Release Notes

Release Notes Version: *V1.0.24*   **Document Owner:** Savvidis, Vasilios

Product Name: *OpenScape Business*

Product Version: *V2*

Software Release is identified by Version: *V2 R1.0.176*

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 Update image small: Product Item # **MD5 checksum:**	**image_osbiz_v2_R1.0.0.176_occ.img.tar** P30152-P1603-P1-18 3cb01d93526c9b079eb33c7af9cc121b	763.514.880 Bytes
Filename Update image big: Product Item # **MD5 checksum:**	**image_osbiz_v2_ R1.0.0.176_ocab.img.tar** P30152-P1603-P2-18 87b1aace483138a4faf131494f7f7edd	2.215.907.328 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_v2_R1.0.0.176_pcx.img.tar** P30152-P1603-P12-18 85b593aef3051ab6a6d22ccb3427bc2b	2.014.445.056 Bytes
Filename Installation Image Server Product Item # **MD5 checksum:**	**dvd_osbiz_v2_R1.0.0.176.iso** P30152- P1603-P10-18 93518bd22107cd03f8bb8e503dd8eb70	2.743.918.592 Bytes
System:	OpenScape Business Open Source Code	
File type	Product Item Number / File name	Size
Filename Open Source Code Product Item # **MD5 checksum:**	**opensource_osbiz_v2_R1.0.0_176.iso** P30152-P1603-P7-04 0a27079b5b52a01cb4c5bd90beb3fe9e	5.867.253.760 Bytes
Filename Open Virtual Application (OVA) Product Item # **MD5 checksum:**	n.a	n.a

Released for: OSBiz X1/X3/X5/X8: ☒ **OSBiz UC BC:** ☒   **OSBiz S:** ☒   **OSBiz UC BS:** ☒

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

Field Trial: ☐   **eeQS:** ☐   **Limited Availability:** ☐   **General Availability:** ☒

DECLARATION DATE: Date   : 2016-03-29

DECLARED BY: Corresponding PL-Development   : Konstantopoulos Ilias
Corresponding PL-System Test   : Savvidis Vasilios

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.

Table of Contents

1 History of change

1.1 Product version history

Software version	Production version	Date	Remarks
V2 R0.1.0_068	M-IM/OM G2.00.068	2015-03-31	OpenScape Business V2 R0.1.0.068 Field Trial Release
V2 R0.1.1_072	M-IM/OM G2.01.072	2015-05-18	OpenScape Business V2 2nd Field Trial Release
V2 R0.1.2_077	M-IM/OM G2.01.077	2015-06-19	OpenScape Business V2 3rd Field Trial Release
V2 R0.1.2_077	M-IM/OM G2.01.077	2015-07-03	OpenScape Business V2 EEQS Release
V2 R0.1.2_079	M-IM/OM G2.01.079	2015-07-08	OpenScape Business V2 FT / EEQS Release
V2 R0.2.0_081	M-IM/OM G2.01.081	2015-07-17	OpenScape Business V2 GA Release
V2 R0.2.1085	M-IM/OM G2.01.085	2015-08-03	OpenScape Business V2 R0.2.1085 Hotfix Release
V2 R0.2.1086	M-IM/OM G2.01.086	2015-08-13	OpenScape Business V2 R0.2.1086 Hotfix Release
V2 R0.2.1089	M-IM/OM G2.01.089	2015-08-28	OpenScape Business V2 R0.2.1089 Hotfix Release
V2 R0.3.115	M-IM/OM G2.03.115	2015-09-25	OpenScape Business V2 R0.3.115 FT / EEQS Release
V2 R0.3.119	M-IM/OM G2.03.119	2015-10-16	OpenScape Business V2 R0.3.119 GA Release
V2 R0.3.1120	M-IM/OM G2.03.120	2015-10-23	OpenScape Business V2 R0.3.1120 Hotfix Release
V2 R0.3.1121	M-IM/OM G2.03.121	2015-10-27	OpenScape Business V2 R0.3.1121 Hotfix Release
V2 R0.3.1122	M-IM/OM G2.03.122	2015-11-03	OpenScape Business V2 R0.3.1122 Hotfix Release
V2 R0.3.1123	M-IM/OM G2.03.123	2015-11-12	OpenScape Business V2 R0.3.1123 Hotfix Release
V2 R0.3.1124	M-IM/OM G2.03.124	2015-11-20	OpenScape Business V2 R0.3.1124 Hotfix Release
V2 R0.3.1126	M-IM/OM G2.03.126	2015-12-02	OpenScape Business V2 R0.3.1126 Hotfix Release
V2 R0.3.1127	M-IM/OM G2.03.127	2015-12-11	OpenScape Business V2 R0.3.1127 Hotfix Release
V2 R0.3.1129	M-IM/OM G2.03.129	2015-12-17	OpenScape Business V2 R0.3.1129 Hotfix Release
V2 R1.0_156	M-IM/OM G2.10.156	2015-12-18	OpenScape Business V2 R1.0.156 1st FT Release
V2 R1.0_162	M-IM/OM G2.10.162	2016-01-18	OpenScape Business V2 R1.0.162 2nd FT Release
V2 R0.3.1130	M-IM/OM G2.03.130	2016-01-28	OpenScape Business V2 R0.3.1130 Hotfix Release
V2 R1.0_168	M-IM/OM G2.10.168	2016-02-25	OpenScape Business V2 R1.0.168 FT / EEQS Release
V2 R1.0_172	M-IM/OM G2.10.172	2016-03-10	OpenScape Business V2 R1.0.172 FT / EEQS Release
V2 R1.0_176	M-IM/OM G2.10.176	2016-03-29	OpenScape Business V2 R1.0.176 GA 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 Manager E. Please consult chapter 5.1 for further information.
- Download the OpenScape Business Card Manager.
- 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

Independent of the platform used, the OpenScape Business S / Booster Server can be installed on a Linux server. The SLES 11 SP4 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 SP4 64-bit version or an SLES 11 SP4 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 and up to 500 users
- Gate View
- XMPP

For OpenScape Business S regarding installations for more than 500 users a minimum of 8GB of RAM is required.
HDD memory requirements OpenScape Business S / Booster Server

	Up to 50 User (IP,-TDM,- Mobility,-DeskshareUser)	Up to 100 User (IP,-TDM,- Mobility,-DeskshareUser)	>100 up to 500 User (IP,-TDM,- Mobility,-DeskshareUser)	> 500 User (IP,-TDM,- Mobility,-DeskshareUser)
Harddrive	min. 60 GB *	min. 100 GB *	min. 200 GB	min. 500 GB

* Systems with Multimedia Contact Center always require at least 200 GB on home partition.

For systems installed via OVA (Open Virtual Appliance) the basic installation is done with a default 40GB home partition. This has to be adjusted according to configured features within the virtual environment.

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 OpenScape Business 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 OpenScape Business 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 R2.8.0_442**
OpenScape Business **V1 R3.0.0 (Standalone X3/X5/X8) / V1 R3.3.0 (Network and/or OSBiz S)**
HiPath 3000   **V9 R2.7.0 (mandatory for license migration from HiPath 3000 : Manager E V10 R2.9.0)**

For HiPath 3000 to OpenScape Business migrations an **active** HiPath 3000 V9 KDS is required. If a HiPath 3000 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.

In case of migration from OpenScape Business V1 to V2, perform the following migration steps in sequence:

a) **Update the OpenScape Business V1 software**

   Using the WBM, update the OpenScape Business V1 software to the version specified above

b) **Load the OpenScape Business V2 license file**

   Load the OpenScape Business V2 license file into the OpenScape Business V1 system (Master in case

   of a network license file) and activate the licenses

c) **Load the current OS Biz V2 software**

   Using the WBM, load the current OpenScape Business V2 software into the communication system. In

   case of network first upgrade the Master system and continue with the Slave nodes immediately.

Upgrade OSBiz S/Booster Server V1 to V2
    Steps from V1 to V2
- Load actual OSBiz V1 SW V1R3.3
- Load license file V2 in OSBiz V1
- SW upgrade to OSBiz V2 (automatic data upgrade)

For further details regarding HiPath 3000 and OpenScape Business V1 migration to OpenScape Business V2 please consult OpenScape Business Administration Documentation "Chapter 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 R2.2.1331 in advance according to documented steps and upgrade to V1 R3.3 (Basis for SW Upgrade to V2) afterwards.

2.2.2　　Upgrade / Update

⚠️ **Important:** Before and after upgrading the system to OpenScape Business V1 R3.x.0 perform a backup immediately. Moreover, after migrating to V2 R0.2.0 perform a backup immediately.

2.2.3　　Update requirements for OpenScape Business Attendant to ≥ V2 R0.0.0

If OpenScape Business Attendant is in use on upgrading to OpenScape Business V2 R0.2.0, an upgrade of OpenScape Business Attendant to V2 R0.0.0 and all its related components have to be performed as well, due product version compatibility requirements.

2.2.4　　OS40 HFA procedure for access with OpenScape Business ≥ V1 R3.2.0

There is a problem with OpenStage 40 HFA (Affected part numbers S30817-S7402-D301/D303/B301/B303). These phones are not accessible via DLI with OpenScape Business SW V1R3.0 and lower. It is possible to configure the phones and make calls. But DSS keys, Logo/Picture Transfer, upgrade via DLI is not possible.

A final solution has been shipped with releases V1 R3.2.0 and above.
The phones are accessible via DLI and can be upgraded to **HFA SW V3 R0.23.1** (OpenScape Business Assistant-> Expert Mode-> Maintenance-> Software Images-> Phone Images-> Deploy).

Only OpenStage 40 with part numbers D30x (100 MBit) and B30x (1 GBit) are affected.

2.2.5　　Activities after upgrading from < V1 R3.1.0 to ≥ (V1 R3.1.0 OR V2 R0.2.0)

With OpenScape Business release V1 R3.1.0 the 'Samba Share' has been removed. Below a list of changes and possible activities resulting from that change:
- `\\<OSBiz ip-address>\backup\` as download source is not applicable anymore. Existing backups can still be used to restore a system and backups may still be stored on local system hard drive but cannot be downloaded to an external medium via Samba Share. Backup configuration must be changed immediately to an external drive in case direct access (e.g. for backup of backup medium) is required.
- `\\<OSBiz ip-address>\applications\` as download source for Communications Clients setup files is not available anymore. Download links for individual user download can be displayed in OpenScape Business Service Center. A pop-up provides all available applications and can be shared to users (e.g. via copy and paste to an email). The links will be displayed in the following format:
  ```
  Setup of CommunicationsClients for Microsoft Windows:
  https://{{external_ip_address}}/management/downloads/CommunicationsClients.exe
  https://{{external_ip_address}}/management/downloads/install-common.zip (with
  ReadMe First.rtf)
  ```
  Note: AutoUpdate of UC Suite clients is not affected by this change.
- `\\<OSBiz ip-address>\documentation\` as download source for documentation files is not available anymore. Documentation can be downloaded directly via Service Center.

2.2.6　　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 X1/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
OpenScape_Business_**xxx**.ova	OpenScape Business Server Open Virtual Application

2.2.7 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.

⚠️ **Important:** OptiPoint SW will no longer be included in the Image and no longer be available by Unify.

2.3 Fallback

Due to architectural database changes any backups taken in OpenScape Business V1 are not compatible anymore and cannot be used for restore. Therefore, please make sure that after upgrading to OpenScape Business V2 to perform a backup immediately. This will be your first valid OpenScape Business V2 backup file.
Outdated backups will still be shown in the menu but will not be selectable for restore.
In general, it is always a good practice before upgrading to take a full backup so please make sure you have an OpenScape Business V1 backup before upgrading your system to OpenScape Business V2.
Please mind that in case of fallback to OpenScape Business V1 you will need support from Unify Service.

Also, ensure that you have the OpenScape Business V1 license file available for fallback.

2.4 Special Settings and Instructions

2.4.1 General

2.4.1.1 SDHC Card
It is not allowed to remove and to insert the SDHC card while the system is in operation.

2.4.1.2 Manager C
Manager C is no longer supported. An additional user with expert rights can be created via the Administration Portal (WBM) in order to regain the functionality if necessary.

2.4.1.3 Complete System Backup
Three different backup sets are required for the restore of systems which include an IVM card
- System Backup (OpenScape Business WBM)
- IVM Backup (IVM WBM)
- Manager E KDS

Note:
The KDS backup created by Manager E includes IVM card information (existing mailboxes, passwords, etc), which are not part of the backup created by the Administration Portal (WBM).

2.4.1.4 Networking – Restart of an OpenScape Business S Slave node
The master node within an OpenScape Business network must be in operation, when an **OpenScape Business S** slave node performs a system restart. Otherwise OpenScape Business S services are not initialized properly.
OpenScape Business S restarts, e.g. due to SW maintenance etc., should be scheduled appropriately. An

additional restart via INIT 6, when master node is available, resolves the problems, if OpenScape Business S services are affected after an uncoordinated restart,
Note:
This restriction does not apply to OpenScape Business X slave nodes.

2.4.2   Migration

2.4.2.1 Groups /Hunt groups - Configuration
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.

2.4.2.2 Xpressions Compact – Call Number Scheme
HiPath Xpressions Compact (IVM) can only be operated, if the call number scheme within OpenScape Business does not exceed 8 digits. Otherwise Xpressions Compact (IVM) does not boot.

2.4.3   Virtualization

2.4.3.1 vSphere Virtual LAN interface driver 5.1.0 or above -
The latest NIC driver has to be used for vShpere 5.1.0 or above. NIC driver *versions <= 1.1.28.0 may cause problems* with receiving faxes. The installed NIC driver version can be checked with the command:
`'ethtool –i ethx'`
The recommended NIC driver is part of the VMware tools (V9.0.5.21789 build-1065307 or above). VMware tools should be updated firstly. The following command has to be executed within the **guest system** environment afterwards in order to update the driver:
`vmware-install.pl --clobber-kernel-modules=vmxnet3`
Note:
The driver E1000 can be used for virtual LAN interface alternatively.

2.4.3.2 VMware Tools
VMware tools should always updated to latest version.

2.4.3.3 VMware - Snapshot Handling
Usage of Virtual Machine Snapshots:
Snapshots of virtualized OpenScape Business S systems must not be made during business hours of a customer. A snapshot locks up the virtual machine for a moment. During this time connected devices and clients and applications lose connection to the OpenScape Business S or UC Booster Server instance. A reliable operation cannot be guaranteed afterwards.
It is strongly recommended to schedule snapshot actions off-time and to restart OpenScape Business S / UC Booster Server afterwards.
Note
Snapshots are also used by vSphere backup tools such as VDP or VDR!
It must be strictly ensured that:
- backup operations are scheduled off work time.
- snapshots generated by these tools are deleted at the end the backup operation.

For further information regarding Snapshots see VMware Knowledge Base article 1025279 (link is available within the Documentation Reference).
System administrators of virtual machines have to be advised accordingly.

2.4.3.4 Terminal Server
Citrix XenApp 5/6: Only **"**Desktop mode" is supported.

2.4.4 Administration

2.4.4.1 Admin LAN Interfaces
The **Admin LAN interface** must not be deactivated or set to IP address 0.0.0.0. Otherwise it is not possible to assign user and/or trunk licenses.

2.4.4.2 SSDP
If SSDP V1 cannot be activated after upgrade to OpenScape Business V2.0, please press "Reset to Default" and a subsequent reactivation will solve the problem.

2.4.4.3 Wizards

2.4.4.3.1 User Telephony - Group call /Hunt Group
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.

2.4.4.3.2 Basic Installation – Automatic Smart VM
The mailbox of the AutoAttendant is not adapted to new call number after modification of the call number. This concerns the Company AutoAttendant hunt group (default: 352) via the automatic SmartVM configuration Wizard in section "Basic Installation".
It is recommended to use ManagerE to configure Company AutoAttendant.

2.4.4.3.3 Internet Telephony - ITSP configuration
The configuration of **"Clip via ITSP**" has to be done via Internet-Telephony Wizard exclusively.
The previously communicated 'Work-around' must not be used any longer otherwise ITSP trunk is blocked.
It is now required to reconfigure "Configurable CLIP" to "Use Public Number (DID)" . Change of trunk route parameters in case of "use internal number" is not allowed.

2.4.4.4 Expert mode

2.4.4.4.1 Call Forwarding for UC Suite
The following ports/numbers need to be forwarded to the UCSuite via Call Forwarding 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

2.4.4.4.2 Call Number Import Function
Abort of ITSP call number import via XML file:
Import of ITSP call numbers via XML file is aborted in case that a number within the XML file is already configured as ITSP call number within the system. In this case the "double numbers" have to be deleted manually within the XML before file import.

2.4.4.4.3 HFA Phone Codec configuration
Device reset after codec change on HFA phones
After codec settings of a HFA phone are modified by Administration Portal (WBM) the device performs a reset.
Note:
Administration Portal (WBM) offers an option to provide device settings centrally for all devices at once. This could also lead to a phone re-initialization. Active calls are disconnected during re-initialization. Therefore it is recommended to change phone settings preferably off work time.

2.4.5 Extension boards and Hardware

2.4.5.1 SSDP V1 / RSP.servicelink - SDHC card reuse
SSSP V1 / RSP.servicelink remains tied to the previous MAC address, if the OCCx main board is changed and the SDHC card of the previous main board is reused. In this case the SSDP V1 / RSP.servicelink plug-in have to be reset to the default settings.

2.4.6 Features and Applications

2.4.6.1 Features

2.4.6.1.1 Direct Media Control
DMC (interworking HiPath 4000 – OpenScape Business) is currently not supported with HFA
Software for IP registered devices connected to OpenScape Business listed in compatibility matrix. (s chapter 5)

2.4.6.1.2 Remote Access
GateView application and UC Suite cannot be configured via Remote Access WAN (port forwarding).

2.4.6.1.3 AutoAttendant
It is generally recommended to configure Single Step Transfer as preferred transfer protocol instead of Consultation Transfer (Supervised Transfer). Single Step Transfer is more reliable especially for calls to groups and external devices.

2.4.6.1.4 Dialing Number Format
A manually entered external call number within a UC client requires the access codes in front in the number in the same way as it is done by manually dialing via telephone.
In general the dialing information should always be entered in full canonical format. In this case no trunk access code is required.
Note:
Canonical format has to be used also for phone number entries within directories and contacts.

2.4.6.2 Embedded Applications

2.4.6.2.1 UC Smart
UC Smart must not be used on **TOP MULAPs**.
Default password of SmartVM box is '123456'. Smart VM requests the modification of the password at first login.
Login of WebBased myPortal clients:
it is mandatory to use the user's phone number as the Login name for all web based clients. (myPortal to go, myPortal for OpenStage etc.)

2.4.6.2.2 myPortal Smart
Login to myPortal Smart is not possible if cookies are disabled in browser settings.
myPortal Smart Outlook Import via myPortal Smart webpage is not possible with 64bit JAVA installed. It works with Java 32 bit.

2.4.6.2.3 MyPortal smart for MAC OS
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.

2.4.6.2.4 UC Suite

Java Runtime Environment

Java Runtime Environment 32 bit should be used on 64 bit systems for operation of myPortal, myAttendant and myReports instead of the 64 bit version, in order to save memory resources
Note:
The 64bit version of Java Runtime is required in case that the myPortal/myAttendant function **"Import Outlook Contacts on Startup"** is used for import contact from **Outlook 2013/2016 64 Bit version**.

Microsoft .net Framework

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 2010/2013/2016 and myAgent require .NET 4.0 framework.**
Startup of .net based OpenScape 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 execute the **„Local Group Policy Editor" (execute via MS Windows start menu:** '**gpedit.msc')** and enable: *Computer Configuration\Administrative Templates\System\Internet Communication Management\Internet Communication settings*
"Turn off Automatic Root Certificates Update"

Microsoft Exchange connection

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.
Microsoft Small Business Server 2011 - Exchange Calendar Integration
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).

Fax Printer

Faxes using UC-Suite fax driver are not send correctly or are received with 0 pages length. In this case a.NET 3.5
framework patch is required. The patch can only be retrieved via the auto updated mechanisms of MS-Windows.
The fax printer driver has to be uninstalled before update of the .Net 3.5 framework and has to be re-installed
afterwards.
The Fax printer driver can only handle documents with True Type fonts, due to a problem with a Microsoft font
driver. This is a known issue, but actually no solution is provided by Microsoft.

MyPortal for Desktop/ for Outlook and myAttendant

Click to Call
Via Desktop dialing mode is based on the Microsoft Graphics Device
Interface (GDI). Over time Microsoft has introduced other versions (e.g. Direct 2D), which have replaced the GDI.
This leads to the situation that Desktop Dialing will not work with Microsoft's latest Operating Systems. If the
Desktop Dialing is not, or after an update, is no longer supported by the operating system, the applications
Clipboard Dialing method should be used instead

MyPortal for Outlook

Manual Dialing
Manual dialing out of myPortal for Outlook has to be performed by entering digits and clicking the dial button
afterwards, if MS Outlook 2010/2013/2016 is used. Call initiation by pressing the Enter key is not supported within
these Outlook versions.

Call Number Search

Please note the following list of Search restrictions for OpenScape Business:
Successful call number search out of MS Outlook within the OpenScape Business directories depends on the MS
Outlook / MS Exchange versions and operation modes.
Following scenarios are supported:
- Outlook 2007 with Exchange Cached Mode active
  (this is the default mode after MS Outlook client installation and is independent of the Exchange
  server).
- Outlook 2007 with Online Mode active.
- Outlook 2007 with Online Mode active and Exchange 2007 server with Exchange Store Search
  (can be used when Exchange Search is deactivated).

  Note:
  Instant search is not available for Outlook Web Access (OWA) if Exchange search is deactivated.
Following scenarios are **not** supported:
- Outlook 2007 with Online Mode active and Exchange 2007 server with active Exchange Search
  (Default Search setting).
Terminal Server dependencies:
- Outlook 2007 on Terminal Server always operates in Online Mode.
- Outlook 2010 supports also Exchange Cached Mode on Terminal Server. Additional requirements for
  Cached Mode on Terminal Server must be considered.

MyPortal for Desktop for MAC OS

Installation on Mac OS X

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 setup program is prevented by latest versions of MAC OS X, due to modified security policies. The following actions have to be performed to overcome the problem.
1. Click myPortal installer icon while hold 'CTRL' key.
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.
Click to Call via Desktop Dialing mode (right mouse click):
 Desktop Dialing mode is not supported by Apple MAC OS based systems. The Clipboard Dialing method has to be used instead
Clipboard Dialing out of iContacts / iCal after upgrade to Mac OS X 10.9
The following steps have to be performed to use clipboard dialing in combination with iCal / iContact entries on MAC OS X 10.9.
- Confirm the two hints in case of an (auto) update during update process.
- Confirm Calendar and Contact access, when application starts first time after update.
  (These settings can be also edited later within "System preferences -> Security & Privacy: set/remove flag for "Contacts", "Calendars", "Accessibility")
Note:
myPortal for Desktop should be uninstalled and installed again if it does not start after OS upgrade.

OpenScape Business Contact Center Option

OpenScape Business Contact Center operation is only allowed via ISDN C/O or ITSP C/O.
In case of a hybrid connection of analogue and ISDN/ITSO trunks, it has to be ensured that incoming contact center calls are routed via the ISDN/ITSP trunks only.

Simultaneous usage of OpenScape Business UC Suite 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.

2.4.6.3 External Applications

2.4.6.3.1 OpenScape Xpressions
HiPath Xpressions V7R1 can be connected to OpenScape Business systems via S0/S2M, CornetNQ. CTI via CSTA can be used on standalone or networked systems.

2.4.6.3.2 MS Exchange connection
The following installation guidelines have been modified due to technical changes in respective operating systems and are now available for download on WIKI.
- Connect OpenScape Business systems to Microsoft Exchange 2007
- Connect OpenScape Business systems to Microsoft Exchange 2010
- Connect OpenScape Business systems to Microsoft Exchange 2013
- Connect OpenScape Business systems to Microsoft Office 365 (Edition 2013)

3 Reported Problems / Symptoms under Analysis

3.1 General problems under analysis

- Sporadic License error messages can appear but after a system restart (or license re-activation) service is restored.
- UC-Suite Open Conference will not send e-mail to conference members.
- SW upgrade via USB device without WBM access is not supported.

4 Changes

4.1 New in this release

4.1.1   Release new BS5 with new S-No

From April 2016, BS5 are shipped with a new part number. The previous S30807-U5497-X is replaced by S30807-U5497-X10.BS5 with old or new S-No. are fully compatible. The new S-No can be used from OpenScape Business V2R1.

4.1.2   Implemented change requests

CR Number	MR / CQ	Summary
	I52101	Security - Vulnerability: Manager-E can access the system via ISDN with default password. Step 1: prohibit access with default passwords.
RQ00039595-CR3		Microsoft Office 16.
RQ00039232-CR2	I51113	Handling of SW Support (Part 2: prevention of SW update).
RQ00039013-CR2	I50866 I50919	Transfer of Caller Number at mobile device if call is transferred by system device.
RQ00039679	I52143	Enable/Disable Network Dial by Name, Dial by number feature.
		Support new Openstage HFA Software V3R0.1
RQ00039183-CR1	I51252	Security - Vulnerability: UC Suite SQL injection.
RQ00039682-CR1	I51217	Company Rebranding.
RQ00039653	I51260	UC-Suite enhancements for OpenScape Business.
RQ00039836-CR1	I52380	XML import improvements for customer oriented data.
	I50622	Support Suse SLES 11 SP4.
RQ00039499-CR2	I50245 I52337 I52498 I52521 I52591 I52980	Circuit Connectivity - hUTC dynamic registration and optimized configuration [1]
	I47476	Upgrade of Open-SSL to V1.0.1 for OpenScape Business variant S.
RQ00036240-CR2		"myPortal to go" for Tablets - Android & iOS & WEB.[2]
RQ00038616-CR1	I51330	Automatic Re-Flashing of Desk Phone IP and OpenStage SIP phones to HFA (DPIP 35 Eco / including manual DHCP).
RQ00039595-CR1	I49942	Support Google Chrome as web browser.
	I50600	HFA @Home - Basic Functionality and support for myPortal to go. [3]
	I51436 I51028	"White Smoke" project: Improve configuration of LCR and Administration pages. Provide eventlog which helps technician for debugging.
	I51239 I51240 I51242 I51244	Master Directory (Basic Functionality, w/o import mechanism (CSV), Synch between network nodes). [4]

1Circuit: Is explicitly released for TelekomCLOUD by Deutsche Telekom and will be officially announced and released by Deutsche Telekom AG. Please avoid using any Circuit relevant WBM pages in other scenarios than TelekomCLOUD as it assumes that this special cloud infrastructure is available. A general Circuit interworking solution for other customers and partners is currently under preparation.

2 Application does not operate on Maxwell 10 Tablet after firmware update.

3 Speaker key answer for DPIP35 Eco doesn't work.

4 Master Directory restrictions:

  a. Lookup number support for the following single node scenarios:

- Group call / Mulap call, ringing group, CFU, CFNR, CFB, blind transfer, transfer after answer, deflect cal
- In Multi node scenarios lookup number is not supported.
- Only basic outgoing call to external number in single node and gateway call.

b. Speed dials will not be supported but entries will be searchable by first and last name if name is configured in the following way

   \<Last Name>, \<First Name>

   \<First Name> \<Last Name>

 c. Migration to V2 with names that are not in the following format will not be supported

   \<Last Name>, \<First Name>

   \<First Name> \<Last Name>

\<First Name> \<Last Name>

4.2 Resolved Reported Problems / Symptom

4.2.1 V2 R1.0.176 (GA)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14707099	I53797	System stability improvement.
NA14707621	I53810	System stability improvement.
NA14737365	I53783	The Mobile Phone Integration Wizard does not work
NA14666398 NA14409915	I53377	Payload is lost in the first call
NA14674488	I53858	Update UC Smart Voice Prompts
NA14372184	I52897	Use new GUI-lib for V2R1.
NA14693569	I53696	Wrong MOH played.
NA14687577 NA14653250	I53673	MyAttendant and phone transfer not possible.
NA14657580	I53266	No payload in trombone ITSP scenario.
NA14491246 NA14491184	I52183	Transfer via myAttendant not possible.
NA14514837 NA14654630	I52247	UC suite stability enhancement.
NA14554085 NA14592516	I52614	System stability improvement.
NA14497814	I52196	Users unable to connect to myPortal for Outlook.
NA14610214	I52920	Short MOH announcement out of context.
NA14687892	I53631	System stability improvement.
NA14645207	I53172	System stability improvement.
NA14625089	I52990	CDR query improvement.
NA14579256	I52785	Assign Station Numbers (MUSAP) not possible.
NA14593914 NA14634887 NA14684714 NA14687157	I52764	Disconnected calls when external destination.
NA14142296	I52223	Key programming sporadically not possible.
NA14519758 NA14634058	I51610	Problem with incoming ITSP calls.
NA14562663	I52673	Problem in modus UCSmart and Tapi120.
NA14656764	I53248	Contact Center calls are not routed in queue.

4.2.2 V2 R1.0.172 (EEQS update)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14666114	I53686	UC Suite Schedule CCV improvements
NA14678397	I53533	UC Suite Call handling stability
NA14626170	I53016	
NA14551114	I52602	"Favorites" icon visibility for Windows 10 taskbar
NA14636897	I53170	Disa Mobility improvements

NA14438768	I52804	CDL improvements in case of call forwarding scenario
NA14288302	I52778	Call ringing improvement in case of scenario between IP and DECT devices
NA14673992	I53459	Conference scenario fix in case of SIP specialized conference devices
NA14631754 NA14714662	I53040	External Call scenario improvement in case of SST call via UC Suite
NA14671308	I52901	ITSP enhancements
NA14597081 NA14558629	I52823	Fax call improvement via ITSP with T38 standard
NA14577969	I52775	System Stability improvement
NA14527784	I52367	

4.2.3   V2 R1.0.168 (EEQS)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14346524	I43750	WBM support for extra protocols
NA14355077	I49257	OLI enhancement on settings
NA14476228 NA14628417	I49676	Announcement improvement in case of external incoming call
NA14231052	I49753	Stability improvement
NA14264641	I50156	MyPortal to go Stability improvement
NA14560728	I50192	SIP@Home enhancements
NA14288686	I50222	WBM Wizard enhancement
NA14293413	I50258	myPortal enhancement for Slovenian and Croatian language
NA14671875	I50299	Improvement on transfer scenario
NA14297713	I50336	myAgent queue overview status enhancement
NA14300869	I50346	Import of CSV file for external directory improvement
NA14303634	I50399	Improvements in the pop up of MyPortal while OpenConference is in use
NA14312402 NA14583642	I50477	Key programming for one extension enhancement
NA14322071 NA14331028 NA14639555	I50577	Settings improvement for HFA extensions
NA14331652	I50711	UC Smart improvements
NA14339983	I50768	WBM session stability
NA14522005 NA14599052	I50832	WLAN mobility user enhancement
NA14345840	I50854	Improvements in case of IM scenario (via myPortal for Outlook)
NA14349579	I50876	UC-Suite enhancement after Single Step Transfer scenario
NA14352210	I50944	MyPortal for Outlook improvements
NA14354965	I50952	
NA14356187	I50962	Stability improvements for networking scenarios while calls are forwarded
NA14357190	I50970	myAttendant Pop Up enhancement
NA14357442	I50988	Instant message enhancement
NA14371734	I51205	myPortal stability fix
NA14377895	I51288	MyAttendant window resize improvement
NA14382106	I51324	Stability improvements
NA14392526	I51504	Administration user settings enhancement
NA14398916	I51518	MyAttendant data enhancement
NA14406141 NA14409046	I51540	E-mail forwarding settings improvement

NA14406381	I51561	GateView umlaut clarification handling
NA14409596	I51598	CDR Data improvements
NA14413648	I51630	Fix for searching contacts via myPortal
NA14445042 NA14516112	I51858	MyAttendant performance improvement
NA14468176	I51976	IM notification enhancement
NA14443110	I51979	Stability improvements
NA14471540	I51988	Attendant code call number enhancement
NA14184665	I52041	Fix in case of SLC16N configuration in Multi-SLC table
NA14448201	I52063	ODS LDAP Database enhancement
NA14482228	I52076	Fix for case of CFWD after time and SIP trunk configuration
NA14486711	I52086	CDR Data improvements
NA14489689	I52105	Call hold scenario via „myPortal for outlook" enhancement
NA14493921	I52152	ITSP Provider setting improvement
NA14491277	I52188	MyPortal popup enhancement
NA14472709 NA14505783	I52193	UC-Suite Stability improvements
NA14504642	I52199	Feature codes enhancement in myPortal for Desktop
NA14509846	I52244	myAttendant chat feature enhancement
NA14514018	I52310	WBM intercept settings improvement
NA14448683	I52364	Ringback tone enhancement
NA14533259	I52418	WBM general settings enhancement
NA14527896	I52490	myAgent Stability improvements
NA14544141	I52517	Expert mode settings enhancement
NA14545801	I52550	ITSP Wizzard improvements
NA14409486	I52552	Desktop dialling enhancement
NA14546154	I52557	Text information fix
NA14568208 NA14640861	I52576	Improvement with ODS Connection to ODS Bridge
NA14434960 NA14597052 NA14654809	I52607	UC Suite Stability improvements
NA14631734	I52610	Stability improvements
NA14557813	I52657	WBM Wizard enhancement
NA14572040	I52722	Fix during back-up Booster Server in UC-Smart Mode
NA14575662	I52744	Gate View enhancement
NA14379296	I52755	AutoAttendant Fix in case a call is forwarded via CDL
NA14605614	I52854	Virtual user profiles enhancement
NA14609792	I52875	MyPortal for Desktop stability improvement
NA14633905	I52979	MyAgent enhancement
NA14620834	I52983	Booster Server Stability improvements
NA14460066	I53004	Stability improvements
NA14628417	I53045	Fix for announcements on OSBiz Server
NA14652694	I53202	Stability improvements
NA14674488	I53435	UC Smart enhancement
NA14680313	I53561	UC Suite Stability improvements

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 release note 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			
	Novell SLES 11 SP4 64 Bit	P30152-P1532-P11-3			
Administration	ManagerE	≥ P30152-P1532-P3-18 (V10 R2.12.0_481)	GA	INF-13-000576	
	KC-Manager²	≥ P30152-P1532-T3-18 (V10 R2.12.0_481)			
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V1R1.0.022)	GA	INF-13-000431	
	MCU Recovery Tool	≥ P30152-P1532-P19-1	GA	INF-14-000450	
Voicemail	Xpressions Compact V3[5]	≥P50038-P103-A1-35 (V3 R2.4.0)	GA	INF-10-000602	
	OpenScape Xpressions	≥P30152-P1526-A1-14 (V7 R1.5.0) build 18409	GA		
Attendant	OpenScape Business Attendant	≥P30152-P1603-P13-03	GA	INF-15-000318	
	Busy Lamp Field	≥R2.0.2			
	BLF Server	≥R3.2.1			
Clients and Devices	OpenScape Desk Phone IP 35/55G SIP	P30152-P1594-A175/A275 (V3 R3.36.0)	GA	INF-15-000198	X
	OpenScape Desk Phone IP 35G ECO SIP	V3 R3.33.0	GA	INF-15-000100	X
	openStage 15/20(E)/40/60/80 SIP[6]	≥P30152-P1594-Axxx (V3 R3.36.0)	GA	INF-15-000198	X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275 (V3 R0.33.1)	GA	INF-16-000158	X
	openStage XX HFA	≥P30152-P1587-A75/A100/A200/A300 (V3 R0.33.1)	GA	INF-16-000158	X
	openStage 10 TDM	N.A	GA	N.A	
	openStage 15 TDM	≥P30152-P1595-A75-1 (V2 R1.1.0)	GA	INF-14-000176	X
	openStage 20 TDM	≥P30152-P1595-A100-1 (V2 R1.1.1)	GA	INF-15-000368	X
	openStage 30 TDM	≥P30152-P1459-A150-1 (V2 R1.1.0)	GA	INF-14-000179	X
	openStage 40 TDM	≥P30152-P1595-A200-1 (V2 R1.1.1)	GA	INF-15-000369	X
	openStage 60 TDM	≥P30152-P1595-A300-8 (V2 R1. 10.1)	GA	INF-16-000017	X
	openStage 80 TDM	≥P30152-P1595-A400-8 (V2 R1. 10.1)	GA	INF-16-000017	X
	OpenScape Personal Edition V7 HFA/SIP	≥ P30152-P1510-C1-52 (V7 R1.42.26)	GA	INF-15-000202	
	optiPoint 500 (all types)	N.A	GA	N.A	
	optiPoint 4xx	≥P30152-P1285-A100/A200/A300/A400/A500-70 (V5 R7.1.0)	GA	INF-14-000020[4]	
	T-Octophon Fxx²	≥P30152-P1285-T110/T210/T310/T410/T510-70 (V5 R7.1.0)	GA	INF-14-000021[4]	
	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 R1.41.0	GA	INF-13-000358	
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A175/A275 (V3 R0.33.1)	GA	INF-16-000158	X
Partner Products	Mediatrix 4102 V2.0	≥P30152-P1361-P25-22 (V2.0 R31.571.0)	GA	INF-15-000247	
CSTA	OpenScape Business TAPI	≥P30152-P1532-P14-8 (V1.R1.7.0)	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		
Accounting	OpenScape Accounting	≥ P30152-P1508-B1-4 (V2 R0.9.0)	GA		
Networking/ Interoperability	OpenScape 4000	≥ P30152-P1579-S1-15 (V7 R2.23.0)	GA		
	OpenScape Voice	≥ P30152-P1559-A2-11 (V7 R1.40.3) ≥ P30152-P1591-A3-7 (V8 R1.43.1)	GA		
	Fault Management	≥ P30152-P1611-A1-3 (V9 R0.20.00)	GA		
	DLS Deployment Service	≥ P30152-P1559-A8-29 [V7 R3.8.1 (HI-DLS7R3.447.01)])	GA		

5.2 Hardware revisions

Board	Product "long" name		Product Revision
OCCM	UC Mainboard (F)X3W/(F)X5W (Wall)		S30810-K2959-X-5 / 6 / 7 / 8 / 9 S30810-Q2959-X-7 / 8 / 9 / 10 / 11
OCCMR	UC Mainboard (F)X3R/(F)X5R (Rack)		S30810-K2959-Z-5 / 6 / 7 / 8 / 9 / 10 S30810-Q2959-Z-6 / 7 / 8 / 9 / 10 / 11
OCCL	UC Mainboard (F)X8		S30810-K2962-X-6 / 7 / 8 / 9 / 10 S30810-Q2962-X-7 / 8 / 9 / 10 / 11
OCCB1	Voice Channel Booster Card		S30807-Q6949-X100-4 (1 DSP)
OCCB3			S30807-Q6949-X-4 (3 DSP)
OCAB	UC Booster Card		S30807-K6950-X-9/10
Power Supply Unit	UPSC-D	(F)X3 / (F)X5	$\geq$ S30122-K5660-A300/-M300/-M321
	UPSC-DR	(F)X3 / (F)X5	$\geq$ S30122-K7373-A900/-M900/-M921
	LUNA2	(F)X8	$\geq$ S30122-K7686-A1/-M1

Note: F X3/ F X5/ F X8 are corresponding pendants for Deutsche Telekom
Older revisions that are installed on customer systems are also supported.

OpenScape Business S Requirements up to 500 users

Hardware	Requirements
Server PC	64 bit support, certified for SLES 11 (SP2/SP3/SP4), designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	2 GB RAM (recmnd.: 4 GB, s. chap. 2.1)
HDD	≥ 200GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP2 64bit
	SUSE Linux Enterprise Server (SLES) 11 SP3 64bit
	SUSE Linux Enterprise Server (SLES) 11 SP4 64bit
Virtualization	VMware vSphere V5.5*
Misc Information	Applications other than OpenScape Business + certified Virus scan Software must not be installed

* For details regarding virtualized environment requirements please consult Administrator documentation

OpenScape Business S Requirements for more than 500 users

Hardware	Requirements
Server PC	64 bit support, certified for SLES 11 (SP2/SP3/SP4), designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	recmnd.: 8 GB, s. chap. 2.1
HDD	≥ 300GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP2 64bit
	SUSE Linux Enterprise Server (SLES) 11 SP3 64bit
	SUSE Linux Enterprise Server (SLES) 11 SP4 64bit
Virtualization	VMware vSphere V5.5*

Hardware	Requirements
Misc Information	Applications other than OpenScape Business + certified Virus scan 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	6.2.235N
	myPortal for Outlook	6.2.1.235
	myAgent	6.2.1.235M
	FAX Printer	6.2.1.235
	Cover Page Editor	6.2.1.235
	myReports	6.2.24
	SmartUC	V2R1.62.02
	Application Launcher	V3 R1.0.26
	GateView	2.00.0.40
	Accounting Manager	2.0.0.29

5.4 Operating systems and applications

Operating Systems for OSBiz Applications

Operating system:	Req. Service Pack:	Version:	OSBiz Clients	MyReports	SmartUC Client
Microsoft Windows 10	latest	64 bit	X	X	X
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	
Apple MAC OS X	latest	≥ Lion10.7.x * ≥Mountain 10.8.x * ≥Mavericks 10.9.x * ≥Yosemite 10.10.x ≥El Capitan10.11.x **	myPortal myAttendant		latest

 * Supported, but not part of the system test anymore. In case of error no SW correction will be delivered.
** Apple Java 1.6.x is mandatory to be installed before using OpenScape Business Clients.

Applications

Manufacturer	Application	SW Version
Unify	Callbridge Collection	≥ V2 R3.9.0
	Callbridge for Data	≥ V1 R1
	HiPath Cordless IP Base Station	≥ V1R5.4.1
	HiPath Cordless IP Server	
	Web Collaboration	≥ V7 R0
	UC Mainboard Driver	5.2.2600.3
	myPortal to go (Android/iOS)	Latest on AppStores
Microsoft	Exchange Server 2013, 64bit	SP1
	Exchange Server 2010, 64bit	≥ SP2
	Exchange Server 2013 of Office 365	Cloud controlled
	Exchange Server 2007, 64bit	SP3
	Small Business Server 2011 Standard	
	EDGE	
	Internet Explorer	IE 10* IE 11
	Outlook 2016 32bit and 64bit and Office 365	
	Outlook 2013 32bit and 64bit and Office 365	SP1
	Outlook 2010 32bit and 64bit	SP2
	Outlook 2007 32bit	SP3
Mozilla	Firefox	≥ V18
Oracle	Java Runtime Environment **(preferred 32bit, see 2.4.3)**	latest Java 8
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 Service information

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

Structure in G-DMS / SWS for OpenScape Business – Upgrade Image	
Main Category	Communication Systems
Product Family	OpenScape Business
Product	OpenScape Business X1 X3 X5 X8
Product Version	OpenScape Business X1 X3 X5 X8 V2
Product Item # (System)	P30152-P1603-P1/P2/P7

Structure in G-DMS / SWS for T-Octopus F X – Upgrade Image	
Main Category	OEM Products
Product Family	T-Octopus F System
Product	Octopus F X
Product Version	Octopus F X V2
Product Item #	P30152-P1603-P1/P2/P7

Structure in G-DMS / SWS for OpenScape Business Server – Upgrade Image/Installation Image (.iso)	
Main Category	Communication Systems
Product Family	OpenScape Business
Product	OpenScape Business S-BS
Product Version	OpenScape Business S-BS V2
Product Item # (System)	P30152-P1603-P10/P12/P17

Structure in G-DMS / SWS for T-Octopus F X8S/BS – Upgrade Image/Installation Image (.iso)	
Main Category	OEM Products
Product Family	T-Octopus F System
Product	Octopus F X 8 S-BS
Product Version	Octopus F X8 S-BS V2
Product Item # (System)	P30152-P1603-P10/P12/P17

Structure in Case Tracking System GSI.flow for OpenScape Business	
Product Family	Communication Systems
Product Group	OpenScape Business
Product Type	OpenScape Business X1 or X3 or X5 or X8
Product Version	V2
SW Version	P30152-P1603-P1/P2

Structure in Case Tracking System GSI.flow for OpenScape Business Server / UC Booster Server	
Product Family	Communication Systems
Product Group	OpenScape Business
Product Type	OpenScape Business S or UC Booster Server
Product Version	V2
SW Version	P30152-P1603-P10/P12

Structure in Case Tracking System GSI.flow for T-Octopus F X	
Product Family	OEM Products
Product Group	T-Octopus F System
Product Type	T-Octopus F X3 X5 X8
Product Version	V2
SW Version	P30152-P1603-P1/P2

Structure in Case Tracking System GSI.flow for T-Octopus F X8 S/BS	
Product Family	OEM Products
Product Group	T-Octopus F System
Product Type	T-Octopus F X8 S or BS
Product Version	V2
SW Version	P30152-P1603-P10/P12

7 Documentation reference

	Hyperlinks	Remarks
Service Information: OpenScape Business	G-DMS: INF-15-000239	≥ V2 R0.2.0
Service Information: Novell SLES 11 SP2/SP3/SP4 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	
Migration H3k to OSBiz	Administration Documentation Chapter 25	
Migration from OpenScape Business V1 to V2	Administration Documentation Chapter 25.3	
Migration OSO HX to OSBiz UC Booster Server	Administration Documentation Chapter 25.1.3	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/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business	
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. 2.6.1
"How to collection" for H4k and OSV networking	http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics	
SIP / ITSP Wiki	http://wiki.unify.com/wiki/OpenScape_Business#SIP_.2F_ITSP_Connectivity	