

ShoreTel 10.1 Generally Available Release Version 15.21.5702.0

Software Release Notice (Build Notes)

Overview

Release 15.21.5702.0 is a Generally Available release build of ShoreTel 10.1.

Please be aware of those customers who upgrade to ShoreTel 10.1 cannot participate in ShoreTel 11 field trial because the ShoreTel 10.1 features will not carry into the ShoreTel 11 release until ShoreTel 11 is generally available (GA).

Upgrades

The following direct **Server upgrade paths** are supported for this release:

- ShoreTel 8.1 all versions → ShoreTel 10.1
- ShoreTel 9 all versions → ShoreTel 10.1
- ShoreTel 10 all versions → ShoreTel 10.1
- ShoreTel 10.1 all versions → ShoreTel 10.1

Upgrades from versions prior to those listed above are not supported. Earlier versions must be upgraded to ShoreTel 8.1 before upgrading to this release.

Client upgrade paths to support V-1 client feature (new in this release)

- ShoreTel 7.5 all versions → ShoreTel 8.1 → ShoreTel 9.2 (minimum build 14.41.1108.0)
- ShoreTel 8 all versions → ShoreTel 8.1 → ShoreTel 9.2 (minimum build 14.41.1108.0)
- ShoreTel 8.1 all versions → ShoreTel 9.2 (minimum build 14.41.1108.0)
- ShoreTel 9 all versions. Call Manager Upgrade is recommended. Not required.
- ShoreTel 9.1 all versions. Call Manager Upgrade is recommended. Not required.
- ShoreTel 9.2 all versions → ShoreTel 9.2 (minimum build 14.41.1108.0)
- ShoreTel 10 all versions. Call Manager Upgrade is recommended. Not required.
- ShoreTel 10.1 all versions. Call Manager Upgrade is recommended. Not required.

*** If you decide to use the V-1 client feature, certain call manager features may not be available for your end-users.*

Important Considerations

Outlook Integration - If an outlook version support is dropped in version 10.x server, then 9.x client is not supported.

Platform support - If a particular platform support for client is dropped in version 10.x release then 9.x client is not supported.

Contact Center – 9.x feature will work for Contact Center clients as long as they do not upgrade Contact Center software.

Video -The Video session between clients running version 9.x and 10.x is not supported
IM - May cause a problem if the IM Server configuration is changed or modified.
To utilize all the client features, please upgrade all ShoreTel clients to the same release (i.e. ShoreTel 10.1).

Upgrade Instructions

ShoreTel recommends you make a backup of the Shoreline Data directory and all subdirectories contained in the Shoreline Data directory and MySQL database prior to performing the upgrade.

1. Download the self-extracting executable ShoreWare Server.exe to a location that can be accessed from the ShoreWare server.
2. Make a back-up of your existing database before upgrading your system.
3. Upgrade the ShoreWare Headquarters or Main Server first.
4. Run the ShoreWare.exe program to extract and launch the setup program. Answer the questions in the dialog boxes presented as appropriate for your site.
5. Reboot the server when prompted.
6. Upgrade any Distributed Voicemail servers by opening Internet Explorer on the DVM server and going to http://server_name/shorewaredirector/remotestall , where server_name is the name or IP address of the ShoreWare Main server.
7. Answer the questions in the dialog boxes presented as appropriate for your site.
8. Reboot the server when prompted.
9. Logon to ShoreWare Director and upgrade the ShoreGear switches by restarting them. They will automatically upgrade. Please be aware the V-switches may take up to 45 minutes to upgrade and regain connectivity.
10. As switches regain connectivity, restart ALL the IP Phones being managed by each switch. The phones will automatically upgrade their firmware. Please note that all IP Phones must be upgraded to obtain the new firmware.
11. Call Manager client upgrade is required.

****Note**** Users running Windows XP Pro will require local administrator privileges to perform the upgrade.

Backup / Rollback procedure if upgrading from ST8.1 and higher

Backup Procedure

Starting in ShoreTel 8, both the main ShoreWare database and the CDR database are MySQL.

1. Shoreline Data directory: backup D:\Shoreline Data\ directory exclude D:\Shoreline Data\Call Records 2\Data\MySQL directory
2. MySQL: Running MySQL backup utility - The file located at "C:\Program Files\Shoreline Communications\Shoreware Server\MySQL\MySQL Server 5.0\Examples\dump1.bat" is an example of a batch file that backs up a MySQL CDR and Shoreware database under generic default conditions.

Another alternative is to create a ghost image of ShoreWare Server and restore the ShoreWare Server ghost image if needed.

Rollback Procedure

1. Uninstall ShoreTel 10.1 ShoreWare Server
2. Install previous ShoreTel release - ShoreWare Server
3. Restore Voice Mail Service by copying backup directory: D:\Shoreline Data\Vms
4. Restore Prompts by copying backup directory: D:\Shoreline Data\Prompts
5. Restore databases:

- a. Restore MySQL CDR and Shoreware databases by running MySQL restore utility - The file located at "C:\Program Files\Shoreline Communications\Shoreware Server\MySQL\MySQL Server 5.0\Examples\restore1.bat" is an example of a batch file that restores a MySQL CDR and Shoreware database under generic default conditions.
6. Restart ShoreWare Server

Please be aware back-up/ restore of the database, and custom reporting after upgrading to ST10 and higher, will no longer work. The MySQL port has changed for the configuration database and the CDR database. The documentation has not yet been updated to reflect this.

ST10/10.x

Backup

Configuration DB:

```
(ShoreWare Path)(Command Path)\mysqldump.exe --user=root --password=shorewaredba --
add-drop-database --routines --single-transaction --port=4308 --databases
[database_to_backup]> [backupfile.sql]
```

CDR Database:

```
(ShoreWare Path)(Command Path)\mysqldump.exe --user=root --password=shorewaredba --
add-drop-database --routines --single-transaction --port=4309 --databases
[database_to_backup]> [backupfile.sql]
```

Restore

Configuration DB:

```
(ShoreWare Path)(Command Path)\mysql.exe --user=root --password=shorewaredba --
port=4308 [database_to_restore]< [backupfile.sql]
```

CDR Database:

```
(ShoreWare Path)(Command Path)\mysql.exe --user=root --password=shorewaredba --
port=4309 [database_to_restore]< [backupfile.sql]
```

Mobile Call Manager (MCM)

More detailed information can be found in the Shoreware Server Release Notes:

- MCM client version: 15.21.5702.0
- ShoreTel 10/10.x all versions. Mobile Call Manager upgrade is recommended.
- Packaging for The MCM Client:
 - a) URL from Blackberry Browser (**Do not use any other browsers**) to install MCM from HQ server: http://hq_server_ip_or_dns_name/mcm/client/
 - b) There is no need to un-install existing MCM client. It should be able to install on top of previous one; it is better to exit the MCM client before installing, otherwise the user will be prompted to reboot for the new client to be available/use.
 - c) Once the upgrade has been performed, users will need to re-enter User extension, Voicemail password, Server IP address, and server port number.
 - d) Once the upgrade has been performed, user may be prompted to enter Mobile number. **Do not skip this step.**
 - e) If everything is successful, it will take you to the main screen
 - f) In case the above steps are not successful, please uninstall MCM application and re-install MCM and perform provisioning.

VISTA

Please be aware upon installing the Call Manager client on Windows Vista, there is a User Account Control prompt timeout parameter of 2 minutes after which the operation is cancelled automatically without user interaction. Please respond to the dialog to continue with the installation otherwise, the installation will fail. This is only occurring on the manual client installs on Vista and will not be encountered by a silent install.

So if you have users complaining that the setup failed unexpectedly on Vista, ask them whether they saw the User Account Control dialog. Microsoft is aware of this issue, but they don't have a solution at this time.

ShoreTel customers with Call Manager (CM) installed on client machines running Windows XP and upgrade to Windows Vista must execute the client install after having upgraded the OS to Vista with the local System Administrator account and reboot the client machine for CM to work properly.

If multiple clients are being upgraded as part of a "silent install," then the system administrator must push the executable with administrative privileges through Active Directory. (Please refer to the "Desktop Installation" chapter in the *Planning and Installation Guide* for more information on Microsoft Active Directory or for more information on performing silent client installs.)

ShoreTel E911 Notification Application or the ShoreTel Cost Recovery Integration

"Installed base customers running either the ShoreTel E911 Notification Application or the ShoreTel Cost Recovery Integration Application must upgrade these applications to the newest versions when they upgrade their systems to ShoreTel 10.1. Note that these new versions are (and all future versions will also be) backward compatible with ShoreTel 8.X as well and are now the shipping versions for all customers. The new versions are as follows:

*ShoreTel E911 Notification Application V3.0.1.2
ShoreTel Cost Recovery Integration Application V1.5.5.0*

In addition, customers who wish to run the ShoreTel E911 Notification Application on the Windows Vista client OS must also upgrade to V3.0.1.2 at a minimum." For technical issues and questions, please contact professionalservices@shoretel.com.

Notes

Build Date:	April 23, 2010
Engineering Build Number:	15.21.5702.0
Switch Firmware Version:	15.21.5702.0 (View in QuickLook)
Server Software Version:	15.21.5702.0 (View on Director Server Maintenance Page)
Distributed Software Version:	15.21.5702.0 (View on Director Server Maintenance page)
Client Software Version:	15.21.5702.0 (View in the Client's Help About screen)
MCM Client Version:	15.21.5702.0
IP-110 Firmware Version:	S0.3.3.23 (View in Director IP Phone Maintenance page)
IP-115 Firmware Version:	S01. 3.3.23 (View in Director IP Phone Maintenance page)
IP-210 Firmware Version:	S1.3.3.23 (View in Director IP Phone Maintenance page)
IP-212K Firmware Version:	S12.3.3.23 (View in Director IP Phone Maintenance page)
IP-230 Firmware Version:	SEV.3.3.23 (View in Director IP Phone Maintenance page)
IP-230g Firmware Version:	SEV.3.3.23 (View in Director IP Phone Maintenance page)
IP-265 Firmware Version:	S36.3.3.23 (View in Director IP Phone Maintenance page)
IP-530/560 Firmware Version:	S26.3.3.23 (View in Director IP Phone Maintenance page)
IP-560g Firmware Version:	S6G. 3.3.23 (View in Director IP Phone Maintenance page)

IP-565g Firmware Version: **S6C.3.3.23** (View in Director IP Phone Maintenance page)
BB-24 Firmware Version: **SBB.3.3.23** (View in Director IP Phone Maintenance page)
IP8000 Firmware Version: **ST_PH1_3.7.2(1)** (View in IP8000 GUI Maintenance page)

This version of ShoreTel software was tested and certified on the following platforms:

ShoreWare Main and Distributed Servers (32-bit version) (Heterogenous environments supported)

- Windows Server 2008 (Enterprise or Standard Editions only) with SP2
- Windows Server 2003 (Enterprise or Standard Editions only) with SP2
- Windows Server 2003 Release 2
- Internet Explorer 7 and 8

Note :

ShoreTel has identified an issue with Call Detail Reports (CDR) initiated from the ShoreWare Headquarters (HQ) Server when the system is installed on Windows 2008 Server running SP2. This issue is not known to occur on the HQ servers running Windows 2008 Server SP1. Distributed Voice Mail Servers (DVS) installations running Windows 2008 SP2 are not affected.

Customers planning to upgrade the HQ to Windows Server 2008 SP2 from SP1 and require CDR functionality are advised not to do so until ShoreTel issues a resolution.

ShoreTel will release a new communication when a resolution is available that addresses this issue.

All versions of Call Manager

- Windows XP Professional (with SP3) **(32-bit version)**
- Windows Vista (Business Edition or Enterprise) with SP2 **(32-bit version / 64-bit version)**
- Window Terminal Servers on Windows 2003 (with SP2) **(32-bit version / 64-bit version)**
- Window Terminal Servers on Windows 2003 R2 (with SP2) **(32-bit version / 64-bit version)**
- Windows Terminal Server on Windows 2008 (with SP1) **(32-bit version)**
- Citrix 4.5 on Windows 2003 (with SP2) **(32-bit version)**
- Citrix 5.0 on Windows 2003 (with SP2) **(32-bit version)**
- Citrix 5.0 on Windows 2008 (with SP1) **(32-bit version)**

Outlook Integration

- Office 2003 **(32-bit version)**
- Office 2007 **(32-bit version)**
- Office 2007 R2 **(32-bit version)**

Microsoft Updates

This build was tested with all available and automatically installed Microsoft updates as published on or before March 26, 2010 for Vista W/SP2, Vista 64Bit W/SP2, XP W/SP3, Win2K3Ent, Win2K8 Enterprise/Standard

Please search technical knowledgebase at <http://support.shoretel.com> with "Microsoft Updates" for up to date information.

To research a particular update, please visit the Microsoft website at <http://www.microsoft.com/security/default.msp>

ShoreTel Conference Bridge

- 7.1.3b4657-32

ShoreTel Contact Center

- 501.2.3208

- 502.4.2800

ShoreWare System Monitor

- 1.1

SIP-BRI-8

- Version R3.T 2006-10-04

SIParator

- 4.7.1 and 4.8.1

Mobile Call Manager [LBS- Location based service]

- Blackberry 8100 series (Pearl) [No LBS; No Bluetooth]
- Blackberry 8300 series (Curve) [LBS with dongle; Bluetooth]
- Blackberry 8800 series [LBS; Bluetooth]
- Blackberry 8900 series [LBS; Bluetooth]
- Blackberry 9000 series [LBS; Bluetooth]
- Blackberry 9600 series [LBS; Bluetooth]
- HTC Mogul (Sprint PPC-6800) [No LBS; No Bluetooth]
- HTC TyTN II [No LBS; Bluetooth]
- Motorola V3xx series [No LBS; No Bluetooth]
- Nokia E61i series [LBS with dongle; Bluetooth]
- Nokia E65 series [No LBS; No Bluetooth]
- Nokia E71 series [LBS; Bluetooth]
- Nokia E90 series [LBS; No Bluetooth]
- Nokia N78 series [LBS; Bluetooth]
- Nokia N82 series [LBS; Bluetooth]
- Nokia N95 series [LBS; No Bluetooth]

VPN Concentrator (4500/5300)

- Firmware version 8.10.3, 8.11.0, and 8.11.2

Double Take (Disaster Recovery)

- Double Take 5.1.0.74.0
 - Windows Server 2008 (Enterprise or Standard Editions only) with SP2 (**32-bit version**)
 - Windows Server 2003 (Enterprise or Standard Editions only) with SP2 (**32-bit version**)

Technology Partner Program

Please refer to the Certified Release Matrix posted on the website URL:

http://www.shoretel.com/partners/technology/certified_partners.html

Microsoft Patch KB925336 might be required:

When Installing/Upgrading to 10.1 - 15.21.5702.0 if you run into an error "The system administrator has set policies to prevent this installation", you will need to install KB925336 security update from Microsoft and a reboot of the Server is required:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=8EFFE1D9-7224-4586-BE2B-42C9AE5B9071&displaylang=en>

Upgrading from ST9/10/10.x?

Disable the IP Phone Failover feature in Director; otherwise a failover condition will be induced upon the upgrade. The failback is not automatic. It is a manual process to move the users back to their primary switch and not the spare switch.

Steps to temporarily disable IP Phone Failover across Sites

- 1) Log into Director
- 2) Go to Quick Look page
- 3) Ensure the checkbox is checked "Temporarily Disable IP Phone Failover Across Sites"

1. IPBX-24, IPBX-12, IPBX-TW, IPBX-T1, and IPBX-E1 switches are no longer supported. These switches must be removed from the system prior to ShoreTel 10/10.1 installation.
2. The IP100 phone is no longer supported. This phone must be removed from the system prior to ShoreTel 10/10.1 installation.
3. LCS 2005 is no longer support for IM server integration.
4. BlackBerry 7290, BlackBerry 8700 series, and Motorola RAZR V3 devices are no longer supported in ShoreTel 10/10.1.
5. The MySQL port has changed for the configuration database (4308) and the CDR database (4309).
6. In the normal course of development, all bug fixes in the latest version of ShoreTel 8.1, ShoreTel 9, and ShoreTel 10 have not been propagated into ShoreTel 10.1. The most recent release that has had its bug fixes propagated to ShoreTel 10.1 are as follows:

Release Version	Build
8.1	13.27.1903.0
9	14.6.2401.0
9.2	14.41.9506.0
10	15.7.1504.0

7. Minimum required available bandwidth to install a V-switch is 64kbps. Using this minimum bandwidth, the firmware upgrade can take more than 30 minutes.
8. Following features are supported in ShoreTel 10.1 release (minimum build 15.21.1311.0):
 - Priority Paging
 - Call Manager V-1 compatibility (minimum build ST9.2: 14.41.1108.0)
 - Malicious Call Trace (BRI trunks only)
 - Call Manager Enhancement to enable Workgroup Mailbox with Contact Center
 - Call Manager Enhancement to change Disk Caching default setting
 - Mobile Call Manager – BlackBerry Curve 89xx and BlackBerry Tour 96xx

ShoreTel Features Release 8.1	ShoreTel Features Release 9	ShoreTel Features Release 9.1	ShoreTel Features Release 9.2	ShoreTel Features Release 10
Call Manager	Active Directory	Support for Windows 2008	Call History Privacy	Multi-site PagingGroups

Mobile Call Manager	LLDP / 802.1x	Call Manager on 64-bit Vista	Bridged Call Appearance Conferencing with Privacy Release	Multi-Site Account Codes
VPN Phone	Unicode Character Set Support	Single Sign-On Instant Messaging	Call Manager Enhancements - Disabling Call Notes	Multi-Site Workgroups
Office Anywhere over SIP Trunks	SRTP-AES	SIP Header Enhancement - Integration with 911 Enabled	Talk Time Enhancements	Integration with 3rd party Unified Messaging Systems
Pause in Dialing - Trunk Access	Disaster Recovery Enhancements	Shared Call Appearances	MCM: Voicemail Privacy	T.38 Support on ShoreGear Switches
Automatic Ringdown	CDR Reports - Codecs	Silent Coach	MCM: Voicemail Preview	Configuring Bluetooth Waypoints on Mobile Call Manager
Voicemail Model Switches	Failover	Hotline	MCM: PIM Integration	Support for IM Responses to Inbound Calls
SIP Extensions	Call Manager 64-bit Windows Terminal Server	Mobile Call Manager - Device Enhancements	MCM: Default Network Speed Setting	Support for Instant Messaging in the Workgroup Agent Monitor Window
Bandwidth Management and Codec Negotiation Enhancement	DiffServ/TOS Support		MCM: Fonts	Registration and Advisory Service
Voice Mail Reports	Support 256 Workgroups			Enhanced Call Detail Record Reporting
Logging Switch Maintenance Operations	SIP Trunk Profiles			Mobile Device Number Detection
4ESS Call by Call Support	DID Enhancements			Call Manager on 64-bit Vista
Forward Monitored Extension to VM	Announced Find Me			MCM: Voicemail Preview
Encryption: 128-bit	Personalized Call Handling			MCM: PIM Integration
ShoreWare Configuration Database Conversion to MySQL	Parked Call Enhancements			MCM: Default Network Speed Setting
ShoreGear Switches	Call Handling Mode Delegation			MCM Server N & N-1 Client
	Voicemail Enhancements			Call Manager Enhancements
	Call Manager - IM Privacy			
	Call Manager - Contact Import			
	MCM Location Based Service			

**** For more detailed information regarding the above features, please refer to the Server Release Notes for the appropriate release.**

9. Following features are supported in ShoreTel 10 release (minimum build 15.6.4207.0):

- Windows 2008 Server (32-bit version)
- Distributed Account Codes
- Distributed Paging
- Distributed WorkGroups
- SIP Unified Messaging (Microsoft Exchange 2007)*
- Registration and Advisory Service
- Call Manager Enhancements
- Call Detail Records Enhancements
- Mobile Call Manager – Call Routing based on Bluetooth Waypoints
- T.38
- XenApp 5.0
- SBE now supports up to 3 sites (minimum build 15.6.6206.0)

* Requires purchase of an additional SIP Server license “ShoreWare External Unified Messaging SIP Link” (new in this release – ST10)

10. Following features will not be supported in ShoreTel 10 release:

- T.38 with Microsoft Exchange 2007 SIP UM server

11. Feature Limitations of features debuting in ShoreTel 10:

- Windows 2008 Server
 - i. Users with Microsoft PowerShell 1.0 installed may encounter issues when upgrading from Windows 2003 to Windows 2008 Server. Workaround: Remove Windows PowerShell hotfix and then upgrade to Windows 2008 Server. <http://support.microsoft.com/kb/926139>
 - ii. In order for Single Sign On to work, “ServerName” or “Localhost” has to be added as a Trusted site
 - iii. FTP and SMTP services needs to be enabled to start automatically
 - iv. AD integration should be disabled prior to upgrading the OS from Windows 2003 to Windows 2008
 - v. 1-34543631 – Firewall should be OFF during installation. The firewall is enabled pop-up message may appear during upgrade/install even though the firewall is disabled. The issue is the firewall service may be running even though the firewall is already disabled. Workaround: Stop the firewall service during the upgrade.
 - vi. 1-38443681 – Unable to run CDR reports on Windows 2008 server with SP2. Workaround: Downgrade server to Windows 2008 server SP1.
- If running Anti-Virus software on the Servers, please make sure to exclude the below files on the Virus checker Exclusion page.
 - c:\Shoreline Data\temp;
 - c:\Shoreline Data\Database\ShoreTelCDR;
 - c:\Shoreline Data\Database\ShoreTelConfig;
 - c:\Shoreline Data\Call Records 2\Data;
 - (NOTE: C:\ depends on folder where ShoreTel is installed.)
- 64-bit Vista client – Call manager on 64-bit Vista Business client running in 32-bit mode.
- T.38 - ShoreGear switches, AudioCodes (MP-114-FXS VoIP Gateway), and GFI/Dialogic Brooktrout SR140
 - i. T.38 over SIP trunks is not currently supported with ITSP Etherspeak, or any other ITSP at this time. Note: T.38 over native SIP Trunks is supported.

- ii. T.38 is supported only on the ½ width switches. The older 1-u switches do not support T.38
 - iii. V.34 Fax is not supported
 - iv. ShoreTel only supports T.38 in udptl form. T.38 calls in RTP or TCP form are not supported
 - v. Incoming faxes from SIP devices cannot do Fax-Redirect because incoming CNG tones are not detected in the RTP stream.
- T.38 has been added to the default Codec Lists (Fax Codecs – High Bandwidth and Fax Codecs – Low Bandwidth) after upgrading to ShoreTel 10. To remove the T.38 Fax codec support, please create a custom Codec List without T.38. Existing custom Codec Lists will not be affected.
 - 1-37160795 – Update modem and V.34/SuperGroup 3 fax configuration and speed limitations
 - A change made to support T.38 fax performance has exposed an issue that is affecting modem functionality. The symptoms that have been observed are:
 - i. V.34 modem/Super Group3 fax will renegotiate to a lower speed V.29 mode with the previous settings of “Fax Support” under “Users” from earlier releases
 - ii. Modem calls will no longer work with the previous settings from earlier releases

If the admin wants to add a 'user':	Before –customer had selected:		After – customer needs to change setting to	
	Select the “Fax Support Option”	T-38 Codec Support	Select the “Fax Support Option”	T-38 Codec Support
Modem	Fax Machine	No	Non-T38 Data Terminal (new)	No
Fax Machine (if the customer really wants to run without T-38)	Fax Machine	No	Non-T38 Data Terminal (new)	No
Fax Server (if the customer really wants to run without T-38)	Fax Server	No	Non-T38 Fax Server (new)	No
Fax Machine	Fax Machine	No	Fax Machine	Yes. Attempts to use T-38 before falling back.
Fax Server	Fax Server	No	Fax Server	Yes. Attempts to use sesT-38 before falling back.

- SIP Unified Messaging (SIPUM) – Microsoft Exchange 2007
 - i. Moving an existing ShoreTel user to the SIPUM server will delete their existing voicemail messages. Workaround: Have them save their voicemails as *.wav files.
 - ii. The ShoreTel Call Manager and Mobile call Manager do not support the Voicemail pane
 - iii. Inbound OAE over SIP call to MSE Server may fail due to asymmetric payload negotiation between the SIP trunk and the MSE Server, The call could be setup, but the media and DTMF could have issues. This will be fixed in a later release when ShoreTel will implement the Offer Answer Model. Please note: A SIP trunk call where the caller is not OAE will work fine.

- iv. Message Wait Indication (MWI) notification will require additional software by Microsoft Exchange Server – Geomant MWI
- v. Current ShoreTel features not supported for SIPUM users – AnyPhone, Find-Me, Escalation Profiles

- Distributed WorkGroup
 - i. Workgroups are not available on the V-switches. V-switches cannot function as a Workgroup Server.
 - ii. If the HQ server is down, the CDRs will not be available until the HQ is back online. The records are queued on the remote server until the HQ server is back online.
 - iii. If the HQ server is down, the Agent state changes will NOT work since it is hosting all of the agent's state. All states, whether logged in, logged out, or in wrap up will remain until the HQ server is back online.
 - iv. Hunt Groups with Simultaneous Ring Pattern will NOT allow Workgroups, AA menus, etc. to be added as a hunt group (HG) member. Only the Top Down Ring Pattern will allow Workgroups, AA Menus, etc. to be added as HG members.
 - v. CDR Timestamps will be that of the headquarter server timestamp. Remote servers will convert the timestamps to headquarters time zone before sending records to the HQ.

- Distributed Paging
 - i. Group paging is not available on V-switches. V-switches cannot function as a group paging server.
 - ii. No failover mechanism for Group paging. If the server managing the paging group is down, the group paging call does not work.
 - iii. Group paging is not available to external callers.
 - iv. The maximum number of extensions that can be paged at one time is 100.

- Mobile Call Manager
 - i. 1-35689621- Default number is the mobile number of device. When routing based on location and waypoints, MCM will default to mobile number automatically if there is no waypoint found. This is as designed and ShoreTel will not correct this in a future release

- XenApp (Citrix) – Desktop and Seamless modes are supported. Isolation mode is not supported

12. When upgrading the OS from XP to Vista Business/Vista Enterprise (32-bit version), must upgrade the OS before installing/upgrading the Call Manager client.

13. Installation of the new Call Manager will take roughly 15 minutes to install. Must have an internet connection to install .NET 3.5sp1 framework first before installing the Call Manager msi.

14. VGA video HW requirements are the following. Any machine not meeting this spec may encounter poor video quality/performance:

- CPU - Dual-Core 1.6 GHz
- RAM(XP/Vista) - 150 MB
- Disk(XP/Vista) - 1 GB

15. XGA video HW requirements are the following. Any machine not meeting this spec may encounter poor video quality/performance:
- CPU – Core 2 Quad 2.4 GHz
 - RAM(XP/Vista) - 150 MB
 - Disk(XP) - 1 GB / (Vista) – 2 GB
16. New Call Manager and SIP licensing introduce in ST8/8.1. Users may be out of compliance without the purchase of additional licenses upon upgrading to version 10.
17. Traditional Chinese is no longer supported. If you have enabled this on your ShoreTel system, you may need to disable this before upgrading to this release to allow the installation/upgrade process to complete successfully.
18. There are known issues with SIP extensions and Call Manager functionality. ** (Please refer to SIP Extensions – Feature set document for supported functionality of Call Manager and SIP extensions – KB: 10899 – SIP Extension capabilities)
19. Bridged Call Appearance (Multiple Appearance) behavior

	8 and higher	
BCA Line Configuration Setting	BCA Auto Answer Enabled	BCA Auto Answer Disabled
Immediate Ringing		
Pick up handset	Answers call	Get dial tone
Press Ringing BCA key	Answers call	Answers call
Press free BCA key	Get dial tone	Get dial tone
Press Headset Key	Answers call	Get dial tone
Press Speakerphone Key	Answers call	Get dial tone
No Ringing		
Pick up handset	Get dial tone	Get dial tone
Press Ringing BCA key	Answers call	Answers call
Press free BCA key	Get dial tone	Get dial tone
Press Headset Key	Get dial tone	Get dial tone
Press Speakerphone Key	Get dial tone	Get dial tone
Delayed Ringing		
Behavior is combination of the above		

20. Minimum Main Server Hardware requirements

HQ Server Specs			
Size	Processor	RAM	Network
Small	Intel Core 2 Duo E8400, Single DualCore 3.00 Ghz or Intel® Core™ i3-540 Processor (4M Cache, 3.06 GHz)	4 GB	100 Base-T
Medium	Intel Xeon 5520 Single QuadCore 2.27 Ghz	8 GB	100 Base-T or Gigabit Ethernet
Large	Intel Xeon 5520 Dual QuadCore 2.27 Ghz	8 GB	Gigabit Ethernet

21. Minimum Distributed Hardware requirements

DVS Server Specs			
Size	Processor	RAM	Network
Small	Intel Core 2 Duo E8400, Single DualCore 3.00 Ghz or Intel® Core™ i3-540 Processor (4M Cache, 3.06 GHz)	4 GB	100 Base-T
Medium	Intel Xeon 5520 Single QuadCore 2.27 Ghz	8 GB	100 Base-T or Gigabit Ethernet
Large	Intel Xeon 5520 Dual QuadCore 2.27 Ghz	8 GB	Gigabit Ethernet

22. Minimum SBE Hardware requirements

SBE Server Specs			
Size	Processor	RAM	Network
SBE	Intel Celeron E3300, DualCore 2.5 Ghz, 1MB Cache and 800FSB	2 GB	100 Base-T

23. Minimum Client Hardware requirements

Call Manager Version	Processor	RAM ^a		Disk space ^b XP / Vista	Available RAM XP / Vista
		XP	Vista		
Personal	Pentium 3 - 800 MHz	1 GB	2GB	1 GB	100 MB
Professional	Pentium 4 - 2.0 GHz	1 GB	2GB	1 GB	150 MB
Agent, Supervisor, Operator (<40 extension presence)	Pentium 4 - 2.0 GHz	1 GB	2GB	1 GB	150 MB
Agent, Supervisor, Operator (<500 extension presence)	Pentium 4 3.0 GHz	1 GB	2GB	1 GB	150 MB
All Versions, VGA Video	Dual Core 1.6 GHz	1 GB	1GB	1 GB	150 MB
All Versions, XGA Video	Core 2 Quad 2.4 GHz	1 GB	2GB	1 GB	150 MB

24. System and Service Capacities for Workgroups

System and Server Capacities for Workgroups						
Size	Number of Agents Per System	Workgroups Per System	Workgroups Supervisors per System	System BHCC (Includes all calls)	BHCC per server (Includes all calls) - Reports run at off business hours	BHCC per server (Includes all calls) - Reports run at business hours
SBE	50	50	50	500	500	Not Supported
Small	300	256	128	5,000	1,000	Not Supported
Medium	300	256	128	25,000	5,000	1,000 (on HQ) 5000 (on DVS)
Large	300	256	128	50,000	10,000	5,000 (on HQ) 10,000 (on DVS)

Please note that the Busy Hour Call Completion (BHCC) includes all traffic that can occur in that server – regular voice calls, workgroup calls, voicemail etc.

Product Availability Chart

Please refer to KB11376 at <http://support.shoretel.com> for Country Availability Status.

Known Issues

Known issues affecting ShoreTel 10.1 build 15.21.5702.0 are as follows:

Defect Number	Description	Workaround	Releases Affected
1-39505917	Reporting not displaying data from timeframe before upgrade to 9.2 from 7.5 - Blank reports	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-39511376	Modem calls will not fully connect. Calls are answered, never negotiate handshake	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-39390496	Transfer to Voice Mail doesn't work for Exchange UM users.	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-39244802	Low volume on calls via Analog Loop Start trunks via IP230 handset	Found at one customer location. Currently under investigation. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-39119933	Work Group agents not being handed calls at remote site with Distributed Voice Mail	Found at one customer location. Currently under investigation. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X

	Server		
1-39107511	Call Manager Call Duration is showing incorrect in Operator / Work Group Supervisor	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-39075780	Audio delay when answering WG calls (5 to 30 seconds)	Found at one customer location. Currently under investigation. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-39019047	Users are seeing other user's calls in their call manager	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-38985711	No audio during voicemail escalation call.	Found at one customer location. Currently under investigation. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-38993037	Notify users -> Send email is resulting in Path Not Found when using some languages	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-38976323	Workgroup Agent Summary Report Total Login time incorrect	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-38899331	Bridged Call Appearance lights on phones do not extinguish after call is dropped.	Found at one customer location. Currently under investigation. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-38859765	Agents are being pushed into release mode while on an ACD call.	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-38590682	Calls to the remote site AA get dead air when dialing the 800 number.	Found at one customer location. Currently under investigation. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-38553117	Agent can hear separate parties on ACD call.	Found at one customer location. Currently under investigation. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-38550246	Recordings do not complete - Never get transferred to the recording user	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X

Known issues from previous releases affecting ShoreTel 10.1 build 15.21.5702.0 are as follows:

Defect Number	Description	Workaround	Releases Affected
1-37924279	WorkGroup Queue Summary report no longer has "Handled by WG VM" column	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
1-33274901	COM+ services not functional after rebooting Windows 2008 server	<u>Workaround:</u> Reboot the server twice after the upgrade. This is only with new installs on Windows 2008 only. ShoreTel will correct this in a future release.	ST9.1

1-37395178	ACD call ringing agent blind transferred to route point that always forward to extension rings forever	No workaround. ShoreTel will correct this in a later release of ShoreTel 10.2.	ST9.2, ST10.X
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The following defects have been corrected in ShoreTel 10.1 build 15.21.5702.0:

Defect Number	Description
1-37857255	PCM Contacts list headings will not stay minimized within the contacts list
1-37400660 1-37707417	SG-220T1A rebooted then SIP Proxy stopped resolving Host Names
1-34445461	Plantronics PersonoCall version 2.11.7 is not supported on Vista 64-bit
1-36477295	Unable to save softphone "play" and "record" device configuration (Vista only).
1-36751753	Call Manager not retaining Docked/Always on top setting when closed and reopened
1-36966681	Calls dialed from Softphone are placed after switching back to Home phone.
1-37227110	Server Install missing the MySQL Compacting WSF
1-37706601	User Activity Detail and Summary reports do not reflect all outbound calls due to a string not being null terminated in the database
1-37725866	Workgroup Queue Monitor in Call Manager ST9.2 shows phantom calls in queue
1-37805817	Unable to use letters in Call manager to place calls
1-37812379	Call Manager is not playing the Voice Mail that the User selects; it is playing a different message.
1-38162443	ALS trunks in some regions do not acknowledge disconnect code
1-38206278	Agents wrap-up codes are grayed out if put call on hold then make another call.
1-38288990	"Extension does not exist" when attempting to save a hunt group ext to a find me destination via Web client
1-35069749	Upgrade to 14.22.2904 is causing large amt of RPC traffic between servers, clogging the MPLS
1-35413661	Intermittent loud static tone heard by caller when called party uses handset IP265/IP230
1-35859753	CSIS flood from 2800 call manager clients causes HQ slowdown, Call manager lag, MySQL out of memory errors
1-37763001	Call Manager integration with Outlook fails when using French Language Pack in Windows Terminal Server environment
1-37888019	One way audio from SG50V switch caused by sip profile ATTBVOIP.
1-35981645	New 80XX mobile numbers have been added in India

1-36526136	Analog trunk calls get one way audio when WAN outage on ShoreGear 90 at remote site
1-36966533	ShoreGear 60 is sending 3 identical packets simultaneously for each packet sent
1-37123251	Japanese prompts for extensions must be different from time. They both currently use 700 to 709.
1-37171371	SMTP failure on single server system
1-37754281	When making/forwarding VM, users can see site codes and users for distribution lists
1-38428169	Static on analog ports with fax machines after upgrade to 10.1
1-38049053	Mexico: PCM dials wrong digits when calling landlines and mobile phones.
1-38317594	0 inbound digits from the Carrier go to the BAA or the "Destination" configured in TG
1-36895641	Account code service allowing calls over COS.
1-37754281	When making/forwarding VM, users can see site codes and users for distro lists they should not see
1-38206278	Agents wrap-up codes are grayed out if put call on hold then make another call.
1-36226295	Italian Prompts are incorrect.
1-36760783	French Auto Attendant Prompts are incorrect.
1-37968349	Button Programming: Monitor Extension with Caller ID does not display full Caller ID
1-37395178	ACD call ringing agent blind transferred to RP that always fwds to ext# rings forever
1-37814349	When setting up a 3 way conference over a SIP trunk, the first caller audio gets cut in both directions
1-37747588	Callback feature is presenting incorrect CID
1-36347766	Swedish Language Voicemail prompts are incorrect
1-37327256	Find Me rings 6-7 times regardless of configured number of rings in Director.

The following defects have been corrected in ShoreTel 10.1 build 15.21.3903.0:

Defect Number	Description
1-32576591	Bogus events and logs from switch during hunt calls
1-34665762	The users cannot use the "transfer to Mailbox" feature when using auto call recorder
1-34841381	Phones are stuck off-hook after group page.

1-35285530	Commas in AA menus come back as bbcc/ characters when saved
1-35327401	Find me settings lost when you switch Automatic Off-Hook Preference.
1-35485546	Call Manager hangs or crashes when end user hovers over workgroup queue.
1-35742791	V-switch accepting calls even though it failed to download the phrase files correctly
1-35882068	There is a 1-3 second delay when hanging up a phone before call disconnects
1-36226295	Italian Prompts are wrong
1-36274791	First time SoftPhone user not able to get TAPI up (TAPI icon displays no connection). Due to multiple IP addresses on the same network adaptor.
1-36417352	Shoretel Ringback tone volume too low in Australia
1-36515857	Calls are sent out a channel when the "Span" is put "out of service"; T1PRI
1-36895641	Account code service allowing calls over Class of Service settings
1-36918943	Bridge call appearance button used to conference multiple parties does not clear
1-37078424	Using DBimport tool to import users writes the IM uri value to "0" instead of NULL
1-37327256	Find Me rings 6-7 times regardless of configured number of rings in Director.
1-37345264	Need to change DTAS event Severity from Error to Info (Reset in a Runaway Loop)
1-37665984	Customer wants the Drag and Drop feature of Call Manager to underline the target as it did in 7.5
1-37747588	Callback feature is presenting incorrect Caller ID
1-37766991	Call Notes are not editable in call manager. <u>Workaround:</u> Must select "Allow Direct Editing of the Call Note".

The following defects have been corrected in ShoreTel 10.1 build 15.21.1311.0:

Defect Number	Description
1-36607714	PCM show Tapi Red x, RemoteTapi provider shows the local PC network IP address instead of server IP. Fixed in 9.2 (14.41.9506.0 and higher) and 10.1 (15.21.1311.0 and higher)

The following defects have been corrected in ShoreTel 10.1 build 15.21.1310.0:

Defect Number	Description
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1-30698881	Call Wrap-Up code not always working - Grayed out in Agent Toolbar
1-34734994	Call recordings from either phone or Call manager intermittently fail
1-34883505	LDAP mapping for Email address incorrect
1-36541245	SoftSwitch crashing during upgrade when there is a version mismatch on switches
1-36567367	Integrated Toolbar should allow changing from one release code to another without resuming and then selecting another release code
1-36762123	Documentation Defect: PIG states that RTP traffic is always UDP 5004
1-36806090	FAX redirect not working with HQ. NoResource appearing in TMSNcc log.
1-37027337	Switches are not releasing Bandwidth (220E1)
1-37065971	Database views not proper on upgrading to 10.1 from 9.2
1-37123135	dllhost.exe crashed during upgrade. Environment specific to customer
1-37160795	Documentation update on modem and V.34/SuperGroup 3 fax configuration and speed limitations

The following defects have been corrected in ShoreTel 10.1 build 15.21.1304.0:

Defect Number	Description
1-32344124	Alarm and Door systems broken-- DTMF duration only honored for G729 codec
1-34538684	An IP Phone programmable button with an accented character (non-ASCII) were not seen on phone. <u>Workaround</u> : Use extended ascii characters instead.
1-34807941	Hissing / White noise heard on Analog extensions / phones with SG24a
1-34968401	Softphone with plantronics personocall crashed call manager Vista 32 bit
1-35138128	VBScript Error in all Switch pages via Quicklook
1-35145674	WorkGroup Agent Call Managers are changing there "Server IP Address" to random DVS's
1-35272394	When a call on a SIP Trunk is put on hold, the ShoreGear switch starts sending RTP before we received a 200ok from the InGate; no music on hold
1-35300970	Excessive background noise during call setup
1-35432781	Italian prompts are incorrect for recorded messages
1-35433671	"Active Interface" at the bottom of the SG-T1k switch is missing

1-35475621	Australia's Daylight Savings Time is wrong for V-switches
1-35515509	On certain calls from specific callers the Caller ID has 2 boxes and then the voicemail extension for the calling name. This only happens in call manager even though the routing slip has the correct name.
1-35521081	Distributed Telephony Application Service rebooted unexpectedly
1-35601155	Double-Take Disaster Recovery - Still see the Lost Database Communications error in Quick Look page for DVS
1-35675831	Phone Display shows wrong language (Germany)
1-35744476	Some Call Detailed Records Reports show characters run together
1-35773125	Kadota utility crash on Distributed voicemail server
1-35986764	Placing a call on hold, puts area code in front of number already containing area code in Phone display
1-36012541	WorkgroupServer.exe is crashing constantly in Spain
1-36026977	Event ID 106 - Switch crashing twice a day
1-36058535	Intermittently the signaling on a BRI gets confused
1-36068124	When call manager is in mini-view and the GUI is closed an inbound call will cause whatever the current focus window is to lose focus
1-36069743	Workgroup Agent Detailed Report has blank data in the call type field
1-36073448	All contacts are propagated out to call manager and then cleaned up based on prefix at client PC.
1-36146811	Outbound caller ID not transmitting correctly on blind transfers between extensions
1-36167001	Transport is delivering garbage data to CDS under certain network conditions.
1-36213238	Fan status for ShoreGear 40 shows fan failed when it hasn't.
1-36218304	Caller ID showing for Call Manager Operator Contact when Class of Service Show CID Name and Number for others Extension is Unchecked
1-36226257	Unable to dial 070 XXXXXX toll line through ShoreTel System after Upgrade
1-36269186	Trunk Activity Detail Report - "User" field incorrect
1-36269186	CHM doesn't change properly if the WG Server is changed from HQ->RM->HQ
1-36610093	Transfer function line cancel behaves differently in ST9.1 than it did in previous releases
1-36695671	TAPI Error on Vista 64 Bit system only when hanging up while listening to a voicemail
1-36705211	External voicemail pointing to Exchange server works for all phones except IP115

1-36832121	TMS crash due to restart of DVM while remote user exiting and logging into Call manager several times. Application Error (100)
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The following defects have been corrected in ShoreTel 10.1 build 15.20.8606.0:

Defect Number	Description
1-37100058	Upgrade Install fails on Windows 2003 Error 1720

The following defects have been corrected in ShoreTel 10.1 build 15.20.8605.0:

Defect Number	Description
1-34601071	Chirping or squealing sound when using Speaker option on extension to extension calls
1-35138128	VBScript Error in all Switch pages via Quicklook
1-35158443	Caller Name will not display (show blank) on IP210's on a majority of inbound calls - Extra " in Caller Name string appears to cause the issue.
1-35454515	Out of order DTMF RTP events were getting misinterpreted in certain cases
1-35563294	Picking up handset when the phone is in the process of ringing produces a distorted tone.
1-36031567	Workgroups are not changing from on-hours to off-hours
1-36167987	Call manager speed dial entries intermittently disappear
1-36289437	Forwarding a voicemail through Outlook gets notification but voicemail is zero duration.
1-36380257	Director page hang won't open does not matter if open remotely or open from server itself.
1-36435491	On a fresh 2008 sp2 image w/ all MS Updates as of 31 DEC 2009, 404 error after install and reboot.
1-36485432	ST7.5 allowed you to "park" and "intercom" no longer available in ST8.1
1-36542461	Saving License Phone home option getting HKEY_LOCAL_MACHINE/SOFTWARE/... Error.
1-36547511	After restarting ShoreTel-WGSvc while having an active page. Must reboot the server.
1-36589145	Call Manager F12 should include SDK version
1-36595775	V-1 call manager does warn user if they are trying to connect video to a user with different SDK. ShoreTel will not correct this issue.
1-36792381	Cannot Silent Coach using a programmed button while in Silent Monitor mode