

Release Notes

Release Notes Version: V1.2.10

Product Name: *OpenScape Business*

Product Version: V1

Software Release is identified by Version: V1 R2.1.0

Major Release Minor Release Fix Release Hotfix Release

Production Version:

System:	OpenScape Business System X3/X5/X8/UC BC	
File type	Product Item Number / File name	Size
Filename Updateimage small: Product Item # MD5 checksum:	image_osbiz_v1_R2.1.0_279_occ.img.tar P30152-P1532-P1-16 1eb0b1d68ac076b7afb8276a2097055b	651.191.296 Bytes
Filename Updateimage big: Product Item # MD5 checksum:	image_osbiz_v1_R2.1.0_279_ocab.img.tar P30152-P1532-P2-16 4cdc4eba28c7161d6910c6bab5759612	1.756.942.848 Bytes
System:	OpenScape Business Server S/UC BS	
File type	Product Item Number / File name	Size
Filename Update Image Server Product Item # MD5 checksum:	image_osbiz_v1_R2.1.0_279_pcx.img.tar P30152-P1532-P12-16 3c1e92c96d202df324785676b793bd16	1.431.042.048 Bytes
Filename Installation Image Server Product Item # MD5 checksum:	dvd_osbiz_v1_R2.1.0_279.iso P30152-P1532-P10-16 8c79880bba40d31000a29c897cb0787f	1.774.370.816 Bytes

Released for: OSBiz X3/X5/X8: OSBiz UC BC: OSBiz S: OSBiz UC BS:

Export Control Classification Data AL: 5D002C1A ECCN: 5D002ENCU

Field Trial: eeQS: Limited Availability: General Availability:

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DECLARATION DATE: Date : 2013-12-06

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

RN Version	Date	Changes*
V1.2.10	2013-12-06	OSBiz V1 R2.1.0 General Availability, Upd. Compatibility Matrix: Support of OpenScope Voice V7; CC clients PSR requirement removed and general support announced (3.1)
V1.2.9	2013-11-28	OSBiz V1 R2.1.0 Update eeQS; Upd. Compatibility Matrix: Support of OpenScope 4000 V7, Card Manager 015, Snapshots in Virtual Environments (2.4.1).
V1.2.8	2013-11-25	OSBiz V1 R2.1.0 Update eeQS
V1.2.7	2013-11-18	OSBiz V1 R2.1.0 Start eeQS, HFA Update Information (2.3), DMC interworking with H4k (2.4.1), Application Launcher and Java Update (2.4.1), Voice 2 Email in MULAPS (2.4.3)
V1.2.6	2013-10-22	Hotfix Release information
V1.2.5	2013-10-01	Hotfix Release information
V1.2.4	2013-09-13	OSBiz V1 R2.0.0 General Availability
V1.2.3	2013-09-09	OSBiz V1 R2.0.0 Updated eeQS
V1.2.2	2013-08-28	OSBiz V1 R2.0.0 Updated eeQS
V1.2.1	2013-08-19	OSBiz V1 R2.0.0 Start eeQS
V1.1.4	2013-07-31	OSBiz V1 R1.1.0 General Availability
V1.1.0	2013-07-05	OSBiz V1 R1.1.0 Start eeQS
V1.0.1	2013-05-22	M2/M3 Release
V1.0.0	2013-05-16	Field Trial Hotfix, M2 release candidate
V0.91.0 – V0.91.7	2012-12-07 - 2013-05-06	Field Trial Releases

*changes within document since last release are highlighted in [blue color](#)

1.2 Product version history

Software version	Production version	Date	Remarks
V1 R2.1.0	M-IM/-OM12.10.279	2013-12-06	FixRelease V1 R2.1.0 – General Availability
V1 R2.1.0	M-IM/-OM12.10.279	2013-11-28	FixRelease V1 R2.1.0 – Updated eeQS
V1 R2.1.0	M-IM/-OM12.10.278	2013-11-25	FixRelease V1 R2.1.0 – Updated eeQS
V1 R2.1.0	M-IM/-OM12.10.277	2013-11-18	FixRelease V1 R2.1.0 - Start eeQS
V1 R2.0.1035	M-IM/-OM12.00.035	2013-10-22	Hotfix Release
V1 R2.0.1034	M-IM/-OM12.00.034	2013-10-01	Hotfix Release
V1 R2.0.0	M-IM/-OM12.00.033	2013-09-13	MinorRelease V1 R2.0.0 – General Availability
V1 R2.0.0	M-IM/-OM12.00.033	2013-09-09	MinorRelease V1 R2.0.0 - Updated eeQS
V1 R2.0.0	M-IM/-OM12.00.030	2013-08-28	MinorRelease V1 R2.0.0 - Updated eeQS
V1 R2.0.0	M-IM/-OM12.00.028	2013-08-19	MinorRelease V1 R2.0.0 - Start eeQS
V1 R1.1.0_204a	M-IM/-OM10.00.204a	2013-06-14	Field Trial Hotfix
V1 R1.1.0	M-IM12.00.007	2013-07-31	FixRelease V1 R1.1.0 - General Availability
V1 R1.1.0	M-IM12.00.004	2013-07-05	FixRelease V1 R1.1.0 - Start eeQS
V1 R1.0.0	M-IM10.04.005	2013-05-22	OpenScope Business V1 - General Availability
V1 R1.0.0	M-IM10.04.005	2013-05-16	Field Trial Hotfix, M2 release candidate
V1 R0.91.0_001 – V1 R0.94.1004	M-IM10.01.001 - M-IM10.04.004	2012-12-07 - 2013-05-16	Field Trial Hotfix

2 Important Information

2.1 First Installation

Preconditions before getting started Beside the provided software the following environmental preconditions should be available before OpenScape Business is initially configured:

- Administration PC has installed a browser. Required is at least Internet Explorer 10 or Firefox >=V18
- Download the appropriate and for Field Trial purposes released ManagerE. Please consult chapter 5.1 for further information.
- Download the OSBiz CardManager.
- Download USB driver for OpenScape Business

2.2 Migration

Migration can only be performed from an **active** HiPath 3000 V9 KDS. If a system from previous versions (e.g. V7) is supposed to be migrated, the KDS must be converted to HiPath 3000 V9, then uploaded to a system that has been upgraded to a V9 software including ‘Hardware and Overwrite’ before it can be finally migrated to OpenScape Business.

If TDM, CMI, analog stations and S2/T1 lines should be migrated from HiPath 3000 to OpenScape Business, the converted KDS is uploaded to the new OpenScape Business system (with activated flags: Overwrite & Hardware.) Afterwards the license dialogue needs to be executed that finally generates a file with which on the CLS the amount of TDM licenses for OpenScape Business will be defined (as these did not exist on HiPath 3000 before).

The following restrictions need to be considered:

- Registration information must be equal to either Company-ID or the full Company information like Company Name, address, etc. Otherwise license migration will fail.
- The generated user_info.xml can only be created once during a migration process. If file content is faulty (not equal as described above) the migration must be repeated with a new (or newly created) SDHC card.


For further details regarding HiPath 3000 migration to OpenScape Business please consult OpenScape Business Administration Documentation ‘Chapter 25, Migration’

Please also consult documentation regarding supported and unsupported cards.

2.3 Upgrade / Update

Upgrade File Types: Depending on the different processor architecture different upgrade files are created and provided via the distribution channels. In case the wrong upgrade file is accidentally uploaded to a system it will automatically detect the wrong file type and prevent the upgrade request. Due to large file sizes please make sure the appropriate file is downloaded to save time.

File name	Destination OSBiz Type
image_osbiz_xxx_occ.img.tar	OpenScape Business X3/X5/X8 without UC Booster Card
image_osbiz_xxx_ocab.img.tar	OpenScape Business X3/X5/X8 with UC Booster Card
image_osbiz_xxx_pcx.img.tar	OpenScape Business S/UC Booster Server update
dvd_osbiz_xxx.iso	OpenScape Business S/UC Booster Server First Installation

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

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 Business >= V1 R2.1.0, 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 Business Assistant (WBM) or follow the link in documentation reference section.

2.4 Special settings and instructions

2.4.1 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 OpenScope Business S/UC BS server. Therefore a restart of the OpenScope Business S/UC BS 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-Best Practices for virtual machine snapshots in the VMware environment. (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 R1.0.14 (shipped with FR1) 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.
- **In case OpenScope Business S is installed on a VMWare ESXi 5.1.0 environment,** problems with receiving faxes could be experienced with *VMware vmxnet3 virtual NIC driver versions <= 1.1.28.0*. Therefore it is strongly recommended to upgrade to version 1.1.34.0 which is for example part of the VMware-Tools (V9.0.5.21789 build-1065307)

Current driver version can be checked with the following command:

```
'ethntool -i ethx'
```

To update the patch, the following command has to be executed within the guest system environment:

```
vmware-install.pl --clobber-kernel-modules=vmxnet3
```

Alternatively instead of vmxnet3 driver the driver E1000 may be used for virtual LAN interface.

- **The Admin LAN interface** must neither be deactivated nor set to IP address 0.0.0.0. Otherwise it will not be possible to assign user and/or trunk licenses.
- The wizard "User Telephony \ Group call / Hunt Group" currently does not provide the option to change the Route on changing the Call. No..
Expert mode must be used if the route is supposed to be modified.
- Removing and replugging SDHC card during normal operation is not allowed.
- When call number for Company AutoAttendant hunt group (default: 352) has been changed and automatic SmartVM configuration is executed in Basic Installation wizard, then AutoAttendant mailbox is not fully adapted to new call number. It is recommended to use ManagerE to configure Company AutoAttendant.
- ManagerC will not be further supported. An additional user with expert rights should be created to regain the functionality via WBM as the existing 'Advanced' user is neither allowed to use Expert Mode nor create new users.
- If KDS file is stored via Manager E, there are also IVM information stored within (e.g. existing mailboxes, passwords, etc). This information is not part of the general backup/restore mechanism of the WBM interface.

For a complete system restore 3 backups are required:

- System Backup (OSBiz WBM)
- IVM Backup (IVM WBM)
- Manager E KDS
- The following ports/numbers need to be forwarded to the UCSuite via CallForwarding manually for day/night/internal, so the CFW list needs to be changed up to 3 x for each port:
 - FAX numbers of users
 - Parking
 - MeetMe
 - AutoAttendant:
 - ContactCenter Fax

2.4.2 Extension boards

- If OCCx needs to be changed while the existing SDHC card is being reused, SSDP remains tied to the previous MAC address. Reset SSDP plugin to default settings after OCCx is changed.
- **Group/hunt group configuration:**
Please note that the first two groups are reserved:
 - **The first group is reserved as the hunt group for Xpressions Compact.**
 - **The second group is reserved as the hunt group for Smart VM.**
 - **The third group is reserved for the Company AutoAttendant**
 This is especially important for migration of HiPath 3000 systems.
- **HiPath Xpressions Compact** can only be used in systems/networks with call number schemes limited to <= 8 digit. OpenScope Business supports call numbers up to 16 digits. If call numbers exceed this limit IVM does not start up.

2.4.3 Features and Applications

- **DMC (interworking HiPath 4000 – OpenScope Business)** is currently not supported with following HFA Software for IP registered devices connected to OpenScope Business.
 - OpenStage HFA device **V2 R1.2.1**
 - OptiPoint HFA device **V5 R7.1.0**
 - Octophone HFA **V5 R7.1.0**
 - OpenScope Desk. Cl. Pers. Ed **V7 R1.21.2**
- **Voice to Email** in MULAPS will only work if MULAP master is configured with ****#####**.
- **UC Smart** does not support Open Numbering scheme.
- **The following installation guidelines** have been modified due to technical changes in respective operating systems and are now available for download on WIKI.
 - Connect OpenScope Business systems to Microsoft Exchange 2007
 - Connect OpenScope Business systems to Microsoft Exchange 2010
 - Connect OpenScope Business systems to Microsoft Exchange 2013
 - Connect OpenScope Business systems to Microsoft Office 365 (Edition 2013)
- **Gateview application** cannot be configured via Remote Access WAN (port forwarding).
- Due to a technical limitation on **Outlook 2010/2013** 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.
- **myPortal for Tablet:** The mPFT setting: *'Automatic Refresh'* is not supported on iOS6. Please deactivate this option.
- **Enhancements for automatic Smart VM configuration via WBM:**
 1. Therefore the default KDS of system has changed in the following way:
 - There are now 4 Smart VM ports (previously: 6) preconfigured for voicemail in hunt group 2
 - There are now 2 Smart VM ports preconfigured for Company AutoAttendant in hunt group 3
 - Smart VM mailbox 1 is preconfigured for first station in system (100)
 - Smart VM mailbox 2 is preconfigured for Company AutoAttendant (352)
 2. The Basic Installation wizard provides an option to automatically configure voicemail boxes for the first 100 stations in the system. It is intended for initial Smart VM configuration only! When this function is executed, then all previously existing Smart VM mailboxes and AutoAttendants are deleted.
It should be executed after all functional call numbers (e.g. voicemail call number) and all stations have been configured in basic installation wizard.
 3. The file format for port data XML import has changed. An additional column "Voicemail" has been introduced for stations and groups. Use an "X" in the voicemail column to create a voicemail box during import.
- **UC Smart** must not be used on **TOP MULAPs**.
- 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.

- **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.
- **Password for login to myPortal Smart.** This needs to be defined via UC Smart Assistant before first login to myPortal Smart.
- **Login to myPortal Smart** is not possible if cookies are disabled in browser settings.
- **Default password for SmartVM** is ‘123456’. It will be requested to change the password on first login.
- **Startup of .net based OpenScope Business clients (myAgent and myPortal for Outlook)** fails if:
 - .net 4.0 environment is installed and
 - Computer has no internet access

In 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 2010/2013 64bit and or out of most 64bit applications. On 64bit environments it is strongly recommended to use clipboard dial (SHIFT-CTRL-D) instead.
- **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 "OSBiz Update" window by default. To be able to receive AutoUpdate notifications this program needs to be started with "Run blocked program" on the "OSBiz 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.)
- **Citrix XenApp 5/6:** Only “Desktop mode” is supported.
- **Please note the following list of Search restrictions for OpenScope Business:**

OpenScope Business 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
 - 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 OSBiz 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.

2.4.4 Contact Center

- 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.

2.4.5 Simultaneous usage of OpenScape Business Clients

Be aware of interactions when using OpenScape Business Clients Applications simultaneously with myAgent using the same OSBiz 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.

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.

3.2 Resolved Reported Problems / Symptoms

Ticket	MR / CQ	Summary
NA12451914	I34632	Due to error in DSP initialization Music on Hold failed to be played. Call waiting time should now be more entertaining again.
NA12450168	I34638	System restart in case an incoming call is following Call destination List rules and is forwarded and camping on a busy group.
NA12114408	I29686	Issues fixed causing CSTA connection fail due to multiple CSTA disconnects and reconnects.
NA12092928	I29799	In multi ITSP environments STUN was interrupted and set all ITSP out of service in case ITSP had different registration expiring times.
NA12092307	I30056	Port speed recognition caused multiple retransmission events with a certain switch type in 1Gigabit full duplex mode slowing down the IP connection. Attempted to work around a driver error to prevent this issue.
NA11904372	I30665	Added branding mode information to a backup set to properly restore Telekom branded systems. This fix requires to create a new backup set as older backup sets still miss this information.
NA11944346	I30825	Backup/Restore on/from a network drive could cause a system crash in case the backup file could not be opened.
NA11918154	I30874	ManagerE should now display a more common version string to avoid mismatches in displaying sub-component versions instead of the main-image version.
NA12092553	I30899	S2M license should be active now after changing license from ALF to RLF.
NA12092690 NA12158689	I30919 I32043	Performance enhancements for the following WBM pages: Setup Wizards, User Telephony, Class of Services, and Authorized Station for night service, Expert Tree Incoming Calls, Optimization within key programming: reading groups and members of groups
NA11938390	I30924	On shutting down the system, the power for UP0 lines will be decoupled to force TDM phones to restart to indicate to the phones that the system is unavailable right now while power to the system remains connected.
NA11978540	I31144	Prevented to allow 'Enquiry' after myAttendant attempted to forward a call via SSCT to an external station and presses the provided 'Enquiry' by accident. Doing so before disconnected the transferred call.
NA11978186	I31173	Problem fixed where favorite's group name format could prevent calling a favorite out of this group.
NA11978291	I31179	The presence info text will now be cleared when presence related AUL will be cleared on the phone and the presence changes to 'In the office'.
NA11998042 NA11979890	I31202	LED signaling should now work on TDM phones connected to SLU8N
NA12114340	I31316	Issue fixed causing myPortal pop-up disappearing after 5 minutes on CallMe call.
NA12032314	I31458	Feature 'Room monitoring' is not implemented in OpenScape Business. Configuration option therefore removed.
NA12025637	I31537	The default EVM ports for New Zealand have been changed to 700 - 602.
NA12135532	I31547	Fixed a sporadic problem due to a missing release sequence check for SIP stations causing a payload problem on unrecognized hanging connection.

Ticket	MR / CQ	Summary
NA12041573	I31645	In the Wizard Group call/huntgroup it is not possible to edit the Groups for Smart Voicemail and Attendant but the drop down fields weren't deactivated.
NA12058613	I31659	Problem solved which changed the DSP IP address to default after update.
NA12092845	I31674	Stability improvements for UC Suite.
NA12093044	I31920	Key programming WBM changes: OpenStage 60TDM, OpenStage 80TDM and OpenStage 60HFA are displayed as OpenStage60/80 or Octophon F660/F680 OpenStage 80HFA is displayed OpenStage Change of device type enabled for IP ports or inactive TDM ports.
NA12158597	I31962	ITSP setting "Incoming call > Type of call number" should not be changed to default after update anymore.
NA12191489	I31991	Key programming now supports names containing special characters
NA12158648 NA12144197 NA12158479 NA12332787	I32032 I32308 I32430 I33651	Localisation errors fixed: EN, NL, FR
NA12103048	I32193	IP conflict check for Static routes implemented to identify IP conflicts with already used system IP addresses.
NA12130284	I32203	Automatic SmartVM configuration now possible in French GUI.
NA12192206	I32276	Stability Improvements for S0 station port range check
NA12144149	I32324	Problem with Internal/External destination check in myPortal fixed.
NA12119724	I32325	Payload problem fixed after call pickup
NA12114320	I32327	Consistency Check problem with empty OCAB IP solved.
NA12262051	I32627	Rare race condition caused payload problem to SmartVM.
NA12327330	I32787	Missing IP tables rules added to prevent payload problems on incoming ITSP calls
NA12221656	I33036	Phone kept ringing on incoming rejected call to UCD group.
NA12114266	I33055	There should be no error message anymore when configuring CCV digit with value 'none'.
NA12246904	I33067 I33412	CCV setup problems leading to mismatch in configuration are now fixed.
	I31456	If authentication credentials for deskshare were changed on the mobile station, user login was rejected.
	I33971	Mismatch of UCD agent ID in ManagerE and WBM has been solved.

4 Hardware and software compatibility

4.1 Compliant products (compatibility matrix)

Hardware and software products that have been tested together with the OpenScape Business, including third-party products, are listed in the following table. In addition to this please also read the corresponding releasenote from the other 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.

Product Family	Product	Preferred Software Versions ¹		
		Version	Status ³	G-DMS Note
Operating System	Novell SLES 11 SP2 64 Bit	P30152-P1532-P11-1 (DVD 1)	GA	INF-13-000148
Administration	ManagerE	≥ P30152-P1532-P3-5 (V10R2.1.0_252)	GA	INF-13-000576
	KC-Manager²	≥ P30152-P1532-T3-5 (V10R2.1.0_252)		
	OSBiz Card Manager	≥ P30152-P1532-P6-2 (V1.00.015)	GA	INF-13-000431
Voicemail	Xpressions Compact V3 ²	≥P50038-P103-A1-35 (V3 R2.4.0)	GA	INF-10-000602
	OpenScape Xpressions	≥V7 R1		
Attendant	OpenScape Business Attendant	≥P30152-P1532-P13-7 (V1 R1.2.0)	GA	INF-13-000274
	Busy Lamp Field	≥V1 R1.1.0		
	BLF Server	≥V3 R1.0.0		
Clients and Devices	OpenScape Desk Phone IP 35G SIP	P30152-P1570-A175-2 (V3 R2.10.0)	GA	
	OpenScape Desk Phone IP 55G SIP	P30152-P1570-A275-1 (V3 R2.10.0)	GA	
	openStage XX HFA	≥P30152-P1457-A75/A100/A105/A200/A300/A400-22 (V2 R1.2.1)	FT	
	openStage 10 TDM	N.A	GA	N.A
	openStage 15 TDM	≥P30152-P1459-A75-6 (V2 R0.12.0)	GA	INF-12-000181
	openStage 20 TDM	≥P30152-P1459-A100-5 (V2 R0.12.0)	GA	INF-12-000182
	openStage 30 TDM	≥P30152-P1459-A150-7 (V2 R0.12.0)	GA	INF-12-000692
	openStage 40 TDM	≥P30152-P1459-A200-10 (V2 R0.12.0)	GA	INF-12-000647
	openStage 60 TDM	≥P30152-P1459-A300-18 (V2 R0.96.0)	GA	INF-12-000631
	openStage 80 TDM	≥P30152-P1459-A400-18 (V2 R0.96.0)	GA	INF-12-000631
	OpenScape Personal Edition V7 HFA/SIP	≥P30152-P1510-C1-7 (V7 R1.2.7)	GA	INF-13-000256
	optiPoint 500 (all types)	N.A	GA	N.A
	optiPoint 4xx	≥P30152-P1285-A100/A200/A300/A400/A500-68 (V5 R7.1.0)	FT	INF-11-000304
	T-Octophon Fxx ²	≥P30152-P1285-T110/T210/T310/T410/T510-35 (V5 R7.1.0)	FT	INF-10-000127
	OptiPoint WL2 SIP	≥P30152-P1305-A100-71 (V1 R0.81.0)	GA	INF-12-000403
	OpenStage WL3	≥WL3 V1R0.1.0	GA	INF-13-000119
	openStage Up0 Adapter	≥P30152-P1416-B100-9 (V1 R0.11.0)	GA	INF-12-000073
openStage 5 SIP	V3 R1.5.0			
openStage 15/20(E)/40/60/80 SIP	≥P30152-P1458-Axxx-4 (V3 R1.43.0)	GA	INF-12-000630	
Partner Products	Mediatrix 4102 V2.0	≥P30152-P1361-P25-5 (V2.0 R9.150.0)	GA	INF-10-000583
CSTA	OpenScape Business TAPI	≥P30152-P1532-P14-2 (V1.R1.3.0)	GA	INF-13-000533
Telephony Services	OpenScape Alarm Response Economy	≥ P30152-P1504-A1-5 (V1 R1.1.1)	GA	
	OpenScape Alarm Response Professional	≥ P30152-P1503-A1-4 (V3 R2.60.4)	GA	
Networking/ Interoperability	OpenScape 4000	≥ V6R2.14.0 ≥ V7R0.0.0	GA	
	OpenScape Voice	≥ V7R1.0.0	eeQS	

Notes: ¹ We recommend customers use the "Preferred Software Version" for the given products. The preferred software versions offer higher levels of functionality. However, the OpenScape Business might also operate with older software version with the caveat that recently added interoperability or advanced features may not be possible when using these versions. In cases, if a defect is found when using a backward compatible version, it may be necessary to update to the preferred version.

² Supported product/Corresponding pendants for Octopus F X (Deutsche Telekom)

³ FT = Field Trial, N.A = Not available, GA= General Availability, eeQS= extended external quality assurance TBV = To Be Verified

4.2 Hardware revisions

Board	Product "long" name	Product Revision
OCCM	UC Mainboard (F)X3W/(F)X5W (Wall)	S30810-(K)Q2959-X-(A)D5
OCCMR	UC Mainboard (F)X3R/(F)X5R (Rack)	S30810-(K)Q2959-Z-(A)C4
OCCL	UC Mainboard (F)X8	S30810-(K)Q2962-X-(A)B5
OCCB1	Voice Channel Booster Card	S30807-Q6949-X100-3 (1 DSP)
OCCB3		S30807-Q6949-X-3 (3 DSP)
OCAB	UC Booster Card	S30807-K6950-X
Power	UPSC-D (F)X3 / (F)X5	S30122-K5660-A300/-M300/-M321
Supply	UPSC-DR (F)X3 / (F)X5	S30122-K7373-A900/-M900/-M921
Unit	LUNA2 (F)X8	S30122-K7686-A1/-M1

Note: F X3/ F X5/ F X8 are corresponding pendants for Deutsche Telekom

OpenScape Business S/UC Booster Server Server Requirements

Hardware	Requirements
Server PC	64 bit support, certified for SLES 11 (SP2), designed for 24h service
CPU	Dual Core CPU, >= 1.5 GHz per core (>= 2 GHz per core recmd.)
RAM	>= 2GB, (4GB recmd.)
HDD	>= 100GB (>= 200GB recmd.)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP2 64bit
Virtualization	VMware vSphere V4 (also known as ESX/ESXi 4)* VMware vSphere V5*
Misc Information	Applications other than OpenScape Business + certified Virusscan Software must not be installed

* For details regarding virtualized environment requirements please consult Administrator documentation

4.3 Applications shipped

Product Family	Product	SW Version
OpenScape Business	myPortal/myAttendant	6.2.069B
	myPortal for Outlook	6.2.0.069
	myAgent	6.2.0.069C
	FAX Printer	6.02.0069
	Cover Page Editor	6.01.0036
	myReports	4.0.7
	SmartUC	V1R2.10.16
	Application Launcher	V3 R1.0.14

4.4 Operating systems and applications

Operating Systems for OSBiz Applications

Operating system:	Req. Service Pack:	Version:	OSBiz Clients	MyReports	SmartUC Client
Microsoft Windows 8		32 + 64 bit	X	X	X
Microsoft Windows 7	SP1	32 + 64 bit	X	X	X
Microsoft Windows Vista*	SP2	32 + 64 bit	X	X	X
Microsoft Windows XP*	SP3	32 + 64 bit	X	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	Only myPortal		>= 10.7.3

* 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	OpenScape Deployment Service	>= V7 R1
	Accounting Manager	2.022
	OpenStage Gateway	Latest on System Image
	Callbridge Collection	>= V2 R3.0.0
	Callbridge for Data	>= V1 R1
	HiPath Cordless IP Base Station	>= V1R4.5.0
	HiPath Cordless IP Server	
	Web Collaboration	>= V7 R0
	UC Mainboard Driver	5.2.2600.1
Microsoft	Exchange Server 2013, 64bit	
	Exchange Server 2010, 64bit	SP2
	Exchange Server 201 of Office 365	Cloud controlled
	Exchange Server 2007, 64bit	SP3
	Small Business Server 2011 Standard	
	Internet Explorer	>= IE 10
	Outlook 2013 32 bit and 64bit	
	Outlook 2010 32bit, 64bit and Office 365	SP2
	Outlook 2007 32bit	SP3
Outlook 2003 32bit*	SP3	
Mozilla	Firefox	>= V18
Oracle	Java Runtime Environment (preferred 32bit, see 2.5.3)	>= 1.7
Trend Micro	Trend Micro OfficeScan Client	>= V10.x
NCP	NCP Secure Client	>= 9.02 build 69
ShrewSoft	ShrewSoft VPN Client	>= 2.1.7
MSI	Teledata Office 4.0	>= 6.20
Adobe	Adobe Reader	>= 9.3.x

* Supported, but not part of the systemtest anymore.

General Note: 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.

5 Documentation reference

	Hyperlinks	Remarks
Service Information: OpenScape Business	G-DMS: INF-13-000147	
Service Information: Novell SLES 11 SP2 64 Bit	G-DMS: INF-13-000148	
Service Information: OpenScape Smart Office Card Manager	G-DMS: INF-13-000431	
Administration Documentation	Online Help in OpenScape Business Assistant	
OSBiz Applications	Available for download via OpenScape Business Service- Center	
Details regarding supported peripheral devices and or other 3 rd party products	Sales Information	
Diagnostic hints	Administration Documentation	
Experts Wiki	http://wiki.unify.com/index.php/OpenScape_Business	
Exchange Configuration Guides	http://wiki.unify.com/index.php/OpenScape_Business#Micro soft_Exchange_Server	
Client system & memory requirements in Terminal Server environments	http://wiki.unify.com/index.php/OpenScape_Business#Integr ation_into_IT_environment	
SIP devices configuration guide	<a href="http://wiki.unify.com/index.php/SIP_devices_configuration_e
xamples">http://wiki.unify.com/index.php/SIP_devices_configuration_e xamples	
Migration of Openstage WL2 HFA to SIP	<a href="http://wiki.unify.com/index.php/How_To_replace_HFA_prot
ocol_of_optiPoint_WL2_by_SIP">http://wiki.unify.com/index.php/How_To_replace_HFA_prot ocol_of_optiPoint_WL2_by_SIP	Ref. chap. 2.3
Important HFA upgrade information	<a href="https://enterprise-
businessarea.unify.com/productinfo/document/qy1In3stT2U
_OpenScape%20Business%20V1%20Service%20Docume
ntation%20Phone%20Software%20Update%20Information.
pdf">https://enterprise- businessarea.unify.com/productinfo/document/qy1In3stT2U _OpenScape%20Business%20V1%20Service%20Docume ntation%20Phone%20Software%20Update%20Information. pdf	Ref. chap. 2.3
Best Practices for virtual machine snapshots in the VMware environment	http://kb.vmware.com/kb/1025279	Ref. chap. 2.4.1