

MITEL

# Technical | Release Notes

## Mitel Communications Director Release 6.0 PR1



Feb 2013

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This RN (Release Notes) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of the MCD/ Mitel 3300 Integrated Communication Platform.

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### **MCD 6.0 Release Notes for Software Load 12.0.0.52**

**February 2013**

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## Overview

This Release Note describes the Mitel MCD 6.0 PR1 software release including:

- Hardware Enhancements – **All Platforms require 512M RAM**
- Software Enhancements – **All Systems must use Common Data Distributed Model or known as SDS Extended Mode.**
- IP Appliances, Application, Hardware, and Documentation Requirements
- Installation & Upgrade Instructions
- Fixes for customer-reported problems.

**NOTE:** Outstanding customer-reported problems should be evaluated before upgrading to this software release to assess the impact within your particular operational environment. A complete list of Known Product Issues (KPI) is regularly updated and is accessible through MOL (Mitel-On-Line).

**Caution:**

A> This release only supports Common Data Distributed model/ SDS Extended mode.

B> Upgrading from Rel 9.0 or below directly to MCD 6.0 PR1 is NOT supported.

C> Before upgrading to MCD 6.0 PR1, it is essential that all MCD/3300ICPs in the network/cluster must be running MCD 4.0 and migrated from Classic mode database to SDS Extended mode database first.

For details on migrating to SDS Extended mode in MCD 4.0, please follow “Migration Common Distributed Data/ SDS Extended mode” on page 28.

## Software Release History

Software Load	Release Name	Call Control	Release Date
12.0.0.49	Mitel Communications Director 6.0 (MCD 6.0)	42.0.0.42	Jan 2013
12.0.0.52	Mitel Communications Director 6.0 PR1 (MCD 6.0)	42.0.0.42	Feb 2013

### Release Notes Update History for MCD 6.0

12.0.0.49	1 <sup>st</sup> release of MCD 6.0
12.0.0.52	1 <sup>st</sup> release of MCD 6.0 PR1

## Set Software Versions

3300 ICP Release	SS5001/5201 SS5005/5205/ SS5207	SS5010 / 5020 SS5215 / 5220 (min.Rel3.3)	SS5140 SS5240	SS5230	IPT 5560	5505
12.0.0.52	Boot / Main 06.06.00.10	Boot=4.5.0.2 Main=8.5.0.11	Boot=4.5.0.2 Main=7.4.0.10	Boot=4.5.0.2 Main=9.5.0.8	3.0.0.8	5.2.0.15

3300 ICP Release	SS5235 Dual 5215/5220 5212/5224 Navigator	5330/5340 **Backlit Set supported by 8.0 UR1 or higher 5320 **supported by MCD 4.0 SP1 or higher	5304 /5312 /5324	IP5302 (8.0 UR2 or higher)	IP5360 IP 5540 **supported by MCD 4.0 SP1 or higher
12.0.0.52	2.5.0.5	5.2.0.15	5.2.0.15	4.24	5.2.0.15

## NSU Firmware Versions

3300 ICP	DPNSS T1D4 CEPT	PRI T1/E1 NSU	PRI card (DSU)**	R2 NSU	R2 Card (DSU)
12.0.0.52	1.2.3.5	1.7.1.9	8.2.1.15	7.1.2.3	7.1.0.4

**Note:** The NSU WILL AUTO UPGRADE FIRMWARE during a 3300 ICP software upgrade. During the NSU auto upgrade process, the Link Status green and amber LED's (on the front Panel of the NSU) perform a chase condition from left to right. Following this, the amber LEDs perform a FAST CHASE. This is the **CRITICAL PERIOD** and lasts about 2 minutes.

**WARNING! DO NOT POWER DOWN, RESET THE CONTROLLER, OR RESET THE NSU DURING THIS DOWNLOAD SEQUENCE.** This process can take about 15 minutes. Make sure that you load the new IMAT database for PRI/Q.SIG. If your NSU is continually rebooting after the upgrade you may need to re-flash the NSU. For more information, see the Technical Service Bulletin "NSU stuck during upgrade and will be required to Flash NSU" on Mitel Online.

**Note:** \*\* Upgrading a PRI card in a DSU cabinet, must be done manually.

## Analog Peripheral Devices Firmware Versions and Bootrom version

3300 ICP	ASU II	AMB V1	AMB V2	AMB Coefficients	Bootrom Image
12.0.0.52	1.0.0.31	4.0.0.14	4.2.0.5	4.9	3.1.0.11

To verify bootrom version, from the RTC use the command: -> revs

**NOTE:** The Date Tag is the important information.

To upgrade E2T, please make sure that you enter "UpgradeBootrom all" via ESM→Maintenance and Diagnostic, You must follow the Instructions Listed Above Under "Caution"

Note : As of 9.0 an Alarm for Check bootrom and/or FPGA is generated if a hard Drive pre-installed with R9.0 is installed into a 3300 with pre-9.0 system(bootrom), Use "Upgrade Bootrom All" From ESM to ensure all Flashes have been upgraded, this will then clear the alarm.

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## Product Enhancements

### MCD 6.0 PR1

This is a bug fix load. See Customer Reported Software Problems on page 29.

### MCD 6.0

#### LOCATION-BASED ROUTING

Typically required in centralized or hosted deployments, this capability allows the administrator to define a set of numbers that should have a more local routing treatment – for example, emergency services numbers, local attendants, and local helpdesks. From Release 6.0, the zone in which a particular device (note – “device,” not “user”) is located will determine how and where certain calls will be handled.

#### EXTERNAL TWINNING

MCD has delivered many great mobility features over the last few releases. MCD 6.0 sees us complete the line up by allowing the twinning of a prime line and cell phone more cost effectively.

In essence, we will allow this twinning (simultaneous ringing of both devices and handoff from one to the other) “for the price of” a User license (Standard or Enterprise) and an External Hotdesk license. This combination is available through the Standard or Enterprise Dynamic Extension license. The programming will be managed through the Multi-device User Group (MDUG) mechanism but will only consume the User and EHDU license if there is just a regular Mitel phone (hotdesk user number, non hotdesk DN, Mitel Unified Communicator® Advanced (UCA) Softphone DN or SIP device) and cell phone in the group. We can achieve this by creating a new Group Type in the MDUG form (this new group will be called External Twinning) as opposed to the Standard MDUG currently available.

As we are using the existing programming structures, it would be easy for a user to move between types of MDUG – it would simply be a case of making sure the relevant licenses are available on the system.

This capability will allow:

- Handoff between the two members of the group
- Group presence – e.g., you could make your cell phone absent if you were in the office and didn't want it to keep ringing
- Mid-call features on the cell phone
- DSS / BLF – if programmed, will show the group status irrespective of which device is in use
- Line appearances
- Management by UCA
- Support from MiTAI

We are also simplifying the administration process when a User wants to migrate to using the Multi-device User capability. A normal Full Service User can now be automatically changed to be a Multi-device User by adding them into a Multi-device Group. This means the Full Service configuration no longer needs to be deleted and then re-added.

#### SIP HOTDESKING (supported only on the Mitel DECT 5604 and 5607)

As we see more people bringing their own devices into the workplace and as we extend devices supported by SIP, it is becoming common for people to want to hotdesk onto those devices. From MCD 6.0 we will be supporting this new capability and will specifically be supporting the Mitel DECT Handsets. As this work requires support both from MCD and the application, we are stating support for the DECT Handsets in the first release and may extend this to support other SIP-based devices over time – any such developments will be communicated separately.

The hotdesking on these devices will be very similar to classic Mitel devices:

- SIP devices will be redirected to the node hosting the hotdesk user.
- If one user is logged in, then wants to log in at another device, they will be logged out of the first and into the second.
- Message waiting information and call history for the hotdesk user shall be reported to the SIP device upon login. Reacting to this information will be a function of the SIP device software.
- When logged in, Zone information for the device will also be available and honored in emergency calling and bandwidth management scenarios.
- This will tie in with the PIN hardening changes discussed below such that if a user attempts to log in repeatedly with an invalid PIN they will be locked out for a period of time.

There are some differences which people should be aware of:

- Resilience of devices continues to be a function of those devices in conjunction with the various options identified for SIP device resilience.

- SIP devices register with MCD as a unique DN and consume a User license. For devices not participating in Hotdesking, this behavior will be retained. For a SIP device with appropriate software support, users will initially be provided with a login prompt. Prior to login, a SIP-based hotdesk device will be provided no service other than the ability to login. This is unlike MiNET devices that will be provided restricted service (Emergency and Attendant calling). When a valid hotdesk number and PIN is received, the user will be logged into the SIP device. If service is required on the SIP device when a user is not logged in, then a number can be configured on the SIP device and an additional licence is consumed.

Note – support on the Mitel in-building DECT and Wi-Fi devices will require a software upgrade to IP DECT version 6.0.

## UPDATES TO ASSIST IN-CALL BILLING

In hosted and centralized solutions where common trunking gateways are used to serve multiple MCD instances (which can either be multiple departments within the same customer or multiple customers), we will now deliver:

- The ability to provision and send a default billing number – each MCD is now responsible for sending a billable number (if programmed) for every IP trunk call.
- The ability to provision and send a default calling party number (CPN) – If a caller or diverting party has no programmed public number, but a default CPN is provisioned, then send the default CPN as the device's public number.
- The ability to allow a caller to use the default billable number instead of his CPN as the billable number – when a user with a programmed public number makes a trunk call, the call is typically billed to the user's programmed public number. However, a new COS option shall allow the programmed default billable number to be used as the billable number instead of the user's public number.
- CPN substitution digits for a diverting party – when a call is diverted to a SIP trunk, the SIP trunk needs to know the diverting party's public number digits (if programmed).
- Provision of a billable number during a call to an EHDU – when a call is made to an EHDU that is proxied over a PSTN trunk, the billable device for this call is the EHDU. If the EHDU has a programmed public number, or a default billable number is programmed for the MCD, then a billable number must be sent to the PSTN trunk.

## REDUCING TIME TO INSTALL

To help us identify key areas to improve, we are benchmarking each software release and breaking down the various aspects associated with system installation and upgrade to see where time can be reduced or steps removed. This process has identified a number of improvement areas and in MCD 6.0 we will incorporate the following changes:

- Eliminate the automatic reboot when offline licensing changes made via the Software Installer (SI) tool – the SI tool will be modified to follow the rules in place within ESM and only reset when deemed necessary by the system. This will allow the user to purchase additional licenses, use SI to retrieve them from the AMC, and allocate them to the switch without triggering a reset.
- Load updates to voice mail rather than full voice mail files – voice mail consumes a significant portion of the overall MCD load size and from 6.0 we will only load the changes to voice mail prompts rather than the full set.

## SDS IMPROVEMENTS

System Data Synchronization (SDS) is a key mechanism used in the creation of multi node networks and is designed to provide a peer to peer sharing of data. This avoids the need to retype data at multiple nodes (thus avoiding potential data entry errors and saving significant time) and allows ongoing data changes to be shared with all relevant nodes.

MCD 6.0 delivers a number of improvements predominantly designed to help technicians as they evolve customer networks. Specifically the following areas are addressed in MCD 6.0:

- Provision of tools to help check GDM data and repair as necessary (GDM is the data distribution model introduced in MCD 4.0 which replaced Ops Manager).
- Improve the synch and ongoing changes to telephone directory – this has been specifically identified in the hospitality vertical where many changes are a frequent and regular occurrence but also applies more broadly where clients are making many ongoing changes.
- Support the process of removing a network element from an SDS network – as we have seen an increasing number of customers consolidate their networks it is quite common to collapse a number of network elements into a single node so the ability to remove nodes is important. This update will see us provide the ability to remove a node from sharing as well as remove a node from the network.

- Support the process for reconciling multiple databases – again, as people centralize their networks it is not uncommon for multiple nodes to evolve to a single instance; being able to reconcile databases from each of the nodes will help save time and avoid errors in the process.

### **PIN HARDENING**

Extending our deployments into more secure environments has seen the need for increased capabilities associated with user PINs – specifically, a user's hotdesking PIN. In MCD 6.0 we will introduce a capability that, when deployed either along with MAS NuPoint Unified Messaging™ (UM) or other third-party applications, can force users to adhere to certain security practices. In this context, hotdesk users include regular hotdesking, external hotdesking, and SIP hotdesking. This capability will leverage the new Call Coverage Form which will also be used for Post Call Destination and Single Button Transfer to Voice Mail (both discussed later).

When used in conjunction with MAS NuPoint UM, if the user's PIN security is set to "Yes" then on the first login, the user will be directed to MAS NuPoint UM and guided through the process of setting a new password. In addition, the security policies associated with MAS NuPoint UM will be applied such that simple PINs (e.g., 1234, or same PIN as DN) are not allowed.

PINs set through the admin interface will, by nature, be defined as weak and when the user next logs in they will be redirected to MAS NuPoint UM and guided through the PIN reset process.

### **EMBEDDED VOICE MAIL ENHANCEMENTS**

As part of MCD 6.0 we are also making a few changes to the embedded messaging capability:

- EMEM will now be available on the ISS variants of MCD – this can be used for regular voice mail services or simply for RADs and / or Record-a-Call features. Normal licensing rules apply. (Note that the Stratus ISS platform is not included.) In support of hosted and centralized environments, EMEM will support time zones – so, if your set is located in a separate time zone to the controller, your messages will be stamped with the local time rather than the time where the controller is located. The time zone for the set is defined depending upon which network zone the user resides in.
- Embedded (EMEM) UM (Mitel Multi-Instance Communications Director [MICD] only) – with this release we will provide a message synchronization capability – so, if the message is read on email, the MWI lamp is extinguished (and vice versa). Equally this will apply to message deletion. In this release this is supported via IMAP in Microsoft® Exchange environments. Responding to customer corporate policies on passwords, this feature is available on MICD platforms managed by the Oria user portal. Note: You cannot have both Embedded UM and the Forward Voice Mail to Email features enabled on a mailbox.

### **DESIGN CHANGE REQUESTS**

#### **BACKLIGHT CONTROL VIA ESM**

MCD 6.0 will see a new COS option to allow the sets backlighting to be fully turned off as opposed to the screen saver / dimming in place today. This has been requested in verticals such as hospitality and healthcare where the light from the set can be disturbing, but is also of value for those looking to save power when phones are not in use.

#### **MAINTAIN ORIGINAL FORWARD / REROUTE REASON**

This DCR was requested to preserve the full chain of information as a call is forwarded or rerouted across a network. It implies some deviations relative to the original DPNSS specification and as such becomes an option that can be enabled or not. For those wishing to use this, the service must be enabled on all nodes in the network.

A simple scenario is as follows:

- An incoming call is ringing for A (on node 1). A doesn't answer and the call is forwarded to B (on Node 1).
- B is busy and has call forwarding programmed to C (an operator) (on Node 2).
  - Pre-MCD 6.0, the display at C would show A is calling but would show the CFB which reflected the status of B and not A.
  - Post-MCD 6.0, the display at C will show that the call was intended for but that A failed to answer.

### **SINGLE BUTTON TRANSFER TO VOICE MAIL**

Using a new capability introduced in MCD 6.0 (the Call Coverage Form) we will create the ability to transfer a call directly to a mail box. This will be invoked on Mitel IP Phones by pressing the message key (envelope) and then either dialling the target user's extension or pressing a DSS / BLF key of the target user. On consoles this will be invoked via a softkey – again, hit the softkey then dial the relevant extension number. This has been a long outstanding request by our customers, as well from the Mitel User Group. For operators, this will greatly simplify and improve the way in which they handle their customers. For example, today, operators have to wait and tone through voice mail prompts for up to 6 seconds for each one of these calls. Now with this new feature, the same functionality can be done in 1 second.

### **POST CALL DESTINATION**

Again leveraging the new Call Coverage Form, this capability allows calls (internal, external, or both) to be automatically forwarded to a programmed destination following the completion of a call. This could perhaps be all calls into a contact center being forwarded to an IVR for a customer satisfaction survey to be completed.

Another useful application of this feature is when calls are unintentionally dropped, e.g., walking into an elevator with a wireless device. In such cases the call doesn't have to be lost, but rather rerouted to another answer point, e.g., operator, hunt groups, etc.

### **CHANGE AGENT BEHAVIOR ON NO ANSWER**

Today you can have the MCD system log an agent out if they fail to answer a call that is presented to them. From MCD 6.0 we will adjust the behavior so that the contact center manager can choose to have the agent logged out or, alternatively, they can be made absent from the various groups in which they are a member.

### **SNMP TRAP ON CALLS TO A SPECIFIC DN**

Many organizations have a group of people who field emergency services calls to ensure appropriate information and call handling. To ensure all applications work together (in this case, predominantly Emergency Response Adviser, which provides additional capabilities and information relating to emergency calls), Mitel is introducing the option of generating an SNMP trap when either internal or external calls are made to "Emergency Response" type ring groups.

A common application is in the education vertical, specifically for the security desk. Emergency SNMP notifications are generated for applications like Emergency Response Adviser to process. Just as importantly, bomb threats can trigger call recording applications immediately.

### **OUTGOING CALL PREFIX FOR SAC-BASED CALL HISTORY**

This change will bring the SAC-based call history application (higher-end display sets) in line with the call control version in so far as when an outgoing call prefix is defined it will automatically be inserted into the dialling string. This also applies to the People and Visual Voicemail applications.

Today, prior to MCD 6.0, to dial a Call History entry (by pressing the arrow to the right) requires the user to manually enter the outgoing prefix (external PSTN numbers).

### **OUTGOING ALPHA TAGGING**

From this release we will allow the name of the called party to be displayed on any outgoing call if there is a corresponding entry in the Telephone Directory. This is the same behavior we experience on our own mobile phones. This will also apply for all types of speed dial numbers including personal, CDE, and system speed calls. Additionally, if the TelDir entry is configured to be private, the name and number is hidden from the user. For example, when the actual digits dialled for speed dial entries need to be private.

### **NAME OR NUMBER ON FORWARDED CALLS**

Today, forwarded and rerouted calls are presented with a "Forwarded from: xxxx" message, then only after answering is the Caller ID Information (CLI) displayed. From MCD 6.0 we can choose to display the original CLI on single line display IP sets, e.g., SIP devices, 5304, 5312, and 5324 IP Phones, etc. A COS option "Display caller ID on single line sets for forwarded calls" will be provided and select "Yes" to display the original caller ID on a single-line display set when it receives a forwarded / rerouted call (internal or external). The default ("No") displays the forwarding / rerouting party in the form, "From <DN>."

### **SILENT MONITOR OF NON-PRIME LINE CALLS**

From MCD 6.0 a supervisor will be able to silently monitor any active call on the station. Enter the Silent Monitor feature access code along with the prime extension and / or the ACD ID. This feature is independent of the key type the call appears on, including, "single line," "key system," or "multicall" can be monitored.

Note – although primarily intended for the Contact Center environment, Silent Monitoring can be used in general business situations.

### **INCREASE CESID LENGTH**

In support of various international dialling plans, Mitel is extending the CESID number to 12 digits, from the previous 10 digit maximum. Note that, for clustered sites, you must ensure that all nodes are operating with MCD 6.0 software, in order to avoid any truncation of the longer CESID lengths. As this new support deals with emergency situations it is imperative that you ensure all nodes are installed and configured properly.

### **TANDEM SUPPORT FOR NUPOINT UM CONNECTIVITY**

In large deployments NuPoint UM uses the Mitel 3300 Controller as a PSTN trunking gateway. Traditionally, NuPoint UM integrates as a line side device from the 3300 Controller's perspective and NuPoint UM replies on a dedicated signalling link from the CO to specify the voice mail box for an incoming call. For sites which do not have such a dedicated link, we have typically created phantom extensions (Call Forwarded Always) to deliver the voice mail box information.

For large installs with tens of thousands of mailboxes, this is an onerous process, so we are introducing "direct to voice mail" ports. Calls on these ports will be automatically forwarded to the voice mail hunt group, along with the necessary mailbox information. Although primarily intended for NuPoint UM integration, there is no specific dependencies, allowing for other types of integrations.

### **ENHANCED ISDN INWARD MODIFICATION ON E1**

The improved Inward Dialling Modification forms introduced for SIP trunk configurations have now been extended to support E1 ISDN trunks.

### **IMPROVED DSS / BLF CAPABILITY**

MCD 6.0 also sees support for call forward override and supervised transfers for standard DSS / BLF keys as well as secretarial DSS / BLF keys. These include enhancements for both Secretarial Transfer and DSS keys, which can now override all forms of call forwarding on the monitored DN. DSS keys themselves, can be used to transfer calls to the monitored device. For example, to perform an unsupervised transfer, press TRANS / CONF followed by the DSS key. For a supervised transfer, simply press the DSS key and wait for the monitored device to answer.

### **AUDIBLE ALERT ON CALL PICK UP**

To assist users using the call pick up feature, as well as the pick up key flashing when a call is waiting, the system can now also be programmed to provide ringing tone on all sets when a call is presented.

### **INCREASED GROUP PARK KEYS**

The maximum number of Group Park key appearances per destination DN has increased from 64 to 250 for the MxServer, MCD for ISS, MICD, and Virtual MCD (vMCD) implementations (it remains unchanged on the other 3300 Controller variants). Group Park was initially introduced to service the requirements of "fully square" key appearances for all users. In certain type of environments, all users need to be able to pick up the parked calls. Over time, the size of these types of installations grew significantly, where 250 is now required to serve their needs.

### **AUTO RELEASE WITH HOLD FEATURE SUPPORT**

With MCD 6.0, you can now have both features simultaneously: Auto-Release behavior along with the Hold Key. In the past, the Hold Key option also set the Auto-Hold behavior. Auto-Hold automatically places the previous call on Hold, when you pick up a new call. Where as Auto-Release automatically releases the previous call, instead.

Customers wanting to handle calls quickly with Auto-Release (e.g., financial traders) needed to disable the Hold option, which would deprive them of the Hold Key. MCD 6.0 introduces support for both Auto-Release and the Hold Key, simultaneously.

### **UPDATES IN SUPPORT OF THE MITEL 5560 IPT AND FINANCIAL SERVICES CUSTOMERS**

Updates have been made to improve Private Line Automatic Ringdown (PLAR) operation by:

- Removing the need for the far end to disconnect before the trunk link is returned to idle.
- Increasing the ringing duration on outgoing calls until either the far end answers or the ringing timer in the trunk COS expires.

Enhancements to the 5560 Turret set firmware:

- Selective caller ID on keyline appearances on the 5560 IPT.
- Ability to swap keys more easily on the 5560.
- The number of programmable keys is doubled from 96 to 192 (6 pages).

### **OTHER UPDATES**

In line with general security updates, MCD 6.0 ensures anonymous FTP accounts are no longer supported on the MXe Server, MCD for ISS, MICD, and vMCD. Additionally, we have updated the Tomcat version used in the underlying web server delivered in MCD software.

The SNMP Agent in MCD 6.0 is now set to "No" as a default – this can be changed via the SNMP configuration form.

Transport Layer Security (RFC 2246) is supported from MCD 6.0 for signalling message encryption with Mitel SIP devices (Mitel 5603, 5604, 5607 Wireless Phones) and with any third-party devices approved by Mitel's SIP CoE. This is supported whether the devices have a direct connection or are connected via the Mitel Border Gateway (MBG). MBG Release 8.0 in line with MAS 5.0 is the minimum supported version required for TLS.

Note TLS on SIP trunks is not supported.

When configuring SIP trunks, RFC 6140 is now implemented to allow the registration of multiple (bulk) DNS with a single registration name.

### **MITEL CONFIGURATION WIZARD**

Release 4.0 of the Mitel Configuration Wizard is designed to simplify the installation process and is being expanded:

- Config wizard will provide the ability to create groups (Hunt, Pick up etc) and add members to those groups.
- Additionally, config wizard will support a number of the new capabilities brought into MCD 6.0 such as embedded voice mail for ISS platforms.

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## Mitel Communications Director 6.0 MCD MxServer Specific information

### Generic Tips & Caveats for MxServer Platform

- After the database is restored properly and “DBMS SAVE” is completed, MxServer must be powered off and back on to ensure that the Media Gateway is properly upgraded.
- If you have to put 2 or more 3300/MxServer on the same 192.168.1.0 subnet, make sure that none of 3300/MxServer is using factory IP address scheme. (192.168.1.1 to 192.168.1.8)
- **Make sure that** you issue the “UPGRADEBOOTROM ALL” command after upgrade. This will ensure that the platform Bootrom is upgraded properly. Use the following Procedure.
- System’s Application Record ID licensed without Internet connectivity will not be able to manage license transfers via AMC.
- No support for 5140, 5230 and 5240 sets

Note: 5240 Set type is allowed for Nupoint integration (Record Call Only).

### Recommended Tools and Software for MxServer

RS-232 Serial cable (same as the MN3300)

Putty a free Telnet SSH program

WinSCP a free SFTP/FTP program

Serial Port Comms package

USB connected CD/DVD drive (please refer to the supported CD drives in Hardware requirement section)

## Application Requirements

You must meet the minimum software level requirements for each application listed below so that the applications will function correctly with this Release.

Application	Minimum Software Level Requirements
MCD for Mx Server (1.7.5.0) for MCD 6.0	Includes 12.0.0.52 and MSL version =8.3.20.0 For ICP 12.0.0.52 upgrade only, please use SI to upgrade.
MICD	1.2 SP1
Cordless Handset/Headset	01.06 (01.00 minimum)
3300 Citellink Gateway, Norstar/Meridan	1.0.2.4 / 1.2.2.0
5230 Application	9.5.0.8
5550 IP Console	Recommended 4.2.1.9 3.7.0.2 is required for Remote DND or later
5550 IP Console TKB *new	9.7.0.3
5700 Voice First	Please refer to 5700 Release Notes for detail
7100 SNMP Alarms Monitor	7100 SNMP Alarm application required for MCD 6.0 is version 1.5
Applications and Services Gateway	1.1 (Microsoft Live Communications)
MiCW –MiConfig Wizard	4.0
prairieFyre Contact Centre Management	CC 6.0 SP2 is required for MCD 6.0  Contact Centre ports on the MCD must be configured as “Trusted” Service Level in the User and Device Configuration form.  prairieFyre 6.0 is required for EHDA feature. For more information please contact prairieFyre support.
prairieFyre Contact Centre Intelligent Queue	IQ 6.0 SP2
DeTeWe IP DECT RFP	OMM Version 2.6.4
Enterprise Manager	8.0
ER Adviser	5.0.0.16 or higher
IMAT For MCD 4.x is 7.7.0.3 (Win95/98, 2000 Pro, XP)  Note: 7.7.0.3 is backward compatible.	For Rel 3.0~3.3, select IMAT db version “PRI 8.0 or NSU 1.1” For Rel 4.0, use IMAT db version “PRI 8.1 or NSU 1.2” For Rel 4.1-Rel 5.0, use IMAT db version “PRI 8.2 or NSU 1.3” For Rel 5.1 NSU, use IMAT db version NSU 1.4 For Rel 5.2 –6.1 NSU, use IMAT db version NSU 1.5 For Rel 7.0-7.1 NSU, use IMAT db version NSU 1.6 For Rel 8.0/9.0 NSU and MCD 4.x, use IMAT db version NSU 1.7 For Rel 5.1 & PRI card, use IMAT db version “PRI 8.2 or 1.3”
EMEM (embedded voice mail version)	14.0.0.12
IP Phone Analyzer	2.4.0.12
Java Plug in (JRE) for ESM Backups	1.6.0 (v1.6.0_1 or better). To obtain the required java file, please go to <a href="http://java.sun.com/javase/downloads">http://java.sun.com/javase/downloads</a>

Application	Minimum Software Level Requirements
Mitai	MiTAI Server 15.0.0.1; Min. 13.1.2.16 for client application.
Netvision IP Phone (NVP)	ND_FM_042203.BIN (P/N NP-4046-100-US)
NVP II (QCP)	QD_FM_042203.BIN (P/N NP-4046-300-WW)
NetVision Admin Tool	4.1.0a
HCI	15.0.0.2
SDK	5.0.2.11 5.0 SP2
Software Installer <b>new</b>	<b>12.0.0.17</b>
<a href="#">Speak@Ease</a> (Speech Server)	Not Supported
Spectralink NetLink Phone	Version 101.025
Teleworker Solution / MBG	Tested with 7.1 or higher
Teleworker solution is superseded by MBG 5.2	Note: 7.0 SP1 or higher is required for Centralized SRC functionality. For migration path, refer to Release Notes of MBG Note: For External Hot Desk User Mid Call features MBG 6.0.10.0 or higher is required.
Wireless LAN (WLAN)	Min. 1.1.0
Unified Communicator Advanced	5.1
Your Assistant is superseded by Unified Communicator Advanced	
Unified Communicator Express	3.1 or higher
Unified Communicator Mobile (formerly Mobile Extension)	Min. 1.7
Quick Conference	Min. 2.0 (tested 2.1.0.12)
Messaging Server ( 6510)	Please consult with ESNA partner for compatibility
HTML Tool Kit	2.2
MAS (Mitel Application Suite)	MAS 4.0 SP2
Telematrix 3000IP	2.2.2.2
CSM Standalone	Not compatible with MCD 6.0. Please refer to CSM Release Notes
Nupoint Unified Messaging Standard	tested with 15.2.0.9 5.0 SP2 Note: Nupoint 5.0 requires MCD ports to be configured as "Full" service ports. Trusted Application isn't supported for standalone Nupoint 5.0
Nupoint Unified Messaging (UM) 640	tested with 15.2.0.9 ( <b>see KB 11-5191-00244 for reference</b> )
AWC	310.0.21 or higher
RIM MVS	5.0 or higher
Mitel IP-DECT Base stations	6.0.8 for IPBS1 and IPBS2 base stations. See IP-DECT release notes for MCD 6.0 compatibility.
Mitel IP-DECT Handsets	5603/ 5604 - 4.0.8 5607 – 4.0.8 See IP-DECT release notes for MCD 6.0 compatibility.
Mitel WSM	3.52 See IP-DECT release notes for MCD 6.0 compatibility.
Mitel WinPDM	3.10.3
UC360	1.0.2.6 1.0 SP2 Note: see UC360 Release Notes for Configuration Guidelines
Streamline	3.1.3
OIG	1.0

### **IP Trunk backward Compatibility**

1. MCD 6.0 is compatible with 3300 Rel 6.0 or above
2. MCD 6.0 is compatible with SX200 ICP Rel 4.0 and above
3. MCD 6.0 is not compatible with IP node

## Hardware Requirements/Current Controller types vs supported software

Part number	Description	Processor (MHz)	Rel 6.0-6.1	Rel 7.0	Rel 7.1	Rel 8.0/9.0	MCD 4.0 <i>Note 7</i>	MCD 4.1	MCD 4.1 SPx	MCD 4.2~6.0PR1
50004942	3300 LX controller – 512M Ram	450	Y	Y	Y	Y	Y	Y	Y	Y
50004640/ 50005097* 50005942	3300 CXi with Ethernet <b>Note 1</b> <b>50005942 has 512M</b>	266	Y	Y	Y	Y	Y	Y	Y	Y
50004641/ 50005096* 50005941	3300 CX without Ethernet <b>Note 1</b> <b>50005941 has 512M</b>	266	Y	Y	Y	Y	Y	Y	Y	Y
50005080	3300 Mx <b>Note 2,4</b>	450	N	Y	Y	Y	Y	Y	Y	Y
50005081 50005943	3300 AX <b>Note 1,3,4</b> <b>50005943 has 512M</b>	450	N	N	Y	Y	Y	Y	Y	Y
50005592	3300 Mx Server <b>Note 5</b>	450/3.2 GHz	N	N	N	Y	Y	N	Y	Y
50005090 50006211	3300 Mx II Mx II w/o HDD	450	N	N	N	Y	Y	Y	Y	Y
50006093 50006094	3300 CX II 3300 CXi II	400	N	N	N	N	10.0.0.13 or higher	Y	Y	Y
50006269	Mx III <b>NOTE 6</b>	533	N	N	N	N	Y see Note 6	N	N	Y

Legend: Y = supported, N = not supported

\* This part number supersedes the previous Marketing part number.

**Note 1** Requires 512 Meg ram for MCD 4.0 and higher

**Note 2** RAID is a separate purchasable item and **RAID does not support Solid State Drive.**

**Note 3** Requires 2 gig system flash for MCD 4.0 and higher

**Note 4** Redundant Power Supplies are separate purchasable items

**Note 5** Mx Server comes with RAID and Redundant Power Supplies as well as a 3.2 GHz APC card pre-installed.

**Note 6** Mx III is supported with MCD 4.0 SP4

**Note 7** DSP21061 is not supported in MCD 4.0 or higher Refer to KB 12-5173-00082

### RAM Upgrade Part Numbers (Refer to Program Bulletin PA20090049)

Platform	Current RAM	RAM Upgrade required for MCD 4.0 or higher	Part # for 512M FRU (replace 256M)	Remark
CX, CXi	256 M	Yes	50005883	Min 7.1 SW
AX	256M	Yes with primary flash upgrade to 2 GB flash	50005883 ( RAM only) 50006509 ( 2GB flash and 4GB flash)	4GB Flash Voicemail ( P/N=50005441)
LX	512M	Not required		P/N 50004942
Mx, MxII, Mx III, Mx Server	512M	Not required		
LX	256M	NOT SUPPORTED	See note 1	P/N 50004191
250,700,100, MX	256M	NOT SUPPORTED	See note 1	
3340 Bundle	256M	Not SUPPORTED	See note 1	100 User/MX bundle

### Supported CD/DVD Drives for Mx Server platform with Mitel Communications Director

<b>Make</b>	<b>Model</b>	<b>Part Number</b>	<b>recognized by BIOS ISO Boot</b>
TEAC	DV-28PU	1977166N-60	Yes
Memorex	Dual Format DVD Recorder	3202 3288	Yes
Backpack	224202	NEC ND3500AG	Yes
HP	HP CD-Writer cd4e series	C9634-5700	No
Iomega	DVDRW16XU2	31459100	Yes
Sony	DRX-830U	BG68-01241A	Yes
Iomega	CDRW9602EXT-B		Yes
BENQ	EW1621	99.B5G15.0C2	Yes
Iomega	DVDRW16XQP		No -reported from Field
SmartPro	DX-ECDRW100	6075002071	Yes
LG	C-DVRW-16XE		Yes

### CISCO Power Dongle Requirement

<b>Cisco Power Dongle</b>	<b>Remark</b>
Manufacturing Discontinued Part number =50002922	This Dongle is compliant with Cisco 3500 & 6000 series but not Cisco 4000 series
Part number =50003734	Description 3300 (cisco compl.) Pwr Dongles II 10PK. This Dongle is compliant with Cisco 3500, 4000 and 6000 series

### Digital Link Card Compatibility

<b>Formatter Card Type</b>	<b>Minimum PBX Software Load</b>	<b>Notes</b>
MC263AA, BA, AB, BB MC264AA, BA MC269AA and MC270AA	Rel 3.0 or higher	
MC263CA and MC264CA	Rel 3.0 or higher	See Note 1
MC269CA and MC270CA	Rel 3.0 or higher	See Note 2

**Note 1:** The MC263CA is a replacement card for the MC263AA/AB/BA and requires stub card MA225AA. This card must be configured to run either DPNSS or CAS. This is set via serial port using VT100 emulation. Please refer to documentation for programming guidelines. The MC264CA is a replacement card for the MC264AA/BA/AB and requires stub card MA225AA (RJ45) or 50000730(BNC/COAXIAL).

**Note 2:** The MC270CA/MC269CA formatter2 card requires stub card MA225AA (MC269CA may use MA225AA or 50000730). These variants of formatter card will download a new formatter load when the PBX software load contains a different formatter load other than what is currently on the card. PSC card, PER, PER II, and Master/Slave Configuration Requirements

<b>Peripheral Cabinet Part Number</b>	<b>Description</b>	<b>PRC Installed</b>	<b>PSC II MC312AB</b>	<b>PSCI MC312AA</b>	<b>With Master/Slave setup, PER can be configured as:</b>
9400-200-110-NA**	FD Per (AC)	Yes	Yes	Yes	Slave only**
9400-200-113-NA	FD Per (AC)	NO	Yes	NO	Slave only
9400-200-130-NA	Microlight (AC)	NO	Yes	NO	Not possible
9400-200-133-NA	Microlight (AC)	NO	Yes	NO	Not possible
9400-200-116/117-NA	New PER II (AC)	NO	Yes	NO	Master or Slave

**NOTE:** 9400-200-100-NA with engineering part number 136076601 cannot be used as a Slave because EMI filter kit cannot be installed.

Peripheral Cabinet Part Number	Description	PRC Installed	PSC II MC312AB	PSCI MC312AA	With Master/Slave setup, PER can be configured as:
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### Superset 4000 Series Set Requirements

To support the following features:	Superset 4000 Series Sets require the following:
Firmware download	Boot level 4.0 (4025, 4125, and 4150 sets)
48 Key PKM	Minimum set Firmware 5.0
AIM	Minimum set Firmware 6.3
PKM in Headset Mode	Set hardware revision must be D or greater
Dual PKM	Minimum set Firmware 9.4 (Rev H.1)

**Note:** Superset 400 series (e.g. Superset 430) does not support Dual PKM.

### Superset 5000 Series IP Set Requirements

To support:	Superset Dual Mode IP Sets will require:
PKM	5422 PKM Module with minimum hardware Rev B.7

### SX-200 Hardware (Rel.9.0.3.23 or 10.0.1.18 or higher supports SX200 Bay)

SX200 Hardware	Support type
Bay Control Card	BCCIII (part number- 9109-117-001-NA)
Cabinet Type	ELX (part-number 9109-600-002-NA)
4150/4025 Firmware version	For SX200 bay, Firmware =6.4; For Sx200 per, Firmware=6.3

a> For DNIC (white-faced)/BNIC (blue-face), refer to Technical Bulletin 04-5118-00017 for additional information.

b> For BCC III version running Q44 or lower, it may not download. Please refer KB 09-5134-00071 for detail.

## Documentation and Training requirement

<b>Documentation available at <a href="http://edocs.mitel.com/">http://edocs.mitel.com/</a></b>
<ul style="list-style-type: none"><li>• Mitel 3300 ICP Technician's Handbook (MOL)</li><li>• Mitel 3300 ICP Hardware Technical Reference Manual (MOL)</li><li>• Mitel 3300 ICP Engineering Guidelines</li><li>• System Admin Tool Help</li></ul>
<b>Documentation available at <a href="#">Mitel on Line</a></b>
<ul style="list-style-type: none"><li>• Mitel Communications Director 6.0 PR1 Release Notes (this document)</li><li>• SIP Trunk Feature and Interoperability (Mitel Knowledge Base Article 08-5159-00014)</li></ul>
<b>Visit <a href="#">Mitel on Line</a> (MOL) for the latest updated Technical Bulletins, Release Notes and Knowledge Base articles.</b>

For Training Requirement, Refer to the Mitel Technical Training website for course certification learning maps.

## Installation and Upgrade Notes

### Conditions

- a. MCD 6.0 PR1 installs run in Common Data Distribution Mode/SDS Extended mode only. For the migration of SDS Extended Mode and the Pre-Upgrade and Post-Upgrade Checklists, please refer to the corresponding Release Notes in MCD 4.0
- b. The following chart summarizes the requirement whether new password is required for manually updating password in LOS; OR whether one needs to re-retrieve ARID via SI or ESM's LOS during the upgrade to reflect that new password is updated.

From \ To	MCD 4.0	MCD 4.1 & SPs	MCD 4.2 & SPs	MCD 5.0 & SPs	MCD 6.0 PR1
MCD 4.0	No	Y	Y	Yes	Yes
MCD 4.1 & its SPs	N/A	No	No	Yes	Yes
MCD 4.2 & its SPs	N/A	N/A	No	Yes	Yes
MCD 5.0 & its SPs	N/A	N/A	N/A	Yes	Yes

Note: Direct upgrade from pre-MCD 4.0 to MCD 6.0 is not supported due to the incompatible database model between Classic and SDS Extended mode.

### Pre-Upgrade Checklist (Mandatory)

**Note: The pre-upgrade checklist applies to upgrade from MCD 4.x to MCD 6.0 PR1**

For the checklist of upgrading to MCD 4.0, please refer the Release Notes of MCD 4.0 SP4 and/or the corresponding release notes.

Check Component	How to Check	Action if Check is true
<input type="checkbox"/> Is software assurance up to date on the Application Record ID (ARID)?	Login to Mitel AMC, check software assurance expiry date.	If software assurance has expired, purchase new software assurance before starting the upgrade.
<input type="checkbox"/> Do you statically hardcode vlan ID of 1 in IP Set prior to 6.0 upgrade?	Access the configuration (aka Debug) menu on the IP phone	<p>If Vlan ID of 1 is hardcoded on 53xx series, after firmware is upgraded, vlan on 53xx becomes disabled. This assumption is based on some remote sites require to hardcode vlan of 1 in order to bypass Vlan offering from DHCP, LLDP or CDP.</p> <p>No action should be required but keep you informed of the changes. Should you have any concerns, you can contact product support to download set firmware to verify ahead of time.</p> <p>See Knowledge Base Article 12-5191-00275 for more information.</p>
<input type="checkbox"/> For MCD 6.0, Do you configure DHCP option 125 with vlan 1 (native vlan) and priority for 53xx series IP phone.	Check DHCP Server LLDP or CDP	<p>If Native Vlan 1 for no reason is configured on DHCP option 125, we recommend removing vlan 1 and priority from DHCP because 53xx IP phones may get stuck at DHCP discovery after upgrade and if LAN port is configured as ACCESS port for Native vlan 1.</p> <p>For more details, refer to KB 12-5191-00261</p>

Check Component	How to Check	Action if Check is true
<input type="checkbox"/> Unattended Upgrade Memory Requirements	SILOSHOWMAXFREE	<p>The system must have 5.0 SP1 installed to use Unattended Upgrade.</p> <p>The unattended upgrade requires 110 meg of system memory. Issue the siloshowmaxfree command from ESM to display system memory. Reboot system if there isn't enough memory.</p> <p>Systems running 5.0 SP2 will only require 59 MB of system memory before upgrading to newer releases (5.0 SP3 or higher).</p>
<input type="checkbox"/> MCD 5.0 or higher Password strength Changes	System Admin/Site Contact	<p>Best practice for new password security is to change your passwords before you upgrade to MCD 5.0 or higher and Back up the database with the changed passwords. Change the password to meet weak/medium/strong password strength conditions.</p> <p><b>Important Note: Due to SDS update, all passwords changes will be updated to the rest of controllers in the network and you may need to log in with the new credentials.</b></p>
<input type="checkbox"/> Are you using Travelling Class Marks	Login to ESM, Check System Options. Is Send Travelling Class Marks set to Yes?	If yes you must have all the system upgraded to MCD 5.0 or higher or ensure you are using COS value 96 or less and COR values 64 or less. In MCD 5.0 COS and COR numbers have increased so older MCD versions will not pass the higher COS and COR values.
<input type="checkbox"/> Restoring Foreign Database	System Admin/Site Contact	If you have an NE programmed and running, and you decide to change the NE's IP Address, your best practice is to backup up the NE after the IP Address is changed. Then restore. Please see Online Help for other Restoring Foreign Database topics.
<input type="checkbox"/> 53xx series IP Phone and 5540 IP Console Automatic Firmware upgrade	This is a new feature in MCD 5.0	<p>Standalone system and resilient configuration.</p> <p>When 53xx series IP Phone and 5540 IP Console registers with an MCD 5.0 it will report firmware version and if required be directed to upgrade firmware. Previously in a resilient environment phones would fail over to secondary controller during upgrades or system reset. They would only get new IP Phone firmware when the maintenance command "load IPDevice 1 to XXX" was issued. This command should still be used to upgrade non 53xx series sets. Standalone and Resilient Hot desk /ACD Hot Desk user will be logged out during the set firmware upgraded.</p>
<input type="checkbox"/> Do you have Prairiefyre CCM?	System Admin/Site Contact	See Application Requirements of page 13

Check Component	How to Check	Action if Check is true
<input type="checkbox"/> Are you using an Enterprise Manager Voice Quality solution to collect Voice Quality Statistics?	Launch Enterprise Manager and verify the 'Voice Quality Statistics Polling' enabled/disabled in the Diagnostics/Voice Quality Manager application	Disable the Voice Quality Statistics collection until the 3300 ICP software upgrade is completed.
<input type="checkbox"/> Is the DNS server configured for DHCP reachable?	Ping the DNS value indicated in the DHCP options.	If DNS value indicated in the DHCP options is not reachable, change the DHCP options.  If the DNS is not reachable it will cause IP phones to take an additional 2 minutes to boot up.
<input type="checkbox"/> Is the System using Flexible Dimensioning?	Check the Default units against the Current units for all values in the Dimension Selection form from ESM.	Print or Export this form. Use "Perform Full Install" when using S.I.; manually Flex the system after the System has been Optioned. Select "Use Current System Dimensions" when restoring the Database.

### Post-Upgrade Checklist

Check Component	How to Check	Action if Check is true
<input type="checkbox"/> Will the site have multiple controllers with MCD 4.x and MCD 5.0/6.0?	System Admin/Site Contact	There is a known issue with System Data Synchronization between MCD4.2 and MCD4.1 systems.  When you sync from the 10.2 to the 10.1 switch, uncheck the sharing of Location Specification, Called Party Inward Dialing Modifications and Inward Dialing Modification.
<input type="checkbox"/> Check Call accounting package	System Admin/Site Contact	There has been additional fields added to SMDR data. Ensure existing Call accounting software isn't affected
<input type="checkbox"/> Did you install DSP II and see DSP alarms?	Check alarms detail	You need to upgrade DSP II flash load.  Go to ESM → maintenance and diagnostic, Enter "Upgradebootrom all"
<input type="checkbox"/> Have you cleared your IE browsing history	For I.E 8 or previous, select tools then internet options. On the general tab, browsing history select delete.  For I.E 9, select Tools-->Internet options-->General tab, select Delete on Browsing History, then uncheck "Preserve Favorites website data"	If yes, then no action required.  If no, execute Delete from I.E-->Tools--> internet options-->General tab, browsing history-->Delete  Without clearing cache, ESM Forms display or error message will be inconsistent such as changing LOS may get the error of the hardware ID not installed

## Upgrading to MCD 6.0

The following notes apply to upgrades only. When installing a new system, please refer to [Installing a New System](#).

### PC and FTP Server Setup Requirements

Ensure that:	Notes
Static IP address is assigned To PC, Laptop/Server	This will help prevent your PC running Software Installer tools from losing IP address during the installation (particularly if PC is obtained IP address from internal DHCP server)
Sufficient disk space is available	At least 525 Mb
Have Sufficient PC/FTP Server Memory (Ram)	Ensure that the Maintenance PC /FTP server has at least 1 Gig of Ram installed if this unit is working in an Enterprise Network with Greater than 60 Cluster Elements
FTP server is running and proper configured	Refer to your Operating System documentation
FTP server allows access to the 3300 ICP	Enable anonymous logins on the FTP server. See Knowledge Base article # 04-3849-00272 "FTP Server Setup"  Set the username and password of the FTP user account on the FTP server to match the FTP username and password on the 3300ICP. (Username: "ftp" and password is either "ftp" or "@")
IP address of the FTP site is correct	See Knowledge Base article # 04-3849-00272 "FTP Server Setup"
Check <b>ALL</b> firewall settings on the PC ensure they are <b>disabled</b>	Refer to your firewall documentation If you have Cisco VPN, AT&T VPN etc, make sure that stateful firewall is set to OFF. <b>Note To XP SP2 Users, check Firewall Settings to ensure it is disabled, during the install process.</b> (VPN s/w also can set firewall-Disable)
One NIC (network interface card)	If you use the Software Installer (SI) tool to upgrade/install, make sure that you have one NIC card only. If you happen to have 2 NICs, make sure that SI is accessing 3300 on the first of your PC's NICs.

**Note: For using external FTP server to back up DB, make sure that the FTP user has Write and Delete permission. Please note that not all FTP servers distinguish Write and Delete permission. FTP servers such as FileZilla, Linux type has this fine granularity and require to enable both "Write and Delete" permission; Microsoft ISS- FTP server does not have this fine granularity i.e. Delete permission is embedded in the Write permission.**

## Upgrade Path Selection for 3300 platform/ICP

Upgrade:	Using Software Installer
For pre-MCD 4.0 upgrade	Please refer to MCD 4.0 SP4 Release Notes.
From MCD 4.0 (10.0) to MCD 6.0	<p>MCD 4.0 (Rel 10.0) systems in network/cluster domain <b>MUST</b> be migrated from Classic Mode to SDS Extended Mode first (refer to page 28).</p> <p>Once ALL MCD/3300 ICPs are migrated to SDS Extended mode, one can select Upgrade or Full Install via Software Tool to upgrade to Rel 6.0</p>

**Note:** The Software Installer tool, which allows you to upgrade or perform a full install in one step can be downloaded from MOL and requires a laptop/PC configured with a Static IP address and FTP Server connected either locally or to the network.

**Note:** To remotely install 3300-ICP Software using a WAN connection, load the software on a Server local to the 3300-ICP, and then use a Remote Software Package (i.e.: VNC, PC Anywhere etc) to run the Software Installer tool.

## Using the Software Installer Tool to Perform “UPGRADE”

1. Download the Software Installer Tool from MOL software download page:  
e.g. MCDSoftwareInstallerSetup.exe for MCD 6.0. Then Run MCDSoftwareInstallerSetup.exe to install the Software Installer on your laptop/PC. Note always use the SI tool that comes on Disk 2 of the MCD Build.
2. Download ICP Software from MOL: e.g. MCD\_Installation\_12.0.xx.xx.exe. Then Run MCD\_Installation.exe to load the software image into your PC-FTP server.
3. Launch the Software Installer tool and following the Software Installer to select “Perform Upgrade” and the associated options accordingly.

Note: Mitel recommends that you always have database backup on local computer.

4. After upgrade is completed, from the ESM, select **Maintenance and Diagnostics** from the Selection menu.
  - i> If your system has DNIC and/or Peripheral Switch Controller cards, you should issue the “**Load Controllers**” maintenance command as a final step in case new software versions for these cards have been included with this release.
  - ii> If you have external E2T card or DSPII, please issue “UpgradeBootrom all” ESM maintenance command.

Note: MCD 6.0 should automatically upgrade firmware of all 53xx IP Sets without issuing “Load ipdevice”.

## Using the Software Installer Tool to Perform “FULL INSTALL” for 3300 systems/ICPs.

**Before you begin:** If the system has utilized Flex Dims, please print or Export the Dimension Selection Form before beginning the Upgrade Process. You must manually re-FLEX your system dimension before restoring the Database.

1. Download the Software Installer Tool from MOL software download page: e.g. MCDSoftwareInstallerSetup.exe. Then Run MCDSoftwareInstallerSetup.exe to install the Software Installer on your laptop/PC.
2. Download ICP Software from MOL: e.g. MCD\_Installation.exe. Then Run MCD\_Installation.exe to load the software image into your PC-FTP server.
3. Launch the Software Installer tool and follow the software installer screen to select “Full Install” and the associated options (FTP server) accordingly.

For the option of “restore database”, If your System is using Flexible Dimensioning, do not select “Restore From Data Base Backup” at this time. You must manually Flex your system, then restore that database, and select “Use Current System Dimensions”.

4. After installation is complete, from the ESM, select Maintenance and Diagnostics from the Selection menu, perform the following if required

- i> If your system has DNIC and/or Peripheral Switch Controller cards, you should issue the “**Load Controllers**” maintenance command as a final step in case new software versions for these cards have been included with this release.
- ii> If you have external E2T card or DSP II, please issue “UpgradeBootrom all” ESM maintenance command.

**Note:** Due to automatic firmware upgrade feature for 53xx series IP, all 53xx series IP phones re-registering/rehoming to MCD 6.0 will have their firmware upgrade. Hot Desk User/ACD HotDesk User will be logged out in this process.

## Installing a New System

### Important!

- Follow this procedure assuming that the system software is pre-loaded on the hard drive and no options or database have been configured. For installation software on a blank hard drive, please refer to the Technical Handbook for additional detail.
- Before attempting to install, ensure the hard drive and sys ID/I-button (if applicable) are installed.

Note: MxS Server/MCD ISS/MiCD do not require sys ID/I-button.

- The following IP addresses are reserved for ASU:

Reserved IP for ASU in Rel 7.0 or later	Reserved IP addresses for ASUs prior to Rel 7.0
169.254.X.0 to 169.254.n.15	192.168.Y.1 to 192.168.Y.15
Where X ranges from 10 to 30	Where Y ranges from 10 to 13

**Note:** Please do not use these IP addresses for controllers, IP phones and ensure that you do not have conflict with your existing network.

- If you have to change the default language from English to French or other languages, make sure that the embedded Voice mail (if purchased) is programmed first before you change default language to other languages.
- For CX II or CXi II, refer to 3300ICP\_CX-Cxi\_II\_Addendum.pft from MOL and/or Technical Handbook for DSP resource requirement.

### To install:

- Change the IP address of the RTC to meet the Network Requirements with DNS configured.
- Enable all system options based on AMC record or then enter the ARID to retrieve the option in LOS form.  
System options include purchased options and configuration options such as Networking, Mitai, and Extended Agent groups. Configuration options do not require a new ARID or AMC Password.
- Reboot the system to activate system options.
- Perform a "DBMS SAVE" to start the internal DHCP Server service.  
**The internal DHCP Server service/tftp service will NOT start if you do not issue DBMS SAVE command.**

**MXe Server Software Upgrade Selection Path:**

<b>Mxe Server Upgrade:</b>	<b>Using Software Installer</b>
From 8.0 to 9.0 ~MCD 4.0	<p>Option A: Upgrade MSL (see procedure below). <b>If your MSL is already 8.3.20.0 do not upgrade MSL.</b></p> <p>Option B: Perform Full installation from recovery iso image -include MSL backup, ESM backup, MSL ISO install, restore, SI License, ESM restore.</p>
From MCD 4.0 to MCD 4.1SPx/4.2SPx/5.0 SP2/6.0	<p>Upgrade Procedure at a glance</p> <ol style="list-style-type: none"> <li>1. MXe server running MCD 4.0 must be converted from Classic to Common Data Distributed /Extended mode first. See page 28 for details.</li> <li>2. Use SI to upgrade to MCD 6.0. <b>Do not upgrade the MSL if your controller is running 9.0.0.41 or greater.</b></li> </ol>

**Note: As a reminder, we support upgrade from MCD 4.0 to MCD 6.0 PR1 directly in Common Data Distributed/Extended Mode only.**

**For Full installation from the recovery ISO image of MXe Server**

**Note: The recovery ISO image includes ICP 12.0.0.xx To upgrade to ICP 12.0.0.xx only, please use SI**

1. Back up MCD via ESM backup.
2. Update AMC Application record selecting MCD 6.0 / Rel 12.0 license keys.
3. Connect a RS-232 straight DTE male to female serial cable between the MXe Server printer port and the PC's serial port (cable not provided)
4. Setup the PC's Communications Program with the following settings: Baud Rate 38400, Data bits 8, Parity none, Stop bit 1 and Flow control none.
5. Connect a USB CD/DVD drive to the MXe Server USB port and insert the MCD 4.0 for MXe Server ISO disk (install disk found on Mitel On-line) into USB drive.
6. Depress the reset button. This will cause a reset of the APC card.
7. This will allow the APC to boot off of the Installation Disk. Communications program will display the APC Bios screen and Linux boot sequence.
8. Linux will allow the user to test the Media. Select OK.
9. Select Language.
10. Select **Fresh Install "Mitel Networks Server x.x.x.x" System.**
11. Files will then be copied to the system and the system will reboot.
12. Run Software Installer to license MXe Server.

**For upgrading ICP component (Call Control) only of MXe Server,** please refer to "Upgrade Path Selection for 3300 platform". In general, one can use Software Installer to perform normal upgrade or installation.

## DB Migrating to Common Distributed Data Model / SDS Extended Mode

MCD 4.1 or higher only supports Common Data Distributed /SDS Extended mode

**Note: No MCD 4.1 or higher installs should be scheduled until all MCD/3300 ICPs in a network/cluster meet the following criteria:**

**a> All are running MCD 4.0**

**b> All have been migrated to SDS Extended Mode.**

MCD 4.0 introduced two Database models, Classic and Common Data Distributed /Extended.

Classic is what we know today, and requires the use Ops Manager to effectively manage your Telephone Directory in a clustered environment.

With Common Distributed Data Model/Extended model, Ops manager is no longer needed.

### Important Note:

1. 3300 Database converted to support RND synchronization/Common Distributed Data model is not compatible with "Classic" model or vice versa.
2. 3300 system in Classic mode can be converted to Common Distributed Data mode in the "Shared Forms Configuration" form.
3. 3300 system in Common Distributed Data mode cannot be converted back.

To convert back to classic mode, one must perform Full Installation and select "Classic" mode.

Please see screenshot at the last page of this document for proper selection.

4. During Full Installation, the selection between Classic mode vs Common Distributed Data mode is prompted (see screenshot at Appendix A – last page of the document)

For Online/Offline upgrade, 3300 system remains in Classic mode.

5. "Import Spreadsheet" between Classic and Common Distributed are not compatible.
6. Compatibility table between 3300 system /database as follows:

3300 System Mode	3300 database from Classic system	3300 database from Common Distributed Data system/Extended
Telephone Directory Sync. Via SDS (known as Extended)	Cannot be restored	OK to restore
Telephone Directory Sync. Via OPS manager (known as Classic)	OK to restore	Cannot be restored

**Note: If you have a standard template database in Classic mode (i.e. from Rel 9.0, make sure that you select Classic Mode)**

**Note: Run "MIGRATION PRECHECK" maintenance command during maintenance a window.**

It is essential that one follow the pre-checklist to ensure that there are no outstanding errors in Telephone directory/RDN before migrating to Common Distributed Data mode

**Pre-Migration Checklist for MCD 4.0 using Classic mode.**

Check Component	How to Check	Action if Check is true
<input type="checkbox"/> Are there any outstanding deltas in ops	Check for deltas in ops	Clear up deltas before proceeding with migration. It is essential that all Tel. Directory Entries in Cluster before one can go to common distributed data mode.
<input type="checkbox"/> Are all systems in the Cluster at MCD 4.0	Refer to <b>About</b> on each 3300 in the cluster	No action required if all nodes are at MCD 4.0. All nodes must be at MCD 4.0 to migrate.
<input type="checkbox"/> Has SDS been enabled to all nodes in the cluster	Refer to network element assignment	No action required if all nodes are sharing. All nodes must be SDS shared for successful migration.
<input type="checkbox"/> Are there any System Speed Calls that do not have a tel dir entry	Compare system speed call assignment with Tel Dir.	Add a Tel dir entry for each system or do not import the .csv output after running "migration precheck"
<input type="checkbox"/> After running "migration precheck" are there any errors reported?	<b>Run migration precheck from maintenance commands during Maintenance window.</b>	Correct errors reported in the output of the command.

**Post Migration Checklist.**

Check Component	How to Check	Action if Check is true
<input type="checkbox"/> Have all nodes been migrated	Issue migration status command	No action required, however if all nodes have node been migrated ensure to migrate them before making any changes in the cluster.
<input type="checkbox"/> Has service hosting and user been synced		No action required. If not service hosting and user must be synced to ensure your cluster starts off with crucial data in sync

---

## Customer Reported Software Problems Delivered – MCD 6.0 PR1

**MN00464980** MCD should be sending a "Server Unavailable" when a 301 is sent - not "Feature Failed"

REPORTED IN SW LOAD 12.0

SYMPTOMS

When the MCD is sending the 301 to move the registration the system also terminate the mihotdesk subscriptions with a "Feature Failed" #6 (inside the Notify message body). The system should be sending a "Server Unavailable" #3 which allows them to reattempt.

**MN00465886** VM language prompts incorrect after "online" upgrade from MCD5 to MCD6

REPORTED IN SW LOAD 12.0

SYMPTOMS

After upgrading a system from MCD 5.0 to MCD 6.0 via an SI tool ONLINE upgrade the embedded VM prompt languages are incorrect. The selectable list is incomplete and when you select certain languages you get a different language when dialling the VM ports.

Note: Part of this fix requires Newer SI version

**MN00466931** System Reset due to task tSnmpd

REPORTED IN SW LOAD 12.0

SYMPTOMS

System Reset due to task tSnmpd

---

## Customer Reported Software Problems Delivered - MCD 6.0

**MN00311701** Users's OCS status does not update on 5550 Console

REPORTED IN SW LOAD 9.0.3.15

SYMPTOMS

Users's OCS status is not updating when they are in a call or when they have set their status manually. The console only updates the status when it is restarted. Site is running MXe 9.0.3.15 and console version is 3.5.1.6

**MN00334816** Confirmation when entering any reset command

REPORTED IN SW LOAD 10.0 UR2

SYMPTOMS

When issuing the command "reset system" there is no confirmation request. Customer has requested this to be added for all reset commands via the esm.

**MN00360767** SDS Improvement: SDS cannot properly cleanup Tel Directory for Clustered Hospitality sites

REPORTED IN SW LOAD 10.0.2.8

SYMPTOMS

SDS and PMS cannot update the teldir due to having multiple teldir entries that are both set to Prime name on multiple controllers. Can't add or delete as "The Telephone Number may have only one prime user."

**MN00363989 / MN430535** Software Installer Tool does not fit screen

REPORTED IN SW LOAD 10.2.0.26\_2

SYMPTOMS

Software Installer Tool does not fit screen

**MN00372145** Change a DN, locally it gets changed but the old hosted service record stays around.

REPORTED IN SW LOAD 10.2.0.26\_2

SYMPTOMS

Any set created using OPS man in the primary controller. If the DN is changed of a user on the primary controller (for example from 6006 to 6024) is changed. The change is successful on the primary controller but the RDN on the Slave still shows the original DN 6006 in the RDN table. When you change a DN, locally it gets changed but the old hosted service record stays around. Subsequent edits/changes that try to use the original number fail.

**MN00375274** SDS Improvements: User and device form has entries with last name and first name only

REPORTED IN SW LOAD 10.1.2.16

SYMPTOMS

The user and device configuration form has many entries with ONLY a last name and a first name. No other data, no DN, no directory name, no device type etc etc. Entries appear to be hotel guests that have already been checked out.

**MN00383451** SDS Improvements: SDS – cannot edit user data after migration – user id not generated

REPORTED IN SW LOAD 10.2.0.26\_2

12-5191-00287

#### SYMPTOMS

After migrating a OPS managed cluster to SDS enhanced mode we cannot edit user data. Can not edit the tel dir etc. If the user and device data is exported there is no user id for the users. This has prevented the user to service host map form being populated.

#### **MN00383776 Backup fails if destination folder has an apostrophe in the name.**

REPORTED IN SW LOAD 10.1.2.13

#### SYMPTOMS

Backup fails with a IE script error if destination folder's name has an apostrophe in it.

#### **MN00390771 SWI Installer tool 10.2.0.8 "File name already exists"**

REPORTED IN SW LOAD 10.2.2.10

#### SYMPTOMS

Using the software installer tool, Option to backup, Browse and select a folder to place the backup file in: Error returns "File name already exists"

#### **MN00392195 T.38 Outgoing faxes to NSU's and DS1 Formatters do not switch to T.38**

REPORTED IN SW LOAD 10.2.2.10

#### SYMPTOMS

When making a SIP fax call out NSU's and DS1 formatters, the 3300 does not try to negotiate a T.38 call. It stays G.711 which in some Fax servers causes the call to fail due to only supporting T.38. This only happens when audio inhibit until answer supervision is set to no.... If set to yes, disables ability to enter acct code into carrier.

WORKAROUND =Audio Inhibit Until Answer Supervision to YES will correct this issue.

#### **MN00397486 Turret Registration failed due to an invalid DN**

REPORTED IN SW LOAD 10.1.1.11\_2

#### SYMPTOMS

When trying to replace a Turret set, you will get the following error when trying to put in the new set. "Registration failed due to an invalid DN"

WORKAROUND =Remove dn's from Master/Slave association,  
Program Master/Slave Association back and then register the Turret with a phone.

#### **MN00397578 Internal smdr is generated while the call is put on hard hold**

REPORTED IN SW LOAD 10.2.2.10

#### SYMPTOMS

Station A 1000 calls Station B 2008, puts the call on hardhold for a period of time, then retrieves the call on hold, and later on releases the call. 3300 generates the SMDR when the call is put on hold for no reason and 3300 does not generate the next leg of smdr (after the call is retrieved).

#### **MN00405558 SIP Call Re route not followed on transfer**

REPORTED IN SW LOAD 10.2.2.15

#### SYMPTOMS

When Private SIP trunk is set to Yes, and the SIP trunk performs a transfer, the "Use held party device for call rerouting" is not followed.

#### **MN00406319 SIP Private SIP trunk not treating trunk as Internal when enabled affecting Record a Call**

REPORTED IN SW LOAD 10.2.2.15

#### SYMPTOMS

An extension with Record a call for incoming/outgoing external calls. Using ESNA for VM. The record a call activates when they go to check their VM. This happens when Private SIP trunk is enabled. In the xfer to voicemail the user gets placed on an infinite hold and never gets routed to the integrated VM.

WORKAROUND =To stop recording voicemail before trying to transfer.

#### **MN00408370 Can enter illegal characters in Network Element name**

REPORTED IN SW LOAD 11.0.0.102

#### SYMPTOMS

Help docs indicate the allowable characters to use in a Network Element name, but you are allowed to enter & save invalid characters.

#### **MN00408633 System Admin screen opens behind login screen**

REPORTED IN SW LOAD 11.0.0.102

#### SYMPTOMS

System Admin screen opens behind login screen after entering username and password.

WORKAROUND=Close or minimize login window

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**MN00409811 MXE controller slow RTC MiSSRead/Write errors, can't login to secure telnet**

REPORTED IN SW LOAD 10.1.40.17

**SYMPTOMS**

RTC shell has the following scrolling continuously.

    MiSslWrite(): write attempted without an SSL or Socket

    MiSslRead(): read attempted without an SSL or Socket

    0x3d6fshell restarted.

    840 (MiSslWrite(): writtTnetlShell0e attemp): ted without an SSTelnet session te  
    minating.L or Socket

PSTlogs are full of the following log:

    Progress Monitor >telnetlnTaskTelnet session terminating.

**MN00410226 Cannot edit extension using group admin if the name contains a # symbol**

REPORTED IN SW LOAD 10.2.2.10

**SYMPTOMS**

Site running 10.2.2.10 is unable to edit an extension using group admin tool. When trying to edit the extension, the following message is displayed."This device cannot be edited through this tool. Please contact the system administrator"

WORKAROUND=Do not use # in the name portion of the extension programming.

**MN00410533 Unable to Delete EHDU, keeps coming back**

REPORTED IN SW LOAD 10.1.2.13

**SYMPTOMS**

When a EHDU is deleted the system indicates that it is succesful but if a search is done on the deleted DN it reappears.

**MN00410729 Major Alarm being raised upon detecting the following task suspended: tLogintmtce1**

REPORTED IN SW LOAD 10.2.2.10

**SYMPTOMS**

Major Alarm being raised upon detecting the following task suspended: tLogintmtce1

WORKAROUND=Turn off port scanning

**MN00412519 ACD Calls lost whilst queueing**

REPORTED IN SW LOAD 10.2.2.15

**SYMPTOMS**

Acd calls are dropped when queued. This normally happens at the point when an Agent becomes free.

**MN00412752 SDS Improvements:Unable to sync due to Hosted User Service created twice for same DN**

REPORTED IN SW LOAD 11.0.0.102

**SYMPTOMS**

Issue can happen when DN is deleted and not updated without a synch, this creates a new Hosted User Service that needs to be deleted

work around = DN needs to be deleted, reboot controller and import DN's with proper GUID, synch again to clear.

**MN00412782 After Backup Embedded VM failed to Restart**

REPORTED IN SW LOAD 10.2.2.17

**SYMPTOMS**

Customer complained about License Capacity form could not be opened. Came back with System Capacity Error Operation Unsupported. Discovered that the embedded VM was not running. Started VM using iPVM\_Start and all is clear

WORKAROUND =move ops backups to different times.. or give more time to ops to backup as embedded vm kicks off at 3am. to do its own cleanup.

**MN00412932 ISP blocks RTP as it requires G.729 Annex A**

REPORTED IN SW LOAD 10.2.2.15

**SYMPTOMS**

Unable to make calls from SIP devices using g.729 Annex A, the MCd will only offer Annex B, this is rejected by the SIP provider.

WORKAROUND =This problem can be worked around using codec filtering.

    Codec Filtering is available through ESM starting in Release 5.0 SP2.

    Codec Filtering is also available through script file modification starting in release 10.2.2.6

**MN00414705 Adding a 200 ICP does not populate the the icp pbx networking form**

REPORTED IN SW LOAD 11.0

**SYMPTOMS**

When programming a 200 ICP you must select other in the network element form but it does not create this element in the ICP PBX networking form.

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work around = Select sx-2000 microlight in the type field in the network element

**MN00417428 System reset due to MiTMT7 0x3cedc80**

REPORTED IN SW LOAD 10.0.3.37

**SYMPTOMS**

System reset in normal operation.

**MN00418267 Intra Zone Fax profile field not visible in Network Zone**

REPORTED IN SW LOAD 10.2.2.15

**SYMPTOMS**

One issue that has come up a number of times is that users can't configure the Intra Zone Fax profile. The reason why they can't configure the Intra Zone Fax is because the controller needs to have a T.38 license present on it. , there should be no requirement for a T.38 Fax license to be present to enable the Intra Zone Fax Profile.

**MN00419080 SIP ESNA transfer to Park and Page SpeedCall fails**

REPORTED IN SW LOAD 10.2.1.13

**SYMPTOMS**

Incoming internal call from 3300 to ESNA, transferred to a Speedcall which is actually doing a Park and Page for an extension on a second PBX. Works fine if the extension is on PBX 1. User stays on hold. Set displays "HELD BY VOICEMAIL" even though the call is parked. When the call is answered we get no audio until the person answering the call puts the call on hold and then retrieves it.

**MN00419304 CX II does not use hardware echo canceller by default.**

REPORTED IN SW LOAD 10.0 UR3

**SYMPTOMS**

Customer upgraded hardware and s/w and found that G.711 pass thru faxes stopped working. Determined that added h/w echo canceller resolved the issue. This is because the s/w echo canceller does not listen to CED tone. Some faxes require that the echo canceller be disabled for it to work.

Workarond= To add a hardware echo canceller.

**MN00421113 Web Interface unusable due to Xfile & stale task caused by DSCtrlrT8**

REPORTED IN SW LOAD 10.2.2.11

**SYMPTOMS**

The web Interface on the controller was unavailable. The customer made some changes to their licensing on the system at 11:39 on 3 Feb, they made changes on the DNS Server to allow access to the AMC After the changes the web interface, SIP Trunk & LBG stopped working. This was followed by and xfile being generated and task DSCtrlrT8 becoming suspended as shown by the following entries from the logs.

**MN00421846 When updating comments for peripheral cabinet it fails with "no more room for new record"**

REPORTED IN SW LOAD 10.0.4.14

**SYMPTOMS**

When the comments field changes are attempting in the "Periperal/DSU Unit Configuration" form the system responds with "No more room for new records".

**MN00422340 SDS Improvements: Clustered hospitality SDS errors with "The tel dir may only have on prime us**

REPORTED IN SW LOAD 10.1.2.16

**SYMPTOMS**

Clustered hospitality with mass check in and check out in short periods of time. The site is frequently maxing out the total number of pending SDS updates. The updates never process due to (The Telephone Number may have only one prime user.)

**MN00422557 Wakeup with time changed after first no answer does not trigger**

REPORTED IN SW LOAD 10.0

**SYMPTOMS**

A wake up call was unanswered on first ring attempt. During the wakeup interval, the wakeup time was changed to 20 min later than the original wakeup time. The wakeup did not trigger at the newly programmed wakeup time.

**MN00422656 HCI Mitai monitors do not have alarm or log to say resource exceeded**

REPORTED IN SW LOAD 10.2.2.25

**SYMPTOMS**

When applications run out of HCI monitors and Mitai monitors, there are no indications in logs or alarms on the client or the MCD. Nor is there a tracking mechanism to determine which monitor is tied to IP/Server/Application device.

**MN00423248 DND symbol showing on phone**

REPORTED IN SW LOAD 11.0.0.102

**SYMPTOMS**

5320 set. When hotdesk user logs in, DND symbol shows on display, but user is not in DND. Has to put into DND and remove to get rid of symbol

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**MN00423542 Blind Transfer through CD CF will some time get stuck in Music on Hold**

REPORTED IN SW LOAD 14.2.2.15

**SYMPTOMS**

Call comes in from external and hit CD CF ==> multi key to 5678 and they will hear transferring but will get stuck in music on hold, This just seems to happen when they are BLND to VM

WORKAROUND = This is patched in 10.2.2.29 and is officially fixed in MCD 6.0 or higher

**MN00423562 Cannot activate Make Busy FAC from EHDA**

REPORTED IN SW LOAD 11.0.0.102

**SYMPTOMS**

When an EHDA is logged in, and accessing the EHDU DID number, the user cannot put the EHDA into MB state by dialing the MB FAC when the System Option "ACD Make Busy Walk Away Codes" is set to yes. Get reorder tone when entering the MB Activate code.

WORKAROUND = change the System Option "ACD Make Busy Walk Away Codes" is set to "no" I

**MN00423976/ MN436529 System shows license violation on new install when date and time not set**

REPORTED IN SW LOAD 11.0.0.102

**SYMPTOMS**

System shows license violation when date and time are not set

WORKAROUND = Time and date needs to be set before syncing to amc

You will have to set time and date then resync to amc

**MN00424777 Controller becomes inaccessible after setting up scheduling need reboot**

REPORTED IN SW LOAD 11.0.1.20

**SYMPTOMS**

After programming Scheduler, the system became inaccessible. Controller is running over 90% CPU usage Java layer. Phones may have slow dial tone, or just stop responding. No ESM access, CPU hogging until the controller is rebooted.

WORKAROUND = Change time zone to one that is supported.

**MN00425119 IDS sync to AD does not create role template keys when role is hotdesk**

REPORTED IN SW LOAD 11.0.1.20

**SYMPTOMS**

IDS sync to AD. AD user points to a role on MCD that creates a hotdesk user with preferred set 5312 that has programmable keys configured. If extension is created in MCD esm by the created role, the associated programmable keys associated with the role get created. If extension is created using IDS sync, everything associated with the role is configured except for the programmable keys.

Note: IDS sync to a role that is not a hotdesk user works perfectly and creates the programmable keys as expected

**MN00425855 program up Holiday Dates in advance using scheduler**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

When trying to program up Holiday Dates in advance, when you get to year 2014, it takes up to 5 minutes to load a page before you get the opportunity to advance to the next month

**MN00425872 SDS Error If External Music On Hold (MOH) programmed on E&M Trunk**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

If you program an external MOH port (E&M trunk) in the system access points form and share it with other controllers, SDS gives a Data Distribution error saying that the MOH Source/E&M port on the other controllers is invalid. This occurs when the other controllers do not have an E&M port in the location where the MOH source is programmed on the original controller. The intent is to use the MOH source across the cluster so if we do not share the System Access Points then we cannot get clustered MOH. The clustered Music On Hold works but the SDS error cannot be removed.

**MN00425930 MXE controller having multiple SDSCtrlrT errors trying to start database transactions**

REPORTED IN SW LOAD 10.2.2.10

**SYMPTOMS**

The site had multiple failures trying to start database transaction for views (7 and 168).

**MN00426195 Critical License violation states incorrect popup message on non DLM**

REPORTED IN SW LOAD 11.0.0.102

**SYMPTOMS**

When GARID escalates into Critical License violation, the popup message when accessing ESM login on DLM correctly suggests how many days left before next escalation. On a non DLM system that belongs to the same GARID the message suggests service interruption in <1 hour

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**MN00426484 flood of q2000 warning logs with q2000 tran trap**

REPORTED IN SW LOAD 10.0.1.22

**SYMPTOMS**

Recurring q2000 warning logs every 5 min. Included in these logs is a q2000tran trap with exception \$06: CHK Instruction

**MN00426574 Interconnect Restriction Not Working When Agents are busy / makebusy**

REPORTED IN SW LOAD 11.0.1.20

**SYMPTOMS**

All extensions are prevented from dialling the Agents directly. This is achieved through a interconnect restriction. The extension users can speak to the Agents if they are transferred via an IQ/VMW port and the COS option override interconnect restriction on transfer is set to true. However, if the Agents are busy/make busy the call with queue and when the agent becomes available the call is incorrectly restricted.

**MN00426936 After a reboot, 3300 will not recover when more than 1x E1 link connected**

REPORTED IN SW LOAD 10.0

**SYMPTOMS**

3300 will not recover and continuously reboot, when one or more E1 links are connected. If E1 links are disconnected then 3300 reboots successfully.

**MN00427380 Resilient IP phones do not go back to primary if primary hardware has been changed**

REPORTED IN SW LOAD 10.2.2.10

**SYMPTOMS**

IP phones are 53xx and are resilient. The 3300 hardware was replaced for the primary controller. The IP phones moved to the secondary as expected but will not move back to the primary due to pinging failure on the old MAC.

WORKAROUND=Reboot the IP phones.

**MN00427932 SIP Referred By header is preferred over Diversion header causing VM integration issues**

REPORTED IN SW LOAD 10.2.1.6

**SYMPTOMS**

When a call is SIP referred back to the 3300 and then reroutes to SIP VM. The 3300 won't send a Diversion header. Instead it sends the referred by information. This causes VM integration issues as most SIP VM vendors are looking for the Diversion header. Symptoms would be that the caller gets the main auto attendant greeting instead of the mailbox requested.

**MN00428308 Call Recording playback stops after 5 minutes**

REPORTED IN SW LOAD 10.1.2.16

**SYMPTOMS**

Visual Voice Mail is enabled – Record a Call Enabled. User records the complete conversation that will last for about 20 minutes, Saves the recording. However if they play the recording back after 5 minutes the playback stops and the user is logged out of Visual Voice Mail.

WORKAROUND=Disable Visual Voice Mail

**MN00429038 Invalid Data Key error using group admin tool to modify voice mailbox settings**

REPORTED IN SW LOAD 12.0

**SYMPTOMS**

When using the group admin tool to modify voice mailbox settings, whether or not any change is actually made, when trying to save you get error: Invalid Data Key

**MN00429251 ESM: UWI Framework (CMN) Error logs when logging into ESM**

REPORTED IN SW LOAD 11.0.1.20

**SYMPTOMS**

The following logs being generated when user logs into ESM:

```
4739 ERROR 2012/02/29 10:07:33 UWI Framework (CMN) Software
cmn_Custom.c(438)
cmn_GetUIMsgs() >Error rendering HTML in call to cmn_renderHTMLByFile().
```

**MN00429266 tViPER\_IP task causes 3300 to reboot**

REPORTED IN SW LOAD 10.1.2.16

**SYMPTOMS**

User was deleting a hotdesk user just prior to exception; then controller rebooted:

```
4407 ERROR 2012/04/18 15:16:52 Task Monitor Software Maintenance(0)
Critical Alarm being raised upon detecting the following task suspended: tViPER_IP 0x3d54000
at: WED APR 18 15:16:52 2012
```

**MN00429666 Missing TransferInvoked event on blind transfer to ACDX Queue**

REPORTED IN SW LOAD 11.0 UR2

**SYMPTOMS**

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A public trunk call is connected to an ACDX agent in talks state. The agent makes a consultation call to a different ACDX group and then performs a blind transfer while the call is queued to the group.

WORKAROUND = This is patched in 11.0.1.37 and is officially fixed in MCD 6.0

**MN00430640 Need better logs to identify hostile hackers**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

During the course of troubleshooting Sip phone misbehaviour we realized they were being attacked from an ip address in China. This address got through the customer firewall and was trying to register a sip phone. There were so many registrations that SIP would not work, both phones and sip trunks.

**MN00430896 Scheduled User and Device Configuration export gives error " Internal Error: Invalid token return**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

Customer schedules daily User and Device and Tel Dir exports

- a) TelDir form exports correctly
- b) User and device configuration gives error " Internal Error: Invalid token returned "

Log shows

```
3640 ERROR 2012/05/02 11:44:00 MiMC4jClient Software MiMC_ICP.cpp(660)
ExecuteCommand >Maintenance Commands DSA failed to invoke command <CSVEXPORT
CUS_GDM_USER_CONFIGURATION /db/temp/test.csv>!
```

**MN00431409 VQS report incorrect UDP port for Voice Port (UDP)**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

Site reporting incorrect voice quality statistics. Verified in the lab on MCD5.0 SP1 PR1. Intermittently VQS show UDP port 9000 in use despite the fact that this UDP port is no longer used. Also seeing lots of entries for IP Address 0.0.0.0.

**MN00431759 Unable to delete T1 link when configured as DASS protocol**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

When the Dual T1/E1 framers is configured as T1 interface type and is assigned with digital link descriptors of DASS II, this link can no longer be deleted.

The following error messages are reported

- a> ESM popup windows states View error occurred but no error code was reported
- b> Sw logs reports DBASRV: write\_view\_tuple error occurred but not reported for view 91

WORKAROUND = On the dual framer, set the spare port as E1 interface.

Assign the same link descriptor to this E1 interface in the Digital links form

Delete the T1 link with DASS descriptor, then E1 link after for the complete cleanup

**MN00431848 System reset due to Critical Alarm being raised upon detecting the following task suspended: tEx**

REPORTED IN SW LOAD 11.0.0.105\_1

**SYMPTOMS**

System reset with the following taskCritical Alarm being raised upon detecting the following task suspended: tExcTask 0x40ea540

**MN00432283 when adding a Phone app "Help" in a key template, the template will not load in ESM**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

Creating a keytemplate in ESM, I add a Line type of "Phone App" and select a Phone App feature "HELP". You save the template and then reopen the template to view it. The form key template form will no longer display results past the Phone App Key. It appears that the form template does not load completely, if reopened. It appears that the additional keys after the Phone app does not load. The Save and Cancel buttons do not appear and the circle (what appears when the page is loading) continually appear. The only way the redo template is delete the template and start again. If the phone app is not a key the template can be created.

**MN00432285 Phone app feature not being displayed in the User and Deices Configuration Form Key tab**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

When adding a phone app to a key I am able to program the phone app and allocate the feature. The key functions perfectly fine. If i view the key through User and Device Configuration form Key tab the phone app feature is not shown. If I press the change key the phone app feature is shown. If i view the keys through Multiline Set Keys, the phone app feature is visible without changing the key

**MN00432304 Wrong Busy Tone in Germany**

REPORTED IN SW LOAD 11.0.1.26

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#### SYMPTOMS

The Busy and Reorder tone is wrong for Germany. I had a look in the Hardware Technical Reference Manual and see that the Tone Plan is wrong. Busy should be: 0.48 on, 0.48 off, repeat

Reorder (Congestion) should be: 0.24 on, 0.24 off, repeat

#### **MN00432412 Call forwarding profile to external destination not working on Hunt groups**

REPORTED IN SW LOAD 11.0

#### SYMPTOMS

When configuring a Hunt Group DN to call forward to external Destination, in the Call Forwarding Profile, the following message pops up "Change Class of Service to program this call forwarding"

WORKAROUND =Change COS 1 "Call forwarding(External Destination)" to Yes

#### **MN00432773 Lose audio when trying to switch from Dect handset to Dect headset**

REPORTED IN SW LOAD 11.0.1.20

#### SYMPTOMS

Make a call on the wireless handset. Destination rings and answers and there is two way talk path.

Wait (talk) for 2 minutes. Pick the headset out of the cradle and two way audio is lost. Neither the headset, handset or speaker are transmitting or receiving audio. I can hit the speaker button and get audio in hands free mode.

#### **MN00432868 Embedded VM New Installation Unable to choose 2 digit extensions**

REPORTED IN SW LOAD 11.0.1.26

#### SYMPTOMS

When logging in the administrator mailbox via embedded voicemail and selecting the option for "new installation" the first prompt requests the number of digits for a mailbox number and states that valid choices are 2 6. When selecting "2" you receive a prompt saying the following:

"Im sorry the system isnt configured to support this feature at this time"

However, you can select 3 7 and it will take.

#### **MN00433076 Enabling Visual Voicemail on 5330 and 5340 IP phones indicates login failure system error**

REPORTED IN SW LOAD 11.0.1.26

#### SYMPTOMS

Enabling Visual Voicemail on 5330 and 5340 IP phones indicates login failure system error issue happened after upgrade from 4.2 to 5.0 log show

```
1210 WARNING 2012/05/21 12:15:56 WS_SessionMgr Software
WS_SessionMgmt.cpp(627)
getSessionByDn >cannot find appld for appName DEVVVM no session for DN 525
```

WORKAROUND= manually initialized by running SacInitializeVoiceMailServices() from serial port

#### **MN00433158 Unable to connect to ESM. System needs a reboot to clear the fault.**

REPORTED IN SW LOAD 10.2.0.26\_2

#### SYMPTOMS

Unable to access ESM and requires a reboot to resolve the issue. The following errors are repeating throughout the logs:

```
9489 ERROR 2012/03/23 03:57:16 DBA Adaptor Software DBA_Adaptor.cpp(1261)
Task (SDSCTRLT5) Failed starting db transaction on views ( 7,39 7,120 ) After 5 attempts (4
secs) Last error > A transaction is already active.
```

```
9490 ERROR 2012/03/23 03:57:16 AVS Adaptor class Software AVS_Adaptor.cpp(2383)
startTransaction() >startTransaction failed for db id: 7
```

```
9491 ERROR 2012/03/23 03:57:16 CAV Handler base class Software
AVS_CAVH_Base.cpp(614)
startTransaction() >failed: A transaction is already active.
```

```
9492 ERROR 2012/03/23 03:57:16 AVS Adaptor class Software AVS_Adaptor.cpp(2383)
startTransaction() >startTransaction failed for db id: 0
```

#### **MN00433707 Bad translations to Russian of phone prompts**

REPORTED IN SW LOAD 11.0.1.26

#### SYMPTOMS

Customer has reported the following "Sets 5312, 5324, 5330. Some messages, e.g. "Personal Keys" translated badly, not just wording, the word used simply do not exist in Russian. That does not allow the user to use required functions.

#### **MN00433977 Associated directory form data form entries get deleted**

REPORTED IN SW LOAD 10.2.2.24

#### SYMPTOMS

The programming against a DN in the associated directory number form will get deleted if programming changes are made from the User and device attributes form. For example extension 8011 may have a cpn entry of 6135998011 in the

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associated directory number form. When programming for extension 8011 is modified on the user and device attributes form, such as a change in class of service is performed, the entry from the associated directory form is deleted.

WORKAROUND = Make programming changes from the user and device configuration form.

**MN00434400 Certain Numbers are Unreachable when calling from Lync out PRI**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

Calls made to specific numbers from Lync, SIP to the 3300 out PRI are failing.

**MN00434402 SMDR is not buffered in Mxe III for printer port or telnet socket 1752**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

Connect to the physical printer port to collect SMDR. Records are streaming as expected when calls are made. If the cable is disconnected or the PC powered down etc. Calls continue and SMDR is generated. When the cable is connected back we only stream new SMDR. The SMDR for the calls made when the cable was disconnected will not be streamed to the port.

In all platforms prior to the Mxe III all the SMDR that were generated while the cable was disconnected are buffered and sent out the port when the cable is re connected. The same results are seen if using the telnet port 1752 for SMDR.

**MN00434926 Second dial tone is not the correct frequently.**

REPORTED IN SW LOAD 11.0

**SYMPTOMS**

The dial tone is 425Hz for the first dial tone and we provide the same tone as second dial tone. That is incorrect, that should be a mixed tone of 150Hz and 450Hz.

**MN00434927 Unexpected system reboot; Xrtc indicates SacDevRx task**

REPORTED IN SW LOAD 10.2.2.15

**SYMPTOMS**

MXell rebooted, unexpectedly. Don't see suspended task in the logs but Xrtc shows:

>>> BEGIN EXCEPTION # 0 @ WED JUN 06 14:34:27 2012

```
task          05974080 (SacDevRx)
vector        00000300 (data access)
(next) instruction address 01a52998
data access register 00000027
```

**MN00434974 Nupoint is missing dtmf digits after upgrade to 10.0.4.14**

REPORTED IN SW LOAD 10.0.4.14

**SYMPTOMS**

Nupoint voicemail is missing dtmf digits after site upgraded to 10.0.4.14. Nupoint shows it is not receiving all 5 digits on failure.

WORKAROUND=In RTC shell type:g\_DspSPDTMFDebug\_DTFmod = 0

**MN00435115 Missing RoutingDeviceCallAbandoned event on HCI Reroute device**

REPORTED IN SW LOAD 11.0.0.105\_1

**SYMPTOMS**

No RoutingDeviceCallAbandoned event is generated for HCI Reroute device under a specific scenario

**MN00435236 External call to Ring group affected by ZAP bandwidth limit**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

Call comes in on PRI trunk, goes to an IP extension which is routed to ACD path which plays a rad message and then interflows to a Ring group. If ZAP bandwidth limit is reached, after the RAD message is played the call will drop. All users, trunks, etc are in the same Zone, on the same controller so I would not expect Bandwidth limit to be utilised.

**MN00435253 WARNING SAC\_VM 2012/05/23 11:33:20 SwitchAppCommsVmServices.cpp(6799)**

REPORTED IN SW LOAD 10.2.2.15

**SYMPTOMS**

Pages of these logs being generated. Need to know what they mean.

WARNING SAC\_VM 2012/05/23 11:33:20 SwitchAppCommsVmServices.cpp(6799)

**MN00435255 SIP Session timer value not present in the 200 OK response to UPDATE**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

Customer's call drops. Session timer is programmed to be 600 seconds. SIP provider (Allstream) sends the first UPDATE message, 3300 replies with 200 OK with Session Expires: 600;Refresher=uac, then the next UPDATE received is replied without this line, causing the provider to stop de UPDATE messages.

WORKAROUND =This is patched in 11.0.2.71 and is officially fixed in MCD 6.0

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**MN00436182 Application Reachthrough Request Failed in User & Configuration form**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

In User & Configuration form, when searching using scope "Admin Group" for a remote directory number the system displays it OK. But, when you select 'change' to you get an "application reachthrough request failed" error on the ESM and in the remote system there is a pstswlog entry "failed to get login node ip address from login node GUID". There is no GUID shown. Selecting "Show Form On" the remote node from the drop down to display the remote User & Configuration form and then going back to the local system and repeating the step above then works ok.

WORKAROUND =In User & Configuration, use "Show form on" and edit using that method

**MN00436529 MCD unable to sync with AMC if time is incorrect**

REPORTED IN SW LOAD 11.0 UR2

**SYMPTOMS**

MCD unable to sync with AMC if time is incorrect. MCD is going in violation license mode and this error message is in the logs : 25 WARNING 2012/03/12 13:40:59 MLC Software ManagementLayerCoordinator.cpp(2101) InitSystemTimeZone() >Could not getFirstTuple of ML\_SYSTEM\_DATE\_TIME!

WORKAROUND =Put the good time and date on the MCD

**MN00437201 Critical Alarm being raised due to task suspended: Csc 0x40dc3c0**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

MXE III reset due to critical Alarm being raised due to task suspended: Csc 0x40dc3c0.xrtc file also shows an exception on the same task. This exception is caused by FaxPort interfaCTION.

**MN00437371 Database restore fails although it appears to have passed**

REPORTED IN SW LOAD 11.0.0.102

**SYMPTOMS**

Customer restored their database to a 5.0 system and ESM complains that the restore failed although the RTC output does not indicate a problem. When logging in ESM you are presented with:

\*\*\* DATABASE RESTORE FAILURE \*\*\* A database restore hasn't completed successfully. You must perform a database restore again. If the database restore continues to fail with the same back up file, then you must find a different backup and try again

WORKAROUND =ftp out the following file: /db/history/dcllog.hst  
Open up in Word/Wordpad and see what failed to convert.

**MN00437505 IP IVR/Vmails missing digits when 128 VEC installed**

REPORTED IN SW LOAD 10.0.4.14

**SYMPTOMS**

Losing DTMF digits when caller is entering digits through IVR.

**MN00437797 Checksum should not blow away entire SDS network files.**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

After working an element into a DLM cluster and programming system it lost cluster programming after a reboot.

**MN00437850 Group Admin tool Can't modify Voice Mailbox Settings**

REPORTED IN SW LOAD 11.0.2.17

**SYMPTOMS**

If you try to change the Voicemail passcode via the Group Administration Tool, you get the error "invalid data key". If done via System Administration Tool, it is successful

**MN00438439 Data restore of 4.1 database into 5.0 fails to restore "secondary" users due to IP user license**

REPORTED IN SW LOAD 11.0.2.19

**SYMPTOMS**

When upgrading a secondary user controller from MCD 4.1 to MCD 5.0 SP2 PR1 the "secondary" users are not restored into call control the rejection reason is the lack of IP user licenses. The secondary controller has zero user licenses but all the users being restored are "secondary" users, which should not require licenses on the secondary controller to be allowed to restore.

WORKAROUND =Over allocating 1 user license to the 5.0 system and then repeating the data restore of the 4.1 database allows all the users to restore successfully. The result after the restore is that no user licenses are actually showing as consumed, so then the over allocation can be removed to bring the system back out of license violation.

**MN00438873 5560 float keys working intermittently**

REPORTED IN SW LOAD 10.2.40.28

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#### SYMPTOMS

Float keys stop working on calls that are rolling over to other lines. First call comes in and the float key pops up with the ringing line. The ringing line is rerouted no answer to a sales Hunt group which also has float key enabled immediately. After the call forwards the phone rings but the float key does not pop up for Sales.

#### **MN00438950 DPNSS . 135 Octet limit is still being broken in Multi controller network**

REPORTED IN SW LOAD 11.0.0.102

#### SYMPTOMS

The customer has a multi controller cluster with DPNSS link to an external Service provider. Even though the inhibit Mitel Information is turned on for this link it still sends NSI information to the Provider. This is because the NSI strings are generated by one of the downstream controllers not the controller with the DPNSS link.

#### **MN00439035 Call History Phone App field is blank in User & Configuration**

REPORTED IN SW LOAD 11.0.1.20

#### SYMPTOMS

When programming a key as "Line Type = Phone App" and "Phone Application = Call History". The User & Configuration field remains blank. If you drop down the entry it shows configured. This is the same if programmed via the ESM or handset. Multiline Key Assignment shown correct information.

#### **MN00439308 Entering carriage return does not save the changes made in the DHCP Options form**

REPORTED IN SW LOAD 11.0.2.19

#### SYMPTOMS

When one enters a value in the TFTP field and then the Call Server field in the DHCP Options form, and then enter a carriage return, only the value entered in the TFTP server field gets updated.

WORKAROUND=Click the SAVE button instead of entering <carriage return>, or tab from the TFTP field, next to the Call Server field, next to the VLAN field before entering the carriage return.

#### **MN00440403 Creating TG 113 causes system error "System Dimensions Exceeded"**

REPORTED IN SW LOAD 10.2.40.21

#### SYMPTOMS

When adding the TG, get an error: "SYSTEM DIMENSIONS EXCEEDED" trying to add trunk group 113

#### **MN00440593 PCBSTACK Warning: Process CPCONFMGR has exceeded it's 90 percent high water mark**

REPORTED IN SW LOAD 10.2.2.18

#### SYMPTOMS

PCBSTACK Warning logs filling do not appear to be clearing.

1633	WARNING	2012/06/20 06:38:08	Call Control	Software	Software
		log_outputs_util_en.c(1622)			

PCBSTACK Warning: Process CPCONFMGR has exceeded its 90 PERCENT high water mark.

Logging into the controller shows high water marks current snapshots taken are much lower than Allocated yet Warning logs continue to print.

#### **MN00441017 Export of CoS form gives duplicate copy of CoS contents**

REPORTED IN SW LOAD 11.0.2.19

#### SYMPTOMS

Exporting the CoS form provides the contents of all CoS's as well as a duplicate copy of the same information.

#### **MN00442092 Unable to upload message to mailboxes starting with 0**

REPORTED IN SW LOAD 11.0.1.26

#### SYMPTOMS

Embedded voicemail allows mailboxes to be created prefixed with 0. When trying to upload a message to one of these mailboxes using the 'System Audio Files Update' form an error is returned: "Could not update the specified Audio File. Either the Mailbox does not exist or the Voice Mail optio has not been purchased."

#### **MN00443562 Voicemail Technicians's function code 2 for Busy has no personal greeting**

REPORTED IN SW LOAD 11.0.2.19

#### SYMPTOMS

When you setup the Technicians's function code 2 for "Busy Options", it does not play your own personal greeting. This is what the ESM help says:the fixed system prompt, "I'm sorry..." followed by the mailbox owner's name, then "...is currently on the phone" followed by the mailbox owner's personal greeting, and then silence.

But it does this: the fixed system prompt, "I'm sorry..." followed by the mailbox owner's name, then "...is currently on the phone" followed by leave message tone

#### **MN00444101 Parent:Mitai server: Disconnect, reconnect of PFyre server causes reboot due to suspended task**

REPORTED IN SW LOAD 10.2.1.13

#### SYMPTOMS

The customer disconnected a server from the network, then connected a new server, and the controller rebooted due to a critical alarm raised upon detecting the following task suspended: tMSSStopMon1 0x3dc3940

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**MN00444329 After start sharing the sync sds button is not available start sharing prompt returns**

REPORTED IN SW LOAD 11.0.2.19

**SYMPTOMS**

The start sharing button returns after ESM says that it was successful and you cannot able to do an SDS sync

**MN00445087 Warning TCCA.cpp(533) Media Negotiation Failed: GE\_INCOMPATIBLE\_MEDIA**

REPORTED IN SW LOAD 10.0.2.8

**SYMPTOMS**

The following logs are generated for reasons unknown;

```
4048 WARNING 2012/08/20 13:08:37 TCCA Software TCCA.cpp(533) NegotiateMedia
CID: 6e1a438 [Port:0x12df5760 VM dev] Media Negotiation Failed: GE_INCOMPATIBLE_MEDIA
4049 WARNING 2012/08/20 13:08:37 MSGMH Software MSGConnectionTx.cpp(225) Open
CID: 6e1a438 [Port:0x12df5760] NegotiateMedia returned failure[GE_INCOMPATIBLE_MEDIA].
```

**MN00445210 ISS Media Server generates too many Hp Tx unsupported payload type 0, codec=4**

REPORTED IN SW LOAD 11.0.2.19

**SYMPTOMS**

Media Server SSH shell generates too many of the following logs". It is believed that Media Server creates this log when the RTP stream has unsupported DTMF (in band, not RFC4833).

>@400000004e14d925086160cc HpTx unsupported payload type 0, codec = 4

On ISS and vMCD Server . this will affect conference calls only since there is no voicemail

**MN00447415 No audio issue between IP phones due to stuck conference channel**

REPORTED IN SW LOAD 11.0.0.28

**SYMPTOMS**

When the conference channel was stuck for whatever reason, IP phone who got stuck with the same conference channel will have no audio for all subsequent calls. Although the call was made between IP phones ( not conference key or record a call or Silent monitor),

```
Reso command shows the SET is in conference
Circuit: MC125AA IP Line at location 1 3 1 19 1
Call Process: 7 048F Device Type: 5340 IP
Call State: Talking Party Type: Originator
Receive Link: 198 Channel: 31 Transmit Link: 198 Channel: 31
```

```
>>>> Other Party for Call Process 7 048F
**** CONFERENCE CALL ****
```

WORKAROUND =Short term workaround is avoid use of Silent Monitoring on RAC enabled endpoints.

**MN00450908 DB (DBTable) error: Table 198 not supported in Table\_Record\_Exists Warning logs being generat**

REPORTED IN SW LOAD 10.1.0.69\_1

**SYMPTOMS**

Standalone system generating the following Software Warning logs:

```
WARNING 2012/09/11 14:57:49 Main Call Control Software Software
log_outputs_util_en.c(1622) DB (DBTable) error: Table 198 not supported in Table_Record_Exists.
```

**MN00450995 Apache error on DLM node on ESM login or accessing Application Group License Distribution**

REPORTED IN SW LOAD 11.0.1.26

**SYMPTOMS**

MXE III controller designated as the Designated License Manager.

Apache errors are happening when browsing to the controller, or if ESM login successful, when accessing the Application Group License Distribution form.

**MN00451579 System reset overnight**

REPORTED IN SW LOAD 11.0.2.19

**SYMPTOMS**

The customer had issues with IDS and preformed a manual IDS sync and the system reset. They then attempted to preform a IDS sync during the night and the system reset again.They also had noticed that two extensions that were ticked to syn with IDS were not in the morning

In the SDLOGs shows:

```
3268 ERROR 2012/10/10 02:30:38 Task Monitor Software Maintenance(0)
Critical Alarm being raised upon detecting the following task suspended: tldsUpdateProcThd
0x13a16624 at: WED OCT 10 02:30:38 2012
```

**MN00452136 "copy keys" function fails on users and devices form**

REPORTED IN SW LOAD 11.0.2.19

**SYMPTOMS**

Intermittently when attempting to copy keys from users and devices for, the system will give an error that there are no records to change. The customer site are running 11.0.1.26 but it is also happening at other sites with 11.0.2.19.

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**MN00452623 PMS link via RS 232 on 5550 will not come up**

REPORTED IN SW LOAD 11.0.2.19

**SYMPTOMS**

Unable to get PMS link to come up when using RS 232 connection to 5550 IP

**MN00452948 MVS No Ringback on Mobile MVS call to outside number**

REPORTED IN SW LOAD 11.0.2.24

**SYMPTOMS**

No Ringback is heard when calling an outside number from a Blackberry using MVS mobile.

WORKAROUND =This is patched in 11.0.2.67 and is officially fixed in MCD 6.0 or higher

**MN00453225 Sip Ports Leaking Sip trunks eventually will all be unavailable**

REPORTED IN SW LOAD 11.0.2.19

**SYMPTOMS**

Sip Ports Leaking Trunks getting stuck in use when connected to ESNA via Sip trunks.

6310 WARNING 2012/10/19 12:23:23 SIP\_SSM\_APP Software  
SessionServer.cpp(791) Forcing a second Clear to release session 0x31515ae0, EventAuxRedirect  
StateClearingWaitForClearAck, timeout 60000 timer Inactive, repost 0

6311 WARNING 2012/10/19 12:23:23 AL\_NTM Software NTM.cpp(1528)  
No Deassign Ack Leaking SIP port and license 0104 32f992bc state DeassignedHalf

6312 WARNING 2012/10/19 12:24:54 PtState Software PortAssignState.cpp(829)  
Potential port deallocation notify issue, (31472bd0: 0)

WORKAROUND =Reboot 3300 controller to clear trunks down.

This is patched in 11.0.2.69 and is officially fixed in MCD 6.0

**MN00456513 SIPTimerT1 VxCallbackPr 5f66fc0 150 SUSPEND controller reset**

REPORTED IN SW LOAD 11.0.2.66

**SYMPTOMS**

Controller reset during the middle of the day. XRTC shows SIPTimerT1 VxCallbackPr 5f66fc0 150 SUSPEND.

1156 ERROR 2012/11/12 13:40:37 Task Monitor Software Maintenance(0)  
Critical Alarm being raised upon detecting the following task suspended: SIPTimerT1 0x5f66fc0  
at: MON NOV 12 13:40:37 2012

WORKAROUND =This is patched in 11.0.2.69 and is officially fixed in MCD 6.0

**MN00460046 vMCD System Locked up**

REPORTED IN SW LOAD 11.0.2.69

**SYMPTOMS**

System locked up at 2PM, ESM still accessible but all phones are down.

WORKAROUND = This is patched in 11.0.2.72 and is officially fixed in MCD 6.0