

# ShoreTel 12.1 GA Version 17.21.9592.0

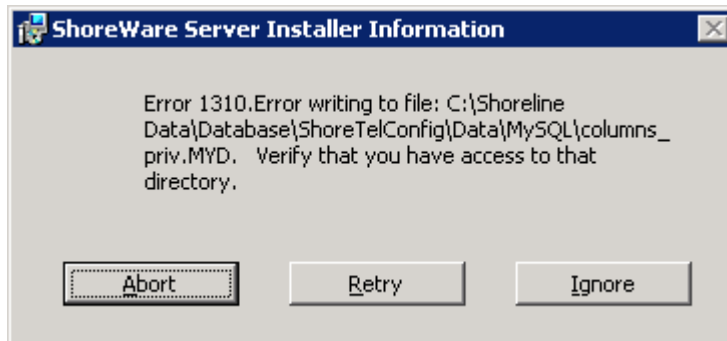
## Software Release Notice (Build Notes)

### Overview

Release 17.21.9592.0 is a GA build of ShoreTel 12.1.

### Very Important Upgrade Tips:

1. 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 backup your Call Detail Records (CDR) database as well. This is separate from the ShoreTel configuration database.
2. A Disk Reclaim Tool has been added to ST12.1. During ShoreTel system operation, the ShoreWare configuration database on the headquarters server and on the distributed voice server(s) can increase in size, causing a backup to take longer than normal or the upgrade process to fail. To control the size of your ShoreWare configuration database and reduce the time required to back up or upgrade your ShoreTel system, you can reclaim disk space from your headquarters server and your distributed voice server(s) by running the Disk Reclaim Tool. The Disk Reclaim Tool is packaged with the software and sites upgrading from 11.x or greater maybe presented a new message during the upgrade to run the Disk Reclaim Tool. Please run this utility when prompted and follow the documentation included with the Tool. Additional details are also included in the ST12.1 Release Notes.
3. At the very beginning of the ST12.1 upgrade an error message could be displayed if invalid characters are detected in the user names. 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.
4. Defect 1-72081584 (See KB16486) — Sites at risk are those on ST12 build 17.10.1730.0 or greater that are upgrading to the next higher build. Once sites have upgraded to this build, 17.21.9592.0 they are no longer at risk for this issue. These sites may encounter the following error message which will halt the upgrade:



### Cause:

ShoreTel-MYSQLConfig service is started in the Service Control Manager.

**Recovery:**

1. Do not click the “Abort, Retry or Ignore” buttons on the “ShoreWare Server Installer Information” dialog window above
2. Press Alt + Tab to access the “Start” Button
3. Open Start > Settings > Control Panel > Administrative tools > Services (for a 2003 system) **OR** Start > Control Panel > Administrative Tools > Services (for a 2008 system).
4. Look for the ShoreTel-MYSQLConfig service
5. Right click on the service and click stop
6. Verify if the ShoreTel-MYSQLConfig service has stopped
7. Go back to the aforementioned ShoreTel Installer dialog box
8. Click on the “Retry” button on the installer dialog to continue with the installation.

Note: If you happen to click abort or ignore, the system will roll back and should recover back to its previous state where you can reattempt the upgrade.

- 5) Please note the installer upgrade will take more time than expected from previous releases due to a backup of the configuration 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.
- 6) Current install base customers with HQ/DVS running Windows 2003/2008 (32-bit systems) must have IIS 6.0 WMI Compatibility and Scripting Tools installed first before upgrading otherwise you will not be able to upgrade/install. The installer will quit and rollback. ERROR 1720 pop-up dialog window during upgrade.

**Upgrades**

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

- ShoreTel 10.2 all GA builds → ShoreTel 12.1
- ShoreTel 11/11.1/11.2 all GA builds → ShoreTel 12.1
- ShoreTel 12 all CR builds → ShoreTel 12.1

Upgrades from versions prior to those listed above are not supported. Earlier versions must be upgraded to ShoreTel 10.2, 11, 11.1, 11.2, or 12 before upgrading to this release.

**Client upgrade paths (ShoreTel Communicator)**

- ShoreTel 10.2 all versions. ShoreTel Communicator Upgrade is required
- ShoreTel 11 all versions. ShoreTel Communicator Upgrade is required
- ShoreTel 11.1 all versions. ShoreTel Communicator Upgrade is recommended. Not required
- ShoreTel 11.2 all versions. ShoreTel Communicator Upgrade is recommended. Not required
- ShoreTel 12 all versions. ShoreTel Communicator Upgrade is recommended. Not required

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

### *Important Considerations*

**Outlook Integration** - If an outlook version support is dropped in version 12.1 servers, then version 11.x clients are not supported.

**Platform support** - If a particular platform support for client is dropped in version 12.1 Release then 11.x clients is not supported.

**Contact Center** – 11.x features will work for Contact Center clients as long as they do not upgrade the Contact Center software.

**Video** -The Video session between clients running version 11.x/12 and 12.1 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 12.1).

### **Upgrade Instructions**

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

1. Download the self-extracting executable ShoreTel.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 ShoreTel.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.
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 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.

### **Backup / Rollback procedure if upgrading from ST10.x and higher**

#### **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]

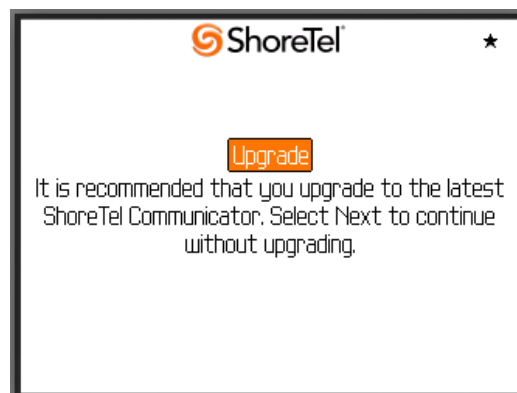
### Mobile Call Manager (MCM) – ShoreTel Communicator for Mobile

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

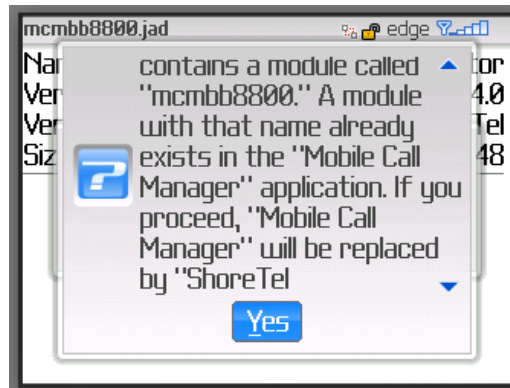
- ShoreTel Communicator for Mobile client version: 17.21.9592.0
- ShoreTel 10/10.x all versions. Mobile Call Manager upgrade is mandatory.
- ShoreTel 11 all versions. Communicator for Mobile upgrade is recommended.
- Packaging for the ShoreTel Communicator for Mobile Client:
  - a) URL from Blackberry 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/](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 12.1 Communicator for Mobile

- 1) After upgrading to ShoreTel 12.1, launch ShoreTel Communicator for Mobile client. You might see the following message:

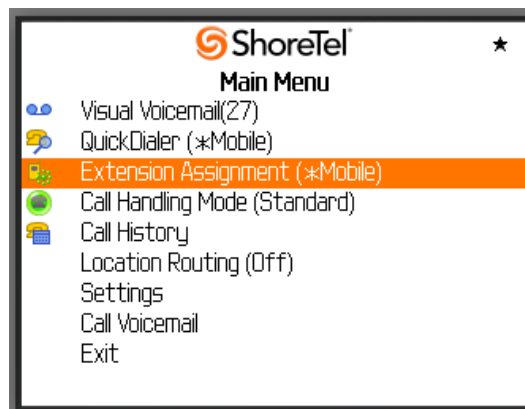


- 2) Click on Upgrade message during Step1,  
You might see the following message:



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 12.1. Note that these new versions are (and all future versions will also be) backward compatible with ShoreTel 10.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>November 4, 2011</b>
<b>Engineering Build Number:</b>	<b>17.21.9592.0</b>
<b>Switch Firmware Version:</b>	<b>17.21.9592.0</b> (View in QuickLook)
<b>Server Software Version:</b>	<b>17.21.9592.0</b> (View on Director Server Maintenance Page)
<b>Distributed Software Version:</b>	<b>17.21.9592.0</b> (View on Director Server Maintenance page)
<b>Client Software Version:</b>	<b>17.21.9592.0</b> (View in the Client's Help About screen)
<b>MCM Client Version:</b>	<b>17.21.9592.0</b>
<b>IP-110 Firmware Version:</b>	<b>S0.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-115 Firmware Version:</b>	<b>S01.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-210 Firmware Version:</b>	<b>S1.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-212K Firmware Version:</b>	<b>S12.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-230 Firmware Version:</b>	<b>SEV.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-230g Firmware Version:</b>	<b>SEV.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-265 Firmware Version:</b>	<b>S36.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-530/560 Firmware Version:</b>	<b>S26.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-560g Firmware Version:</b>	<b>S6G.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-565g Firmware Version:</b>	<b>S6C.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP-655g Firmware Version:</b>	<b>SWE.4.0.69</b> (View in Director IP Phone Maintenance page)
<b>BB-24 Firmware Version:</b>	<b>SBB.3.4.11</b> (View in Director IP Phone Maintenance page)
<b>IP8000 Firmware Version:</b>	<b>ST_PH.3.7.4.2</b> (View in IP8000 GUI Maintenance page)

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**)\*
- Windows Server 2008 R2 (Enterprise or Standard Editions only) with SP1 (**64-bit version**)\*
- Internet Explorer 8
- Internet Explorer 9

**\*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 release notes for further details on migration path recommendations.**

VMWare – Vsphere 4 and 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 7 (Professional or Enterprise) with SP1 **(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)**
- Windows Terminal Server on Windows 2008 R2 **(64-bit version)**
- Windows Terminal Server on Windows 2008 R2 (with SP1) **(64-bit version)**
- Citrix XenApp 5.0 on Windows 2008 (with SP2) **(32-bit version)** [Isolation Mode is not supported]
- Citrix XenApp 6.0 on Windows 2008 R2 **(64-bit version)** [Isolation Mode is not supported]

All versions of ShoreTel Communicator for MAC

- MAC OS 10.6.4

Supported Internet browsers for ShoreTel Communicator for the Web

- Safari 4.0 on Macintosh
- MS Internet Explorer 8.0
- MS Internet Explorer 9.0
- Firefox 3.6 on Windows and MAC OS
- Adobe Flash 9
- Adobe Flash 10

Supported applications for ShoreTel Web Conferencing

- Safari 4.0 on Macintosh
- MS Internet Explorer 8.0
- MS Internet Explorer 9.0
- Firefox 3.6 on Windows and MAC OS
- Adobe Flash 9
- Adobe Flash 10

Supported applications for ShoreTel Messaging on MAC

- iChat 5.0.3

SoftPhone Headset Support

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.

#### Video Camera Support

- Logitech QuickCam Communicate Deluxe
- Logitech QuickCam Deluxe for Notebooks
- Logitech QuickCam Pro 9000 for Business
- Logitech QuickCam Communicate MP

#### Microsoft Updates

- This build was tested with all available and automatically installed Microsoft updates as published on or before September 4, 2011 for both the Microsoft clients and servers.
- 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 2007 **(32-bit version)**
- Office 2007 R2 **(32-bit version)**
- Office 2010 **(32-bit version)**

#### Exchange Integration for SIPUM

- Exchange 2007
- Exchange 2010 with and without sp1 (14.00.0702.00)

#### ShoreTel Conference Bridge

- 7.1.3b4657-32

#### ShoreTel Contact Center 6 & 7

#### ShoreTel CSTA

- 1.0.25.0

#### ShoreWare System Monitor

- 1.1

#### SIP-BRI-8

- Version R3.T 2006-10-04

#### SIParator

- 4.8.1

#### ShoreTel Mobility Support for Enterprise and SBE

- ShoreTel Mobility Routing 4.5 and 4.6
- ShoreTel Mobility Router Appliances: MR2000, MR4000, and MR6000

#### ShoreTel Communicator for Mobile [LBS- Location based service]

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

- 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]
- Blackberry Torch 9800
- Blackberry 9100 (Pearl 2)
- HTC P6500
- HTC TyTN II [No LBS; Bluetooth]
- Nokia E61i series [LBS with dongle; Bluetooth]
- Nokia E71 series [LBS; Bluetooth]
- Nokia E72 series
- Nokia E75 series
- Nokia E90 series [LBS; No Bluetooth]
- Nokia Surge 6790
- Samsung Blackjack II [No LBS; No Bluetooth]
- iPhone – 3G/3GS (OS3 and higher)

#### 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 12.1 - 17.21.9592.0 if you run into an error "The system administrator has set policies to prevent this installation", you will need to install KB925336 security update from Microsoft and a reboot of the Server is required:

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

#### Upgrading from ST10.x/11/11.x/12?

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. Internet Explorer 7 is no longer supported on the ShoreWare Servers

2. 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. 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.

3. Installation of DVM server by going to [http://server\\_name/shorewaredirector/remotestall](http://server_name/shorewaredirector/remotestall) will no longer work. To upgrade any Distributed Voicemail servers, please use the remote server installer.exe on the DVD or via the remotestall.zip from the download links.
4. Mobile Devices no longer supported in this release:
  - Blackberry 8100 series (Pearl) [No LBS; No Bluetooth]
  - HTC Mogul (Sprint PPC-6800) [No LBS; No Bluetooth]
  - Motorola V3xx series [No LBS; No Bluetooth]
  - Nokia E65 series [No LBS; No Bluetooth]
  - Nokia N78 series [LBS; Bluetooth]
  - Nokia N82 series [LBS; Bluetooth]
  - Nokia N95 series [LBS; No Bluetooth]
5. The MySQL port has changed for the configuration database (4308) and the CDR database (4309).
6. In the normal course of development, all bug fixes in the latest version of ShoreTel 10.2, 11.2, and 12 have not been propagated into ShoreTel 12.1. The most recent release that has had its bug fixes propagated to ShoreTel 12.1 are as follows:

Release Version	Build
10.2	15.43.6600.0
11.2	16.42.8410.0
12	17.10.1730.0

7. Minimum required available bandwidth to install a V-switch is 64kbps. Using this minimum bandwidth, the firmware upgrade can take more than 30 minutes.
8. Following features are supported in ShoreTel 12 (minimum build 17.9.2913.0)
  - System Capacity Increase – 20,000 users
  - Service Appliance SA-100
    - ShoreTel Audio Conferencing Service
    - ShoreTel Web Conferencing Service
    - ShoreTel IM Service
  - Presence Indication in Outlook 2007/2010 and Office 2007/2010
  - SIP Trunk Enhancements for Privacy and Call Quality
  - Microsoft Exchange 2010 with and without sp1 Support
  - ShoreTel Communicator for new mobile devices [BB8500 series (Curve), BB9500 series (Storm), BB9700 series (Bold), Nokia E52 series, Nokia E63 series)
  - ShoreTel Communicator for Mac (Personal Access)
  - Server-side Call History
  - Video between ShoreTel Systems
9. Following Features are supported in ShoreTel 12.1 (minimum build 17.21.5950.0)
  - Communicator for Windows – Contact Center Agent interface simplification
  - Euro-ISDN
    - Channel Negotiation

- Connected Number
- Internet Browser 9
- Mobile Extension Enhancements
  - A mobile client can be added as an additional phone to a user extension (desktop is preferred phone).
  - A mobile client does not require an additional ShoreTel user license.
  - A mobile client can be added to the list of simultaneous ringing devices for a preferred phone.
  - If a preferred phone fails, calls are automatically routed to the mobile client.
  - If the preferred user is inaccessible (Out-of-Service, DND, etc.), the additional phones can still receive calls via Simultaneous Ringing.
  - Both the mobile client and the desk phone share a single voicemail box and caller ID.
  - A Message Waiting Indicator is activated for the mobile client.
  - Prompts are sent to the mobile client when voicemails are received, read, and deleted.
  - Outbound calls from the mobile client present the preferred user's caller ID.
  - Inbound calls to the mobile client receive the preferred user's caller ID.
  - A SIP extension is automatically created for the mobile client on the system.
  - An additional SIP license is not required (but ports must be available on the switch).
  - A SIP extension is used for management only.
  - A SIP extension is not displayed in the phone/client directory.
  - A SIP extension cannot be dialed.
- Serviceability Enhancements
  - Maximum Inter-Site Jitter Buffer (Voice Encoding and Quality of Service)
  - DiffServ/ToS Byte (Voice Encoding and Quality of Service)
  - DiffServ/ToS Byte (Video Quality of Service)
  - Delay After Collecting Digits (IP Phone Option)
  - Calls in Queue Warning (Workgroup Threshold)
  - Calls Waiting Time Warning (Workgroup Threshold)
- Small Business Edition (SBE)
  - SIP Fax server support (similar to enterprise)
  - VMware support (similar to enterprise)
- Greeting Only Voicemail - Shorewareconfig Distributed Database – Disk reclaim. Disk space consumed by tables created by MySQL in the ShoreTel ShoreWare configuration database on the headquarters server and the distributed voicemail servers can be reclaimed by performing a few simple procedures.

ShoreTel Features Release 10.1/10.2	ShoreTel Features Release 11	ShoreTel Features Release 11.1/11.2	ShoreTel Features Release 12
Priority Paging	ShoreTel Communicator for the Web	Enable Contact Center Integration new controls in Fail-Over Mode	System Capacity Increase – 20,000 users
Call Manager V-1 Compatibility	Outlook 2007 plug-in with Offline Call Handling Modes	Deleted voicemail messages exceeding the 200 limit will be purged	Service Appliance 100
Malicious Call Trace BRI	ShoreTel Communicator: compatibility with Windows 7	Whisper Page Class of Service	Presence Indication in Outlook 2007/2010 and Office 2007/2010

Enable WorkGroup Voicemail for Contact Center	ShoreTel Communicator: compatibility with Windows 2008 WTS 64-bit	Redirecting Number Information Element / Originating Calling Number	SIP Trunk Enhancements for Privacy and Call Quality
MCM Devices – Blackberry Curve/ Blackberry Tour	ShoreTel Communicator: compatibility with Windows 2008 32-bit and Citrix 5.0	Support for Telecom Italia ISDN Variant	Microsoft Exchange 2010 with and without sp1 Support
Simultaneous Ringing / Call Move	Distributed Database	Support for new ShoreTel Communicator for Mobile devices	ShoreTel Communicator for new mobile devices
SIP Diversion / Verizon SIP Trunks	Enhanced Communicator Integration with Contact Center	Caller ID Name on T1-PRI	ShoreTel Communicator for Mac
Malicious Call Trace ETSI EN 300 130-1	Removal of Dynamic SIP Trunks	Voicemail synchronization with Gmail for business	Server-side Call History
	ShoreTel Communicator for Mobile: compatibility with BB9500, BB8900, Blackjack II	Enhanced Call Coverage	
	ShoreTel Communicator for iPhone	ShoreTel Communicator for Windows: support for Windows 7 SP1	
	Windows Server 2008, 64-bit R2* <b>(Minimum build 16.5.8506.0)</b>	ShoreWare Server: support for Windows 2008 R2 SP1	
	QSIG-T1 MWI <b>(Minimum build 16.5.8506.0)</b>	ShoreTel Communicator for iPhone support for iPad	
	VMWare Vsphere 4 (ESX4/ESXi4) support for ShoreWare HQ and DVS servers (no fault tolerance) <b>(Minimum build 16.5.8506.0)</b>		
	ShoreTel IP Phone 655 and satellite microphones <b>(Minimum build 16.6.1708.0)</b>		

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

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

- T.38 with Microsoft Exchange 2007 SIP UM server

11. Navigation menu changes in ShoreTel system

- 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)

\*Note: V-switches and Service Appliance 100 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

## 12. Feature Limitations of features debuting in ShoreTel 12:

- Service Appliance (SA100)
  - Call Me feature not working over SIP Tie Trunk
  - By default, the SA100 belongs to a User Group called Audio Conference. Any restrictions on calling need to be configured in this User Group or the SA100 needs to be assigned to a different User Group.
  - IM/Presence: When a user is switched from OCS 2007/Legacy Conference Bridge to a SA100 for IM/Presence, that user will no longer be able to IM and view the presence of users that are not on the same SA100 appliance
  - DMZ considerations
    1. SA100's are NOT supported in a mixed deployment where some SA100 are deployed in the DMZ and some are deployed in the trusted zone. In other words, either all SA100's are deployed in the DMZ or all SA100's are deployed in the trusted zone.
    2. The DMZ router MUST support appropriate FTP ALG (i.e. PASV and EPSV) in order for backup/restore to work against a FTP server outside of the DMZ.
    3. Ports that must be opened are specified in Installation and Administration Guide for SA100 under the DMZ deployment section. In addition to all the ports listed in the document, TCP port 4309 must also be opened.
    4. When configuring a SA100 in a DMZ, a valid FQDN MUST be supplied in order for both users inside and outside of ShoreTel to access a web conference.
    5. SA100 requires an email server from the DMZ in order to send an email invite successfully.
  - BackUp and Restore is not working. System crashes.
  - Federation: Federation of instant conferences between systems is not a supported feature in the ST12 release; we support the federation only of MeetMe conferences.
  - Outlook Calendar Integration: Outlook Calendar Integration for SA100 is not supported in a configuration in which one user is a delegate for another user and the user tries to create a SA100 conference on behalf of another user. The same is true of calendar sharing.
  - For a recurring Outlook appointment containing a SA100 conference, it is not possible to modify the properties of a single occurrence of the conference and have the modification apply to just that one occurrence; the modification ends up applying to all occurrences of the conference.
  - In the WTS environment, it is not possible to start desktop sharing and import presentations using Windows Presenter. Java Presenter should be utilized instead
  - SA100 – Disaster Recovery not yet supported
  - SA100 – Partitioning not yet supported
  - SA100 – Linux Security Patch utility not yet supported

- 1-41032681 - New debug command for SA100 for media status – real time automatic recording
  1. Login SA100 via ssh
  2. Run media cli
    - a. # cli media
  3. Enable the debugging feature
    - a. CLI> cfg\_opt\_vq\_enabled=1
  4. Make a conference call on the SA100 appliance
  5. While connected in the conference call, send the 5 digit code “\*\*223” from a phone to start recording
  6. The recording of the audio portion of the conference will create a file “RECxxx.pcm” in the following location /cf/shorelinedata directory
- 1-48198755 – Not possible to connect by “Call me” via SIP Trunk. SIP-INFO is not processed correctly when call from SA100
- ShoreTel Mobility
  - 1-55695503 ShoreTel Mobility Router (SMR) -- Trunk Switch crashes under load
- Batch Update Utility – 1-56631101 – New pop up message for Batch Update Utility when using the Change VoiceMail Server option. The pop-up now reads:
  - 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).

### 13. Feature Limitations of existing features in ShoreTel 12:

- Distributed Database
  - 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
  - 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:
  - - Only support virtualization for servers like HQ/DVMs. Shoretel Communicator is not supported.
  - - Third party applications like ECC server, CSTA are not supported on VMware.
  - - Disaster Recovery is not supported on servers running on VMware. We will leverage VMware failover options such as HA/FT.
  - - 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.

- - Fault Tolerance option is not available for HQ servers since it requires only 1 vCPU.
- **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 release notes for further details on migration path recommendations.**
- Windows Server 2008 R2 (64-bit) – All of the 1/2 width switches (non V-switches) in your system that are FTP booted may not be updated to the latest uboot code of ST11 firmware after installing ST11 on a Windows Server 2008 R2 (64-bit). You must telnet or SSH to the 1/2 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.
- Windows 2008 Server sp2 (32-bit)
  - 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
  - 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:\ path 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
  - 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.
  - T.38 is supported only on the 1/2 width switches. The older 1-u switches do not support T.38
  - V.34 Fax is not supported
  - ShoreTel only supports T.38 in udptl form. T.38 calls in RTP or TCP form are not supported

- 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-T-38 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
  - Moving an existing ShoreTel user to the SIPUM server will delete their existing voicemail messages. Workaround: Have them save their voicemails as \*.wav files.
  - The ShoreTel Communicator and ShoreTel Communicator for Mobile do not support the Voicemail pane
  - 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.
  - Message Wait Indication (MWI) notification will require additional software by Microsoft Exchange Server – Geomant MWI
  - Current ShoreTel features not supported for SIPUM users – AnyPhone, Find-Me, Escalation Profiles



- Distributed WorkGroup
  - Workgroups are not available on the V-switches. V-switches cannot function as a Workgroup Server.
  - 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.
  - 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.
  - 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.
  - 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
  - Group paging is not available on V-switches. V-switches cannot function as a group paging server.
  - No failover mechanism for Group paging. If the server managing the paging group is down, the group paging call does not work.
  - Group paging is not available to external callers.
  - The maximum number of extensions that can be paged at one time is 100.
- Mobile Call Manager (ShoreTel Communicator for Mobile)
  - 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
- Disaster Recovery – 1-48862882 - Must also replicate the ftproot folder

14. 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.

15. 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.

16. 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

17. 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

18. 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.

19. 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)

20. 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		

## 21. 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

## 22. 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

## 23. 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

## 24. Minimum Client Hardware requirements

Computer Hardware requirements for running Communicator depend on the Communicator version and the video call resolution. The below table lists the minimum recommended configuration for computers running Communicator.

Communicator Version	Processor XP and Vista	Processor Windows 7	Max Presence Load
Communicator with Personal Access	Pentium 3 - 800 MHz	Pentium 4 - 1.6 GHz	No Presence supported
Communicator with Professional Access	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	1 Event/Second
Communicator with Agent, Supervisor, Operator Access (<40 extension presence)	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	1 Event/Second
Communicator with Agent, Supervisor, Operator Access (<500 extension presence)	Dual Core 1.6 GHz	Dual Core 1.6 GHz	1 Event/Second
All Versions, VGA Video	Dual Core 1.6 GHz	Dual Core 1.6 GHz	1 Event/Second
*All Versions, XGA Video	Core 2 Quad 2.4 GHz	Core 2 Quad 2.4 GHz	1 Event/Second

Communicator Version	Hard Disk Space <sup>a</sup>	RAM <sup>b</sup>	Available RAM
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	XP	Vista	W7	XP	Vista	W7	XP	Vista	W7
Communicator with Personal Access	1 GB	1 GB	1 GB	1 GB	2 GB	2 GB	100 MB	100 MB	150 MB
Communicator with Professional Access	1 GB	1 GB	1 GB	1 GB	2 GB	2 GB	150 MB	150 MB	250 MB
Communicator with Agent, Supervisor, Operator Access (<40 extension presence)	1 GB	1 GB	1 GB	1 GB	2 GB	2 GB	150 MB	150 MB	250 MB
Communicator with Agent, Supervisor, Operator Access (<500 extension presence)	1 GB	1 GB	1 GB	1 GB	2 GB	2 GB	150 MB	150 MB	250 MB
All Versions, VGA Video	1 GB	1 GB	1 GB	1 GB	2 GB	2 GB	150 MB	150 MB	250 MB
*All Versions, XGA Video	1 GB	2 GB	2 GB	1 GB	2 GB	2 GB	150 MB	150 MB	250 MB

- a. Disc space requirement is for installation on a system without .NET Framework installed previously. Once installed, Communicator requires less than 100 MB disc space.
- b. Lists ShoreTel Communicator memory requirements during normal operation. When running other applications on the PC in addition to Communicator, more memory might be required to maintain adequate performance.

## 25. 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) 5,000 (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 12.1 build 17.21.9592.0 are as follows:

<b>Defect Number</b>	<b>Description</b>	<b>Workaround</b>	<b>Release Found</b>
1-70352278	Mobile ext does not get call when primary is reset/disconnect. conflicts with 12.1 SW Rel. Notes	No workaround.	ST12.1
1-66939341	Warning message that the version of IE is an unsupported web browser when opening Director using IE8 or IE9. The error has no impact on operation.	(See KB16434) Disabling compatibility view in explorer resolved the issue.	ST12.1
1-72081584	Upgrade stops with error 1310 and rolls back, pop up for file permission error.	(See KB16486) Stop the ShoreTel-MYSQLConfig service when you see Error 1310. Error message during upgrade. Then click "retry".	ST12.1

Known issues from previous releases affecting ShoreTel 12.1 build 17.21.9592.0 are as follows:

<b>Defect Number</b>	<b>Description</b>	<b>Workaround</b>	<b>Release Found</b>
1-60753778	Calls are staying in Work Group (WG) queues even when agents are available	No workaround. Issue occurs when agents belong to a workgroup configured on more than one server. Calls are staying in WG queues even when agents are available Fixed in future release	ST12
1-69249378	STTS.ipdt service stopped which caused phones to show no service.	No workaround. Reported by one customer. Fixed in a future release	ST12
1-68761301	Application Event Log filling up with Switch Informational EvID 146	No workaround. Reported by one customer. Fixed in a future release	ST12
1-67435054	MailService.exe stopped on four different DVS's on the same day 8/13.	No workaround. Reported by one customer. Fixed in a future release	ST12
1-59479831	SA100: Accelerator driver causes Mac boot camp installation to fail	See KB16484. Workaround is to uninstall the driver and then install Boot Camp.	ST12
1-57072991	Fresh install doesn't reflect ShoreTel Call Handling Mode tab for Outlook 2007/2010.	Registry changes required. Contact TAC. See KB16482	ST12
1-66429669	Fax Redirect - Called Number not being forwarded via RP or AA.	No workaround. Reported by one customer. Fixed in a future release	ST12
1-63830661	After first rolled back, installer failed to upgrade (10.x, 11. x, or 12.x). Installer starts to roll back. 1. Perform upgrade 2. When installer reaches "upgrading database configuration". 3. Click "Cancel" button. Will roll back. 4. After re-boot HQ server.	No workaround. Fixed in a future release	ST12

	<p>5. Repeat step #1.</p> <p>Result: When installer reaches "Upgrading Database Configuration" it starts to roll back automatically.</p> <p>Expected: Upgrade should work without an error.</p>		
1-61976471	System Admin Guide states softphone supports encryption – This is incorrect	See KB16481. System Admin Guide will be updated in a future release.	ST12
1-49767452	IP655 Phone shows wrong time and not updating	No workaround. Reported by three customers. Fixed in a future release	ST12
1-66875438	Communicator for Windows was installed on the server, pre-installation checks didn't block it.	No workaround. Reported by one customer. Fixed in a future release	ST12
1-39522523	SA100 – When you add a user on a different SA100 to your Contacts, the contact being may not receive a dialog asking whether to allow you to view his/her presence and to send IM's. Consequently, the user appears to you as Offline	No workaround. ShoreTel will fix this in a future release	ST12
1-40230133	SA100 – Desktop Sharing does not work across multiple monitors when using the Java Presenter	No workaround. ShoreTel will not fix this in a future release. This is as designed	ST12
1-46071614	SA100 – The Join Conference button may be disabled if you are the recipient of an Outlook appointment containing a SA100 conference.	Workaround: In this case, the link in the body of the email may be utilized instead. ShoreTel will not fix this in a future release.	ST12
1-49003108	Outlook freezes with voicemail integration enabled in communicator. This is a known Microsoft issue <a href="http://support.microsoft.com/kb/2281463">http://support.microsoft.com/kb/2281463</a>	No workaround. ShoreTel cannot fix this in a future release. This is a known Microsoft Outlook 2010 issue	ST12
1-57574110	Personal Call Handling (PCH) feature -- Primary extension rings with the custom ring tone when configured in PCH, but additional phones DO NOT when extension is configured for simultaneous ring and call move.	No workaround. ShoreTel will not fix this in a future release. This is as designed	ST12
1-58117696	SG 220T1 functioning as a SIP Proxy lost communication due to an overload of SIP messages	Workaround; Have a backup SIP proxy switch configured with virtual IP. ShoreTel will fix this in a future release.	ST12

Defect Number	Description	Workaround	Release Found
1-68113769	Analog Wink not working on 90V. Core dumps due to making outbound calls using trunk test tool on an analog DID	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2

	trunk.		
1-71046294	Communicator (CMWin) frequently stops after Silent Monitor hang up	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-66123483	DBImport.exe will not import users with External SMDI VM	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-65608854	Win 7 Communicator does not use "communications device" setting when headset swapped to new USB port	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-65469755	Voicemail Notification Email for external calls does not send CID of the external party that left the message	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-68946325	VM Server shows in QuickLook but not under application servers, caused AA and VM outage	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-70287342	Some digits are missing from Italian dialplan – 84x, 199x, 191x	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-69009089	Caller hears, "Extension xxxx is not valid ." instead of busy tone under a very specific call scenario	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-67919881	Communicator incorrectly named "NewShortcut3" and "NewShoretcut2" icons after upgrade	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-68576523	After log into voice mail box, pressing 9 will take you to the wrong destination.	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-68323391	All phones connected to a particular switch show "No Service"	No workaround. ShoreTel will fix this in a future release. Reported from three sites.	ST11.2
1-71599347	When a user is silent monitored, their call appears to go hold.	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-68761709	Volume adjustments are unavailable on IP655G phones after a 3 party conference is established	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-69608667	Fiji: Unable to make international calls with carrier TFL (access code = 052)	No workaround. ShoreTel will fix this in a future release.	ST11.2
1-63431903	Issue Unable to add DID range 3 2XXXXXXX to Trunk groups assigned to Malaysia	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-66965927	VMB Switch Backup reports failed backups yet they were successful	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-68554620	STTS.ipdt service stops on a SG-90V after using dial by first name, core dumps are generated	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-66986187	Communicator - Australia - input trunk access code (0) before local number causes communicator call to fail	Don't dial from Communicator. ShoreTel will fix this in a future release. Reported from one site.	ST11.2

1-66661036	Italy dialplan issue national Mobiles sent as International calls. They are being classified as LongDistance and going out BRI which should not be the case.	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-66985832	Custom dial plan change for Australia to modify the caller ID formatting on IP phones. The digits are correct, but they are not formatted the way people write phone numbers in Australia.	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-65393200	Australia - cannot dial 13 or 1800 numbers from Communicator	No workaround. ShoreTel will fix this in a future release. Reported from four sites.	ST11.2
1-65560495	In Germany can't dial 15 digit telephone numbers.	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-68323391	All phones connected to a particular switch show "No Service"	Workaround to reboot the switch. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-66123483	DBImport.exe will not import users with External SMDI VM	No workaround. ShoreTel will fix this in a future release. Reported from one site.	ST11.2
1-65050160	Phone displays "conference" when being silent monitored after upgrade to TB3 16.42.4740.0	No workaround. Will be fixed in a future release. Reported from 1 site	ST11.2
1-59480160	User not showing up in the directory on any phones in the system. If the user is edited in any way, then the user will reappear in the directory for the remainder of that calendar day, but next day will disappear again.	Workaround is to edit the user. ShoreTel will fix this in a future release. Reported from four sites.	ST11.1
1-51522932	Call Move button is greyed out in Call Manager/Communicator toolbars	No workaround. Will be fixed in a future release. Reported from 1 site.	ST11.1
1-56370544	When an Application Server is configured SMDI External- Route Points cannot be assigned to it. This needs to be documented.	No workaround. ShoreTel will fix this in a future release.	ST11.1
1-65016341	Behavior change when clicking on a Ringing monitored extension button in the CMWin toolbar	In ST 8.1 PCM users with Toolbars containing Monitored Extensions could click on the 'Ringing' icon in the toolbar and answer the call. Any existing call would be put on hold.	ST11.1
1-35713373	Distributed Database: Remote DB is down after changing Remote server name.	Changing server names is not supported by MySQL. Workaround: Delete path drive:\Shoreline Data\Database\ShoreTelConfig\Data\relay-log.info, this wiped out the old log file name, and do resync from Director again. ShoreTel will correct this in a future release	ST11



1-35777420	Distributed Database: Remote (RM) DB is not re-synced with HQ DB when RM server goes down and then comes back up after an extended period of time	No workaround. ShoreTel will fix this in a future release.	ST11
1-38012011	ShoreTel IP 655 phone – long caller names are truncated to 31 characters	No workaround. ShoreTel will not fix this in a future release. This is as designed.	ST11
1-38622391	Gigabit phones show 'No Ethernet' when connected to 100Mbit power brick	No workaround. ShoreTel will not fix this in a future release. This is as designed.	ST11
1-39394891	VoiceMail Integration (outlook 2007) fail under Non-admin user (with admin credential).	Voicemail integration is not supported in WTS/Citrix environments. ShoreTel will not fix this in a future release. This is as designed.	ST11
1-64364230	Softphone drops calls far too often compared to Microsoft, Google, and Skype clients. Network good.	No workaround. ShoreTel will fix this in a future release. Reported by one customer.	ST10.2
1-67547167	Can't record calls from PCM by using the Ctrl-E shortcut key. Other shortcuts work	No workaround. ShoreTel will fix this in a future release. Reported by one customer.	ST10.2
1-66811998	Cannot dial a China Cell 011-86-186-0621-6816	No workaround. ShoreTel will fix this in a future release. Reported by one customer.	ST10.2
1-63698654	20-30 minute delay in sending Voicemail email notifications from V switch	No workaround. ShoreTel will fix this in a future release. Reported by one customer.	ST10.2
1-66866617	SG90V at remote site is losing connectivity	No workaround. Reported from one customer	ST10.2
1-43913863	TempFiles Folder in Shoreline Data geep growing. The folder contents are WAV files	TempFiles Folder in Shoreline Data geep growing. The folder contents are WAV files	ST10.2
1-63698654	20-30 minute delay in sending Voicemail email notifications from V switch	No workaround. ShoreTel will fix this in a future release. Reported by one customer.	ST10.2
1-54391013	Estimated time to wait is incorrectly announcing wait time for over 60 minutes	No workaround. ShoreTel will fix this in a future release. Reported by one customer	ST9.2
1-66094233	Calls being transferred to External Numbers over Etherspeak SIP trunks fail	No workaround. Reported by one customer	ST9.2
1-66094233	Calls being transferred to External Numbers over Etherspeak SIP trunks fail	No workaround. ShoreTel will fix this in a future release. Reported by one customer	ST9.2
1-65795809	Unable to reach the operator from the BAA by pressing 0.	Only occurs when the WAN goes down	ST9.2
1-66094233	Calls being transferred to External Numbers over Etherspeak SIP trunks fail	No workaround. ShoreTel will fix this in a future release. Reported by one customer	ST9.2