



A MITEL
PRODUCT
GUIDE

CloudLink Gateway on MiVoice Business

Deployment Guide

January 2026

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Introduction

1

This chapter contains the following sections:

- [What is CloudLink?](#)
- [Mitel Administration](#)

1.1 What is CloudLink?

Mitel CloudLink is a platform that enables communication between the on-premise PBX (such as MiVoice Business) and cloud-based applications such as Mitel Administration (see below) or MS Teams.

CloudLink includes:

- **CloudLink Platform:** The technology platform that provides services for CloudLink apps.
- **CloudLink Gateway (CLGW):** Technology that connects privately deployed Private Branch Exchanges (PBXs) to the CloudLink platform and CloudLink applications.
- **CloudLink Daemon (CLD):** A system service installed on supported on-premises platforms (for example: MiVoice Business, MiVoice Border Gateway, and MiCollab) that connects systems to the CloudLink platform for system inventory, remote management, and CloudLink application enablement.
- **CloudLink Apps:** Applications that use the CloudLink Application Programming Interfaces (APIs) and micro-services to provide hybrid communications services to our customers. For example, Mitel Voice Assist.

1.2 Mitel Administration

The Mitel Administration is a web-based application that enables Mitel Partners and Customer Administrators to create and manage customer accounts. It also enables Account Administrators to manage users and services in privately deployed systems, such as MiVoice Business.

A CloudLink account is required to deploy the gateway. As a partner, you can create a CloudLink account for the customer if one does not already exist. After creating the account, you can begin deploying the CloudLink Gateway and associate it with the account.

Deploying the CloudLink Gateway on a MiVB cluster

2

This chapter contains the following sections:

- [Important information](#)
- [System topology](#)
- [Software requirements](#)
- [Unsupported Platforms](#)
- [Fresh deployment process](#)

This chapter provides detailed guidance on deploying the CloudLink Gateway on a MiVoice Business (MiVB) cluster. It covers key considerations such as understanding the system topology and software requirements, enabling the CloudLink Daemon, and installing the CloudLink Gateway on all the required PBX nodes. The chapter also outlines the step-by-step deployment process to follow.

Scope and applicability:

This chapter applies to standard MiVoice Business (MiVB) deployments, including MiVB Virtual, ISS, and EX platforms.

For MiVoice Business Solution Virtual Instance (MiVB SVI) deployments, refer to [Onboarding and Migrating CloudLink Gateway for MiVB SVI](#).

For MiVoice Business deployments running on an SMB Controller (SMBC), refer to [Onboarding and Migrating CloudLink Gateway for SMBC](#).

2.1 Important information

In the Mitel CloudLink environment, the CloudLink Gateway must be installed on each MiVoice Business node that serves as a primary user controller, a secondary resilient failover user controller, or has a CloudLink SIP trunk. MiVB nodes in the cluster that do not serve any of these roles and do not have a CloudLink SIP trunk do not need the CloudLink Gateway installed. The gateway provides Computer Telephony Integration (CTI) services by monitoring the status of PBX lines through the MiTAI interfaces on the local MiVB node. It then generates CTI events and transmits them to the CloudLink Platform.

For deployments where the CloudLink Gateway is currently running on MiVoice Border Gateway (MBG), it must be migrated to run on each required PBX node. For detailed instructions on how to migrate the CloudLink Gateway from MBG to MiVB, please refer to the section [Migrating CloudLink Gateway from MBG to MiVoice Business](#) on page 11.

Additionally, the CloudLink Daemon must be enabled on all systems within the enterprise LAN, such as MiVB, MBG, MiCollab, MCX, etc. This ensures that these platforms are included in the System Inventory and can be managed remotely from the cloud. Moreover, their SWA status can be monitored in the Mitel Administration portal. For detailed information about the CloudLink Daemon, please refer to the [CloudLink Daemon Solution Guide](#).

2.2 System topology

The following diagram illustrates an example of a CloudLink deployment.

It shows two resilient pairs of MiVoice Business (MiVB) nodes. In each pair, one node acts as the primary user controller, while the other serves as the secondary (resilient) failover user controller.

In addition, there is a standalone node used as a trunking gateway with CloudLink SIP trunks, and another standalone node is also included in the deployment.

This example is not exhaustive—the solution is designed to support **multiple nodes** beyond what is shown here.

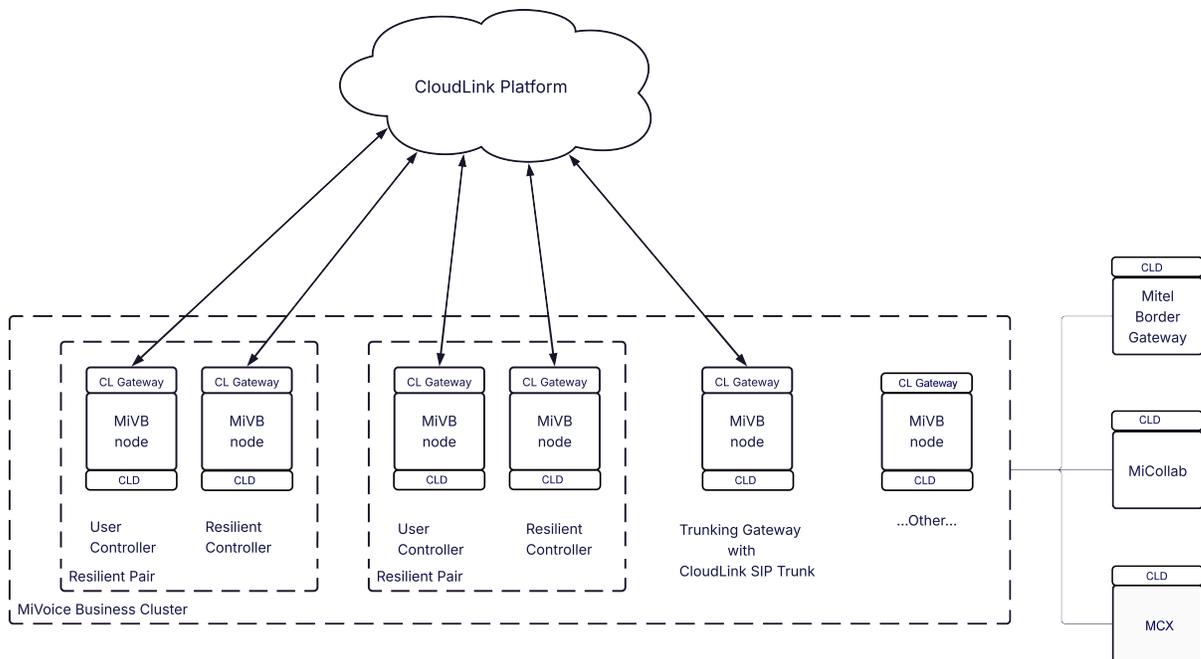


Figure 1: CloudLink Gateway running on a MiVoice Business cluster

This reference architecture illustrates the logical interaction between the CloudLink platform, CloudLink Gateway, CloudLink Daemon, and MiVoice Business components, independent of their physical placement.

The same architecture applies when MiVoice Business is deployed in the following configurations:

- Traditional MiVoice Business cluster deployments
- MiVoice Business Solution Virtual Instance (SVI) deployments
- MiVoice Business deployments on an SMB Controller (SMBC)

While component placement and hosting may vary by deployment model, CloudLink Gateway and CloudLink Daemon interactions with the CloudLink platform remain consistent.

While the logical CloudLink architecture is consistent across deployment models, deployment and migration procedures for MiVB SVI and SMBC are described in their respective chapters.

Install the CloudLink Gateway and enable the CloudLink Daemon on the required PBX nodes (see section [Important information](#) on page 2).

Optional components such as MiCollab and Mitel CX can also be integrated in the enterprise LAN. Both support the CloudLink Daemon. For detailed information about the CloudLink Daemon, please refer to the [CloudLink Daemon Solution Guide](#).

Note:

CloudLink Gateway placement is not limited to user or agent controllers. For deployments that use Network ACD Paths or applications that require ACD path monitoring (for example, MCX or WorkflowStudio), the CloudLink Gateway must also be deployed on the MiVoice Business nodes hosting those ACD paths. In such cases, the ACD controller may be different from the agent controller.

2.3 Software requirements

All PBX nodes in the enterprise LAN must be at the required software versions or later. Any PBX node operating below these versions must be upgraded before deploying the CloudLink Gateway.

This section applies to standard MiVoice Business (MiVB) deployments, including Virtual, ISS, and EX platforms.

For standard MiVoice Business deployments, the following minimum software level is required:

- MiVoice Business PBX Release 10.3 or later

Note:

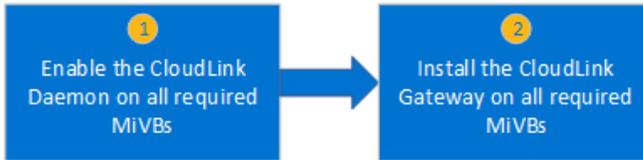
- For MiVoice Business Solution Virtual Instance (MiVB SVI) deployments, refer to [Onboarding and Migrating CloudLink Gateway for MiVB SVI](#).
- For MiVoice Business deployments running on an SMB Controller (SMBC), refer to [Onboarding and Migrating CloudLink Gateway for SMBC](#).

2.4 Unsupported Platforms

The following platforms are currently not supported: MiVB CX-II, CXi-II, MXe-III, and MiVB AX.

2.5 Fresh deployment process

The fresh deployment of the CloudLink Gateway follows these key steps, which must be completed in the specified order.



This fresh deployment procedure applies only to **standard MiVoice Business deployments**.

Note:

- For MiVoice Business Solution Virtual Instance (MiVB SVI) deployments, refer to [Onboarding and Migrating CloudLink Gateway for MiVB SVI](#).
- For MiVoice Business deployments running on an SMB Controller (SMBC), refer to [Onboarding and Migrating CloudLink Gateway for SMBC](#).

2.5.1 Enable the CloudLink Daemon on MiVB

The CloudLink Daemon is required on any MiVB nodes where the CloudLink Gateway will be deployed, meaning on every MiVB node that has or will have primary/secondary users or a SIP trunk. Additionally, the CloudLink Daemon must be linked to the same CloudLink account.

To do this, follow the steps below for each required MiVB node:

1. Log in to the MSL Server Manager.

2. Enable the CloudLink Daemon.

3. Link the system hosting the CloudLink Daemon to CloudLink.

Note: To complete the process, you must log in to Mitel Administration as an Account Admin user.

4. Start the required tunnels for the feature(s) you want to use:

The screenshot shows the CloudLink Daemon configuration page. On the left is a navigation menu with categories: ServiceLink, Administration, Security, Configuration, and Miscellaneous. The main content area includes sections for About, CloudLink Registration, Inventory Report Submission, CloudLink Daemon Update, and Tunnels. The Tunnels section contains a table with columns: Component, Tunnel, Status, Control, and Description.

| Component | Tunnel | Status | Control | Description |
|------------------|------------------------------|--------|-----------------------|--|
| MSL | Server Manager | | Start | Remote access via CloudLink Gateway portal |
| | MSL REST interface | | Start | Remote access via CloudLink Gateway portal |
| MiVoice Business | administration web interface | | Start | Remote access via CloudLink Gateway portal |
| | REST interface | | Start | Remote access via CloudLink Gateway portal |

For **Remote Management**, the following tunnels must be started on the MiVB node:

| Component | Tunnel |
|------------------|------------------------------|
| MSL | Server Manager |
| MiVoice Business | administration web interface |

For **Mitel Administration**, the following tunnels must be started on the MiVB node:

| Component | Tunnel |
|------------------|--------------------|
| MSL | MSL REST Interface |
| MiVoice Business | REST Interface |

For detailed instructions on how to enable the CloudLink Daemon on MiVoice Business, please refer to the [Mitel Administration User Guide](#).

2.5.2 Install the CloudLink Gateway on MiVB

Install the CloudLink Gateway on all MiVBs that require it by following the below steps for each one:

1. Log in to the MSL Server Manager.
2. Under **Configuration**, click **CloudLink**.

- In the **CloudLink** page that opens, click **Install CloudLink gateway**.

The screenshot shows the Mitel MiVoice Business CloudLink Daemon configuration page. The page is divided into several sections:

- ServiceLink:** Blades, Status
- Administration:** Web services, Backup, Restore, View log files, Event viewer, System information, System monitoring, System users, Shutdown or reboot, Virtualization
- Security:** Remote access, Syslog, Web Server
- Configuration:** Networks, E-mail settings, **CloudLink** (highlighted), Google Apps, Cloud Service Provider, DHCP, Date and Time, Hostnames and addresses, Domains, IPv6-in-IPv4 Tunnel, SNMP, Ethernet Cards, Review configuration
- Miscellaneous:** Support and licensing, Help

The main content area is titled **CloudLink Daemon** and includes the following sections:

- About:** Version 1.8.8+65, [Mitel Cloud Services Terms and Conditions Licenses](#)
- CloudLink Registration:** Account ID, [Mitel Administration](#), [Disconnect from CloudLink](#)
- Inventory Report Submission:** Last: Wed, 18 Dec 2024 05:15:02 EST -0500, Next: Wed, 18 Dec 2024 06:15:00 EST -0500
- CloudLink Daemon Update:** Schedule: Every day, 01:04, [Reschedule](#), Last update: Wed, 18 Dec 2024 01:04:07 EST -0500, Last check: Wed, 18 Dec 2024 01:04:15 EST -0500, Next check: Thu, 19 Dec 2024 01:04:00 EST -0500, [Pause](#)
- CloudLink Gateway Integration:** [Install CloudLink gateway](#) (highlighted with a red box and arrow)
- Tunnels:**

| Component | Tunnel | Status | Control | Description |
|------------------|------------------------------|---------|----------------------|--|
| MSL | Server Manager | started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | started | Stop | Remote access via Mitel Administration |
| MiVoice Business | administration web interface | started | Stop | Remote access via Mitel Administration |
| | REST interface | started | Stop | Remote access via Mitel Administration |

The Mitel CloudLink Gateway license agreement appears.

- Review the licensing information, then scroll to the bottom of the page and click **Accept All Licenses**. The installation process for the CloudLink Gateway blade begins. The installation screen provides an installation **Progress Overview** and **Progress Details**.

A successful installation message appears below the Process Overview when the blade is completely installed.

After installation:

- On the **CloudLink** page, two additional tunnels appear under the **Tunnels** section. These tunnels start automatically:

CloudLink Daemon

Standard view [Switch to debug view](#)

About

| | |
|----------------|---|
| Version | 1.8.15+74 Mitel Cloud Services Terms and Conditions Licenses |
|----------------|---|

CloudLink Registration

| | |
|-------------------|--|
| Account ID | Mitel Administration |
| Region | North America Disconnect from CloudLink |

Inventory Report Submission

| | |
|-------------|-------------------------------------|
| Last | Wed, 19 Feb 2025 12:15:02 EST -0500 |
| Next | Wed, 19 Feb 2025 13:15:00 EST -0500 |

CloudLink Daemon Update

| | |
|--------------------|--|
| Schedule | Every day <input type="button" value="v"/> 01:30 <input type="button" value="v"/> Reschedule |
| Last update | Wed, 15 Jan 2025 01:30:11 EST -0500 |
| Last check | Wed, 19 Feb 2025 01:30:00 EST -0500 |
| Next check | Thu, 20 Feb 2025 01:30:00 EST -0500 Pause |

CloudLink Gateway Integration

CloudLink Gateway is installed
[Status](#)

Tunnels

| Component | Tunnel | Status | Control | Description |
|-------------------|------------------------------|---------|----------------------|--|
| CloudLink Gateway | CLGW REST interface | started | | Remote access via Mitel Administration |
| MSL | Server Manager | started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | started | Stop | Remote access via Mitel Administration |
| MiVoice Business | administration web interface | started | Stop | Remote access via Mitel Administration |
| | REST interface | started | Stop | Remote access via Mitel Administration |
| | CLGW REST interface | started | | Remote access via Mitel Administration |

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel |
|-------------------|---------------------|
| CloudLink Gateway | CLGW REST Interface |
| MiVoice Business | CLGW REST Interface |

- The CloudLink Gateway is automatically onboarded. To verify, select **CloudLink Gateway** under **Applications** and confirm that the **Account number / Account ID** is displayed.

The screenshot shows the Mitel MiVoice Business administration interface. At the top, the Mitel logo and 'MiVoice Business' are displayed on the left, and the user email 'admin@mivb-1.mycompany.local' and status 'Major' are on the right. A left-hand navigation menu includes sections for Applications, ServiceLink, Administration, and Security. The 'Applications' section is expanded, and 'CloudLink Gateway' is highlighted with a red box and a red arrow. The main content area is titled 'CloudLink Gateway' and includes a 'CloudLink portal' button. Below this is a 'Status' section with a table showing system details. The 'Account Number / Account ID' column in this table is highlighted with a red box. Further down, there is a 'Containers' table and a 'Diagnostics' section with 'Run Diagnostics' and 'Restart CloudLink Gateway' buttons.

Applications

- CloudLink Gateway

ServiceLink

- Blades
- Status

Administration

- Web services
- Backup
- Restore
- View log files
- Event viewer
- System information
- System monitoring
- System users
- Shutdown or reboot
- Virtualization

Security

- Remote access
- Syslog
- Web Server

CloudLink Gateway

Click the button to access the CloudLink portal for onboarding and configuration.

[CloudLink portal](#)

Status

| Stage | Version | Supported Call Manager | Account Number / Account ID | Performance Profile |
|-------------|----------|------------------------|-----------------------------|--------------------------|
| Development | 2.4.5-04 | MiVoice Business | | Small (2 CPU(s), 1.5GiB) |

Containers

| Container | Version |
|-----------|---------------|
| CloudLink | 1.3.0.01-3254 |

Diagnostics

Click 'Run Diagnostics' to view.

[Run Diagnostics](#) [Restart CloudLink Gateway](#)

Migrating CloudLink Gateway from MBG to MiVoice Business

3

This chapter contains the following sections:

- [Before migration](#)
- [Migration process](#)
- [Verifying migration success](#)

This section applies to standard MiVoice Business deployments.

Note:

- For MiVoice Business Solution Virtual Instance (MiVB SVI) deployments, refer to [Onboarding and Migrating CloudLink Gateway for MiVB SVI](#)
- For MiVoice Business deployments running on an SMB Controller (SMBC), refer to [Onboarding and Migrating CloudLink Gateway for SMBC](#)

Current CloudLink deployments, where the CloudLink Gateway runs on a MiVoice Border Gateway (MBG), must be migrated so that the CloudLink Gateway operates on each MiVoice Business node that requires it. To achieve this, the CloudLink Daemon must be enabled on all applicable systems within the enterprise LAN, including MiVoice Business, MBG, MiCollab, and MCX.

Running the CloudLink Gateway on MiVoice Business nodes rather than on an MBG allows CloudLink Gateway capacity to scale as additional MiVoice Business nodes are added to the network. This configuration is also required for Zoom integration. Since cloud traffic is no longer routed through a single MBG node, the MBG no longer becomes a bottleneck when adding additional MiVoice Business nodes. Cloud-based features such as Mitel Administration for MiVoice Business and Microsoft Teams presence synchronization continue to operate as before, with cloud traffic routed directly to the MiVoice Business node instead of through the MBG, provided the migration follows the steps outlined in this section.

3.1 Before migration

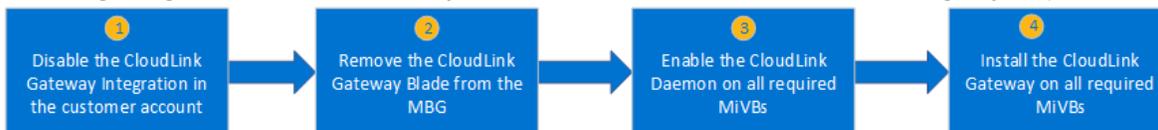
Before beginning the migration process, ensure the following prerequisites are met:

- **Software Version:** All MiVBs within the enterprise LAN must run the required software version or higher, as specified in the [Software requirements](#) on page 4 section. Additionally, the MBG where the CloudLink Gateway is currently installed must be running MiVoice Border Gateway Release 11.5 or later.
- **Supported platforms:** Confirm that all MiVBs within the LAN are running on a supported platform. For information on unsupported platforms, refer to the [Unsupported Platforms](#) on page 4 section.

- **Resource Requirements:** MiVBs that will host the CloudLink Gateway (i.e., those with primary/secondary users or a CloudLink SIP trunk) must meet the additional system requirement of 1 GB RAM to support the CloudLink Gateway.

3.2 Migration process

When migrating the CloudLink Gateway from MBG to a MiVB cluster, the following key steps are involved:



i Note:

Steps 3 and 4 of the migration process closely mirror those in the fresh deployment process. The only difference is that, in addition to the required MiVB nodes, the CloudLink Daemon must also be enabled on the MBG from which the CloudLink Gateway Blade is removed.

3.2.1 Disable the CloudLink Gateway Integration in the customer account

If the CloudLink Gateway was previously installed on MBG, the Mitel Administration portal will display the CloudLink Gateway integration in the Integrations panel. This integration must be disabled as it pertains to the CloudLink Gateway on the MBG.

To disable the CloudLink Gateway integration, perform the following:

1. [Log in to the Mitel Administration Portal](#).
2. Select the CloudLink customer account that you want to manage.
3. Access the **Integrations** panel from the Account Information page or from the **Integrations & Apps** left navigation menu.
4. Disable the toggle button associated with the **CloudLink Gateway** integration.

3.2.2 Remove the CloudLink Gateway Blade from the MBG

The CloudLink Gateway blade must be removed from the MBG, as the CloudLink Gateway no longer needs to be integrated with it.

To do this, follow the steps below:

1. Login to the MSL Server Manager
2. Navigate to the **Blades** panel.

3. Identify the **Mitel CloudLink Gateway** blade and click **Remove**.

Mitel Standard Linux | admin@mbg.mycompany.local | Status: Clear

Applications
 MiVoice Border Gateway
 CloudLink Gateway

ServiceLink
 Blades
 Status

Administration
 Web services
 Backup
 Restore
 View log files
 Event viewer
 System information
 System monitoring
 System users
 Shutdown or reboot
 Virtualization

Security
 Remote access
 Port forwarding
 Syslog
 Web Server
 MBG client certificates

Configuration
 Networks
 E-mail settings
 CloudLink
 Google Apps
 Cloud Service Provider
 DHCP
 Date and Time
 Hostnames and addresses
 Domains
 IPv6-in-IPv4 Tunnel
 SNMP
 Ethernet Cards
 Review configuration

Miscellaneous
 Support and licensing
 Help

Current list of blades
 Update list

Software download center: staging.swdlgw.mitel.com
 Last updated: Fri 13 Dec 2024 09:37:38 AM EST

| Blade | Description | Status | Installation | Documentation |
|----------------------------|---|-----------|---|----------------------|
| Mitel CloudLink Gateway | Mitel CloudLink Gateway | installed | Remove (V2.3.0) Upgrade Cache (V2.3.2) | View |
| MVF | The Mitel Virtualization Framework provides features and functions to support a Virtual Infrastructure for Mitel Applications. It also bundles VMWare Tools, wrapped to work correctly on Mitel Standard Linux. | installed | installed (V5.0.25.0) Upgrade Cache (V6.0.0.10) Upgrade Cache (V6.0.0.11) | |
| MarWatch Probe Blade | MarWatch marprobe service used with the MarWatch monitoring platform. | | Install Cache (V6.5.7.2) | |
| MiVoice Border Gateway | A secure gateway for VoIP traffic and associated Mitel applications | installed | Remove (V12.0.0.226) | |
| Blade-Remote_Fresh_Install | Remote Fresh Install of MSL 12.1. This blade will replace your existing MSL and application(s) with a new MSL release. | | Install Cache (V12.0.28.0) Install Cache (V12.1.8.0) | |
| ServiceLink | ServiceLink for Mitel Standard Linux | installed | installed (V11.0.110.0) | |

Mitel Standard Linux 11.0.110.0
 MiVoice Border Gateway 12.0.0.226
 © Mitel Networks Corporation

4. Click **Remove this blade** to confirm.
5. Follow the on-screen prompts to complete the removal.

3.2.3 Enable the CloudLink Daemon on all required MiVBs and MBG

The CloudLink Daemon must be enabled on any MiVB nodes where the CloudLink Gateway will be deployed. This includes all MiVB nodes that currently have or will have primary/secondary users or a SIP trunk. Additionally, the CloudLink Daemon must be enabled on the MBG from which the CloudLink Gateway Blade was removed. The CloudLink Daemon must also be linked to a CloudLink account.

To do this, follow the high-level steps below for each required node:

1. Log in to the MSL Server Manager.

2. Enable the CloudLink Daemon.

3. Link the system hosting the CloudLink Daemon to CloudLink.



Note:

To complete the process, you must log in to Mitel Administration as an Account Admin user.

4. Start the required tunnels for the feature(s) you want to use:

The screenshot shows the CloudLink Daemon configuration page. On the left is a navigation menu with categories like ServiceLink, Administration, Security, Configuration, and Miscellaneous. The main content area includes sections for About, CloudLink Registration, Inventory Report Submission, CloudLink Daemon Update, and Tunnels. The Tunnels section contains a table with columns for Component, Tunnel, Status, Control, and Description.

| Component | Tunnel | Status | Control | Description |
|------------------|------------------------------|--------|-----------------------|--|
| MSL | Server Manager | | Start | Remote access via CloudLink Gateway portal |
| | MSL REST interface | | Start | Remote access via CloudLink Gateway portal |
| MiVoice Business | administration web interface | | Start | Remote access via CloudLink Gateway portal |
| | REST interface | | Start | Remote access via CloudLink Gateway portal |

For **Remote Management**, the following tunnels must be started on the MiVB nodes:

| Component | Tunnel |
|------------------|------------------------------|
| MSL | Server Manager |
| MiVoice Business | administration web interface |

For **Mitel Administration**, the following tunnels must be started on the MiVB nodes:

| Component | Tunnel |
|------------------|--------------------|
| MSL | MSL REST Interface |
| MiVoice Business | REST Interface |

For detailed instructions on how to enable the CloudLink Daemon on MiVoice Business, please refer to the [Mitel Administration User Guide](#).

3.2.4 Install the CloudLink Gateway on MiVB

Install the CloudLink Gateway on all MiVBs that require it by following the below steps for each one:

1. Log in to the MSL Server Manager.
2. Under **Configuration**, click **CloudLink**.

3. In the **CloudLink** page that opens, click **Install CloudLink gateway**.

The screenshot shows the Mitel MiVoice Business CloudLink Daemon configuration page. The page is divided into several sections:

- ServiceLink:** Blades, Status
- Administration:** Web services, Backup, Restore, View log files, Event viewer, System information, System monitoring, System users, Shutdown or reboot, Virtualization
- Security:** Remote access, Syslog, Web Server
- Configuration:** Networks, E-mail settings, **CloudLink** (highlighted), Google Apps, Cloud Service Provider, DHCP, Date and Time, Hostnames and addresses, Domains, IPv6-in-IPv4 Tunnel, SNMP, Ethernet Cards, Review configuration
- Miscellaneous:** Support and licensing, Help

The main content area is titled **CloudLink Daemon** and includes the following sections:

- About:** Version 1.8.8+65, [Mitel Cloud Services Terms and Conditions Licenses](#)
- CloudLink Registration:** Account [Mitel Administration](#), Account ID [redacted], [Disconnect from CloudLink](#)
- Inventory Report Submission:** Last Wed, 18 Dec 2024 05:15:02 EST -0500, Next Wed, 18 Dec 2024 06:15:00 EST -0500
- CloudLink Daemon Update:** Schedule Every day 01:04, [Reschedule](#), Last update Wed, 18 Dec 2024 01:04:07 EST -0500, Last check Wed, 18 Dec 2024 01:04:15 EST -0500, Next check Thu, 19 Dec 2024 01:04:00 EST -0500 [Pause](#)
- CloudLink Gateway Integration:** [Install CloudLink gateway](#) (highlighted with a red box and arrow)
- Tunnels:**

| Component | Tunnel | Status | Control | Description |
|------------------|------------------------------|---------|----------------------|--|
| MSL | Server Manager | started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | started | Stop | Remote access via Mitel Administration |
| MiVoice Business | administration web interface | started | Stop | Remote access via Mitel Administration |
| | REST interface | started | Stop | Remote access via Mitel Administration |

The Mitel CloudLink Gateway license agreement appears.

4. Review the licensing information, then scroll to the bottom of the page and click **Accept All Licenses**. The installation process for the CloudLink Gateway blade begins. The installation screen provides an installation **Progress Overview** and **Progress Details**.

A successful installation message appears below the Process Overview when the blade is completely installed.

After installation:

- On the **CloudLink** page, two additional tunnels appear under the **Tunnels** section. These tunnels start automatically:

CloudLink Daemon

Standard view [Switch to debug view](#)

About

| | |
|----------------|---|
| Version | 1.8.15+74 Mitel Cloud Services Terms and Conditions Licenses |
|----------------|---|

CloudLink Registration

| | |
|-------------------|--|
| Account ID | Mitel Administration |
| Region | North America Disconnect from CloudLink |

Inventory Report Submission

| | |
|-------------|-------------------------------------|
| Last | Wed, 19 Feb 2025 12:15:02 EST -0500 |
| Next | Wed, 19 Feb 2025 13:15:00 EST -0500 |

CloudLink Daemon Update

| | |
|--------------------|--|
| Schedule | Every day <input type="button" value="v"/> 01:30 <input type="button" value="v"/> Reschedule |
| Last update | Wed, 15 Jan 2025 01:30:11 EST -0500 |
| Last check | Wed, 19 Feb 2025 01:30:00 EST -0500 |
| Next check | Thu, 20 Feb 2025 01:30:00 EST -0500 Pause |

CloudLink Gateway Integration

CloudLink Gateway is installed
[Status](#)

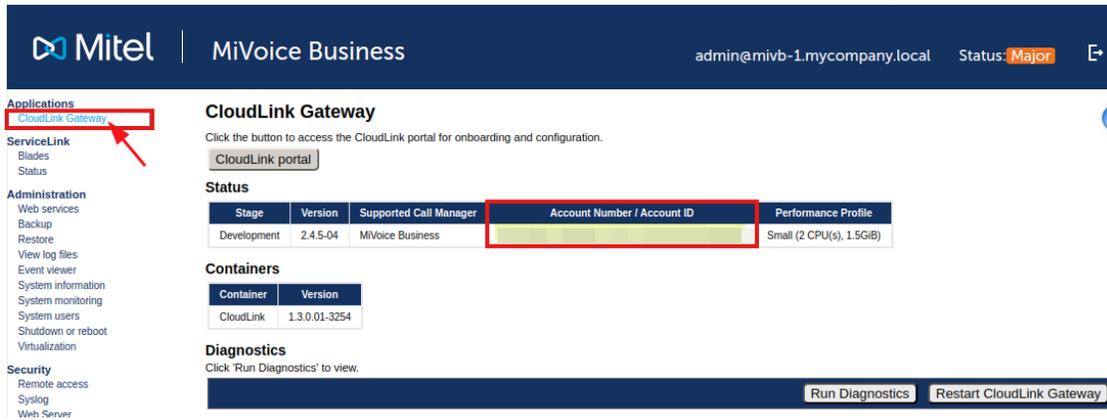
Tunnels

| Component | Tunnel | Status | Control | Description |
|-------------------|------------------------------|---------|----------------------|--|
| CloudLink Gateway | CLGW REST interface | started | | Remote access via Mitel Administration |
| MSL | Server Manager | started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | started | Stop | Remote access via Mitel Administration |
| MiVoice Business | administration web interface | started | Stop | Remote access via Mitel Administration |
| | REST interface | started | Stop | Remote access via Mitel Administration |
| | CLGW REST interface | started | | Remote access via Mitel Administration |

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel |
|-------------------|---------------------|
| CloudLink Gateway | CLGW REST Interface |
| MiVoice Business | CLGW REST Interface |

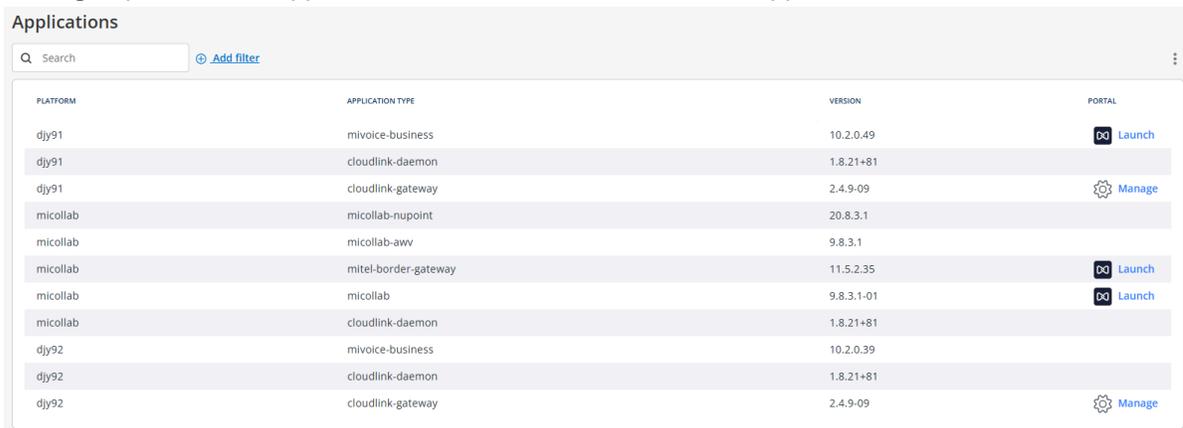
- The CloudLink Gateway is automatically onboarded. To verify, select **CloudLink Gateway** under **Applications** and confirm that the **Account number / Account ID** is displayed.



3.3 Verifying migration success

After migrating the CloudLink Gateway from MBG to the MiVB cluster, verify the success of the migration by checking the following in Mitel Administration:

- Platform and Application Listings:** Ensure that all MiVB platforms as well applications on these platforms, which are part of the CloudLink solution, are listed under **System Inventory > Platforms** and **System Inventory > Applications**, respectively.
- Manage Option for CloudLink Gateway Applications:** Navigate to **System Inventory > Applications** and locate applications with the **APPLICATION TYPE** `cloudlink-gateway`. The **Manage** option should appear in the **PORTAL** column for these applications.



- **SIP Trunk Application Setup:** The SIP Trunk Application Setup in **MiVoice Business > Settings** should automatically be updated.



SIP Trunk Application Setup

Setup SIP trunks for your CloudLink Applications.

SIP Trunk Setup

SIP connectivity for this solution has been established for the specified MiVoice Business and MiVoice Border Gateway.

SIP connectivity between your MiVoice Business solution and Mitel Applications has been established for the identified MiVoice Border Gateway and MiVoice Business.

To change or reconfigure your SIP Trunk application setup, please delete the current configuration then go through the setup steps.

MiVoice Business PBX

PBX*
mivb14 - mivb14.gtsca.mitel.com

Secondary PBX
mivb15 - mivb15.gtsca.mitel.com

MiVoice Border Gateway

MBG*
mbg7.mitel.com - 10.8.8.40

Delete

Onboarding and Migrating CloudLink Gateway for MiVoice Business Solution Virtual Instance (MiVB SVI) 4

This chapter contains the following sections:

- [Greenfield Onboarding of CloudLink Gateway to MiVB SVI](#)
- [Migration of the CloudLink Gateway from MBG to MiVB SVI](#)

This chapter outlines the procedures for onboarding the CloudLink Gateway in MiVoice Business Solution Virtual Instance (MiVB SVI) deployments and for migrating an existing CloudLink Gateway from a MiVoice Border Gateway (MBG) to MiVB SVI.

Software requirements:

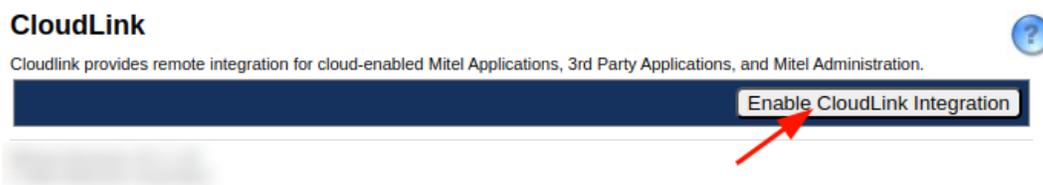
- MSVI 2.0.0.25
- Mitel Standard Linux (MSL) 12.1.31.0 or later
- MiVoice Border Gateway (MBG) 12.2.0.72 or later
- MiVoice Business Release 10.4.0.21 or later
- CloudLink Daemon 1.8.28 or later
- CloudLink Gateway 2.4 or later

4.1 Greenfield Onboarding of CloudLink Gateway to MiVB SVI

Use this procedure for **new SVI-based CloudLink Gateway deployments** that are not currently linked to a CloudLink account.

4.1.1 Enable the CloudLink Daemon

1. Log in to the **MSL**, Go to **Configuration > CloudLink**.
2. Click **Enable CloudLink Integration**.



3. Link the system hosting the CloudLink Daemon to CloudLink.

CloudLink Daemon

Standard view [Switch to debug view](#)

About

Version 1.6.2
[Mitel Cloud Services Terms and Conditions](#)
[Licenses](#)

Linking your system to CloudLink allows you to easily manage Cloud applications at the edge.

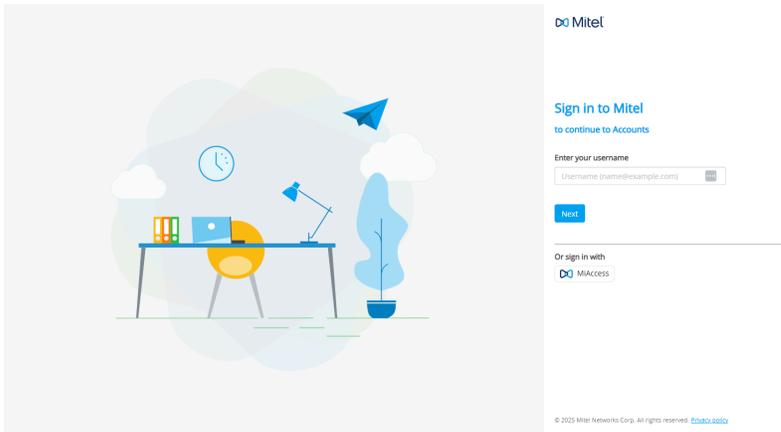
To activate, you will need a CloudLink account with administrator rights. If you do not have access to CloudLink, please talk to your authorized reseller.

[Link to CloudLink](#)



Note:

To complete the process, you must log in to Mitel Administration as an Account Admin user.



4. Start the required tunnels for the feature(s) you want to use:

MiVoice Business Solution Virtual Instance

ABOUT

| | |
|------------------------|--------------------------|
| Version | 1.8.60+131 |
| Uptime | 9m6s (9m7s) |
| Diagnostic data | Download |

Host

| | |
|---------------------|--|
| Hostname | pssvi01 |
| Host address | (pssvi01.insuplab.co.in, pssvi01, lansrc) (pssvi01.insuplab.co.in, pssvi01) |

CloudLink Registration

| | |
|-------------------|--------------------------------------|
| Account | Mitel Administration |
| Account ID | |
| Region | |

[Disconnect from CloudLink](#)

Inventory Report Submission

| | |
|-------------|-------------------------------------|
| Last | Tue, 13 Jan 2026 06:31:15 EST -0500 |
| Next | Wed, 14 Jan 2026 02:16:00 EST -0500 |

[Preview inventory report](#)

CloudLink Daemon Update

| | | | |
|--------------------|-----------|-------|----------------------------|
| Schedule | Every day | 01:06 | Reschedule |
| Last update | | | |

CloudLink Gateway Integration

CloudLink Gateway is installed
[Status](#)

Tunnels

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------------------|------------------------------|---------|----------------------|--|
| CloudLink Gateway | CLGW REST interface | Started | | Remote access via Mitel Administration |
| MSL | Server Manager | Started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | Started | Stop | Remote access via Mitel Administration |
| MiCollab | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Border Gateway | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | MBG REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | Remote access via Mitel Administration |

For **Remote Management**, the following tunnels must be started:

| Component | Tunnel |
|-----------|----------------|
| MSL | Server Manager |

| Component | Tunnel |
|------------------|------------------------------|
| MiVoice Business | administration web interface |

For **Mitel Administration**, the following tunnels must be started:

| Component | Tunnel |
|------------------|--------------------|
| MSL | MSL REST Interface |
| MiVoice Business | REST Interface |

4.1.2 Install the CloudLink Gateway

1. Log in to the MSL Server Manager.
2. Under **Configuration**, click **CloudLink**.
3. In the **CloudLink** page that opens, click **Install CloudLink gateway**.

Mitel | MiVoice Business Solution Virtual Instance

CloudLink Daemon
Standard view [Switch to debug view](#)
Tue, 13 Jan 2026 06:26:05 EST -0500

About
Version: 1.8.60+131
Uptime: 2m48s
Diagnostic data: [Download](#)

Host
Hostname: pssvi01
Host address: (pssvi01.insuplab.co.in, pssvi01, lansrc) (pssvi01.insuplab.co.in, pssvi01)

CloudLink Registration
Account: [Mitel Administration](#)
Account ID:
Region: [Disconnect from CloudLink](#)

Inventory Report Submission
Last:
Next: Wed, 14 Jan 2026 02:16:00 EST -0500
[Preview inventory report](#)

CloudLink Daemon Update
Schedule: Every day | 01:06 | [Reschedule](#)
Last update:

CloudLink Gateway Integration
[Install CloudLink Gateway](#)

Tunnels
[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------------------|------------------------------|--------|-----------------------|--|
| MSL | Server Manager | | Start | Remote access via Mitel Administration |
| | MSL REST interface | | Start | Remote access via Mitel Administration |
| MiCollab | Administration web interface | | Start | Remote access via Mitel Administration |
| | REST interface | | Start | Remote access via Mitel Administration |
| MiVoice Border Gateway | Administration web interface | | Start | Remote access via Mitel Administration |
| | MBG REST interface | | Start | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | | Start | Remote access via Mitel Administration |
| | REST interface | | Start | Remote access via Mitel Administration |
| | REST interface | | Start | End user API access to MiVB Services |

[Mitel Cloud Services Terms and Conditions](#)
[Licenses](#)

The Mitel CloudLink Gateway license agreement appears.

- Review the licensing information, then scroll to the bottom of the page and click **Accept All Licenses**. The installation process for the CloudLink Gateway blade begins. The installation screen provides an installation **Progress Overview** and **Progress Details**.

A successful installation message appears below the Process Overview when the blade is completely installed.

After installation:

- On the **CloudLink** page, two additional tunnels appear under the **Tunnels** section. These tunnels start automatically:

ABOUT

Version 1.8.60+131
Uptime 9m6s (9m7s)
Diagnostic data [Download](#)

Host

Hostname pssvi01
Host address (pssvi01.insuplab.co.in, pssvi01, lansrc) (pssvi01.insuplab.co.in, pssvi01)

CloudLink Registration

Account [Mitel Administration](#)
Account ID
Region [Disconnect from CloudLink](#)

Inventory Report Submission

Last Tue, 13 Jan 2026 06:31:15 EST -0500
Next Wed, 14 Jan 2026 02:16:00 EST -0500
[Preview inventory report](#)

CloudLink Daemon Update

Schedule Every day 01:06
Last update

CloudLink Gateway Integration

CloudLink Gateway is installed
[Status](#)

Tunnels

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------------------|------------------------------|---------|----------------------|--|
| CloudLink Gateway | CLGW REST interface | Started | | Remote access via Mitel Administration |
| MSL | Server Manager | Started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | Started | Stop | Remote access via Mitel Administration |
| MiCollab | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Border Gateway | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | MBG REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | End user API access to MiVB Services |
| | CLGW REST interface | Started | | Remote access via Mitel Administration |

[Mitel Cloud Services Terms and Conditions](#)
[Licenses](#)

| Component | Tunnel |
|-------------------|---------------------|
| CloudLink Gateway | CLGW REST Interface |
| MiVoice Business | CLGW REST Interface |

- The CloudLink Gateway is automatically onboarded. To verify, select **CloudLink Gateway** under **Applications** and confirm that the **Account number / Account ID** is displayed.

CloudLink Gateway

Click the button to access the CloudLink portal for onboarding and configuration.

[CloudLink portal](#)

Status

| Stage | Version | Supported Call Manager | Account Number / Account ID | Performance Profile |
|------------|-----------|------------------------|-----------------------------|----------------------------|
| Production | 2.4.18-10 | MiVoice Business | | Medium (6 CPU(s), 11.5GiB) |

Containers

| Container | Version |
|-----------|---------------|
| CloudLink | 1.4.0.01-4921 |

Diagnostics

Click 'Run Diagnostics' to view.

MiVoice Business Solution Virtual Instance 0.0.0.0
 Mitel Standard Linux 12.1.31
 © Mitel Networks Corporation

4.2 Migration of the CloudLink Gateway from MBG to MiVB SVI

Use this procedure to migrate an existing CloudLink Gateway deployment from a MiVoice Border Gateway (MBG) to a MiVoice Business Solution Virtual Instance (MiVB SVI).

4.2.1 Disable the CloudLink Gateway Integration in the customer account

If the CloudLink Gateway was previously installed on MBG, the Mitel Administration portal will display the CloudLink Gateway integration in the Integrations panel. This integration must be disabled as it pertains to the CloudLink Gateway on the MBG.

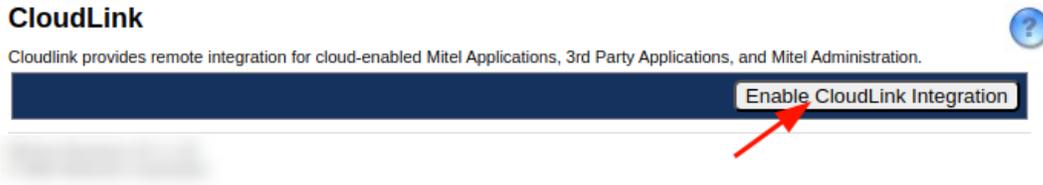
To disable the CloudLink Gateway integration, perform the following:

1. [Log in to the Mitel Administration Portal](#).
2. Select the CloudLink customer account that you want to manage.
3. Access the **Integrations** panel from the Account Information page or from the **Integrations & Apps** left navigation menu.
4. Disable the toggle button associated with the **CloudLink Gateway** integration.

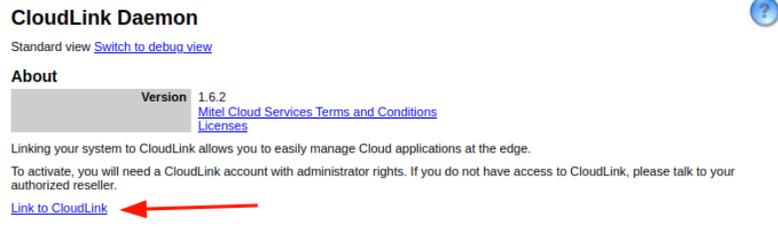
4.2.2 Enable the CloudLink Daemon

1. Log in to the **MSL**, Go to **Configuration > CloudLink**.

2. Click **Enable CloudLink Integration**.

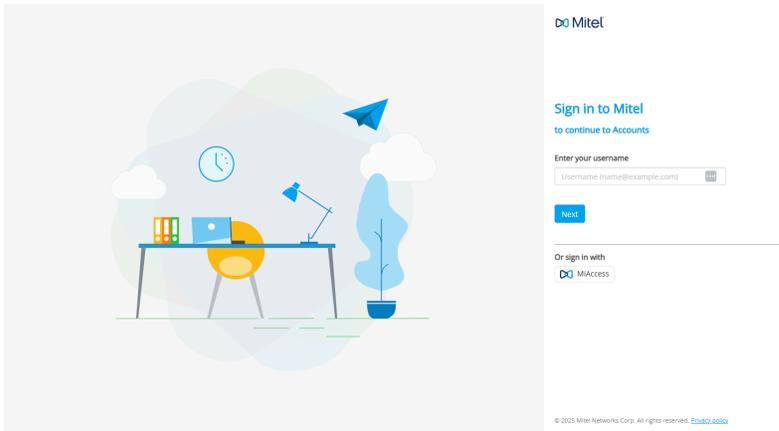


3. Link the system hosting the CloudLink Daemon to CloudLink.



Note:

To complete the process, you must log in to Mitel Administration as an Account Admin user.



4. Start the required tunnels for the feature(s) you want to use:

MiVoice Business Solution Virtual Instance

ABOUT

| | |
|------------------------|--------------------------|
| Version | 1.8.60+131 |
| Uptime | 9m6s (9m7s) |
| Diagnostic data | Download |

Host

| | |
|---------------------|--|
| Hostname | pssvi01 |
| Host address | (pssvi01.insuplab.co.in, pssvi01, lansrc) (pssvi01.insuplab.co.in, pssvi01) |

CloudLink Registration

| | |
|-------------------|--------------------------------------|
| Account | Mitel Administration |
| Account ID | |
| Region | |

[Disconnect from CloudLink](#)

Inventory Report Submission

| | |
|-------------|-------------------------------------|
| Last | Tue, 13 Jan 2026 06:31:15 EST -0500 |
| Next | Wed, 14 Jan 2026 02:16:00 EST -0500 |

[Preview inventory report](#)

CloudLink Daemon Update

| | | | |
|--------------------|-----------|-------|----------------------------|
| Schedule | Every day | 01:06 | Reschedule |
| Last update | | | |

CloudLink Gateway Integration

CloudLink Gateway is installed
[Status](#)

Tunnels

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------------------|------------------------------|---------|----------------------|--|
| CloudLink Gateway | CLGW REST interface | Started | | Remote access via Mitel Administration |
| MSL | Server Manager | Started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | Started | Stop | Remote access via Mitel Administration |
| MiCollab | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Border Gateway | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | MBG REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | Remote access via Mitel Administration |

For **Remote Management**, the following tunnels must be started:

| Component | Tunnel |
|-----------|----------------|
| MSL | Server Manager |

| Component | Tunnel |
|------------------|------------------------------|
| MiVoice Business | administration web interface |

For **Mitel Administration**, the following tunnels must be started:

| Component | Tunnel |
|------------------|--------------------|
| MSL | MSL REST Interface |
| MiVoice Business | REST Interface |

4.2.3 Install the CloudLink Gateway

1. Log in to the MSL Server Manager.
2. Under **Configuration**, click **CloudLink**.
3. In the **CloudLink** page that opens, click **Install CloudLink gateway**.

Mitel | MiVoice Business Solution Virtual Instance

CloudLink Daemon
Standard view [Switch to debug view](#)
Tue, 13 Jan 2026 06:26:05 EST -0500

About
Version: 1.8.60+131
Uptime: 2m48s
Diagnostic data: [Download](#)

Host
Hostname: pssvi01
Host address: (pssvi01.insuplab.co.in, pssvi01, lansrc) (pssvi01.insuplab.co.in, pssvi01)

CloudLink Registration
Account: [Mitel Administration](#)
Account ID:
Region: [Disconnect from CloudLink](#)

Inventory Report Submission
Last:
Next: Wed, 14 Jan 2026 02:16:00 EST -0500
[Preview inventory report](#)

CloudLink Daemon Update
Schedule: Every day | 01:06 | [Reschedule](#)
Last update:

CloudLink Gateway Integration
[Install CloudLink Gateway](#)

Tunnels
[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------------------|------------------------------|--------|-----------------------|--|
| MSL | Server Manager | | Start | Remote access via Mitel Administration |
| | MSL REST interface | | Start | Remote access via Mitel Administration |
| MiCollab | Administration web interface | | Start | Remote access via Mitel Administration |
| | REST interface | | Start | Remote access via Mitel Administration |
| MiVoice Border Gateway | Administration web interface | | Start | Remote access via Mitel Administration |
| | MBG REST interface | | Start | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | | Start | Remote access via Mitel Administration |
| | REST interface | | Start | Remote access via Mitel Administration |
| | REST interface | | Start | End user API access to MiVB Services |

[Mitel Cloud Services Terms and Conditions](#)
[Licenses](#)

The Mitel CloudLink Gateway license agreement appears.

- Review the licensing information, then scroll to the bottom of the page and click **Accept All Licenses**. The installation process for the CloudLink Gateway blade begins. The installation screen provides an installation **Progress Overview** and **Progress Details**.

A successful installation message appears below the Process Overview when the blade is completely installed.

After installation:

- On the **CloudLink** page, two additional tunnels appear under the **Tunnels** section. These tunnels start automatically:

ABOUT

| | |
|-----------------|--------------------------|
| Version | 1.8.60+131 |
| Uptime | 9m6s (9m7s) |
| Diagnostic data | Download |

Host

| | |
|--------------|--|
| Hostname | pssvi01 |
| Host address | (pssvi01.insuplab.co.in, pssvi01, lansrc) (pssvi01.insuplab.co.in, pssvi01) |

CloudLink Registration

| | |
|------------|---|
| Account | Mitel Administration |
| Account ID | |
| Region | Disconnect from CloudLink |

Inventory Report Submission

| | |
|------|--|
| Last | Tue, 13 Jan 2026 06:31:15 EST -0500 |
| Next | Wed, 14 Jan 2026 02:16:00 EST -0500 |
| | Preview inventory report |

CloudLink Daemon Update

Schedule: [Reschedule](#)

Last update:

CloudLink Gateway Integration

CloudLink Gateway is installed
[Status](#)

Tunnels

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------------------|------------------------------|---------|----------------------|--|
| CloudLink Gateway | CLGW REST interface | Started | | Remote access via Mitel Administration |
| MSL | Server Manager | Started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | Started | Stop | Remote access via Mitel Administration |
| MiCollab | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Border Gateway | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | MBG REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | Remote access via Mitel Administration |
| | REST interface | Started | Stop | End user API access to MiVB Services |
| | CLGW REST interface | Started | | Remote access via Mitel Administration |

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[Licenses](#)

| Component | Tunnel |
|-------------------|---------------------|
| CloudLink Gateway | CLGW REST Interface |
| MiVoice Business | CLGW REST Interface |

- The CloudLink Gateway is automatically onboarded. To verify, select **CloudLink Gateway** under **Applications** and confirm that the **Account number / Account ID** is displayed.

CloudLink Gateway

Click the button to access the CloudLink portal for onboarding and configuration.

[CloudLink portal](#)

Status

| Stage | Version | Supported Call Manager | Account Number / Account ID | Performance Profile |
|------------|-----------|------------------------|-----------------------------|----------------------------|
| Production | 2.4.18-10 | MiVoice Business | | Medium (6 CPU(s), 11.5GiB) |

Containers

| Container | Version |
|-----------|---------------|
| CloudLink | 1.4.0.01-4921 |

Diagnostics

Click 'Run Diagnostics' to view.

MiVoice Business Solution Virtual Instance 0.0.0.0
 Mitel Standard Linux 12.1.31
 © Mitel Networks Corporation

4.2.4 Verifying migration success

After migrating the CloudLink Gateway from MBG to the MiVB SVI, verify the success of the migration by checking the following in Mitel Administration:

- Platform and Application Listings:** Ensure that MiVB SVI platform as well applications on these platforms, which are part of the CloudLink solution, are listed under **System Inventory > Platforms** and **System Inventory > Applications**, respectively.
- Manage Option for CloudLink Gateway Applications:** Navigate to **System Inventory > Applications** and locate applications with the **APPLICATION TYPE** `cloudlink-gateway`. The **Manage** option should appear in the **PORTAL** column for these applications.

Applications

Search [Add filter](#)

| PLATFORM | APPLICATION TYPE | VERSION | PORTAL |
|---------------|----------------------|---------------------|------------------------|
| gpsmivb01 | cloudlink-daemon | 1.8.60+131 | |
| gpsmivb01 | cloudlink-gateway | 2.4.18-10 | Manage |
| gpsmivb01 | mivoice-business | 10.5.1.1 | Launch |
| psv01 | mitel-border-gateway | 12.2.0.72 | Launch |
| psv01 | mivoice-business | 10.4.0.21 | Launch |
| psv01 | cloudlink-daemon | 1.8.60+131 | |
| psv01 | cloudlink-gateway | 2.4.18-10 | Manage |
| psv01 | micollab | 2.0.0.25 | Launch |
| gpsmicollab01 | mitel-border-gateway | 12.3.0.157 | Launch |
| gpsmicollab01 | micollab-awv | 10.2.0.4 | Launch |
| gpsmicollab01 | micollab | 10.2.0.20-01.x86_64 | Launch |
| gpsmicollab01 | micollab-nupoint | 21.2.0.10 | Launch |
| gpsmicollab01 | cloudlink-daemon | 1.8.60+131 | |

Onboarding and Migrating CloudLink Gateway for SMBC

5

This chapter contains the following sections:

- [Greenfield Onboarding of CloudLink Gateway for SMBC](#)
- [Migrating CloudLink Gateway for SMBC](#)

This chapter describes the procedures for onboarding and migrating the **CloudLink Gateway** in MiVoice Business deployments running on an SMB Controller (SMBC).

These procedures apply as follows:

- **Greenfield onboarding** applies to new SMBC-based MiVoice Business deployments where the CloudLink Gateway is not yet deployed or linked to a CloudLink account.
- **Migration procedures** apply to existing SMBC-based MiVoice Business deployments where a CloudLink Gateway deployment already exists.

Software requirements:

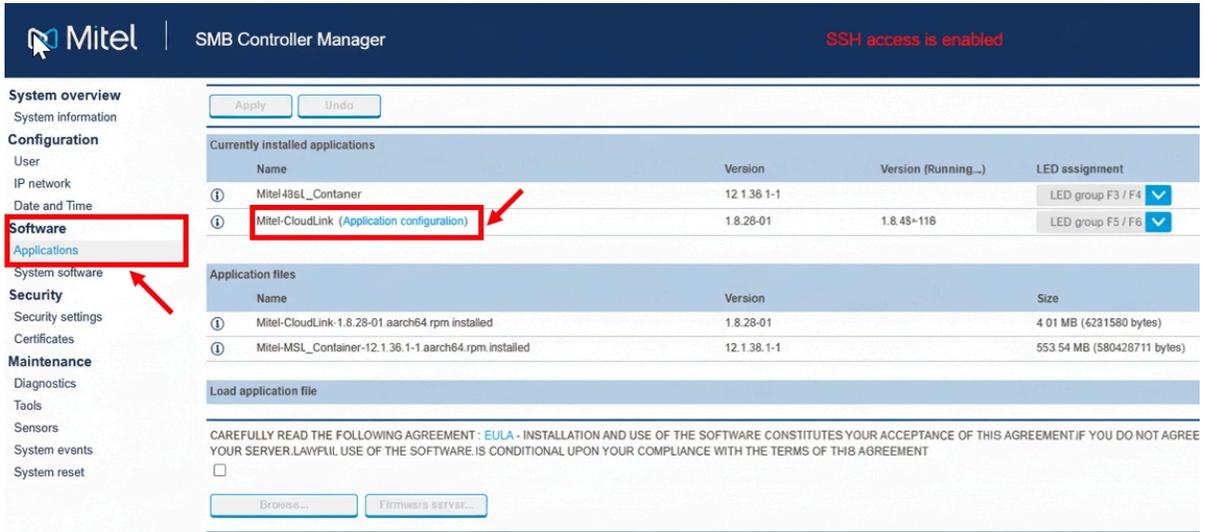
- SMBC System Software:
 - SMB Controller with Mitel Embedded Linux Distribution (MELD) 2.2.8.0 or later
- SMBC Application Software:
 - Mitel Standard Linux (MSL) 12.1.48.1 or later
 - MiVoice Border Gateway (MBG) 12.3.0.161
 - MiVoice Business Release 10.5 PR1 (10.5.0.23) or later
 - CloudLink Daemon 1.8.28 or later
 - CloudLink Gateway 2.4 or later

5.1 Greenfield Onboarding of CloudLink Gateway for SMBC

Use this procedure for **new SMBC-based standard MiVoice Business deployments** where the CloudLink Gateway has not yet been deployed or linked to a CloudLink account.

1. Enable CLD on SMBC

- Sign in to **SMBC**.
- Go to **Software > Applications**.



- Click **Application Configuration**.

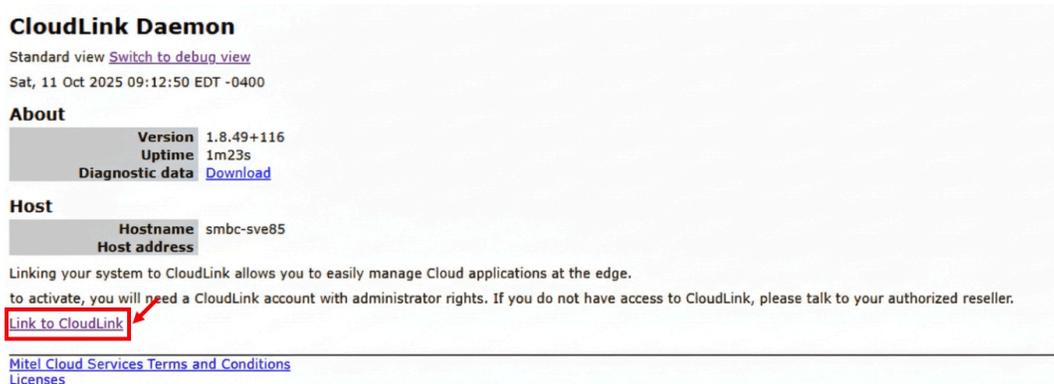
CloudLink Daemon

Please enter your credentials to access the CloudLink Daemon user interface.

Username

Password

- **Provide the SMBC credentials to sign in CLD** (Use the MSL Server Manager credentials, not the CloudLink account credentials).



- Click **Link to CloudLink** using the CloudLink administrator account.



Note:

On SMBC deployments, the CloudLink Daemon interface displayed in the SMBC Controller provides a limited configuration view. Use the MSL Server Manager to view the complete CloudLink Daemon and CloudLink Gateway status, including tunnel management.

2. Start required tunnels on the SMBC

CloudLink Daemon

Standard view [Switch to debug view](#)

Tue, 13 Jan 2026 15:37:28 IST +0530

About

| | |
|------------------------|--------------------------|
| Version | 1.8.60+131 |
| Uptime | 14h7m52s |
| Diagnostic data | Download |

Host

| | |
|---------------------|------------|
| Hostname | SMBCv2 |
| Host address | [Redacted] |

CloudLink Registration

| | |
|-------------------|---|
| Account | Mitel Administration |
| Account ID | [Redacted] |
| Region | [Redacted] |
| | Disconnect from CloudLink |

Inventory Report Submission

| | |
|-------------|--|
| Last | Tue, 13 Jan 2026 15:37:28 IST +0530 |
| Next | Wed, 14 Jan 2026 02:18:00 IST +0530 |
| | Preview inventory report |

CloudLink Daemon Update

| | | | |
|--------------------|-------------------------------------|-------|----------------------------|
| Schedule | Every day | 01:29 | Reschedule |
| Last update | Tue, 13 Jan 2026 01:29:23 IST +0530 | | |

Tunnels

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------|------------------------|---------|----------------------|--|
| Mitel SMBC | SMB Controller Manager | Started | Stop | Remote access via Mitel Administration |

- Click **Start all tunnels**.

3. Install CloudLink Gateway on SMBC MSL

- Log in to **MSL Server Manager**.
- Go to **Configuration > CloudLink**.

Mitel | MiVoice Business

ServiceLink
Blades
Status

Administration
Web services
Backup
Restore
View log files
Event viewer
System information
System monitoring
System users
Shutdown or reboot

Security
Remote access
Syslog
Web Server

Configuration
IP settings
Networks
E-mail settings
CloudLink
Google Apps
Cloud Service Provider
DHCP
SNMP
Review configuration

Miscellaneous
Support and licensing
Help

CloudLink Daemon

Standard view [Switch to debug view](#)
Tue, 13 Jan 2026 15:29:42 IST +0530

About

| | |
|-----------------|--------------------------|
| Version | 1.8.60+131 |
| Uptime | 14h4m1s |
| Diagnostic data | Download |

Host

| | |
|--------------|--|
| Hostname | smbc225 |
| Host address | (smbc225.mitel.com, smbc225) (smbc-msl12.msl_net) |

CloudLink Registration

| | |
|------------|--------------------------------------|
| Account | Mitel Administration |
| Account ID | |
| Region | |

Inventory Report Submission

| | |
|------|--|
| Last | Tue, 13 Jan 2026 02:22:01 IST +0530 |
| Next | Wed, 14 Jan 2026 02:22:00 IST +0530 |
| | Preview inventory report |

CloudLink Daemon Update

| | | | |
|-------------|-------------------------------------|-------|----------------------------|
| Schedule | Every day | 01:25 | Reschedule |
| Last update | Tue, 13 Jan 2026 01:25:26 IST +0530 | | |

CloudLink Gateway Integration

[Install CloudLink Gateway](#)

Tunnels

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------------|------------------------------|--------|-----------------------|--|
| MSL | Server Manager | | Start | Remote access via Mitel Administration |
| | MSL REST interface | | Start | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | | Start | Remote access via Mitel Administration |

- Click **Install CloudLink Gateway**.

4. Start the same tunnels from SMBC MSL

After enabling tunnels via the CLD interface, they must also be started from SMBC MSL to complete onboarding:

- From the **MSL**, Go to **Configuration > CloudLink**.

The screenshot shows the Mitel MiVoice Business configuration interface. The left sidebar contains a navigation menu with categories like Applications, ServiceLink, Administration, Security, Configuration, and Miscellaneous. The main content area is titled 'CloudLink Daemon' and includes sections for About, Host, CloudLink Registration, Inventory Report Submission, CloudLink Daemon Update, and CloudLink Gateway Integration. At the bottom of the main content area, there is a 'Tunnels' section with two links: 'Start all tunnels' and 'Stop all tunnels'. The 'Start all tunnels' link is highlighted with a red box, and a red arrow points to it from the right.

- Click **Start all tunnels**.

5. Verify linking status

- Go to **Applications > CloudLink Gateway**.
- Confirm the **Account Number / Account ID** field displays the correct CloudLink account ID.

The screenshot shows the Mitel MiVoice Business interface. On the left is a navigation menu with categories: Applications, ServiceLink, Administration, Security, Configuration, and Miscellaneous. The main content area is titled 'CloudLink Gateway' and includes a 'CloudLink portal' button. Below this is a 'Status' table with the following data:

| Stage | Version | Supported Call Manager | Account Number / Account ID | Performance Profile |
|--------------|-----------------------|------------------------|-----------------------------|-------------------------|
| Experimental | 2.4.16_290_develop-10 | MiVoice Business | 3831 35 / 499f0 -e9f5- 1833 | Medium (4 CPU(s), 8GiB) |

Below the Status table are sections for 'Containers' (showing CloudLink 1.4.0.01-4746) and 'Diagnostics' (showing 'No issues'). At the bottom, system information includes 'MiVoice Business 10.5.0.15', 'MiVoice Border Gateway 12.3.0.139', and '© Mitel Networks Corporation'.

Note: Ensure the required CLD tunnels are active in the cluster (e.g., additional MIVBs, MiCollab, MBG)

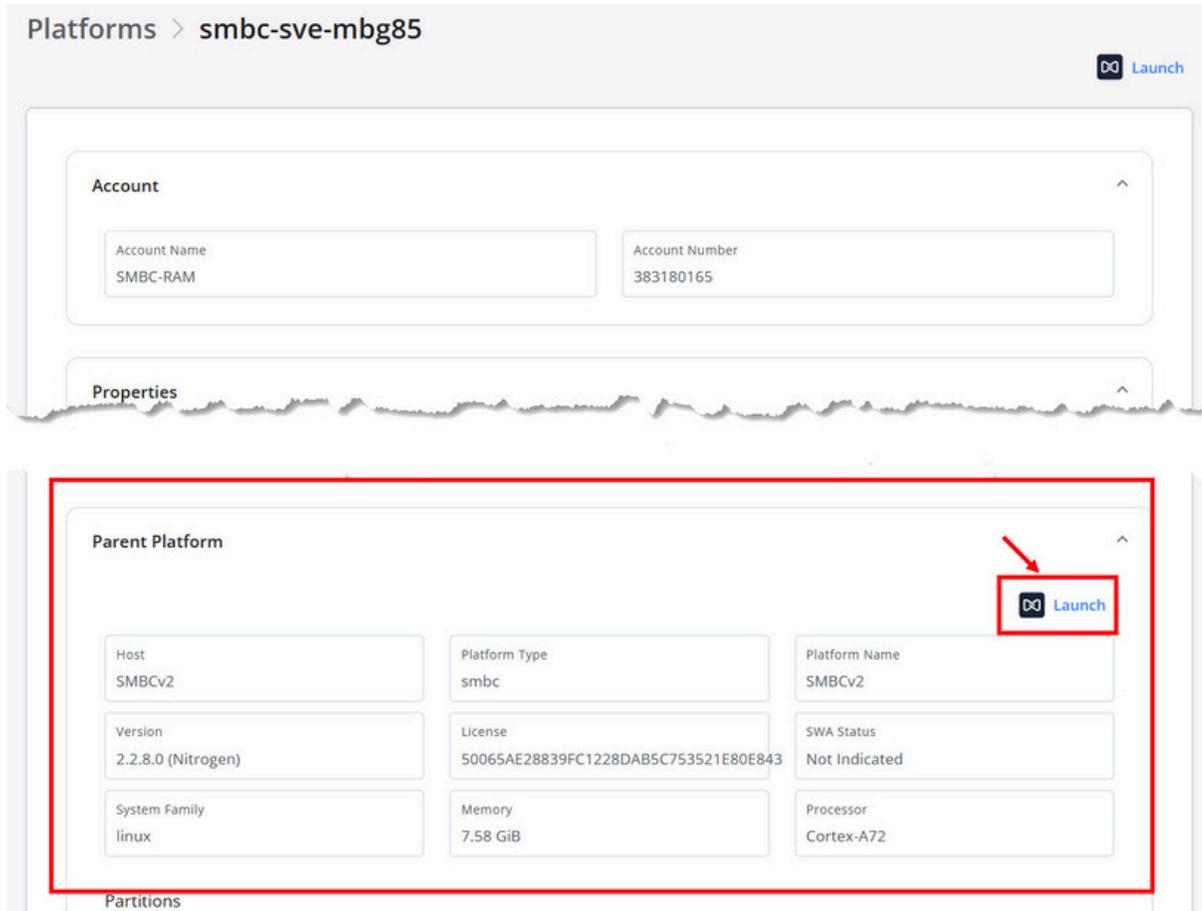
6. Verify System Inventory integration

- Sign in to the **Mitel Administration Portal** as an **Account Administrator**.

The screenshot shows the Mitel Administration Portal interface. On the left is a navigation sidebar with 'System Inventory' selected, and 'Platforms' is a sub-option. The main content area displays a table of platforms. The first row is highlighted with a red box, and a red arrow points to the 'PLATFORM TYPE' column header. Another red arrow points to the 'System Inventory' menu item.

| HOST | PLATFORM TYPE | PLATFORM NAME | APPLICATION TYPES | VERSION | LICENSE | SWA STATUS | PORTAL |
|---------------------|---------------|-----------------------------------|--|-----------|-------------------|-----------------------------------|--------|
| smbc-sve-mbg85 | msl-smbc | SMBC SVE MBG 85 | cloudlink-daemon , cloudlink-gateway , mitel-border-gateway , mivoice-business | 12.1.48.1 | 9967 6562 1 | PERPETUAL 2026-11-28 ACTIVE | Launch |
| smbc-sve-micollab85 | msl | smbc-MiCollab-01 (on SLS Staging) | cloudlink-daemon , micollab , micollab-awv , micollab-nupoint , mitel-border-gateway | 12.1.36.0 | 7640 853 | PERPETUAL 2030-01-01 ACTIVE | Launch |
| vmcd-smbc | msl | MiVoice Business | cloudlink-daemon , cloudlink-gateway , mivoice-business | 12.1.23.0 | 9928 9224 1 | PERPETUAL 2030-11-08 ACTIVE | Launch |

- Go to **System Inventory > Platforms** and confirm that **SMBC** appears as a unified entry under Platform Type = SMBC.
- Select the **SMBC platform entry** to open the **Platform Details** page.



- Verify that the **SMBC platform section** is displayed.
- Verify that the **SMBC local console launch** option is available.
- Go to **System Inventory > Applications** and confirm that the **cloudlink-gateway** application is listed.

| PLATFORM | APPLICATION TYPE | VERSION | PORTAL |
|---------------------|----------------------|-----------------------|--------|
| smbc-sve-mbg85 | cloudlink-daemon | 1.8.53-develop+1693 | Launch |
| smbc-sve-mbg85 | mitel-border-gateway | 12.3.0.139 | Launch |
| smbc-sve-mbg85 | cloudlink-gateway | 2.4.16_290_develop-10 | Manage |
| smbc-sve-mbg85 | mivoice-business | 10.5.0.15 | Launch |
| smbc-sve-micollab85 | micollab-nupoint | 21.2.0.10 | Launch |
| smbc-sve-micollab85 | mitel-border-gateway | 12.3.0.137 | Launch |
| smbc-sve-micollab85 | cloudlink-daemon | 1.8.53+121 | Launch |
| smbc-sve-micollab85 | micollab-awv | 10.2.0.4 | Launch |
| smbc-sve-micollab85 | micollab | 10.2.0.13-01.x86_64 | Launch |
| vmcd-smbc | mivoice-business | 10.3.0.16 | Launch |
| vmcd-smbc | cloudlink-gateway | 2.4.15-10 | Manage |
| vmcd-smbc | cloudlink-daemon | 1.8.53+121 | Launch |
| SMBCv2 | cloudlink-daemon | 1.8.53-develop+1693 | Launch |

- In **MSL Server Manager**, verify that all associated **REST interface tunnels** display a status of **Active**.

5.2 Migrating CloudLink Gateway for SMBC

Use this procedure to migrate an existing CloudLink Gateway deployment to an SMBC-based MiVoice Business environment.

Pre-migration check

Verify whether the MiVoice Business deployment is:

- A clustered MiVoice Business system.

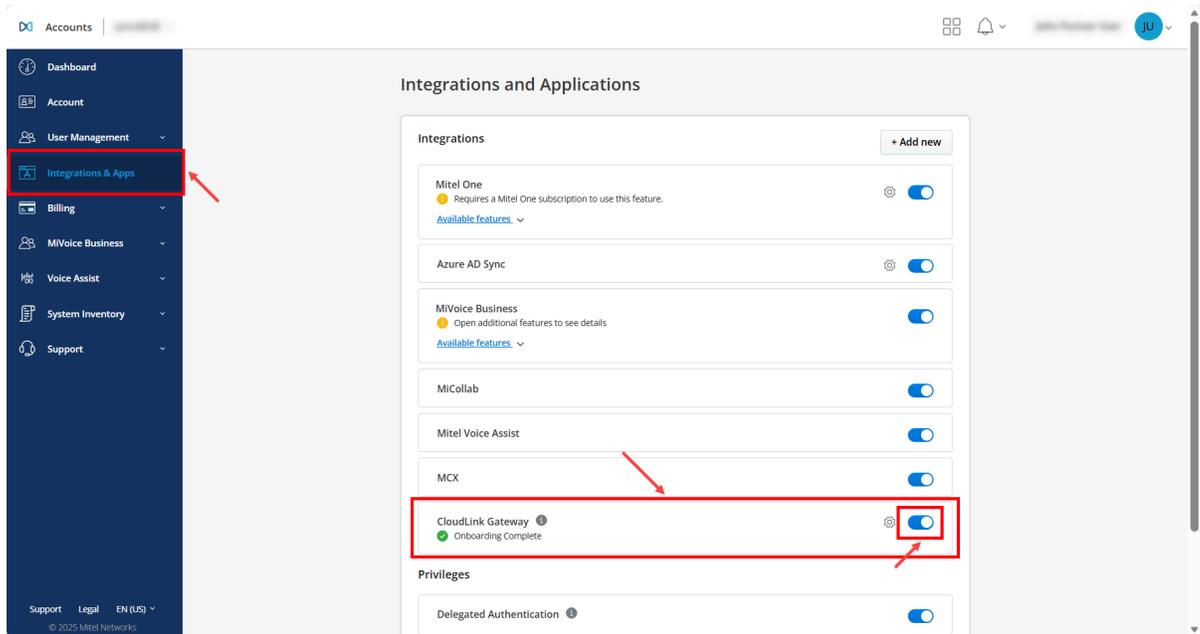
Note:

For clustered MiVoice Business deployments, ensure that the CloudLink Daemon is enabled on **all MiVoice Business nodes** before proceeding.

1. Remove existing CLGW integration

Perform this step to disconnect the legacy CloudLink Gateway deployment.

- Sign in to the **Mitel Administration Portal**.
- Open the customer's **CloudLink account**.



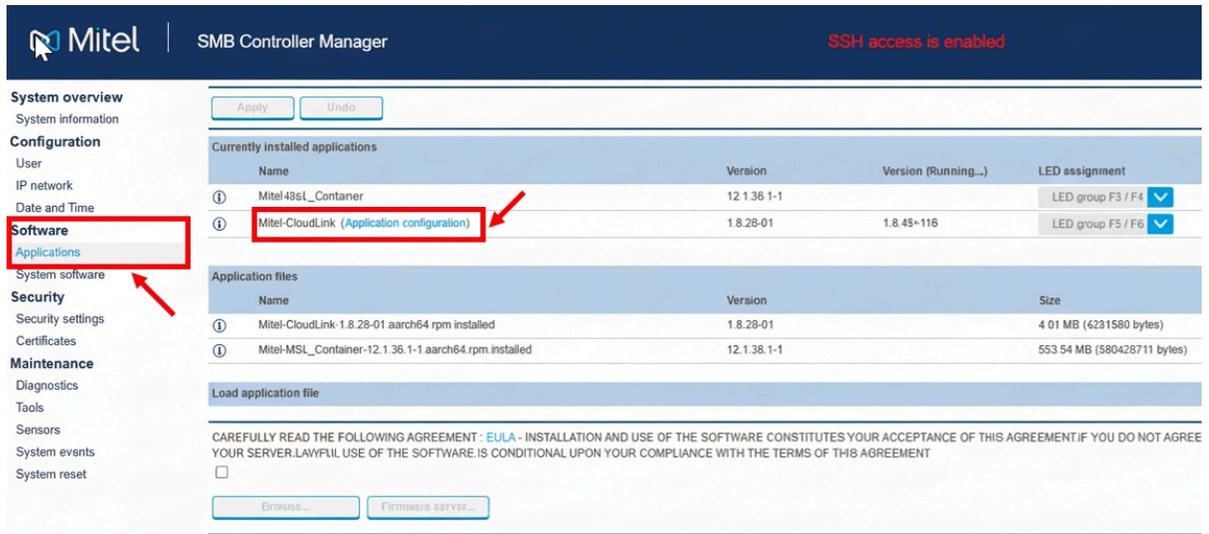
- Go to **Integrations > CloudLink Gateway** and disable the integration toggle.

Note:

- Do not delete the CloudLink Gateway blade. Only disable the CloudLink Gateway integration.

2. Enable CLD on SMBC

- Sign in to **SMBC**.
- Go to **Software > Applications**.



- Click **Application Configuration**.

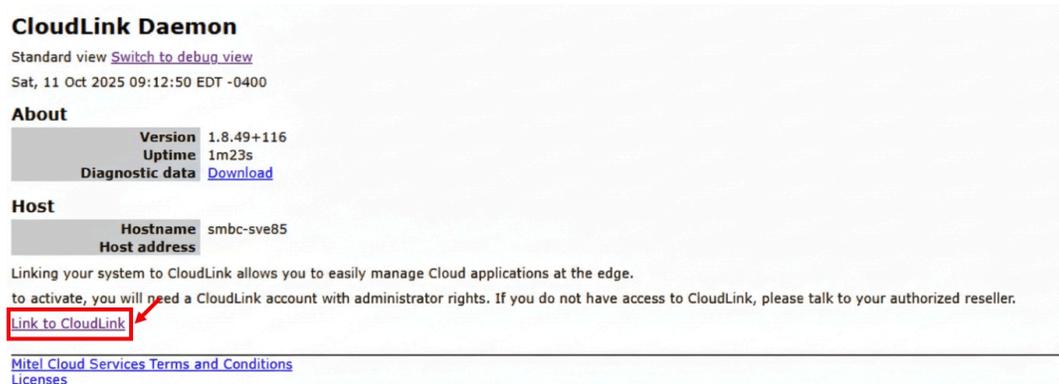
CloudLink Daemon

Please enter your credentials to access the CloudLink Daemon user interface.

Username

Password

- **Provide the SMBC Configuration Manager credentials to sign in CLD** (not the MSL Server Manager or CloudLink account credentials).



- Click **Link to CloudLink** using the CloudLink administrator account.

3. Start required tunnels on the SMBC

CloudLink Daemon

Standard view [Switch to debug view](#)
Tue, 13 Jan 2026 15:37:28 IST +0530

About

Version 1.8.60+131
Uptime 14h7m52s
Diagnostic data [Download](#)

Host

Hostname SMBCv2
Host address [redacted]

CloudLink Registration

Account [Mitel Administration](#)
Account ID [redacted]
Region [redacted]
[Disconnect from CloudLink](#)

Inventory Report Submission

Last Tue, 13 Jan 2026 15:37:28 IST +0530
Next Wed, 14 Jan 2026 02:18:00 IST +0530
[Preview inventory report](#)

CloudLink Daemon Update

Schedule [Reschedule](#)
Last update Tue, 13 Jan 2026 01:29:23 IST +0530

Tunnels

[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------|------------------------|---------|----------------------|--|
| Mitel SMBC | SMB Controller Manager | Started | Stop | Remote access via Mitel Administration |

- Click **Start all tunnels**.

4. Install CloudLink Gateway on SMBC MSL

- Log in to **MSL Server Manager**.
- Go to **Configuration > CloudLink**.

Mitel | MiVoice Business

ServiceLink
Blades
Status

Administration
Web services
Backup
Restore
View log files
Event viewer
System information
System monitoring
System users
Shutdown or reboot

Security
Remote access
Syslog
Web Server

Configuration
IP settings
Networks
E-mail settings
CloudLink
Google Apps
Cloud Service Provider
DHCP
SNMP
Review configuration

Miscellaneous
Support and licensing
Help

CloudLink Daemon

Standard view [Switch to debug view](#)
Tue, 13 Jan 2026 15:29:42 IST +0530

About

| | |
|-----------------|--------------------------|
| Version | 1.8.60+131 |
| Uptime | 14h4m1s |
| Diagnostic data | Download |

Host

| | |
|--------------|--|
| Hostname | smbc225 |
| Host address | (smbc225.mitel.com, smbc225) (smbc-msl12.msl_net) |

CloudLink Registration

| | |
|------------|--------------------------------------|
| Account | Mitel Administration |
| Account ID | |
| Region | |

Inventory Report Submission

| | |
|------|--|
| Last | Tue, 13 Jan 2026 02:22:01 IST +0530 |
| Next | Wed, 14 Jan 2026 02:22:00 IST +0530 |
| | Preview inventory report |

CloudLink Daemon Update

| | | | |
|-------------|-------------------------------------|-------|----------------------------|
| Schedule | Every day | 01:25 | Reschedule |
| Last update | Tue, 13 Jan 2026 01:25:26 IST +0530 | | |

CloudLink Gateway Integration

[Install CloudLink Gateway](#)

Tunnels
[Start all tunnels](#) [Stop all tunnels](#)

| Component | Tunnel | Status | Control | Description |
|------------------|------------------------------|--------|-----------------------|--|
| MSL | Server Manager | | Start | Remote access via Mitel Administration |
| | MSL REST interface | | Start | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | | Start | Remote access via Mitel Administration |

- Click **Install CloudLink Gateway**.

5. Start the same tunnels from SMBC MSL

After enabling tunnels via the CLD interface, they must also be started from SMBC MSL to complete onboarding:

- From the **MSL**, Go to **Configuration > CloudLink**.

The screenshot shows the Mitel MiVoice Business configuration page for the CloudLink Daemon. The left sidebar contains a navigation menu with categories like Applications, ServiceLink, Administration, Security, Configuration, and Miscellaneous. The main content area is titled 'CloudLink Daemon' and includes sections for About, Host, CloudLink Registration, Inventory Report Submission, CloudLink Daemon Update, and CloudLink Gateway Integration. At the bottom of the main content, there is a 'Tunnels' section with two links: 'Start all tunnels' and 'Stop all tunnels'. The 'Start all tunnels' link is highlighted with a red box and a red arrow.

| Component | Tunnel | Status | Control | Description |
|-------------------|------------------------------|---------|----------------------|--|
| CloudLink Gateway | CLGW REST interface | Started | | Remote access via Mitel Administration |
| MSL | Server Manager | Started | Stop | Remote access via Mitel Administration |
| | MSL REST interface | Started | Stop | Remote access via Mitel Administration |
| MiVoice Business | Administration web interface | Started | Stop | Remote access via Mitel Administration |

- Click **Start all tunnels**.

6. Verify linking status

- Go to **MSL > CloudLink Gateway**.
- Confirm the **Account Number / Account ID** field displays the correct CloudLink account ID.

The screenshot shows the Mitel MiVoice Business interface. On the left is a navigation menu with categories: Applications, ServiceLink, Administration, Security, Configuration, and Miscellaneous. The main content area is titled 'CloudLink Gateway' and includes a 'CloudLink portal' button. Below this is a 'Status' section with a table:

| Stage | Version | Supported Call Manager | Account Number / Account ID | Performance Profile |
|--------------|-----------------------|------------------------|-----------------------------|-------------------------|
| Experimental | 2.4.16_290_develop-10 | MiVoice Business | 3831 35 / 499f0 -e9f5- 1833 | Medium (4 CPU(s), 8GiB) |

The 'Account Number / Account ID' column is highlighted with a red box, and a red arrow points to the value '3831 35 / 499f0 -e9f5- 1833'. Below the status table are sections for 'Containers' (showing CloudLink 1.4.0.01-4746), 'Diagnostics' (last test at Mon Nov 10 23:12:00 2025 America/Toronto), and 'Results' (No issues). At the bottom, system information is displayed: MiVoice Business 10.5.0.15, MiVoice Border Gateway 12.3.0.139, © Mitel Networks Corporation.

Note: Ensure the required CLD tunnels are active in the cluster (e.g., additional MIVBs, MiCollab, MBG):

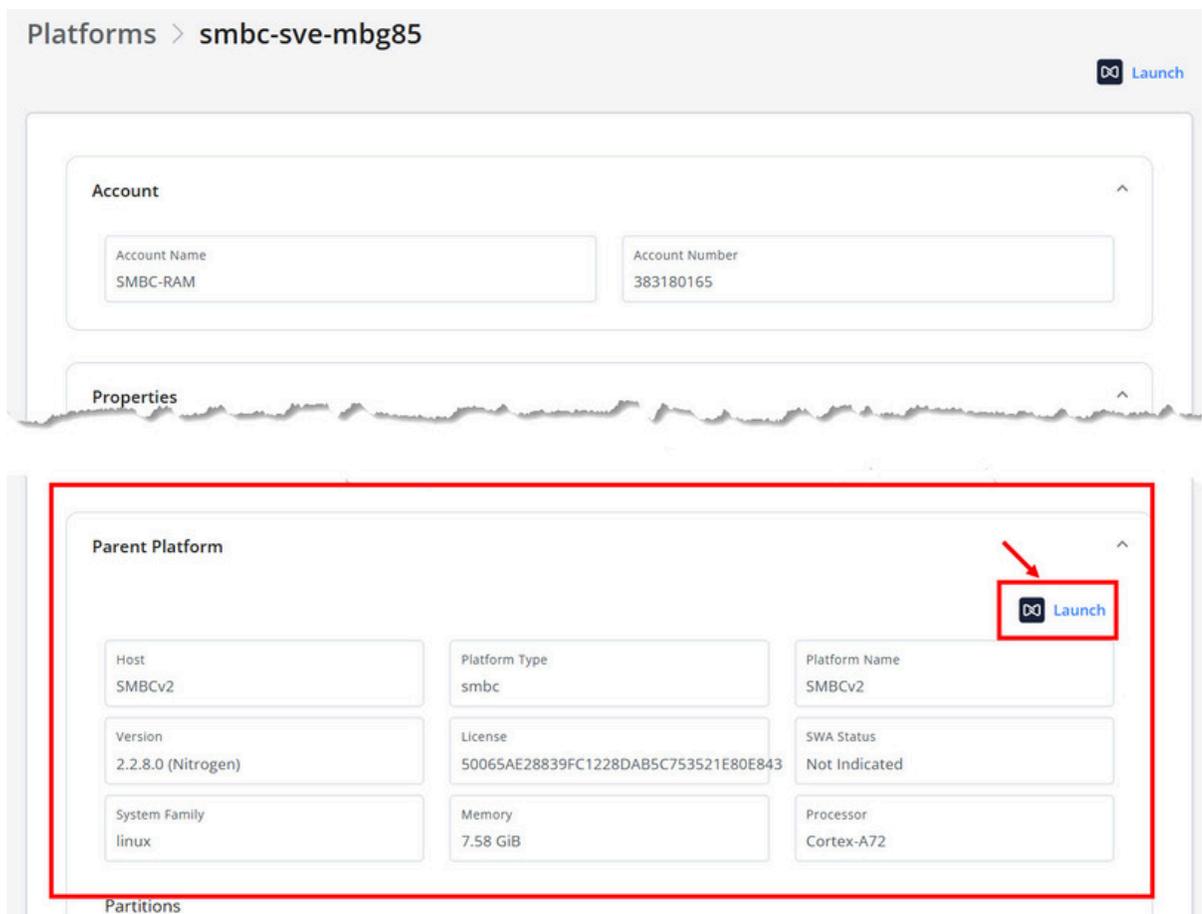
7. Verify System Inventory integration

- Sign in to the **Mitel Administration Portal** as an **Account Administrator**.

The screenshot displays the Mitel Administration Portal interface. On the left, a navigation sidebar includes 'System Inventory' and 'Platforms', both highlighted with red boxes. The main content area shows a 'Platforms' table with columns: HOST, PLATFORM TYPE, PLATFORM NAME, APPLICATION TYPES, VERSION, LICENSE, SWA STATUS, and PORTAL. The first row, representing the SMBC platform, is enclosed in a red border. Red arrows indicate the navigation path from the sidebar to the 'Platforms' section and the specific column being verified.

| HOST | PLATFORM TYPE | PLATFORM NAME | APPLICATION TYPES | VERSION | LICENSE | SWA STATUS | PORTAL |
|---------------------|---------------|-----------------------------------|--|-----------|-------------|-----------------------------|--------|
| smbc-sve-mbg85 | msl-smbc | SMBC SVE MBG 85 | cloudlink-daemon , cloudlink-gateway , mitel-border-gateway , mivoice-business | 12.1.48.1 | 9967 6562 1 | PERPETUAL 2026-11-28 ACTIVE | Launch |
| smbc-sve-micollab85 | msl | smbc-MiCollab-01 (on SLS Staging) | cloudlink-daemon , micollab , micollab-awv , micollab-nupoint , mitel-border-gateway | 12.1.36.0 | 7640 853 | PERPETUAL 2030-01-01 ACTIVE | Launch |
| vmcd-smbc | msl | MiVoice Business | cloudlink-daemon , cloudlink-gateway , mivoice-business | 12.1.23.0 | 9928 9224 1 | PERPETUAL 2030-11-08 ACTIVE | Launch |

- Go to **System Inventory > Platforms** and confirm that **SMBC** appears as a unified entry under Platform Type = SMBC.
- Select the **SMBC platform entry** to open the **Platform Details** page.



- Verify that the **SMBC platform section** is displayed.
- Verify that the **SMBC local console launch** option is available.
- Go to **System Inventory > Applications** and confirm that the **cloudlink-gateway** application is listed.

Applications

| PLATFORM | APPLICATION TYPE | VERSION | PORTAL |
|---------------------|----------------------|-----------------------|--------|
| smbc-sve-mbg85 | cloudlink-daemon | 1.8.53-develop+1693 | Launch |
| smbc-sve-mbg85 | mitel-border-gateway | 12.3.0.139 | Launch |
| smbc-sve-mbg85 | cloudlink-gateway | 2.4.16_290_develop-10 | Manage |
| smbc-sve-mbg85 | mivoice-business | 10.5.0.15 | Launch |
| smbc-sve-micollab85 | micollab-nupoint | 21.2.0.10 | Launch |
| smbc-sve-micollab85 | mitel-border-gateway | 12.3.0.137 | Launch |
| smbc-sve-micollab85 | cloudlink-daemon | 1.8.53+121 | Launch |
| smbc-sve-micollab85 | micollab-aww | 10.2.0.4 | Launch |
| smbc-sve-micollab85 | micollab | 10.2.0.13-01.x86_64 | Launch |
| vmcd-smbc | mivoice-business | 10.3.0.16 | Launch |
| vmcd-smbc | cloudlink-gateway | 2.4.15-10 | Manage |
| vmcd-smbc | cloudlink-daemon | 1.8.53+121 | Launch |
| SMBCv2 | cloudlink-daemon | 1.8.53-develop+1693 | Launch |

- In **MSL Server Manager**, verify that all associated **REST interface tunnels** display a status of **Active**.



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