

Product Bulletin

ShoreTel Mobility

Upgrade to ShoreTel Mobility v9.0.61.104 Requires Users to Re-provision Client

Bulletin Number: PB- 15032

Updated: June 9, 2015

Introduction

This bulletin is to inform ShoreTel field sales and partners that the [latest](#) version of the ShoreTel Mobility client available on the App store June 4th, incorrectly requires existing users to re-provision to continue use after the upgrade.

Resolution

Users can upgrade their client, however be advised that doing so *would* clear out any local data such as IM history, in addition to requiring a re-provision. Stay tuned for an update once issue is resolved.

Note to Administrators

To ensure users can successfully re-provision existing devices, verify that “Prevent users from changing devices by re-provisioning” is unchecked on the ShoreTel Mobility Router (SMR) during the upgrade period. This setting is available via Configuration > Groups and Users > Groups > User Options > Provisioning.

Target Customers

All existing ShoreTel Mobility customers and partners running iOS 7.1 and above, who choose to upgrade their Mobility client to the latest store build will be affected by this announcement.

Contact Information

Create a new Service Request (SR) at <http://support.shoretel.com> or contact the technical assistance center at:

- **Chat:** <http://support.shoretel.com>
- **Phone** (For new or existing SRs):

North America: + 1800 742 2348

EMEA: UK Toll Free +44 808 13 49920 or +00 800 4083 3133

APAC / ANZ: Australia Toll Free +61 800 258 533