Mitel Performance Analytics

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Mitel Performance Analytics Release Notes
Release MPA 3.1.0.282 – May 13, 2020

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 3.1.

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
September 19, 2019	Mitel Performance Analytics Release 3.1.0.143
November 28, 2019	Mitel Performance Analytics Release 3.1.0.183
February 13, 2020	Mitel Performance Analytics Release 3.1.0.226
March 10, 2020	Mitel Performance Analytics Release 3.1.0.241
March 21, 2020	Mitel Performance Analytics Release 3.1.0.250
April 7, 2020	Mitel Performance Analytics Release 3.1.0.264
May 13, 2020	Mitel Performance Analytics Release 3.1.0.282

Chapter 2   General Notes

Upgrading to Mitel Performance Analytics, Release 3.1

For detailed information and instruction on upgrading from previous versions of Mitel Performance Analytics to Release 3.1, refer to the Mitel Performance Analytics *Upgrade Guide*.

The process to use depends upon your current version of Mitel Performance Analytics.

To upgrade from 3.0.x.y

- The recommended approach is to deploy the 3.1.0 OVA and restore the 3.0 backup

- Alternately, you can do the following:

  - First upgrade to 3.0.3, (refer to the Mitel Performance Analytics 3. 0 *Upgrade Guide* for instructions)

  - Then run the system upgrade scripts and upgrade to 3.1.0

To upgrade from 3.1.x.y (applicable to Field Trials only)

- For Mitel Performance Analytics versions 3.1.0.228 or earlier, upgrade to 3.1.0.282 by one of the following methods:

  - Run the system update scripts

  - Deploy the 3.1.0.282 OVA and restore the backup file

- **Exception:** If you are upgrading from release versions 3.1.0.241 or 3.1.0.250, deploy the 3.1.0.282 OVA and restore a backup from a 3.1.0.228 load or prior

Linux Ubuntu 18.04 Operating System

Mitel Performance Analytics Release 3.1 requires the Linux Ubuntu version 18.04 operating system. Full upgrade requirements and procedures are covered in 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 may 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: Your browser cache must be cleared completely whenever Mitel Performance Analytics is upgraded to a new release version.

*MiVoice 5000 is not currently supported on Chrome or Edge.

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.

Important: MiVoice Business Release 5.0 to 8.0 customers must upgrade to MiVoice Business R9.0 SP3 or install the relevant Security patch by August 20, 2020 or MiVoice Business will issue a license violation alarm and ultimately cease to function within three weeks. For more information and upgrade instructions, refer to Mitel's Product Bulletin PB2019Sept1E - MiVoice Business Security Certificate Update.

Chapter 3   New Capabilities

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

MiVoice 5000

Mitel Performance Analytics now monitors the following MiVoice 5000 devices:

- MiVoice 5000 Server
- MiVoice 5000 Manager
- MiVoice 5000 Base System

For all MiVoice 5000 devices, Mitel Performance Analytics provides:

- System information
- System alarms
- System reachability and availability (reachability limited on Firefox)
- Performance metrics: CPU, memory, file system, and interface statistics
- Trunk utilization (MiVoice 5000 Server only)
- Voice quality (MiVoice 5000 Server only – excludes teleworkers and remote phones)
- Backups – on demand and scheduled (MiVoice 5000 Server only)
- Redundancy (MiVoice 5000 Server only)
- SMDR collection (MiVoice 5000 Server only)

Ingate SIParator

Mitel Performance Analytics now monitors Ingate SIParator devices. Mitel Performance Analytics provides:

- System information
- System alarms
- System reachability and availability
- Performance metrics: CPU, memory, file system and interface statistics

Support for Mitel MiCloud Flex on Google Cloud

Mitel Performance Analytics now supports and monitors Kubernetes (K8s) devices that are deployed in MiCloud Flex on Google Cloud environments:

- MiVoice Border Gateway (K8s)

- MiVoice Business (K8s)

- MiCollab (K8s)

- MiContact Center Business (K8s)

- Workforce Optimization (K8s)

Voice Quality Report and Dashboard View

Mitel Performance Analytics provides a new Voice Quality report that provides an at a glance view of the overall voice quality for the devices in a specific container, including sub-containers, and facilitates troubleshooting voice quality issues when they arise. This report helps to determine:

- If there are voice quality issues in your environment

- Where the voice quality issues are occurring

- The users who are affected

Voice quality data is presented in the following report sections:

- Score: Overall score expressed as a percentage of all calls within the selected time period. The scores are defined as:

  o Good: 95-100% of all calls experience good voice quality

  o Fair: 90-94% of all calls experience good voice quality

  o Poor: Less than 90% of all calls experience good voice quality

- Voice Quality Trend: Displays the daily voice quality score for the selected time period as a line chart.

- Breakdown by Container: A list of all next level sub-containers, including voice quality scores and number of calls, sorted by worst score.

- Breakdown by Subnet: A list of the all subnets for the current container, including voice quality score and number of calls made for the selected time period, sorted by worst score.

- External/Internal Calls Composition: Displays the number and percentage of external and internal calls, along with the percentage of calls experiencing bad voice quality for both external and internal calls.

- Teleworker Composition: An indication if voice quality issues are being experienced by remote workers using teleworker sets or by internal users with IP sets.

This report can be scheduled to run on an ongoing basis to track whether network changes improve or degrade voice quality over time.

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

New Martello Appliance

The new Martello Appliance replaces the previous Probe Appliance. For installation and configuration information, refer to the box insert that is included with the Martello Appliance or to the *Probe Installation and Configuration Guide*.

If you have the original Probe Appliance, it will continue to function, and no action is required.

License Expiry Queries and Email Notification

Three new license queries options are now available in Mitel Performance Analytics:

- Device & Container License Expiry in 30 Days

- Device & Container License Expiry in 60 Days

- Device & Container License Expiry in 90 Days

These queries can be set up to be sent as .CSV files via email as Now, Weekly, or Monthly options using the Report Scheduler.

Martello iQ Integration

Mitel Performance Analytics now supports integration with Martello iQ. From iQ you can view and monitor:

- Mitel Performance Analytics alarms

- Mitel Performance Analytics component relationships

- Mitel Performance Analytics health states

Support for Mitel TA7100 Devices

Mitel Performance Analytics now supports and monitors Mitel TA7100 devices (7102 and 7104). Mitel Performance Analytics provides:

- Analog to SIP gateways

- System information

- System alarms

- Voice quality

- Ports usage*

- System reachability and availability

* The Usage State field on the Port Usage panel represents the operational state of the device. It does not represent if a call is active on the device.

Advanced User Operations

The Advanced User Operations feature in Mitel Performance Analytics is no longer supported as of release 3.1.

Chapter 4   Enhancements

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

Unipower Aspiro (PCC) Alarm Support

Alarms raised by Unipower Aspiro devices are displayed in the Alarms panel of the device dashboard.

Elfiq Device Support

The following enhancements related to Elfiq devices are included in this release of Mitel Performance Analytics:

- The Top Bandwidth Consumers dashboard panel available for Elfiq devices is displayed when the corresponding VFI has the DPI feature enabled.

- An expanded canvas view for the Top Bandwidth Consumers in now available. This view provides more detailed information about all the applications consuming bandwidth in both tabular and chart formats.

- Memory and CPU dashboard panel available for Elfiq devices. This dashboard panel displays the current and historical performance information for the memory and CPU utilization of the Elfiq device.

- Thresholds for app upload and download bandwidth usage, and link availability are available. For more information, see Elfiq Threshold Updates on page 9.

MiVoice Connect Port Forward

The following enhancements related to MiVoice Connect Port Forwards are included in this release of Mitel Performance Analytics:

- "Mitel connect director" is available on the Probe Port Forwards dashboard panel

- RDP is available on the Probe Port Forwards dashboard panel

- When creating a "Mitel connect director" port forward, an "Open" link appears on the Probe Port Forwards dashboard panel

Scheduler Results Renamed

The Scheduler Results menu item has been renamed to Device Operations Results.

MiVoice Business IP Set Support

Mitel Performance Analytics has been enhanced to support the following IP Set versions for MiVoice Business release 9.1: 6905, 6910, 6970

Elfiq Threshold Updates

Elfiq Link Availability

A new threshold allows you to specify link availability thresholds for Elfiq devices. Optionally, you can specify a threshold value for a specific link.

Elfiq Application Bandwidth Usage

Two new threshold values allow you set alarms for application upload and download bandwidth usage.

MiVoice Business Inventory Collection Performance Improvements

Improvements to both execution time and CPU usage have been implemented in Mitel Performance Analytics in order to decrease the amount and resources required to run inventory collection related tasks for MiVoice Business devices.

MX-ONE Application Server Windows Services Enhancements

The MX-ONE Application Server now supports the following service sets and corresponding Windows services:

- MiCollab AM (unchanged from previous releases)
- CMG (previously only Calendar)
- inAttend
- Virtual Reception (previously only supported ACS Media Server)

Default Threshold Values for Ping Packet Loss

Default threshold values for all devices, with the exception of Elfiq and Probe devices, have been added to the Ping Pack Loss threshold.

VMWare MIBs added to ESXi Server

The ESXi Server device type now includes the following VMWare MIBs by default:

- VMWARE-CIMOM-MIB
- VMWARE-ENV-MIB
- VMWARE-ESX-AGENTCAP-MIB
- VMWARE-PRODUCTS-MIB
- VMWARE-RESOURCES-MIB
- VMWARE-ROOT-MIB

- VMWARE-SRM-EVENT-MIB

- VMWARE-SYSTEM-MIB

- VMWARE-TC-MIB

- VMWARE-VC-EVENT-MIB

- VMWARE-VCOPS-EVENT-MIB

- VMWARE-VMINFO-MIB

Twitter Alerts no Longer Supported

Mitel Performance Analytics no longer supports Twitter alerts. Twitter configuration options have been removed from the application.

Alarm Support for OMM and RFP Lost Connection

When the connection between the OMM (OpenMobility Manager) and all the linked RFPs (Radio FIxed Parts) is lost, an alarm is now created. This alarm is automatically cleared when the connection is reestablished.

Changes to Container Types

This version of Mitel Performance Analytics introduces the following container types: Reseller, Customer, Customer Site, Data Center, and Other.

The container types None and Location are no longer supported. On upgrade to Mitel Performance Analytics version 3.1, existing containers configured with a container type of None will remain as is, until someone attempts to edit the container settings, at which time, a new container type must be selected. Existing containers configured with a container type of Location are automatically changed to Customer Site on upgrade.

Chapter 5   Fixes

Release 3.1.0

The following issues were fixed in the 3.1.0 release of Mitel Performance Analytics.

- MPA-5572: Time difference displayed between actual data and the data displayed for Trunk utilization on the MiVoice 5000 dashboard

- MPA-5570: Trunk data incorrectly displayed for MiVoice 5000

- MPA:5567: SIP Voice Quality not being reported for TA7102 due to host resolution issues

- MPA-5566: Incorrect K8s device upgrade status mappings resulting in "failed" status being reported instead of "in progress"

- MPA-5565: Traps sent from MiVoice 5000 to MPA using SNMPv3 not received

- MPA-5559: Inventory collection not performing well for MiVoice 5000

- MPA-5556: Unwanted data displayed under MiVoice 5000 Extensions data

- MPA-5555: Upgrade from 6.5.0.226 to 6.5.0.250 failed

- MPA-5554: Traps from IP-less devices are not correctly mapped to the K8s device

- MPA-5551: Time zone is incorrectly displayed in the ER alert email for MiVoice Business (K8s)

- MPA-5542: Backup failed on MiVoice 5000

- MPA-5541: Version tab on the MiVoice MX-ONE Device Information panel displays two different versions.

- MPA-5539: MiVoice 5000 port forward sessions maxing out

- MPA-5529: The Mitel Software bundle version description field should not display in the Flex K8s upgrade user interface

- MPA-5528: Incorrect trunk utilization data

- MPA-5527: Ping and MIB Browser mapped correctly to IP-less Flex K8s devices

- MPA-5526: Add Neo MIB for Workforce Optimization trap decoding (GCP)

- MPA-5523: Upgrade JQuery library version to 3.0.0+

- MPA-5522: Issue creating or editing a device that uses SNMP V3

- MPA-5521: The name of the deployed bundle as well as its version is missing from the Application Versions gadget for the K8s Cluster

- MPA-5520: Add pre-checks to validate upgrade before starting

- MPA-5518: Use REST API collectors for MiCollab on K8s

- MPA-5517: Accept all UDP VQ messages in certain cases for MiVoice Border Gateway (K8s)

- MPA-5514: Container Report PDF display errors

- MPA-5513: The devices versions for MiVoice Business (K8s), MiVoice Border Gateway (K8s), and MiCollab (K8s) were not displayed correctly in the K8s Cluster device.

- MPA-5512: Raising alarm if SIP Publish not formatted properly

- MPA-5502: IP configuration issues when deploying an OVA via the wizard and a secondary DNS is used

- MPA-5501: After creating a new site, all MiVoice Business devices fail to report Voice Quality statistics

- MPA-5491: Backup fails for MiVoice 5000 when the Include Code Backup option is selected for the backup configuration

- MPA-5490: Error message received when accessing the Basic NOC View with a basic user

- MPA-5486: An error occurred during restart of system probe after an increase in heap memory.

- MPA-5480: Redundancy not supported on MiVoice 5000 AXS/AXL/AXD hardware variants

- MPA-5470: Incorrect OVA static IP addressing instructions in the Probe Install Guide.

- MPA-5468: MiVoice Business ESM login fails when using a shared/personal account

- MPA-5455: The on-demand Backup option missing from the System Tool menu for the following devices: MiVoice Business, MiVoice Business EX, MiVoice Office 250 (Mitel5000), and MX-One

- MPA-5446: The version number for the MiVoice 5000 is not updated after an upgrade

- MPA-5445: Trunk traffic utilization Calls Per Hour (CPH) calculated incorrectly for MiVoice 5000.

- MPA-5440: Display more details on K8s upgrade events

- MPA-5404: Outbound trunk data is not displayed in the MiVoice 5000 Trunk Groups Calls Per Hour graph in the expanded view of the Trunk Utilization dashboard panel

- MPA-5463: Online help does not display due to incorrect file name

- MPA-5461: Software updates to Kubernetes (K8s) devices are not reflected in Mitel Performance Analytics

- MPA-5447: SNMPv3 not working on MiVoice 5000

- MPA-5405: MiVoice 5000 inventory collection times out when attempting to retrieve the CSV file

- MPA-5359: Backup details, status, and log file location not being displayed

- MPA-5355: Multiple alarms sent when event exists with multiple severities for MiCollab device

- MPA-5343: An error message is not displayed when attempting login to Mitel Performance Analytics with the wrong credentials

- MPA-5337: Cannot see Log Upload results when screen resolution is too low

- MPA-5257: License information was not collected for MiVoice 5000

- MPA-5245: MCS upgrade consuming too much disk space

- MPA-5221 Alarms not cleared for MiVoice 5000

- MPA-5235: Redundancy support and monitoring for MiVoice 5000

- MPA-5222: The Probe continues to report on a device's events when it is no longer configured to monitor the device

- MPA-5190: Unable to search for MiVoice Business users who have a '#' symbol in their directory number

- MPA-5188: Consume entity to release connection in MiVoice5000 inventory

- MPA-5187: Some data was displaying incorrectly in the Inventory Query for MiVoice 5000

- MPA-5172: An error is displayed when attempting to download MX-ONE teleuser details.

- MPA-5103: VQ Report breakdown gadget table button fix

- MPA-5060: Incorrect version number for MiVoice 5000 displayed under device information

- MPA-5059: When configuring SNMP v3 with a security level of noAuthNoPriv, providing the auth password and priv password is mandatory

- MPA-4975: Daily maintenance schedules cause the MiNoc system to fail

- MPA-4942: Call history reported in Mitel Performance Analytics does not match the call history in the MiVoice Connect HG device

- MPA-4917: Dashboard error after MiVB device IP changed to wrong device

- MPA-4910: MiVoice Connect HQ Server trunk gadget broken

- MPA-4900: Probe fails to process SNMP traps; reports "no registered trap receivers"

- MPA-4881: MiVoice Connect inventory error for teleusers

- MPA-4537: After upgrading an MX-One device, both device versions are displayed in the Version tab of the Device Information dashboard panel

- MPA-4450: The number of stored MiVoice Business backup files exceeds the defined limit of ten files

- MPA-3797: Connection time out issues when collecting alarms and set inventory data for MiVoice Border Gateway and MiCollab

- MPA-3070: When using the Log Upload feature against a customer probe running on an MSL system, the process fails and displays a Log Upload Failed error

- MPA-566: MiVO 250 RA 'Connect' button permanently disabled after error

- MPA-64: "Uptime threshold exceeded" alarm even though system did not reboot

- OPS-985: Add signed policy. Fixing default threshold file.

Chapter 6   Known Issues and Limitations

Known Issues

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

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-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.
MPA-4299	The device dashboard may not refresh properly when using the Firefox browser.
	Additional Details:
	When you access Mitel Performance Analytics from Firefox, the CPU and memory gadgets do not update automatically.
MPA-5576	On demand backups of MiVoice 5000 fail if the "Include Directory Records" option is selected. To backup MiVoice 5000, ensure the "Include Directory Records" option is not selected.
MPA-5587	The Probe assigned to monitor a Mitel 5000 with SNMP v3 enabled may stop working unless the following options are configured as follows: **v3 Username**: Set to the value entered in the 'Security name of the manager' field on the MiVoice 5000 device **SNMP v3 Trap User**: Select this option to display the SNMP v3 Trap related options **v3 Trap Username**: Set to the value entered in the 'PBX security name' field on the MiVoice 5000 device For more details on SNMP v3 configuration for MiVoice 5000, refer to the "SNMP Configuration for MiVoice 5000 Devices" topic in the *Online Help*.

Limitations

The following list summarizes any limitations with the current release of Mitel Performance Analytics.

- A maximum of 30 MiVoice Connect switches can be monitored by MPA per end customer.