

MiVoice Connect

Release 19.2 Service Pack 3

Version 22.20.2300.0

Release Notes

December 2021



About

Release Note (RN) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of MiVoice Connect 19.2 Service Pack 3.

NOTICE

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MiVoice Connect
Release 19.2 SP3
December 2021

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Overview

Release Notes contain the most current information on the MiVoice Connect 19.2 Service Pack 3 Release and the supported solution lineup.

The release note includes the following:

- Software Enhancements
- Functional Changes
- Installation and Upgrade information
- Fixes for Customer reported issues
- Known Issues

Mitel 6900 Phone Upgrades from 19.2 GA or older

When upgrading the Mitel 6900-series phones to phone firmware 6.0 which was first released with 19.2-SP1, some phones may fail to upgrade. The problem occurs because temporary log files are not cleared before downloading the new firmware, which can cause insufficient internal working storage for the update.

To prevent this problem, Mitel recommends upgrading all 6900-series phones to updated firmware build version [5.2.1.2130](#) before the system upgrade to 19.2 SP1 or higher. Administrators may also choose to manually reboot the phones then promptly upgrade to the new 19.2 SP1 firmware before the log files accumulate. In some cases, multiple phone reboots have been required.

CAS Service Stopping or Crashing on HQ or DVSEs

After install or upgrade to R19.2 SP2 / R19.2 SP3, some administrators have seen the ShoreWare Client Application Service (CAS) crash on HQ or DVS servers. Users will be unable to login to their Connect Clients while CAS (a.k.a. IPDS) is down. MiVC Engineering has released a software fix for this issue. Please review the following KB Article for more information: [Client Application Service \(CAS\) crashing on HQ and WDVSLDVS on R19.2 SP2 and R19.2 SP3](#).

CDR Migration Slow after Upgrade

This MiVoice Connect upgrade involves some SQL Database changes, and in a few cases Mitel has seen DB migrations that became stalled, or would take an excessive amount of time to complete (several days). These problems are generally seen in systems with very large CDR Databases (over 5 gig). See KB Article titled "*CDR Migration Stalled or Stopped After Upgrade*" for resolution steps.

External CDR Archive Server

Because of upgrades in the MiVC SQL database versions and DB structure, the steps for creating an external CDR Archive Server have changed. See KB article titled "*How to deploy a secondary CDR Archive on Connect*" for updated instructions.

Considerations carried over from Release 19.2

DHCP Scope Considerations for 6900 Phone Series

- MiVoice Connect 19.2 SP1 still requires the DHCP scope changes announced for Release 19.2. In releases of MiVoice Connect before 19.2, the recommended guidance for DHCP option 156 was to configure the “Config Server” parameter with IP address of HQ Server. In Release 19.2 and forward, an FQDN is now required in the DHCP record if Subject Alternate Name (SAN) is root Certified. In cases where DHCP Scope 156 is not used, administrators must update the config server setting on 6900 sets manually, from IP to FQDN. If the IP address is used, users may encounter 6900 registration or boot issues after the upgrade to 19.2 or later.
- NTP Server settings must also be specified in Option 42 of the DHCP scope for 6900 phones to validate certificate expiration dates. For more information, see the *MiVoice Connect Maintenance Guide*.

Mitel Revolution v2020.2.4

As part of the solution when upgrading to MiVoice Connect 19.2 or higher, Mitel Revolution **MUST** be Upgraded to version 2020.2.4 to support the normal and merge paging enhancements in the 6900 series phones.

Updates to ST14.2 Migration to MiVoice Connect 19.2 or higher

Several changes were made to the Migration Notes for Release 19.2. Please review them in their entirety before undertaking a 14.2 to MiVoice Connect migration. **The Migration from Legacy 14.2 builds requires an additional interim upgrade to 19.1 SP2 prior to any higher release.** Systems already running a supported MiVoice Connect version may upgrade directly to 19.2 SP2. The *MiVoice Connect ST14.2 to MiVoice Connect Migration Guide* has been updated to reflect this change. Also see the [Migration Paths](#) in this document for additional description.

Product Enhancements and Functional Changes

Release 19.2 SP3

MiVoice Connect PBX 22.20.2300.0
Support for RAY BAUM’S Act and Kari’s Law with 3rd Party Vendor Intrado:
For more information about RAY BAUM’S Act, see <i>the MiVoice Connect RAY BAUM’S Act General Overview and Solution Deployment Guide</i> .
For Information on 3rd Party Vendor RedSky please see <i>RAY BAUM’S General Overview and Solution Deployment Guide for Intrado</i>

MiVoice Connect Client 214.100.1295.0
Support for Windows 11 Operating System

Release 19.2 SP2

MiVoice Connect PBX 22.20.1300.0

Support for RAY BAUM'S Act and Kari's Law:

Beginning with Release 19.2 SP2, support for RAY BAUM'S Act is integrated with MiVoice Connect for US customers. For Off-Premise Devices (Edge Gateway and Connect Client softphone), Mitel Requires integration with a 3rd Party vendor RedSky.

For more information about RAY BAUM'S Act, see *the MiVoice Connect RAY BAUM'S Act General Overview and Solution Deployment Guide*.

For Information on 3rd Party Vendor RedSky please see *RAY BAUM'S General Overview and Solution Deployment Guide for RedSky*

Fixed devices do not require integration with a 3rd party vendor, however to meet compliance with RAY BAUM'S Act and Kari's Law may require infrastructure updates to ensure dispatchable location is sent to the 911 emergency dispatch center.

Connect 6900 Phone Series Features

Support for SIP 6.1

BCA/SCA Enhancements:

In Release 6.1, Mitel has matched the IP400 desired behavior for BCA/SCA and supports the following:

- Ability to answer a call on a BCA/SCA via picking up the handset
- Ability to answer the incoming call via a headset that supports answer
- Ability to hear ringing tone in the headset for incoming BCA/SCA calls
- Ability to display To VM softkey and route ringing calls to voicemail for applicable BCA/SCA calls

Extension Monitor:

Monitored Extension implementation now allows Caller ID to be displayed during ringing phase without first pressing the programmed key associated with the monitored extension feature. A user now can answer this call via one key press and have softkeys available to handle the call.

MiVoice Connect Client

The Emergency Location icon (US Customers Only)

Introduced in Connect Client as part of the RAY BAUM'S Act, you can configure the emergency dispatchable location within the Connect Client. In the event of 911 emergency this Location is sent on to the Public Safety Answering Point (PSAP).

In event you relocate your laptop running connect client to an alternate Location you are prompted to update the dispatchable location in the connect client.

For More information, please review *Managing the Emergency Location* Chapter in the *Connect Client User Guide*

Connect IP400 Phone Series Features

Support for RAY BAUM'S dispatchable Location

Mitel SIP DECT Multi-Cell wireless phones

The SIP-DECT Multi-Cell wireless phones announced in MiVoice Connect 19.2 are now certified and available to customers in North America, as well as Europe, Australia and New Zealand.

Previous Enhancements, Release 19.2 SP1:

MiVoice Connect PBX 22.18.4600.0

HTTPS support for

- log upload,
- firmware download, and
- voicemail backup

Edge Gateway (EGW) installs with non-flash interface by default

DTLS 1.2 support

Additional security hardening

Connect 6900 Phone Series Features

Support for SIP 6.0, including:

MobileLink Call History feature

- The Call History application now provides calling history of your Mobile phone.
- Its main menu shows all calls and only has a sub menu for Missed calls
- When the users Mobile is disconnected, the records are removed then restored when reconnected.

WLAN SSID support in 6900 SIP phone Settings

- The Mitel WLAN accessory can now be enabled via the 6900 phone Settings.
- There is a WiFi menu where you select the targeted WiFi network and enter the SSID.

Multiple XML polling objects for the 6900 SIP phones

- Up to 3 polling API's can be supported now for XML based application

Mitel signature Ring Tunes for 6900 phones

- 10 additional ring tones are now available to be selected.
- Both internal and external ring cadences are provided

Connect Visual VM sub features

Release Notes

- You can use the visual voicemail interface to record a new voicemail message.
 - can designate the recipients
 - include a subject label for the message,
 - mark the message as urgent, mark the message as private, and request a return receipt

Call History Enhancements

- There is now an option to Delete (with a warning message) all Call History records.
- Mobile Call History has its own option to delete but and the records are restored upon next BT Disconnect/Connect

The 6940 now provides Dial buttons for each Call History record whereas previously users had to access the menu for any given record

Add number for each Availability State

- Associated numbers are now provided within the State menu - 1- Available, 2 - In a meeting, 3 - Out of Office, 4 – Vacation, 5 – Custom, 6 - Do not Disturb

Please see the 6920, 6930, 6940 User Guides for further details on all 6900 phone features

Connect IP400 Phone Series Features

Bug Fixes only

MiVoice Connect Client

Bug Fixes only

Previous Enhancements, Release 19.2:

MiVoice Connect PBX 22.13.4800.0

19.2 Security Enhancements:

Support for TLS 1.2: TLS 1.2 encryption has been applied to device, platform servers and switch communication with exception of MGCP sets, SG and SG-V series switches.

Open SSH Libraries have been updated to Version 8.2 across the solution components (SA, LDVS, Edge Gateway and vSwitch)

MySQL Update to Version 5.7.29 substantially reduces known vulnerabilities

<p>Support for Subject Alternate Name (SAN) Certificates: MiVoice Connect 19.2 supports certificates with Subject Alternate names</p>
<p>MiVoice Connect Support for SIP-DECT: MiVoice Connect supports the SIP-DECT release 8.1 sold with other common Mitel Call servers. For version 19.2, this solution is available in Europe, Australia, and New Zealand only. (The current release 19.2 SP2 adds support for locations in North America.)</p>

MiVoice Connect Client
<p>MiTeam Meetings Cross Launch: Users can cross launch the MiTeam Meetings application from Connect Client when the PC or mac application is installed</p>
<p>Contacts Group Persistence Structure: Expanded and Contracted group structure of contacts are saved from the last sessions to the next</p>
<p>Missed Contact Notification (Missed Call or Chat): Missed call badges and application glow are visible in the task bar</p>

Connect 6900 Phone Series Features
<p>6900 firmware 5.2.1 SP2: significant investment to improve overall quality (fix defects), improve usability (UI improvements) and strengthen overall robustness and reliability in diverse network conditions. Numerous features have had improvements to handling more unusual use cases to provide a more comprehensive and reliable user experience for the 6900 series phones and greater consistency with IP400 series.</p>
<p>Support for HTTPS/TLS1.2: Now offering secure configuration file download and SAN support</p>
<p>Directory Search enhancement: Support numeric input key search by default to provide efficient search algorithm and more consistency with IP400 series</p>
<p>Call History improvements: Speed up initial opening of Call History app and data transfer rates via improving underlying speed of CAS protocol. Improve logic of when to display All/Missed/Received folders when accessing Call History app. Address occasional timeout issues on large data transfer via more robust CAS capabilities</p>
<p>Directory improvements: Speed up initial opening of Directory app and data transfer rates via improving underlying speed of CAS protocol. Address occasional timeout issues on large data transfer via more robust CAS capabilities.</p>
<p>Improve softkey usability via removal of Ignore key: Removing Ignore softkey that resulted in busy tone to callers and user confusion over its use. Collapse subsequent softkeys for improved usability.</p>
<p>Enhanced Mitel Revolution interoperability: Add support for Normal and Merge options for paging. Remove incorrectly applied alerting tones during certain paging scenarios.</p>
<p>Improved Log upload capability: Improve data collection speed and enhance when and how data captured internally.</p>
<p>More robust BCA/SCA: Enhance interaction with Park/Unpark/Hold and conferencing call scenarios.</p>
<p>Robustness enhancements: Resolve rare occurrences of certain phone reboots.</p>
<p>Improve Usability: Improve UI for display of certain outbound number format; Call hold error messages; Park/Unpark lists for improved consistency with IP400 series.</p>

Connect IP400 Phone Series Features
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Bug Fixes only

Discontinued Support in 19.2

Windows Server 2008 Discontinued

MiVoice Connect no longer supports Windows Server 2008. Migrate HQ and Windows DVS to a supported OS prior to 19.2 Upgrade.

Microsoft Exchange 2010, Outlook 2010 and Outlook 2016 on Mac Discontinued

Microsoft discontinued support for Exchange 2010 as well as Outlook 2010 and Outlook 2016 for Mac in October 2020. Mitel will no longer support issues related to deployment with Exchange 2010, Outlook 2010 on Windows and Mac or Outlook 2016 on Mac.

Windows 7 Notice

MiVoice Connect 19.2 will be the last release to support Windows 7. The following application will be impacted by this change:

- Connect Client
- App Dialer
- Connect for Chrome
- Connect Telephony for Microsoft

Software Release History

Software Load	Release Name	Release Date
22.20.2300.0	Release 19.2 SP3	Dec 2021
22.20.1300.0	Release 19.2 SP2	Nov 2021
22.18.4600.0	Release 19.2 SP1 (revised)	Aug 2021
22.18.4000.0	Release 19.2 SP1	Jun 2021
22.13.4800.0	Release 19.2	Nov 2020
22.11.9300.0	Release 19.1 – SP2	April 2020
22.11.4900.0	Release 19.1 – SP1	Feb 2020
22.10.7600.0	Release 19.1	Sept 2019

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21.90.9743.0	R1807 – Onsite- SP2	July 2019
21.90.9738.0	R1807 – Onsite- SP1	Feb 2019
21.90.4127.0	R1807 – Onsite	Oct 2018
21.88.3753.0	R1804 – Onsite – SP1	Sept 2018
21.88.3731.0	R1804 – Onsite	Jun 2018
21.87.9727.0	R1803 – Onsite	May 2018
21.87.3629.0	R1801 - Onsite	Feb 2018
21.86.1828.0	R1711 – Onsite	Jan 2018
21.84.5543.0	R1707 - Onsite – SP2	Dec 2017
21.84.5535.0	R1707 - Onsite – SP1	Oct 2017
21.84.5523.0	R1707 – Onsite	Sep 2017
21.82.9645.0	R1704 – Onsite – SP2	Aug 2017
21.82.9630.0	R1704 - Onsite – SP1	Jul 2017
21.82.9623.0	R1704 – Onsite	Jun 2017

Software and Firmware Versions

Release 19.2 SP3 Build Dates

PBX Build:	Dec 15, 2021
6900 Series firmware:	Nov 08, 2021
IP400 series firmware:	Nov 08, 2021
Client Software:	Dec 15, 2021
Telephony for Microsoft software version:	Nov 08, 2021

PBX and Client Versions

PBX Engineering Build number:	22.20.2300.0
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Distributed Voice Server (DVS) version number:	22.20.2300.0
Connect Client Software version:	214.100.1295.0
Telephony for Microsoft software version:	22.20.2300.0

PBX Switch Versions

Switch Version Firmware	22.20.2300.0
Switch (SG Kilauea ½ width) Boot ROM Version	1.1.3.29
V-Switch Boot ROM Version	1.1.3.29
Switch ST50A.ST100A Boot ROM Version:	U-Boot 2011.03 V11
Switch ST100DA Boot ROM Version:	U-Boot 2011.03 V11
Switch ST1D/ST2D Boot ROM Version	U-Boot 2011.03 V11
Switch ST200/ST500 Boot ROM Version	U-Boot 2011.03 V11
Switch ST24A/ST48A Boot ROM Version	U-Boot 2011.03 V11

Phone Versions

IP-110 Firmware Version	S03.9.13
IP-115 Firmware Version	S01.3.9.13
IP-212K Firmware Version	S12.3.9.13
IP-230 Firmware Version	SEV.3.9.13
IP-230g Firmware Version	SEVG.3.9.13
IP-265 Firmware Version	S36.3.9.13
IP-530 Firmware Version	S2.3.9.13
IP-560 Firmware Version	S6.3.9.13

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IP-560g Firmware Version	S6G.3.9.13
IP-565g Firmware Version	S6C.3.9.13
IP-655g application Firmware Version	SWE.4.4.14
IP655g Boot ROM Firmware Version	SWE.4.4.10
BB-24 Firmware Version	SBB.3.9.13
IP8000 Firmware Version	4.5.2(9)
IP930D (DECT Phone)	SD1.0.0.63
IP930D Phone Boot Version	SD1.0.0.56
IP930D Phone Application Version	v.63
IP930D Phone handset firmware	v.95
IP930D Base Station Firmware	v.95
IP930D Phone Repeater Version	v.39
IP8430M Phone (Multi-Cell DECT phone)	v410_b3
IP8630M Phone (Multi-Cell DECT phone)	v410_b3
IP8830M Phone (Multi-Cell DECT phone)	v410_b3
IP8860M Phone Base Station Firmware	v410_b3
IP4024M Repeater Firmware	v410_b3
IP420 Firmware	804.2109.1000.0
IP420G Firmware Version	804.2109.1000.0
IP480 Firmware Version	804.2109.1000.0
IP480G Firmware Version	804.2109.1000.0
IP485G Firmware Version	804.2109.1000.0
IPBB424 Firmware Version	6.1.0.146

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IP-6910 Firmware Version	6.1.0.146
IP-6920 Firmware Version	6.1.0.146
IP-6930 Firmware Version	6.1.0.146
IP-6940 Firmware Version	6.1.0.146
IP-6970 (SIP) Firmware Version	5.1.1.7032
Mitel SIP-DECT Base stations	Release 8.3 SP1
Mitel SIP-DECT Handsets:612d,622d and 632d	v7.2.5

Application Requirements

Mitel Main and Distributed Servers (Standalone, VMware and Hyper-V) *	<ul style="list-style-type: none"> Windows Server 2019 (Standard or Datacenter) Windows Server 2016 (Standard or Datacenter) Windows Server 2012 R2 (Standard or Datacenter Editions only, 64 bit)
	<ul style="list-style-type: none"> VMware 6.0,6.5, 6.7 and 7.0 – Support for HQ, WDVS, LDVS, vSwitch, Virtual Service Appliance, vMMR and vEGW
	<ul style="list-style-type: none"> Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows 2012 R2 support for HQ, WDVS, LDVS, vSwitch and VSA Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ, WDVS, LDVS, vSwitch, vEGW, vMMR and vSA Microsoft Hyper-V Gen 1 and on Microsoft Windows 2019 – HQ, WDVS, LDVS, vSwitch, vEGW, vMMR and vSA
Mitel supplied SBE / Distributed Servers	<ul style="list-style-type: none"> UC25 – Windows Server 2012 (SBE Only) UC30 – Windows Server 2016 / 2019

	<ul style="list-style-type: none"> UC75 – Windows Server 2016 Standard
Mitel Connect Client for Windows	<ul style="list-style-type: none"> Microsoft Windows 8 Professional & Enterprise, 32 & 64-bit Microsoft Windows 8.1 Professional and Enterprise, 32 and 64-bit Microsoft Windows 10 Professional and Enterprise, 32 and 64-bit WTS (30 Clients) Citrix XenApp 7.15 LTSR Citrix XenApp 7.6 LTSR (30 Clients) Citrix XenDesktop Support
Mitel Connect Client for macOS X	<ul style="list-style-type: none"> Apple OS X 10.11 “El Capitan” Apple macOS <ul style="list-style-type: none"> 10.12 “Sierra” 10.13 “High Sierra” 10.14 “Mojave” 10.15 “Catalina” 11.6 “Big Sur” <p>Note: macOS 12 “Monterey” is currently NOT supported, although it is in process.</p> <ul style="list-style-type: none"> SAFARI 15.0 (16612.1.29.41.4)
VMware	<p>Support for Mitel HQ WDVS, LDVS, vSwitch, vSA and vMMR, vEGW and Connect Contact Center is as follows (this includes support for High Availability and vMotion):</p> <ul style="list-style-type: none"> VMware ESXi 6.0, 6.5, 6.7 and 7.0 VMXNet3 Virtual adapter (not the E1000) <p>The following two VMware features are not supported:</p> <ol style="list-style-type: none"> Fault tolerance is not supported. Snapshots not supported except during service shutdown periods. These can consume significant CPU and memory resources impacting system operation. <p>Note: Unless specifically in Mitel documentation or Mitel App Notes, third party solutions are not supported on Mitel virtual machines. Please check with the third-party solution vendor for their compatibility in a virtual environment and their level of support with virtual machines. Also consult the Planning and Installation Guide and Connect Migration Guide before deploying.</p> <p><i>Please refer to Main and Distributed Voice systems for supported operating systems.</i></p>
Hyper-V	<ul style="list-style-type: none"> Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows 2012 R2 – Support for HQ, WDVS, LDVS, vSwitch, vSA and vMMR

	<ul style="list-style-type: none"> • Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ Server, WDVS, LDVS, vSwitch, vEGW, vMMR and vSA. • Microsoft Hyper-V 2019 on Microsoft Windows 2019 Server – HQ Server, WDVS, LDVS, vSwitch, vEGW, vMMR and vSA. <p>*Note: Hyper-V Replica or Snapshots can only be performed during service shutdown periods.</p> <p>The following Hyper-V features are not supported:</p> <ol style="list-style-type: none"> 1. Double Take <p>Note: Unless specifically in Mitel documentation or Mitel App Notes, third party solutions are not supported on Mitel virtual machines. Please check with the third-party solution vendor for their compatibility in a virtual environment and their level of support with virtual machines. Also consult the Planning and Installation Guide and Connect Migration Guide for deployment.</p>
<p>Internet Browsers for Director</p>	<ul style="list-style-type: none"> • Internet Explorer 11.789.19041.0 • MS Edge 95.0.1020.30 • Firefox 93 • Google Chrome 95.0.4638.54 • Safari 15.0
<p>Mitel 6900 Headsets</p>	<p>Tested 3rd Party Headsets:</p> <ul style="list-style-type: none"> • USB wired Headset • Plantronics Blackwire C725 (Firmware v.135) • BT Headsets • Plantronics Voyager Legend (Firmware v107) • Jabra Pro 935 (Firmware v1.4.6) • Jabra Evolve 65 UC (Firmware 1.5.8) • Jabra Motion UC (Firmware 3.72) • Jabra Pro 9460 (Firmware 1.4.6) • Analog • Plantronics CS540 (with APS-11 EHS accessory) • Jabra 2300 Duo (with LINK 14201-10 accessory cable) • GN Netcom 2100 series <p>Important Notes: Please see headset vendor sites for compatibility of headsets and required accessory cables with Mitel 6900 SIP phones. It is very likely analog EHS headsets integrated with the IP400 phone require a different EHS cable to function correctly.</p>

Release Notes

Mitel 6900 MobileLink Supported Mobile phone OS	<ul style="list-style-type: none"> • iOS, 13.x, 14.x, 15.x • Android 10.x, 11.x, 12.x
Mitel Softphone Headsets	<p>Softphone is compatible with most USD-based headsets that use standard Windows USB driver.</p> <p>Softphone support for Jabra:</p> <ul style="list-style-type: none"> • Jabra Evolve 30 (Mono 7 Stereo) • Jabra Evolve 65 Stereo UC& Link 370 • Jabra Engage 75 • Jabra Engage 65 <p>Note: Mitel does NOT support Bluetooth headsets that connect directly to the PC's Bluetooth port. The user experience with Bluetooth has been proven to be disappointing in office environments due to interference from Corporate WiFi.</p> <p>The softphone is compatible with Bluetooth headsets that connect to a USB base in the PC.</p>
Microsoft Office	<ul style="list-style-type: none"> • Microsoft Exchange Server 2013 and 2016, 2019 • Microsoft Office 2013, 2016 and Office 365
Mitel IM Server	<ul style="list-style-type: none"> • SA-100: 22.18.4600.0 • SA-400: 22.18.4600.0
SIP-BRI-8	<ul style="list-style-type: none"> • Version R3.T 2006-10-04 • T.38 is not supported
Mitel Connect Contact Center	<ul style="list-style-type: none"> • 507.85.3221.0 and greater
Mitel Connect Mobility	<ul style="list-style-type: none"> • Mitel Mobility Router 9.5.1809.105 (MMR) and greater • MMR Appliances: MR2000, MR4000, and MR6000
Ingate SIParator	<ul style="list-style-type: none"> • Hardware SIParator (firmware version 5.0.6) • Software SIParator (version 5.0.6) X86 or VMware
VPN Concentrator	<ul style="list-style-type: none"> • VPN Concentrator 4500, FW 11.6.1.7 • VPN Concentrator 5300LF, FW 11.6.1.7 • VPN Concentrator 4550, FW 13.12.6.2 • VPN Concentrator 5300 LF2, FW 13.12.6.2 • VPN Concentrator 7301, FW 13.12.6.2
Mitel Connect Telephony for Microsoft	<ul style="list-style-type: none"> • Lync Plugin 214.100.1295.0
Mitel Connect Hybrid (Fax & Scribe)	<ul style="list-style-type: none"> • Mitel Connect Scribe • Mitel Connect Fax

Multi-cell DECT Phones (Firmware: 4.40 B3) [EU Only]	<ul style="list-style-type: none"> • Phone Models: 8430, 8630 and 8830 • Base:8860 • Repeater: V41
Mitel SIP-DECT	<ul style="list-style-type: none"> • Phone Models: 612d, 622d and 632d • Base Stations: RFP44,45,47,48 • Version: 8.3.SP1
Mitel Edge Gateway	<ul style="list-style-type: none"> • See VMware and Hyper-V
Mitel Service Appliance	<ul style="list-style-type: none"> • SA-100: 22.20.1300.0 • SA-400: 22.20.1300.0

Accessing the Latest version of MiVoice Connect Software

All MiVoice Connect releases can be found in Mitel Access Website. Follow the steps below to download the latest version of MiVoice Connect 19.2:

1. Log in to Mitel [MiAccess](#)
2. Click on the **Software Download Center** in the leftmost pane
3. You can *search by name* or *Navigate by Categories* and find the **MiVoice Connect** category
4. Select the appropriate version and follow instructions on the software download Page

Documentation

The documentation mentioned below can be found [Here](#), in the Mitel Document Center.

- Mitel MiVoice Connect Migration Guide
- Mitel MiVoice Connect System Administration Guide
- Mitel MiVoice Connect Planning and Installation Guide
- Mitel MiVoice Connect Maintenance Guide
- Mitel MiVoice Connect Release Build Notice
- Administration Guide for Connect Edge Gateway
- Connect Client User Guide
- Mitel Virtual Mobility Router Installation Guide
- Mitel MiVoice Connect Contact Center Installation Guide
- RAY BAUM'S General Overview and Solution Deployment Guide
- RAY BAUM'S General Overview and Solution Deployment Guide for RedSky
- RAY BAUM'S General Overview and Solution Deployment Guide for Intrado

The documentation mentioned below for the 6900 IP Series phones can be found [Here](#)

- 6900 SIP Phones and Accessories
- Mitel 6900 and IP400 Series IP Phones for MiVoice Connect Functionality Differences ‘

Training

[Mitel University Training](#)

[Learn Now](#)

Important Links

The MiVoice Connect Release Notes provide essential, current information to ensure a successful migration and installation. This includes supplemental information to the current Mitel documentation suite available on the Mitel support web site [MiVoice Connect \(Mitel.com\)](#).

Mitel product enhancements are submitted to [Mitel User Voice](#). The User Voice forum can be found in the MiAccess portal. Mitel uses your feedback to establish content for future releases.

Mitel MiVoice Connect software downloads are available via the Software Download Center. Mitel MiVoice Connect software download require [MiAccess login](#), as well as Export Control Disclaimer completion and submission.

Installation and Upgrade Notes

1. Microsoft Updates

Mitel tests MiVoice Connect with all available Microsoft security patches up to the release date of each MiVoice Connect software version. After installation, Mitel recommends that customers follow their own company's security guidelines for maintaining the Windows Server OS. If a phone system problem occurs, customers may be asked to roll back one or more security patches as a troubleshooting step if it appears to be related to the issue under investigation. To reduce potential impact, it may be advisable to apply only critical and high importance updates.

Note: Mitel strongly advises customers to back up their MiVoice Connect system before opting for any Microsoft updates. Please refer to the [Mitel Connect System Administration Guide](#) for backup instructions.

This build was tested with all available and automatically installed Microsoft Windows Server updates (important and recommended) as published on or before **November 08, 2021**. If you are an existing MiVoice Connect customer, please review the table below to find whether you can install the tested Microsoft updates on your server without upgrading the entire Connect system.

Release	Build	Build Test Date
Release 19.2 – SP3	22.20.2300.0	Dec 15, 2021

Release Notes

Release 19.2 – SP2	22.20.1300.0	Nov 08, 2021
Release 19.2 – SP1	22.18.4600.0	June 14/Aug 31, 2021
Release 19.2	22.13.4800.0	November 6, 2020
Release 19.1 – SP2	22.11.9300.0	April 4, 2020
Release 19.1 – SP1	22.11.4900.0	February 1, 2020
Release 19.1	22.10.7600.0	September 20, 2019
R1807 – Onsite – SP2	21.90.9743.0	June 18, 2019
R1807 – Onsite – SP1	21.90.9738.0	January 27, 2019
R1807 – Onsite	21.90.4127.0	October 12, 2018
R1804 – Onsite – SP1	21.88.3753.0	September 6, 2018
R1804 – Onsite	21.88.3731.0	June 27, 2018
R1803 – Onsite	21.87.9727.0	May 5, 2018
R1801 – Onsite*	21.87.3629.0	March 20, 2018
R1711 – Onsite	21.86.1828.0	January 16, 2018
R1707 – Onsite – SP2	21.84.5543.0	November 28, 2017
R1707 – Onsite – SP1	21.84.5535.0	October 18, 2017
R1707 – Onsite	21.84.5523.0	August 29, 2017
R1704 – Onsite – SP2	21.82.9645.0	July 28, 2017
R1704 – Onsite – SP1	21.82.9630.0	June 13, 2017
R1704 – Onsite	21.82.9623.0	June 2, 2017

- *Ensure [KB2919355](#) is installed on Windows Server 2012 R2 prior to loading the PBX software
- Please click in the link below to know more about Mitel's policy for Microsoft software updates post installation of Connect

For Mitel Authorized Partners:

<https://mitelcommunity.force.com/partner/s/article/Microsoft-Software-Updates-Support-Policy-for-Post-Installation-of-Mitel-Connect-ONSITE>

For Enterprise Customers:

<https://mitelcommunity.force.com/customer/s/article/Microsoft-Software-Updates-Support-Policy-for-Post-Installation-of-Mitel-Connect-ONSITE>

To research a particular update, please visit the Microsoft website at:

<http://www.microsoft.com/security/>

2. R1801 and Greater - Windows Server 2016 Installer Prerequisites ISS Version Support

Note: Scripts are available to address the issue that 2016 Server ships with IIS 10 and these PBX prerequisites fail to recognize it as a higher version than IIS 7.0.

- Review *Read_first_for_2016.txt* and, if necessary, run the following:
- *SetIIS_version.vbs*, and *ResetIIS_version.vbs*, in *MiVC_Connect_PBX_Build zip*, 2016 Scripts\ folder)

3. Starting with R1711 (21.86.1828.0) Features & Changes

- Linux WindRiver to Linux CentOS Migration – This is a mandatory migration and configuration changes are required to the SCSI Controller before or during the upgrade to this build. It is highly recommended to review the SCSI Change Controller video before upgrading virtual appliances to this build. These changes impact:
 - Virtual switch (IP Phone to SIP Trunk)
 - Virtual Service Appliance (Collaboration)
 - Service Appliance (Collaboration) SA-100 and SA-400
 - Linux DVS
 - Packaging Changes:
 - There will be no standalone installer for Linux DVS. Linux DVS software will be integrated into HQ and Staging Firmware installers; this will streamline the installation process.
 - Virtual appliances (Switches, Linux DVS, and Service Appliance (Collaboration)) will use .iso instead of .ova packaging.
 - Administrators are encouraged to follow the updated references for virtual appliances installation, upgrades and backup/recovery:
 - [Service Alert](#)
 - [SCSI Controller Change Video](#)
 - [Mitel Connect Migration Notes](#)
 - [Planning and Installation Guide Installation Guide](#)
4. Mitel ST Switches - Dual stage upgrade is not an option on the first migration to MiVoice Connect
 5. Mitel IP Phones - Automatic phone firmware upgrades are on by default. System administrators will need to disable this feature from Director if manual upgrade of IP Phones is desired.
 6. Disable the IP Phone Failover
 - Disable the IP Phone Failover feature in Director when upgrading from ST13/ST13.x/ST14/ST14.x; otherwise a failover condition will be induced upon the upgrade. The fallback is not automatic. It is a manual process to move the users back to their primary switch and not the spare switch.

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- Steps to temporarily disable IP Phone Failover across Sites
 - 1) Log into Director
 - 2) Go to Quick Look page
 - 3) Ensure the checkbox is checked "Temporarily Disable IP Phone Failover Across Sites"

7. Migration Paths -The following direct **server upgrade paths** are supported for this release:

- **NOTE: Direct Upgrades from ShoreTel releases prior to ST14.2 are not supported**
- **Sites running ST14.2 GA30 MUST Migrate to 19.1 SP2 prior installing MiVoice Connect 19.2.**
- **Please study the updated [14.2-to-Connect Migration Guide](#) for more details.**

➔ Older ST 14.2 versions require HQ and DVS Upgrade to **latest 14.2 GA30 - 19.50.1000.0**



➔ ST14.2 GA30 requires System Upgrade to **MiVC 19.1-SP2**

- Endpoints do not require this intermediate step
- Voice Switches do not require this intermediate step



➔ Any existing MiVoice Connect or Connect ONSITE can upgrade directly to 19.2 or **19.2 SP3**



Direct MiVoice Connect migrations from versions prior to those listed above are not supported. Prior versions must first upgrade to a supported direct migration path.

In addition,

➔ Mobility versions 7 or 8 must upgrade Mobility version 9:



➔ Contact Center 8 or 9 must upgrade to Connect Contact Center:



Migration from Windows Server 2008 (32 bit) or earlier to a supported Windows Server OS version must be done prior to migrating to MiVoice Connect.

8. The UC20 Windows server is not supported with MiVoice Connect. For more information, please refer to the Mitel Connect Migration Notes that can be found [here](#):

NOTE: Some systems were upgraded to Connect from earlier versions of 14.2 and did not perform an interim upgrade to 14.2 GA30. Admins may find these fail a Connect-to-Connect upgrade directly to 19.2 or higher, and the installation rolls back unexpectedly. Performing an intermediate upgrade stop at 19.1 SP2 *before* moving to 19.2 or higher has been proven to resolve the issue and allow the upgrade to complete. After the stop at 19.1 SP2 customers can continue to 19.2 or higher without incident.

Resolved Issues

The List below contains MiVoice Connect 19.2 SP3 and latest Phone 6900 Firmware resolved issues:

Issue Key	Resolved in MiVC 19.2 SP3
MIVC-3015	WG Agent checking voicemail is disconnected by call being picked from queue
MIVC-2432	Failure when trying to play forwarded voicemail from phone using PC speaker
MIVC-3056, MIVC-3048	The Network Helper can shut down and in some cases a user will be unaware it has stopped. This prevents the Connect client from detecting the location of a user has changed for RAY BAUM Compliance.

Resolved Issues in Release 19.2 SP2

Issue Key	Resolved in MiVC 19.2 SP2
MIVC-2779	Losing TAPI connection to MiVoice Call Recorder Application
MIVC-2645	Unable to Assign DID to Users after upgrade to 19.2 SP1
MIVC-2583	Calls to Route Point of Primary ECC server failed to route to No Answer/Busy destination
MIVC-2570	MiVoice Call Recorder Application - Unable to Add Multiple Extension Simultaneously
MIVC-2494	Connect Client call notification popup is partially obscured off the edge of the screen in 19.2 SP1
MIVC-2479	Incorrect translation of German language in Agent Interaction Center
MIVC-2353	Connect Client cannot initiate call after re-establishing network connection

Issue Key	Resolved in MiVC 19.2 SP2
MIVC-2233	Checking Workgroup Voicemail initiates a outbound call to the DID of the workgroup
MIVC-2164	MiVoice Call Recorder Application -Shows Multiple Entries for a single Route point
MIVC-2154	No audio on inbound calls to ECC agents
MIVC-2010	Forwarded calls show Extension rather than forwarded number when SIP trunks are present
MIVC-1303	Cannot Upgrade phones on Sites managed by LDVS
MIVC-1164	Park buttons are grayed out when workgroup call is answered by Connect Client
Desktop Devices	
DTP-62878	Users Cannot Call Mobile Link Contacts Without a Leading 1

Resolved Issues in Release 19.2 SP1

Issue Key	Resolved in MiVC 19.2 SP1
MIVC-2575	Call Control Failures after upgrade to 22.18.4000.0 (ref. PB2021AUG17A)
MIVC-2645	Unable to assign DID to user, AA, or WG after upgrade to 22.18.4000.0
MIVC-2307	SIP trunk out of service and not able to make SIP trunk calls after upgrading PBX
MIVC-2284	Doc Update: STPSCallRecorder Administration and User Guide revision
MIVC-2279	Doc Update: Add TLS 1.0 Removal process to the docs for MIVC and ECC
MIVC-2261	Doc Update - Event ID 278 Not described in Maint. Guide
MIVC-2256	Continuous 'Lost connection' alerts are generating in Director for ST switches after upgrade
MIVC-2065	DVS event ID 1334 not showing the ext who tried to make a call, HQ Does show the ext.
MIVC-2012	MiVC Call recorder service app is not running stops immediately when started
MIVC-1995	Email Voicemail as Link getting 504 Bad Gateway both internally and externally

Issue Key	Resolved in MiVC 19.2 SP1
MIVC-1991	Log upload through HTTPS from a WDVS-managed switch fails
MIVC-1927	Backup on appliances does not work if a directory path is provided
MIVC-1907	Unable to copy and paste from IM window in Connect client
MIVC-1890	Log upload through HTTPS works only the first time for a particular switch
MIVC-1877	New CSR request is not getting generated on UCB Web UI
MIVC-1856	Director is getting 500 internal server error when user navigate to Maintenance - Hybrid - Sites page
MIVC-1830	6900 Log Upload from connect Director is not working through FTP
MIVC-1822	19.2 WinDVS Upgrade Fails If Install Is NOT C:\ Drive
MIVC-1816	19.2 Connect client cannot playback recorded Voicemail greeting to softphone
MIVC-1798	With the new EGW Flash Version Installed, Changes in Director with EGW do not get pushed to EGW
MIVC-1761	vmemsync process terminating unexpectedly
MIVC-1740	Disabling the RAST for EGW from EGW web UI does not work.
MIVC-1736	Connect client toast pop-up notifications failing when ProLaw is maximized and client is minimized.
MIVC-1734	In VXWorks switches, SIP "from" header NOT showing BTN as per configuration when dialing 911, it's taking the value under P-Assert Identity field
MIVC-375	After a call is completed on 6900 series phones, you may see line 1 get stuck on hold in some uncommon scenarios
MIVC-1714	Connect Client and phone intermittently not changing Call Handling Mode with Outlook integration
MIVC-1698	Doc Defect: Hairpin=1 Required for Call Recording on MiCCB with MiVCR (Oaisys Call Recorder) and Call Recording on MiVoice Connect with MiVCR Call Recorder
MIVC-1678	SA-100 not collecting automatic tcpdumps in some configurations
MIVC-1592	MIVC On-line Help needs to update "Enable global automatic phone firmware update" option is for both 6900 and IP400 phones
MIVC-1591	Cannot assign DIDs for some ranges, keeps spinning forever

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Issue Key	Resolved in MiVC 19.2 SP1
MIVC-1586	External calls to conference adding local area code in client
MIVC-1568	Doc Defect: PIG "Before you begin" section needs to be re-arranged
MIVC-1567	'My Preferences' page is broken in MiVoice Connect Online help
MIVC-1566	Agents of the Same WG are not Seeing the Same Voicemails
MIVC-1565	'Out of Service' message is not triggered when softphone loses its connectivity.
MIVC-1492	ST HW Root certificate sometimes removed on DVS
MIVC-1476	Multiple SG90V switches crashing, sometimes daily
MIVC-1475	Connect Client Toast Pop-Up Answer Button Missing
MIVC-1473	Calls between Mitel and Nortel via Sip trunk go to default AA, no audio
MIVC-1376	STPS call recorder service crashing, stopping when RPs are managed by server other than the recording server
MIVC-1346	Workgroup routing is broken if you change the WG managing server to another server
MIVC-1308	No audio after taking call offhold on external assignment call when MoH is activated on hold music
MIVC-1299	IPDS / SHORETAPI crash on virtual switch due to bad value
MIVC-1293	Doc Defect: D&M Voicemail Option - SG Vswitch shows VM as RED with no free space when no voicemail is configured
MIVC-1268	Windows TAPI line problems causing VM/AA issues
MIVC-1207	Softphone - Can't Disable "Enable Automatic Gain Control " - Surface Pro
MIVC-1198	Connect Client: Workgroup Queue Occasionally Show Calls That Have Already Been Answered
MIVC-1195	Ringback heard during some calls on analog ext
MIVC-1138	WG does not ring any agents when WG is moved to another server
MIVC-1035	Memory leak on Linux appliances

Issue Key	Resolved in MiVC 19.2 SP1
MIVC-929	VPN softphone users, inbound call getting auto-answered when too many calls coming in on Jabra headset
MIVC-853	Documentation: 6970 firmware should not be upgraded to 6.0 when the MIVC is in version <= 19.2 SP1
MIVC-1181	Voicemail and auto attendants not accessible at times throughout day, portmgr service stopped receiving TAPI events
MIVC-1053	Voicemails are not accessible in Android mobility client
MIVC-1143	WINDVS Installation error when Blustar is installed. "A newer version is already installed do you want to proceed with the install?"
MiVC-1193	D&M Call Volume Dashboard inaccurate after upgrade
MiVC-1188	D&M data missing for several dashboards
MiVC-1032	Call quality logs incorrect on calls involving mobility
MIVC-1876	MiVC Call Recorder Player cannot handle filenames starting with "+"
Desktop Devices	
DTP-61240	Unable to record external call from 6900 phone.
DTP-61236	Able to hear audio from 6900 series phone while the other party on call is on hold
DTP-61160	The 6900 Phone TUI displays trunk calls like normal extensions when account code is used.
DTP-61158	"To VM" softkey displayed on 6900 phone during an incoming WG and HG call.
DTP-60512	Visual VM:6900 phone allowing to reply to a user whose extension is private
DTP-60511	Visual VM: 6900 phone displaying "call back" softkey for user whose extension is private
DTP-59855	Start/Play/Send Softkey is not working on 6900 VVM during a specific scenario.
DTP-59854	Compose VVM:6900 phone displaying 'Send' softkey without selecting an user in the 'To' field
DTP-59846	'By Last' and 'By First' Softkey is missing on VVM Directory of 6900 phones.
DTP-59818	Subject line needs to be manually entered when we select compose feature on 6900 VVM.

Issue Key	Resolved in MiVC 19.2 SP1
DTP-59651	Clicking on 'Network>IPV6' option results in reboot of 6900 phones.
DTP-59650	Unable to Update/Reboot 6900 Phone from D&M when legacy protocol option is enabled.
DTP-59588	6900 phones are in "out of service" state after upgrade to 6.0 firmware.
DTP-59450	Unable to pick-up the held call from SCA user
DTP-59260	Unable to edit "Primary DNS" option when the 6900 phone is in factory reset state
DTP-59206	6900 phone not accepting the Paging call if paging server is managed by LDVS server.
DTP-59156	No audio on 6900 after performing hold/un-hold from the far end
DTP-59075	6940 phone is rebooting(crashing) when 6970(3rd party) phone joins the UCB conference
DTP-59026	No audio on 6900 initiator phone when MGCP and 6970 phones added to conference
DTP-58917	One way audio observed on 6900 phones when boss hold and un-hold the call
DTP-58915	6920 and 6940 phones rebooting in loop after changing the user language to German from connect director
DTP-58677	Unable to upgrade 6910 phone to latest 6.0.0.241 firmware from Connect Director
DTP-54131	Mute Functionality from connect client deskphone mode does not work for incoming calls

Resolved Issues in Release 19.2

Issue Key	Resolved in MiVC 19.2
PSEC-388	Support for Secure LDAP authentication in Connect client
MIVC-1299	IPDS.exe, causes ShoreTel TAPI Crash on DVS
MIVC-1221	Mexico Dialing Plan: Analog Phones unable to dial 10-digit Mexico numbers
MiVC-1373	6940s freeze when answering hunt group calls simultaneously

Issue Key	Resolved in MiVC 19.2
MIVC-1151	TMS service crash (creating dumps on server)
MIVC-1131	Frequent ST switch core dumps
MIVC-1237	Virtual trunk switch randomly reboots causing STTS core dump
MIVC-1245	Erroneous message when mapping DID in Director "DID is already Mapped"
ENG-578518	Restart Web Server button on UCB produces error "unexpected error has occurred, please try again"
MIVC-1191	Trunk test tool filtering options are incorrect
MIVC-980	No Caller ID on incoming calls from SIP trunks to hunt groups
ENG-580642	BCA: Call Drops internally when answered
ENG-577347	Unable to delete voicemail from connect client. "message move to another folder failed"
ENG-578101	Workgroup occasionally failing to ring specific users
ENG-580305	Incorrect TAPI event received in certain call scenarios
ENG-580983	Soft Phone users get random one-way audio
ENG-579140	Sender receives an IM they've sent in a web conference group message back to them
ENG-81032	Connect client vulnerable to running scripts sent through IM
ENG-579242	ShoreTel-WGSvc service crash requires service restart to recover
ENG-576551	Mitel for Salesforce lightning click to dial fails in the "Related Contacts" section
ENG-577347	Unable to delete Voicemail from Connect Client- Error: Message move to another folder failed

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Issue Key	Resolved in MiVC 19.2
ENG-538710	IP480 Phones randomly restarting
ENG-580397	400 series rings continuously if incoming call disconnects when you are dialing
ENG-576988	IP400 Phone Reboot While on 804.5008.1135.0
ENG-575826	IP400 Phone Reboot While on 804.5008.1115.0
ENG-580801	Connect Client unable to search via extension numbers
ENG-580707	External calls to the auto attendant over PRI trunk forwards call to the system AA extension, resulting in a loop
MiVC-1280	IP400 Phones Watchdog reboots on 804.5008.1167.0 firmware
MiVC-1269	MiVoice CCC Administration Guide- Missing Failback steps when recovering from Island Mode
MIVC-1238	MiVoice Connect Contact Center Administration Guide: update to Agent
MIVC-1210	Ringback continues to play after call is picked up from ECC Queue
MIVC-1208	DTMF Payload sent as 102 from softphones but Carrier requires 101 which cannot be updated
MIVC-1187	Intermittently the D&M trunks group status displays incorrectly
MIVC-1148	Softphone Client Timeouts
MIVC-1144	Poor Audio - Intermittent Jitter from Softphones
MIVC-1111	Connect Client: Improved Error logging in the connect client
MIVC-1097	Orphaned WAV files when deleting Auto attendant. Files are not removed as part of process
MIVC-1070	Softphone Timeouts when going between VPN Gateways and IP address maps

Issue Key	Resolved in MiVC 19.2
MIVC-1068	Workgroup Monitor not updating Agent login/logoff in real time
MIVC-1029	Connect Client Softphone does not respond to call control messages after being Idle for extended period of time
MIVC-1007	TMS disconnects with ST Switches
MIVC-1002	HQ stops answering Auto Attendant calls - Requires Reboot
MIVC-980	IP6900 Agent cannot answer call from SIP trunk with no caller ID to hunt group
MIVC-1332	Mitel Connect for Chrome Browser User Guide: updates to Modifying call routing and Notifications and Changing Language sections
MIVC-740	Planning and installation Guide: Update to Disk Space and RAM in Server requirements section
MIVC-1139	Voice mail escalation profile, VM server plays incorrect greeting after pressing # if mailbox on LDVS
ENG-580546	Show/sync from AD fails on some systems
ENG-578670	Security vulnerability on UCB Conf. Bridge - CVE-20031238 and CVE-201715906
ENG-580575	Pressing history button dials random extension number
MIVC-1116	ECC agent's status not updating correctly in AIC and in Agent Manager for NACD Outgoing calls
Desktop Devices	
DTP-51909	6900 series phone reboots when external call merge is initiated
DTP-54624	When putting call on hold, Connect Client shows error: "The Operation cannot be completed due to unspecified reasons"
DTP-53603	IP 6900 phones displaying outbound numbers in an incorrect format
DTP-53720	IP6930 transfer: Gets stuck when handling multiple calls.

Issue Key	Resolved in MiVC 19.2
DTP-55559	Phones in WG getting rebooted automatically
DTP-57544	not receiving ring back on 6920 phones when using account codes
DTP-55734	IP6900 phones have short period of no audio sent to caller when answering Hunt Group or Workgroup calls
DTP-55392	IP 6930 phones rebooting randomly

Known Issues

Defect	Description	Workaround
PBX		
ENG-555434	Message waiting indicator not blinking consistently with Cortelco analog phones on the ST48A switch	Mitel will resolve this issue in a future release
MIVC-2286	Heap status DB Tables Missing Causing Sysmgr To Crash	Mitel will resolve this issue in a future release
MIVC-2371	Large CDR Databases can take an excessive amount of time to migrate to 19.2 Schema. Recommend Archiving DB prior to upgrade. For more information please see KB 2699 <i>MiVoice Connect Support Trends</i> .	Work is underway to resolve this issue

6900 Series Phones		
DTP-50863	6970 Conference Phone, Packet Fragmentation on calls	<p>By Default, 'All' codecs are advertised on the 6970 which can cause packet fragmentation on some networks.</p> <p>Workaround: go into the Web UI of the 6970 and update the Codec list from "all" to the proper supported Codecs in use for the Connect deployment.</p>
Connect Client		
MIVC-2464	The Connect Client creates a Debug.log file on the user desktop	Mitel will resolve this issue in a future release
MIVC-2882	<p>When Attempting to set Location in Connect client for RAY BAUM'S compliance the form does not render properly. You cannot set the Location succesfully when the menu renders this way.</p> <p>To work around this, close and re-open the Emergency Location menu and the form to set your location will render properly.</p>	Mitel will resolve this issue in a future release
MIVC-2973	<p>Connect Client users with fixed Device (not softphone) will see Red Exclamation in CTI Mode.</p> <p>This display status only applies to a softphone Configured and can be ignored in CTI mode.</p>	Mitel will resolve this issue in a future release

Known Product Limitations

Product Limitation	Description
Windows Server Secure Driver Signing	<p>During Installation of MiVoice Connect you receive a message “A digitally signed driver is required for Shoreware media Driver”, blocking installation.</p> <p>The workaround is to disable secure boot in the bios preventing the digital signing verification from occurring.</p> <p>Mitel is working to resolve this in a future release.</p>
VMware	<p>Review Mitel Application Note AN10391 “Deploying MiVoice Connect with VMware”. The VMware deployment requires careful planning using those references. One important consideration is a dedicated NIC especially for sites with voice quality issues.</p>
VMware	Disaster Recovery is not supported on servers running on VMware. Customers should leverage VMware failover options such as HA.
VMware	HA failover option only supported for HQ server not for DVS. In addition, no failback is needed since the VM gets moved to a new host in case of HA failover for HQ.
VMware	Fault Tolerance feature is not supported
SA100/400	Call Me feature not working over SIP Tie Trunk
SA100/400	By default, the SA100/400 belongs to a User Group called Audio Conference. Any restrictions on calling need to be configured in this User Group or the SA100/400 needs to be assigned to a different User Group.
SA100/400	Federation of instant conferences between systems is not supported
SA100/400	Outlook calendar Integration for SA100/400 is not supported in a configuration in which one user is a delegate for another user and the user tries to create a SA100/400 conference on behalf of another user. The same is true of calendar sharing.
SA100/400	For a recurring Outlook appointment containing a SA100/400 conference, it is not possible to modify the properties of a single occurrence of the conference and have the modification apply to just that one occurrence; the modification ends up applying to all occurrences of the conference.
SA100/400	Disaster Recovery not yet supported
SA100/400	Partitioning not yet supported
SA100/400	Linux Security Patch utility not yet supported
Certificates	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 depending on your customer’s needs, Certificates may need to be ordered in

Product Limitation	Description
	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)
Mitel ST switches	Dual stage upgrade is not an option on the initial migration from ST14.2 to Mitel Connect
Mitel IP Phones	Automatic phone firmware upgrade is on by default. System administrators will need to disable this feature from Director if manual upgrade of IP Phones is desired.
ST Switches	<p>Serial login: Difference from Legacy Switches the Baud rate has increased from 19200 to 115200.</p> <p>SSH Login: Difference from Legacy Switches ST voice switches are only accessible with the HQ_RSA key (Use Puttygen to create *.ppk key)</p> <p>Difference from Legacy Switches ST voice switches do not allow telnet access</p>
Mitel Edge Gateway Support for 6900 IP Phones	The 6900 series phones do not support Mitel Edge Gateway connectivity

Document Revisions:

Date	Description	Version
19-DEC-2021	19.2 SP3 Release	1.0
20-JAN-2022	Updated note p3 regarding CDR migration and CDR Archive	1.1
04-FEB-2022	Added note p3 regarding CAS hotfix patch and KB article	1.2