

MITEL CONNECT



Upgrade Readiness Checklist

Prepare for your upgrade to Connect with this checklist

Hardware Requirements

Main Headquarters Server Capacity

Size	Maximum Number of Users /System	Max # of Users Assigned to HQ Server
Small Business Edition		
UC 25 (SBE 100)	100	1,000
Enterprise Edition		
Upgrade from SBE 100 (UC 25 Server or later)	500	200
Small	500	500
Medium	2,500	1,000
Large	10,000	1,000
Very Large	20,000	1,000

Headquarter Server Hardware Recommendations

Size	Processor	RAM	Network
Small Business Edition			
UC 25 (SBE 100)	Intel Core i3 3220, 3.3 GHz Dual core	4GB	100 Base-T or Gigabit Ethernet
Enterprise Edition			
Small	Intel Core i3 3220, 3.3 GHz Dual core	4 GB	100 Base-T or Gigabit Ethernet
Medium	Intel Core i7 3770K, 3.5 GHz Quad core Unlocked	8 GB	100 Base-T or Gigabit Ethernet
Large	Intel Core i7 3770K, 3.5 GHz Quad core Unlocked	8 GB	Gigabit Ethernet
Very Large	Intel Core i7 3770K, 3.5 GHz Quad core Unlocked	12 GB	Gigabit Ethernet

Distributed Voice Server (DVS) Capacity

Size	Maximum Users /DVS
Small Business Edition	
UC 20 with SBE 100 License	100
Enterprise Edition	
UC 20 with Enterprise License	500
Small	500
Medium	2,500
Large	10,000
Very Large	20,000

DVS Hardware Minimums

Size	Processor	RAM	Network
Small Business Edition			
UC 20 w/SBE 100 license	Intel Celeron E3400, DualCore 2.6 Ghz	4GB	100 Base-T or Gigabit Ethernet
Enterprise Edition			
UC 20 w/Enterprise license	Intel Celeron E3400, DualCore 2.6 Ghz	4 GB	100 Base-T or Gigabit Ethernet
Small	Intel Xeon 5520 Single QuadCore 2.27 GHz	8 GB	100 Base-T or Gigabit Ethernet
Medium	Intel Xeon 5520 Single QuadCore 2.27 GHz	8 GB	100 Base-T or Gigabit Ethernet
Large	Intel® Xeon 5520 Dual QuadCore 2.27 GHz	16 GB	Gigabit Ethernet
Very Large	Intel® Xeon 5520 Dual QuadCore 2.27 GHz	16 GB	Gigabit Ethernet

Operating System

- Connect requires a 64-bit operating system
- Support OS version
 - A. Windows Server 2008 R2 SP1 64 -bit (Standard or Enterprise)
 1. While 2008 is currently supported, we anticipate that support will be ended by Q1 of 2018.
 2. Given this expectation, we advise customers against using server 2008 for Connect
 - B. Windows Server 2012 R2 64-bit (Standard or Datacenter)
 1. This is the preferred OS for all servers on Connect

Virtual Host Versions

Virtualized Connect systems support the following platforms and versions:

- VMWare
 - a. ESXi 5.5 & 6.0
 - b. VMNet3 virtual network adaptor required
- Hyper-V
 - a. Hyper-V Gen 2
- Virtual appliances and DVS servers are only supported on VMWare at this time

Valid Certificates From Trusted Certificate Authority

New features of Connect require valid certificates:

- Edge Gateway (up to 3 unique certificates)
- Mobility
- ECC through Edge Gateway
- Web Conferencing

NOTE: 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 address.

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 the Sonoran Integrations team](#) to schedule

Want to know more? → See the most Frequently Asked Questions