

Product Bulletin

Title: **Mandatory MiCollab 8.0 / Mitel Border Gateway 10 Server update notification for MiCollab installations with Apple iPhones**

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Summary

This is an advance notice for MiCollab installations with Apples iOS devices of the need to upgrade MiCollab servers to release 8.0 ahead of the introduction of the new MiCollab iOS mobile client. This notice applies to all Mitel Authorized Partners/Resellers with customers who have MiCollab deployed as well as Managed Service Providers hosting UC services based on MiCloud Business for Partners solution set.

Product Overview / Features & Benefits / Description

MiCollab is an advanced unified communication and collaboration application with many integrations on operating systems level and 3rd party applications. For our customers to take full advantage of these features and integrations, MiCollab must be updated on a regular basis to ensure our customers have a competitive solution supporting their business needs. To address some required updates in this fast changing mainly mobile industry Mitel needs to update the way in which the MiCollab Server communicates with connected Mobile Clients.

With MiCollab 8.0 Mitel will require a server upgrade to ensure full functionality for Apples iOS devices.

MiCollab deployments that use the iOS MiCollab mobile **client must update to MiCollab release 8.0 and Mitel Border Gateway (MBG) release 10 to ensure full operations** of the MiCollab iOS client going forward.

The Situation

The MiCollab client is currently using an approach that requires a constant connection to the server in the background to get calls, chats, MiTeam invitations and so on. This approach has several

technical disadvantages in a mobile use case scenario like battery time impact and connection issues when moving between different networks (WiFi to mobile) to name a few.

Being aware of these issues Apple deprecated the according interfaces the client has been using so far and provides a better option that is more suitable for mobile device use cases. (Google's Android will follow this way shortly). Together with this new implementation Apple also provides a set of new features that Mitel's customer will be able to take advantage of (see below for details) when upgrading.

Due to the auto update of client apps via the mobile app stores, admins usually have limited control over the application versions running on the end users mobile phone. Therefore, the update to MiCollab 8.0 Client software will happen automatically, which will result in an incompatibility with MiCollab server releases 7.3 PR1 and previous versions.

NOTE: This also pertains to all in-house MiCollab Demo Systems. Please upgrade them to Release 8.0 as soon as possible in order to continue demonstrating the full potential of MiCollab to clients.

What Happens if the MiCollab Server and MBG are NOT Upgraded Prior to the Client Release?

End users will realize the impact immediately after they updated the MiCollab client.

If the MiCollab app is put in background mode, the client will not be able to receive server notifications. Incoming chats and softphone calls will not be displayed, neither are e.g. MiTeam notifications.

In many scenarios, the client will operate normally though. *For example, if MiCollab is running actively in the foreground connections are established and all features are working.*

If the client is in the background and CFWD or forking to the mobile number is active, incoming calls will still be routed via the mobile network. Therefore, a call is not lost but the client behavior would not be what the users expect.

What is the Value of this Change for Our Customers?

The advantages for our customers are significant and part of the reason why Mitel decides to take this step. Switching the to push notification based infrastructure also allows us to offer features to our users and customers that were not possible before.

The new architecture will allow the following new features to be implemented in MiCollab 8.0:

MiTeam Chat notifications – with the switch to a push notification based approach we can now enable chat notifications for MiTeam chats as well. Users will get notified instead

Reduced impact on battery time – since the application does not need to run in the background continuously anymore, it will impact the battery less. This will improve the run time of the device before it needs to get charged again.



Indirectly this change also enables MiCollab 8.0 to offer the following new features in this release as those required the technical changes to be enabled.

Call accept on lock screen for iOS devices – The user can accept softphone calls without the need to unlock the device first.

2nd call handling for incoming mobile calls - when the user is already on a softphone call and gets a second call directly to the mobile phone, the first call is no longer automatically put on hold but the user has the option to select on how to deal with the second call.

Action to Take

All Authorized Partners / Customers should take advantage of Mitel Software Assurance to update and update the MiCollab Server to release 8.0 prior to upgrading the MiCollab clients for iOS to 8.0 release. The server will be available a couple of weeks before the mobile clients to give administrators time to schedule the according maintenance window. Mobile clients are usually updated automatically once published by the according mobile app stores.

Impact can be further mitigated by advising affected customers to turn auto-update of their applications OFF and, furthermore, not upgrading to iOS 11 when it is released.

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Updating from MiCollab Releases Older than 7.0

If customers are updating from older version which do not use the new clients introduced in MiCollab 7.0, there might not be a trusted certificate in place yet. For the new clients to register there needs to be a trusted certificate in place. So if customers upgrade they have to ensure to create a trusted certificate and upload it right after the update to ensure the clients can be provisioned and updated.

Updating the Call Managers

Depending on Release level of the call manager an update or hot-fix might be required there as well. Details on minimum supported platform releases can be found below in the release dependencies.

Important Information for Managed Service Providers with MiCloud Business Partner Built Solution Set

If you are a Managed Service Provider that is hosting Cloud UC services based on MiCloud Business for Partners then these important Server and Mobile Client changes will be made available as part of MiCloud Release 4.

Managed Service Providers who have not deployed MiCollab or the MiCollab Mobile Client with Apple iOS enabled mobile devices do not necessarily have to upgrade their systems.

Release Line-up for MiCollab 8.0

MiCollab 8.0 integrates with the following applications and releases.

Product / Portfolio	Release	Comments
Mitel Border Gateway (MBG)	10	
MiVoice Business	8.0 SP2, 7.2 SP1	
MiVoice MX-ONE	6.3 SP1, 6.2 SP1	MX-ONE PM 6.3 SP1 required
MiVoice 5000	6.4, 6.3	SAS Certification patch required
MiVoice Office 250	6.2 SP2	
MiVoice Office 400	5.0, 4.1	
MiCloud Business	4.0	
Oria	6.0	

Certificate Updates Required for MiVoice MX-ONE and MiVoice 5000

MiCollab 7.3 SAS API certificates used for user provisioning between MiVoice MX-ONE or MiVoice 5000 and MiCollab will expire October 27th 2017. MiCollab 8.0 will provide new certificates.

Patches will be made available for MiCollab deployments that are not upgrading to R8.0 by the Oct 27th timeframe or for previous versions of MX-ONE (6.2 SP1) and MiVoice 5000 (R6.3) that may not be upgrading by the Oct 27th certificate expiry date.

Note that the Certificate updates are included in the updates to MiCollab R8.0, MX-ONE R6.3 SP1, and MiVoice 5000 R6.4.



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For more information on this Bulletin, please contact your Mitel Networks Account Executive.

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