Mitel Performance Analytics

RELEASE NOTES

Release MPA 3.0.0.185

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Mitel Performance Analytics Release Notes
Release MPA 3.0.0.185 – January 31, 2019

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 3.0.

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 31, 2019	Mitel Performance Analytics Release 3.0.0.185
November 30, 2018	Mitel Performance Analytics Release 3.0.0.146
September 28, 2018	Mitel Performance Analytics Release 3.0.0.96
September 14, 2018	Mitel Performance Analytics Release 3.0.0.90
September 5, 2018	Mitel Performance Analytics Release 3.0.0.72
August 31, 2018	Mitel Performance Analytics Release 3.0.0.69

Chapter 2 General Notes

Upgrading to Mitel Performance Analytics, Release 3.0

For detailed information and instruction on upgrading from previous versions of Mitel Performance Analytics to Release 3.0, refer to the Mitel Performance Analytics *Upgrade Guide*.

GPG Keys

In order to upgrade to the 3.0 release of Mitel Performance Analytics, a new Gnu Privacy Guard (GPG) key must manually applied before running the upgrade script.

To manually apply the new GPG key:

1. Open a terminal window to the Mitel Performance Analytics server on which you need to update the GPG key.

2. Log in as `mwadmin`.

3. Run the command:
   ```
   sudo apt-key adv --keyserver keyserver.ubuntu.com --recv-keys
   891B8FCF
   ```

   The key is applied and Mitel Performance Analytics can be upgraded to the most recent version.

For more details GPG Key and on the upgrade process, 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.

NOTE: While Mitel Performance Analytics may work on most standards compliant browsers, such as Safari and Opera, Mitel can only commit to resolving issues with specifically tested and supported browsers.

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.

Upgrading MiVoice Business to Version 9

If a MiVoice Business device in your environment is upgraded to version 9, you must provide the MSL Admin Password in the Mitel Performance Analytics MiVoice Business device configuration page. Without the password, Mitel Performance Analytics is not able to collect data about the device. If you also monitor emergency notification alarms, you need to reconfigure the SNMP configuration for the upgraded device. For details, refer to the "Configuring Mitel Performance Analytics for MiVoice Business Version 9 and Higher" topic in the online help.

Chapter 3   New Capabilities

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

MiVoice Connect

Mitel Performance Analytics now monitors the following MiVoice Connect devices:

- MiVoice Connect HQ Server

- MiVoice Connect Voice Switch

- MiVoice Connect Distributed Voice Server

- MiVoice Connect Service Appliance

For all MiVoice Connect devices, Mitel Performance Analytics provides:

- System information

- System alarms

- System reachability and availability

- Performance metrics: CPU, memory, file system and interface statistics

For the MiVoice Connect HQ Server, Mitel Performance Analytics provides the following additional performance information and capabilities:

- Extension inventory

- License count

- Trunk capacity reporting

- Voice quality visualization charts

- Scheduled and on-demand backup

To use the scheduled and on-demand backup features in Mitel Performance Analytics, ensure that you have the 64-bit version of OpenSSH installed and running as a service on the MiVoice Connect HQ Server. For information about installing OpenSSH, see https://winscp.net/eng/docs/guide_windows_openssh_server.

You must enter your SSH credentials in Mitel Performance Analytics when you configure the MiVoice Connect HQ Server.

For the MiVoice Connect Distributed Voice Server, Mitel Performance Analytics provides scheduled and on-demand backup capabilities (both Windows and Linux).

User Onboarding Process

Mitel Performance Analytics has new features and capabilities related to onboarding.

Welcome Email

When you create a new user, Mitel Performance Analytics automatically sends an email to welcome the user. The email provides instructions for accessing the system and creating a password.

New Roles

When you create a new user, you can now select a role to assign to the user. You can choose from pre-defined roles that have permissions associated with them, or you can create a custom role and assign permissions to it.

New Reporting Features for MiVoice MX-ONE

Mitel Performance Analytics has several new MiVoice MX-ONE reporting capabilities.

Hunt Group Stats

Mitel Performance Analytics now displays statistics for the five most active hunt groups configured on a MiVoice MX-ONE device. The statistics provide information about hunt group queues and calls, traffic volume, and the presence and absence of hunt group members.

Group MX-ONE Routes

It is now possible to group MX-ONE routes for better viewing of route utilization data in the dashboard panel.

Route Capacity Report and Dashboard View

Mitel Performance Analytics provides a new Route Capacity report for MX-ONE that identifies under-utilized 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.

Mitel Performance Analytics also provides a report dashboard view that allows you to view and filter Route Capacity report data prior to sharing the report with other recipients.

NOTE: To support this report, data is now collected from MX-ONE devices that was not captured in previous releases of Mitel Performance Analytics. As such, the Route Capacity report may appear blank until some historical data has been collected. In order for the report to be meaningful, it is worth waiting until at least a month's worth of historical data is collected before making any changes to your routing channels.

Offline Map Support

Mitel Performance Analytics now allows static location maps to be configured for use by on-premises installations that do not have an external internet connection.

Elfiq Device Support

Mitel Performance Analytics now monitors Martello Elfiq devices. It provides link utilization data and information about top bandwidth consumers. It is also possible to set alarm threshold values on upload and download link usage.

Unipower Aspiro (PCC) Device Support

Mitel Performance Analytics now monitors Unipower Aspiro (PCC) devices. It provides system information and alarms along with power information metrics.

Device Dashboard View Mode

A new View Mode allows you to change the arrangement of the dashboard panels on the Device dashboard based on the content in which you are most interested. The available modes are: General, Remote Access, Voice Quality, and Trunk Traffic.

Container Dashboard View Mode

A new View Mode menu is available on the container dashboard. It allows you to view the Network Operations Center (NOC) widescreen and problem finder dashboards, or the Network Diagram dashboards for the current container.

Chapter 4   Enhancements

Enhanced Network Testing

The Mitel Performance Analytics Network Testing feature has been updated with the following enhancements:

- You can now configure a network test plan to run across multiple test agents. Previously, a network test could only be configured against a single test agent.

- When you configure a test agent, a new Share option allows the agent to be shared for SIP Call tests upstream as well as downstream in the container hierarchy.

- The new Network Testing Dashboard allows you to view summary information about how well the network tests are performing by plan and by agent.

- Detailed Network Testing results are now viewable in both graph and table format. Test Agent and Performance Indicator filters are also included to further refine the graph view.

New Weekly Scheduling Options for Device Operations

You can now schedule weekly device operations for any day of the week. Previously, you could only schedule weekly device operations to occur on a Friday, Saturday, or Sunday.

Offline Licensing

The manual licensing tasks required to license an offline Mitel Performance Analytics system have been streamlined. Refer to the Licensing section of the Mitel Performance Analytics online help for the updated instructions.

New Default Value for Resiliency Failover Alarm Option for MiVoice Business and MiVoice Business EX Devices

The default value for the Resiliency Failover Alarm option has been changed to Minor from Major when a new MiVoice Business or MiVoice Business EX device is added to an Mitel Performance Analytics system. There is no change to this value for any existing MiVoice Business or MiVoice Business EX devices.

Chapter 5 Fixes

Release 3.0.0.185

The following issues were fixed in the 3.0.0.185 release of Mitel Performance Analytics.

- OPS-594: Java security error on upgrade

- MPA-4281: Offline Maps does not work on BigScreen/Problem Finder Views and New Container screen

- MPA-4275: Wildcard SSL Cert on MiVoice Connect not trusted

- MPA-4269: The MiCollab Audio Web Video Usage Report fails to load

- MPA-4222: Opening a new SSO connection does not automatically open an ESM page in a new browser tab

- MPA-4217: Re-enable "martello.remoteAccess.serverPort" so MPA SSHD can be configured to listen on any port we want

- MPA-4206: Voice Quality data not displayed for MiVoice Connect devices with no MAC address

- MPA-4194: Null Pointer Exception thrown on SSH based backup tasks if SSH credentials were not provided

- MPA-4176: Incorrect description for the All Scheduled Activity query

- MPA-4175: MiVoice Connect HQ backup goes beyond scheduled execution time

- MPA-4174: Failed on-demand backups were not showing up in the Failed Backup query

- MPA-4173: When running on-demand backups that copied to an SFTP server, the text "unsafe" was added to the URL link, making it unrecognizable to web browsers

- MPA-4148: The backup filename extensions for MiVoice Connect were incorrectly documented

- MPA-4129: Some MX-ONE dashboard panels (Voice Quality, Disk Usage, Route Utilization, Gateway Utilization) were not refreshing with new data

- MPA-4124: SMDR collection fails for MiVoice Business version 9 when the FTP protocol is used

- MPA-4104: MX-ONE Processed dashboard panel does not persist custom sort order

- MPA-3980: Change the default value for the "Resiliency Failover Alarm Severity" option to "Minor"

- MPA-3938: Mitel Connect Director protocol missing from Probe Port Forwards dashboard panel

- MPA-3934: The AUO user move operation takes a long time to completed

- MPA-3735: Branding issues on upgrade

Release 3.0.0.146

The following issues were fixed in the 3.0.0.146 release of Mitel Performance Analytics.

- MPA-4132: In the expanded view of the Hunt Group Stats, no data is displayed

- MPA-4128: Scroll bars required for Hunt Groups Stats and Route Utilization expanded views

- MPA-4116: Existing MX-ONE alarms re-asserted as new alarms instead of updating existing alarm

- MPA-4103: MX-ONE alarms show wrong LIM ID

- MPA-4073: Mitel Performance Analytics is unable to detect MiVoice Business EX Controller endpoints in AUO

- MPA-4056: EX Controller backup file ends with an extension .backup instead of .tgz

- MPA-4033: MX-ONE Inventory breaks if LIMs have similar IP addresses

- MPA-4029: Unable to download system inventory for offline licensing.

- MPA-4005: Inconsistent issues arise when an MX-ONE route group is deleted

- MPA-3962: Ping Packet Loss Threshold settings at 25% increments are not effective for MX-ONE devices.

- MPA-3887: Unable to access MiVoice Business ESM using SSO

- MPA-3882: MX-ONE Route Utilization graph failing to draw after a route is removed and Mitel Performance Analytics is subsequently upgraded to the current release

- MPA-3871: If a route group has special characters, the Route Report may be blank.

- MPA-3835: MiVoice Business resiliency health check complete info alarms are reported as minor alarms.

- MPA-3658: MiVoice Border Gateway VQ doesn't recognize the G.722 codec for SIP Soft Phone

- MPA-3539: Cleared "Probe not reporting" alarm showing up on Alarms gadget but not on "Alarm Analytics" page for some customers

- MPA-3457: MiContact Center SQL Service not detected

Release 3.0.0.131

The following issues were fixed in the 3.0.0.131 release of Mitel Performance Analytics.

- MPA-3967: Upgrade Failed:502 Bad Gateway after upgrade and backup/restore

- MPA-3959: No graph being displayed on MX-ONE Route Utilization gadget

- MPA-3955: Failing to pull MX-ONE alarm

- MPA-3954: MBG Trunk Stats have different keys for different versions

- MPA-3948: LSS probe still binding to port 26262

- MPA-3939: MiVoice Connect: Voice Quality panel in Container dashboard shows inaccurate data

- MPA-3921: Probe stops monitoring after backup runs

- MPA-3925: Mitel MiVoice Connect IP Set Inventory page help link directs to the wrong help topic

- MPA-3704: MBG failing to display VQ data for MiCollab Softphone Calls to a PSTN

Release 3.0.0.96

The following issues were fixed in the 3.0.0.96 release of Mitel Performance Analytics.

- MPA-3950: OVA Wizard fails to generate certificate.

- MPA-3905: Trunk Utilization Report Incorrect Recommendation

- MPA-3926 : Error during MiVoice Connect User Inventory processing

- MPA-3932 **:** Missing thresholding for MiVoice Connect DVS and Switches

Release 3.0.0.90

The following issues were fixed in the 3.0.0.90 release of Mitel Performance Analytics.

- MPA-3708: MPA 2.3 does not recognize the Windows service "Mitel Queue Manager."

- MPA-3820: "Unable to run" response for Connectivity Check resolved by improvements to probe thread management.

- MPA-3821: Disabled branding functionality re-enabled.

- MPA-3839: Failed monitoring for MiContact Center Business devices resolved.

- MPA-3841: Silenced alarm continues to display on other devices

- MPA-3843: Fixed the navigation of AUO features where the container reference was lost.

- MPA-3850: Device information is slow to display.

- MPA-3859: Database overwhelmed by license state checks.

- MPA-3866: MiContact Center 9.0 is not listed in the new device menu.

- MPA-3876: Cisco traps are not decoded properly.

- MPA-3878: Some scenarios where Offline Map feature does not work have been fixed.

- MPA-3908: MX-One Hunt Group monitoring has been fixed.

- MPA-3909: Trunk utilization gadget has been fixed.

Release 3.0.0.72

The following issue was fixed in the 3.0.0.72 release of Mitel Performance Analytics.

- MPA-3864: After importing the cert to the system's Trusted Root CA store and re-launching the browser, a Site Note trusted warning still appears.

Release 3.0.0.69

There are no fixed issues to report for the 3.0.0.69 release of Mitel Performance Analytics.

Chapter 6 Known Issues

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

Ticket	Description
MPA-4299	Failed test: 3.3.13 – Device Dashboard Refresh **Additional Details:** When you access Mitel Performance Analytics from Firefox, the CPU and memory gadgets do not update automatically.
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-311	The version information that displays for MiVoice Connect devices is the software build version; the hardware version is not displayed.
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-694	IP device only sets are shown as disconnected when accessed by a user assigned

	to a different node.
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.
MPA-3236	The Voice Quality R values in the summary graph are different from those in the detailed list view.
	Additional Details:
	This issue only appears in half-hour time zones. It will be resolved in a future release.
MPA-3794	The "Audio, Web and Video Ports Usage" for MiCollab devices displays an incorrect value.
	Additional Details:
	The % usage is currently being calculated as (# of channels) / (# of ports) x 100 based on licensing information as opposed to actual configured channels. This will be resolved in a future release.
MPA-4115	Connectivity alarms are raised during collections for MiVoice Connect devices when the associated MiVoice Connect HQ Server is executing a backup.
	Additional Details:
	This only occurs when the MiVoice Connect HQ Server and its associated MiVoice Connect Devices are not being monitored by the same probe.