-ONE API, CSTA III - Interface Description

Allow ACD Group Destination in PEN List

To allow an integrated ACD group as destination number in the PEN (Personal Number) list, an enhancement to calls to call_list or Personal Number list (that is, the call_list command) is done.

For more information about destination in PEN List, see the following documentation:

- MiVoice MX-ONE Personal Number - Description

NEWS and Changes in Documents, MX-ONE 7.2

New features and enhancements for the MX-ONE 7.2 release are listed in this section:

Introducing MiSDLC in MX-ONE

From MX-ONE 7.2 onwards, Mitel introduces Secure Development Life Cycle (MiSDLC) to address security and data privacy throughout all the Mitel development life cycles. The open sources packages or libraries of Service Node, Media Server, and PM or SNM are updated to the latest version. The updates ensure the design is compliant with Mitel product security standards, avoid potential vulnerabilities of libraries and components.

MX-ONE Service Node

The following are the Service Node Enhancements for MX-ONE 7.2 system:

Minimum Ring Time for Logging of Missed Calls (Generic Extensions)

The central Name and Number Log function for SIP extensions now has an option for a minimum alerting time. Calls disconnected when the alerting time is shorter than the minimum time will not be logged as missed calls. The PARNUM 113 has been modified to cover both DTS and SIP extensions.

For more information, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, MML parameters
- MiVoice MX-ONE Name and number log, Description

Internal Number Length and Number Conversion Enhancements

The supported number length for internal numbers is increased to 20 digits (at least 15) from the current maximum of 10 digits. E.164 formats supported internally.

For more information, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Command Description
- MiVoice MX-ONE Technical Reference Guide, MML parameters
- MiVoice MX-ONE System Planning - Description

Support for Different Individual Divertee Position Numbers for Diversion On No Reply, Diversion on Busy and Direct Diversion

This enhancement is done to the features Diversion/Forwarding to allow individual divertee positions (numbers) to be set differently for Diversion On no reply, Diversion On Busy and Direct diversion. Configuration and activate/deactivate of these 3 different divertee position (numbers) can be done by the system Administrator or from an end-user application using CSTA3 interface.

For more information, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Command Description
- MiVoice MX-ONE Technical Reference Guide, MML parameters
- MiVoice MX-ONE Call Diversion - Operational Directions
- MiVoice MX-ONE MX-ONE API, CSTA III - Interface Description
- MiVoice MX-ONE MX-ONE CSTA Phase III - Description
- MiVoice MX-ONE Call Diversion - Description

Configurable Second Route Header for Third-Party Trunk Registration

The `sip_route` command has been added with a new parameter named `-routeset`.

This provides an option on MX-ONE to add an External outbound proxy server (if the SPC need to forward the SIP call via a border gateway controller (BGC) to the final destination additional hops can be defined. These values will be added to the Route: table of INVITE, REGISTER or OPTION).

For more information, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Command Description

Add Support of Multiple IP Addresses in the SIP Route Command

This enables you to setup multiple IP addresses in the SIP Route, both IPv4 and IPv6. Now the uri-string supports setting of several hosts in the `sip_route` command. It distributes load sharing in the SIP trunks in round-robin fashion. If a FQDN is used, it shall be able to point to more than one IP address or FQDN. After that, the FQDN can be used in the SIP route command.

For more information, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Command Description

Improvements to Data Redundancy (Move Diversion Data to Cassandra)

Diversion status data about currently active diversions and the active diversion destination numbers in now stored in the Cassandra database. As a result of this, active diversion data will not be lost at system actions as system upgrade, LIM/system reload, power failure or switch-over to standby server. Once the system is back in service, the active diversions will be the same as before the system action.

For more information see the following documents:

- MiVoice MX-ONE Call Diversion, Description
- MiVoice MX-ONE Call Diversion, Operational Directions

Support for Anonymous WebRTC in MX-ONE

Anonymous Web Real-TIME Communication (WebRTC) is now supported in MX-ONE through a SIP trunk connected to the MBG WebRTC gateway. In an anonymous mode, an external caller initiates a call to the enterprise by clicking a button on a web site. The user, who is known as an "anonymous caller," is directed to an internal service. The administrator, not the anonymous caller, specifies the number for the internal service as part of the WebRTC and web site configuration.

For more information see the following documentation:

- MiVoice MX-ONE Route Data, Operational Directions
- MiVoice MX-ONE Routes Administration, Operational Directions
- MiVoice MX-ONE SIP Networking, General Configuration, Operational Directions
- MiVoice MX-ONE Technical Reference Guide, Unix commands

The --remote-number Parameter can hold 25 Digits

The number of digits that the `--remote-number` parameter in the `remote_extension` command can hold has been increased from 20 to 25.

For more information, see the following documentation:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Command Description

Extend Distinctive Ringing From 3 Different Ring Signals To 5 Different Ring Signals

Distinctive ringing was recently implemented and harmonized with the SIP DECT system. Now the capacity of the functionality is enhanced to 5 different ring signals.

Short Number Display/Logon on Mitel SIP Terminal with VDP Logon

MX-ONE 7.2 now supports short number logon and display using VDP logon and customer number dial plan.

Feature Emergency Notification

This describes about the customer number that are associated with the extension and the emergency notification group. The reserved customer group 250 has been changed to 50000. Terminals belonging to group 50000 will not be effected when this feature is active. SENT terminals shall be reprogrammed to customer 50000.

For more information, see the following documents:

- MiVoice MX-ONE Emergency Notification - Description
- MiVoice MX-ONE Emergency Notification - Description, Operational Directions

Improve the Redundancy Of Mid-Size System By Enabling Cassandra DB To Run With SW-Raid

Enable the Cassandra DB to be installed with SW-Raid on ASU-II, co-located with the Service Node as well as a Cassandra Database Stand-alone Node.

SIP Trunk Profile Enhancements

New SIP trunk profiles:

- Telenor

- MX-ONE with MBG to offer support for Anonymous WebRTC

Hypervisor Support

MX-ONE 7.2 supports KVM on RedHat Enterprise hypervisor 7.6 or later.

Increased Number of SIP Devices to 15000 for Virtualized Systems

The MX-ONE system supports 15000 SIP users from release 7.2 onwards for virtualized systems. There are four possible combinations in which you can assign the number of users for these 15000 devices.

The table below shows the combinations.

Max SIP Device Capacity	Devices Per Users	Max Number of Extension Users
15000	1	15000
15000	2	7500
15000	3	5000
15000	4	3750

Mitel Enterprise Gateway Series

Expansion of EX Gateway capacity from 500 to 1000 SIP Users with MX-ONE.

MiVoice MX-ONE Management Applications

The following are the Provisioning Manager and Service Node Manager Enhancements in MX-ONE 7.2 system:

Authentication Against a User Directory of the Ordering Party is Possible

The Provisioning Manager needs to authenticate Administrator and Users passing via WebSeal and check the users against the database.

Publication of the Website Via A Reverse Proxy System With Authentication Function (IBM Webseal) is Possible

Enabled controlled web browser access to the Provisioning Manager web server via IBM WebSEAL / ISAM back to back reverse-proxy function using a K-LDAP DB authentication integration.

PM and SNM Support the Commands Changes In Service Node

The Service Node commands and parameters changed or added were added in PM and SNM.

Added Support to 6970 Conference SIP Phones in the Management

- The 6970 Conference SIP Phone is added in the configuration file task in SNM.
- The 6970 Conference SIP Phone is added in the extension task in PM.

Updated SDK Package

The Software Development Kit (SDK) is updated to support MX-ONE 7.2 release.

Solution

The following are the solutions integrated with the MX-ONE 7.2 system:

CSTA III Support Caller Name in Event

CSTA III support caller name in event, using switching function representation. New parameter (`--csta-session-serv`) value added to `csta_authentication` command. Turning on/off name data in event.

Call controlling events is not affected when name function is turned off. When it is turned, call controlling events use switching function representation for the calling/called/alerting/answering device.

For more information, see the following documents:

- MiVoice MX-ONE Technical Reference Guide, Unix Commands - Command Description
- MiVoice MX-ONE API, CSTA III

NuPoint Call Director with MX-ONE

This provides the ring-back tone to NuPoint (NP) and NP should provide it to the caller.

The MGU (the MX-ONE Media GW) sends the ring-back tone from the second call leg to NP but the NP does not forward the RTP stream with the tone to the first call leg.

For more information, see the following documents:

- MiVoice MX-ONE Feature List - Description
- MiVoice MX-ONE - SIP Private Networking

Skype for Business Server 2019

Integration of MiVoice MX-ONE with Skype for Business Server 2019 is supported as a complementary solution providing end-user services, such as instant messaging and conferencing. In addition, the process of certificate export from the CA server is updated with the latest screen shots.

For more information, see the following document:

- Integration of MiVoice MX-ONE and Skype for Business Server 2019, Quick Setup Guide

Introducing Mitel 6970 IP Conference Phone

A new phone model 6970 IP Conference Phone is added to the 6900 series SIP Phones. It is an enterprise-level IP conference phone.

The 6970 IP Conference phone can be managed in MX-ONE system. The configuration and setup of 6970 phones in MX-ONE management system is similar to other 6900 phones.

For more information, see the following documents:

- Hardware Status and Reliability
- MiVoice MX-ONE Power Consumption, Description
- Mitel 6900, 6800 & 6700 SIP Terminals for MiVoice MX-ONE, Installation Instructions
- MiVoice MX-ONE Terminal Overview, Description

- MiVoice MX-ONE Extension Functionality Comparison
- MiVoice MX-ONE Feature Matrix

Enhancements to EX and GX Controller

From MX-ONE 7.2 onwards, you can configure TLS along with the existing UDP and TCP on an EX/GX controller in a survivable branch office scenario and local presence.

TLS ensures secure communication between the MX-ONE system and the EX and GX controller allowing administrators to import a certificate and private key from a Certificate Authority (CA) service.

For more information, see Configuration Guide for GX and EX Controller – Survivable Branch Office Scenario.

Support SIP DECT 8.1

The updated version has besides several corrections and smaller feature enhancements several security enhancements, including TLS 1.2 and support for IPv6.

For more information on the SIP DECT 8.1 see Product Bulletin that is available on InfoChannel.

Expanding Personal Number Profile Configuration

The number of Personal Number Profiles in MX-ONE and CMG WEB is now changed from 5 to 10. The PM user portal allows to add the capability and configure more than 5 profiles. It allows up to 10 Personal Number Profiles per extension user.

Hardware Updates

The following sections discusses the hardware updates in MX-ONE 7.2 system:

New 1U 48V Power Supply System Introduced for MX-ONE

A new 1U 48 Volt power supply unit is introduced as an alternative to the present UniPower (2U) system. This unit has SNMP support.

It consists of following new HW units, cables, SW for the chassis itself and a SW for the Controller in the chassis.

- MX-ONE SPS-48V Slimline Power Rack
- MX-ONE SPS-48V Rectifier module, 1000W
- MX-ONE SPS-48V Battery thermal probe
- MX-ONE SPS-48V Battery thermal probe cable (10')
- MX-ONE SPS-48V Controller (FRU)
- MX-ONE SPS-48V 10A breaker (FRU)

For more information, see the following document:

- MiVoice MX-ONE, Installing Hardware Overview - Installation Instruction
- MiVoice MX-ONE, Installing Chassis in a Cabinet - Installation Instruction
- MiVoice MX-ONE, Installing and Configuring - Installation Instruction

Firmware Updates

New firmware support is available for the following devices or products:

- SIP Phones - 6700, 6800, and 6900 Series
- EX and GX gateways
  - BRI support
- MGU

For more information, see *MiVoice MX-ONE Solution Product Compatibility Matrix*.

Documentation Updates

From release MX-ONE 7.1 onwards, related topics are combined into the following main categories:

- Overview — Provides MX-ONE solution overview and description.
- Planning — Provides planning information such as system planning, site planning, engineering guidelines and so on before you setup MX-ONE system.
- Administration — Provides information on how to administer and run MX-ONE system.
- Install and Upgrade — Provides install and upgrade steps for the MX-ONE system.
- Optional Installations — Provides information on how to perform optional installation such as MPA, MiCollab Advanced Messaging, or MMC.
- Migration — Provides information on migrating legacy hardware to MX-ONE system.
- Fault Management — Provides fault management and troubleshooting information.
- Feature Guides — Provides descriptions, interworking descriptions, and operation and maintenance information for the various features supported by MX-ONE.
- Devices and Accessories supported by MX-ONE — Provides information on how to install and administrate telephones, clients and gateways.

The MX-ONE 7.1 and later documentation is available at Mitel Document Center. The documentation is also available at the Mitel Infochannel webpage. Note that you must have Mitel credentials to access the Mitel Info Channel webpage.

Only the documentation belonging to the following categories is available in the Mitel Document Center:

- Overview
- Administration
- Install and Upgrade
- Optional Installations
- Feature Guides
- Devices and Accessories supported by MX-ONE

Documentation that belong to the other categories is available only at the Mitel Infochannel webpage.

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