

Software Release Notice (Build Notes)

ShoreTel 13.3 Generally Available Version 18.61.2202.0

June 13, 2013

The Software Release Notice provides essential, current information to ensure a successful upgrade and installation.

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Overview

Release 18.61.2202.0 is a Generally Available Release build of ShoreTel 13.3.

New for ST13.3

- Microsoft Office 2013 (32-bit/64-bit) support

Feature Change Requests (FCR)

This section lists the FCRs that were implemented and approved since the ST13.2 GA. Customer specific FCRs may not be included and the FCR number is for internal ShoreTel tracking purposes only.

Introduced in Build	FCR Number	FCR Description
18.61.2202.0 (GA1)	592	Expand the disconnect reason to include both trunk and extension side codes for storing in the CDR DB and reporting through TAPI. Additional Advanced Application software would leverage CCIR to generate reports using this new information.
18.61.2202.0 (GA1)	557	SBE 100 support. The SBE 100 is a small business product that is scalable up to 100 users 5 sites.
18.61.2202.0 (GA1)	569	iFCR – Vietnam-Country Entry
18.61.2202.0 (GA1)	540	Voice Mail Security SA 100/400. Further detail can be found on this link Product Alert 10414
18.61.2202.0 (GA1)	541/574	PHP and Security code Upgrades for SA100/400. The updated Apache PHP software is included with this build of software and will pass the Nessus scan.
18.61.2202.0 (GA1)	553	Enhance Communicator in an OCS/Lync Environment, with ShoreTel Mobility. The enhancements are with IM interactions with ST Mobility

Important Links

The ST13.3 Build Notes provide essential, current information to ensure a successful upgrade and installation. This includes supplemental information to the current ShoreTel documentation suite available on the ShoreTel support web site (<http://shortel.support.com>).

ShoreTel product enhancements are tracked at: <http://suggestions.shoretel.com/login>. Through this web site you can see the product enhancement requests and vote for those that matter to you. ShoreTel uses your feedback to establish content for future releases.

For country availability status refer to:

http://partners.ShoreTel.com/product_sales_tools/ip_phone_system/availability/

Upgrade Information

Very Important Tips

1. Starting with ST13.1 a Compatibility Checker has been added that can be run as a standalone tool and it is also included as part of the installation. By running this as a standalone tool customers can identify and resolve problems in advance of the planned maintenance window. The tool is packaged with the server build zip file located on the ShoreTel support web site. The details around the use of the tool can be found in the Planning and Installation Guide.
2. Starting with ST13.1 CDR Upgrades may fail due to corruption in the MySQL DB. This is a known issue with MySQL as a result of the procedure used during the Win2003 to Win2008 Server migration. To detect the corruption before the upgrade run the Compatibility Checker (See **KB16876** Linked below).
3. With ST13.2 MacOS 10.6 Clients are no longer supported.
4. Starting with ST13 Windows 2003 server is no longer supported for ShoreTel Enterprise or Small Business Edition customers. Those on Windows 2003 server must migrate to a supported Windows 2008 platform before upgrading to ST13.x. This does not pertain to SBE/DVS customers on ShoreTel provided hardware (see **KBs and Bulletins** sections below for a link to the Product Bulletin).
5. Starting with ST13 a new Third Party TSP package needs to be installed on clients that require TAPI for third party applications (i.e. ShoreTel PSO applications) (See **KB16874** Linked below).
6. The IP530 phone support has been reinstated.
7. Starting with ST13, customers may not find all of their contacts in Communicator since this has a new configurable limit of 500 (See **KB16875** linked below).
8. Starting with ST12.3 build 17.60.9208.0 and higher there is a new version of uboot which improves robustness and includes recommended fixes. The new version of Boot ROM (uboot) has changed to 1.1.3.27 for both ½ width and V switches. V switches will download and install the new uboot automatically during the upgrade whereas the ½ width switches require a manual update. Please refer to the Planning and Installation Guide for detailed instructions for manually upgrading the uboot. Abbreviated instructions for those familiar with the procedure are as follows:
 - a. Telnet or SSH to the half-width switch (non V-switch).
 - b. Go to Shell by typing "gotoshell".

- c. Enter the command **uboot_update** on the CLI. Do not turn off the unit until the operation is complete.
 - d. Exit the shell by typing "exit".
 - e. Select option "4" from the STCLI to reboot the switch.
 - f. Verify uboot version in Quick Look under the Voice Switch Maintenance page.
9. ShoreTel Communicator Server Side Call History: Prior to ST 12 the call history was stored on the client computer. With ST 12 the call history is now stored on the Server and as a result none of the previous call history will transfer to the server history database after the upgrade. Further details are in the ST 12 Release Notes.
 10. Roll backs may fail and the ShoreTel configuration database will become corrupt. It is highly recommended to backup and copy your Shoreline Data folder prior to attempting to upgrade. It is also recommended to back up your Call Detail Records (CDR) database as well. This is separate from the ShoreTel configuration database. If you have an archive database, please make a backup of that database as well prior to proceeding with the upgrade.
 11. At the very beginning of the upgrade an error message could be displayed if invalid characters are detected in the Client User Name. Supported characters are, "a-z A-Z 0-9. - _ ". Please allow enough time in your maintenance window to make these changes to the user names. This check for invalid characters is before the upgrade starts and it is necessary to reboot in order to correct any unsupported user names. A log file containing the usernames with the invalid characters will be referenced in the error message.
 12. Please note the installer upgrade will take more time than expected from previous releases due to a backup of the configuration database and CDR database as part of the installation process. It is still recommended to make a backup of your system prior to upgrading should the process fail and force a rollback situation.

Upgrade Paths

The following direct **server and client (ShoreTel Communicator) upgrade paths** are supported for this release:

- ShoreTel 11/11.1/11.2 all CR/GA builds → ShoreTel 13.3
- ShoreTel 12/12.1/12.2/12.3 all CR/GA builds → ShoreTel 13.3
- ShoreTel 13/13.1/13.2 all CR/GA builds → ShoreTel 13.3

Direct ShoreTel 13.3 upgrades from versions prior to those listed above are not supported. Prior versions must first upgrade to a supported direct upgrade path.

V-1 Client Compatibility (Communicator for Windows)

To utilize all the client features, please upgrade all ShoreTel clients to the same release as the server.

ShoreTel Communicator Clients on ShoreTel 12, 12.1, 12.2, 12.3, 13, 13.1 and 13.2 are supported with a ShoreTel 13.3 server except as noted below. If you use the V-1 client, new Communicator features that are made available in the versions greater than the client version being used may not be available for your end-users.

Personal and Professional Clients are the only clients to be supported in a V-1 implementation. All other client types (Workgroup Agent, Workgroup Supervisor, and Operator) will not be supported in V-1 client implementation.

Outlook Client Integration - If an Outlook/Exchange version support is dropped from version 13.3 servers, V-1 clients are not supported.

Platform support - If a particular platform support for client is dropped from the version 13.3 release then V-1 clients are not supported.

Contact Center – ST12.x features will work for Contact Center clients as long as they do not upgrade the Contact Center software.

Video -The Video session between V-1 clients and 13.3 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.

Citrix/WTS – V-1 implementations are not supported.

Softphone clients - V-1 implementations are not supported.

IPBX 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. Please refer to the Planning and Installation Guide for detailed instructions.

1. Download the ShoreTel Software to a location that can be accessed from the Headquarters and Distributed Voicemail Servers (DVS). Extract software from zip file (if zipped).
2. Make a back-up of your existing database before upgrading your system.
3. Upgrade the Headquarters server first.
4. Run the setup.exe program to extract and launch the program. Answer the questions in the dialog boxes presented as appropriate for your site.
5. Reboot the server when prompted.
6. Upgrade any DVSs by using the Remote Server Software and running setup.exe
7. Answer the questions in the dialog boxes presented as appropriate for your site.
8. Reboot the server when prompted.
9. Logon to 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. ShoreTel Communicator client upgrade is required unless supporting the V-1 feature where the client upgrade is recommended.

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

KBs & Bulletins

This section contains selected KBs and Bulletins you should be aware of for ST13.3. For an inclusive list of all bulletins refer to the ShoreTel support site. **You will need to be logged into <http://support.shoretel.com/> before clicking the links below.**

Area	Description	Link
Feature – Communicator Mac Softphone	With ST13.2 or greater - MacOS Versions that support Mac Softphone. Note MacOS 10.6 is not supported.	KB16898 MacOS Softphone Requirements
Feature –	With ST13.1 or greater - Difficulty getting Windows	KB16900

Area	Description	Link
Communicator Video	Communicator video calls to work, or having an issue with the black screen popup.	Communicator Video setup & Troubleshooting
Feature – Contact Import	Unable to use the Contact Import Tool for the Global Address List and Public Folders when using the Microsoft Exchange 2003 Server with ST13 or later. The Planning and Installation Guide has been updated and should be followed for contact importing.	KB16901 - Contact Import Tool 2003 Exchange Server
Feature – Contact Import	With ST13.3 or greater Outlook contact importing plug-in will only import the default contacts folder.	
Feature – OL Integration	Outlook performance degradation with Communicator 13.x. New plugins/features were added with ST13.x. Customers may find Outlook (OL) performance issues depending upon their configuration/environment	KB16899 OL Performance issues with ST13.x
Feature – SA 100/400	Known issues and feature limitations that will not be fixed in this release	KB16878 Feature - Issues and Limitations SA100 and SA400
Feature -VMware	Known issues and feature limitations that will not be fixed in this release	KB16879 Feature - Limitations VMware
Features - Release over release	A running list of features for every release starting with ST5. Please note that the feature names may have changed as the product evolved	Feature Compendium
Upgrade – CDR Failure	Customers that have migrated from Win2003 to Win2008 on the HQ server using a procedure other than that currently documented in the ST13.1/.2/.3 Planning and Installation Guide. Compatibility checker will detect the issue with ST13.3. If Compatibility Checker is not run the upgrade may fail during the CDR upgrade.	KB16876 Upgrading CDR encounters a failure
Upgrade – Client Vista	Installing the ShoreTel Communicator 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.	KB16877 Upgrading Communicator on Windows Vista encounters timeout
Upgrade – Contacts 500 Limit	Starting with ST13, customers may not find all of their contacts in Communicator since this has a new configurable limit that is set at 500 Contacts by Default.	KB16875 Upgrade limits contacts to 500 by default
Upgrade – SBE/DVS	ShoreTel SBE customers are still supported on Windows 1.1 which is a Windows 2003 telecom edition. Comparable ShoreTel Provided DVS systems are also supported (See Planning and Installation Guide).	ST- 10445 – Global Product Bulletin
Upgrade – TAPI Client	With ST13 and greater a new optional Third Party TSP package needs to be installed on clients that require TAPI for third party applications (i.e. ShoreTel Professional Service applications) . This software can be found in the ThirdPartySupport folder included with the Communicator software.	KB16874 Third Party TSP
Security – SA100/400	Notice of security upgrade on the ShoreTel Service Appliance 100 and 400	PB13003 – Security Update Product Bulletin

No Longer Supported (ST13.3)

The following is a list of ST13.3 unsupported software and features. This is not a complete list but rather the most commonly used. For a complete list of what is supported refer to the Planning and Installation Guide.

Windows 2003 Server

ShoreTel Enterprise Windows 2003 Server is not supported for ShoreTel Enterprise customers. Sites on Windows 2003 are recommended to migrate to a new server using a supported Windows 2008 version before upgrading.

The exception to this is with ShoreTel provided SBE/DVS servers. Some of these servers are still supported on Windows 1.1, which is a Windows 2003 telecom edition. The exact servers that are supported can be found in the bulletin referenced in KB & Bulletins section of this document.

Office 2003

Office 2003 is no longer supported on the clients. ShoreTel customers with ShoreTel Communicator installed on client machines running Office 2003 must uninstall Outlook integration/Calendar integration before upgrading to Office 2007/2010/2013. Once MS Office has been upgraded, the client must be re-installed with the local System Administrator account and reboot the client machine. Outlook and calendar integration must be re-installed for ShoreTel Communicator to work properly. The integration steps are not necessary if the end user is not integrating their Communicator with Outlook/Calendar.

Installation of DVM Server from “remoteinstall”

Installation of the DVM server by going to http://server_name/shorewaredirector/remotinstall will no longer work. To upgrade any Distributed Voicemail servers, please use the “remote” folder and select setup.exe on the DVD or from the download links.

Converged Conferencing

- Converged conferencing prior to 7.1 is not supported
- Call Handling Mode and Calendar Integration have been removed and are not supported. Customers desiring this feature will need to migrate to the SA-100/400

Clients

- MacOS 10.6
- IE 7

VMware – VSphere ESX/ESXi 4.0

ShoreTel Mobility Prior to 4.8

T.38 with Microsoft Exchange 2007 SIP UM Server

IP210 IP Phone

Software and Firmware Versions

Build Date:	May 27, 2013
Engineering Build Number:	18.61.2202.0
Server Software Version:	18.61.2202.0 (<i>View on Director Server Maintenance Page</i>)
Distributed Software Version:	18.61.2202.0 (<i>View on Director Server Maintenance page</i>)

Client Software Version:	18.61.2202.0 (<i>View in the Client's Help About screen</i>)
MCM Client Version:	18.61.2202.0
Switch Firmware Version:	18.61.2202.0 (<i>View in QuickLook</i>)
Switch (1/2-width) Boot ROM Version:	1.1.3.27 (<i>View in Director Voice Switch Maintenance Page</i>)
Switch (V-switch) Boot ROM Version:	1.1.3.27 (<i>View in Director Voice Switch Maintenance Page</i>)
Switch (full width) Boot ROM Version:	8.2.241 or greater (<i>View in Director Voice Switch Maintenance Page</i>)
IP-110 Firmware Version:	S0.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-115 Firmware Version:	S01.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-212K Firmware Version:	S12.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-230 Firmware Version:	SEV.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-230g Firmware Version:	SEV.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-265 Firmware Version:	S36.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-530/560 Firmware Version:	S26.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-560g Firmware Version:	S6G.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-565g Firmware Version:	S6C.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP-655g Firmware Version:	SWE.4.3.5 (<i>View in Director IP Phone Maintenance page</i>)
BB-24 Firmware Version:	SBB.3.8.4 (<i>View in Director IP Phone Maintenance page</i>)
IP8000 Firmware Version:	4.5.2(9) (<i>View in IP8000 GUI Maintenance page</i>)

Version Compatibility

This build of ShoreTel software was tested and is supported on the following OSs, platforms, and applications.

Headquarters and Distributed Servers (Standalone and VMware)

(Heterogeneous environments supported)

- Windows Server 2008 (Enterprise or Standard Editions only) with SP2 (**32-bit version**)
- Windows Server 2008 R2 (Enterprise or Standard Editions only) (**64-bit version**)*
- Windows Server 2008 R2 (Enterprise or Standard Editions only) with SP1 (**64-bit version**)*

***Please note: Current install base users must upgrade to a build which supports Windows 2008 R2 (ST11-16.5.8506.0 or higher) on their 32-bit Server OS first, verify their entire system has been upgraded to that version or higher, back-up their newly upgraded 32-bit system before migrating over to Windows 2008 R2 Server (64-bit). See Planning and Installation Guide for further details on migration path.**

Microsoft Updates

- This build was tested with all available and automatically installed Microsoft Server updates as published on or before **May 27, 2013**.
- 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.aspx>

ShoreTel supplied SBE / Distributed Servers (Branch Office Bundles)

- Windows Server 2003 (Telecom Edition 1.1)
- Windows 2008 R2 SP1 (Embedded) 64-Bit

ShoreTel UC Server 20

- Windows 2008 R2 SP1 (Embedded) 64-Bit

ShoreTel Small Business Edition 100

- Windows 2008 R2 SP1 (Embedded) 64-Bit

VMware

VMware – Support for ShoreWare HQ and DVS servers is as follows (this includes support for High Availability and VMotion on the HQ server only):

- VMware ESX 4.1
- VMware ESXi 4.1
- VMware ESXi 5.0
- VMware ESXi 5.1

The following two VMware features are not supported:

1. Fault tolerance not supported. This feature is not supported by VMware across multiple CPUs.
2. Snapshots not supported. These can consume significant CPU and memory resources impacting system operation.

Internet Browsers for Director

- Internet Explorer 8
- Internet Explorer 9

ShoreTel Communicator for Windows

- Windows XP Professional (with SP3) (32-bit version)
- Windows Vista (Business Edition or Enterprise) with SP2 (32-bit version / 64-bit version)
- Windows 7 (Professional or Enterprise) with SP1 (32-bit version / 64-bit version)
- Windows 8 (Professional or Enterprise) (32-bit version / 64-bit version)

Windows Terminal Server and Citrix

- Windows 2008 Terminal Server, SP2 (32bit)
- Windows 2008 Standard Terminal Server, SP2 (64bit)
- Windows 2008 Enterprise Terminal Server, SP2 (64bit)
- Windows 2008 R2 Terminal Server, SP2 (64bit)
- Citrix XenApp 5.0 only for Windows 2008, 32-bit SP2 (Isolation mode is not supported)
- Citrix XenApp 6.0 on Windows 2008 R2 (64-bit version) [Isolation Mode is not supported]

ShoreTel Communicator for MAC

- MAC OS 10.7
- MAC OS 10.8

ShoreTel Communicator for Web & Web Conferencing

- Safari 5.0 on MAC
- Safari 5.1 on MAC
- Safari 6 on Mac
- MS Internet Explorer 8.0
- MS Internet Explorer 9.0
- MS Internet Explorer 10.0
- Firefox 11.0 on Windows and MAC
- Adobe Flash 9
- Adobe Flash 10.x
- Adobe Flash 11

ShoreTel Conferencing Viewer

- JAVA JRE 1.6.0.15 or higher

ShoreTel Messaging on MAC

- iChat 5.0.3

SoftPhone Headset

The SoftPhone feature in ShoreTel release 7.5 and later releases is compatible with most USB-based headsets that use standard Windows USB driver. ShoreTel does not support Bluetooth headsets that connect directly to the PC's Bluetooth port. The user experience with Bluetooth headsets has proven to be disappointing in office environments because of interferences from corporate WiFi networks. However, the ShoreTel SoftPhone is compatible with headsets such as the Plantronics Voyager Bluetooth system that connects the Bluetooth headset to the PC via a USB base.

For Mac Softphone - Mac certified USB headsets are supported.

Video Camera

- Logitech QuickCam Deluxe for Notebooks
- Logitech QuickCam Pro 9000 for Business
- Logitech B525 HD Webcam
- Logitech HD Pro Webcam C910
- Logitech HD Pro B910 HD Webcam
- Logitech HD Pro 9000
- Logitech Quickcam Pro 9000
- Logitech Webcam Pro C905
- Logitech Quickcam Pro for Note-books
- Logitech QuickCam Orbit/Sphere AF
- Logitech Deluxe M/N V-UBE 43
- Logitech WebCam HD C310
- Logitech QC Pro 5000
- Logitech HD C510
- Logitech QC Messenger V-UBC 40
- Logitech Webcam C600
- Life Size Room 4.7.19(3) and 4.7.17

Microsoft Office (Outlook and Word)

- Outlook 2007, SP2 (**32-bit version**)
- Outlook 2010 (**32-bit version**)
- Outlook 2010 (**64-bit version**)
- Outlook 2013 (**32-bit version**)
- Outlook 2013 (**64-bit version**)
- Word 2007, SP2 (**32-bit version**)
- Word 2010 (**32-bit version**)
- Word 2010 (**64-bit version**)
- Word 2013 (**32-bit version**)
- Word 2013 (**64-bit version**)

Exchange Integration for SIP UM

- Exchange 2007
- Exchange 2010 with and without SP1

Conference Bridge

- Converged Conferencing 7.1 (Outlook Calendar integration is no longer supported)
- SA-100/400 has the same version as the ST build.

IM & Presence Server for ShoreTel Communicator IM

1. OCS2007 R2 Standard/Enterprise Editions
2. Microsoft Lync 2010 Standard/Enterprise Editions
3. Converged Conferencing 7.1
4. ShoreTel Instant Messaging Service (SA-100 and SA-400)

ShoreTel Contact Center

- Contact Center Versions 7.0 and 8.0

ShoreTel CSTA

CSTA version 1.0.25.0 for use with Microsoft OCS 2007 R2.

CSTA will run on Main and DVS systems on these Windows Server platforms:

1. Windows Server 2008 32 (Standard, Enterprise)
2. VMware vSphere 4.1

Call Quality Monitor

- System Monitor 1.1 (ShoreTel independent)

SIP-BRI-8

- Version R3.T 2006-10-04
- T.38 is not supported

SIParator

- 4.9.2

ShoreTel Mobility

- ShoreTel Mobility Routing 4.8, 5.0, and 6.0
- ShoreTel Mobility Router Appliances: MR2000, MR4000, and MR6000

ShoreTel Communicator for Mobile

Restriction: ShoreTel Communicator for Mobile is not supported on the DVS

- BlackBerry 81xx series (Pearl)
- Blackberry 83xx series (Curve)
- BlackBerry 8500 series (Curve)
- BlackBerry 88xx series
- Blackberry 89xx series
- Blackberry 90xx series
- BlackBerry 9500, 9520, 9530 series (Storm)
- BlackBerry 9550 series (Storm2)
- Blackberry 96xx series
- BlackBerry 9700 series (Bold)
- HTC P6500 (Sirius)
- HTC TyTN II

- Nokia E51 series
- Nokia E61i series
- Nokia E63 series
- Nokia E71 series
- Nokia E72 series
- Nokia E75 series
- Nokia E90 series
- Nokia Surge 6790
- Samsung Blackjack II
- iPhone 3G (iOS3.1, iOS4)
- iPhone 3GS (iOS3.1, iOS4, iOS5)
- iPhone 4 (iOS4, iOS5)

VPN Concentrator (4500, 4550, 5300LF, 5300LF2)

- VPN Concentrator 4500/5300LF, FW 11.6.1RC4
- VPN Concentrator 4500/4550/5300LF/5300 LF2, FW 11.6.1RC4

Double Take (Disaster Recovery)

- Double Take 5.3 only.
- Only upgrades from version 5.1 to version 5.3 are supported.
- If a customer has version 5.0, then after upgrading to 5.3, version 5.0 must be un-installed and version 5.3 needs to be installed.
- More details are in the Double Take Application Note.

ShoreTel Innovation Network (Third Party Partners)

For a list of Third Party products and the Certified Versions Please refer to the Member Solutions & Contacts link posted on the website URL: http://www.ShoreTel.com/partners/technology/certified_partners.html

Tips & Tricks – Feature Limitations

Disable the IP Phone Failover

Disable the IP Phone Failover feature in Director when upgrading from /11/11.x/12.x; 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”

Windows 2008

- **Windows Server 2008 R2 (64-bit) Current install base users must upgrade to a build which supports Windows 2008 R2 (ST11-16.5.8506.0 or higher) on their 32-bit Server OS first, verify their entire system has been upgraded to that version, back-up their newly upgraded 32-bit system before migrating over to Windows 2008 R2 Server (64-bit). See Planning and Installation Guides for further details on migration path recommendations.**
- Windows Server 2008 R2 (64-bit) – All of the ½ width switches (non V-switches) in your system that are FTP booted may not be updated to the latest uboot code of firmware after installing on a Windows Server 2008 R2

(64-bit). You must telnet or SSH to the ½ width switch. Go to the Shell. Type the command “uboot_update” without the quotation marks. Do not turn off the unit until the operation is complete.

- 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>
- In order for Single Sign On to work, “ServerName” or “localhost” has to be added as a Trusted site
- FTP and SMTP services needs to be enabled to start automatically
- AD integration should be disabled prior to upgrading the OS from Windows 2003 to Windows 2008

XP to Vista OS upgrade

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

MySQL Port Change

The MySQL port has changed for the configuration database (4308) and the CDR database (4309).

V-Switch Min Bandwidth

Minimum required available bandwidth to install a V-switch is 64kbps. Using this minimum bandwidth, the firmware upgrade can take more than 30 minutes.

Navigation Menu Changes with ST 13.x

- New Database called shorewarewebbridge running on port 4308
- New tables in the CDR database – webattendee and websession
- Switches menu changed to Platform Hardware. It contains 2 submenus Voice Switches / Service Appliances and Conference Bridges. Legacy Conference Bridges are displayed under Conference Bridges
- Application Servers menu will have two submenus
 - HQ/DVS (HQ and Remote Servers)
 - IM Servers (Office Communicators and Conference Bridges)
 - V-switches and Service Appliance 100/400 are not listed under the Application Servers menu
- EventLog and Services menus are removed from the Navigation pane
- Services | VoiceMail will display the VoiceMail Server statistics
- Services | Conferencing | Service Appliance will show the usage statistics
- Reporting | Reports | Web Conference

ShoreTel Communicator for Mobile

If upgrading from below ShoreTel 12. Must uninstall then install the new version due to an application name change in ST12. If it is upgraded it will have both applications.

Refer to the ShoreTel documentation for installation and upgrade instructions.

Distributed Database

Distributed Workgroups are not available with the Distributed Database feature enabled. Distributed Database and Distributed Workgroup cannot both co-exist.

Anti-Virus Software

On the ST 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:\ path depends on folder where ShoreTel is installed.)

Music On Hold

1-109317295 - While a call is answered on Office Anywhere extension, Music on Hold is not played when call is put on hold using Communicator. As of current, Office Anywhere design does not support any kind of Music on Hold.

New Features

ShoreTel Features Release 11.1/11.2	ShoreTel Features Release 12	ShoreTel Features Release 12.1/.2/.3	ShoreTel Features Release 13	ShoreTel Features Release 13.1/.2/.3
Enable Contact Center Integration new controls in Fail-Over Mode	System Capacity Increase – 20,000 users	Communicator Contact Center Agent interface simplification	Windows 2003 Server is not supported for Enterprise	File based MOH
Deleted voicemail messages exceeding the 200 limit will be purged	Service Appliance 100	Euro-ISDN features	3 new services and 2 combined services	Several CDR report Enhancements
Whisper Page Class of Service	Presence Indication in Outlook 2007/2010 and Office 2007/2010	Mobile Extension Enhancements	MySQL DB is now 5.1	Service Appliance 400
Redirecting Number Information Element / Originating Calling Number	SIP Trunk Enhancements for Privacy and Call Quality	Serviceability Enhancements	Redesigned Quicklook	Conferencing App for iOS
Support for Telecom Italia ISDN Variant	Microsoft Exchange 2010 with and without sp1 Support	SBE – SIP Fax/VMware	SBE – SIP Fax/VMware	QoS improvements
Support for new ShoreTel Communicator for Mobile devices	ShoreTel Communicator for new mobile devices	Greeting only VM	Client Installer – After the client is upgraded a restart of the client is not required	ShoreTel Communicator for Mac: support for SoftPhone
Caller ID Name on T1-PRI	ShoreTel Communicator for Mac	Legacy Voicemail TUI	Several Option and preference changes for Communicator	ShoreTel Communicator for Windows: support for WebRTC voice engine
Voicemail synchronization with Gmail for business	Server-side Call History	India Analog Trunk Pulse Dialing	Several enhancements for the SA-100/400	ShoreTel Communicator for Windows: support for Windows 8
Enhanced Call Coverage		Mandatory Registration and Advisory Service		ShoreTel Small Business Edition 100 (minimum build 18.41.7901.0)
ShoreTel Communicator for Windows: support for Windows 7 SP1		Service Appliance 400		Microsoft Office 2013 (32-bit/64-bit) support
ShoreWare Server: support for Windows 2008 R2 SP1		Enhanced BCA/SCA Conferencing		
ShoreTel Communicator for iPhone support for iPad		ShoreTel Communicator: Support added for Microsoft Office 2010 Outlook add-on with Microsoft WTS/Citrix XenApp		

**** For more detailed information regarding the above features, please refer to the Planning and Installation Guide for the appropriate release.**

For a list of the features release over release since ST5 see the Feature Compendium link in the KB and Bulletins section of this document.

ST13

The following features are supported in ShoreTel 13:

- Enterprise Ready SIP Trunking
 - SIP Media Proxy
 - Full feature parity w/ PRI trunks
 - Enhanced diagnostics
 - Trunk Out of Service detection
- Enhanced Interoperability and APIs
 - ShoreTel Communicator: Video Interoperability with Lifesize
 - ShoreTel Communicator: Support for Microsoft Lync
 - Client Application Server Public API
- Enhanced User Experience
 - ShoreTel Communicator for Windows: simplified start-up wizard, new Outlook form for Microsoft Outlook 2007/2010, optimized directory tab access, streamlined importing of personal and public contacts, Option page simplification
 - ShoreTel TAPI Application
- ShoreTel Conferencing Enhancements (SA100/SA400)
 - Optimized synchronization with Outlook 2007/2010
 - Enforcement of scheduled conferences
 - Outlook scheduling delegation
 - Desktop recording playback
 - ShoreTel Conferencing: simpler Java Plug-in
 - Simpler user interfaces for audio-only conferencing users
 - Support for G.729
- New ShoreTel Services
 - VMEMSync
 - SysMgmtSvc (Replaces IPCS and some functionality from KadotaUtil)
 - SysMgmtSvc now used JSON. In prior releases it used IIS Com
 - CAS now combines IPDS and CSIS. CSIS is no longer needed and is replaced by CAS
 - DTAS runs as part of the TMS service beginning with this release.
- Quicklook
 - Quicklook is redesigned to use Heapstatus tables
 - MySQLConfig and MySQLCDR are no longer shown under Services
- MySQL database version is 5.1
 - The initial upgrade to an ST13 build will be much longer as there is a migration of the configuration databases and CDR schema upgrade.
 - Migration of the databases from MySQL 5.0 to MySQL 5.1
- Significant changes in the Options and Preferences pages of Communicator
 - Options Phones
 - Call Routing page changes
- New read-only option under switch CLI that shows the controlling server IP. This is the IP to which the TMS switch is connected
- Client Installer – after the client is upgraded,; a restart of the client is no longer necessary
- Communicator for Windows – Directory view is now with endless scrolling.
- Options/Preference changes in Communicator for Windows, Communicator for the Web, and Communicator for Mac
 - Two new pages added – “My Phones” and Incoming Call Routing are added
 1. Incoming Call Routing is the another new options page added
 2. Incoming Call Routing page will used phone numbers
 3. General and quick dialer pages are combined into one page called Customization
 4. The Conferencing page is removed

- Communicator for Windows Directory View
- Communicator for Windows directory view will not show dynamic updates
- Group by Menu will not be available
- Sort functionality is only available for First Name, Last Name, Company fields
- SA100 changes (end User)
 - Recordings are now downloadable
 - Java Presenter has a new UI that is now more consistent with Windows. It can now support multiple monitor mode
 - Users cannot create scheduled conference in the past in Communicator for Web or in Outlook
 - Users will see the Start/End time not enforced icon for scheduled conferences because Exchange Sync is not enabled
 - Users can set time zone information after logging into the web portal
 - Invite page has been updated

ST13.1

- File Based Music on Hold (MOH)
 - Music on Hold by DNIS or User Group (DNIS takes precedence)
 - Allows upload of Music on Hold files via Director
 - Flexible configuration options to assign specific MoH file(s) to call scenarios
- Prioritization of traffic type
 - Appropriate DSCP settings of any ShoreTel call control signaling “out of the box”
 - Does not include Communicator traffic
- CDR Report Changes
 - Will allow the administrator to set how they want talk time calculated, i.e. to include ring time or not
 - Calls that traversed the WAN are listed twice in the User Activity Detail report with double the talk time
- Conferencing for iPhone
 - Web Conferencing App compliant with iPhone and iPad
 - Manages audio/web conferences
 - Host/attend a ShoreTel Conference
- Installer enhancements including a new Compatibility checker

ST13.2

- ShoreTel Communicator for Mac: support for SoftPhone
 - Call control: equivalent to Communicator for Windows (answer, hold, conference...)
 - Voicemail playback
 - G.722, G.711, G.729 codec
- ShoreTel Communicator for Windows: support for WebRTC voice engine
 - More efficient voice engine
 - Better voice quality in networks with packet loss and jitter
- ShoreTel Communicator for Windows: support for Windows 8
- ShoreTel Communicator for Mac: support for MacOS 10.8
- ShoreTel Small Business Edition 100 (minimum build 18.41.7901.0)

ST13.3

- Microsoft Office 2013 (32-bit/64-bit) support

Known Issues

Unpropagated fixes

In the normal course of development, all bug fixes from the prior versions have not been propagated into ShoreTel 13.3. Therefore, ShoreTel does not recommend that sites with recently resolved defects, **in builds later than shown below**, upgrade to ST13.3 without knowing if those defects are fixed. The known issues section below does not contain all the unpropagated fixes. The most recent releases that have their bug fixes propagated to ShoreTel 13.3 are as follows:

Release Version	Build
11.2	16.44.5000.0
12	17.10.1730.0
12.1	17.22.5240.0
12.2	17.41.7076.0
12.3	17.63.2800.0
13	18.8.6604.0
13.1	18.23.2412.0
13.2	18.41.7901.0

Known issues affecting ST13.3 build 18.61.2202.0:

Defect Number	Description	Workaround
1-150462276	Unable to import power point presentations to SA100/400 conference when using Office 2013. Workaround is to share the presentation by sharing your desktop when using Office 2013. Importing works when using Office 2010.	ShoreTel will resolve this in a future release.
1-141283511	Communicator modes showing Outlook Contact when forwarding numbers	ShoreTel will resolve this in a future release.
1-135099121	One way audio during Polycom/Communicator for Windows video call when Communicator for Windows user is an Office Anywhere extension user	ShoreTel will resolve this in a future release.
1-129852312	Calls from IP 230 Using Account Codes produce static when using SRTP - 128 Bit AES and G.711 only. Workaround is to enable a codec list with G.711 and G.729.	ShoreTel will resolve this in a future release.

Defect Number	Description	Workaround
1-123646689	Video not working for calls from Shoretel to LifeSize	ShoreTel will resolve this in a future release. Awaiting Lifesize firmware update.
1-111084628	When callers are hanging up while being transferred to Contact center Agents, this puts the Agent in release mode	ShoreTel will resolve this in a future release.
1-107913581	<p>PRI Switch is unable to handle re-INVITE from Mobility Router after handover</p> <p>After the handover from VoIP call to cell call, the ShoreTel Mobility Router (SMR) sends a re-INVITE to the switch quickly and the PRI switch is unable to handle the quick re-INVITE from the SMR and the re-INVITE times out and eventually call gets disconnected.</p>	Workaround on Software Mobility Router (SMR) is to add a delay (works great with 200 msec delay).