

## Release Notes

Release Notes Version: V3.3.44

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**Product Name: OpenScape Office LX/MX/HX**

**Product Version: V3.3**

**Software Release is identified by Version: V3 R3.8.0\_007**

Major Release  Minor Release  Fix Release  Hotfix Release

### Production Version:

System:	OpenScape Office LX/MX/HX V3	
File type	Product Item Number / File name	Size
<b>Product Item</b>	P30152-P1478-P1-70	
<b>Filename Updateimage:</b>	<b>image_OSO_V3_R3.8.0_007.img.tar</b>	2.094.509.056 Bytes
<b>MD5 checksum:</b>	006c6a7f02df50885530260d69d1eba8	
System:	OpenScape Office LX/HX V3	
File type	Product Item Number / File name	Size
<b>Product Item</b>	P30152-P1478-P2- 70	
<b>Filename DVD:</b>	<b>dvd_OSO_V3_R3.8.0_007.iso</b>	4.218.390.528 Bytes
<b>MD5 checksum .iso:</b>	afaadcc61671a987e8d7a222c0fd4c7b	
<b>Splitted ISO-Image:</b>	<b>dvd_OSO_V3_R3.8.0_007.z01 - .z05</b> <b>dvd_OSO_V3_R3.8.0_007.zip</b>	
<b>HIPATH OPENOFFICE V1</b>	P30152-P1388-P3-C1	
<b>OFFLINE TOOL</b>	Hoome_118_VMware.z01	1.073.741.824 Bytes
	Hoome_118_VMware.z02	1.073.741.824 Bytes
	Hoome_118_VMware.zip	530.681.887 Bytes

### Export Control Classification Data

AL: N

ECCN: 5D002ENC3

Field Trial:  eeQS:  Limited Availability:  General Availability:

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**DECLARATION DATE:** Date : 2014-01-16

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**DELIVERABLES:** Full Release:  Delta Release:

### Abstract:

This document provides general information about the release, generics, and other relevant notes for the corresponding product and its correction versions. This document also lists and describes the known issues, restrictions, and workarounds.

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# 1 History of change

## 1.1 Release notes history

Version	Date	Changes
3.3.44	2014-01-16	V3 R3.8.0 <b>General Availability</b>
3.3.43	2013-12-19	V3 R3.8.0 <b>Start eeQS – Important upgrade requirements (2.2.2); Usage of Virtual Machine Snapshots (2.6.2); New in this release (3.1)</b>
3.3.42	2013-12-06	V3 R3.7.1_012 Hotfix Release
3.3.41	2013-11-11	V3 R3.7.1_012 Hotfix Release
3.3.40	2013-10-22	V3 R3.7.1_011 Hotfix Release
3.3.39	2013-10-11	V3 R3.7.1_010 Hotfix Release
3.3.38	2013-10-07	V3 R3.7.0 <b>General Availability</b>
3.3.37	2013-09-27	V3 R3.7.0 <b>eeQS Update</b>
3.3.36	2013-09-12	V3 R3.7.0 Start <b>eeQS</b> , Exchange Guides updated (2.6.2), Application Launcher Auto Update issue with Java 1.7 (2.6.2)
3.3.35	2013-08-29	V3 R3.6.1012 Hotfix Release
3.3.34	2013-08-08	V3 R3.6.1011 Hotfix Release
3.3.33	2013-07-25	V3 R3.6.1010 Hotfix Release
3.3.32	2013-07-16	V3 R3.6.0 <b>correction of Partnumber on Page 1</b>
3.3.31	2013-07-15	V3 R3.6.0 <b>General Availability</b>
3.3.30	2013-07-05	V3 R3.6.0 <b>eeQS Update.</b>
3.3.29	2013-06-20	V3 R3.6.0 Start <b>eeQS</b>
3.3.28	2013-06-05	V3 R3.5.1019 Hotfix Release
3.3.27	2013-05-16	V3 R3.5.1017 Hotfix Release

## 1.2 Product version history

Software version	Production version	Date	Remarks
V3 R3.8.0_007	APIMG3.38.007	2014-01-16	<b>V3 R3.8.0 – General Availability</b>
V3 R3.8.0_006a	APIMG3.38.006a	2013-12-19	<b>V3 R3.8.0 – Start eeQS</b>
V3 R3.7.1_013	APIMG3.37.013	2013-12-06	<b>Hotfix</b>
V3 R3.7.1_012	APIMG3.37.012	2013-11-11	<b>Hotfix</b>
V3 R3.7.1_011	APIMG3.37.011	2013-10-22	<b>Hotfix</b>
V3 R3.7.1_010	APIMG3.37.010	2013-10-11	<b>Hotfix</b>
V3 R3.7.0	APIMG3.37.009	2013-10-07	<b>V3 R3.7.0 – General Availability</b>
V3 R3.7.0	APIMG3.37.008	2013-09-27	<b>V3 R3.7.0 – eeQS Update</b>
V3 R3.7.0	APIMG3.37.006	2013-09-12	<b>V3 R3.7.0 – Start eeQS</b>
V3 R3.6.1012	APIMG3.36.012	2013-08-29	<b>Hotfix</b>
V3 R3.6.1011	APIMG3.36.011	2013-08-08	<b>Hotfix</b>
V3 R3.6.1010	APIMG3.36.010	2013-07-25	<b>Hotfix</b>
V3 R3.6.0	APIMG3.36.007	2013-07-15	<b>V3 R3.6.0 – General Availability</b>
V3 R3.6.0	APIMG3.36.007	2013-07-05	<b>V3 R3.6.0 – eeQS Update</b>
V3 R3.6.0	APIMG3.36.004	2013-06-20	<b>V3 R3.6.0 – Start eeQS</b>
V3 R3.5.1019	APIMG3.35.019	2013-06-05	<b>Hotfix</b>
V3 R3.5.1017	APIMG3.35.017	2013-05-16	<b>Hotfix</b>

## 2 Important Information

### 2.1 OSOMX: First Installation

If you have a SW previous HOOME V1 R2.0.0\_038 on your system, first update System SW and Golden Image to a current OpenScape Office MX V3 first. Perform a reload after upgrade

### 2.2 OSOMX: Upgrade / Update V2 to V3


#### 2.2.1 Preparations before upgrading the system

##### Version 2 to Version 3

If you don't have SW OSO MX V2 R1.0.0 or higher on a configured system update System SW and Golden Image on OpenScape Office MX at least to OSO MX V2.

 **Important: See according ReleaseNotes of installed V2 images for important upgrade information and restrictions!**

**OpenScape Office MX MultiBox systems don't start up properly if Global DNS is activated before upgrade.** Please check, if the Global DNS Server under <Expert Mode> <Routing> <IP Routing> <Gateway DNS Functionality> <Global Settings> was activated accidentally (DNS and Global DNS server seem to be an equal setting but configuration and effect differs) and deactivate this setting.

 **Important:** OpenScape Office MX V3 releases since OpenScape Office MX V3 R3.2.0 and above have reached a file size which could prevent a successful upgrade from V2 to V3. V2 used to keep recent update file images on the upgrade partition. V3 introduces a mechanism which cleans the upgrade partition before file transfer is started. This mechanism is missing in V2. Upgrade would be aborted if no more storage space is available.

Unaffected due to a smaller image size and therefore required for successful V2 to V3 migration is to upgrade to the following release V3 R1.2.0 before upgrading to latest OSO V3 releases in case a current release cannot be uploaded to OSO.

[https://download.gsi-ms.com/sen\\_s/openscape\\_office/v3/base\\_point\\_V3R1.2.0/OSO\\_V3.tar](https://download.gsi-ms.com/sen_s/openscape_office/v3/base_point_V3R1.2.0/OSO_V3.tar)

Please keep in mind to follow migration instructions according to appropriate ReleaseNote information (Chapter 2) and migration documentation (Chapter 6: Documentation Reference).

Please consider: the following settings cannot be automatically migrated in versions < V3 R3.2.0 and need to be reconfigured after upgrade: 'Email forwarding', 'Mobile Login', 'Intercept Position' and 'Door Opener'.

#### 2.2.2 Requirements after upgrading the system

 **Important: Upgrade of OpenStage Phones / OptiPoint Phones / Octophone Phones / Personal Edition and OptiPoint WL2 on the OpenScape Office**

Due to a harmonization of the system and device SW of HFA phones, it is now mandatory to update device software. This procedure is necessary for **OpenScape Office** >= V3 R3.8.0, but does not apply to TDM and SIP devices.

If the devices are not upgraded to versions mentioned below, no telephony will be possible with those devices. For details please see detailed information provided in OpenScape Office Assistant (WBM) or follow the link in documentation reference section.

OpenStage 60/80 might not automatically upgrade in case OpenStage Gate View is installed. Please uninstall Gate View software, then upgrade phone device. After phone is upgraded, Gate View software can be installed again.

**Licensing:** In OSO MX V3 base license the license type "Comfort User" is replaced by "Comfort Plus Users". Licenses upgraded from V2 to V3 will contain 20 "Comfort Plus User" licenses instead of 5 "Comfort Plus" and 15 "Comfort User Licenses". Please assign "Comfort Plus Licenses" for affected users. Additional "Comfort User Licenses" remain.

**OSO Clients** must be uninstalled and reinstalled after upgrade to V3. For additional OSO client information (compatibility overview, installation and update use cases, etc.) please read the 'ReadMe first.rtf'. It can be found in the client's setup .zip-archive (Service Center) or in the Samba Share installation source folders. After the upgrade to V3 the users who need to use myAttendant must be set in the Admin Portal with the following action. Please navigate in the Admin Portal to '**Setup**' > '**OpenScape Office**' > '**User directory**' > '**<Username>**' > '**Userlevel**' and activate the checkbox '**Attendant**' and save settings. Afterwards restart MyPortal once. The login mask of myPortal will now show selectable options whether to choose if "myPortal" or "myAttendant" should be started.

#### **Activate OSO MX V3 license after upgrade**

An OSO MX V3 license has to be activated within 30 days (grace period) after upgrade.

#### **Create a new V3 backup immediately after successful upgrade!**

Create a new backup of your active OSO MX V3 system immediately after successful upgrade. It is not possible to restore a backup of OSO MX V2 or HOOME V1 to an OSO MX V3 system.

**OSO passwords:** After upgrade login password length for OSO users is changed from 4 digits to 6 digits. Individual passwords previously set remain unchanged but users are required to change their password the first time they log in to OSO via phone call to voicemail or via OSO application (myPortal/myAttendant, myPortal for Outlook, myAgent). Additionally previously self recorded announcements and greetings must be confirmed or may be rerecorded on first phone call to voicemail.

**Personal Client Settings:** Please check client's settings in sections "Appearance" (skin settings), "Miscellaneous" (transfer settings) and "Notification" (popup settings). They are set back to their default value on upgrade and need to be modified manually


## **2.3 OSO MX: upgrade to V3 R3**


### **2.3.1 VPN / IPSec stack migration to Openswan**

Starting with V3R3 the 3rd party IPSec stack from Authentec is replaced by open source component Openswan. All relevant VPN configurations are dropped during upgrade process. WBM will show appropriate warning messages with link to online help. The VPN topology data in VPN wizard will still exist. The VPN wizard must be executed once after upgrade. A new preshared key (PSK) has to be configured. The minimum length of PSK has been increased to 20 characters for security reasons.

## 2.4 OSO LX/HX: First Installation

### 2.4.1 First Installation Restriction: 64bit Linux is not supported


 OSO DVD provides the LINUX installation option “64bit” as default option if hardware is capable. OSO cannot run on 64bit Linux. Please change installation type to 32bit before continuing installation. Before entering the installation starts a setup option can be opened via F11

 **Please check whether Operating Systems ‘Auto Update’ functionality is disabled.** It may only be enabled if you intend to regularly update OSO LX/HX whenever a new release is provided. **SLES and SUSE Linux Appliance Updates could affect OpenScape Office functionalities.** Latest Linux Updates are only verified against latest OSO Update.

### 2.4.2 Operating System Installation/Maintenance – SLES 11/ Suse Linux Appliance

SUSE Linux Appliance based on SLES 11 is now the new recommended and by default distributed Operating system for new installations of OpenScape Office LX and HX. Already existing installations on SLES 11 will of course still be fully supported as well as new installations on separately ordered SLES 11 installations. Servers which are running SLES 11 SP1 (32bit) / SUSE Linux Appliance as Operating System, GNOME Desktop will be installed by default. This setting must not be changed. Otherwise mandatory library files are missing which would affect e.g. Exchange Connections. Probably after first SQL update OpenScape Office HX requires an additional manual restart.

Trend Micro ServerProtect 3.0 for Linux is certified for SLES 11 and SUSE Linux Appliance

 If a manual update of Linux Appliance components is available, please consider on scheduling and performing the upgrade that it is always required to perform an operating system restart immediately after updates have been applied. Affected components could prevent proper functionality without being reinitialized.

## 2.5 OSO HX: Upgrade / Update V2 to V3

A separate document OSOHX-V2-to-OSOHX-V3.ppt has been provided via G-DMS (**INF-11-000043**) for upgrading OSOHX V2 to OSOHX V3. Please read and follow instructions carefully.

### 2.5.1 Preparations before upgrading the system

SSDP system information are not part of the backup and must be stored before and reentered manually after upgrade.

### 2.5.2 Preparations after upgrading the system

Probably after first SQL update OpenScape Office HX requires an additional manual restart

## 2.6 Special settings and instructions

### 2.6.1 OSO HX & Web services – resource limits:

**Important configuration restriction** for updating HX V2 -> V3 and new HX V3 installations:

The OSO HX V3 **must not** be installed if the following H3300/H3500 system limits are exceeded **AND OSO web services** are active. Web services are disabled by default.

- 2 x number of configured devices (incl. virtual)
- + 2 x number of configured MULAP
- + number of configured UCD groups
- + number of configured trunk lines

MUST NOT EXCEED **200** for HiPath 3300/3500.

(Configured means that a number is assigned to the subscriber, group or trunk).

Example 1:

HiPath 3500 with 30 devices, 6 MULAPs, 5 UCD groups, 10 trunk lines:

$2 \times 30 + 2 \times 6 + 5 + 10 = 87$  -> HX V3 **can** be installed

Example 2:

HiPath 3500 with 100 devices, 10 MULAPs, 8 UCD groups, 12 trunk lines:

$2 \times 100 + 2 \times 10 + 8 + 12 = 240$  -> HX V3 **must not** be installed, because it exceeds 200.

**Note: Connecting additional 3rd party applications to the HiPath 3000 via CSTA may further decrease these limits.**

H3800 is unaffected from these calculation restrictions since V9 R1.2.0.


### 2.6.2 Administration

- **Usage of Virtual Machine Snapshots:**

- Snapshots ARE NOT to be taken on production systems during normal operation. While a snapshot is taken the current state of the virtual machine is frozen. Therefore attached devices and applications like IP phones or myPortal/UC Smart applications will lose direct connection to the server.
- Snapshots could cause internal server processes losing synchronization preventing a reliable operation of the OpenScape Office LX/HX. Therefore a restart of the OpenScape Office LX/HX server should be scheduled afterwards.
- Snapshots taken previously must NOT remain active on a production system during normal operation.
- Snapshots can be taken, if needed, during maintenance windows, or during an installation procedure.
- Note that Snapshots are used internally by backup tools such as VDP or VDR. It must be ensured that (a) these backup operations are scheduled off business hours, and (b) that any Snapshots generated by these tools are deleted at the conclusion of the backup operation.

For further information regarding Snapshots please consult the VMware Knowledge Base (KB). A good starting point is KB Article 1025279 (s. Documentation Reference).

- **Application Launcher Auto Update:** Due to a technical change in Java 1.7.0.21 or above the autoupdate of Application Launcher versions before V3 R1.0.13 (shipped with FR7) cannot be executed and requires manual update/reinstallation (download and execute installation file via Service Center). Successive versions of Application Launcher can then be updated automatically again.

- **The following installation guidelines** have been modified due to technical changes in respective operating systems and are now available for download on WIKI.
  - Connect OpenScape Office systems to Microsoft Exchange 2007
  - Connect OpenScape Office systems to Microsoft Exchange 2010
  - Connect OpenScape Office systems to Microsoft Exchange 2013
  - Connect OpenScape Office systems to Microsoft Office 365 (Edition 2013)
-  **Important:** OptiPoint WL2 HFA will soon not be supported anymore. All existing devices need to be transformed into OptiPoint WL2 SIP. To start preparations as early and to apply necessary changes as smoothly as possible please follow the prepared guideline provided on WIKI (see documentation reference, chapter 6).
- **To optimize system performance**, especially in strongly utilized system environments, it is strongly recommended to activate the features 'OpenStage Gate View' and 'XMPP' only if they are supposed to be used and configured properly.  
Even on activation of an unlicensed function or on expiration of a grace period license a certain amount of system memory will be reserved which cannot be allocated by other applications and will not reasonably be used by the reserving application.
- **Conference Invitation Email:** Due to usually strict right policies in Microsoft environments it is necessary to enable the permission for OpenScape Office's configured email account to be able to automatically send invitations on behalf of the initiating user. All outlook clients which are supposed to send out conference invitations (e.g. all users with ComfortPlus license) should perform the following step:

Navigate in Outlook to **Tools\Options\Delegates**

Add the same user to the list of delegates which is configured for OpenScape Office Email forwarding under **OpenScape Office assistant\Service Center\E-mail Forwarding**.

- **SSL certificate browser import:** Internet Explorer 9 has a problem importing SSL-CA certificates created via OpenScape Office or Windows Server 2008 properly. Additionally retrieve X.509 certificate of the issuing CA and import it into the operating system's certificate store.
- In case myPortal/myAttendant or myReports does not start or in case the program icon is missing, please modify or create the shortcut properties in the line "Target" on the start menu and desktop as described below.

Please modify the paths according to your software environment and installation directories.

**myPortal/myAttendant link – general syntax of the shortcut:**

"<Path to the javaw.exe>" -jar "<Path to the  
ProgramInstallationDirectory>\CommunicationsClients\myPortal\myPortal.jar"

**myPortal/myAttendant example link on a 64 bit operating system:**

"C:\Program Files (x86)\Java\jre7\bin\javaw.exe" -jar "C:\Program Files  
(x86)\CommunicationsClients\myPortal\myPortal.jar"

**myPortal/myAttendant example link on a 32 bit operating system:**

"C:\Program Files\Java\jre7\bin\javaw.exe" -jar "C:\Program  
Files\CommunicationsClients\myPortal\myPortal.jar"

**myReports link – general syntax of the shortcut:**

"<Path to the javaw.exe>" -jar "<Path to the ProgramInstallationDirectory>\myReports\myReports.jar"

**myReports example link on a 64 bit operating system:**

"C:\Program Files (x86)\Java\jre7\bin\javaw.exe" -jar "C:\ProgramData\myReports\myReports.jar"

**myReports example link on a 32 bit operating system:**

"C:\Program Files\Java\jre7\bin\javaw.exe" -jar "C:\Program Files\myReports\myReports.jar"

- Due to a recent Apple MAC OS X operating system update the new default setting to install new software on the MAC OS X is now set to:

**Allow applications downloaded from:  
'Mac App Store and identified developers'**

Execution of myPortal installer is therefore prevented. To override this setting please perform the following steps:

1. Click myPortal installer icon while hold 'CTRL'.
2. Select "Open" in the pop-up menu.
3. Click "Open" in the dialog to start the myPortal installer.

Afterwards myPortal installer can be used as usual.

- **ODS (Open Directory Service)**

The response time to answer LDAP requests is highly dependent on the performance of the connected database servers and on the amount of data records. Currently a reasonable limit for the Open Directory Service in an average environment is a total of 50.000 contact data records within the connected databases.



- **AutoUpdate Notification:** Usually myPortal for Outlook displays a message if an autoupdate is available, that Outlook must be closed to run AutoUpdate. This message is currently not displayed on Microsoft Outlook 2010 (64bit) but AutoUpdate will continue as soon as Outlook is closed.
- **OSO LX/HX Hardware Requirements:** The LX/HX Server (Hardware as well as virtual machines) must not have (assigned) more than 4GB RAM. As there is only 32Bit OperatingSystem supported, more than 4GB RAM cannot be addressed. If more RAM is assigned OSO server might suffer instability issues when trying to access memory outside the addressable area.
- **Internet Explorer 8** is generally supported in compatibility view mode, only. Standard mode is not supported.
- **OSO MX Offlinetool** is shipped with V1 R4.7.0. It can be upgraded to V3.
- **OSO MX Backup sets prior to V3 cannot be used**

Executing a restore of a backup set created with V1 or V2 is prevented by WBM. Due to changes in the database layout a restore of an older backup set could cause inconsistency of the database content. A database conversion is only performed during speed upgrade from V2 to V3.



**Important:** A restore can only be done to a system containing the exact HW configurations like the one from which the backup was created or into a system without extension boards. The system needs to be in a reloaded state before restore.

- SFTP Backup - Speed negotiation doesn't work

In case of transfer speed rate limit on the SFTP-Server, the Backup connection is refused. The backup service doesn't get any information about the refused connection and the backup service is blocked until reset.

### 2.6.3 Simultaneous usage of OpenScape Office Clients

Be aware of interactions when using OpenScape Office Clients Applications simultaneously with myAgent using the same OSO account in order to keep full functionality. See some examples below:

#### **Presence changes: myPortal/myPortal for Outlook**

Examples are valid for default setting: for each presence profile target is 'Voicemail'

- Agent is 'Logged in' (Flag 'Auto back to office' **is not** set)  
Presence changes in myPortal/myPortal for Outlook cause myAgent to log out from the queue. Manual login is necessary but will automatically set the myPortal/myPortal for Outlook status to 'In the office'  
Presence changes in myAgent (e.g. 'Break') will be recognized in myPortal. (Except Log in/Log Out/Worktime)
- Agent is 'Logged in' (Flag 'Auto back to office' **is** set)  
If status is set to 'Pause' in myAgent, the Agent will be automatically available after the pause time runs out.  
If status is set to 'Pause' in myPortal, the Agent will be logged out (s. above)

#### **Outgoing Call initiated from myPortal/myPortal for Outlook**

User Status is visible in myAgent

Call is listed only in journal of myPortal/myPortal for Outlook, not in myAgent

It is not a Contact Center call and will therefore have no relevance for CC's statistic.

#### **Direct incoming call to the Agent's station**

User Status is visible in myAgent

Call is listed only in journal of myPortal/myPortal for Outlook, not in myAgent

It is not a Contact Center call and will therefore have no relevance for CC's statistic.

#### **Call Recording**

User starts call recording in myPortal/myPortal for Outlook.

myAgent is not aware of it and offers an additional recording option.

## 2.6.4 Networking


- **First Installation hints and requirements for Networking in Hybrid Networks (OSO LX/MX >= V3.2 <-> H3K V9):**

Make sure HiPath 3000 system and HG1500 are upgraded to MajorRelease 9 (s. chapter 4.4 Compatibility Matrix).

Please check HG1500 Voicegateway configurations for HG1500/STMI for required settings:

- Keep alive: ICMP
- Deactivate Keep alive to each OSO LX/MX
- LAN Trunking Protocol to each OSO LX/MX: SIPQ

**Hint:** Node- and Routing tables should be configured on OSO LX/MX master node first. Export settings afterwards and easily import this file to all HXG/STMIs.


 **Important:** If system has been upgraded from V2 and a previous networking configuration already exists, please reset all networking related configurations before Networking Wizard may be executed.

### **Configuration of a OpenScope Office LX/MX V3 network**

Important information and requirements for a successful configuration of OpenScope Office networks:

- All nodes are working standalone and a unique Node ID and unique internal call numbers have to be configured.
- Check the Node ID in Expert Mode – Telephony Server – Basic Settings – Gateway
- First start the networking wizard at Master Node system, activate this Node as Master and add Slave Nodes.
- A couple of components require and perform an automatic restart Please check the availability of the Application Suite before continuing.
- If all components are available again the network wizard of Slave Node can be started. Activate the Node as Slave.
- A couple of components require and perform an automatic restart Please check the availability of the Application Suite before continuing.
- Repeat for every Slave that has to be added.
- Check configuration in Master and Slave Node via Expert Mode – Application Suite – OpenScope Office – Site List. All network nodes should appear.

**Fax in Hybrid Networks:** It is only possible to send an OSO fax from LX system to an external party via the HP3K gateway when in LCR of HP3K the COS=1 is set for ISDN route.

 **Important:** For OSO HX please refer to OSOHX-V2-to-OSOHX-V3.ppt (s. RN chap. 2.4).

- **Automatic CAR Table Update:** Only one HG1500 per System is supported by Automatic CAR Table Update. In case a Hipath 3000 has more then one HG1500, the following configuration steps should be followed:
  - use "automatic CAR update" or "HG1500 configuration data export" from OSO networking configuration wizard for initial creation of HG1500 CAR tables in network
  - switch of the "automatic CAR update" function after this
  - add the IP addresses of additional HG1500 boards in PBX node settings of all HG1500 in network
- **Master node configuration via CSV:** If a Hipath 3000 is added via CSV import, a manual net synchronisation must be started to properly share CAR information to all HG1500.
- **LCR & ITSP:** Whenever LCR is configured with "digit transmission en-block sending" a "dial complete" indication is necessary for LCR rules with undetermined number of digits (dial plan entries ending on "Z"). This can be done explicitly (dial #) or by means of a timer (5 sec).  
Block dial configuration in OSO is only possible on a systemwide basis and so is valid for all routes. If the delay cannot be accepted in certain call scenarios, LCR rules with determined numbers of digits need to be configured.  
Example: To route 4-digit network internal numbers the rules -1XXX and -NXXX can be used.
- **'Standalone to Network' conversion:** If a standalone node is converted into a 'Master Node' of a new network a restart is required after the first license key for the first 'Slave Node' has been uploaded to the system. All additional license changes for network nodes (e.g. adding further 'Slave Nodes') are active immediately without a system restart.
- **SPE in network environments:** In case Security and Payload Encryption should be used it is necessary to active SPE in all nodes. Mixed mode is not supported.

## 2.6.5 Contact Center

- Hardware requirements for myAgent have changed. For myAgent now approximately 150MB RAM (**important for Terminal Server environments: per client**) should now be available for stable operation.
- ContactCenter operation is only allowed via ISDN C/O or ITSP C/O. Consult Administrator Documentation for additional configuration requirements if ISDN/ITSP and analogue trunks are in use simultaneously. ContactCenter must not be used if only analogue C/O trunks are available.

## 2.6.6 Miscellaneous

- **myPortal for Tablet:** The mPft setting: '*Automatic Refresh*' is not supported on iOS6. Please deactivate this option. Instead a 'cyclic refresh of >=5 seconds' could be configured if necessary.
- Due to a technical limitation on **Outlook 2010 it is not possible to type in a number in myPortal for Outlook's dial field and press Enter to initiate the outgoing call.** The dial button needs to be pressed instead.
- **In order to license OSDC PE the CLA of OpenScape Office MX** can be used but with the recent release of the OSDC PE - Versions the integration and visibility changed.

### Some hints:

- Older OSDC PE – Licenses of version V3 integrated into a corresponding OSO MX license, were and still will be shown in the WBM (Web Based Management) of the OpenScape Office MX V3 without problems.
- An up to date V7 can also be licensed to an OSO MX – MAC-ID (License integration via CLS).
- The generated license file for the OSDC PE V7 can still be integrated/installed via WBM of the OSO MX (Usage of the CLA of the OSO MX). But this license will not be shown anymore in the WBM of the OSO MX!
- For administration of this license the latest CLM (Customer License Manager, right now V1 R12.0.1) should be used.
- For registration and synchronization to the CLA of the OSO MX the following registration data must be used: username and password: 31994


**Hint:** If a grace period license of an OSDC PE V7 registered to the OSO MX was used before a restart of the OSDC PE V7 must be performed after the installation of a valid license to the CLA of the OSO MX.

- **Startup of .net based OpenScape office clients (myAgent and myPortal for Outlook)** fails if:
  - .net 4.0 environment is installed and
  - Computer has no internet access

In this case please execute the „**Local Group Policy Editor**“ and enable: **Computer Configuration\Administrative Templates\System\Internet Communication Management\Internet Communication settings** → **“Turn off Automatic Root Certificates Update”**

- **Desktop Dialling** – Desktop Dialling via mouse will not be available on Microsoft Outlook 2010/2013 64bit and or out of most 64bit applications. On 64bit environments it is strongly recommended to use clipboard dial (SHIFT-CTRL-D) instead.
- **Web based UC clients** - To use web based UC clients (myPortal for Mobile/Tablet/Application Launcher) it is mandatory to assign a voicemail to the user: Admin Portal – UC Suite – User Directory – VoiceMail flag.
- **Announcements of CDL** will be **skipped after SST transfer via AutoAttendant** if
  - one CDL destinations has 'call waiting rejection on'
  - if position 1 of CDL an announcement is of type 'start/stop'
  - if position 2 to 4 of CDL an announcement is of type 'endless'
  - if CDL contains: system search (only H3k)
  - if CDL contains: external destination
- **MyPortal Web:** Login is not possible if cookies are disabled in browser settings.
- **MyPortal for Outlook and FaxPrinter require at least .NET 3.5 framework** or above. The runtime environment must be installed and enabled. **MyPortal for Outlook on Outlook 2010/2013 and myAgent require .NET 4.0 framework.**
- **Exchange Calendar Integration:** Exchange Web Services uses the Primary SMTP Address of the mailbox users to read the calendar appointments. Therefore it is necessary to enter this address in Personal Details of myPortal and myPortal for Outlook.
- **AutoAttendant:** It is recommended to generally configure Single Step Transfer as the preferred transfer protocol instead of Consultation Transfer. Single Step Transfer is much more reliable especially on calls to groups and external devices.

- **Windows Server 2008:** WS 2008 UAC blocks "OSO Update" window by default. To be able to receive AutoUpdate notifications this program needs to be started with "Run blocked program" on the "OSO Update" context menu point. Windows Server 2008 R2 and 2012 are not affected.
- **For Exchange Calender Integration on Microsoft Small Business Server 2011,** please make sure that form-based authentication (FBA) is deactivated. FBA is usually activated by default, but with activated FBA the exchange calendar integration is currently not supported. Error message: "Unable to find calendars" (Error 440 or Error 3).
- **Login of WebBased myPortal clients:** If the web based clients (myPortal for Mobile, myPortal for OpenStage) are used, it is mandatory to use the user's phone number as the Login name for all clients.
- **Dialling out of applications to external destinations for manually entered numbers** (application's dial field, temporary CallMe Number) now always require trunk access code as if one would dial manually on the phone.  
You should preferably use the canonical format. This ensures that a phone number is unique in any situation. Entering the trunk access code is not required in this case.  
Permanently stored numbers entered in personal settings dialog are not affected. (e.g. Mobile Number, ext. 1/2, etc.)
- **Java Runtime Environment 32/64 Bit (JRE):** myPortal, myAttendant and myReports are Java applications. It is strongly recommended to run these applications currently in 32 Bit JRE instead of 64 Bit JRE to save memory resources.
  - In case the myPortal/myAttendant function "Import Outlook Contacts on Startup" is used to import the Outlook contacts of **Microsoft Outlook 2013** in 64bit version then the 64bit version of Oracle Java is needed. If the option is not used the 32bit version of Java should be used as recommended above.
- **Citrix 5/6:** Only "Desktop mode" is supported.
- **Please note the following list of Search restrictions for OpenScape Office:**  
OpenScape Office requires Substring Search to find matches in number parts when starting search from end to front of the telephone number. If Outlook Search is used, the feature is supported in the following constellations:
  - Outlook 2007, Exchange Cached Mode active (this is default after Client Installation and independent of Exchange Server)
  - Outlook 2007, Online Mode active + Exchange 2003 Server
  - Outlook 2007, Online Mode active + Exchange 2007 Server with Exchange Store Search (can be used when Exchange Search is deactivated)
    - Note: If Exchange Search is deactivated, Instant Search is not available for Outlook Web Access (OWA)

 **Important:** The following constellations are not supported:

  - Outlook 2007, Online Mode + Exchange 2007 Server + active Exchange Search (Default Search setting)
    - Note: Outlook 2007 on Terminal Server always operates in Online  
Since Outlook 2010 Exchange Cached Mode can also be used on Terminal Server environments. Additional requirements for Cached Mode on Terminal Server must be considered
- **FaxPrinter:** Sporadically faxes via OSO are not sent properly. Receiving fax receives faxes 0 pages long. A Microsoft Windows patch is required which will only be provided via Windows AutoUpdate if Microsoft .NET Framework 3.5 is installed on the client PC. .NET Framework and latest patches must be installed before FaxPrinter is installed. Existing FaxPrinter Installations suffering from this error must be uninstalled. Install .NET Framework and available patches before reinstallation of FaxPrinter to have changes take effect.
- **FaxPrinter:** Documents written in a font class other than TrueType (e.g. Postscript) cannot be handled by the FaxPrinter. This is related to a font driver provided by Microsoft. Microsoft knows about the problem but has not yet announced an update time frame for this.

## 2.6.7 Features requiring a Project Specific Release request

Listed below are all features which are already enabled in Version 3 of OpenScape Office but requiring a project specific release request & confirmation in OSIRIS in advance.

- OpenScape Office networks including more than 8 nodes and/or more than 1000 users
- Activation of Signalling and Payload Encryption (SPE) for secure calls between OpenStage phones

## 2.6.8 Open Stage SIP / OpenStage DeskPhone SIP

**OpenScape Office V3** provides its extended, rich feature set with OpenStage HFA phones. A basic feature set is also available for standard SIP phones. The features which have been released for OpenStage SIP phones and OpenStage DeskPhone SIP are:

- CLIP (Display the call number or name from caller)
- Consultation (Set the call on hold, phone goes into dial state)
- Call transfer (Call transfer attended, semi-attended and blind)
- Call Forwarding (Call Forwarding Unconditional (CFU), Call Forwarding on Busy (CFB) and Call Forwarding on No Response (CFNR) are configurable at SIP phones)
- Conference (Three-party conference located on the phone)
- MWI (Notification if call or message is recorded)
- DND (Call will be rejected)
- Call waiting (A second call is signaled)
- Group and Basic / Executive MULAP calls (No group call numbers are displayed, only original caller number)
- DTMF (Manage voicemail boxes or auto attendant)
- Distinctive ringing (Different ringtones for internal, external and recall)
- 3rd-party call control (Useable with 3PCC applications e.g. myPortal or Outlook and OpenScape Office controlled conference)

### Restrictions:

- System features that are operated with system codes cannot be activated or used.
- SIP devices cannot be included in call pickup groups. No MULAP keys are supported for SIP phones. 'Call completed elsewhere' for caller list is supported after configuration within the phone at 'call logging'. SIP terminals cannot be used for OpenScape Office contact center agent.
- An internal SIP phone will hear MoH only, no ringtone, when it is supervised transferred by a second internal party.
- In certain situations, the device-specific features available cannot be used on OpenScape Office. This also includes features that are available via the device's menu interface. For more information please consult the configuration examples guide.
- No DLI Support (No automatic configuration / SW updates)

## 3 Changes

### 3.1 New in this release

#### 3.1.1 General release of Contact Center Clients on Terminal Server

The requirement of doing a project specific release (PSR) for installation of a Contact Center with myAgent/myReports operated on 'Windows/Citrix Terminal Server environment' is now obsolete. Installations may be done without prior confirmation.

#### 3.1.2 Secondary DNS

DNS Server configuration setup dialog is now extended with configuration options for primary and secondary DNS server addresses in replacement for dialog "Gateway DNS Functionality" and "Zones".

## 3.2 Resolved Reported Problems / Symptoms

GSI.flow Ticket	MR / CQ	Summary
NA11391539	I31243	Problem fixed in search algorithm of external directory search on Exchange servers. Under certain conditions escape character issue prevented all searches after the first every time settings were saved.
NA12539812	I31713	Display issue in MULAP scenarios fixed.
NA12031942	I32527	Ring back tone to caller was missing in Mobility Entry when MULAP desktop phone is deactivated.
NA12442498 NA12290438 NA12134335 NA12263167 NA12293459 NA12355485 NA12406782 NA12434127	I34860 I33442 I33216 I33727	Update of outdated openssl component causing several sporadic myPortal login problems.
NA12163464	I32459	System startup issue fixed preventing startup after reboot.
NA12192206 NA11649371 NA12217372 NA12213239 NA12119906 NA12217372 NA12362550 NA12395385 NA12391697	I32276 I28872 I32694 I32812 I32813 I32162 I32694 I33871 I34019 I34131	Stability Improvements
NA12117966	I32123	myAgent status window could not change AM/PM at 12:00 o'clock
NA12100693	I32107	On paging request, phone could get in a stucked state.
NA11815721	I31840 I27518	Caller info should now be properly updated on SIP device.
NA12040683	I31585	Payload was missing due to a path replacement error after a call being forwarded via AutoAttendant.
NA12035455	I31493	Fixed a problem preventing a call from being transferred to an agent.
NA11878213	I31466	Outlook restart was required before myPortal for Outlook displayed new or modified contact information properly in call pop-up.
NA11753488	I29638	Payload problem fixed after transferring a call to a busy station.
NA11827696	H95354	OpenStage phone could crash on multiple camp-on calls being handled.
NA12082915	I32882	Call flow changes to prevent that a call to a group is forwarded to a foreign voicemail in case a station being indirectly called (e.g. in a ring group with a main group's member) has changed its presence state.
NA11827696	I33262	Sporadically due to sophisticated circumstances a phone could get in a high traffic state causing the phone to finally block operation. This is prevented now.
NA11570273	I31090	In case of slow reacting SSH connection, installation of GateView client could fail due to missing response outside of timeout check. Timeout window extended to 45 seconds, up from 30.
NA12210474	I32226	Stability improvements for Application Suite.
NA11992505	I33985	Indication of a transferring call improved to indicate that the transfer is already processing even though there is no reply from the other side, yet (e.g. while transferring to a mobile station which takes usually longer to receive a remote feedback).
NA12210684	I32569	It will now be prevented to put a call on hold while being connected to internal voicemail server.
NA12233183 NA12285016	I33439	Problem fixed on restoring configuration after update preventing a proper startup.
NA12223630	I29948	Disabled unused component which was causing many error entries in system log.
NA11810451 NA12144197	I29968 I32308	Translation errors fixed.
NA11609872	I30263	Internal CallMe call failed internally when an internal station forwards a call to a station with activated CallMe to another internal station.
NA11826327 NA12211513	I30305 I32842	Error in conference invitation translation caused empty calendar information via Exchange server.
NA11879852	I30543	Sporadic condition fixed preventing to open faxes being received before a system restart.
NA11559343	I30622	Fixed in issue preventing journal entries from being loaded correctly in myPortal for Outlook
NA11918975	I30872	myPortal for OpenStage wasn't operating anymore after phone number was changed.

GSI.flow Ticket	MR / CQ	Summary
NA11931037	I30907	Inventory sometimes showed wrong 'HDD space used' and 'firmware BIOS' information.
NA11936764	I31105	New handling of secondary DNS for fallback scenarios. Please see chapter 3.1.2.
NA11963779	I31236	External directory name and speed dial list displayed name should be matching properly now.
NA11994198	I31343	LDAP search via phone device connected to LDAP Domino Server failed.
NA11878213 NA12333113	I31357 I33826	Name resolution improvements.
NA12007736 NA12056308 NA12058161 NA12023104 NA11986771 NA12066523	I31392	Sporadically payload was missing in networking call flow on incoming call in one H3k node, being forwarded to a station in an OSOMX node and finally deflected to a destination in another H3k node.
NA11890282	I31713 I31723	Several issues fixed for Mobility Entry
NA12066822	I31790	Performance improvements for myAttendant to allow large group chats.
NA12083677	I31899	Redundant call to telephony service waiting for the telephony ribbon bar was causing the application to lock waiting for a service which was already available.
NA12023905	I32012	Problem in call destination list handling fixed.
NA12092940	I32083	Recorded announcements with upper case file extension (.WAV) are now handled correctly.
NA12114902 NA12223357	I32153	Call to groups with a member with activated CallMe should now be forwarded to the CallMe destination.
NA12119009	I32328	Problem in license component caused system to return to show Failover Period state.
NA12210538	I32333	Ringback tone was heard in a call if MoH was not set.
NA12512614	I33985	Now triggering the make call/transfer request by mouse down event not mouse click event and transferring call will be displayed in the hold/transferring calls list for forwarded calls to a delayed answering station.
NA11815651	I32402	Dial- or Busy tone could have been missed on SIP device.
NA12164626	I32519	Problem fixed preventing SQL database connection via ODS.
NA12153789	I32631	Preventing myAgent to log back in while PC is shutting down to hibernate.
NA11766613	I32698	ProCall was showing calling data late.
NA12153442	I32703	Error solved sporadically preventing call transfer to extensions being forwarded to external destinations.
NA12191716	I32714	Due to a performance handling occurring on large group calls, inbound calls accidentally were being forwarded to voicemail directly.
NA12150631	I32754	Callback issue fixed using ONS-WLAN mode.
NA12201495	I32757	Conference channels could not be properly released when participants disconnects from conference.
NA12234713 NA12451077	I33020	SPP can't handle an answer without selected channel due to missing faststart data . Reroute offer is then not handled anymore and payload is missing on ITSP call. Error should be fixed now.
NA12228698 NA12324535	I33027	Tomcat restart failed due to port 443 being blocked by it's original instance failing WBM access. Restart handling improved.
NA12299965	I33168	Problem with setting destinations in rules engine should be fixed.
NA12250620	I33175	Remnants of an old deleted profile in database preventing users from being deleted from a profile as well.
NA12260801	I33302	myAttendant should pop up to foreground more reliable.
NA12267382	I34055	myAgent now allows column movement and resizing.
NA12295075	I33486	It should now properly be possible to store contacts on myPortal for MAC favourites.
NA12298444	I34128	Tooltip for agent was not updated correctly during load and some of the meta-details were not being loaded correctly, including agent callback status.
NA11878053 NA12352699	I33690 I33823	Reliability improvements for myPortal for Outlook and myAttendant
NA12373913	I34047	CCV with object 'Branch on variable' can now be saved.
NA12396732	I34258	Generating call rule in myPortal for Desktop can now be saved.



## 4 Hardware and software compatibility

### 4.1 Applications shipped

Product Family	Product	SW Version
OpenScape Office	myPortal	6.1.769G
	myPortal for Outlook	6.2.0.769
	myAttendant	6.1.769G
	myAgent	6.2.0.769A
	FAX Printer	6.02.0766
	Cover Page Editor	6.02.0063
	myReports	9.1.27

### 4.2 Phones supported

Product Family	Product	SW Version	Shipped via Image
openStage	openStage HFA <sup>1</sup> all types	>= V2 R1.2.1	X
	openStage SIP <sup>1</sup> 5,15,20,40,60	>= V3 R1.44.0	
	OpenStage DeskPhone IP 35G/55G	>= V3 R2.5.0	
optiPoint 410	OP410 HFA all types	V5 R7.1.0	X
optiPoint 420	OP420 HFA all types	V5 R7.1.0	X
T-Octophon	T-Octophon IP, all types	V5 R7.1.0	X
	optiPoint WL2 Professional SIP	V1 R0.81.0	
OpenScape Pers. Ed.	OpenScape Personal Edition HFA	V7 latest	
	OpenScape Personal Edition SIP	V7 latest	
Dualmode via SIP	Nokia N79, N85, E75	Nokia VoIP-3.0 Generation	
MobileBrowser	s. Wiki		

<sup>1</sup> Includes also Gigabit Hardware types

## 4.3 Operating systems and applications

### Operating Systems for OSO Applications

Operating system:	Req. Service Pack:	Version:	OSO Clients	MyReports
Microsoft Windows 8		32 + 64 bit	X	X
Microsoft Windows 7	SP1	32 + 64 bit	X	X
Microsoft Windows Vista*	SP2	32 + 64 bit	X	X
Microsoft Windows XP	SP3	32 + 64 bit	X	X
Microsoft Windows 2012 Server as Microsoft Terminal Server		64 bit	X	X
Microsoft Windows 2008 R2 Server with Citrix XenApp 6.0/6.5 Server	SP1	64 bit	X	X
Microsoft Windows 2008 R2 Server with Citrix XenApp 5.0 Server	SP1	64 bit	X	X
Microsoft Windows 2008 R2 Server as Microsoft Terminal Server	SP1	64 bit	X	X
Microsoft Windows 2008 Server as Microsoft Terminal Server	SP2	32 + 64 bit	X	X
Microsoft Windows 2003 Server with Citrix Presentation Server V4.5*	SP2	32 + 64 bit	X	X
Microsoft Windows 2003 Server as Microsoft Terminal Server	SP2	32 + 64 bit	X	X
Apple MAC OS X		10.7.3 (Lion) 10.8.x (Mountain Lion)	Only myPortal	

\* Supported, but not part of the systemtest anymore .

**Note:** Support of UC Suite clients on Microsoft Windows XP and Microsoft Windows 2003 Server will end synchronously to the stop of the product support from Microsoft.

### Applications

Manufacturer	Application	SW Version	
Unify	Accounting Manager	2.0.22	
	OpenStage Gateview	V2.00.22	
	Application Launcher	V3 R1.0.14	
	X-Tracer	Latest	
	Callbridge Collection	V2 latest	
	HiPath Fault Management	V4 latest	
	Web Collaboration	V6, V7 latest	
Microsoft	Exchange Server 2013		
	Exchange Server 2010, 64bit	SP2	
	Exchange Server 2010 of Office 365	Cloud controlled	
	Exchange Server 2007, 64bit	SP3	
	Exchange Server 2003, 32bit	SP2	
	Small Business Server 2011 Standard		
	Internet Explorer	IE 10	
		IE 9.0	
		IE 8.0 ('Compatibility Mode' only)	
	Outlook 2013		
Outlook 2010 32bit, 64bit and Office 365	SP1		
Outlook 2007	SP3		
Outlook 2003	SP3		
Mozilla	Firefox	V4 or higher	
Oracle	Java Runtime Environment ( <b>only 32bit</b> )	>= 1.6.31 >= 1.7.0.x	
Trend Micro	Trend Micro OfficeScan Client	>= V8.x	
	Trend Micro Server Protect	>= V6.x	
	Trend Micro ServerProtect 3.0 for Linux	>= V3.x	
Leadtek Research Inc.	Leadtek GPS USB to UART Bridge	>= 5.2.2	
NCP	NCP Secure Client	>= 9.02 build 69	
ShrewSoft	ShrewSoft VPN Client	>= 2.1.7	
Microsoft	Windows XP integrated VPN client	Supporttools for Windows XP SP 2	
MSI	Teledata Office 4.0	Latest	
Adobe	Adobe Reader	>= 9.3.x	

The products and software issues for additional components mentioned in the tables above have to be seen as a list of finally tested products. There are further products and software issues which can be connected. For such products please refer to their own release and change notes respectively.

**Note:** Support of UC Suite clients on Microsoft Office 2003 will end synchronously to the stop of the product support from Microsoft.

## Infrastructure Components

Product Family	Product	SW Version
AP 1120	AP 1120 SIP	latest
WLAN Access Points	AP 2630/2640	latest
TAPI 120/170	TAPI 120/170	>= V2 R1.67.0
Mediatrix IP Adapter	Mediatrix IP Adapter 4102S	Latest
HiPath Cordless IP	HiPath Cordless IP	V1 latest

## 4.4 Compatibility Matrix for Hybrid Networking

Product Family	Product	Required Software Versions		
		Version	Status	G-DMS Note
HiPath 3000	HiPath 3000	>=V9 R2.1.0	Released	INF-11-000465
	HG1500/STMI	>=V9 R2.2.0	Released	INF-11-000466
	ManagerE	>=V9 R2.2.0	Released	INF-11-000651

## 4.5 Hardware compatibility

### OpenScape Office MX

Board	Product Long name	Product Revision
HIPATH OPENOFFICE ME	HIPATH OPENOFFICE ME	S30807-U6646-X
CBAS	MAINBOARD	S30122-K7716-X-4 / -5 / -6 / -7
GMSA	4 * S0 / BRI & 4 * ANALOG	S30810-Q2947-X-6
GMS	4 * S0 / BRI	S30810-Q2947-X100-7
GME	S2M / PRI	S30810-Q2948-X-H1
GMT	PRI (USA)	S30810-Q2948-X100-7
GMAA	4 * HKZ & 2 * ANALOG	S30810-Q2951-X-8 / -9 / -10 / -11 / -12
GMAL	8 * ANALOG	S30810-Q2952-X-H1 / 11

### OpenScape Office LX/HX

Hardware	Requirements
Server PC	Manufacturer certified for SLES 11 (SP1/SP2)
CPU	Dual Core CPU, >= 2.0 GHz per core
RAM	>= 2GB, <= 4GB
HDD	>= 200GB
DVD ROM	Required
Operating Systems:	SUSE Linux Enterprise Server (SLES) 11 SP1/SP2 (only 32bit) SUSE Linux Appliance for OpenScape Office V11 (only 32bit)
Virtualization	VMware vSphere V4 (also known as ESX/ESXi 4) VMware vSphere V5
Misc Information	Applications other than OpenScape Office + certified Virusscan Software must not be installed

## 5 Service information

### 5.1 Product and diagnostics structure in G-DMS/ SWS and GSI.flow

Structure in G-DMS / SWS for OpenScape Office V3 – Upgrade Image	
Main Category	Communication Systems
Product Family	OpenScape Office
Product	OpenScape Office MX_LX_HX
Product DVD	OpenScape Office MX_LX_HX CD
Product Version	OpenScape Office MX_LX_HX V3
Product Item # TAR	P30152-P1478-P1-70
Product Item # DVD	P30152-P1478-P2-70

Structure in Case Tracking System GSI.flow for OpenScape Office MX	
Product Family	Communication Systems
Product Group	OpenScape Office
Product Type	OpenScape Office MX_LX_HX
Product Version	OpenScape Office MX V3
SW Version	P30152-P1478-P1-70

Structure in Case Tracking System GSI.flow for OpenScape Office LX	
Product Family	Communication Systems
Product Group	OpenScape Office
Product Type	OpenScape Office MX_LX_HX
Product Version	OpenScape Office LX V3
SW Version	P30152-P1478-P1-70

Structure in Case Tracking System GSI.flow for OpenScape Office HX	
Product Family	Communication Systems
Product Group	OpenScape Office
Product Type	OpenScape Office MX_LX_HX
Product Version	OpenScape Office HX V3
SW Version	P30152-P1478-P1-70

## 6 Documentation reference

	Hyperlinks	Remarks
Service Information	G-DMS: <b>INF-12-000475</b>	
Service Information: Novell SLES 11 SP2 32/64 Bit	G-DMS: <b>INF-13-000148</b>	
Administration Documentation	Available for download via OSO Service Center	
OSO Applications	Available for download via OSO Service Center	
Diagnostic hints	Administration Documentation	
Migration Information MX V1 to V2	osomx_v2_upgrade_10018_en.pdf	English
Migration Information MX V1 to V2	osomx_v2_upgrade_10018_de.pdf	German
Migration Information HX V2 to V3	OSOHX-V2-to-OSOHX-V3.ppt	
OSO clients migration to V3	Readme first.rtf Available for download on OSOLX/MX/HX V3 samba-share	
Offline Generation Tool	HoomeVMwareInstall-V13.pdf	
Experts Wiki	<a href="http://wiki.unify.com/index.php/Overview">http://wiki.unify.com/index.php/Overview</a>	
Experts Wiki OpenScape Office	<a href="http://wiki.unify.com/index.php/OpenScape_Office">http://wiki.unify.com/index.php/OpenScape_Office</a>	
Exchange Configuration Guides	<a href="http://wiki.unify.com/index.php/OpenScape_Office_with_Microsoft_Exchange_Server">http://wiki.unify.com/index.php/OpenScape_Office_with_Microsoft_Exchange_Server</a>	
HiPath Cordless IP	Sales Information	
USB Rescue Stick	G-DMS: <b>INF-10-000308</b>	
OSO client system & memory requirements in Terminal Server environments	<a href="http://wiki.unify.com/index.php/OpenScape_Office_Applications_with_Windows_Terminal_Server">http://wiki.unify.com/index.php/OpenScape_Office_Applications_with_Windows_Terminal_Server</a>	
OSO LX Demo DVD	G-DMS: <b>INF-11-000617</b>	
SUSE Linux Appliance	G-DMS: <b>INF-12-000452</b>	
OpenScape Office V3 interaction with Microsoft Office 365	<a href="http://wiki.unify.com/index.php/OpenScape_Office_with_Microsoft_Office_365">http://wiki.unify.com/index.php/OpenScape_Office_with_Microsoft_Office_365</a>	
SIP device configuration guide	<a href="http://wiki.unify.com/index.php/SIP_devices_configuration_examples">http://wiki.unify.com/index.php/SIP_devices_configuration_examples</a>	
Migration of Openstage WL2 HFA to SIP	<a href="http://wiki.unify.com/index.php/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP">http://wiki.unify.com/index.php/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP</a>	Ref. chap. 2.2.2
Important HFA upgrade information	<a href="https://enterprise-businessarea.unify.com/productinfo/document/qy1In3stT2U/_OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf">https://enterprise-businessarea.unify.com/productinfo/document/qy1In3stT2U/_OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf</a>	Ref. chap. 2.2.2
Best Practices for virtual machine snapshots in the VMware environment	<a href="http://kb.vmware.com/kb/1025279">http://kb.vmware.com/kb/1025279</a>	Ref. chap. 2.6.2