Software Build Notice

Contents

RE2716

Overview

508.11.2400.0 19.3 SP1 is a build of Mitel MiVoice Connect Contact Center (MCCC).

The Build Notice provides essential, current information to ensure a successful upgrade and installation. This includes supplemental information to the current MCCC documentation suite.

NEW FEATURES/UPGRADES FOR MCCC

- Support for Microsoft Oauth2 (Modern Authentication) for Office 365 ACD Email

NEW PHASED FEATURES/UPGRADES FOR MCCC

Mitel MiVoice Contact Center Feature	Minimum build supported
Support for Microsoft Oauth2 (Modern Authentication) for Office 365 ACD Email (see article 000007686 MiVoice Connect ECC Email Interactions Updated Configuration for OAuth2 (Modern Authentication) and the detailed instructional document and attached scripts).	508.11.2400.0
MySQL Community Edition Upgrade 5.6.51 (GPL). *From version 5.5.15	508.10.9600.0
Java Upgrade 1.8.0.21 *From version 1.8.0.66	508.10.9600.0
Nginx Upgrade 1.20.2 *From version 1.6.2	508.10.9600.0
Log4j Upgrade 2.17.1 *From version 1.2.9	508.10.9600.0
UI Enhancements to the Agent Interaction Center	508.10.5700.0
Support for Windows 2019 Server	508.10.5700.0
Contact Center Redundancy	507.2.6306.0
Agent Interaction Center Localization (French, German, Spanish)	507.80.6106.0
Call Profiles on incoming interactions will now be shown on alert instead of on connect.	507.82.2602.0
Test Connection button is now present for each available email configuration (Incoming Account, Outgoing Email Accounts, Reply Email Account, General Outgoing account).	507.82.6212.0
Agent Interaction Center Localization (Swedish)	507.83.6406.0
Proxy Redundancy (see Installing and Configuring Nginx Proxy on a Redundant System in the Mitel MiVoice Connect Contact Center Installation Guide).	507.84.8207.0
HTTPS/Third-Party Certification (see the Mitel MiVoice Connect Contact Center Installation and Administration Guides for more information).	507.85.3200.0

No Longer Supported

- 2008 R2 Server
- 32-bit Server OS
- Agent Tool Bar integration with the Connect Client
- Integrated IM Client
- Integrated Corporate Directory
- Personal telephony settings (such as voicemail etc…)
- Dockable, minimized window
- Programmable buttons (one click wrap up code etc…)

RE2716

- Trigger/pop up of native desktop applications
- Multiple language support
- RTA feed ("Agent Feed") - Replaced by current Event Feed API
- ECC Toolbar triggers – Replaced with new Director-driven URL pop-up
- LED Wall board
- Agent Wall Board - Replaced by Agent KPI board (part of new web client)

Upgrade Information

IMPORTANT TIPS

1. Refer to the Contact Center section of the [Mitel MiVoice Connect Migration Notes](#) for detailed information about preparing for and upgrading to Mitel Connect Contact Center.
2. Certificates are a key part of the improvements to the security architecture for Connect. If the certificates are not installed properly it may adversely impact your Mitel System. Depending on customer needs, Certificates may need to be ordered in advance of the migration. Review the Certificate procedures in Mitel's Technical documentation and listen to Webinars (found by searching on Certificates and Tech Talks): https://oneview.mitel.com/s/support.
3. Beginning in R1805, there is an install option to enable HTTPS for Contact Center Clients. **Do not check this box unless you have Third-Party certificates and have read the Installation Guide thoroughly about the feature**. There are other components that need to be configured, and checking this box without meeting all implementation requirements will result in issues with agent log in.
4. Only migrations from ECC9 to MCCC are supported. Sites on ECC8 and earlier will require a multistep migration.
5. Contact Center Agent names must match the Mitel Director Client Usernames, or the agents cannot login. Change in Director first and then in Contact Center or else the names will not synchronize.
6. There is no support for interfaces or third-party apps using the RTA "Agent Feed". The Agent Feed has been replaced by the Event Feed API.

7. If you have applied a Redis Security Patch, Redis_Patch_508.10.5700.0, it must be re-applied. If you have applied Redis Security Patch, Redis_Patch_508.10.3320.0, you must apply Redis_Patch_508.10.5700.0. Please see article 000007497 for more information.

8. The detailed instructions and scripts for enabling Modern Authentication for Office365 email functionality are found in the document attached in article 000007686 MiVoice Connect ECC Email Interactions Updated Configuration for OAuth2 (Modern Authentication).

UPGRADE PATHS

The upgrade paths supported are as follows:

• ECC9 (all GA builds) > MiVoice Connect Contact Center

Direct upgrades from versions prior to those listed above are not supported.

RE2716

MIGRATIONS & UPGRADES

- Prior to the migration or upgrade, ensure a thorough backup has been completed and stored in a location outside of the ShoreTel folder.
- Disable Antivirus
- Defragment the hard disk if needed.

1. Mitel MiVoice Contact Center Installation Guide. – *Contains detailed installation, upgrade, and restore instructions for:*
    a. Contact Center Server
    b. Email
    c. Agent and Supervisor
        i. As of MCCC all agents are web based. No upgrade required.
        ii. Upgrade all supervisors to the same release as the server
    d. CCIR
        i. Migrate or upgrade the MCCC server first and then the CCIR server.
        ii. CCIR cannot be installed on the same hardware as Contact Center Server
2. *Mitel MiVoice Connect Contact Center Chat Toolkit Guide –* Contains detailed installation, upgrade, and restore instructions for:*
    a. Chat/Web Callback
    b. MCCC Installer for Chat.
    c. Note: If MCCC Chat is setup in a redundant MCCC environment, a Secondary IRN needs to be configured for failover functionality.

Software and Firmware Versions

All applications MUST be used with the minimum required version, as shown below:

Application	Minimum Build Required	Upgrade Required
Contact Center Server	508.11.2400.0	**Yes**
Supervisor	508.10.9600.0	**Recommended, but not required.**
IVR	508.11.2400.0	**Yes**
CCIR	507.81.9404.0	**Recommended, but not required. There are no fixes in CCIR after 507.81.9404.0, but as part of a long-term strategy of upgrading MySQL, the version of MySQL has been upgraded to Community Edition 5.6.51 in this release.** **Important:** A future build of ECC will upgrade MySQL to 5.7. Customers must be on this build (508.10.9600.0) or higher with MySQL 5.6.51 before upgrading to ECC with MySQL 5.7.** **Please call TAC for any questions about upgrading CCIR.**

4

Chat Toolkit	507.83.1108.0	**Recommended, but not required. There is a JAVA upgrade, but there are no other fixes in Chat Toolkit after 507.83.1108.0.**
Web Callback	507.81.9404.0	**Recommended, but not required. There is a JAVA upgrade, but there are no other fixes in Web Callback after 507.81.9404.0.**

Version Compatibility

This build of MCCC is supported with the following OSs, platforms, and applications.

MCCC & IVR DISTRIBUTION SERVER STATIONS

- Microsoft Windows Server 2019, 64-bit Standard & Datacenter
- Microsoft Windows Server 2016, 64-bit Standard & Datacenter
- Microsoft Windows Server 2012 R2, 64-bit, Standard & Data Center

VMWARE AND HYPER-V

- VMWare vSphere 6.0, 6.5, 6.7 and 7.0 with the following guest operating systems:
  - Microsoft Windows Server 2019, 64-bit Standard & Datacenter
  - Microsoft Windows Server 2016, 64-bit Standard & Datacenter
  - Microsoft Windows Server 2012 R2, 64-bit, Standard & Data Center
- Microsoft Hyper-V 2012 R2 Windows Server 2012 R2 Generation 1 and Generation 2 with the following guest operating systems:
  - Microsoft Windows Server 2012 R2, 64-bit, Standard or Datacenter
- Microsoft Hyper-V 2016 Windows Server 2016 Generation 1 (only) with the following guest operating systems:
  - Microsoft Windows Server 2016, 64-bit, Standard or Datacenter
- Microsoft Hyper-V 2019
  - Microsoft Windows Server 2019, 64-bit, Standard or Datacenter
  - Microsoft Windows Server 2016, 64-bit, Standard or Datacenter

EMAIL SERVER

- IMAP4rev1

WEB SERVER (WEB CHAT)

- Apache Tomcat Server v7, v8, v8.5 (tested with v8.5)

MICROSOFT UPDATES

- This build was tested with all available and automatically installed Microsoft Server updates as published on or before **September 18, 2022**.
- Please search technical knowledgebase at https://oneview.mitel.com/s/support with "Microsoft Updates" as it will be updated should additional information become available.

SUPERVISOR STATION

- Microsoft Windows 10 Professional and Enterprise 32 and 64bit

AGENT STATION (INTERACTION CENTER)

- Web based, see Browser Support

BROWSER SUPPORT TESTED VERSION(S) FOR CONTACT CENTER DIRECTOR/AGENT/SUPERVISOR/CHAT

- Firefox 105
- Safari 16
- Chrome 105
- Edge version 105

PBX

- 22.13.4800.0 R19.2 or higher. Tested with 22.23.5600.0

Tips & Tricks – Feature Limitations

- To prevent issues that older clients can trigger, the following setting should be applied in Director: System Parameters --> Client Preferences --> Check the following option "Allow Only Up-to-Date Clients".
- Redundant Systems, with build 507.82.2602.0 and greater, are recommended to implement the changes for ENG-412360 - WebAgent /CCD2 takes over 1min to load up log in page after system fails over. **This will also be added to the next version of the Administrator Guide under the chapter, "Implementing the Redundant System Server".**

  1. Copy files (nginx_ecc.template, readme.txt, Redundancy.bat, Redundancy_config.rb) from **Contact Center server** C:\Program Files(x86)\ShoreTel\ShoreTel Contact Center Server\nginx\conf directory to **HQ server** C:\Program Files(x86)\Shoreline Communications\ShoreWare Director\nginx\conf\more_conf directory
  2. From the HQ server C:\Program Files(x86)\Shoreline Communications\ShoreWare Director\nginx\conf\more_conf directory, execute "Redundancy.bat" file from a Command (administrator) window. Follow the instructions on the console and enter the IP addresses of the HQ server, Primary and Secondary Contact Center server. An updated nginx_ecc.conf will be in the more_conf directory
  3. Restart the ShoreWare-DirectorProxy service on the HQ server

Known Issues and Limitations

UNPROPAGATED FIXES

In the normal course of development, all bug fixes from the prior versions have not been propagated into MCCC. Therefore, Mitel does not recommend that sites with recently resolved defects, **in builds later then shown below**, upgrade to MCCC without knowing if those defects are fixed. The known issues section below does not contain all the unpropagated fixes. The most recent releases that have their bug fixes propagated to MCCC are as follows:

Release Version	Build
ECC9 GA30	506.9.2400.0

KNOWN LIMITATIONS WITH WORKAROUND

Description	Workaround
Agents on Interaction center that are silent coached, silent monitored or barge-in initiated from a phone have their session permanently paused after supervisor hangs up.	The issue does not happen when the supervisor uses the Interaction Center to monitor and coach agents. The Supervisor should not use the phone. If the agent does get into this paused state it can be cleared by logging out and logging back in.
Agents will not get Wrap up after holding/upholding and transferring a call to another queue using the Connect Client.	This is a design limitation and will not occur if AIC is used for call control in this specific scenario.

DEFECTS RESOLVED

Defect Number	Description
MIVC-4299	Keystore process failure.

For a complete list of Resolved Issues for all MiVoice Connect Contact Center Builds search for Article 000005756 Resolved Issues in Mitel MiVoice Connect Contact Center on the support site at: https://oneview.mitel.com/s/support.

RE2716