

Mitel Open Integration Gateway (OIG)

RELEASE NOTES

Release 4.3 PR1 (4.3.35.0)

December 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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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 PR1

This document describes the following areas related to Open Integration Gateway 4.3.35.0

- 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 PR1 Installation and Administration Guide* and the hardware and software requirements found in the *Open Integration Gateway 4.3 PR1 Engineering Guide* before downloading, installing, or upgrading your software.

Product Enhancements and Functional Changes

This release does not include any product enhancements or functional changes for Open Integration Gateway Version 4.3.35.0.

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-857	Improved OIG Connection Handling with MiVoice Business. Enhanced the OIG connection recovery process to prevent unnecessary attempts to removed ICPs
OIG-1714	OIG has been enhanced to support login functionality for version 4.3, ensuring smooth authentication and compatibility with the latest release.

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.
6. Restoring Server Backup from Network File Share.

You can restore a server backup file stored on a network file share using any of the following methods:

- a. Direct Upload – *Currently not supported in this version.*
- b. Samba (SMB)/Common Internet File System (CIFS)
- c. Secure File Transfer Protocol (SFTP)
- d. HTTPS to Amazon Web Services Simple Storage Service (AWS S3)

It is recommended to use one of the supported methods (SMB/CIFS, SFTP, or HTTPS to AWS S3) until Direct Upload functionality becomes available.

