

Mitel Open Integration Gateway (OIG)

RELEASE NOTES

Release 4.2 SP2 (4.2.68.0)

July 2022



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (Mitel®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

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).

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

Mitel Open Integration Gateway

Software Release Notes

Release 4.2 SP2

July 2022

®, ™ Trademark of Mitel Networks Corporation

© Copyright 2022, Mitel Networks Corporation

All rights reserved

Table of Contents

| | |
|--|---|
| NOTICE..... | 2 |
| ABOUT THIS DOCUMENT | 3 |
| RELEASE NOTES FOR MITEL OPEN INTEGRATION GATEWAY RELEASE 4.2 SP2 | 3 |
| PRODUCT ENHANCEMENTS AND FUNCTIONAL CHANGES | 3 |
| WHERE TO FIND THE LATEST INFORMATION | 4 |
| PRODUCT AREAS IMPROVED IN THIS RELEASE | 4 |
| KNOWN ISSUES | 4 |

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 SP2

This document describes the following areas related to Open Integration Gateway 4.2.68.0

- 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 *Open Integration Gateway 4.2 SP2 Installation and Administration Guide* and the hardware and software requirements found in the *Open Integration Gateway 4.2 SP2 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 4.2.68.0

| Product or Feature | Description |
|---|---|
| Support for a new event to indicate Missed Call | With OIG 4.2 SP2 and MiVB 9.4, a new event cause BUSY with CallFailedEvent event type has been added. This new cause is reported to OIG applications for the device that is currently busy, when a caller calls the busy device. |
| Support to report if device type is multical appearance vs a keyline appearance | With OIG 4.2 SP2, new call control API getLineInformation() is introduced that allows a program to determine the line type given its DN. If the line type is a keyline group or a multical group or voice set, the number of members in the group is returned by OIG in response. |

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
 - 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 |
|-----------------|---|
| MBG-667 | With MBG 11.3 SP1, more OIG service URLs are allowed by MBG. Hence, Session and Call Control SOAP Services can be utilized by Third Party OIG Applications when OIG Server is located behind MBG Web Proxy. Also, Mitel OIG Server page is now accessible across MBG. |
| MIVB-29586 | With MiVB 9.4, fixed the failure reported in cancelConsCall API when invoked from EHDUs and EHDAs. |

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. 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.