

Siemens Enterprise Communications

Release Notes

Release Notes Version: V3.3.17

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

Product Version: V3.3

Software Release is identified by Version: V3 R3.4.0

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
Product Item Filename Updateimage: MD5 checksum:	P30152-P1478-P1-53 image_OSO_V3_R3.4.0_003.img.tar <i>b9072326f27758f5a7f2e5a79be1acea</i>	2.045.877.760 Bytes
System:	OpenScape Office LX/HX V3	
File type	Product Item Number / File name	Size
Product Item Filename DVD: MD5 checksum .iso: Splitted ISO-Image:	P30152-P1478-P2-53 dvd_OSO_V3_R3.4.0_003.iso <i>4c3da4c96e982fdd0264a6a27af73836</i> dvd_OSO_V3_R3.4.0_003.z01 - .z05 dvd_OSO_V3_R3.4.0_003.zip	4.159.121.408 Bytes
HIPATH OPENOFFICE V1 OFFLINE TOOL	P30152-P1388-P3-C1 Hoome_118_VMware.z01 Hoome_118_VMware.z02 Hoome_118_VMware.zip	1.073.741.824 Bytes 1.073.741.824 Bytes 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 : 2012-12-19

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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Table of Contents

1	HISTORY OF CHANGE	3
1.1	RELEASE NOTES HISTORY	3
1.2	PRODUCT VERSION HISTORY	3
2	IMPORTANT INFORMATION	4
2.1	OSOMX: FIRST INSTALLATION	4
2.2	OSOMX: UPGRADE / UPDATE V2 TO V3	4
2.2.1	<i>Preparations before upgrading the system</i>	4
2.2.2	<i>Requirements after upgrading the system</i>	4
2.3	OSO MX: UPGRADE TO V3 R3	5
2.3.1	<i>VPN / IPSec stack migration to Openswan</i>	5
2.4	OSO LX/HX: FIRST INSTALLATION	5
2.4.1	<i>First Installation Restriction: 64bit Linux is not supported</i>	5
2.4.2	<i>Operating System Installation – SLES 11/ Suse Linux Appliance</i>	5
2.5	OSO HX: UPGRADE / UPDATE V2 TO V3	5
2.5.1	<i>Preparations before upgrading the system</i>	5
2.5.2	<i>Preparations after upgrading the system</i>	5
2.6	SPECIAL SETTINGS AND INSTRUCTIONS	6
2.6.1	<i>OSO HX & Web services – resource limits:</i>	6
2.6.2	<i>Administration</i>	6
2.6.3	<i>Simultaneous usage of OpenScape Office Clients</i>	7
2.6.4	<i>Networking</i>	8
2.6.5	<i>Contact Center</i>	9
2.6.6	<i>Miscellaneous</i>	9
2.6.7	<i>Features requiring a Project Specific Release request</i>	10
2.6.8	<i>Open Stage SIP</i>	11
3	CHANGES	12
3.1	NEW IN THIS RELEASE	12
3.1.1	<i>myPortal for Desktop – Mac</i>	12
3.1.2	<i>Support of the following operating systems</i>	12
3.1.3	<i>Serviceability</i>	12
3.1.4	<i>myAgent</i>	12
3.1.5	<i>myAttendant</i>	13
3.2	RESOLVED REPORTED PROBLEMS / SYMPTOMS	14
4	HARDWARE AND SOFTWARE COMPATIBILITY	16
4.1	APPLICATIONS SHIPPED	16
4.2	PHONES SUPPORTED	16
4.3	OPERATING SYSTEMS AND APPLICATIONS	17
4.4	COMPATIBILITY MATRIX FOR HYBRID NETWORKING	18
4.5	HARDWARE COMPATIBILITY	18
5	DOCUMENTATION REFERENCE	19

1 History of change

1.1 Release notes history

Version	Date	Changes
3.3.18	2012-12-19	V3 R3.4.0 General Availability Conference Invitation Email delegation hint (2.6.2)
3.3.17	2012-12-07	V3 R3.4.0 Start eeQS Release Information, 3.1 – New in this Release, 2.6.2 SSL browser certificate import
3.3.16	2012-11-30	V3 R3.3.1008 Hotfix Release
3.3.15	2012-11-20	V3 R3.3.1005 Hotfix Release
3.3.14	2012-10-31	V3 R3.3.1004 Hotfix Release
3.3.13	2012-10-19	V3 R3.3.0 General Availability
3.3.12	2012-10-04	V3 R3.3.0 Start eeQS
3.3.11	2012-09-21	V3 R3.2.1008 Hotfix Release
3.3.10	2012-09-12	V3 R3.2.1007 Hotfix Release
3.3.9	2012-09-03	V3 R3.2.1006 Hotfix Release
3.3.8	2012-08-31	V3 R3.2.0 General Availability
3.3.7	2012-08-17	V3 R3.2.0 Start eeQS
3.3.6	2012-08-14	V3 R3.1.1004 Hotfix Release
3.3.5	2012-07-31	V3 R3.1.0 eeQS
3.3.4	2012-07-02	V3 R3.0.1005 Hotfix release
3.3.3	2012-06-20	V3 R3.0.1002 Hotfix release
3.3.2	2012-06-05	V3 R3.0.0 General Availability

1.2 Product version history

Software version	Production version	Date	Remarks
V3 R3.4.0	APIMG3.34.003	2012-12-19	V3 R3.4.0 – General Availability
V3 R3.4.0	APIMG3.34.003	2012-12-07	V3 R3.4.0 – Start eeQS
V3 R3.3.1008	APIMG3.33.008	2012-11-30	Hotfix
V3 R3.3.1005	APIMG3.33.005	2012-11-20	Hotfix
V3 R3.3.1004	APIMG3.33.004	2012-10-31	Hotfix
V3 R3.3.0	APIMG3.33.002	2012-10-19	V3 R3.3.0 – General Availability
V3 R3.3.0	APIMG3.33.002	2012-10-04	V3 R3.3.0 – Start eeQS
V3 R3.2.1008	APIMG3.31.008	2012-09-21	Hotfix
V3 R3.2.1007	APIMG3.31.007	2012-09-12	Hotfix
V3 R3.2.1006	APIMG3.31.006	2012-09-03	Hotfix
V3 R3.2.0	APIMG3.31.005	2012-08-31	V3 R3.2.0 – General Availability
V3 R3.2.0	APIMG3.31.005	2012-08-17	V3 R3.2.0 – Start eeQS
V3 R3.1.1004	APIMG3.31.004	2012-08-14	Hotfix
V3 R3.1.0	APIMG3.31.003	2012-07-31	V3 R3.1.0 – Start eeQS
V3 R3.0.1005	APIMG3.30.005	2012-07-02	Hotfix
V3 R3.0.1002	APIMG3.30.002	2012-06-20	Hotfix
V3 R3.0.0	APIMG3.00.648	2012-06-05	V3 R3 – General Availability

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.

2.2.2 Requirements after upgrading the system

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 – 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

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

- **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.
- **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 than 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.


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

- **Startup of .net based OpenScope office clients (myAgent and myPortal for Outlook) fails if:**
 - .net 4.0 environment is installed and
 - Computer has no internet accessIn this case please excute 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 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/Zimbra/ 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 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 recieve AutoUpdate notifications this program needs to be started with "Run blocked program" on the "OSO Update" context menu point. Windows Server 2008 R2 is 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.
- **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 deinstalled. 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.

- Use of MyAgent clients in Window/Citrix Terminal Server environments
- 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

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 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 myPortal for Desktop – Mac

myPortal for desktop is available with same interface for Apple MAC as under Microsoft Windows. However, due to the Apple MAC OS system architecture, the following functions will be now released:

- Desktop Dialling via clip board
- OpenScape WEB Collaboration Integration
OpenScape WEB Collaboration can now started from Mac User in the same way as from Windows user
- Calendar Integration (local Calendar)
Automatic presence change will be done depends on the founded key word (for e.g. meeting, break etc.) in the subject line of ical (Calendar for Mac).
- Integration of contacts from the local Mac adressbook.
This means that after the start of myPortal for desktop the local contacts from the Mac address book will be imported in the personal directory. These contacts can bevon

3.1.2 Support of the following operating systems

- Microsoft Windows 8
Following variants of the Windows 8 will be supported:.
 - Windows 8 (Windows 7 Basic/HP/Starter)
 - Windows 8 Pro (Windows 7 Professional)
 - Windows 8 Enterprise (Windows 7 Ultimate)
 - Windows RT is not supported

Windows 8 Tablet Variant is not supported yet..

- Apple OS X Mountain Lion (10.8)
- Microsoft Windows Server 2012
- Internet Explorer 10 release is planned for the 1 Quarter 2013

A support of Microsoft Exchange 2013 and of Microsoft Office 2013 / Outlook 2013 is planned for the 1 Quarter 2013. At this time Microsoft planes the release of the mentioned software.

3.1.3 Serviceability


- User can now delete or not delete his journal entries depending of the settings in the WBM.
- Support of programmable Headset key
This flag should give the user the possibility to program a phone key which supports the headset functionality, for corded headsets which are looped in.


3.1.4 myAgent

- All Contact Center mediafiles can now be forwarded or saved by agents as well. This function was formerly restricted to supervisor or admin role levels only.

3.1.5 myAttendant


In the active call area we show in addition the call status of the caller. The following status will be displayed.

Active Calls				
Status	Arrived...	CLI	Calling For	Last
	17:58:23	+492302100100	Tina Schulz N1	


Active Calls				
Status	Calling For	Arrived...	CLI	Last Name
	Tina Schulz ...	17:56:32	+492302100100	

Active Calls Window

Ringing 


Establish 

Held/Transferring/Parked Calls Window

Parked 

Held 

Transferring 

Dialing 

The user changes regarding sorting and wildness of the columns of the active call can be done individual and will be stored.

3.2 Resolved Reported Problems / Symptoms

GSI.flow Ticket	Summary
NA10357419	If a serial fax with only one receiver has been sent, an error message appeared.
NA10295704	Authentication problem solved for ITSPs using account/registration per callnumber.
NA10331632 NA10352167	Forwarded call to an external destination should indicating the correct CLIP again.
NA10371398 NA10368067 NA10452480 NA10555114 NA10161019 NA10293359 NA09879354 NA10063072	Payload problems in several call scenarios fixed.
NA10452480	Issues with rule handling of myPortal solved.
NA10324599	If an external call is planned via 'Personal directory' missing '0' should now be added.
NA10319063	If dial button of myPortal for desktop'S 'missed call'-pop-up is pushed, a '0' too much has been added.
NA10410978 NA10380119 NA10578241 NA10347256 NA10367491 NA10448549 NA10576208 NA10273803 NA10365514 NA10385727 NA10273803 NA10472967 NA10473454	System and OSO server stability improvements
NA10036878	External directory: Alphabetical Sorting of column 'Last Name' should now properly be working. Internal and personal directory were already fixed. Added logic to sort and save column sorting for search results.
NA10549486	myPortal for mobile: If the country code is 39 then an additional 0 is added after +39.
NA10561175	CallMe call failed on logged off IP mobility device.
NA10215059 NA10231309 NA10445974 NA10346475 NA10130485	OpenScope Office clients reliability and stability improvements.
NA10526103	Added logic to sort and save column sorting for search results for myPortal for Outlook
NA10273988	Exported port configuration couldn't be imported. Stations with type 0 (No Port) are not included any more in exported csv file.
NA10341986	VSAdmin is not escaping ' character correctly in French in the java script on import external directory in French.
NA10269771 NA10146159	Due to corrupted database network license was lost after system reset. If CLA detects an unrecoverable database on startup, database will be backed up and a new, empty database will be set up to allow system to take network license again.
NA10278426 NA10264333 NA10382255 NA10409211 NA10273647	In some situations call transfers failed for Contact Center calls being forwarded from HFA device

GSI.flow Ticket	Summary
NA10319019 NA10141607 NA10351070 NA10391970 NA10386473 NA10274258 NA10458492 NA10361374	Several wrong Contact Center queue indications. Issues should be fixed.
NA10401420	Callback from Calls list content visibility is reset whenever a contact item change is detected.
NA10390630	Database enhancements for report extension
NA10310914	Transferring a call via BLF failed due to protocol mismatch between client and server resulted in the client application not knowing they were on a call.
NA10243657	myAgent status was wrong after transferring a call.
NA10542026	Call forwarding problem in night/day service fixed.
NA10486030	Procall pop-up should not be delayed.
NA10543522	If the exact call number found in the external DB the Application Launcher shows the requested data for this entry, otherwise it will use the first found entry in which the call number ends with the caller call number and will show it.
NA10234832	Incoming calls were not routed from MX to LX.
NA10121907	Call to external busy station via DISA should now properly be possible
NA10168818	Blind transfer to a virtual station failed.
NA10457351	When determining if outlook contacts should be searched, the contact engine was incorrectly determining that the number was internal and outlook should not be searched for a contact.
NA10486783	OSO VM: Saving a message or saving as new will proceed to the next message.
NA09970641	SMS sending via ISDN by Ferrari Fax Server connected to S0 failed.
NA10448436	MoH or announcement should now properly be played.
NA10459487	If both phones of a Mobility Mulap are unavailable call forward wasn't executed.
NA10475591	B-Channels could have been blocked due to wrong loop detection handling. There incoming calls were routed improperly.
NA09970533 NA09540726 NA10272562 NA09477782	Corrected line feeds command for conference invitation email.
NA10634405	Problem fixed in contact search via myPortal for Outlook. Wrapped OL objects with managed disposable types to ensure handles are released after accessing each object (while loading contacts)
NA09971352	Fixed 'Import external directory' wizard to only update records that were imported - not any record.
NA10367560	'Fax Number' column is now visible in personal directory.
NA10414327 NA10370439	Drop down field provided the numbers of the previous opened Outlook contact.
NA10185447	Search function improved due to locale update in Postgres

4 Hardware and software compatibility

4.1 Applications shipped

Product Family	Product	SW Version
OpenScape Office	myPortal	6.12.721a
	myPortal for Outlook	6.1.2.721
	myAttendant	6.12.721a
	myAgent	6.1.2.721
	FAX Printer	6.01.0721
	Cover Page Editor	6.01.0689
	myReports	9.1.27

4.2 Phones supported

Product Family	Product	SW Version	Shipped via Image
openStage	openStage HFA all types	V2 R0.92.0	x
	openStage SIP 15,20,40,60	>= V3 R1.35.0	
	openStage 5	>= V3 R1.15.0	
optiPoint 410	OP410 HFA all types	V5 R6.5.0	x
optiPoint 420	OP420 HFA all types	V5 R6.5.0	x
T-Octophon	T-Octophon IP, all types	V5 R6.3.0	x
optiPoint WL2	optiPoint WL2 Professional	V50 R2.94.0	x
optiPoint WL2 DTCom	optiPoint WL2 Professional Tcom preparation SW	V50R2.27.0	x
OpenScape Pers. Ed.	OpenScape Personal Edition HFA	V6 latest	
	OpenScape Personal Edition SIP	V6 latest	
Dualmode via SIP	Nokia N79, N85, E75	Nokia VoIP-3.0 Generation	
MobileBrowser	s. Wiki		

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 (only 32 bit)
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 (only 32 bit)
Microsoft Windows 2008 R2 Server with Citrix XenApp 6.0 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 .

** ContactCenter Clients in Terminal Server environments have to be requested via project specific release process.

Applications

Manufacturer	Application	SW Version
SEN	Accounting Manager	2.0.22
	OpenStage Gateview	V2.00.18
	Application Launcher	V3 R1.0.7
	X-Tracer	Latest
	Callbridge Collection	V2 latest
	HiPath Fault Management	V4 latest
	Web Collaboration	V6, V7 latest
Microsoft	Exchange Server 2013	Release scheduled for 03/2013
	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 (Release scheduled for 03/2013) IE 9.0 IE 8.0 ('Compatibility Mode' only)
	Outlook 2013	Release scheduled for 03/2013
	Outlook 2010 32bit, 64bit and Office 365	SP1
	Outlook 2007	SP3
Outlook 2003	SP3	
Mozilla	Firefox	V4 or higher
Oracle	Java Runtime Environment (only 32bit)	>= 1.6.31
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.

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)
CPU	Dual Core CPU, >= 2.0 GHz per core
RAM	>= 2GB, <= 4GB
HDD	>= 200GB
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SPE1 (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 Documentation reference

	Hyperlinks	Remarks
Service Information	G-DMS: INF-12-000475	
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	
Documentation Directory	http://apps.g-dms.com:8081/techdoc/search_de.htm	
Experts Wiki	http://wiki.siemens-enterprise.com/index.php/Main_Page	
Experts Wiki OpenScape Office	http://wiki.siemens-enterprise.com/wiki/OpenScape_Office	
Exchange Configuration Guides	http://wiki.siemens-enterprise.com/wiki/OpenScape_Office_with_Microsoft_Exchange_Server	
New Features OSO LX/MX/HX V3.2	Sales Information	
HiPath Cordless IP	Sales Information	
USB Rescue Stick	G-DMS: INF-10-000308	
OSO client system & memory requirements in Terminal Server environments	http://wiki.siemens-enterprise.com/wiki/HiPath_OpenOffice_LX/MX_IT-Integration	
OSO LX Demo DVD	G-DMS: INF-11-000617	
SUSE Linux Appliance	G-DMS: INF-12-000452	
OpenScape Office V3 interaction with Microsoft Office 365	http://wiki.siemens-enterprise.com/wiki/OpenScape_Office_with_Microsoft_Office_365	
SIP device configuration guide	http://wiki.siemens-enterprise.com/wiki/SIP_devices_configuration_examples	