

Mitel Open Integration Gateway (OIG)

Release Notes

Software Release 3.0 (3.0.30.0)

March, 2016



About this document

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

NOTICE

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Mitel Open Integration Gateway (OIG)
Release 3.0
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Overview

This Release Note describes the Mitel® Open Integration Gateway Rel 3.0 and MiVoice Integration for Salesforce Rel 2.0 and MiVoice Integration for Google Rel 1.1 including:

- Product Enhancements & Functional Changes
- Application, Hardware, and Documentation Requirements
- Installation & Upgrade Notes

Upgrade from OIG

This document applies to the following upgrade configurations:

From:	To OIG 3.0	Comment
Rel 1.0	<input checked="" type="checkbox"/>	Requires upgrade to OIG 2.0 or higher first.
Rel 1.0 PR1	<input checked="" type="checkbox"/>	Requires upgrade to OIG 2.0 or higher first.
Rel 1.0 PR2	<input checked="" type="checkbox"/>	Requires upgrade to OIG 2.0 or higher first.
Rel 1.1	<input checked="" type="checkbox"/>	Requires upgrade to OIG 2.0 or higher first.
Rel 1.2	<input checked="" type="checkbox"/>	Requires upgrade to OIG 2.0 or higher first.
Rel 1.2 SP-1	<input checked="" type="checkbox"/>	Requires upgrade to OIG 2.0 or higher first.
Rel 2.0	<input checked="" type="checkbox"/>	Upgrade via blades panel only! Requires upgrade to MSL 10.3 (see note)
Rel 2.0 PR1	<input checked="" type="checkbox"/>	Upgrade via blades panel only! Requires upgrade to MSL 10.3 (see note)
Rel 2.0 PR2	<input checked="" type="checkbox"/>	Upgrade via blades panel only! Requires upgrade to MSL 10.3 (see note)
Rel 2.1	<input checked="" type="checkbox"/>	Upgrade via blades panel only! Requires upgrade to MSL 10.3 (see note)
Rel 2.2	<input checked="" type="checkbox"/>	Upgrade via blades panel only! Requires upgrade to MSL 10.3 (see note)

Note: When upgrading from 2.x with MiVoice Integrations, new part numbers may be required. See Installation and Maintenance guide for details.

Software Release History

Release Level	Release Name	Release Date
Rel 1.0	Mitel Open Integration Gateway Rel 1.0	Jan 15, 2013
Rel 1.0 PR1	Mitel Open Integration Gateway Rel 1.0	Mar 15, 2013
Rel 1.0 PR2	Mitel Open Integration Gateway Rel 1.0	Apr 24, 2013
Rel 1.1	Mitel Open Integration Gateway Rel 1.1	June 28, 2013
Rel 1.2	Mitel Open Integration Gateway Rel 1.2	Feb 28, 2014
Rel 1.2 SP-1	Mitel Open Integration Gateway Rel 1.2 SP-2	Apr 28, 2014
Rel 2.0	Mitel Open Integration Gateway Rel 2.0	July 3, 2014

Rel 2.0 PR1	Mitel Open Integration Gateway Rel 2.0 PR1	July 25, 2014
Rel 2.0 PR2	Mitel Open Integration Gateway Rel 2.0 PR1	October 10, 2014
Rel 2.1	Mitel Open Integration Gateway Rel 2.1	December 15, 2014
Rel 2.2	Mitel Open Integration Gateway Rel 2.2	May 22, 2015
Rel 3.0	Mitel Open Integration Gateway Rel 3.0	November 6, 2015

Mitel OIG software version compatibilities & requirements

MiVoice Business 7.2 is required for full functionality of MiVoice Integration for Salesforce 2.0 with MiContact Center and is recommended for either MiVoice Integration for Salesforce or MiVoice Integration for Google.

The Mitel OIG provides a web-based administration interface, which can be used with Windows Internet Explorer (version 10 and 11), Google Chrome (version 30 and newer), and Firefox (version 12 and newer).

Notes:

- Mitel OIG 3.0 is supported on all MiVoice Business Platforms that have MiVoice Business 7.1 PR1 or higher installed (e.g., vMiVoice Business, MiCD, 3300 MXe, 3300 CXi II). See the MiVoice Business User documentation.
- Mitel OIG is supported in a virtualization environment (VMware vSphere® 5.0, 5.1, and 5.5, Standalone (single ESXi) or Managed (vCenter® 5.0, 5.1, and 5.5 Server) modes).
- Mitel OIG administration from a Windows PC supports web browser access (Google Chrome, Microsoft Internet Explorer and Firefox) on the following operating systems: Windows 8/8.1, Windows 7 Professional (both 32 and 64 bit versions),
- Co-residency guidelines: One Mitel OIG per MSL server. Co-residency of OIG software with other applications is not supported.
- Co-location guidelines: The Mitel OIG must be co-located with the MiVoice Business or MiVoice Business cluster in the enterprise LAN or vLAN.
- Remote access to OIG applications from the internet is supported via MBG with Remote Proxy Services 9.1 PR1 or higher.

OIG Product Enhancements & Functional Changes

Mitel OIG Enhancements include:

MiContact Center (MICC) Configuration (requires MiCC 8.0): The OIG admin interface has been updated to include configuration of MICC servers as network elements. This option provides support for the MiVoice Integration for Salesforce on MiContact Center, replacing the deprecated Salesforce application. This is supported with MiContact Center release 8.0.

E.164 Dialing Configuration: Configuration is now provided for E.164 international telephone number format dialing.

Capacity Increase: One Mitel OIG server can support up to 1500 applications.

Data Access Service Write Access: OIG now has write access to 3 existing MiVB database views.

Licensing Changes: Please refer to the OIG 3.0 Installation and Maintenance guide for details on new licensing.

MiVoice Integrations Enhancements include:

Interfaces now support translation: User interface labels can be imported and exported for easy translation and display.

MiVoice Integration for Salesforce 2.0

Support for MiContact Center (MICC) Hot Desk Integration

UI Enhancements

MiVoice Integration for Google 1.1

Google User List Import/Export: You can sync with the Google Corporate Directory, export a .csv file list of users, modify the list, and then import the .csv to update Google Integration User files.

Security Enhancement: mandatory mapping of Google User Account to Phone Number(s) now restricts user to specific phone numbers

Improved User experience: One click search and dial; improved "Add to Favorites".

UI Enhancements

Requirements

You must meet the minimum software level requirements for each application listed below so that the applications will function correctly with this Release.

Application Requirements

Application	Minimum Software Level Requirements	Comments
Mitel Standard Linux (MSL)	Build 10.3.33.0 (32 bit)	Please refer to the Hardware Compatibility List for MSL found on Mitel-On-Line.
Mitel Communications Director (MCD) / MiVoice Business (MiVB)	MCD Release 7.2	MiVB 7.2 is required for full ACD functionality.

It is necessary to take either the **Mitel Standard Linux (MSL) 10.3 Update Installation and Maintenance Self Study** course (if you are certified on a previous MSL release) or the **Mitel Standard Linux (MSL) 10.3 Installation and Maintenance Self Study** course. Both courses are offered to our partners at no cost.

Hardware Requirements

You must meet certain Hardware Requirements when operating at this release level. Refer to the Mitel Standard Linux (MSL) Qualified Hardware List for current hardware requirements.

Documentation Requirements

Documentation available at http://edocs.mitel.com/
<ul style="list-style-type: none"> • Mitel OIG Developer Guide – Fundamentals • Mitel OIG Developer Guide – Session Management Service • Mitel OIG Developer Guide – Call Control Service • Mitel OIG Developer Guide – Data Access Service • Installation and Maintenance Guide • Engineering Guidelines
<p>Visit Mitel On Line (MOL) for the latest updated Technical Bulletins, Release Notes and Knowledge Base articles.</p> <p>Each developer guide contains all applicable Commands, Responses, Events, and Errors. You can find Mitel OIG documentation at the Technical Documentation page of Mitel Online and at the MSA web portal.</p>

Installation Notes

Pre-Installation Checklist (Mandatory)

Check Component	How to Check	Action if Check is True
<input type="checkbox"/> Is the OIG being upgraded from a previous release?	Is OIG already installed?	Upgrades must be performed via the MSL blades panel. A restore of an older backup to a new install (including .ova deployment) is not supported.
<input type="checkbox"/> MiVoice Integration for Salesforce Install	Does the install/upgrade to OIG include MiVoice Integration for Salesforce?	In the MSL blades panel on the OIG server a separate MiVoice Integration for Salesforce blade must also be installed.
<input type="checkbox"/> Is the OIG being installed on a physical server or in a virtual environment?	Make sure correct Base Pkg is ordered and applied to the Application Record	Physical base pkg – 54005784 Virtual base pkg – 54005785 MiVoice Int. physical base pkg – 54005216 MiVoice Int. virtual base pkg – 54006217

Check Component	How to Check	Action if Check is True
<input type="checkbox"/> Is a MiVoice Integration being used with the OIG?	Is either MiVoice Integration for Salesforce or MiVoice Integration for Google being used?	The MiVoice Integration License pertaining to the integration being used must be applied to the OIG

Installing OIG Release 3.0

1. When installing on a physical platform, obtain a copy of the MSL 10.3.33.0 (32 bit) software CD. Download a copy of the ISO image (software file) from the MOL and burn it to a CD.
2. When installing in a VMware® virtual environment, obtain a copy of the vOIG template (.ova) file from MOL.

Note: Your CD burning software must be capable of burning ISO images.

To configure the MSL software, refer to the Mitel Standard Linux *Installation and Maintenance Guide* available at Mitel Online.

After the MSL software is configured, you can download the OIG software blade using the instructions in the Installation and Maintenance Guide.

License Types

Please refer to the OIG 3.0 Installation and Maintenance Guide for further information.

Fixes for Customer-Reported Problems 3.0.29

MN00605890 – Port Resiliency Correction

MN00620322 – Runtime SOAP Error Multiple REST

MN00620392 – Runtime Error with SOAP Axis2

Fixes for Customer-Reported Problems 3.0.29

MN00554597 – MiVoice for SalesForce: flexible matching of calls to SalesForce contacts

MN00583249 – Description of remoteRetrieveCall

General Notes and Tips

Google Integration Security

In order to address security issues, Mitel recommends that sites using the MiVoice Integration for Google feature upgrade to OIG 3.0.

Once this is completed, users must download version 1.1 of the MiVoice Integration for Google from the Chrome Store. Version 1.0 of MiVoice Integration for Google is incompatible with OIG 3.0.

New End-User Videos for MiVoice Integrations

MiVoice Integration for Salesforce and MiVoice Integration for Google now have end-user training videos available on both Mitel-On-Line and YouTube.

New Part Number for MiVoice Integrations

When upgrading from a previous release of OIG to 3.0 (see upgrade table page 4), there may be a requirement for a new part number to support MiVoice Integrations. Please refer to OIG 3.0 Installation and Maintenance Guide for details.

Configuration Documentation

Please refer to MiContact Center 8.0 documentation as well as OIG 3.0 documentation for integration configuration with MiVoice Integration for Salesforce and MiCC.

SalesForce Call Center Configuration

When configuring the call center within the Salesforce Admin UI, the CTI Adapter URL must end with a `</>`.

(eg, <https://MiVB1.mycompany.com/mitel/oig/OIGSalesForce/>). Without the `/` after OIGSalesForce the MiVoice Integration will not display.

Google Integration Configuration

A Google User account –to- phone number mapping must be entered on the OIG to support the MiVoice Integration for Google. Please refer to the OIG 3.0 Installation and maintenance guide for details.

VMWare Integration Notes

Using Site Recovery Manager (SRM)

The Mitel virtual appliance requires application specific configuration to support VMware Site Recovery Manager (SRM) operation. During your SRM planning phase, please contact Mitel's Professional Services to assist with the deployment of Mitel virtual appliance.

Using Data Recovery (DR)

The Mitel virtual appliance supports VMware Data Recovery operation only during off-hours or in maintenance window where disk I/O activities are limited.

Using vMotion

The Mitel virtual appliance suffers a potential service degradation during a vMotion operation. Services will recover upon the completion of the vMotion.

Known Issues

Incoming call notification tray popups do not work in Microsoft I.E. Tray popups do work in both Google Chrome and Mozilla Firefox.

Limitations

A maximum of 1500 Applications and/or MiVoice Integration for Salesforce users and/or MiVoice Integration for Google users connecting to one Mitel Open Integration Gateway is supported at this time.

Server based applications are also limited to maximum of 50,000 monitors total per OIG server.

Note: Please refer to the OIG 3.0 Engineering Guidelines for further information.