

Software Build Notice

Mitel MiVoice Connect Contact Center (MCCC)
508.11.5700.0 for MiVoice Connect R20.0
July 2024

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Overview

508.11.5700.0 R20.0 is an GA 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

- MySQL Community Edition Upgrade 5.7.43 (GPL) *From version 5.6.51 (GPL)
- Support for TLS 1.2 and Contact Center Director option to disable TLS 1.0 and TLS 1.1
- Support for HTTPS Redundancy
- Redis upgrade to 3.0.54 *From version 2.4.6.0

NEW PHASED FEATURES/UPGRADES FOR MCCC

Mitel MiVoice Contact Center Feature	Minimum build supported
Support for TLS 1.2 and Contact Center Director option to disable TLS 1.0 and TLS 1.1.	508.11.5700.0
MySQL Community Edition Upgrade 5.7.43 (GPL). *From version 5.6.51 (GPL)	508.11.5700.0
Support for HTTPS Redundancy	508.11.5700.0
Redis upgrade to 3.0.54 *From version 2.4.6.0	508.11.5700.0
Support for Microsoft OAuth2 (Modern Authentication) for Office 365 ACD Email (see article 000007686 MiVoice Connect MCCC 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

- Microsoft Windows Server 2012 R2 Server
- 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...)
- Trigger/pop up of native desktop applications
- Multiple language support
- RTA feed (“Agent Feed”) - Replaced by current Event Feed API
- MCCC 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 migrating to Mitel Connect Contact Center from MCCC 9.
2. **CAUTION:** If you have a redundant system, you must stop and disable the ShoreTel Contact Center Service while upgrading the primary server. Failure to do so will result in errors in the observation data upgrade and incomplete historical data.
3. Customers should be on 508.10.9600.0 or 508.11.2400.0 with MySQL 5.6.51 Community Edition before upgrading to MCCC 20 with MySQL 5.7
4. 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>.
5. 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.
6. Beginning in R20.0, the ability to enable HTTPS for Contact Center Clients on redundant systems is available. Important points:
 - a To use “https redundancy”, MCCC servers need to be deployed / upgraded with “https” option during install / upgrade time.
 - b If redundancy has already been configured, and https redundancy is desired, then all the “http redundancy” configuration needs to be removed.

- c The steps for configuring “https redundancy” must be followed. Please see the chapter “Implementing the Connect Contact Center Redundant Server System” and the “HTTPS Redundancy” sections of the MiVoice Connect Contact Center Administration Guide for the implementation details.
7. Only migrations from ECC9 to MCCC are supported. Sites on ECC8 and earlier will require a multistep migration.
8. 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.
9. 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.
10. For Connect upgrades, refer to the [Mitel MiVoice Connect Contact Center Installation Guide](#) for detailed information about preparing for and upgrading.
11. If you have applied a Redis Security Patch, (Redis_Patch_508.10.3320.0 or Redis_Patch_508.10.5700.0), it is no longer necessary to reapply. **DO NOT** reapply it as it will break AIC authentication. There is a new procedure for securing the Redis Service with authentication. Please see Article 000007817 “How to password protect the Redis service on MCCC (MICC) 20.0 and higher”.
12. The detailed instructions and scripts for enabling Modern Authentication for Office365 email functionality are found in the document attached in article 000007686 MiVoice Connect MCCC 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 508.10.9600.0 or 508.11.2400.0 > 508.11.5100.0

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

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	508.11.5100.0	Yes Caution: Customers should be on 508.10.9600.0 or 508.11.2400.0 with MySQL 5.6.51 Community Edition before upgrading to MCCC 20 with MySQL 5.7
Supervisor	508.11.5100.0	Yes
IVR	508.11.5100.0	Yes
CCIR	508.11.5100.0	Yes Caution: Customers should be on 508.10.9600.0 or 508.11.2400.0 with MySQL 5.6.51 Community Edition before upgrading to MCCC 20 with MySQL 5.7.
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

VMWARE AND HYPER-V

- VMWare vSphere 6.5, 6.7, 7.0, and 8.0 with the following guest operating systems:
 - Microsoft Windows Server 2019, 64-bit Standard & Datacenter
 - Microsoft Windows Server 2016, 64-bit Standard & 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, v9 (tested with v8.5 and v9)

MICROSOFT UPDATES

- This build was tested with all available and automatically installed Microsoft Server updates as published on or before **January 25, 2024**.
- 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 122
- Safari 16.1
- Chrome 121
- Edge version 121

PBX

- 22.24.5800.0, 22.24.6900.0, 22.24.7100.0 (R19.3 Releases). (Tested with all)
- 22.28.5900.0 (R20.0 Release)

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 than 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-5337	Callbacks dequeue for a time range defined on a different Service.
MIVC-5095	Several MiVC MCCC 508.11.2400.0 files have incorrect properties causing a vulnerability scan false positive for CVE-2021-44228, CVE-2021-45046 - Critical Vulnerability in Apache Log4j

MIVC-4651	Unable to add another email group when the limit has not been reached.
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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>.