

# ShoreTel 11.2 GA Version 16.43.6210.0

## Software Release Notice (Build Notes)

### Overview

Release 16.43.6210.0 is a GA build of ShoreTel 11.2.

Please be aware that those customers who upgrade to ShoreTel 11.2 cannot participate in ShoreTel 12 field trial because the ShoreTel 11.2 features will not carry into the ShoreTel 12 release until ShoreTel 12 is generally available (GA).

### Upgrades

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

- ShoreTel 9.2 all GA builds → ShoreTel 11.2
- ShoreTel 10/10.1/10.2 all CR/GA builds → ShoreTel 11.2
- ShoreTel 11/11.1 all CR/GA builds → ShoreTel 11.2

Upgrades from versions prior to those listed above are not supported. Earlier versions must be upgraded to ShoreTel 9.2, 10, 10.1, 10.2, or 11 before upgrading to this release.

### Client upgrade paths to support V-1 client feature

- ShoreTel 9.2 (minimum build 14.41.1108.0). Call Manager Upgrade is required.
- ShoreTel 10 all versions. Call Manager Upgrade is required.
- ShoreTel 10.1 all versions. Call Manager Upgrade is recommended. Not required.
- ShoreTel 10.2 all versions. Call Manager Upgrade is recommended. Not required.
- ShoreTel 11 all versions. Communicator Upgrade is recommended. Not required.
- ShoreTel 11.1 all versions. Communicator 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

**RNIE** – Effective in ST 11.2 build 16.41.3514.0 the mechanism to flip RNIE sequence becomes ISDN Profile rather than RNIE registry edit. Upon installation of 16.41.3514.0 or beyond, ISDN profile must be modified to flip RNIE; existing registry edits are ignored. Ref: Defect # 1-52490011

**Outlook Integration** - If an outlook version support is dropped in version 11.x server, then 10.x client is not supported.

**Platform support** - If a particular platform support for client is dropped in version 11.x release then 10.x client is not supported.

**Contact Center** – 10.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 10.x and 11.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 11.2).*

### **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.

**DO NOT click the “CANCEL” button to invoke the rollback as this will cause issues with the upgrade of the database. If you see this pop-up, click “OK” and continue the upgrade. ShoreTel will correct this in a future release.**

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/remotinstall](http://server_name/shorewaredirector/remotinstall) , 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. ShoreTel Communicator client upgrade is required/recommended depending upon support for V-1 client.

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

### **Backup / Rollback procedure if upgrading from ST9.2 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\BackupConfig.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 11.2 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) – ShoreTel Communicator for Mobile

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

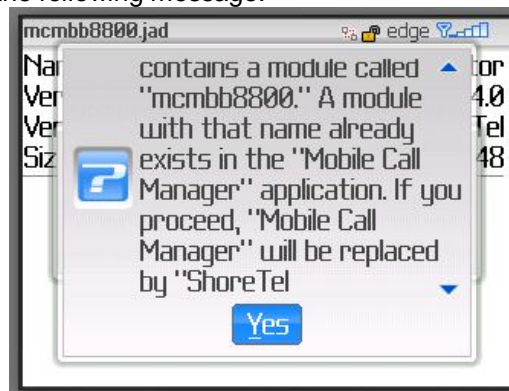
- ShoreTel Communicator for Mobile client version: 16.43.6210.0
- ShoreTel 9.2/10/10.x all versions. Mobile Call Manager upgrade is mandatory to support ShoreTel Communicator for Mobile.
- Packaging for the ShoreTel Communicator for Mobile Client:
  - a) URL from Blackberry Browser (**Do not use any other browsers**) to install ShoreTel Communicator for Mobile from HQ server:  
http://hq\_server\_ip\_or\_dns\_name/mcm/client/
  - b) Un-install existing MCM client.
  - 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 ShoreTel Communicator for Mobile application again and re-install ShoreTel Communicator for Mobile and perform provisioning.

## Instructions for upgrading the Mobile Call Manager to the ShoreTel 11.2 Communicator for Mobile

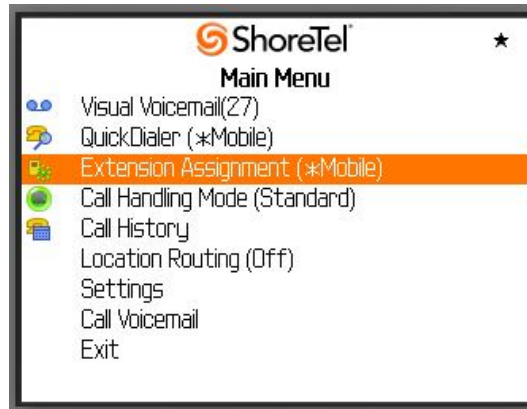
- 1) After upgrading to ShoreTel 11.2, launch ShoreTel Communicator for Mobile client. You might see the following message:



- 2) Click on Upgrade message during Step1,  
You might see the following message:



- 3) Click on 'Yes' button to install the ShoreTel Communicator for Mobile client. You might have to perform a re-provision to use the ShoreTel Communicator for Mobile Client.
- 4) If everything goes perfectly when you launch the ShoreTel Communicator for Mobile, this is the first screen you will see:



## VISTA

Please be aware upon 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. 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 ShoreTel Communicator 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 11.2. 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](mailto:professionalservices@shoretel.com).*

## Notes

<b>Build Date:</b>	<b>January 11, 2012</b>
<b>Engineering Build Number:</b>	<b>16.43.6210.0</b>
<b>Switch Firmware Version:</b>	<b>16.43.6210.0</b> ( <i>View in QuickLook</i> )
<b>Server Software Version:</b>	<b>16.43.6210.0</b> ( <i>View on Director Server Maintenance Page</i> )
<b>Distributed Software Version:</b>	<b>16.43.6210.0</b> ( <i>View on Director Server Maintenance page</i> )
<b>Client Software Version:</b>	<b>16.43.6210.0</b> ( <i>View in the Client's Help About screen</i> )
<b>MCM Client Version:</b>	<b>16.43.6210.0</b>
<b>IP-110 Firmware Version:</b>	<b>S0.3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-115 Firmware Version:</b>	<b>S01. 3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-212K Firmware Version:</b>	<b>S12.3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-230 Firmware Version:</b>	<b>SEV.3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-230g Firmware Version:</b>	<b>SEV.3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-265 Firmware Version:</b>	<b>S36.3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-560 Firmware Version:</b>	<b>S26.3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-560g Firmware Version:</b>	<b>S6G. 3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-565g Firmware Version:</b>	<b>S6C.3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP-655g Firmware Version*:</b>	<b>SWE.4.0.72</b> ( <i>View in Director IP Phone Maintenance page</i> )
<i>* Note - IP655 must be rebooted to update firmware</i>	
<b>BB-24 Firmware Version:</b>	<b>SBB.3.4.11</b> ( <i>View in Director IP Phone Maintenance page</i> )
<b>IP8000 Firmware Version:</b>	<b>ST_PH1_3.7.2(1)</b> ( <i>View in IP8000 GUI Maintenance page</i> )

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

ShoreWare Main and Distributed Servers (Heterogeneous environments supported)

- Windows Server 2003 (Enterprise or Standard Editions only) with SP2 **(32-bit version)**
- Windows Server 2003 Release 2 with SP2 **(32-bit version)**
- 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)\***
- Internet Explorer 7 and 8

**\*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, back-up their newly upgraded 32-bit system before migrating over to Windows 2008 R2 Server (64-bit). See release notes for further details on migration path recommendations.**

VMWare – Vsphere 4.0/4.1 (ESX/ESXi) support for ShoreWare HQ and DVS servers (no fault tolerance)

- High Availability
- VMotion
- Snapshots not supported

All versions of 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) **(32-bit version / 64-bit version)**
- Windows Terminal Server on Windows 2008 (with SP2) **(32-bit version)**
- Windows Terminal Server on Windows 2008 **(64-bit version) not R2**
- Citrix 5.0 on Windows 2008 (with SP2) **(32-bit version)**

Supported Internet browsers for ShoreTel Communicator for the Web

- Safari 4.0 on Macintosh

- MS Internet Explorer 8.0
- Firefox 3.6 on Windows

#### Microsoft Updates

- This build was tested with all available and automatically installed Microsoft updates as published on or before January 13, 2012 for Vista W/SP2, Vista 64Bit W/SP2, XP W/SP3, Win2K3Ent, Win2K8 Enterprise/Standard, Windows 7 Professional
- 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>

#### Outlook Integration

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

#### ShoreTel Conference Bridge

- 7.1.3b4657-32

#### ShoreTel Contact Center 6

- 503.3.3201

#### ShoreWare System Monitor

- 1.1

#### SIP-BRI-8

- Version R3.T 2006-10-04

#### SIParator

- 4.8.1

#### ShoreTel Communicator for Mobile [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 9500 series (Storm) [No 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]
- Samsung Blackjack II [No LBS; No Bluetooth]
- iPhone (OS 3 and later)

#### VPN Concentrator (4500/5300)

- Firmware version 8.11.4

#### Double Take (Disaster Recovery)

- Double Take 5.1.0.74.0
  - Windows Server 2003 (Enterprise or Standard Editions only) with SP2 (**32-bit version**)
  - Windows Server 2008 (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](http://www.shoretel.com/partners/technology/certified_partners.html)

Microsoft Patch KB925336 might be required:

When Installing/Upgrading to 11.2 - 16.41.3516 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.x/10/10.x/11?

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 11.2 installation.
  2. The IP100 is no longer supported. This phone must be removed from the system prior to ShoreTel 11.2 installation.
  3. LCS 2005 is no longer support for IM server integration.
  4. Windows Terminal Server on Windows 2003 (with SP2) (**32-bit version**) is no longer supported
  5. BlackBerry 7290, BlackBerry 8700 series, and Motorola RAZR V3 devices are no longer supported in ShoreTel 11.2.
  6. The MySQL port has changed for the configuration database (4308) and the CDR database (4309).
  7. In the normal course of development, all bug fixes in the latest version of ShoreTel 9.x, ShoreTel 10/10.x, and ShoreTel 11 have not been propagated into ShoreTel 11.2. The most recent release that has had its bug fixes propagated to ShoreTel 11.2 are as follows:



Release Version	Build
9.2	14.44.3410.0
10	15.7.1504.0
10.1	15.21.7406.0
10.2	15.43.7800.0
11	16.5.8506.0
11.1	16.23.7305.0

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

9. Following features are supported in ShoreTel 11.2 release **(Minimum build 16.41.3516.0)**

- Caller ID Name on T1-PRI
- Voicemail synchronization with Gmail for business
- Enhanced Call Coverage
- ShoreTel Communicator for Windows: support for Windows 7 SP1
- ShoreTel Communicator for Mobile support for:
  - i. Blackberry Torch 9800
  - ii. BlackBerry 9100 (Pearl 2)
- ShoreTel Communicator for iPhone support for:
  - i. iPad (emulation mode)

10. Following features are supported in ShoreTel 11.1 release **(Minimum build 16.22.9109.0)**

- Enable Contact Center Integration new controls in Fail-Over Mode
- Deleted voicemail messages exceeding the 200 limit will be purged
- Whisper Page Class of Service
- Redirecting Number Information Element / Originating Calling Number\*
- Support for Telecom Italia ISDN Variant
- Support for new ShoreTel Communicator for Mobile devices
  - i. Blackberry Storm 2
  - ii. Blackberry Curve 85xx series
  - iii. Blackberry Bold 9700
  - iv. Nokia E51
  - v. Nokia E63

11. Following features are supported in ShoreTel 11 release **(Minimum build 16.5.3609.0)**

- ShoreTel Communicator for the Web
- Outlook 2007 plug-in with Offline Call Handling Modes
- ShoreTel Communicator: compatibility with Windows 7
- ShoreTel Communicator: compatibility with Windows 2008 WTS 64-bit
- ShoreTel Communicator: compatibility with Windows 2008 32-bit and Citrix 5.0
- Distributed Database
- Enhanced Communicator Integration with Contact Center
- Removal of Dynamic SIP Trunks
- ShoreTel Communicator for Mobile: compatibility with BB9500, BB8900, BlackJack II
- ShoreTel Communicator for iPhone
- Windows Server 2008, 64-bit R2\* **(Minimum build 16.5.8506.0)**
- QSIG-T1 MWI **(Minimum build 16.5.8506.0)**

- VMWare support for ShoreWare HQ and DVS servers (no fault tolerance)  
**(Minimum build 16.5.8506.0)**
- ShoreTel IP Phone 655 and satellite microphones **(Minimum build 16.6.1708.0)**

**\*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, back-up their newly upgraded 32-bit system before migrating over to Windows 2008 R2 Server (64-bit). See release notes for further details on migration path recommendations.**

ShoreTel Features Release 9.2	ShoreTel Features Release 10	ShoreTel Features Release 10.1	ShoreTel Features Release 10.2	ShoreTel Features Release 11
Call History Privacy	Multi-site Paging Groups	Priority Paging	Simultaneous Ringing / Call Move	ShoreTel Communicator for the Web
Bridged Call Appearance Conferencing with Privacy Release	Multi-Site Account Codes	Call Manager V-1 Compatibility	SIP Diversion / Verizon SIP Trunks	Outlook 2007 plug-in with Offline Call Handling Modes
Call Manager Enhancements - Disabling Call Notes	Multi-Site Workgroups	Malicious Call Trace BRI	Malicious Call Trace ETSI EN 300 130-1	ShoreTel Communicator: compatibility with Windows 7
Talk Time Enhancements	Integration with 3rd party Unified Messaging Systems	Enable WorkGroup Voicemail for Contact Center		ShoreTel Communicator: compatibility with Windows 2008 WTS 64-bit
MCM: Voicemail Privacy	T.38 Support on ShoreGear Switches	MCM Devices – Blackberry Curve/ Blackberry Tour		ShoreTel Communicator: compatibility with Windows 2008 32-bit and Citrix 5.0
MCM: Voicemail Preview	Configuring Bluetooth Waypoints on Mobile Call Manager			Distributed Database
MCM: PIM Integration	Support for IM Responses to Inbound Calls			Enhanced Communicator Integration with Contact Center
MCM: Default Network Speed Setting	Support for Instant Messaging in the Workgroup Agent Monitor Window			Removal of Dynamic SIP Trunks
MCM: Fonts	Registration and Advisory Service			ShoreTel Communicator for Mobile: compatibility with BB9500, BB8900, Blackjack II
	Enhanced Call Detail Record Reporting			ShoreTel Communicator for iPhone
	Mobile Device Number Detection			Windows Server 2008, 64-bit R2* <b>(Minimum build 16.5.8506.0)</b>
	Call Manager on 64-bit Vista			QSIG-T1 MWI <b>(Minimum build 16.5.8506.0)</b>
	MCM: Voicemail Preview			VMWare Vsphere 4/4.1 (ESX/ESXi) support for ShoreWare HQ and

				DVS servers (no fault tolerance) <b>(Minimum build 16.5.8506.0)</b>
	MCM: PIM Integration			ShoreTel IP Phone 655 and satellite microphones <b>(Minimum build 16.6.1708.0)</b>
	MCM: Default Network Speed Setting			
	MCM Server N & N-1 Client			
	Call Manager Enhancements			

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

12. Following features will not be supported in ShoreTel 11.2 release:

- T.38 with Microsoft Exchange 2007 SIP UM server

13. Feature Limitations of features debuting in ShoreTel 11:

- Distributed Database
  - i. Distributed Workgroups are not available with the Distributed Database feature enabled. Distributed Database and Distributed Workgroup cannot both co-exist in this release.
- VM Ware
  - i. 1-39706495 – If the ShoreTel server virtual machine (VM) is executed in VMware High Availability (HA) mode, we recommend that VM Monitoring be disabled. There is a known VMware defect in which VMs that have high CPU or memory utilization sometimes delay sending heartbeats to the VMware vCenter server, which causes vCenter to restart the VMs. The problem can be eliminated by disabling VM Monitoring for the ShoreTel VM, or by reducing the monitoring sensitivity to “Low”. The VM Monitoring properties are set using the “Edit Settings...” menu item for the cluster. VMware intends to fix the problem in a future release.
- VM Ware – Limitations:
  - i. - Only support virtualization for servers like HQ/DVMs. ShoreTel Communicator is not supported.
  - ii. - Third party applications like ECC server, CSTA are not supported on VMware.
  - iii. - Disaster Recovery is not supported on servers running on VMware. We will leverage VMware failover options such as HA/FT.
  - iv. - HA failover option only supported for HQ server. Not for DVMs. In addition, no failback is needed since the VM gets moved to a new host in case of HA failover for HQ.
  - v. - Fault Tolerance option is not available for HQ servers since it requires only 1 vCPU.
- 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 or ST11.2 firmware after installing ST11.2 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.

14. Feature Limitations of existing features in ShoreTel 11/11.x:

- Windows 2008 Server sp2 (32-bit)
  - 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.
- 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 – ShoreTel Communicator 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 Communicator and ShoreTel Communicator for Mobile 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 (ShoreTel Communicator for Mobile)
    - 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
15. 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.
16. Installation of the new ShoreTel Communicator will take roughly 15 minutes to install. Must have an internet connection to install .NET 3.5sp1 framework first before installing the ShoreTel Communicator msi
17. 1-56631101 - Batch utility update utility: There is a new popup when we use Change VM server to option in Batch Update Utility. CHANGE TO EXISTING BEHAVIOR
- WARNING! Transferring user mailbox data may still be in progress. Please make sure the SMTP queue folder (Inetpub\mailroot\Queue) on the sending server(s) is empty before restarting/shutting down the sending/receiving server(s).
18. 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
19. 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
20. 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.

21. There are known issues with SIP extensions and ShoreTel Communicator functionality.  
 \*\*(Please refer to SIP Extensions – Feature set document for supported functionality of ShoreTel Communicator and SIP extensions – KB: 10899 – SIP Extension capabilities)

22. Bridged Call Appearance (Multiple Appearance) behavior

	8 and higher	
BCA Line Configuration Setting	BCA Auto Answer Enabled	BCA Auto Answer Disabled
<b>Immediate Ringing</b>		
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
<b>No Ringing</b>		
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
<b>Delayed Ringing</b>		
Behavior is combination of the above		

23. 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

24. 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

## 25. 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

## 26. Minimum Client Hardware requirements

ShoreTel Communicator Version	Processor	RAM <sup>a</sup>		Disk space <sup>b</sup> 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

## 27. 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 affecting ShoreTel 11.2 build 16.43.6210.0 are as follows:

Defect Number	Description	Workaround	Releases Affected
1-80866112	Bridged Call Appearance locking up after calls are parked or transferred from it.	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will correct this in a future release.	ST 11.2
1-80787321	233/234 Event followed by Switch KC DVS: Select() call Timeout: ncc_send_cmd_resp() : ([NEC_RELEASE_	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will correct this in a future release.	ST 11.2
1-80593676	Estimated wait time plays even though it is not checked in all steps	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-80286355	Every 1 am SIP Proxy scrubs the Site and Mailbox Server changes from one site to another.	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-79375551	Escalation profile is not working with TIME OUT: 1440 or 2880 min, with shorter times, it works prop	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will correct this in a future release.	ST 11.2
1-79260270	Inbound trunk calls causing phantom calls to go to a hunt group.	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will correct this in a future release.	ST 11.2
1-79188478	Contact Center calls are hearing stutter from the Contact Center prompts.	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-78694193	System presenting numerous event ID 3307 DTAS and Communicator clients lose connectivity	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will correct this in a future release.	ST 11.2
1-78622893	Calls not going to the No Agent Destination when last agent logs out.	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will	ST 11.2

		correct this in a future release.	
1-78561490	IP655 Directory shows 'Server not available' when scrolling through	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-78387089	Active call disappears from Communicator while call is active.	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will correct this in a future release.	ST 11.2
1-77843082	Calls transferred from Hunt Group do not play ringback.	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will correct this in a future release.	ST 11.2

Known issues from previous releases affecting ShoreTel 11.2 build 16.43.6210.0 are as follows:

<b>Defect Number</b>	<b>Description</b>	<b>Workaround</b>	<b>Releases Affected</b>
1-74213736	Calls (external or extension to extension) offered to Softphone users are going to Backup Auto Attendant or "not a valid extension".	Found at one customer location. Currently under investigation by ShoreTel Engineering. ShoreTel will correct this in a future release.	ST 11.2
1-74222407	Cannot create a new PRI Trunk Group - Receive Error "Method '~' of object '~' failed."	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-74233132	Trunk Activity Detail Report: outgoing calls show as incoming but in TMSNCC log they show as outgoing	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-72665244	Ascom SIP DECT phones losing registration and do not re-register to SG-220E1 - reboot phones require	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-73600958	Calls ringing in on Bridged Call Appearance keys cannot be answered. When pressed display shows "Line device is already	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-71987704	Calls through Account Code Service are not using least cost routing	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-69487214	Initiating a consult. conference from Communicator, the conference fails and CMWin functions grayed	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-60436124	Server 2008 is not including QoS tag on media from server	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2
1-60433615	Delay in ringing Work Group Agents when the Work Group is a member of a Hunt Group	No workaround. ShoreTel will fix this in a future release. No functional impact.	ST 11.2

The following defects have been corrected in ShoreTel 11.2 build 16.43.6210.0

Defect Number	Description
1-72750205	CMWin Operator Contact Groups change on login and view change, users show in wrong groups
1-70453927	The Correct Escalation Profile is not engaged when changing the Escalation Profile through the TUI
1-70213213	Bridged Call Appearance Shared Call Appearances fails to create a Bridged Call Appearance Conference when other users are on a different swi
1-68948670	Cannot redial 185/186 mobile numbers in Shanghai China via Phone/Communicator
1-68780048	Transferred EtherSpeak SIP trunk call shows stuck in 'Ringing' mode in CMWin.
1-69252225	Voicemails are not marked as heard when the user listens to Voicemails through the Gmail account
1-68780048	Transferred EtherSpeak SIP trunk call shows stuck in 'Ringing' mode in Communicator.
1-62401938	BRI span Layer 1 intermittently goes Inactive on numerous sites (Australia)
1-65600864	When a Workgroup's voice mail box is on Distributed Voice Mail Server, the personal greetings do not play.
1-73430541	dll error when adding new user "Cannot same user: Error in loading dll."
1-74428671	IP655 shows "Service unavailable" when there's high latency between the IP655 V Switch and managing Distributed Voice Mail Server
1-73721871	Distributed Voice Mail Server running Contact Center experienced spontaneous shutdown/reboot
1-62982331	ShoreGear Switch lost communication and restarted.
1-67543215	Users on a V switch are unable to forward voicemails to users on other V switches
1-68323391	Phones on a switch show "No Service", IPBX Log:"Major Error in select, preventing ticks from reset"
1-69001676	CMWin Voice Mail tab displays wrong Voice Mail messages, Logged-in User A shows messages sent to User B
1-70723901	Intermittent Hunt Group calls are unanswerable. TMSNcc notes "Unauthorized"
1-72067114	Verizon requires "User Provided Screening" bit set for 911 calls
1-72081584	Upgrade failed and rolls back, pop up for file permission error
1-72769879	ShoreGear V Switch in Hong Kong
1-73042171	Upgrade ShoreGear switch failure
1-73042735	Receiving Event 168 & 169 approximately every 30 seconds after upgrading to 16.43.1410.0
1-73132571	T1k Disconnected, then had error message 100 and 156

1-74359254	Softphone active when computer goes into sleep mode, after wakeup the user cannot make any calls
1-74945499	Users hear an additional speech path on analog cordless phone thru Bridged Call Appearance
1-56297115	Extension assingment/unassingment using 7+3+1 not working if user mailbox is on Distributed Voice Mail Server and V Switch.
1-57418913	Switches did not complete firmware upgrade.
1-67372564	Extension with External SMDI voice mail's MWI is being turned off without being sent a SMDI message
1-68240028	Calls to Work Group are not routing to the backup destination of the Work Group when the Headquarters is down
1-73211927	ShoreGear V losing connectivity console output "Argh. No free space left for GC. nr_erasing_block"

The following defects have been corrected in ShoreTel 11.2 build 16.43.4840.0:

Defect Number	Description
1-76443044	Pressing volume down does not lower the volume on IP655.

The following defects have been corrected in ShoreTel 11.2 build 16.43.4830.0:

Defect Number	Description
1-68240028	Calls to Work Group are not routing to the backup destination of the Work Group when the Headquarters server is down.
1-65600864	When a Work Group's voice mail box is on Distributed Voice Server, the personal greetings do not play.
1-67372564	Extension with External SMDI voice mail's MWI is being turned off without being sent a SMDI message
1-67543215	Users on a V switch are unable to forward voice mails to users on other V switches
1-72067114	Verizon requires "User Provided Screening" bit set for 911 calls
1-72769879	ShoreGear-50V down in Hong Kong
1-73042171	ShoreGear-50V switch outage
1-73042735	Receiving Event 168 & 169 approximately every 30seconds after upgrading to 16.43.1410.0
1-73132571	T1k Disconnected, then had error message 100 and 156
1-62982331	ShoreGear 220T1 lost communication and restarted.
1-72081584	Upgrade failed and rolls back, pop up for file permission error
1-57418913	ShoreGear 220E1 switches firmware upgrade – power cycle fixed

The following defects have been corrected in ShoreTel 11.2 build 16.43.4220.0:

Defect Number	Description
1-69961617	V-switch and SA-100 backup fails nightly
1-71046294	Communicator (CMWin) frequently crashes after Silent Monitor hang up
1-71507212	SIP TIE trunk cannot dial digits within Work Group queue after entering from Auto-Attendant on V-switch
1-71599347	When a user is silent monitored, their call appears to go hold.
1-67547167	Can't record calls from Communicator by using the Ctrl-E shortcut key. Other shortcuts work
1-68761709	Volume adjustments are unavailable on IP655G phones after a 3 party conference is established
1-68946325	Voice Mail Server shows in QuickLook but not under application servers, caused Auto-Attendant and Voice Mail outage
1-69009089	Caller hears, "Extension xxxx is not valid ."
1-72080951	ShoreGear V QMail using 90% cpu.

The following defects have been corrected in ShoreTel 11.2 build 16.43.3300.0:

Defect Number	Description
1-68576523	After log into voice mail box, pressing 9 will take you to the wrong destination.
1-65016341	Behavior change when clicking on a Ringing monitored extension button in the Communicator toolbar
1-65050160	Phone displays "conference" when being silent monitored after upgrade to ShoreTel 11.2
1-66661036	Italy dialplan issue national Mobiles sent as International calls
1-66965927	VMB Switch Backup reports failed backups yet they were successful
1-68323391	All phones connected to a particular switch show "No Service"
1-68554620	STTS.ipdt service crashes on a SG-90V after using dial by first name, core dumps are generated
1-69374873	SGT1k at remote site rebooting multiple times a week
1-54391013	Estimated time to wait is incorrectly announcing wait time for over 60 minutes
1-59480160	User not showing up in the directory on any phones in the system

The following defects have been corrected in ShoreTel 11.2 build 16.43.1410.0:

Defect Number	Description
1-63684673	OnNet Dialing - The directory list filter from voicemail is searching the entire ShoreTel system
1-63613582	Auto-Attendant's not playing correct prompt when called via internal extension.
1-63431903	Issue Unable to add DID range 3 2XXXXXXX to Trunk groups assigned to Malaysia.
1-44949702	Memory leak on HQ server - dllhost.exe increases memory use every day.
1-62919122	Professional Service E911 Application is no longer working after upgrade to ST11.2 16.42.1850.0
1-64364230	Softphone drops calls far too often compared to Microsoft, Google, and Skype clients.
1-65558371	When intercom from a IP-655 and pick up the handset, two lines are opened.
1-65778035	Users on ShoreGear V switch cannot make or receive calls.
1-65795809	Unable to reach the operator from the Back-up Auto-Attendant by pressing 0.
1-66094233	Calls being transferred to External Numbers over Etherspeak SIP trunks fail.
1-66439001	TMS Service stopped causing all agents to drop calls and get logged out of Contact Center.
1-66866617	ShoreGear V switch at remote site is losing connectivity.
1-65804364	Invalid user data directs rollback of upgrade, should advise to correct post upgrade.
1-64765286	To determine why monitor button behavior changed after upgrading from ST10.2 to ST11.2.
1-60661428	Custom schedules not saving - get "Method "~" of Object "~" Failed"
1-61129110	Issue: Program error MS: Send net file error with sending Auto-Attendant prompts to Distributed Voice Servers
1-63335259	First DialedNumber is not logged in shorewarecdr.call table and logs Auto-Attendant DN instead
1-63556406	ShoreGear V switch STTS IPDT and SIPIntf stopping.
1-54536661	Memory leak on Headquarters server - dllhost.exe increases memory use
1-54760366	Not getting Caller ID from Viking C2000-B.

The following defects have been corrected in ShoreTel 11.2 build 16.42.8411.0:

Defect Number	Description
1-60618517	Intermittently (10 to 15 a day) Contact Center server Auto Attendant dropping established calls.

1-63456363	Communicator created additional desktop icon named "NewShortcut3" and "NewShoretcut2" after upgrade
1-61042143	Button lockup on Secretary Call Appearances
1-57615690	Task Exception Errors of ShoreGear Switch
1-63526661	COM+ dllhost.exe stopped several times after restart of workgroup service.
1-63598261	IPDS spikes CPU - Users unable to look at directory on phones.
1-59965636	IP phones are losing audio on local subnet, all other traffic works.
1-60741305	After integration was enabled and turned off Call Handling Mode will no longer work correctly.
1-61230310	Change notifications not sent for "allow /disallow bridged calling"
1-61664271	Button lock up two separate Call Appearances.
1-61739385	Unable to upgrade German OS Windows 2003 Standard R2 server to 11.2
1-61778170	Upgrade to ShoreTel 11.2 is not completing.
1-62309545	Communicator does not install on Windows XP Pro SP3 French OS – states not supported
1-62316473	If caller is on analog trunk hangs up before answer the IP phone rings for up to 30 seconds - Singapore
1-42737097	China users cannot dial cell phones in another state.
1-60016062	Work Group Agent Summary reports show incorrect subtotal numbers, duplicate calls.

The following defects have been corrected in ShoreTel 11.2 build 16.42.6630.0:

<b>Defect Number</b>	<b>Description</b>
1-59882536	Work Group Summry Report does not show calls when DNIS mapping used for Work Group, works ok when Work Group is mapped to DID
1-59845553	SG50V at remote site is not reporting phone status to the Headquarter server.
1-58673857	CSIS service overflow leads to CEService stop
1-57418913	220E1 switches failed on firmware upgrade – power cycle fixed
1-42819200	Allowed Misconfiguration- ShoreTel server allows installation on to unsupported OS's
1-59390597	Need an 8 digit dial plan change for Australian numbers (Communicator)
1-56514092	An "On-hour" Schedule is setup to handle calls overnight sends calls to off-hours just before 12am

1-60838027	When monitoring an Extension from a BB24 and answering call no call info displayed on phone.
1-60158566	Japan dial plan unable to call area code 0280.
1-53162587	Shoretel Multi line tapi browser not receiving "STLINECALLSTATE_CONNECTED_FAREND_ANSWERED" response.

The following defects have been corrected in ShoreTel 11.2 build 16.42.4740.0:

Defect Number	Description
1-60540878	Calls into the Voicemail Server are hearing Cross Talk.
1-59301428	Unable to call Gabon (Africa) number from French trunks.
1-58914180	Users are unable to answer Hunt Group calls
1-58627812	Work Group calls cannot be placed on hold or transferred.
1-58551109	Static Music-on-Hold when on Full Width Switches
1-58466206	When dialing premium rate numbers from Communicator in Ireland sends wrong digits
1-58159174	Communicator does not strip open quote for incoming analog calls in Communicator
1-58007924	Need an 8 digit dial plan change for Australian numbers
1-57896978	When running the Work Group Agent Summary Report with "Select the interval for the report." Set to 60 minute
1-57672664	Operator Communicator for Windows is locking up during periods of high Work Group call volume
1-57106610	Route Point calls will not route to external numbers if the server is down
1-56771429	Due to language difference the Call Handling Mode will not install and properly and not function.
1-56549601	No audio when SIP trunk call is blind transferred a user who has Forward/No Answer
1-56490199	DNIS map is not listing in correct order
1-56435015	User attempts to start a new call during inbound ringing of Hunt Group call, calls are joined.
1-56422580	IP 655 display freezes on Voicemail screen
1-54696630	Create a Work Group with # in the name, the Escalation profiles are saved in the db as profile number 0
1-54274287	Voice Mail to System Distribution list that includes many AMIS voicemail extensions fails
1-53676663	Voice Mail prompts lost due to incomplete file transfer after user Voice Mail server change using Batch Update



1-53232201	China dial plan issue
1-52471319	@ symbol not allowed in Client User ID field in Director, prohibits use of email as Client ID
1-49666068	Calls to Route Point forwarded to a Bridged Call Appearance, that route to Auto Attendant on no answer call stack full condition are
1-49613958	Bad characters in German Toolbar

The following defects have been corrected in ShoreTel 11.2 build 16.42.1850.0:

Defect Number	Description
1-51195141	Error message may appear if exiting Communicator before contact import has completed.
1-53110179	Links to User Toolbars in Director displays blank screen.
1-48933064	BCA being auto-answered by IP phone
1-49103541	SG220T1A Restarted
1-52489578	When copying existing users, the same IM address is copied to the new user when no IM is set for that user
1-52814266	All schedules stay in the original state. New schedules added never go to "off hours"
1-53208514	Call Duration in the User Activity Detail Report is incorrect
1-53335028	Communicator complains/shows a bubble every 20-30 seconds to the user with IM is not available
1-53376720	Auto sort feature no longer working for the Agent Monitor tab
1-53474960	Sending voicemail to own extension using Voicemail Composition fails to display immediately
1-53961934	Dialing *99 on SIP phone causes the switch to re-boot
1-54552760	Discrepancy between Phone and communicator phone number display, so unable to do callback
1-54715754	Unable to import using the DBImport Tool more than 1 user at a time
1-54755308	The "Settings" link on bottom left of an IM message overflows the popup area if it's translated
1-54789157	Extension assignment number appears at top of directory on phone & cannot be removed
1-54661850	TSW_ERR_INVALID_CPS seen intermittently, call recordings failing
1-55012697	No audio when 2 users are using Ext assignment via Etherspeak sip trunks
1-42172567	Agents cannot set wrap up status manually from PCM works with a programmable button

1-42788234	Calls coming into a remote site are routed to HQ auto-attendant instead of local DVS.
1-43678827	Call Data not being passed from DVS to HQ - DCOM errors for TMSADS service, etc.
1-49625962	90V did not recover after network outage
1-53196309	User Synchronizing with AD results in phone numbers of a value = "null" on IP phones Directory
1-53276418	Inbound calls intermittently failing to BRI via V switches - ERROR: src=Trunk, eventid=0x810000be
1-54747079	SG90V switch reboots when sending a fax
1-55881953	ShoreTel removes leading zero when making International calls to Mobile Numbers in China.
1-56230840	No Audio when SIP trunk call is blind transferred to xtn with SimulRing or Ext. Assignment
1-55279691	SIP Update message not supported but is part of the 'Allowed' in the Invite message.
1-46842923	Variables in command line, URL, and DDE programmable buttons are not being properly replaced
1-46540414	Customer is reporting a lot of Event ID 233 events. When they see Event ID 233 all users attached to the switch lose their calls and the phones go to "No Service". There are no Event ID 116 so all other switches never report the outage.
1-47209899	Intermittently no audio with 3 way conference calls
1-50879944	Damaged Compact Flash Block Driver – V-switch
1-49828243	V-Switch quit working at remote site
1-52722580	90V mailserv crashing creating core dump about every 2 minutes
1-57329446	After upgrade to 12.17.9.2904.0 , DIDs at all remote sites do not allow VMs to be left.
1-53738447	Unable to open Web communicator from Client PC, able to open from Server
1-55012697	No audio when 2 users are using Ext assignment via Etherspeak sip trunks
1-54715754	Unable to import using the DBImport Tool more than 1 user at a time
1-55982712	Active calls go to one-way audio when configured with simul ring to mobile device.
1-56230840	No Audio when SIP trunk call is blind transferred to xtn with SimulRing or Ext. Assignment

The following defects have been corrected in ShoreTel 11.2 build 16.41.3516:

Defect Number	Description
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1-57107221	SCA call stack is stuck, first call stack position is red after hanging up calls
1-55522421	CMwin - Outlook 2007/2010 Prompt for ShoreWare files installation on each new PCm upgrade.
1-57178861	Use verisign timestamp server to sign deployment manifest file for Outlook add-ins.

The following defects have been corrected in ShoreTel 11.2 build 16.41.3514:

Defect Number	Description
1-43404173	SG-E1K will hang when restarting it for a firmware upgrade
1-43679061 1-43618540	PCM: Cannot dial Emergency numbers from PCM if Trunk Access Code Required is enabled. Note: 911 works in all scenarios.
1-44478173	After listening to voicemail, the from name in the message can change
1-44852688	Local Inbound Caller-ID in Poland display is incorrect. Local Dialing Rules have changed in Poland.
1-46127301	There is a typo in the German sentence when incoming number is blocked
1-46921694	Manual port speed config not being applied to IP Phones upon boot.
1-47244899	Call Park count does not clear when park and unpark from analog extension
1-48735352	BCA Line appearances are locking up after a 4-5 person conference.
1-48748280	SMDI calls are intermittently routing to a user's mailbox instead of the Login message
1-49003219	KadotaUtil.exe is faulting every night at house cleaning.
1-49068154	Silent monitor of call causes zero duration in CDR and wrong RingTime/TalkTime
1-49555628	If call is initiated from vswitch from wireless SIP ext, it disconnects at 90 seconds
1-49789742	Unable to complete xtn-to-xtn calls to numbers that were previously Off System Extensions
1-50289604	Button Box at Remote Site with 24 Monitor Extensions does not always light
1-50396919	Etherspeak SIP trunks, calls are answered by AA miss-interpreting DTMF tones
1-50770086	Unanswered Voicemail reply via callback ends up in original recipient mailbox
1-50771488	Importing contacts from outlook address book sometimes stops with only partial names loaded
1-50863060	Settings for ring down are disappearing from system

1-52223080	Digital Wink trunk ports get stuck in releasing. Requires reboot of SG switch to recover.
1-52391827	During upgrade, getting error message stating "DB is more than two revisions old..."
1-52419324	Call showing as still in queue after agent picks it up. SIP trunk call only
1-52846943	Calls to a VMB switch drop after forwarding to Voice Mail.
1-53146741	External user calls AA, then dials extension with forward always to external number and call drops
1-53349711	PCM: Importing contacts from CSV file discontinues upon encountering bad record.
1-53474925	Dialing Digits + # + Digits results in an error on IP655
1-54265301	Phones are locking up when a BCA Conference is created at the same time a BCA Member is making a Conf

The following defects have been corrected in ShoreTel 11.2 build 16.41.3507:

Defect Number	Description
1-42317594	Calls will not play through the phone when checking voicemail through Call Manager
1-44478173	After listening to voicemail, the from name in the message can change
1-46037980	DVM server hosting ECC crashed and rebooted--TDI Media crash
1-46239080	Workgroup Agents are presented a Queued WG call before going into Wrap-Up
1-46500483	Unable to dial International calls to the US from Thailand
1-48453017	Workgroup Escalation Profile does not change when making the change from the phone
1-48649113	Communicator dials the first number listed in contacts, not the number entered.
1-48823768	Communicator for Mobile BB9500: Unable to type number in External Assignment field on mobile communicator installation for BB Storm 9500
1-48823904	Bad ringback tone supplied from SG90BRI switch when answered by hunt group
1-48989907	Unable to dial Off System Extension through Tie line integration with Nortel PBX
1-49111845	For French language IP230 phones, when on an active call, press the conference button, the phone shows the wrong French word for join the conference.
1-49403770	Unable to call numbers in ivory coast +225 from Miami site
1-50255888	Clients lose TAPI access while switch is rebooting. Clients automatically reacquire TAPI access when switch has finished rebooting.

1-50538355	Numeric only names in Director for V-Switches causes Services to stop
1-51447573	Windows 2008 64bit does not recognize out of band DTMF RFC2388.
1-51526351	ST 11.2 Beta candidate (16.41.2106.0) states version is 11.1 instead of 11.2
1-53828497	IP phones MWI continues blinking after answering a call with Swedish language only.
1-54839511	BCA Call Stack Hangs When User1 presses BCA then voicemail and then User2 presses the same BCA as well