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Release Notes

Release Notes Version: *V1.3.7*

Product Name: *OpenScape Business*

Product Version: *V1*

Software Release is identified by Version: *V1 R3.0.0_433a*

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_R3.0.0_433a_occ.img.tar** P30152-P1532-P1-25 *41abb645c4e3bc67d0809e1356775c2d*	625.354.752 Bytes
Filename Updateimage big: Product Item # **MD5 checksum:**	**image_osbiz_v1_R3.0.0_433a_ocab.img.tar** P30152-P1532-P1-25 *597d79a0173de683eef20a806a346d9d*	1.777.305.600 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_R3.0.0_433a_pcx.img.tar** P30152-P1532-P1-25 *a9b01cc31b43792572f8b69cd1f9a4aa*	1.720.083.968 Bytes
Filename Installation Image Server Product Item # **MD5 checksum:**	**dvd_osbiz_v1_R3.0.0_433a.iso** P30152-P1532-P1-25 *7ff20686b79be1322d9f44cfcd8aa66a*	2.105.036.800 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   : 2014-06-13

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*
V1.3.7	2014-06-13	OSBiz V1 R3.0.0 General Availability
V1.3.6	2014-05-28	OSBiz V1 R3.0.0 eeQS Update Release
V1.3.5	2014-05-20	OSBiz V1 R3.0.0 Start eeQS, New Hardware requirements for OSBiz S/UC BS (2.1), CLIP via ITSP configuration hint (2.5.1), Important Upgrade and Fallback Information (2.3 & 2.4), Codec changes on HFA requires device reset (2.5.1), myPortal for MAC update hint (2.5.3), VMWare tools maintenance request (2.5.1)
V1.3.4	2014-04-30	OSBiz V1 R3.0.0 Field Trial Release
V1.3.3	2014-04-15	OSBiz V1 R3.0.0 Field Trial Release
V1.3.2	2014-03-28	OSBiz V1 R3.0.0 Field Trial Release
V1.3.1	2014-03-21	OSBiz V1 R3.0.0 Field Trial Initial Document

*changes within document since last release are highlighted in blue color

1.2 Product version history

Software version	Production version	Date	Remarks
V1 R3.0.0_433a	M-IM/-OM10.00.433a	2014-06-13	OSBiz V1 R3.0.0 General Availability
V1 R3.0.0_433	M-IM/-OM10.00.433	2014-05-28	OSBiz V1 R3.0.0 eeQS Update
V1 R3.0.0_430	M-IM/-OM10.00.430	2014-05-20	OSBiz V1 R3.0.0 Start eeQS
V1 R3.0.0_426	M-IM/-OM10.00.426	2014-04-30	MinorRelease V1 R3.0.0 – Field Trial Release
V1 R3.0.0_423	M-IM/-OM10.00.423	2014-04-15	MinorRelease V1 R3.0.0 – Field Trial Release
V1 R3.0.0_416b	M-IM/-OM10.00.416b	2014-03-28	MinorRelease V1 R3.0.0 – Field Trial Release
V1 R3.0.0_415	M-IM/-OM10.00.415	2014-03-21	MinorRelease V1 R3.0.0 – Field Trial Release

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 released ManagerE. Please consult chapter 5.1 for further information.
- Download the OpenScape Business CardManager.
- Download USB driver for OpenScape Business

After system date and time has been set the system must remain connected to the main power supply for at least 48 hours. Otherwise the partially charged system battery will not be able to store the time settings correctly and as a result any unintended time difference, even caused by a low battery, could lead to a loss of the remaining ALF period.

2.1.1 Changed hardware requirements for OpenScape Business S/UC BS

Independent of the platform used, the OpenScape Business S / Booster Server can be installed on a Linux server. The SLES 11 SP3/SP2 64-bit version can be used as the operating system. The OpenScape Business S / Booster Server may also be run in a virtual environment with VMware vSphere.

On the Linux server PC, either the regular SLES 11 SP3/SP2 64-bit version or an SLES 11 SP3/SP2 64-bit version optimized by the manufacturer of the server PC must be installed.

The requirements and conditions listed in Hardware revision must be met in order to operate OpenScape Business on the Linux server PC.

The RAM requirements for the server PC are dependent on the OpenScape Business System expansion and functions used. For the following functions a minimum of 4 GB of RAM is a requirement:

- convert Fax to PDF format
- OpenScape Contact Center Multimedia Business
- more than 100 users
- Gate View
- XMPP

2.1.2 First Installation in countries with time zone difference ≥ UTC +5

To update systems in time zones which are greater than 4 hours out compared to GMT will require one of the following steps to be carried out in advance, to properly set up a system with a valid ALF when the system is shipped with an SDHC card with software before OpenScape Business V1 R3.0.0.

- Before Initial Installation a new SDHC card must be prepared with OpenScape Business card manager with OSBiz software version V1 R3.0.0 or later.
- The factory shipped SDHC card provided with a new system can be used to startup the system, but before the Basic Installation Wizard is operated the first time, the system must be upgraded to OSBiz software version V1 R3.0.0 or later.

Afterwards the first installation steps including time zone change can be performed. If the ALF has been lost before the fix was applied, only an RLF is able to reactivate the system.

2.2 Migration

⚠️ **Important:** Due to technical changes, for all upcoming OpenScape Business Migrations the following mandatory software versions (or higher) are required for migration purposes, otherwise it cannot be successfully performed and completed:

ManagerE Release   V10 R2.4.0_401
OpenScape Business V1 R2.2.0_324
HiPath 3000   V9 R2.7.0

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.

2.2.1   OpenScape Office HX to OpenScape Business UC Booster Server Migration

Introducing with OpenScape Business V1 R2.2.0 a conversion script was provided allowing to migrate an OpenScape Office HX backup to OpenScape Business UC Booster Server.
A detailed guideline is added to the Administration Documentation in Chapter 25.3. Please read and follow the steps carefully.

⚠️ **Important:** This migration script only supports a migration to OpenScape Business V1 R2.2.0. Due to database changes it is not possible to migrate directly to V1 R3.0.0! Please setup a UC Booster server on and migrate HX backup to V1 R2.2.0 in advance according to documented steps and upgrade to V1 R3.x.x afterwards.
The required ISO file to prepare an UC Booster Server can be downloaded from Unify Partner Portal by searching for Product Item Number: **P30152-P1532-P10-18.**

2.3 Upgrade / Update

⚠️ **Important:** Before and After upgrading the system to OpenScape Business V1 R3.0.0 perform a backup immediately. See 2.4 for further details!

⚠️ **Important:** Upgrade requirement for OpenScape Business to ≥ V1 R2.1.0
The file structure of all V1 R2.1.0 images has been modified to properly distinguish OpenScape Business images from distantly related product files (like OpenScape Office). Update mechanism of OpenScape Business releases previous V1 R2.0.0_033 are not aware of these modifications and will therefore reject this image on upgrade attempt. Systems are required to be upgraded to V1 R2.0.0_033 in advance before following releases can be applied successfully. The required OCC file can be downloaded from Unify Partner Portal by searching for Product item Number: **P30152-P1532-P1-13.**

 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 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 Fallback

Before upgrading to MR3 it is good practice to take a full backup in case of upgrading problems, however after upgrading the system to OpenScape Business V1 R3.0.0 perform a backup again immediately.

Due to architectural database changes any backups taken before OpenScape Business V1 R3.0.0 are not compatible anymore and can therefore not be restored. Outdated backups will still be shown in the menu but will not be selectable for restore.

The necessary database conversions will only be performed during SW upgrade process. In case the latest available backup is not an MR3 backup it is necessary to return to an OpenScape Business V1 R2.2.0 (e.g. prepare a new SDHC card), restore the V1 R2.x.x based backup and upgrade to V1 R3.0.0 on the configured system.

2.5 Special Settings and Instructions

2.5.1 Administration

- **"Clip via ITSP"** needs to be configured now via Internet-Telephony Wizard only. 'Work-around' configuration communicated in the past (e.g. for HiPath 3000) must not be used and are now obsolete. Executing the wizard without changing the outdated method will block ITSP trunk access. It is now required to reconfigure "Configurable CLIP" to „Use Public Number (DID)" and changing trunk route parameters in case of „use internal number" is not allowed.
- **Codec changes on HFA phones require and perform automatically an immediate device reset** after settings are applied either on changing the settings via phone- or system WBM.
  Note: System WBM offers configuration options to centrally provide device settings like PC port activation for all devices at once. While centrally changed flags provide ALL settings to the devices, it could also lead to a phone re-initialization. Active calls would be disconnected. Therefore it is recommended to change settings preferably out of business hours.
- **Call number import via XML file:** On deleting all call numbers via WBM user is requested to enter mandatory call numbers for ITSP. If these are supposed to be imported via prepare XML file the entered call numbers in WBM must be different to those who are imported or need to be deleted from XML file before import. Collision check will cancel import in case entered ITSP call numbers and XML call numbers are identical.
- **Master Node required to be available when OSBiz S in Slave Node mode performs restart**
  In case an OpenScape Business S is configured as Slave Node and is required to be restarted, to properly initialize all services, especially WBM services, Master Node must be up and running during restart. Please schedule upgrade or maintenance tasks according to this limitation.
  An additional restart via Init 6 on availability of Master Node should properly restart affected services. Embedded Slave Node systems are unaffected by this restriction.
- **Usage of Virtual Machine Snapshots:**
  o 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.
  o Snapshots could cause internal server processes losing synchronization preventing a reliable operation of the OpenScape Business S/UC BS server. Therefore a restart of the OpenScape Business S/UC BS server should be scheduled afterwards.
  o Snapshots taken previously must NOT remain active on a production system during normal operation.
  o Snapshots can be taken, if needed, during maintenance windows, or during an installation procedure.
  o 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 R1.0.14 (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 OpenScape 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 latest version 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:
  `'ethtool –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.
  Note: Please generally keep VMWare tools on virtual environments updated. Outdated versions could lead to unintended side effects and loss of functionality.
- **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. An additional restart via Init 6 on availability of Master Node should properly restart affected services.
- If KDS file is stored via ManagerE, 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:
  o System Backup (OSBiz WBM)
  o IVM Backup (IVM WBM)
  o ManagerE 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:
  o FAX numbers of users
  o Parking
  o MeetMe
  o AutoAttendant:
  o ContactCenter Fax

2.5.2 Extension boards and Hardware

- 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:
  o **The first group is reserved as the hunt group for Xpressions Compact.**
  o **The second group is reserved as the hunt group for Smart VM.**
  o **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. OpenScape Business supports call numbers up to 16 digits. If call numbers exceed this limit IVM does not start up.

2.5.3 Features and Applications

- **MyPortal smart for MAC:** It may happen that an installation / update attempt for "myPortal Smart" fails. In this case, please empty the trash and retry the installation.
- **MyPortal for Mac on Apple Mac OS X 10.9:**
  In case Clipboard Dialling, access to contacts and/or calendar is used, the following steps should be performed after upgrade:
  o AutoUpdate displays two hints during AutoUpdate process which should be confirmed
  o On next application start user will be asked to grant access to Calendars, Contacts and Accessibility. This can be also be modified later under "System preferences -> Security & Privacy: set/remove flag for "Contacts", "Calendars", "Accessibility"
  o Restart myPortal
  In case iCal calendar access is used and application is not starting anymore, myPortal for Mac should be uninstalled and installed again before performing the steps above.
- **DMC (interworking HiPath 4000 – OpenScape Business)** is currently not supported with following HFA Software for IP registered devices connected to OpenScape Business.
  o OpenStage HFA device   **V2 R1.2.1**
  o OptiPoint HFA device   **V5 R7.1.0**
  o Octophone HFA   **V5 R7.1.0**
  o OpenScape Desk. Cl. Pers. Ed **V7 R1.21.2**

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- **The following installation guidelines** have been modified due to technical changes in respective operating systems and are now available for download on WIKI.
  - o Connect OpenScape Business systems to Microsoft Exchange 2007
  - o Connect OpenScape Business systems to Microsoft Exchange 2010
  - o Connect OpenScape Business systems to Microsoft Exchange 2013
  - o Connect OpenScape Business systems to Microsoft Office 365 (Edition 2013)
- **GateView application** and UC Suite 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.
- **Enhancements for automatic Smart VM configuration via WBM:**
  1. Therefore the default KDS of system has changed in the following way:
     - There are now 8 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.
  - o 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 OpenScape Business clients (myAgent and myPortal for Outlook)** fails if:
  - o .net 4.0 environment is installed and
  - o 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.**

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- **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 Calendar 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 OpenScape Business:**
  OpenScape 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 <u>not</u> 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.

2.5.4 OpenScape Business Contact Center

- OpenScape Business 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. OpenScape Business ContactCenter must not be used if only analogue C/O trunks are available.

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2.5.5 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 Reported Problems / Symptoms under Analysis

3.1 General problems under analysis

Ticket/FTReport	MR / CQ	Summary	Work-around
	I37501	Sometimes the Inventory information does not provide the appropriate Software version information. Instead of the current installed version it provides the previous installed software version.	
FVBR3_TSW	I36939 I38856	XML data import sometimes fails after the "delete all" function has been called via WBM. While there are now improvements implemented, there is still a chance few entries could be missing (e.g. fax station, email address).	
	I32834	Import for Outlook on myPortal smart is currently not possible on Windows 8 and Java 64bit.	It works with Java 32bit.
	I29413	Login to Gateview fails in case a proxy is configured in browser settings even if it excludes local IP addresses.	Display 'Use proxy' flag in browser.
	I40062	There seems to be a problem with Gateview. OS60**G**/OS80**G** are not selectable for installation. Existing installations are unaffected.	Fixedn in upcoming Hotfix V1 R3.0.0_435
	I40019	On OpenStage 80 devices the gateview picture has the wrong size. It's currently downsized to picture in picture format.	Uninstall and reinstall Gateview.
	I40059	Gateview cannot record when being connected to an OCAB. No problem with OSBiz S/UC BS.	

3.2 MinR3: Restrictions for new features and enhancements

Ticket/FTReport	MR / CQ	Summary	Work-around
	I34801	Minor Release 3 protocol enhancements for supporting SIP devices in "call pickup groups". This feature will be supported when HiPath Cordless IP V1 R5 will be released. Older versions will not be able to handle the new message flow. HiPath Cordless IP phones must therefore not be added to and should be removed from Call Pickup groups	DECT-IP stations must not be added to 'Call Pickup Groups'
	I39618	Locked mailbox cannot be released via WBM reset option	Password can be reset via ManagerE

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4 Changes

4.1 Resolved Reported Problems / Symptoms

Ticket/FTReport	MR / CQ	Summary
FVBR3_FEN	I38081	After Update all PC Ports should remain in the state in which they have been configured. A function has been added to WBM to force a provisioning of DLI functions to all phones to force a system wide state.
FVBR3_BGH FVBR3_TEL FVBR3_VDA FVBR3_TSW NA12395754 NA12993568 NA13004939 NA12963601	I38153 I38155 I38440 I38812 I38819 I38847 I38903 I39048 I39233	New GUI translation wave added. Several countries covered with this translation package.
FVBR3_TEL	I38322	MAC ID which is used for license package will now be shown on WBM starting page also for network licensed systems.
FVBR3_TEL	I38833	Icon changes have been applied to myPortal for Outlook / myAgent
FVBR3_TEL FVBR3_ELK	I38836 I38885	Some text errors and typos have been fixed.
FVBR3_TSW	I38856	Improvements for XML station import. Nevertheless some minor issues could not be fixed, yet. See chap. 3.1.
FVBR3_VDA	I38925	In OpenScape Business Assistant, UC applications scrollbar was missing.
FVBR3_TSW	I38976	Drop Down box on live search should now disappear.
FVBR3_TEL	I38999	Fixed an Outlook crash after selecting a phone number for clipboard dialling out of the instant message pop-up window.
FVBR3_TEL	I39003	Modification to reconnection routine to prevent a sporadic problem on reconnecting myAgent.
FVBR3_TEL	I39239	Displayed name should now properly change after a call is being transferred to the Contact Center when the name of the caller is not in the external directory.'
FVBR3_TEL	I38620	When a phone device is being contacted too fast after it was restarted the phone replied with an error message which would prevent further software provisioning.
FVBR3_ELK NA12969189	I38619 I38105	Issues fixed leading sporadically to HTTP Status 500 Exception messages during UC Suite administration.
	I37135	User images being uploaded to the system and exceeding the intended file size and limits will now be scaled down to an appropriate size on upload. Existing images remain unchanged. Field Trial participants should recommend their users to delete uploaded images and repeat the procedure.
		Extend 2-party call to conference is now supported. Users may now use pop-up function during an ongoing call to extend it to an ad-hoc conference with 3 or more participants.
FVB_CON	I37455	Phone parameters can now be changed in WBM and deployed to all IP stations via 'Deploy to all Workstations'.
	I38395	Content for 'Info Email on missed call' should now be available.
	I38046	FaxPrinter: Search for Outlook should now work properly even after the first search.
	I37706	MyPortal for Outlook does now reconnect again after connection to the server has been lost.
	I37673	Contact Center call delivery to queue is not tied to the COS flag anymore.
FVBR3_CON	I38069	On certain LAN connection via WAN port, a frequent message output on console.log could have lead to huge logfile traffic.

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Ticket/FTReport	MR / CQ	Summary
NA13058851 NA12941967 NA13059632 NA13072427 NA13060213	I38398	It should be possible again to dial external directory contacts out of myPortal favourites again.
FVBR3_TEL	I38297	Mismatch of shown IP addresses on starting page tile fixed.
FVBR3_TSW	I38941	Scaling issue for some WBM pages solved.
FVBR3_TSW	I38983	It should now be possible to upload a personal greeting to newly activated voicemail license immediately without restarting the system in advance.
FVBR3_TEL	I39294	After searching for a user, the properly XMPP ID will now be shown.
FVBR3_TEL	I39341	Size for buttons 'Reset user' and 'Unlock user' has been adjusted.
FVBR3_TSW	I39367	Issues showing sporadically 'Server seems to be offline' messages has been fixed.
FVBR3_VDA	I39390 I39206	Missing data comparator caused faulty order of scheduled auto dial calls in myPortal for Outlook.
NA12492526	I34991	Wrong CLIP information on DECT with GAP-Handset.
NA12535934	I35388	Problem fixed causing restarts when using CMI.
NA12684071	I35748	System crash fixed in certain Team/Top scenario.
NA12656970	I36468 I36381 I36485	Kernel stability improvements.
NA12723865	I36563	S0 Fax server was not recognized due to networking license change.
NA12730243	I36705	System restart due to segmentation fault fixed.
NA12645232	I36312	myPortal should not automatically redial after dialling via Hotkey.
NA12817249	I37191	Login problem with a certain UC suite user fixed.
NA12811011	I37380 I37494	Stability improvements.
NA12644956	I37219	DISA dialling should be possible again.
NA12562321 NA12666603	I35408	Issues fixed on transferring a mobility call via DTMF tones.
NA12646238	I36356	MULAP to MULAP call failed due to a problem in trunk handling.
NA12864416 NA12882708	I36875	Communications Clients installation files unavailable on OpenScape Business S
NA12470849	I36143	Stability Improvements
NA12930599 NA12683527 NA13015676	I39327	Changing the time zone during first installation was recognized by license manager as a time manipulation and set the ALF period end. This has been fixed but requires some attention on first installation. **See chapter 2.1.1. for details.**
NA12644956 NA12797708 NA12856060	I36524	Problem that DISA was not working anymore has been fixed.
NA12791539	I37969	Error handling for PSTN access has been added to prevent the component got stuck on a single error event.
NA13002373	I38865	Display issue solved when a Contact Center call is answered on CMI phone.
NA12510373 NA12531241 NA12532133 NA12526395 NA12462400 NA12928624	I35056 I37819	Due to some incompatibilities with certain 1Gbit switches enhancements for LAN driver stability have been implemented. Nevertheless this change did solve most but not all observed issues in 1GBit mode. Thus new default negotiation for LAN Interface is now 100 MBit/FDX within setting 'Auto'.
NA12504430	I35071	Mismatch in OptiPoint framesize default with system settings fixed.
NA12504657 NA12604716	I35324	SIP endpoints now support Cyrillic character set.
NA12796793	I35356	A warning message now appears on attempting to add a fifth PSTN peer indicating that the limit is four.

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Ticket/FTReport	MR / CQ	Summary
NA12535625 NA12852618 NA12922979 NA12923002 NA13103589	I35425 I37668 I38295 I38510 I39783	System stability improvements
NA12498399 NA12590231 NA13002373 NA13019901	I35435 I35778 I38865 I39109	Several display issues fixed.
NA12542658	I35612	A special check will be added that in case all ports of EVM are type standard the 4 new ports will also be set to type standard.
NA12562056	I35675	MoH should now properly be played in multnode transfer scenarios.
NA12600213	I35690	Documentation changes for slot requirements of TS2 cards.
NA12525583	I36138	Hostname should now be properly shown on NETBIOS request
NA12492703	I36262	Modem connections should be stable now.
NA12682925 NA12917743	I36545	Restart should not be required anymore when activating a network license.
NA12718752	I36677	Payload issue fixed.
NA12622874	I36864	Problem with "Outreach call number transparent" fixed.
NA12707257	I36899	If LCR was deactivated and 'Simplified dialing' is checked, Basic installation wizard was aborted.
NA12814128	I37040	If voicemail was played via PC speakers, myAttendant could shortly lose connection to the server.
NA12802360	I37241	During conference direct pickup via *59 should not offer conference room number anymore.
NA12800704	I37515	Default MoH volume level on uploading MoH file is now -16db, down from -14db. Additionally MoH files with lower level than default level remain unchanged on upload.
NA12780315	I37612	Sporadically some KWZ entries could not be imported via .csv import.
NA12751325	I37741	Issued fixed sporadically causing calls to keep stuck in Contact Center queue.
NA12856152	I37770	System should not restart anymore during access with ManagerE via ISDN.
NA12790087	I37782	It is now possible to configure "None" for "Automatic Night Station" via WBM.
NA12797303 NA12929746	I37798	Problem fixed preventing callback via myPortal pop-up.
NA12797633	I38015	CallMe and huntgroup interworking error fixed.
NA12854131	I38017	Modifications to HDD monitoring script to only check the local file system of the SD card.
NA12852464	I38041	Redundancy entries at schedules, queues and wrap ups showed the content of the 1st entry after more than 25 entries have been configured.
NA12887095	I38065	For providers that not resolve GetHostByName the same profile settings are now used as for outgoing calls.
NA12856407	I38098	It is no longer possible to add agents from other nodes to a local contact center. It local node agents may be added to a queue and others should not appear in the agents list.
NA12639046	I38302	The call direction for ad-hoc conferences via myPortal for Outlook cannot be set to inbound anymore.
NA12745445	I38307	Extension configured as 'Answering Machine' via ManagerE should now properly appear in WBM.
NA12962829	I38424	Blind transfer to analog station is properly providing CLIP information.
NA12923911	I38468	Issue fixed that myPortal mini tray icon disappeared in 'Modern skin' mode when call pop-up disappeared as well.
NA13018530	I38583	ODS: Quote character was missing around table name after FROM.
NA12994828	I38735	Payload problems after UCD group announcements fixed.
NA13107652	I38802	GateView 'stop' recording error solved.

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Ticket/FTReport	MR / CQ	Summary
NA12993103	I38861	Call Fordwarding key via WBM should now be programmable for OpenStage phones.
NA1300623	I38932	"My presence will be played to external callers when they reach my VoiceMail" flag should not be inversed anymore.
NA13009800	I38962	Calls on hold should now be retrievable if they are put on hold.
NA13022002	I39127	Issue fixed on licensing MULAP members.
NA13020321	I39155	Call forwarding failed on certain ITSP in case SIP packets were bigger than MTU and therefore transport method changed to TCP.
NA13084528	I39254	Problem solved causing myPortal for Desktop to crash sporadically on changing presence state to 'Meeting'.
NA13040123	I39309	Contact details for emails were not properly being populated in the email popup window. As such the notes buttons were not working correctly.
NA13040509	I39342	Announcements should now be played on SIP-Q trunk call to Contact Center or AutoAttendant.
NA13041886	I39352	Memory leak in license component closed.
NA13040675 NA13059923 NA13090164 NA13052644	I39467 I39480	Ringing tone on a/b ports adjusted.
NA13064868	I39569	MoH missing on ITSP call to UCD.
NA12796793	I39700	Stability improvements on multiple simultaneous RAS login attempts.
NA13107914	I39942	Outlook pop-up name resolution performance improved.
NA12526585	I35390	SLU8 is still supported but was missing in Peripheral Boards overview chapter of administration documentation.
NA12662032	I36795	Removed restriction of 20 Team/Top groups Team Configuration and Executive / Secretary wizards.
NA12779108	I37145	Mobile Login with OptiPoint 4xx is possible again.
NA12838503	I38649	Issue fixed preventing call pick up after blind transfer via myAttendant.
NA12848018	I37676	myPortal smart is now able to display Cyrillic names
NA12856030	I38059	Issue fixed rejecting end date sporadically for schedule exceptions.
NA12864177	I38080	GateView installation failed in certain cases due to a problem in devices load.
NA12977992	I38614	Instant message window will now pop to foreground on incoming message in myAgent.
NA13006461	I38936	Tray pop-up should not appear anymore on changing certain user settings.
NA13033728	I39259	Email handling improved for myAgent.
NA13164955	I40335	Fax functionality fixed for UCSuite on embedded systems.

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5 Hardware and software compatibility

5.1 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	In Image
Operating System	Novell SLES 11 SP2 64 Bit	P30152-P1532-P11-1	GA	INF-13-000148	
	Novell SLES 11 SP3 64 Bit	P30152-P1532-P11-2			
Administration	ManagerE	≥ P30152-P1532-P3-5 (V10R2.4.0_401)	GA	INF-13-000576	
	KC-Manager²	≥ P30152-P1532-T3-5 (V10R2.4.0_401)			
	OSBiz Card Manager	≥ P30152-P1532-P6-2 (V1.00.015)	GA	INF-13-000431	
Voicemail	Xpressions Compact V3²	≥P50038-P103-A1-35 (V3 R2.4.0)	GA	INF-10-000602	
	OpenScape Xpressions	≥V7 R1			
Attendant	OpenScape Business Attendant	≥P30152-P1532-P13-9 (V1 R2.102.0)	GA	INF-13-000573	
	Busy Lamp Field	≥V1 R2.102.0			
	BLF Server	≥V3 R1.1.0			
Clients and Devices	OpenScape Desk Phone IP 35G SIP	P30152-P1570-A175-2 (V3 R3.11.0)	GA		X
	OpenScape Desk Phone IP 55G SIP	P30152-P1570-A275-1 (V3 R3.11.0)	GA		X
	openStage XX HFA	≥P30152-P1583-A75/A100/A105/A200/A300/A400-3 (V3 R0.15.0)	FT	INF-14-000134	X
	openStage 10 TDM	N.A	GA	N.A	
	openStage 15 TDM	≥P30152-P1459-A75-6 (V2 R1.1.0)	GA	INF-12-000181	X
	openStage 20 TDM	≥P30152-P1459-A100-5 (V2 R1.1.0)	GA	INF-12-000182	X
	openStage 30 TDM	≥P30152-P1459-A150-7 (V2 R1.1.0)	GA	INF-12-000692	X
	openStage 40 TDM	≥P30152-P1459-A200-10 (V2 R1.1.0)	GA	INF-12-000647	X
	openStage 60 TDM	≥P30152-P1459-A300-18 (V2 R1. 7.0)	GA	INF-12-000631	X
	openStage 80 TDM	≥P30152-P1459-A400-18 (V2 R1. 7.0)	GA	INF-12-000631	X
	OpenScape Personal Edition V7 HFA/SIP	≥P30152-P1510-C1-10 (V7 R1.32.0)	GA	INF-13-000585	
	optiPoint 500 (all types)	N.A	GA	N.A	
	optiPoint 4xx	≥P30152-P1285-A100/A200/A300/A400/A500-70 (V5 R7.3.0)	FT	INF-14-000020	X
	T-Octophon Fxx²	≥P30152-P1285-T110/T210/T310/T410/T510-70 (V5 R7.3.0)	FT	INF-14-000021	X
	OptiPoint WL2 SIP	≥P30152-P1305-A100-71 (V1 R0.81.0)	GA	INF-12-000403	X
	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	GA		
	openStage 15/20(E)/40/60/80 SIP	≥P30152-P1458-Axxx-4 (V3 R3.11.0)	GA		X
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	
Contact Center	OpenScape Contact Center	≥ V8 R2.7.0	GA		
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	≥ P30152-P1559-A3-10 (V7 R1.39.4)	GA		

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 Verfied

5.2 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 Supply Unit	UPSC-D	(F)X3 / (F)X5	≥ S30122-K5660-A300/-M300/-M321
	UPSC-DR	(F)X3 / (F)X5	≥ S30122-K7373-A900/-M900/-M921
	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 or SP3), designed for 24h service
CPU	Dual Core CPU, ≥ 1.5 GHz per core (≥ 2 GHz per core recmnd.)
RAM	2 GB RAM (recmnd.: 4 GB, s. chap. 2.1)
HDD	≥ 100GB (≥ 200GB recmnd.)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP2 64bit SUSE Linux Enterprise Server (SLES) 11 SP3 64bit
Virtualization	VMware vSphere V5.5*
Misc Information	Applications other than OpenScape Business + certified Virusscan Software must not be installed

* For details regarding virtualized environment requirements please consult Administrator documentation

5.3 Applications shipped

Product Family	Product	SW Version
OpenScape Business	myPortal/myAttendant	6.2.150C
	myPortal for Outlook	6.2.1.150
	myAgent	6.2.1.150c
	FAX Printer	6.2.1.150
	Cover Page Editor	6.2.1.150
	myReports	6.2.13
	SmartUC	V1 R3.16.29
	Application Launcher	V3 R1.0.18
	GateView	1.0.19
	Accounting Manager	2.0.25

5.4 Operating systems and applications

Operating Systems for OSBiz Applications

Operating system:	Req. Service Pack:	Version:	OSBiz Clients	MyReports	SmartUC Client
Microsoft Windows 8 / 8.1	latest	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 2012 / 2012 R2 Server as Microsoft Terminal Server	latest	64 bit	X	X	
Microsoft Windows Server 2008 R2 with Citrix XenApp 6.0/6.5 Server	SP1	64 bit	X	X	
Microsoft Windows Server 2008 R2 with Citrix XenApp 5.0 Server*	SP1	64 bit	X	X	
Microsoft Windows Server 2008 R2 as Microsoft Terminal Server	SP1	64 bit	X	X	
Microsoft Windows Server 2008 as Microsoft Terminal Server*	SP2	32 + 64 bit	X	X	
Apple MAC OS X	latest	≥ 10.7.3	Only myPortal		≥ 10.7.3

* Supported, but not part of the system test anymore.

Applications

Manufacturer	Application	SW Version
Unify	OpenScape Deployment Service	≥ V7 R1
	Callbridge Collection	≥ V2 R3.0.0
	Callbridge for Data	≥ V1 R1
	HiPath Cordless IP Base Station	≥ V1R4.5.0 (s. Chap. 3.2)
	HiPath Cordless IP Server	
	Web Collaboration	≥ V7 R0
	UC Mainboard Driver	5.2.2600.3
Microsoft	Exchange Server 2013, 64bit	
	Exchange Server 2010, 64bit	SP2
	Exchange Server 2013 of Office 365	Cloud controlled
	Exchange Server 2007, 64bit	SP3
	Small Business Server 2011 Standard	
	Internet Explorer	≥ IE 10
	Outlook 2013 32bit and 64bit and Office 365	SP1
	Outlook 2010 32bit and 64bit	SP2
	Outlook 2007 32bit	SP3
C4B	XPhone UC 2011 (only for standalone systems)	V4.4.1
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 system test 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.

6 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 Business DemoDVD	G-DMS: INF-14-000283	
Service Information: OpenScape Smart Office Card Manager	G-DMS: INF-13-000431	
Administration Documentation	Online Help in OpenScape Business Assistant	
Migration H3k to OSBiz	Administration Documentation Chapter 25	
Migration OSO HX to OSBiz UC Booster Server	Administration Documentation Chapter 25.3	Requires V1 R2.2.0
OSBiz Applications	Available for download via OpenScape Business Service-Center	
Details regarding supported peripheral devices and or other 3rd party products	Sales Information	
Diagnostic hints	Administration Documentation	
Experts Wiki	http://wiki.unify.com/wiki/OpenScape_Business	
Exchange Configuration Guides	http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server	
Client system & memory requirements in Terminal Server environments	http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment	
SIP devices configuration guide	http://wiki.unify.com/wiki/SIP_devices_configuration_examples	
Migration of Openstage WL2 HFA to SIP	http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP	Ref. chap. 2.3
Important HFA upgrade information	https://enterprise-businessarea.unify.com/productinfo/document/qy1In3stT2U_/OpenScape%20Business%20V1%20Service%20Documentation%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. 2.5.1
"How to collection" for H4k and OSV networking	http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics	