

Mitel Open Integration Gateway (OIG)

RELEASE NOTES

Release 4.3 (4.3.26.0)

April 2025



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).

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Mitel Open Integration Gateway Software Release Notes Release 4.3 April 2025

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Table of Contents

NOTICE.....	2
ABOUT THIS DOCUMENT	3
RELEASE NOTES FOR MITEL OPEN INTEGRATION GATEWAY RELEASE 4.3	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 4.3

This document describes the following areas related to Open Integration Gateway 4.3.26.0

- 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 4.3 Installation and Administration Guide* and the hardware and software requirements found in the *Open Integration Gateway 4.3 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 4.3.26.0

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 New Device Type	Mitel OIG 4.3 Release include support for the following device types: <ol style="list-style-type: none">1. SIP Device Type Zoom Workplace2. 6915 IP phone based on the 6920 – Minet3. Analog-AG
Support for TLSv1.3	Compared to TLS 1.2, the new TLS v1.3 is faster and more secure protocol.

- This release contains security fixes.



Note: MiVoice Integration for Salesforce 2.6 is supported with OIG 4.3. Previous versions of MiVoice Integration for Salesforce are not supported with OIG 4.3.

MiVoice Integration for Salesforce 2.6 release is planned in May 2025.

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
OIG-1348	Improved OIG Integration with Google Directory by updating old attribute name, improving synchronization reliability and ensuring seamless data sync.
OIG-1349	Improved connection handling between OIG and MiVB to eliminate delays and reduce the need for browser refresh, ensuring smoother user experience.

Known Issues

1. New event cause 'DO_NOT_DISTURB_BUSY' with CallFailedEvent is not supported in following cases.
 - a. For a call to a Multicall type Device, which has DND set by putting all the members of this Multicall group in DND.
 - b. For an inbound call across SIP Trunk on a device that has DND set and MiVB System Option "Do Not Override DND for Public Network DID/DDI Callers" is enabled.

2. 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.

3. 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.

4. 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 browser instead of just closing the browser tab.
5. MiVoice for Google applications will fail if OIG is upgraded to 4.3. Design is working to remedy those issues as soon as possible.