

# Mitel MiVoice Connect Upgrade Readiness Checklist



Is your phone system ready for the upgrade to MiVoice Connect? Use this checklist to find the technical details needed for the upgrade.

## Server Prerequisites

The Mitel Connect PBX software requires the following for proper operation. Not adhering to these requirements can result in your system being unsupported by Mitel and will hinder any support and troubleshooting necessary during and after the upgrade to Connect.

- No GPOs applied to the voice network servers.
- Windows updates should be installed only up to the date specified in the release notes for your build of Connect.
- Windows Firewall, DEP and UAC must be disabled on the servers.
- Anti-Virus must be disabled or exclusions must be added for the Mitel Connect software and folder structure.

## Operating System & Virtual Host Versions

Virtual requirements and Operating System support vary by release. See attached build notes for details.

## Hardware Requirements

### Headquarter Server Hardware Recommendations for Enterprise System

*\*Note: UC20 and UC25 servers may not be capable or reliable enough for the upgrade to Connect*

Server Size	Max Users per System	Max Users per Server (per switch managed by server)	Processor	Virtual Cores	RAM per VM	Disk Space
Small	500	500	Intel Xeon E3-1275 v5 3.60 GHz	4	4GB	200GB
Medium	2500	1000	Intel Xeon CPU E5-2630 v4 2.2 GHz	4	8GB	200GB
Large	10000	1000	Intel Xeon CPU E5-2630 v4 2.2 GHz	8	8GB	300GB
Very Large	20000	1000	Intel Xeon CPU E5-2630 v4 2.2 GHz	10	16GB	500GB

### Distributed Voice Server (DVS) Capacity & Hardware Minimums

Server Size	Max Users per System	Max Users per Server (per switch managed by server)	Processor	Virtual Cores	RAM per VM	Disk Space
Small	500	500	Intel Xeon E3-1275 v5 3.60 GHz	4	4GB	200GB
Medium	2500	1000	Intel Xeon CPU E5-2630 v4 2.2 GHz	4	8GB	200GB
Large	10000	1000	Intel Xeon CPU E5-2630 v4 2.2 GHz	8	8GB	200GB
Very Large	20000	1000	Intel Xeon CPU E5-2630 v4 2.2 GHz	8	8GB	200GB



# Valid Certificates From Trusted Certificate Authority

New features of Connect require valid certificates

- a. Edge Gateway (up to 3 unique certificates)
- b. Mobility
- c. ECC through Edge Gateway
- d. Web Conferencing

If you plan to use the Edge Gateway it may be more cost effective to purchase a wildcard certificate instead of individual certificates

## An Internal DNS Server is Required for Some Applications in Connect

Applications such as the Edge Gateway and instant messaging now use DNS addresses by default instead of IP addresses.

## IM and Conferencing Considerations

- Only ShoreTel Service Appliances are supported for IM and conferencing
- Third party applications such as Lync are no longer supported
- ShoreTel Converged Conferencing no longer supported

## Ready to Upgrade?

Contact our award-winning sales or support team for a seamless upgrade to Mitel MiVoice Connect.

**Sales:** [844.4.INFLOW](tel:844.4.INFLOW) | **Support:** [855.9.INFLOW](tel:855.9.INFLOW) | [www.inflowcomm.com/support/contact-us](http://www.inflowcomm.com/support/contact-us)

