MiVoice Connect
Release 19.3 Service Pack 3 Hot Fix 3

Version 22.24.8000.0

Release Notes

Jan 2025

Mitel

Powering connections

Version 2

About

Release Note (RN) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of MiVoice Connect 19.3 Service Pack 3 Hot Fix 3.

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks Corporation. The information is subjected to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions may be issued to incorporate changes.

MiVoice Connect Release 19.3
Service Pack 3 Hot Fix 3
Sep 2024

Table Of Contents

Overview

Release Notes contain the most current information on the MiVoice Connect 19.3 Service Pack 3 Hot Fix 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

Important:

Disabling of Anonymous FTP

Mitel now recommends that all customers disable anonymous FTP on all MiVoice Connect servers. As of 19.3 this can be done from Director via Administration > System > Additional Parameters, however this will only effect Windows Servers. Please see the Security Advisory page on mitel.com for more information.

Deprecation of Microsoft Basic Authentication

Connect Client contacts, calendar and meetings synchronization will stop working on or after October 1st, 2022, when Microsoft disables basic authentication.

If a customer wants to continue using calendar Integration in the connect client, they must upgrade to 19.3 SP1 or greater and use modern authentication **(OAuth2)** Azure application to leverage Office 365 in the Connect client.

For detailed integration notes, please refer to the *MiVoice Connect Application Registration with Azure AD for MS Office 365* and *Connect Client Application Registration with Azure AD For MS Office 365* guide.

NOTE: Carefully review the requirements for stepped upgrade in the "Installation and Upgrade Notes" section PRIOR to migrating or upgrading the system.

Microsoft Internet Explorer Notice: Discontinuation of Support

MiVoice Connect 19.3 SP2 does not support Internet Explorer browser as Microsoft stopped supporting on June 15, 2022.

Functional changes to Connect Client in Release 19.3

In MiVoice Connect 19.3, The Connect Client has been upgraded to the latest Chromium version. As a result of this update, the Outlook voicemail add-in has been deprecated and it is no longer possible to play voicemail messages from Outlook mail. Two solutions exist to work-around this problem:

- Use Connect Client to play Voicemails.

- Send the Voicemail as attachment and play as a media file. This option can be enabled from Director.

The Outlook Contacts Plugin and Outlook UCB Plugin are supported with Single Sign On logins to the Connect Client. These features will **NOT** work with basic Connect Client PBX authentication. If you require this functionality, disable the Automatic Client updates before upgrading to 19.3.

Product Enhancements and Functional Changes

MiVoice Connect PBX 22.24.8000.0
Hot Fix Releases Hot Fix Release 3 replaces all previous R19.3-SP3 releases and is the primary R19.3-SP3 release going forward. • The hot fix was released primarily to address issues with the TDIMedia driver. **6900w Phones Support** Beginning with release 19.3 SP3 HF3 MiVoice connect natively supports 6900 wireless phones with firmware 6.3.2.93 • Link to 6900w 6.3.2.93 Release Notes OR navigate to the Mitel KMS site and search for 6900w **ST2D Switch D&M Status Improvement** Trunk ports on ST2D switches will now show the correct status for each span in Director **Security Hardening** Release 19.3 SP3 HF3 has updates remediating several security issues. The vulnerabilities range from Medium to Critical. Please refer to Security Advisories 23-0003 through 23-0007 and 23-0010 through 23-0015 on the Security Advisory page on Mitel.com. **TDI Media Driver** Mitel has replaced the TDI Media Driver with a version supported by Microsoft allowing customers to apply recent windows updates.

Previous Release MiVoice Connect 19.3 SP2

MiVoice Connect PBX 22.24.1500.0
Open SSL version upgrade Beginning with release 19.3 SP2 MiVoice Connect will be using OpenSSL version 1.1.1 to allow compatibility on the latest server hardware. **MySQL 5.7.40 Update** MySQL 5.7 introduced a new authentication system which greatly improved the security of the platform

MiVoice Connect Client 214.100.3158.0
Changes to Microsoft Modern Authentication (OAuth2) Support
Beginning with Release 19.3 SP2 a cloud staging server is no longer required for OAuth2 support
For more information, see the *MiVoice Connect integration with Microsoft Office 365 using modern Authentication* guide*.*

Previous Release MiVoice Connect 19.3 SP1

MiVoice Connect PBX 22.23.5600.0
Support for 988 National Suicide Prevention Lifeline in United States and Canada
Beginning with Release 19.3 SP1, MiVoice Connect has enabled support for 988 as the National Suicide Prevention Lifeline number.
Hunt Group SIP Enhancements
Beginning with Release 19.3 SP1 (22.23.5600.0), the hunt_pickup registry is set to 1 by default. To enable shorting answer times for SIP phones in huntgroups.
NOTE: As a result of updates to support 988 dialing, from 19.3 SP1 7-digit local dialing is no longer supported. You must dial 10 digits for local dialing from the release 19.3 SP1 and higher.
For more information please review:

- MiVoice Connect Planning and Installation Guide
    - National Suicide prevention Helpline Number
- MiVoice Connect System Administration Guide
    - National Suicide prevention Helpline Number
    - Configuring 988 as the National Suicide Prevention Lifeline Number

Provision RingCentral Video Application

Beginning with Release 19.3, users can use the **RingCentral Video** option in **the Additional Parameters** page in Connect Director to enable or disable the RingCentral application for the client.

For more information, see the *Configuring Other System Parameters* section in the *MiVoice Connect System Administration Guide.*

Microsoft Modern Authentication (OAuth2) Support via Azure application

Beginning with Release 19.3 SP1, you can register the Azure application to integrate Connect Client with Microsoft Office 365.

For more information, see the *Configuring Other System Parameters* section in the *MiVoice Connect System Administration Guide.*

Provision for Jack Number in IP Phone Address Map

Users can use the **Jack Number** option in the **IP Phone Address Map** page in Connect Director to enter the name of the telephone jack associated with the IP phones.

For more information, see the *Reviewing the IP Phone Address Map* section in the *MiVoice Connect System Administration Guide.*

Connect 6900 Phone Series Features

6900 Teleworker Support via Ingate SIParator:

Beginning with MiVoice Connect Release 19.3 and phone firmware Version 6.2.0.1018, 6900-Series (6910, 6920, 6930, and 6940) phones have teleworker support with Ingate SIParator running software version 6.4.

For more information, see the *MiVoice Connect Ingate SIParator as Teleworker Gateway for MiVoice Connect 6900 Series Configuration Guide*

MiVoice Connect Client 214.100.3131.0

Chromium Update for Connect Client

the Connect Client was updated to support the latest Chromium. In addition to a refreshed User Interface, the updated Connect Client supports Mac OS 12 "Monterrey".

- Before upgrading, please review the *Connect Client User Guide* and review section *Differences between Old and New Client Interface* before upgrading to 19.3 as some functionality has changed.

Connect IP400 Phone Series Features		
Bug Fixes only		

Software Release History

Software Load	Release Name	Release Date
22.24.7100.0	Release 19.3 SP3 HF2	Aug-23
22.24.1500.0	Release 19.3 SP2	Jan-23
22.23.5600.0	Release 19.3 SP1	Sep-22
22.22.6100.0	Release 19.3	Jul-22
22.20.2300.0	Release 19.2 SP3	Dec-21
22.20.1300.0	Release 19.2 SP2	Nov-21
22.18.4600.0	Release 19.2 SP1 (revised)	Aug-21
22.18.4000.0	Release 19.2 SP1	Jun-21
22.13.4800.0	Release 19.2	Nov-20
22.11.9300.0	Release19.1 – SP2	Apr-20
22.11.4900.0	Release 19.1 – SP1	Feb-20
22.10.7600.0	Release 19.1	Sep-19
21.90.9743.0	R1807 – Onsite- SP2	Jul-19
21.90.9738.0	R1807 – Onsite- SP1	Feb-19
21.90.4127.0	R1807 – Onsite	Oct-18
21.88.3753.0	R1804 – Onsite – SP1	Sep-18
21.88.3731.0	R1804 – Onsite	Jun-18
21.87.9727.0	R1803 – Onsite	May-18
21.87.3629.0	R1801 – Onsite	Feb-18
21.86.1828.0	R1711 – Onsite	Jan-18
21.84.5543.0	R1707 - Onsite – SP2	Dec-17
21.84.5535.0	R1707 - Onsite – SP1	Oct-17
21.84.5523.0	R1707 – Onsite	Sep-17
21.82.9645.0	R1704 – Onsite – SP2	Aug-17
21.82.9630.0	R1704 - Onsite – SP1	Jul-17

Software and Firmware Versions

Release 19.3 SP3 HF2 Build Dates

PBX Build:	Aug 08, 2024
6900 Series firmware:	Aug 08, 2024
IP400 series firmware:	Aug 08, 2024
Client Software:	Aug 08, 2024

PBX and Client Versions

PBX Engineering Build number:	22.24.8000.0
Distributed Voice Server (DVS) version number:	22.24.8000.0
Connect Client Software version:	214.100.3183.0

PBX Switch Versions

Switch Version Firmware	22.24.8000.0
Switch (SG Kilauea ½ width) Boot ROM Version	1.1.3.29
V-Switch Boot ROM Version	1.1.3.29
Switch ST24A Boot ROM Version:	8.2.241.0
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
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	804.2210.1600.0
IP420G Firmware Version	804.2210.1600.0
IP480 Firmware Version	804.2210.1600.0
IP480G Firmware Version	804.2210.1600.0
IP485G Firmware Version	804.2210.1600.0
IPBB424 Firmware Version	804.2210.1600.0
IP-6910 Firmware Version	6.3.0.1020
IP-6920 Firmware Version	6.3.0.1020
IP-6930 Firmware Version	6.3.0.1020
IP-6940 Firmware Version	6.3.0.1020
IP-6910w Firmware Version	6.3.2.93
IP-6920w Firmware Version	6.3.2.93
IP-6930w Firmware Version	6.3.2.93
IP-6940w Firmware Version	6.3.2.93
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) *	Windows Server 2019 (Standard or Datacenter)
	Windows Server 2019 (Standard or Datacenter)
	Windows Server 2016 (Standard or Datacenter)
	Windows Server 2012 R2 (Standard or Datacenter Editions only, 64 bit)
	VMware 6.5, 6.7 and 7.0 – Support for HQ, WDVS, LDVS, vSwitch, Virtual Service Appliance, vMMR and vEGW
	• 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	• UC25 – Windows Server 2012 (SBE Only)
	• UC30 – Windows Server 2016 / 2019
	• UC75 – Windows Server 2016 Standard
Mitel Connect Client for Windows	• Microsoft Windows 8.1 Professional and Enterprise, 32 and 64-bit
	• Microsoft Windows 10 Professional and Enterprise, 32 and 64-bit
	• Microsoft Windows 11 Professional and Enterprise 64-bit
	• Citrix XenApp 7.19 LTSR (max 30 clients)
Mitel Connect Client for macOS X	Apple OS X 10.11 "El Capitan"
	• Apple macOS
	○ 12.6 "Monterey"
	○ 13.0 "Ventura"
	• SAFARI 16.1
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):	
VMware	• VMware ESXi 6.5, 6.7 and 7.0
	• VMXNet3 Virtual adapter (not the E1000)
	The following two VMware features are not supported:
	1. Fault tolerance is not supported.
	2. Snapshots not supported except during service shutdown periods. These can consume significant CPU and memory resources impacting system operation.

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.
Please refer to Main and Distributed Voice systems for supported operating systems.

Hyper-V	• Microsoft Hyper-V Gen 1 and 2 on Microsoft Windows 2012 R2 – Support for HQ, WDVS, LDVS, vSwitch, vSA and vMMR
	• Microsoft Hyper-V Gen 1 on Microsoft Windows 2016 – HQ Server, WDVS, LDVS, vSwitch, vEGW, vMMR and vSA.
	• Microsoft Hyper-V Gen 1 2019 on Microsoft Windows 2019 Server – HQ Server, WDVS, LDVS, vSwitch, vEGW, vMMR and vSA.
	*Note: Hyper-V Replica or Snapshots can only be performed during service shutdown periods.
	The following Hyper-V features are not supported:
	1. Double Take

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.
Internet Browsers for Director	• MS Edge 115.0.1908.188
	• Firefox 115.0.3
	• Google Chrome 115.0.5790.110
	• Safari 16.1
Mitel 6900 Headsets	**Tested 3rd Party Headsets:**
	• USB wired Headset
	• Plantronics Blackwire C725 (Firmware v.135)
	• BT Headsets
	• Plantronics Voyageur 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
	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.

Mitel 6900 MobileLink Supported Mobile phone OS	• iOS, 13.x, 14.x, 15.x
	• Android 10.x, 11.x, 12.x
Mitel Softphone Headsets	Softphone is compatible with most USD-based headsets that use standard Windows USB driver.
	Softphone support for Jabra:
	• Jabra Evolve 30 (Mono 7 Stereo)
	• Jabra Evolve 65 Stereo UC& Link 370
	• Jabra Engage 75
	• Jabra Engage 65
	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.
	The softphone is compatible with Bluetooth headsets that connect to a USB base in the PC.
Microsoft Office	• Microsoft Exchange Server 2013 and 2016, 2019
	• Microsoft Office 2013, 2016 and Office 365
Mitel IM Server	• SA-100: 22.24.5800.0
	• SA-400: 22.24.5800.0
SIP-BRI-8	• Version R3.T 2006-10-04
	• T.38 is not supported
Mitel Connect Contact Center	• 507.85.3221.0 and greater
Mitel Connect Mobility	• Mitel Mobility Router 9.5.1809.105 (MMR) and greater
	• MMR Appliances: MR2000, MR4000, and MR6000
Ingate SIParator	• Hardware SIParator (firmware version 5.0.6)
	• Software SIParator (version 5.0.6) X86 or VMware
	• 6900 Teleworker Requires SIParator software version 6.4 or greater
VPN Concentrator	• 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	• Lync Plugin 214.100.3131.0
Mitel Connect Hybrid (Fax & Scribe)	• Mitel Connect Scribe
	• Mitel Connect Fax
Multi-cell DECT Phones (Firmware: 4.40 B3) [EU Only]	• Phone Models: 8430, 8630 and 8830
	• Base:8860
	• Repeater: V41
Mitel SIP-DECT	• Phone Models: 612d, 622d and 632d
	• Base Stations: RFP44,45,47,48
	• Version: 8.3.SP1
Mitel Edge Gateway	• See VMware and Hyper-V
Mitel Service Appliance	• SA-100: 22.24.5800.0
	• SA-400: 22.24.5800.0
Mitel Network Helper	• 0.0.62

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 19.3 SP3 HF3:

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
- MiVoice Connect Ingate SIParator as Teleworker Gateway for MiVoice Connect 6900 Series Configuration Guide
- MiVoice Connect Integration with Microsoft Office 365 using Modern Authentication guide.

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.

Mitel 6900 and 6900w general desktop release notes can be found on the Mitel KMS site. Select this link

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 **July 31, 2023.** 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 19.3 SP3 HF3	22.24.7100.0	24-Aug-23
Release 19.3 SP2	22.24.1500.0	19-Dec-22
Release 19.3 SP1	22.23.5600.0	22-Sep-22
Release 19.3	22.22.6100.0	26-Jun-22
Release 19.2 – SP3	22.20.2300.0	15-Dec-21
Release 19.2 – SP2	22.20.1300.0	8-Nov-21
Release 19.2 – SP1	22.18.4600.0	June 14/Aug 31, 2021
Release 19.2	22.13.4800.0	6-Nov-20
Release 19.1 – SP2	22.11.9300.0	4-Apr-20
Release 19.1 – SP1	22.11.4900.0	1-Feb-20
Release 19.1	22.10.7600.0	20-Sep-19
R1807 – Onsite – SP2	21.90.9743.0	18-Jun-19
R1807 – Onsite – SP1	21.90.9738.0	27-Jan-19

- *Ensure KB2919355 is installed on Windows Server 2012 R2 prior to loading the PBX software

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:
  - [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 failback is not automatic. It is a manual process to move the users back to their primary switch and not the spare switch.
   - 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:

   NOTES:

   - Ensure to upgrade the build to 19.1 SP2 before going to any more recent builds due to database changes.

   - 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

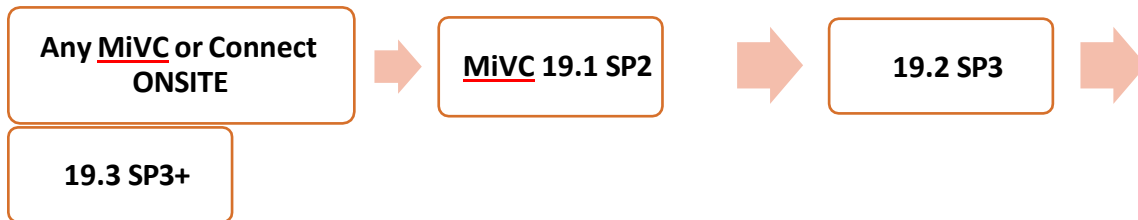| ST14.2 < GA30	⇨	ST14.2 GA30	⇨	MiVC 19.1 SP2

➔ 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.

ST14.2 GA30	⇨	MiVC 19.1 SP2

➔ All ShoreTel Connect ONSITE and MiVoice Connect versions from 19.1 SP1 or earlier must first upgrade to 19.1 SP2 before then to 19.2 SP3+. Only after those steps can you upgrade to 19.3 SP3.

Any <u>MiVC</u> or Connect ONSITE	➡	**<u>MiVC</u> 19.1 SP2**	➡	**19.2 SP3**	➡

19.3 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:

Mobility 7, 8	➡	**<u>Mobility 9</u>**

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

Contact Center 8, 9	➡	**<u>Connect Contact Center</u>**

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](#):

9. Upon the release of CentOS 7.5 it has been discovered that some LDVSs will have a maximum MTU size of 1400. This will cause communication issues with the HQ server. For more information please see our knowledgebase article for partners [here](#), and for enterprise customers [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.

Mitel 6900 Phone Upgrades from 19.2 GA or older

When upgrading the Mitel 6900-series phones to phone firmware 6.0 or greater which was first released with 19.3, 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 19.3. Administrators may also choose to manually reboot the phones then promptly upgrade to the new 19.3 firmware before the log files accumulate. In some cases, multiple phone reboots have been required.

DHCP Scope Considerations for 6900 Phone Series

MiVoice Connect 19.3 requires the DHCP scope changes announced in 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 onward, 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 19.3 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*.

Resolved Issues

The list below contains MiVoice Connect 19.3 Service Pack 3 Hot Fix 3

Issue Key	Resolved in MiVC 19.3 SP3 HF3
MIVC-6177	Flooding of Auth Request from Outlook addons
MIVC-5463	Mobility users unable to authenticate after upgrade to 19.3 SP3 HF1
MiVC-6410	D2 Changes causes softphone freezes
MIVC-5412	CentOS DNS issue when primary DNS fails causing delay and TMS issues as well as WG and voicemail issues
MIVC-5020	CSRF, Edge Gateway
MIVC-5276	After update to 19.3 SP3 calls to hunt group the calls default to the headset button on IP230 phones
MIVC-5242	ST switches HQ Server IP address Octets in reverse in RegEdit and printenv
MIVC-5214	ST100A switch takes 40 mins to boot after upgrade to 19.3
MIVC-4843	Connect clients not able to log in and softphone timeouts
MIVC-4852	UAE Incoming CLID adding local area code to trunk call so incorrect CLID

MIVC-5068	Edge Gateway graphs removed
MIVC-5008	Edge Gateway Troubleshooting page added parameter validation
MIVC-5058	Edge Gateway SOAP interface update
MIVC-5279	After upgrading to 19.3 SP3, Connect Client no longer plays voicemails through the PC
MIVC-5130	Voicemail to Email Link Results in 502 - "Web server received an invalid response while acting as a gateway or proxy server"
MIVC-5417	Update System admin guide with note that "Email voicemail as link" is supported in HQ, WDVS and LDVS only
MIVC-4587	UCB Reflective XSS fix
MIVC-4999	EGW Monitor account removed/disabled
MIVC-5054	EGW Default password warning
MIVC-5060	Corrected improper access control
MIVC-5126	vPhone Switches Frequently Crash, Stts Coredumps
MIVC-4981	When Hunt Group Calls are Presented to MGCP Phone Users With Speaker as Default Audio Path Get No Audio When Handset is Lifted
MIVC-4845	There are two records for monitoring service with two different build numbers.
MIVC-4486	Event ID: 106 Switch SG220T1A: Task exception occurred. System automatically restarting
MIVC-4825	WG Agent Clicks on a WG call in Connect Client to Retrieve From the Queue but Gets Presented a Different Call
MIVC-4750	vPhone switch configured as a Spare switch shows firmware mismatch in Director Alerts page due to switch language discrepancy with TMS
MIVC-4785	Connect Client Resizing Groups Causes Names To Disappear
MIVC-4752	German for hours and Day and remove 12 hour connotation so only 24 hours
MIVC-4729	Translation and format issues with connect Client in German Language
MIVC-4561	Connect Client - Unable to play Voicemail Greetings via PC Speakers

MIVC-4495	Client to client screenshare failing after upgrade to 19.3
MIVC-4662	Hunt Group Calls Answered by MGCP Phones Have Audio Issues After Upgrade to 19.3 SP1
MIVC-4560	Unable to save recorded calls as a wav file when Right Clicking on it in the new connect client
MIVC-4184	LDVS WSS Log File Does Not Roll Daily
MIVC-4974	Virtual phone switches rebooting and generating STTS core dumps

The List below contains MiVoice Connect 19.3 Service Pack 2

Issue Key	Resolved in MiVC 19.3 SP2
MIVC-4687	MySQL Critical security vulnerability MySQL CVE-2022-21600
MIVC-4575	TMS continuous crashing on HQ server post 19.3 Sp1 upgrade
MIVC-4522	3 Digit user extensions unable to transfer to voicemail causing message to send the area code
MIVC-4511	After upgrade to 19.3 SP1, unable to dial site to site with site prefix code
MIVC-4494	WG agents being logged out of WG and VM for WG not showing
MIVC-4467	ST24a: HQ not showing in Maintenance > Status and Maintenance > Appliances> Status Tab
MIVC-4383	Workgroup Agents no audio after upgrade to 19.3
MIVC-4357	Unable to save recorded calls as a wav file when right clicking on it in the new Connect Client
MIVC-4123	Running a repair on MiVC 19.2 or later fails and gives "Database restore failed due to incomplete backup" error message
MIVC-3942	CAS and TMS services will not start on Dell servers

Issue Key	Resolved in MiVC 19.3 SP2
MIVC-3703	Able to create OSE ranges in non-extension ranges
MIVC-2978	In Director clicking "Primary Switch" link in the User page incorrectly goes to a users phone managing witch page when user is hot desked

The List below contains MiVoice Connect 19.3 Service Pack 1

Issue Key	Resolved in MiVC 19.3 SP1
MIVC-4271	Multi HQ Sites appear in Director after upgrade to 19.3
MIVC-4267	Security Vulnerability: Command Injection via Edge Gateway (CVE-2022-40765)
MIVC-4245	Mitel MS Dynamics app 19.2.1 displays a failed icon when the app has successfully logged in.
MIVC-4184	LDVS WSS Log file does not roll over daily
MIVC-3988	Hunt Group prompts are not heard on ST100 switch series managed by WDVS
MIVC-3437	Virtual Service Appliance shows lost Communication in Director but no loss to Functionality
MIVC-3253	R1807 to 19.2SP1 Upgrade - ST2D switches fail to bring up all ports back into service
MIVC-2830	Digit Translation Table Cannot have more than 99 working entries
MIVC-2311	MSA TAPI SDK (MiVoice Connect) – Random Out of Service and In Service events.

The List below contains MiVoice Connect 19.3 and latest Phone 6900 Firmware resolved issues:

Issue Key	Resolved in MiVC 19.3
MIVC-4152	Updates to the *Mitel for Zendesk Deployment Guide.* Links to Zendesk resources have been updated
MIVC-4018	Cannot join web conference audio via computer/audio option from Chrome or Edge browsers
MIVC-4007	Jack Based Music On hold option is missing from Director for SGT1K switch type.

Issue Key	Resolved in MiVC 19.3
MIVC-3938	Cannot change trunk group when HQ is configured as SMDI Voicemail server
MIVC-3687	While Listening to Workgroup Voicemail, if Interrupted by a voice call a user cannot listen to the message again afterwards if they attempt to.
MIVC-3658	Digit translation table cannot have more than 99 working entries
MIVC-3618	Updates to the *MiVoice Connect RAY BAUM'S General Overview and Solution Deployment Guide for Red Sky.* Red Sky Configuration parameters have been updated.
MIVC-3530	Emergency 911 calls are handled normally when a 9100 range is present.
MIVC-3418	HeapStatus DB tables causing Sysmgr to crash after an upgrade or new DVS installation.
MIVC-3358	Calls to Auto Attendant Fail to load configured Voice Prompts Periodically
MIVC-3357	*Find Me* Feature calls are disconnected and sent to voicemail instead of the External destination
MIVC-3346	Some Connect PBX service start and stop events are not displayed in Director Event Logs
MIVC-3286	Advanced Reporting Application Fails to install on Windows 2019 Server
MIVC-3248	Mobility - Emoji not visible on mobile client
MIVC-3247	Mobility: Client shows custom presence text if user is in available status
MIVC-3243	IPDS crash when moving Switches between HQ and DVS server and vice versa
MIVC-3186	Security vulnerability in Apache Log4j library as CVE-2021-44228
MIVC-3175	Salesforce Softphone plugin: does not activate on current browser tab if opened previously on another tab
MIVC-3104	Periodic connection issues to RAST service due to Edge Gateway core dump
MIVC-3060	SysMgr service fails to start after upgrade if disk reclaim tool was run prior
MIVC-3044	Analog phones hear ringback tone on active calls
MIVC-3031	Mobility Router ICMP time stamp response vulnerability (CVE-1999-0524)
MIVC-2932	Cannot activate new system License Key after migration to new server

Issue Key	Resolved in MiVC 19.3
MIVC-2897	Mobility Router: Anonymous SSL cipher security vulnerability (CVE-2007-1858)
MIVC-2742	Mobility Router: Unable to start SIP service when uploading wild card certificate into the Local certificate
MIVC-2674	Connect Client Log4Net.dll security vulnerability (CVE-2018-1285)
MIVC-2643	Unable to retrieve parked calls if phone user is managed by the LDVS
MIVC-2474	Cannot upload the Record2File2 files when SG/ST series switch is managed by LDVS
MIVC-2472	Director Route Points description update in the User interface
MIVC-2371	CDR migration errors after Upgrades to 19.2 SP1
MIVC-2358	Security Vulnerability: Nginx library Updates for PBX
MIVC-2159	Mobility Client: unable to search Enterprise directory "cannot connect to server"
MIVC-2138	High I/O usage caused by CDR processing
MIVC-1942	ST100DA-E1 port programming from director configures the next port up. Example: configure Port 1 and Port 2 is configured.
MIVC-1774	Unable to provision/configure Mobility Router on R2012 server or later
MIVC-1731	During Failover, Spare switch shows Firmware Update Available instead of In-service
MIVC-1380	Cannot pause Recording in salesforce integrated client
MIVC-1266	Cannot dial internal extensions with Site Prefixes
MIVC-1176	Mobility Router responding to ARP requests from IP addresses that are not configured.
MIVC-2464	The Connect Client creates a Debug.log file on the user desktop
MI-50	IP400 NTP client crash when connection lost to external NTP server
MI-121	Incoming calls are auto answered during Revolution Bell or announcement
MI-65	IP400 periodically reboots due to a Kernel unhandled exception

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
6900 Series Phones		
DTP-50863	6970 Conference Phone, Packet Fragmentation on calls	By Default, 'All' codecs are advertised on the 6970 which can cause packet fragmentation on some networks. **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.
Connect Client		
MIVC-2882	When attempting to set Location in Connect client for RAY BAUM'S compliance the form does not render properly. You cannot set the Location successfully when the menu renders this way. To work around this, close and re-open the Emergency Location menu and the form to set your location will render properly.	Mitel will resolve this issue in a future release
MIVC-2973	Connect Client users with fixed Device (not softphone) will see Red Exclamation in CTI Mode. This display status only applies to a softphone Configured and can be ignored in CTI mode.	Mitel will resolve this issue in a future release

MIVC-4215	Connect Client: Exchange Credentials are required for Outlook UCB add-on. This feature does not work with PBX authentication	Mitel will resolve this issue in a future release
MIVC-4145	Connect Client: Single sign on required for Outlook Contacts plugin. This feature does not work with PBX authentication	Mitel will resolve this issue in a future release
MIVC-4262	Additional Authentication login prompts appear while logged into to the connect client	A workaround exists documented in KB000007673

Known Product Limitations

Product Limitation	Description
Windows Server Secure Driver Signing	During Installation of MiVoice Connect you receive a message "A digitally signed driver is required for Shoreware media Driver", blocking installation. The workaround is to disable secure boot in the bios preventing the digital signing verification from occurring. Mitel is working to resolve this in a future release.
VMware	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.
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.

Product Limitation	Description
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 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	**Serial login: Difference from Legacy Switches** the Baud rate has increased from 19200 to 115200. **SSH Login:** Difference from Legacy Switches ST voice switches are only accessible with the HQ_RSA key (Use Puttygen to create *.ppk key) **Difference from Legacy Switches** ST voice switches do not allow telnet access

Document Revisions:

Date	Description	Version
Sept 26,2022	19.3 SP1 First Publication	1.0
Sept 26,2022	Update: Clarification for 7 digit dialing end of support	1.1
Nov 3,2022	Update: update Doc reference names in functional settings	1.2

Jan 6, 2023	19.3 SP2 First Publication	1.3
May 11, 2023	19.3 SP3 First Publication	1.4
Aug 4, 2023	19.3 SP3 HF1 First Publication	1.5
Aug 18, 2023	19.3 SP3 HF2 First Publication	1.6
Oct 12, 2023	Update: Product Enhancements	1.7