MiVoice Integration for Salesforce (MVSF)

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MiVoice Integration for Salesforce

Administration Guide

Release 2.6

October 2025

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About This Document

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

Release Notes for MiVoice Integration for Salesforce Release 2.6

This document describes the following areas related to MiVoice Integration for Salesforce 2.6

- Product enhancements and functional changes

- Where to find the latest information

- Product areas improved in this release

- Known Issues

We strongly recommend you review the instructions found in the *MiVoiceIntegrationSF2.6-Admin guide* and the *MiVoiceIntegrationSF2.6-User Guide* before downloading, installing, or upgrading your software.

Product Enhancements and Functional Changes

The following table describes product enhancements and functional changes for MiVoice Integration for Salesforce 2.6

Product or Feature	Description
Support for MSL-12	MSL 12 is built upon Rocky Linux 8.0. Mitel 12 offers enhanced stability and security. See the "MSL Release 12.1" section of Mitel Standard Linux Installation and Administration Guide available in the Mitel Document Center at www.mitel.com.
Support for TLSv1.3	Compared to TLS 1.2, the new TLS v1.3 is faster and more secure protocol.
Apex Class Upgrade	Apex class API version used by the Salesforce application is upgraded from v29 to v63. This ensures compatibility with the latest Salesforce platform features, improved performance and better long-term support with Salesforce.
Updated Installation Process	The installation process for MiVoice Integration for Salesforce has been updated. The application is now available via **URL** instead of directly from the Salesforce AppExchange. Refer to the updated installation instructions in **MiVoiceIntegrationSF2.6-Admin Guide** for detailed steps.

- This release contains security fixes.

Note: With the introduction of stronger Content Security Policies (**CSP**) in Salesforce, any third-party service interacting with the Salesforce platform such as Open CTI implementation must have its hosting domain explicitly added to Salesforce as **Trusted URL**. For more details, please refer to section: *"Add trusted URL" of MiVoiceIntegrationSF2.6-Admin.pdf*

Note: MiVoice Integration for Salesforce 2.6 is compatible only with the App "Mitel MiVoice Integration for Salesforce R3" from the Salesforce AppExchange.
The older version of the Salesforce App (Mitel MiVoice Integration for Salesforce R2) is not supported and will not function correctly with this blade release.

Where to Find the Latest Information

You can access the most up-to-date versions of the following documents from MiAccess > Document Center > Applications > Collaboration > Open Integration Gateway and MiVoice Integrations.

- Technical Documentation
  - o Mitel Open Integration Gateway Installation and Maintenance Guide
  - o Mitel Open Integration Gateway Engineering Guidelines
  - o Mitel Open Integration Gateway Developer Guide – Fundamentals
  - o Mitel Open Integration Gateway Developer Guide – Session Management Service
  - o Mitel Open Integration Gateway Developer Guide – Call Control Service
  - o Mitel Open Integration Gateway Developer Guide – Data Access Service
- Integration Documentation:
  - o MiVoice Integration for Salesforce Administration Guide
- User Documentation:
  - o MiVoice Integration for Salesforce User Guide

Product Areas Improved in This Release

TRACKING NUMBER	DESCRIPTION
OIG-838	Updated Salesforce API version that eliminates dependency on deprecated APIs.
OIG-1518	Added support for applying the softphone layout setting for screen pop when no matching contact is found.

Known Issues

1. When a network element (NE) for MiVoice Business is removed from the OIG admin UI Network Element table and the MiVoice Business node is removed physically from the IP network, the OIG

continues to try to re-connect to the NE.
A restart of the OIG server is required to stop the reconnect attempts from OIG.

2. On closing OIG server-manager page tab after successful login, user can still access the bpiwebadmin page without providing the admin credentials. It is recommended to close the browser instead of just closing the browser tab.