

# Mitel CX

Release Notes

Version 1.1.0.0

August 2025



## About this document

This Release Note is intended for Customer Service and Installation Personnel involved in the installation and maintenance of MiContact Center.

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# Release Notes for Mitel CX version 1.1.0.0

This document describes the following components related to Mitel CX version 1.1.0.0:

- Essential installation and upgrade information
- Where to find the latest information
- Product areas improved in this release
- Known issues
- Fixes not included
- Release over release statistical changes

We strongly recommend you review the pre-installation instructions found in the *Mitel CX Installation and Administration Guide* and the hardware and software requirements found in the *Mitel CX System Engineering Guide* before downloading, installing, or upgrading your software.

## Essential installation and upgrade information for Mitel CX version 1.1.0.0

The Mitel CX version 1.1.0.0 upgrade must be installed on top of MiContact Center Business Version 9.4.1.0 or above, 9.5.X.X, or 10.X.X.X through 10.2.0.6. This release contains defect fixes and features that are available only with Version CX 1.1.0.0.

If you are performing a side-by-side migration as part of your upgrade, please see the following Knowledge Management System article for more information:

[https://mitel.custhelp.com/app/answers/answer\\_view/a\\_id/1011100/loc/en\\_US](https://mitel.custhelp.com/app/answers/answer_view/a_id/1011100/loc/en_US)

Before upgrading, we recommend you create a backup of your configuration and telephone system data. This provides data protection in case there are unexpected issues while upgrading from one version of MiContact Center to another.

To back up telephone system and configuration data

1. In Contact Center Client, click **Tools=>Management**.
2. In **Management Console**, click **Configuration=>Back up/Restore configuration data**.
3. Select **Back up** and click **Next**.
4. Next to **Save**, click the drop-down button and select **Save as**.
5. Select a location to save the file and click **Save**.
6. Close the **View Downloads** window and, in the **Backup and Restore Wizard**, click **Finish**.
  - A .zip file is created that contains an XML file with the entire configuration. The file size will vary depending on the amount of data that needs to be backed up. This .zip file name contains the date on which the file was created. For example, a backup file created on June 24, 2015 will contain '20150624'.

Please note the following:

- The Enterprise Server and clients must use the same version of Mitel CX. After updating the Enterprise Server with the current release, all clients in your contact center must also be updated. Client updates in Version 1.1.0.0 are approximately 700 MB. For information on the estimated bandwidth costs for updating clients, see the *Mitel CX System Engineering Guide*. If the MiContact Center Updater Service has been disabled on clients, the clients must be updated manually.
- Microsoft .Net 4.8 is required. This will be updated automatically on the main MiContact Center Business server, but must be installed manually on any Client PCs and remote IVR servers.

- Before upgrading third-party software applications, confirm the application is supported for integration with your version of MiContact Center and Business Reporter. For information concerning support for third-party software applications, see the *Mitel CX System Engineering Guide*.
- As a best practice, we recommend you stay up to date with the most current releases of the Mitel telephone systems you use in your business. The following table details support for Mitel telephone systems by version. For complete details on the features and functionality supported by each telephone system, see the *Mitel CX System Engineering Guide* which can be found at <http://edocs.mitel.com>.
- If you are installing Mitel CX with a MiVoice 5000, OpenScape Voice or OpenScape 4000 and you have configured over 1200 voice agents, please see KMS article [HO5497](#) for details on how to improve monitor registration time.

**NOTE:** Multiple VLAN configurations, available as of MiCD 1.2, are not supported.

### Premise Installations

Mitel Telephone System	Supported Versions
MiVoice Business	<b>10.3, 10.2</b> , 10.1 SP1, <b>10.1</b> , 10 SP2, <b>10</b> SP1, 10, 9.4, 9.3, 9.2, 9.1 SP2, 9.1 SP1, 9.0 SP3, 8.0 SP3
MiVoice Connect	No longer supported
MiVoice 5000	<b>8.2 SP3, 8.2 SP2, 7.7</b>
MiVoice Office 400	No longer supported
MX-ONE	<b>7.8 SP1</b>
OpenScape Voice	<b>V10 R3.29.0</b>
OpenScape 4000	<b>V11 R0.22.1</b>

**Note: versions in bold are active environment testing for this version. All others were checked by technical analysis.**

**Note: PR and HF releases are supported at the same level as the base version they install onto.**

- A note on MiVoice Business patch releases (PR). Unless specifically called out a PR1 on top of a supported SP is supported by MiContact Center Business.

To download MiContact Center software

1. Log on to the intended Mitel CX server with a Windows administrator account. The account must have full administrative privileges.

2. Ensure all of the Windows programs are closed.
3. Using a web browser browse to <http://www.mitel.com>.
4. Click **Login**.
5. Select **MiAccess** and **Sign In**.
6. Enter your username and password, then click **Login**.
7. Click **Software Download Center**.
8. Expand the tree for **Mitel CX > Mitel CX 1.0 >** and continue to drill down until the version you are looking for.
9. Click the download link for the file(s) you want to download. Save these files to a location on the MiContact Center Business server.

**NOTE: If you are installing or upgrading a SIP environment, you will need to deploy a new OSCMS server. Software downloads are found under the OpenScape Contact Media Service root folder.**

Please see KMS article HO3277 for best practices:

[https://mitel.custhelp.com/app/answers/answer\\_view/a\\_id/1012464/loc/en\\_US](https://mitel.custhelp.com/app/answers/answer_view/a_id/1012464/loc/en_US)

## Solution Level Compatibility

The following table outlines the solution level compatibility that Mitel CX version 1.1.0.0 has been validated against.

**Mitel CX on SIP connected switch platforms will be offered as a controlled release to enable further customer engagement, feedback and support for the new SIP Switch platforms.**

**NOTE: Due to the change of SIP Media Server software under the hood, supported versions for SIP media servers are very specific in Mitel CX 1.0.**

### *Premise Installations*

Product	Compatible	Newly Compatible	No Longer Compatible
MiVoice Business	<b>10.4, 10.3, 10.2, 10.1</b> SP1, <b>10.1</b> , 10 SP2, <b>10</b> SP1, 10, 9.4, 9.3, 9.2, 9.1 SP2, 9.1 SP1, 9.0 SP3, 8.0 SP3	<b>10.4</b>	

MiVoice Connect <b>No longer supported</b>			20.0. 19.3 SP3, 19.3 SP2, 19.3 SP1, 19.3, 19.2 SP3, 19.2 SP1, 19.2, 19.1 SP2
MiVoice 5000	<b>8.2 SP3, 8.2 SP2, 7.2 SP7</b>	<b>8.2 SP3</b>	8.2 SP1, 8.2, 8.1 SP2, 8.1 SP1, 8.1, 8.0 SP2, 8.0 SP1, 8.0, 7.2 SP6, 7.2 SP5, 7.2 SP4, 7.2 SP3, 7.2 SP2, 7.2 SP1, 7.2
MiVoice Office 400 <b>No longer supported</b>			7.1 SP2, 7.1 SP1, 7.1, 7.0, 6.3, 6.2
MiVoice MX-ONE	<b>7.8 SP1</b>	<b>7.8 SP1</b>	7.8, 7.7 SP1, 7.7, 7.6, 7.5 SP1, 7.5, 7.4 SP2, 7.3 SP3, 7.3 SP2, 7.3 SP1, 7.3
OpenScape 4000	<b>V11 R0.22.3, V11 R0.22.1</b>	<b>V11 R0.22.3</b>	V11 R0.22.0
OpenScape Voice	<b>V11 R0.4.0, V10 R3.29.0</b>	<b>V11 R0.4.0</b>	
BluStar	<b>7.3.0.403</b>		7.3.0.368, 7.3.0.250, 7.3.0.340
OSCMS	<b>V12 R0.2.2, V12 R0.1.2</b>	<b>V12 R0.2.2</b>	
SBC	<b>V11 R2.2.0, V11 R2, V11 R1</b>	<b>V11 R2.2.0</b>	V11 R0.00.0
MBG	<b>12.2, 12.1, 11.6, 11.5.2</b>		

MiCollab	<b>10.1, 10.0 SP1, 10.0, 9.8.2, 9.7.1</b>	<b>10.1</b>	
MIR (ASC) *	<b>7.3 FP1, 7.3, 7.1 HF2</b>		
OIG	<b>4.3.25, 4.2</b>		
MiVCR <b>No longer supported</b>			9.2.7, 9.2.6
Unify Phone (Controlled Introduction)	<b>Supported</b>		
Citrix XenApp/XenDesktop	<b>7.2407, 7.2308, 7.2305, 7.2112, 7.1909</b>		
Nutanix AOS/AHV <b>MiVB deployments only</b>	<b>7.0.1, 6.5.4/2022.6.0.9</b>	<b>7.0.1</b>	
Nuance Speech Suite	<b>11.0.14, 11.0.13, 11.0.12, 11.0.11, 11.0.9</b>		
Nuance License Manager	<b>11.19.1, 11.16.5</b>		
Nuance Recognizer	<b>11.10.0, 11.8.0, 11.7.0, 11.5.0</b>		
Nuance Vocalizer	<b>21.12.13, 21.12.9, 21.12.7, 21.0.6</b>		
MiCC Outbound <b>Support to be determined at future date.</b>			22.03 SP2, 22.03 SP1
Microsoft CRM	2013, MS Dynamic 365		
Neverfail	<b>18.1, 16.0</b>	<b>18.1</b>	



Google Dialogflow API with Contact Center	V2		
Talkative (Controlled Introduction)	Supported		

**\*MIR is only supported for MiVB environments. For recording in SIP, please use OSCMS.**

**Note: PBX versions in bold are active environment testing for this version. All others were checked by technical analysis.**

## Internal Components

Component	Version
MiAudio	8.2.0.1
MiTAI Driver	2.2.0.2

## Where to find the latest information

You can access the most up-to-date versions of the following documents from our website at <http://edocs.mitel.com>

Mitel CX documentation:

- *Access Web Ignite Publicly – QRG*
- *Mitel CX Data Dictionary*
- *Technical FAQs on Contact Center Messenger and Google CCAI*
- *Integration of Mitel CX and Google Contact Center AI*
- *Mitel CX Abridged Guide (how to manage your contact center)*
- *Mitel CX Reporting Guide for MiVB Platform*
- *Mitel CX Reporting Guide for SIP Platforms*
- *Mitel CX Deployment and BluePrint Guide for MiVB Platform*
- *Mitel CX Deployment Guide for SIP Platforms*
- *Mitel CX System Engineering Guide for MiVB Platform*
- *Mitel CX System Engineering Guide for SIP Platforms*
- *Mitel CX Personal Data Protection and Privacy Controls*
- *Mitel CX Ignite Preview Dialer User Guide*
- *Mitel CX Installation and Administration Guide for MiVB Platform*
- *Mitel CX Installation and Administration Guide for SIP Platforms*
- *Mitel CX Online Help and User Guide for MiVB Platform*
- *Mitel CX Online Help and User Guide for SIP Platforms*
- *MiVoice Analytics Installation and Administration Guide*
- *MiVoice Analytics Reporting Guide*
- *MiVoice Analytics User Guide*
- *Mitel CX Digital Guide for MiVB Platform*
- *Mitel CX Digital Guide for SIP Platforms*
- *Mitel CX OpenScope Contact Media Service (CMS) Installation Guide*
- *Mitel CX OpenScope Contact Media Service (CMS) Integration Guide*
- *Securing Connections in Mitel CX*
- *What's New in Documentation for Mitel CX Release 1.0*

For answers to the latest frequently asked questions, troubleshooting information, and post-release hot fixes, see the Mitel Knowledge Base at [www.mitel.com](http://www.mitel.com) under Connect > Knowledge Management System.

## Product enhancements and functional changes

Tracking Number	Description
	Embedded call recording for use with the MiVoice Business platform has been added

Tracking Number	Description
	<p>Web Ignite user improvements:</p> <ul style="list-style-type: none"><li>• Employee widget now allows selecting which statistics to show.</li><li>• Agent widget can now choose agent groups and/or individual agents</li><li>• Dashboards can now be configured to show 3 to 6 columns.</li></ul>
	<p>Support for Mitel Workflow Studio Gen AI is now available.</p>
	<p>Portuguese language has been added.</p>
	<p>Microsoft Server 2025 support has been added.</p>
	<p>Power BI templates for SIP are now operating with reduced load on the server.</p>

## Product areas improved in this release

The following customer-reported issues were resolved in Mitel CX version 1.1.0.0.

For bugs fixed in previous versions of Mitel CX starting with 1.0.0.0, please refer to Appendix A.

**NOTE:** All bug fixes present from MiContact Center Business up to and including 10.2.0.8 have been included into Mitel CX 1.1.0.0.

Tracking Number	Description
MCX-831	Consolidated Reporting was intermittently reporting NULL values for HangUp time due to Answer and End receiving the exact same time stamp.
MCX-871	When a single agent received 2 emails on different queues, and applied Account Codes to both would intermittently have the Account Codes attached to the incorrect items.
MCX-2244	During upgrades the ProfileCopier tool was failing to run.
MCX-2262	Intermittently Agents would show in ACD or Non-ACD state in real-time, when they should have been Idle.
MCX-2302	After installation there was an ASP.NET MachineKey left exposed on the server.

## Known issues

The following section describes known issues in Mitel CX version 1.1.0.0.

Tracking Number	Description
411023	In the Contact Center Client, there is a potential for incorrect <Caller Name> and <Caller Phone number> information to be shown when a conference call is initiated and the originating party hangs up.
411666	Within the Contact Center Client or Web Ignite, you cannot dial a queue group directly. You need to dial a specific queue within that group.
418269	When an abandoned callback request to a callback queue is submitted outside of business hours, the request time does not follow the "CallbackNextRequestInMinutes" variable.
421670	In Web Ignite, taskbar notifications no longer work in Chrome if your Chrome browser is version 62 or higher if you do not have SSL configured on your Enterprise server. This is because of security changes within the Chrome browser itself.
423774	In Web Ignite, if, during a conference call, the original caller hangs up first, the participants list is not updated to reflect the caller has left.
424259	It is possible in certain situations that an agent could be credited with an outbound call if the agent receives an ACD call and performs multiple swaps and holds.
425645	Web Ignite - After the first swap, agent state stays ACD instead of ACD Hold.
425980	An employee can still log in to Ignite (Desktop or Web), if the security role option "May access Contact Center Client and Ignite" option is unchecked.
426269	Contact Center Client stops responding for a long period of time when large number of emails are being deleted from IVQ at once.
426637	In certain scenarios, the Contact Center Client auditor is not reliably showing the interactions waiting and longest waiting statistics for queue groups.
458551	E.164 formatted numbers are not supported in Desktop Ignite.

Tracking Number	Description
479630	The Performance by Period reports will double-peg conference counts when all parties involved exist on a single MiVB as the raw data currently lacks Call IDs for linking.
491751	The “less than” character ( < ) is not supported in Text To Speech prompts. Including it will not playback and result in a logged parsing error.
491784	On remote nodes the Start Menu folder for Mitel is not created.
506304	Web Ignite intermittently loses connection status on ACD SIP softphones with MiCollab
511889	Personal Reply Templates are visible to all users, not only the creator.
	The Userve feedback button is no longer present in Web ignite, and instead has been replaced by the Alerts/Notifications bell.
	When using the CM.com social media integration, currently sending outbound attachments does not function.
MCX-953	When using OpenScape Voice, if Employee 1 places an ACD call on hold and consults with Employee 2; then Employee 2 places themselves on hold. When Employee 1 completes the conference, Ignite will show Employee 2 in an ACD state instead of Hold.
MCX-640	In OpenScape 4000, and OpenScape Voice, when Agent 1 transfers a call to Agent 2, then Agent 2's phone display does not update to show caller.
MICCB-7531	In SIP environments, users are unable to play prompts from YourSite Explorer.
MICCB-7541	Outbound CLIP not working with SIP platforms.
MCX-3172	CMS Call Recording for MIVB - A user set to full time recording in the CMS who makes an Outbound call to External number may have no call recordings if the call goes out through a different MiVB that the user is on (clustered MiVB's).
MCX-3177	A user set to on demand recording in the CMS who makes an Outbound call to External number may have no call recordings if the call goes out through a different MiVB that the user is on (clustered MiVB's).

Tracking Number	Description
MCX-3154	CMS Call Recording for MiVB- If an internal extension that is not part of YSE and not monitored on CMS dials a CX IVR and reaches a monitored WebIgnite Agent who has Agent Greeting enabled, only the agent greeting is recorded and not the rest of the call.
MCX-3181	European Portuguese language support has been added, however, there are known issues related to the translations within the client applications (YSE, Web Ignite, CCC) that will be addressed in a future release.

## Release over release statistical changes

The following statistical changes are expected when upgrading from Version 1.0.0.2 to Version 1.1.0.0.

NOTE: For a listing of areas of improvement from 1.0.0.0 versions to current, please see Appendix B.

Tracking Number	Description
MCX-2262	<p><b>Description:</b> Agents were stuck in Non-ACD or ACD states after call completed.</p> <p><b>Affected Statistics:</b></p> <ul style="list-style-type: none"> <li>• Agent Idle</li> <li>• Agent ACD Duration</li> <li>• Agent NonACD Duration</li> </ul> <p><b>Affected Reports:</b></p> <ul style="list-style-type: none"> <li>• Agent Performance reports</li> <li>• Queue Performance reports</li> <li>• Agent Event reports</li> </ul>

Tracking Number	Description
MCX-178	<p><b>Description:</b> Incorrect real-time for calls to a Ring Group when all members are busy</p> <p><b>Affected Statistics:</b></p> <ul style="list-style-type: none"><li>• Hold ACD Duration</li></ul> <p><b>Affected Reports:</b></p> <ul style="list-style-type: none"><li>• Queue Performance reports</li><li>• Agent Performance reports</li></ul>



## Appendix A

### Mitel CX version 1.0.0.0

Tracking Number	Description
MCX-817	Non-supervisor security roles were unable to use Notifications and Alerts against queue groups.
MICCB-5436	Agents were intermittently encountering formatting issues when responding to emails.
MICCB-6481	When using the MiCCB Send Data Activity and transferring the call back to the MiCC IVR workflow, the MiCC cannot map the variable data based on the ConversationId.
MICCB-6520	Once an agent clicked on an item in Ignite's History, there would be 2 scroll bars displayed.
MICCB-6541	Agents were receiving a warning: "To use the MiCollab Softphone, you must launch the MiCollab client application and verify the Softphone is enabled." During the day. This should only display when going from Offline to Available.
MICCB-6673	Some agents were unable to conference calls using Web ignite.
MICCB-6824 MICCB-6897	Fresh installations on Server 2022 were not installing the required MS Visual C++ 2010 Redistributables.
MICCB-7004	The horizontal line in the CloudLink chat overlay was not centered.
MICCB-7332	Notifications and Alerts from Web ignite were only working when Ignite was in focus.
MICCB-7365	Blacklist updated for Case/Ticket # that could be considered offensive.

## Mitel CX version 1.0.0.1

Tracking Number	Description
MCX-289	The Hunt Group visual in the Power BI dashboard 'IVRReportDashboard.pbix' was not loading.
MCX-775	Some voice contacts were not found on transfers due to the API call returning only VoiceOnly objects.
MCX-817	Notifications and Alerts were not working unless users had a Local Administrator role.
MCX-1097	Intermittently the CRM would receive a truncated CaseID from the MiCCSDK.

## Mitel CX version 1.0.0.2

Tracking Number	Description
MICCB-7605	In QueueNow, when set to French, the Out column was mistranslated.
MICCB-7584 MICCB-7508	When an email in the system contained an apostrophe in the name, it was not being pegged into the Conversation Summary table of Consolidated Reporting.
MICCB-7590	When users clicked the Show More button repeatedly in History, it was causing severe lag in the Ignite and eventually MiCCSDK. Ignite now forces a pause to allow previous clicks to populate before allowing users to continue to click it.
MICCB-7609	When an end user typed an apostrophe in the Topic window of a chat, it was not displaying properly for the agent in Ignite.

Tracking Number	Description
MICCB-7586	<p>Speech recognition always going to Invalid branch when collecting 16-digits using speech.</p> <p>This fix requires 2 GASE settings:</p> <ul style="list-style-type: none"> <li>• Application: (leave blank)</li> <li>• SectionGroup: <b>Mitel.Routing.Common.Properties.Settings</b></li> <li>• Name: <b>SpeechRecognitionTimeout</b></li> <li>• Value: <b>2000</b> (default setting. Can be increased)</li> <li>• Application: (leave blank)</li> <li>• SectionGroup: <b>Mitel.MRCP.Properties.Settings</b></li> <li>• Name: <b>RecognizerSpeechCompletionTimeout</b></li> <li>• Value: <b>650</b> (default setting. Can be increased)</li> </ul>
MICCB-7602	Some HPiQ callbacks were looping. Ignite reported "no ports programmed on the queue controller".
MCX-2260	In SIP environments, some calls would ring on phone, but not be presented to Ignite.
MCX-862	In MiVoice 5000 environments, when a call was transferred from one DN to another, the FROM name showing was being changed to the first Agent's DN instead of keeping the original caller.

## Appendix B

### Mitel CX version 1.0.0.1

There are no statistical changes expected when upgrading from Version 1.0.0.0 to Version 1.0.0.1.

### Mitel CX version 1.0.0.2

Tracking Number	Description
MICCB-6268	<p><b>Description:</b> When transferring a chat between agents, the queued time was being maintained from the first agent.</p> <p><b>Affected Statistics:</b></p> <ul style="list-style-type: none"> <li>• Offered</li> <li>• Completed</li> <li>• Service Level &amp;</li> </ul> <p><b>Affected Reports:</b></p> <ul style="list-style-type: none"> <li>• Chat Queue (Group) Performance by Period</li> <li>• Email Queue (Group) Performance by Period</li> </ul>
MICCB-7557	<p><b>Description:</b> When transferring a chat between agents, the queued time was being maintained from the first agent.</p> <p><b>Affected Statistics:</b></p> <ul style="list-style-type: none"> <li>• Handling Time</li> <li>• Answered by ACD group 1</li> </ul> <p><b>Affected Reports:</b></p> <ul style="list-style-type: none"> <li>• Chat Queue (Group) Performance by Period</li> <li>• Email Queue (Group) Performance by Period</li> </ul>