

MiVoice Business Security Certificate Update FAQ

August 2019

Table of contents

Questions and Answers.....	3
Q: What is the issue?.....	3
Q: What releases of MiVoice Business are affected?.....	3
Q: Why did Mitel not communicate this as soon as they identified the issue?	3
Q: How is Mitel resolving the issue?	3
Q: How long does it take to install the patch?	3
Q: Is there any charge for the Patch?	3
Q: Are there any other costs involved?	3
Q: Will the patch be included in future releases of MiVoice Business for SWA customers?	4
Q: Can the patch be installed remotely by the customer's Mitel Partner?.....	4
Q: Will the MiVoice Business need to be rebooted after the installation of the patch?	4
Q: Does the Mitel Partner need to install the patch	4
Q: If the customer upgrades to a more recent release of MiVoice Business but not R9.0 SP3 or later will they have to reinstall the patch?.....	4
Q: What happens if the customer wants to upgrade at the same time	Error! Bookmark not defined.

Questions and Answers

Q: WHAT IS THE ISSUE?

A: Mitel has identified a Security Certificate requirement for all MiVoice Business customers operating on releases between R5.0 and 9.0.

Q: WHAT RELEASES OF MIVOICE BUSINESS ARE AFFECTED?

A: The MiVoice Business releases that are affected are: MCD 5.0, MCD 6.0, MiVoice Business 7.0, 7.1, 7.2, 8.0 and 9.0 (including all service pack releases and MiVoice Business Express, MiVoice Business virtual and MiCD releases).

Q: WHY DID MITEL NOT COMMUNICATE THIS AS SOON AS THEY IDENTIFIED THE ISSUE?

A: Mitel identified the issue recently and wanted to be pro-active to ensure that a solution was available to its customers at the time of the announcement to deliver the levels of customer experience expected of Mitel.

Q: HOW IS MITEL RESOLVING THE ISSUE?

A: Mitel has pro-actively developed a Security Certificate Update (SCU) patch with a simple to use software installer for easy installation of this update for MiVB Releases 5 - 8. For MiVB R9 customers should update to R9.0 Service Pack 3.

The SCU provides a system and security enhancement to ensure the continuity of your communications system is maintained into the future.

Differing update patches have been developed depending on the type of MiVoice Business system that the customer has, for example:

- Power PC (PPC) system
- Virtual, MiVoice Business Express, ISS, MxServer and Stratus
- MiCD

Q: HOW LONG DOES IT TAKE TO INSTALL THE PATCH?

A: Once familiar with the process, the actual patch application can be done in **less than 5 minutes**.

Q: IS THERE ANY CHARGE FOR THE PATCH?

A: No.

Q: ARE THERE ANY OTHER COSTS INVOLVED?

A: Mitel is providing the Security Certificate Update patch and the associated software installer free of charge to all MiVoice Business partners via a software download, however Mitel will not be contributing to any

associated costs in the installation of the patch due to the customer relationship being with the partner.

Q: WILL THE PATCH BE INCLUDED IN FUTURE RELEASES OF MIVOICE BUSINESS FOR SWA CUSTOMERS?

A: Yes, it is being included from MiVoice Business R9.0 SP3 and 9.1 onwards. Ensuring customers who have an active MiVoice Business SWA agreement will receive the patch as part of the next update (R9.0 SP3). This showcases the absolute need for SWA agreements (and for customers to install the available upgrades delivered through SWA) to ensure customers future proof their solutions.

Q: CAN THE PATCH BE INSTALLED REMOTELY BY THE CUSTOMER'S MITEL PARTNER?

A: If the Mitel Partner has remote access to the end customer's MiVoice Business the patch can be installed remotely.

Q: WILL THE MIVOICE BUSINESS NEED TO BE REBOOTED AFTER THE INSTALLATION OF THE PATCH?

A: Installation of the patch by an individual who is knowledgeable and trained on MiVoice Business and who does not require use of the Software Installer will not require a MiVoice Business reboot.

If installation of the patch requires use of the Software Installer then a MiVoice Business reboot will be required.

Q: DOES THE MITEL PARTNER NEED TO INSTALL THE PATCH?

A: Whether it is the Mitel partner or customer (although Mitel strongly suggest the partner installs the patch), the person installing the patch needs to be someone who is knowledgeable and trained on the MiVoice Business solution.

The Software Installer tool stills needs to have IIS installed on a machine to run the tool (this is not typically installed on a laptop or desktop pc as standard). The Software Installer also assumes the person is trained to use the Mitel Installer Tool also.

Q: IF THE CUSTOMER UPGRADES TO A MORE RECENT RELEASE OF MIVOICE BUSINESS BUT NOT R9.0 SP3 OR LATER WILL THEY HAVE TO REINSTALL THE PATCH?

A: Yes, while the patch is being included in future releases as standard (from R9.0 SP3) it is not being included in previous release software loads. For example a customer who upgraded from R7.2 to R8 would need to reinstall the patch. This is another compelling reason to encourage the uptake of SWA and the installation of the latest releases of the software entitled to the customer through SWA.