

Mitel Open Integration Gateway (OIG)

Release Notes

Release 4.0 (4.0.30)

January 2017



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.

These Product Release Notes cover product specific information focused on premise installations. Much of the information contained here also can apply to Cloud deployments. If deploying OIG in a cloud environment please be sure to **also** consult the appropriate MiCloud Business for Service Provider Release Notes.

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Release Notes for Mitel Open Integration Gateway release 4.0

This document describes the following components related to Open Integration Gateway 4.0.29.0:

- Product enhancements and functional changes
- Where to find the latest information
- Known issues

We strongly recommend you review the instructions found in the Open Integration Gateway 4.0 *Installation and Administration Guide* and the hardware and software requirements found in the *Open Integration Gateway 4.0 Engineering Guide* before downloading, installing, or upgrading your software.

Product enhancements and functional changes

This following table describes product enhancements and functional changes for Open Integration Gateway Version 4.0.30.0:

Product or Feature	Description
Mitel OIG 4.0 is a 64-bit Solution	This release of OIG is now a 64 bit only solution. The web services APIs offered by the OIG have not changed. Mitel OIG 4.0 uses an MSL 64 bit operating system (version 10.5.15)
New MiVoice Integration versions	When using MiVoice Integrations with OIG there are new upgrade instructions when upgrading from OIG 3.0 to OIG 4.0. See OIG 4.0 Installation & Maintenance Guide. A summary is provided in this document. New versions of MiVoice Integrations for Google (version 1.1.20) and MiVoice Integration for Salesforce (version 2.1.6) are required.
OIG 4.0 licensing tracking for MiVoice Integration for Salesforce	OIG 4.0 AMC licensing tracking for MiVoice Integration for Salesforce user licenses has changed. The OIG 4.0 no longer uses a license when a specific Salesforce user opens an additional web browser tab in Salesforce classic / std. mode.
Support for 6900 series phones with MiVoice Business version 8.0	OIG Data Access service was changed to provide support for the new Mitel 6900 series on MiVB 8.0
New OIG 4.0 Admin UI User Tab	OIG 4.0 Admin UI now has a new Users tab (as compared to using the MiVoice tab in OIG 3.0) for exporting and importing MiVoice Integration for Google csv file with Google user account / contact information.

Where to find the latest information

You can access the most up-to-date versions of the following documents from <http://edocs.mitel.com>.

- Technical Documentation
 - *Mitel Open Integration Gateway Installation and Maintenance Guide*
 - *Mitel Open Integration Gateway Engineering Guidelines*
 - *Mitel Open Integration Gateway Developer Guide – Session Management Service*
 - *Mitel Open Integration Gateway Developer Guide – Call Control Service*
 - *Mitel Open Integration Gateway Developer Guide – Data Access Service*

- Integration Documentation
 - *MiVoice Integration for Google Administration Guide*
 - *MiVoice Integration for Salesforce Administration Guide*
- User Documentation
 - *MiVoice Integration for Google Quick Reference*
 - *MiVoice Integration for Salesforce User Guide*

Product areas improved in 4.0.30.0

The following fixes were included in this release:

Tracking Number	Description
DPAR 657390	Users List not Found
DPAR 661401	SF License Change adv for accd

Known issues

When removing a network element (NE) for MiVoice Business from the OIG admin UI network element table and the MiVoice Business node is also removed physically from the IP network, the OIG continues to try to re-connect to the NE. A restart of the OIG server is need to stop the reconnect attempts from OIG.

Mitel Open Integration Gateway version 4.0 is needed to support the new Mitel 6900 series IP phones with MiVoice Business 8.0. When using OIG 3.0 with MiVoice Business 8.0 and the new 6900 series phones, the OIG 3.0 data access service will not function correctly and the OIG 3.0 will generate tomcat/current error logs in the MSL server.

Installation and Upgrade information

Mitel Open Integration Gateway version 4.0 has new installation and upgrade instructions. Please see the OIG 4.0 Installation & Maintenance Guide for specific details.

Important Notes:

- OIG 3.0 uses a 32-bit version of MSL 10.3, OIG 4.0 uses a 64-bit version of MSL 10.5.15
- If starting from OIG 2.X, the OIG admin must first upgrade OIG 2.X to OIG 3.0.31 (as described in the OIG 3.0 Installation & Maintenance Guide), then upgrade from OIG 3.0.31 to OIG 4.0.
- If using MiVoice Integration for Google with OIG 3.0, specific instructions must be followed when upgrading to OIG 4.0. The CSV file used to define Google user account / contact information for import into OIG 4.0 has changed compared to csv file for OIG 3.0 (see description below). Also the OIG 4.0 Admin UI now has a new Users tab (as compared to using the MiVoice tab in OIG 3.0) for exporting and importing MiVoice Integration for Google csv file with Google user account / contact information. The OIG 4.0 must have MiVoice Integration for Google version 1.1.20 or later.
- If using MiVoice Integration for Salesforce with OIG 3.0 there is a change when using OIG 4.0; the existing MiVoice Integration for Salesforce blade in OIG 3.0 must be uninstalled / removed before upgrading to OIG 4.0 (see description below). The OIG 4.0 must have MiVoice Integration for Salesforce blade version 2.1.6 or later. If using a language other than English in MiVoice Integration for Salesforce, the localization / languages files for Salesforce must be imported again after OIG 4.0 is installed.

Upgrading from OIG 3.0 to OIG 4.0 (without MiVoice Integrations)

To upgrade from OIG 3.0 to OIG 4.0, login to the OIG server as admin and do the following;

- Use OIG 3.0 blades panel to install MSL RFI v10.5.15.0
- reboot the OIG server as instructed to install the new MSL 10.5 OS.
- Use the MSL blades panel to install the OIG 4.0 blade.
- OIG 3.0 Upgrade to OIG 4.0 is now complete.

Note: DO NOT restore an MSL 10.3 database backup from OIG 3.0 into OIG 4.0; a restore will corrupt OIG 4.0.

Upgrading from OIG 3.0 to OIG 4.0 (with MiVoice Integrations)

To upgrade from OIG 3.0 to OIG 4.0, login to the OIG server as admin and do the following;

- If MiVoice Integrations for Salesforce Blade is installed, uninstall the blade before upgrading to MSL 10.5.
- If MiVoice Integrations for Google is being used, Email (export) any existing Google user account / contact information CSV file from the OIG 3.0; Go to the OIG MiVoice Tab, Go to Import/Export Users. Confirm / Enter the admin email address. Click on Email Users button.
- Then in the OIG 3.0 blades panel, install MSL RFI v10.5.15.0
- Reboot the MSL server as instructed to install the new MSL 10.5 OS.
- In the MSL server blades panel, install the OIG 4.0.29 blade.
- If MiVoice Integrations for Salesforce, install the MiVoice Integrations for Salesforce blade (minimum version required is 2.1.6).
- If in OIG 3.0, localization languages files for MiVoice Integration for Salesforce were used, these localization language files need to be imported again into OIG 4.0 for the languages in Salesforce to work.
- If MiVoice Integrations for Google, the OIG database tables for Google Users (Contacts) can either be populated by sync'ing with a Google Corporate Directory (no change here - see MiVoice Integration for Google Admin Guide) or importing a Google user information CSV file containing the contacts (there is a change here thus need to follow the new instructions here). If using the importing CSV file method in OIG 3.0, the OIG admin will now need to convert the existing OIG 3.0 csv file (exported as defined above) into the new format needed for OIG 4.0 (see table below).
- First email (export) a blank OIG 4.0 google user information csv file containing new file definition using the OIG 4.0 Users tab; 1) go to OIG 4.0 Users tab, 2) go to Import/Export Users, 3) confirm / enter the admin email address, 4) click on Email Users. Now edit the blank exported OIG 4.0 csv file using Microsoft Excel and fill in the contact information from the OIG 3.0 Google user csv file (see table below from applying information). In the remarks section see some column headers in OIG 3.0 have changed name in OIG 4.0 and some columns are no longer needed in OIG 4.0. Leave the new columns for OIG 4.0 blank. Save the new OIG 4.0 Google user information CSV file. Next import the new OIG 4.0 CSV file; 1) go to OIG 4.0 Users tab, 2) go to Import/Export Users, 3) browse to the OIG 4.0 csv file just created and click import.
- OIG 3.0 Upgrade to OIG 4.0 is now complete.

Below is a mapping describing the changes between the OIG 3.0 and OIG 4.0 versions of Google user account / contact information CSV files.

OIG 3.0	OIG 4.0	Remarks
primary_email	email_address	Column header name change
full_name		Column removed
given_name	first_name	Column header name change
family_name	last_name	Column header name change
org_unit_path	department	Column header name change
organization_name	company	Column header name change
phone_number	phone_number	No change
phone_type	phone_type	No change
record_source		Column removed
mark_as_delete	mark_as_delete	No change
	job_title	Columns added
	address	Columns added
	city	Columns added
	state_province	Columns added
	zip_postal_code	Columns added
	country	Columns added
	oig_ip_fqdn	Columns added
	call_server_ip_fqdn	Columns added

