Mitel Performance Analytics

Mitel®

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

Mitel Performance Analytics Release Notes
Release MPA 2.3.1.219 – May 29, 2018

ii

Chapter 1 Introduction

Mitel Performance Analytics is a fault and performance management system designed to provide users with fast actionable problem resolution so that optimal service quality levels are maintained for end customers.

Mitel Performance Analytics provides real-time alerts, detailed reporting and ubiquitous accessibility with secure remote access.

Document Purpose and Intended Audience

This document summarizes the content introduced by Mitel Performance Analytics, Release 2.3.

For a full description of the new capabilities, see the online help provided with the product.

This document describes all possible Mitel Performance Analytics features. Feature access depends on the Mitel offering you have purchased. Not all features may be available to all Mitel Performance Analytics users.

Revision History

Document Date	Description
January 30, 2018	Mitel Performance Analytics Release 2.3.0.164
March 1, 2018	Mitel Performance Analytics Release 2.3.0.186
April 5, 2018	Mitel Performance Analytics Release 2.3.0.209
April 19, 2018	Mitel Performance Analytics Release 2.3.1.214
May 29, 2018	Mitel Performance Analytics Release 2.3.1.219

Chapter 2   General Notes

Upgrading to Mitel Performance Analytics, Release 2.3

For detailed information and instruction on upgrading from previous versions of Mitel Performance Analytics to Release 2.3, refer to the Mitel Performance Analytics *Upgrade Guide*.

Browser Support

Mitel Performance Analytics is officially supported on the following browsers, with Java script enabled:

- Firefox, Release 55.0 and later
- Chrome, Release 60.0 and later

Mitel Performance Analytics does work on Microsoft Edge, Release 16; however, it is not officially supported. Mitel Performance Analytics does not work on Release 15 of Edge.

IMPORTANT: Although Mitel Performance Analytics was never officially supported on Internet Explorer, as of Release 2.2, Mitel Performance Analytics no longer works on this browser. If you are using Internet Explorer, we recommended moving to one of the supported browsers to continue to take advantage of all of the features offered by Mitel Performance Analytics.

Location Maps

To view Location Maps, Mitel Performance Analytics on premise installations must have an internet connection in order to access the MapQuest API.

Trunk Utilization Data Collection

Due to changes in how both SIP and digital trunk traffic utilization data is collected in Mitel Performance Analytics, it might appear that you have lost recent data after upgrading from version 2.2 to version 2.3 when viewing the SIP or Digital Trunk Maximum Utilization graphs on a MiVoice Business dashboard with the timescale filter set to Week or Month. The data, however, is not lost. To view it, set the timescale filter to Year, and then use the Sliders to refine the displayed data to the days/weeks in question. This is only temporary, and as your upgraded Mitel Performance Analytics system continues to accumulate new data, this approach will no longer be necessary.

Chapter 3 New Capabilities

This section provides a summary of the new content introduced by latest software release.

Agent Based Network Testing

Mitel Performance Analytics includes a Network Testing module that makes it easy to assess, monitor and troubleshoot the availability, capacity and performance of the network.

The available network tests include:

- SIP Call Test: One or more test calls are placed between two test agents using an SIP server that is internal to Mitel Performance Analytics

- Traceroute Test: Traces the path of an IP packet between test agent and an identified target

- SIP Registration Test: Attempts a SIP registration from a test agent to a SIP Registrar

- External Call Test: Places a call between an agent and an external handset

The tests are run between two endpoints. Depending on the type of test run, it can be between two network agents or a network agent and a network endpoint such as a server, router, or switch. Alarms can also be set on the tests to ensure that any issues discovered are raised for review.

All of the test results are saved and can be viewed in Mitel Performance Analytics and a Service Quality Report can be scheduled to track the network agents' test results. See the New Reporting Capabilities section for more information on this report.

New Reporting Capabilities

Mitel Performance Analytics has several new features and capabilities related to reporting.

Service Quality Report

This report tracks the test agents at both the device and container level to identify the percentage of network tests that meet the service quality objectives, and highlight the five most recent test results that failed to meet the objectives within the selected reporting period.

Trunk Capacity Report

The trunk capacity report identifies underutilized and over utilized trunks for cost savings and avoidance of performance impacts respectively. This report also allows you to view changes and trends in trunk usage over time. The trunk utilization report not only shows you important statistics including the Grade of Service (GoS) and trunk utilization over the busy hour, it also provides recommendations to meet GoS targets.

This report is only available if trunk utilization and/or SIP trunk utilization is enabled on the MiVoice Business device

MiCollab AWV Port Usage Report

The audio, web, and video (AWV) port usage report identifies the number of MiCollab conferencing ports in use at any one time. Knowing this information helps you to prevent capacity problems and lets you know when an upgrade is required.

This report is only available if port usage is enabled on the MiCollab device.

Report Dashboards for Trunk Capacity and AWV Port Usage

As well as providing schedulable static reports for Trunk Capacity and AWV Port Usage, Mitel Performance Analytics also provides report dashboard views that allow you to view and filter Trunk Capacity and AWV Port Usage report data prior to sharing the report with other recipients. Using these dashboards, you can:

- Create and share a URL to the dashboard. The URL captures the dashboard at the specific point in time that the URL was created. This allows you review the data at that point in time, as opposed to how it currently appears.

- Filter the dashboard to view different time-based scenarios

- Print the dashboard

- Recalculate GoS on for Trunk Capacity and immediately view the results.

Printable Dashboards

All dashboards in Mitel Performance Analytics can be printed (or saved) in PDF using Ctrl + P. This is only available in Chrome.

Running and Scheduling Reports

Updates to the Running and Scheduling Reports interface include:

- The ability to create and apply custom email templates.

- A new previous month option that displays data from the first to the last day of the previous month, as opposed to the past 30 days.

- An updated report preview mode allow you to:

  - Filter the report data for the Trunk Capacity and AWV Port Usage reports

  - Print or save the report preview in PDF using Ctrl + P. This is only available in Chrome.

Flexible Alerting

When creating an Alert Profile in Mitel Performance Analytics 2.3, you can:

- Create and apply custom email templates to alert messages

- Create and apply an alarm filter profile to only send alerts based on selected alarm criteria.

Custom Email Templates

Using customized email templates allows alert messages to be better aligned with your organization's needs and business requirements. Specifically, you can:

- Remove unwanted content from an alert

- Send the email in Text or HTML format

- Create customized HTML email templates and apply variables to both the subject message and body.

Alarm Filter Profiles

Applying an alarm filter to an alert profile only sends an alert message when an alarm meets the specified criteria:

- The alarm text contains/does not contain specified keywords

- The alarm has a certain severity

- The alarm has one or more specified labels

- The alarm was raised about one or more selected device types.

Two Factor Authentication

Two factor authentication can be configured to add an extra level of security for Mitel Performance Analytics systems. Two Factor authentication can be applied in two ways:

- A user may choose to set up two factor authentication for their own account

- An System Admin can enforce two factor authentication for all users in a specific container

When two factor authentication is enforced on a container, child containers are not affected. Two factor authentication must be explicitly enforced on all containers that require this extra level of security.

Licenses Dashboard Panels

Two new licenses related dashboard panels are available in Mitel Performance Analytics:

- MiCollab Licenses Usage Panel

- MiContact Center Business Licenses Panel

These panels are displayed if the Display Licenses option is selected in the corresponding device settings page.

Chapter 4   Enhancements

Redesigned Navigation

The main menus for the Mitel Performance Analytics user interface have been redesigned and reorganized for increased usability. The previous top-level menu icons have been removed and replaced with the following top-level menu items:

- Network Data
- Network Tools
- System Tools
- System Administration

The dashboard container and device navigation tree has also been enhanced to better display the hierarchy between the sub containers and devices.

The main menus, bread crumbs, and dashboard filter header are now all "sticky". This means that they stay in place at the top of the page or dashboard when scrolling through the UI.

IPv6 Support

Mitel Performance Analytics 2.3 supports MiVoice MX-ONE on IPv6 networks for voice quality and set inventory.

Updated EULA for EU GDPR

The Mitel Performance Analytics End User License Agreement has been updated to address the European Union General Data Protection Regulations. On initial login, all users are required to review and accept the EULA.

Simplified Probe Installation

The installation of probes is now simplified through the use of a PIN that is easily generated and applied during the installation and configuration process.

Improved Maintenance Mode

Maintenance windows for containers and devices can now be scheduled in Mitel Performance Analytics. In previous releases, maintenance had to be set manually on a per device basis. As of this release, maintenance can be scheduled for one or more devices, on a one time or an ongoing basis. Because the maintenance is scheduled, there are clear start and end times for the maintenance period. This approach removes the chance that an admin will forget to take a device out of maintenance mode once the maintenance is complete.

When a device is in maintenance mode, a banner indicating such is display on the device dashboard. Also, the device is displayed in the container and device navigation tree side panel in grayed-out italic font.

When a probe is put into maintenance, all of its devices are also placed in maintenance mode.

SIP Trunk Traffic

For MiVoice Business v8 UR2 or higher, SIP Trunk Traffic data is now stored and displayed in the same manner as Digital Trunk Traffic data.

MiVoice Business Inventory Collection

By default, full collection of MiVoice Business inventory data is scheduled to take place at 5:00 am and 12:00 pm daily. If this timing conflicts with other processes in your Mitel Performance Analytics, contact support@martellotech.com for scheduling assistance.

Chapter 5   Fixes

Release 2.3.1.219

Release 2.3.1.219 includes fixes for the following issues:

- MPA-2995: "Add All" and "Remove All" options are now available when adding and removing devices for the Device Operations and Maintenance Scheduler activities.

- MPA-3228: Unlicensed capability alarms are not cleared when the license policy is updated.

- MPA-3330: The license enforcement check caused slowness and time-outs when devices were added or removed from a schedule.

- MPA-3458: The "Show me users who have access to" field for the System User now allows you to select or type the name of the container.

- MPA-3474: The Maintenance Mode alarm was not cleared at the end of a maintenance schedule.

- MPA-3486: The sshd lib was updated to improve remote access.

Release 2.3.1.214

Release 2.3.1.214 includes fixes for the following issues:

- MPA-3427: Remote access drops when connected through the MiVoice Business ESM - System Access panel.

- MPA-3428: Trunk capacity reporting licensing is automatically enforced when trunk monitoring is enabled.

- MPA-3429: Unable to upgrade from Mitel Performance Analytics v2.1 to v2.3 via 2.2 due to a "unique_teleservice_guid" error.

- MPA-3432: No longer able to configure remote access ports.

- MPA-3460: Unable to create a MiCollab Audio, Web, Video Port Usage report.

Release 2.3.0.209

Release 2.3.0.209 includes fixes for the following issues:

- CSC-730: OVA probes stop listening on port 26262 after running for a few days.

- MPA-410: Alarms gadget fails to show alarms after upgrade.

- MPA-2204: The Probe install PIN is not currently available for Windows MSI installations.

- MPA-2765: The time axis on Voice Quality queries is broken.

- MPA-2805: Trial licenses supersede container licenses.

- MPA-3012: Liquibase error when restoring a Mitel Performance Analytics backup.

- MPA-3257: Scheduled Container and Device reports may be blank when the report is received, even though data displays in the report preview.

- MPA-3272: UC services query may take longer than normal to run (greater than 10 seconds).

- MPA-3294: When accessing the parts URL for an MX-One, the server responds with a 500 Internal Error, and a stacktrace.

- MPA-3319: Unable to create a network test schedule.

- MPA-3324: Able to create a backup schedule with an expiry date that is prior to the start date of the schedule.

- MPA-3358: Pivot table show incorrect values due to pagination of the data results when there are more than 50 entries.

- MPA-3363: MiCollab (version 8.0.2.101) is not reporting license usage in Mitel Performance Analytics and the Audio, Web, and Video Port Usage dashboard panel is not displaying data.

Release 2.3.0.186

Release 2.3.0.186 includes fixes for the following issues:

- MPA-2782: When assigning an alarm ticket to a user, the user is not persisted in the ticket. If a label is then added to the alarm ticket, the page freezes.

- MPA-3026: If a user has a Message Waiting Indicator (MWI) key and is either being moved or deleted in AUO, the MWI causes the operation to fail.

- MPA-3049: IP Set Inventory data for MiVoice Business version 9 is not loading in the dashboard panel.

- MPA-3096: Voice quality data is not being collected on MiVoice Business version 7.2.

- MPA-3097: The SIP Trunk dashboard panel does not display data in the MiVoice Business device dashboard until the probe starts collecting the trunk data.

- MPA-3122: When a device is in maintenance mode, only the topmost parent container in the dashboard container and device navigation tree is italicized to indicate that there is a device in the hierarchy that is in maintenance mode.

- MPA-3153: SIP voice quality data is not captured by an MX-ONE device if the Additional IP Registrars field in the device settings page contains an IP address.

- MPA-3171: MCD Inventory – Some users might appear in the wrong group.

- MPA-3172: The ESXi device dashboard no longer displays CPU or Memory usage information.

- MPA-3187: If you are using MiVoice Business devices prior to version 7.2, inventory queries and the user dashboard do not function properly.

- OPS-472: Marwatch-SIP configuration prompts are missing on upgrade.

Release 2.3.0.164

Release 2.3.0.164 includes fixes for the following issues:

- CSC-632: SFTP backup to Linux file server fails.

- CSC-733: Unable to retrieve 90 days VQ data record on VQ gadget.

- CSC-743: Update message is now linked to the Martello Web Site documentation page where the *Upgrade Guide* can be downloaded.

- CSC-810: MiContact Center alarms not being collected or updated after a few days.

- CSC-814: Voice Quality data monitoring is not working on MiVoice BorderGateway and MiVoice Business MX-ONE due to UDP port 5060 being busy on the Mitel Performance Analytics server.

- MPA-2294: Data points sometimes get truncated.

- OPS-442: Special characters (å, ä ö) do not display correctly.

Chapter 6   Known Issues

The following table summarizes known issues with the current release of Mitel Performance Analytics Release.

Ticket	Description
MPA-80	Service Inactivity alarm after restarting a Probe
	Additional Details:
	The Service Inactivity alarm is generated for MiContact Center, MiVoice Call Recorder, Innline Voice Mail, and RedBox Call Recorder devices. The alarm is generated for devices with Service Monitoring enabled whenever their Probe is restarted.
MPA-375	Need URL elements on root container dashboard URL for widescreen display
	Additional Details:
	When it is initially displayed, the root container dashboard URL may omit some elements required for widescreen or Problem Finder display.
	Workaround:
	The *Mitel Performance Analytics* online help contains instructions for displaying the root container dashboard in widescreen format.
MPA-377	MTR display columns are not aligned correctly.
	Additional Details:
	This issue only affects users accessing Mitel Performance Analytics from a Mac OSX system.
MPA-382	MIB Browser fails when used to discover and display OIDs from multiple MIBs
	Additional Details:
	This issue was observed only when using the MIB Browser to discover and display OIDs from all MIBs on a device. No failure was observed when discovering and displaying OIDs from individual MIBs.
MPA-383	Remote MiVoice Business IP set testing display issues
	Additional Details:
	Remote MiVoice Business IP sets tests are launched from expanded view of the Voice Quality panel. Once a test is launched, the display momentarily shifts to the dashboard before showing the results.
MPA-2237	When using the AUO Move User function, you cannot select a target container.
	Additional Details:
	This issue is intermittent. It applies only when accessing Mitel Performance Analytics with Firefox.
MPA-2247	Event Stream times are missing the leading zero in 24-hour format.
CSC-760	When a monitored Windows service goes down, MiContact Center sends an SNMP trap message to Mitel Performance Analytics; however, an alarm and corresponding alert notification are not immediately generated.

| MPA-3071 | Mitigate meltdown and Spectre attacks. |

Utilization Panel Issues

Internal testing has discovered several issues in the following areas:

- Time and date display in the timescale selector at the bottom of the panels
- Time and date selection in the timescale selector at the bottom of the panels

These issues apply to the following panels:

- MiVoice Border Gateway Trunk Utilization
- MiVoice Business SIP Trunk Utilization
- MiVoice Business Trunk Utilization
- MiVoice MX-ONE Gateway Utilization
- MiVoice MX-ONE Route Utilization