Mitel Open Integration Gateway (OIG)

RELEASE NOTES

Release 4.2 (4.2.57.0)

September 2021

NOTICE

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/). This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

TRADEMARKS

Mitel Open Integration Gateway

Software Release Notes
Release 4.2
September 2021

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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 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.

Release Notes for Mitel Open Integration Gateway Release 4.2

This document describes the following areas related to Open Integration Gateway 4.2.57.0

- Product enhancements and functional changes
- Where to find the latest information
- Product areas improved in this release
- Known Issues

We strongly recommend you to review the instructions found in the *Open Integration Gateway 4.2 Installation and Administration Guide* and the hardware and software requirements found in the *Open Integration Gateway 4.2 Engineering Guide* before downloading, installing, or upgrading your software.

Product Enhancements and Functional Changes

The following table describes product enhancements and functional changes for Open Integration Gateway Version 4.2.57.0

Product or Feature	Description
New Data Access API to update the HotDesk PIN	With OIG 4.2, new Data Access Service Operation is introduced, which applications can implement to update the PIN of a Hot Desk User/Agent from OIG Application.
New Data Access API to update the Voicemail Mailbox PIN	With OIG 4.2, new Data Access Service Operation is introduced, which applications can implement to update the PIN (passcode) of Voicemail Mailbox from OIG Application.
New Event cause MAKECALL_CALLBACK introduced in CallReceivedEvent	With OIG 4.2 and MiVB 9.2, OIG introduces new event cause “MAKECALL_CALLBACK” with CallReceivedEvent to differentiate system callback from an incoming new call. When makeCall() API is used to invoke an outbound call on EHDU or SIP Endpoint, the system rings the EHDU or SIP Endpoint. This is a system callback to the endpoints and not an incoming call. The new event cause “MAKECALL_CALLBACK” allows applications to differentiate system callback from an incoming new call.
Event cause CONFERENCE_INVOKED with	With OIG 4.2 and MiVB 9.2, OIG adds event cause “CONFERENCE_INVOKED” with CallClearedEvent. This allows

CallClearedEvent	applications to differentiate between a line getting cleared due to conference created on another line (of the same device) from a line getting cleared because call has ended. When a device is in a call while having another call on Hold on another line appearance (on the same device), we have exception conference scenarios that allows moving the call on Hold to the other line appearance and form a conference while clearing the other line. CallClearedEvent is reported with event cause "CONFERENCE_INVOKED" to imply that the line cleared because the call is moved into a conference on another line. These exception conference scenarios are Add Held Conference and Conference created by a SIP Device.
New Event Attributes TWIN_NAME and TWIN_NUMBER introduced in CallDeliveredEvent	With OIG 4.2 and MiVB 9.2, OIG introduces two event attributes, TWIN_NAME and TWIN_NUMBER, reported with CallDeliveredEvent. Applications can get the substituted Calling Party Substitution number and name for an outbound call with the new attributes. If Calling Party Identity is not substituted, attribute will return with blank string.
New Call Control API introduced to support for Handoff in PRG and MDUG	With OIG 4.2 and MiVB 9.2, OIG introduces new call control API, handOffCall(), which can be invoked by applications to push or pull a call between group member devices of Personal Ring Group or Multi-Device User Groups. This API requires Feature Access Code to be configured for 'Handoff' feature in MiVB. • For Handoff Push, handOffCall() API should be invoked on the group member of PRG or MDUG that has an active call. This will push the call to the group, where it can be answered by a present group member. • For Handoff Pull, handOffCall() API should be invoked on the group member of PRG or MDUG that is in Idle State. This will pull an active call away from the member of its group and hand it over to the one on which the API is invoked.
Support for Bluetooth Resource usage in 69xx Series Phones	With OIG 4.2 and MiVB 9.2, OIG introduces support for reporting status of Bluetooth resource usage in 6900 Series IP Phones with APIs, getDeviceFeatures() and getBluetoothStatus(). • When application has device feature monitor active on a 6900 Series IP Phone and the Bluetooth resource (Handset, Headset or Speakerphone) available with 6900 series IP Phone is either connected or disconnected, Feature event "BLUETOOTH_FEATURE" will be reported. New event attributes TRANSDUCER_STATE, TRANSDUCER_TYPE and TRANSDUCER_USAGE are introduced that will allow applications to get details of Bluetooth usage with mentioned event. • New call control API getBluetoothStatus() is introduced, which will allow applications to query the Bluetooth resource usage details for a 6900 Series IP Phones.

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**. **Error! Hyperlink reference not valid.**

- Technical Documentation
  - Mitel Open Integration Gateway Installation and Maintenance Guide
  - Mitel Open Integration Gateway Engineering Guidelines
  - Mitel Open Integration Gateway Developer Guide – Fundamentals
  - 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 This Release

TRACKING NUMBER	DESCRIPTION
OIG-679	EULA is updated, it is recommended to follow through the updated content.
OIG-499	When Ring Group members are ringing, the CallReceivedEvent on the Group members will have 'groupDeviceNumber' event attribute for a transferred or diverted call as well, which has the Ring Group pilot number information.
OIG-692	Fixed logs and logs rotation criteria to fix the issue where the hard disk rapidly fills up rapidly due to tomcat log files created with size in GBs.

Known Issues

1. With MiVB 9.0, MiVB has a new ESM form “Device Certificate” which deals with the SSL or PKI Certificate that authenticates the identity of MiVoice Business systems interacting with each other. Using this form, MiVB administrator can choose to replace the default Mitel self-signed device certificate with a customized certificate. Alternatively, they can also use the Web Server certificate from the Server Manager.

   Now, with OIG 4.2, there is an added security mechanism, where OIG will connect to MiVB only if it trusts the signing authority of the certificate presented by MiVB, else connection fails. By default OIG, trusts only Mitel self-signed certificate. If the default Mitel certificate in MiVB is replaced with customized certificate, then OIG 4.2 will not be able to connect to the MiVB.

   Note: Existing applications with OIG versions below OIG 4.2, will be able to connect to any MiVB, irrespective of whether it has default Mitel self-signed certificate or customized certificate.

2. With MiVB 9.2, if Call Control Service API consultationCall() is invoked with “number” attribute having a blank string, OIG will return result as “true”, but consultation call will not be initiated on the device. As a result, neither the active call gets put on soft hold, nor consultation call be invoked, therefore, no events reported. This would be fixed with MiVB 9.3 release.

3. 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.

4. If the Application Name or Company Name of an Advanced Application has any special characters like comma, $, #, *, @ etc., then while trying to login in OIG, the application will receive a certificate error “*The certificate provided does not match the application credentials provided*”.

   It is recommended not to use any special characters in any of the fields like Application Name, Company Name, Country, State/Province and City, while registering the application with MCS.

5. OIG Web Server Page will not open properly, and Call control services will not be accessible to third party application, when accessed across MBG Web Proxy.