Release Notes

Product Name: *OpenScape Business*

Product Version: *V2*

Software Release is identified by Version: *V2 R1.1.0_185a*

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_R1.1.0_185a_occ.img.tar** P30152-P1603-P1-25 ff9f8ac98fdab2e0cd96afe6a55ff232	756.545.536 Bytes
Filename Update image big: Product Item # **MD5 checksum:**	**image_osbiz_v2_ R1.1.0_185a_ocab.img.tar** P30152-P1603-P2-25 6b67050fdec85e8f6f0120bf1f5470b1	2.261.715.456 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_R1.1.0._185a_pcx.img.tar** P30152-P1603-P12-25 8236cf0e95e139908dca990486de99d8	2.050.998.272 Bytes
Filename Installation Image Server Product Item # **MD5 checksum:**	**dvd_osbiz_v2_R1.1.0._185a.iso** P30152- P1603-P10-25 3fbeb08a3903c7030a585775f5b366b3	2.780.618.752 Bytes
System:	OpenScape Business Open Source Code	
File type	Product Item Number / File name	Size
Filename Open Source Code Product Item # **MD5 checksum:**	n.a	n.a
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:** ☒

Notice:
This document contains confidential information that is proprietary to Unify Software and Solutions GmbH & Co.KG. No part of its contents may be used, copied, disclosed, or conveyed to any party in any manner whatsoever without prior consent.

DECLARATION DATE: Date   : 2016-06-14

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
V2 R1.0.1177	M-IM/OM G2.10.177	2016-04-07	OpenScape Business V2 R1.0.1177 Hotfix Release
V2 R1.0.1178	M-IM/OM G2.10.178	2016-04-20	OpenScape Business V2 R1.0.1178 Hotfix Release
V2 R1.0.1179	M-IM/OM G2.10.179	2016-04-26	OpenScape Business V2 R1.0.1179 Hotfix Release
V2 R1.0.1180	M-IM/OM G2.10.180	2016-05-10	OpenScape Business V2 R1.0.1180 Hotfix Release
V2 R1.0.1181	M-IM/OM G2.10.181	2016-05-16	OpenScape Business V2 R1.0.1181 Hotfix Release
V2 R1.1.0_185	M-IM/OM G2.10.185	2016-06-02	OpenScape Business V2 R1.1.0_185 GA Release
V2 R1.1.0_185a	M-IM/OM G2.10.185a	2016-06-14	OpenScape Business V2 R1.1.0_185a GA Release Update

2 Important Information

Within the following only relevant information for the product and SW Version mentioned above are given.
Note: The term:
- "SW-Update" is used for the installation of a Fix Release. E.g. from V2R1.0.0 to V2R1.1.
- "SW-Upgrade" is used for the installation of a Minor or a Major release. E.g. from V2R1 to V2R2.
- "Migration" is used for a complete system / platform change.
  E.g. from HiPath 3000 to OpenScape Business or from OpenScape Office HX to OpenScape Business UC Booster Server.

2.1 Preconditions

2.1.1 Administration / Configuration Tools

For initial system administration a LAN connection to a PC with installed Internet Explorer ≥ 10 or Firefox ≥V18 is required.
In addition following tools are optionally required for specific installation tasks.
- Manager E, (see also chapter 5.1 for further information)
- OpenScape Business Card Manager and supported SDHC-Card programming HW
The tools mentioned above can be downloaded from the Software Supply Server within the Unify Partner Portal.

2.2 First Installation

2.2.1 OpenScape Business X - Charging Buffer Battery

An OpenScape Business X system must be connected to the power supply for at least 48 hours after setting the system date and time, as a partially charged buffer battery might not be able to store the time settings correctly. An unintended time difference can disable the remaining ALF period.

2.2.2 OpenScape Business S - Dynamic Hardware Requirements

OpenScape Business S / UC Booster Server is operated under SUSE Linux Enterprise Server (SLES). This can be done either directly using a specific Server HW, which is certified for SLES by Novell or using a virtual machine on a HW, which is certified by the manufacturer of the virtual machine.
On the Linux server PC, either the regular SLES version or a SLES version optimized by the manufacturer of the server PC can be installed.
The requirements and conditions listed in chapter 5.2 (Hardware revision) must be met in order to operate OpenScape Business on the SLES Linux server PC in general.

2.2.2.1 RAM space

The RAM requirement depends on the OpenScape Business System expansion and used services and functions.. For the following functions a minimum of 4 GB of RAM is required:
- convert Fax to PDF format
- OpenScape Contact Center Multimedia Business
- More than 100 users and up to 500 users
- Gate View
- XMPP
OpenScape Business S with more than 500 users require a minimum of 8GB RAM.

2.2.2.2 HDD / SDD memory space

The HDD /SDD memory requirement or the OpenScape Business S / Booster Server depends on the number of users.

	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 HDD/SDD memory space for the home partition.

OpenScape Business OVA (Open Virtual Appliance) uses a 40 GB home partition in the default installation. This can be adjusted according to configured features within the virtual environment.

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

The following applies in case of SW upgrade to V1R3.0.0 or higher within time zones with a difference of ≥ +5 hours to UTC.
One of the following steps has to be executed before SW upgrade in order to get a valid Activation Period.
1. 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.
2. The factory shipped SDHC card, deployed 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 updated 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 Activation Period has been lost before the fix was applied, only the Regular License File (RLF) is able to reactivate the system.

2.3   Migration

A technical migration path to the current OpenScape Business HW/ SW version (V2R1.x.x) is supported for the following Systems and SW versions.

System	Source Version	Remark
HiPath 3000	V9R2.7.0	Manager E V10 R2.12.0 or higher required
HiPath 3000	V8	Manager E V10 R2.12.0 or higher required
HiPath 3000	V7	Manager E V10 R2.12.0 or higher required
OpenScape Office HX	V3R3	Interim stage to OSBiz V1R2.2.0 required
OpenScape Business X3/X5/X8	V1 R3.0.0	single node only
OpenScape Business X3/X5/B8	V1 R3.3.0	multinode
OpenScape Business S	V1 R3.3.0	

2.3.1 Migration from HiPath 3000 V7,V8 or V9 to OpenScape Business X

HiPath 3000 V7, V8 and V9 System can be migrated directly to OpenScape Business V2. A direct migration requires:
- An active HiPath 3000 CDB.
- Manager E V10 R2.12.0 or higher
- Upgrade license V9 (L30250-U622-B684. This is independent from the HiPath 3000 version!)
- Connection from administration PC to Central License Server (CLS)

After the successful technical migration the central license server provides for HiPath 3000 V7 systems 70% for HiPath 3000 V8 systems 80% of active TDM subscribers as OpenScape Business TDM user licenses. If HiPath 3000 V9 systems are migrated, 100% of the active TDM subscribers are provided as OpenScape Business TDM user licenses.

The already existing **indirect** migration from HiPath 3000 V7 / V8 to OpenScape Business V2 is still available. In case of indirect migration, CDB of HiPath 3000 V7,V8 systems must be converted to HiPath 3000 V9, then uploaded into a HiPath 3000 system that has been upgraded to V9 software including 'Hardware and Overwrite" afterwards it can be finally migrated to OpenScape Business.

The converted CDB is uploaded to the new OpenScape Business system with active flags for "Overwrite & Hardware". Afterwards the license dialog has to be executed within OpenScape Business administration and an appropriate license file for the new OpenScape Business System has to be generated on the Central License Server and has to be imported into OpenScape Business. Details are described within chapter 25 of the administration manual.

The following restrictions have to be considered for successful licensing:
- 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.

2.3.2 Migration from OpenScape Office HX V3 to OpenScape Business UC Booster Server V2

The migration of an OpenScape Office V3 HX to OpenScape Business Booster Server V2 requires an interim stage to OpenScape Business Booster Server V1R2.2.0 as a direct migration to OpenScape Business Booster Server V2 is not supported.

With OpenScape Business V1 R2.2.0 a conversion script was provided allowing migration of an OpenScape Office HX backup to OpenScape Business UC Booster Server. After migration to V1.R2.2 an upgrade to OpenScape Business V2 can be performed. A detailed step by step guideline is available within chapter 25 of the administration documentation.

Note:

The following UC configuration data and user data are not transferred and must be reconfigured in the UC Booster Server:

- Web services (e.g., XMPP, Web Collaboration, Mobility)
- Open Directory Service
- OpenStage Gate View

2.4 SW Upgrade / Update

It is strongly recommended to backup system SW before and after SW upgrade.

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

2.4.1 Upgrade from OpenScape Business X V1 to V2

The following steps have to be performed in case of an upgrade from OpenScape Business X V1 to V2.

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

Using the WBM, update the OpenScape Business V1 software to the latest V1 SW version (V1R3.3)

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.

For further details about migration of OpenScape Business X V1 consult OpenScape Business Administration Documentation chapter 25 "Migration"

2.4.2 Upgrade from OpenScape Business S / Booster Server V1 to V2

The following steps have to be performed in case of an upgrade from OpenScape Business X V1 to V2.

- Update OpenScape Business system to latest V1 SW version (V1R3.3)
- Load the license file which has been generated for OpenScape Business V2 into the OpenScape Business V1 system.
- Perform SW upgrade to OpenScape Business V2 (automatic data upgrade)

For further details about migration of OpenScape Business S V1 consult OpenScape Business Administration Documentation cchapter 25 "Migration"

2.4.3 Activities after upgrading from SW version < V1 R3.1.0 to V2 R0.2.0 or higher

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.

2.4.4 Upgrade of 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.

2.4.5 SW Upgrade of OpenStage Phones / Octophone Phones

Device SW of HFA phones has to be upgraded to latest version for operation with OpenScape Business V2. If the devices are not upgraded telephony is not possible. For release devices the SW upgrade can be done automatically by using the DLI. SW update of OpenScape Personal Edition and WL2 phones has to be done manually.
Note:
This applies only for HFA phones but not for TDM and SIP phones.

2.5 Fall back

It is recommended to back up the V1 system before SW upgrade and to back up the V2 system immediately after SW upgrade.
A fallback to version can only be performed with support from Unify service side. In this case the V1 backup set and the OpenScape Business V1 license file are required.

2.6 Special Settings and Instructions

2.6.1 General Instructions

2.6.1.1 SDHC Card

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

2.6.1.2 Substitution of Manager C

Manager C administration tool 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.

2.6.1.3 System Backup in case of Xpression Compact (IVM) reuse

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 CDB

Note:
- The CDB 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).
- Xpressions Compact has been phased out and its SW is no longer maintained. For security reasons Xpressions Compact should be replaced by UC Suite features.

2.6.1.4 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.

2.6.2 Migration

2.6.2.1 Groups /Hunt groups - Configuration

Please note that the first three 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 important for migration of HiPath 3000 systems.

2.6.2.2 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.
- Xpressions Compact has been phased out and its SW is no longer maintained. For security reasons Xpressions Compact should be replaced by UC Suite features.

2.6.3 Virtualization

2.6.3.1 VMware Virtual LAN driver

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.

2.6.3.2 VMware Tools

VMware tools should always be updated to latest version.

2.6.3.3 VMware - Snapshot Handling

Snapshots of virtualized OpenScape Business S systems must not be made during business hours. During the Snapshot time devices, clients and applications lose connection to the OpenScape Business S or UC Booster Server instance. It is strongly recommended to restart OpenScape Business S / UC Booster Server after the Snapshot.
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 .

2.6.3.4 Terminal Server

2.6.3.4.1 Citrix XenApp 5/6:

Only **"**Desktop mode" is supported.

2.6.4 Administration

2.6.4.1 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.

2.6.4.2 SSDP

If SSDP V1 cannot be activated after upgrade to OpenScape Business V2, "Reset to Default" and a subsequent reactivation has to be performed to overcome the problem.

2.6.4.3 Wizards

2.6.4.3.1 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.

2.6.4.3.2 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 Manager E to configure Company AutoAttendant.

2.6.4.3.3 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.

2.6.4.4 Expert mode

2.6.4.4.1 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

2.6.4.4.2 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.

2.6.4.4.3 HFA Phone Codec configuration

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.

2.6.5 Extension Boards and Hardware

2.6.5.1 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.

2.6.6 Features

2.6.6.1 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. (see chapterHardware and software compatibility

2.6.6.2 Remote Access

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

2.6.6.3 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.

2.6.6.4 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.

2.6.7 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.)

2.6.7.1 myPortal Smart

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

2.6.7.2 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.

2.6.8 UC Suite

2.6.8.1 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.

2.6.8.2 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"

2.6.8.3 Microsoft Exchange connection

2.6.8.3.1 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.

2.6.8.3.2 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).

2.6.8.4 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.

2.6.8.5 MyPortal for Desktop/ for Outlook and myAttendant

2.6.8.5.1 Click to Call

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.

2.6.8.6 MyPortal for Outlook

2.6.8.6.1 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.

2.6.8.6.2 Call Number Search

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
  This can be used if 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.

2.6.8.7 MyPortal for Desktop for MAC OS

2.6.8.7.1 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.

2.6.8.7.2 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.

2.6.8.7.3 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.

2.6.8.8 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.

2.6.8.8.1 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 terminates. If status is set to 'Pause' in myPortal, the Agent will be logged out (s. above)

Outgoing Call initiated from myPortal/myPortal for Outlook
User Status is visible in myAgent
Call is listed only in journal of myPortal/myPortal for Outlook, not in myAgent. It is not a Contact Center call and will therefore have no relevance for CC's statistic.
Direct incoming call to the Agent's station
User Status is visible in myAgent
Call is listed only in journal of myPortal/myPortal for Outlook, not in myAgent. It is not a Contact Center call and will therefore have no relevance for CC's statistic.
Call Recording
User starts call recording in myPortal/myPortal for Outlook.
myAgent is not aware of it and offers an additional recording option.

2.6.9 OpenScape Xpressions

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

2.6.10   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.
- The feature "Device@Home" does not force authentication yet for the HFA devices, but we strongly recommend using it for security reasons. The full functionality (forced authentication when "Device@Home" is used) will be implemented with the upcoming Minor Release 2.

4 Changes

4.1 New in this release

We would like to inform you that the important issue found in OpenScape Business SW V2 R1.1.0_185 (FR1) affecting only OpenScape Business X Systems with OCAB, is corrected and released with the specific GA Release update (V2 R1.1.0_185a). A backup to an external device (USB/net drive/HTTP to local machine) needs to be done immediately on all systems with OCAB which were already upgraded to V2 R1.1.0_185 and did not appear any error till now. We strongly recommend upgrading all systems already running on FR1 SW (V2 R1.1.0_185) to this updated GA Release SW (V2 R1.1.0_185a).We apologize for the inconvenience.

- Support of MS Hyper-V (Windows Server 2012 R2).
- Support of MS Exchange 2016.
- Support of Suse SLES 11 SP4.
- With this specific SW bind we support OpenScape Business V2 interconnection with Circuit cloud. Installation of that SW bind in mandatory for interoperability with Circuit Cloud. Please ensure that connectivity to the Circuit cloud infrastructure is available on your location.

4.1.1 Implemented change requests

CR Number	MR / CQ/JIRA	Summary
RQ00037645-CR1		CMAe support for OpenScape Business X1/3/5 variants.
RQ00038120-CR3		Integrated VoIP Functionality for MyPortal to go (iOS).*

* The feature VoIP for myPortal to go (iOS) is available with myPortal to go **V2R1.86.02** (**to be released in AppStore not before 10th of June 2016**) and later, running on **iOS 9.3.x**. It requires OpenScape Business system software **V2R1.1.0_185 or later**.
iOS VoIP functionality is depended on iOS framework restrictions introduced by Apple. In detail:
- Depended on battery consumption, iOS may terminate myPortal to go's background mode.
- While in a VoIP call, myPortal to go should not be forced into lock screen or home screen by the user.
- When Wi-Fi is switched off and on again, or the Wi-Fi zone is left and reentered, please bring myPortal into foreground to ensure automatic VoIP re-registration. This way, background functionality is ensured.

4.2 Resolved Reported Problems / Symptom

4.2.1 V2 R1.1.0_185a (GA Update)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14395582 NA14834820		One way payload in ITSP calls.
NA14523597		Business attendant call stays on screen.
NA14554217		No access on backup sets via WBM.
NA14562807		'Web Services' and 'Postfix' are shown inactive.
NA14823077		ASC display improvement.
NA14603026		ODS issue with more than one ODBC connections.
NA14610156		No record of transferred calls in the CDR output.
NA14622883		CLEAR function did not delete phone display.
NA14646556		Cannot copy key programming of **user.
NA14660729		Issues with the call pickup.
NA14660747		Callback currently not possible.
NA14664234		Filter in Accounting Manager improvement for date fields.
NA14669217		UC Suite stability improvement.
NA14679047		DISA number conflict.
NA14674059		UC Smart Client with Instant Messaging problem.

NA14678908		No Payload in network scenario.
NA14667168		Problem with External Directory Import.
NA14687294		Payload improvement with call routing and firewall.
NA14384542		Status display improvement in myAttendant.
NA14692509		No MOH for calls coming through Auto Attendant.
NA14702210		Fax Printer sets itself back from German to English.
NA14707397		Wrong local SLCN-NO shown in Multi SLC Scenario.
NA14634887 NA14760683 NA14820243		Audio lost on incoming ITSP calls.
NA14704311		MOH stops being heard.
NA14710173		Phone display still active after disconnect.
NA14721019 NA14756262		MyAgent can't play recorded conversation via phone.
NA14717626 NA14847367		CFU gets disconnected after upgrade to MR1.
NA14721487		Unable to change/delete the number of a team group member.
NA14741429		Auto-Attendant stops answering calls, getting RNA.
NA14740674		EVM continues announcement and CallKeys problem.
NA14740687 NA14856611		Sporadically myAttendant cannot answer the call.
NA14770720		Sporadically, UCD announcement not heard.
NA14746627		Logon with myAttendant not possible.
NA14748391		Garbled CDR data from OSBIZ X8 V2 system.
NA14758423		System FP stability improvement.
NA14755560		Issue with RTP if delayed media for SDP is used.
NA14579256		Assign Station Numbers (MUSAP) not Possible with group DID.
NA14756106		Call is not followed when myAttendant is used.
NA14727743		Issue with networking calls between OS4K-OSV -OSBiz .
NA14775977		CCV ignores the configuration flag "pull back call if..".
NA14788253		UC-Suite Group Mailbox password improvement.
NA14763470		ITSP profile improvement.
NA14796566		Cannot call via phonebook in case of canonical format.
NA14802946		Improvement for desk share mobile login/logoff.
NA14806531		Calls not routed to available agents.
NA14808386		MyPortal IM improvements.
NA14548002		MyPortal minimized modern pop-up in the taskbar doesn't disappear.
NA14662150		LDAP improvements.
NA14671524		LCR>Multisite-Area Names are shortened automatically.
NA14677424		MyAgent transfer improvements.
NA14779908		System FP stability improvements.
NA14791632		Customer's name is not displayed on Booster Server.
NA14806178		ISDN PP lines stability improvement.
NA14824636		2nd caller gets no announcement and call does not proceed.
NA14823203 NA14854360		System WBS stability improvement.
NA14834820		Payload improvement for ITSP call.
NA14609792		UC-Suite stability improvement.
NA14753358		UC-Suite via Wizard links to wrong URL.

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14555569		ODS- contacts are not displayed (MS ACCESS file).
NA14584948		CCV not saved when wav file contains apostrophe.

4.2.2 V2 R1.0.1181 (HF5)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14684632		CSTA: Single: Wrong LRD after Directed pick.
NA14547704		Fax forwarding via E-Mail stability improvement.
NA14620830		MyAttendant stability improvement in case of call transfer.
NA14736464		ODS: Orange led in UC Suite External Directory.
NA14714662 NA14704396		My Agent Pop Up Tray performance improvement.
NA14709725 NA14763945 NA14793585		Flag "Show Recent Contacts in Favorites" functionality improvement.
NA14623661		System FP stability improvement.
NA14785364		Call Transfer to user's VM via MyAttendant improvement.
NA14800124		No search in MyPortal after update to V2 .177
NA14768481		Contact Center UC Suite stability improvement.

4.2.3 V2 R1.0.1180 (HF4)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14761641		Payload starts after ~10sec.
NA14620834		System MEB stability improvement.
NA14745043 NA14755057 NA14798955 NA14763375		System VSL stability improvement.
NA14768481		System VSL stability improvement.
NA14573983		If group type is "Call waiting" no VoiceMail Group created.
NA14626170		Sporadically, calls are getting stuck in queue.
NA14768088		Networked calls getting disconnected.
NA14767456		Call not routed to UCD groups in OSBiz S variant.
NA14770995 NA14781164		UCD announcements not heard, only MOH after AA
NA14783671 NA14781705		System FP stability improvement.
NA14819745		My Agent directory search.
NA14745043 NA14768481 NA14806290		System MEB stability improvement.

4.2.4 V2 R1.0.1179 (HF3)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14547727		Issue with call forwarding and MULAP users
NA14632214		PSTN Peers are getting frozen
NA14709123 NA14707099		System stability improvement.

4.2.5 V2 R1.0.1178 (HF2)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14634822		TMCAS2 noise improvement.
NA14687554 NA14751964		System stability improvement.
NA14558662 NA14504490		GateView video streaming stability improvement.
NA14753342		UCD group call improvement in case of free agents.

4.2.6 V2 R1.0.1177 (HF1)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14483223		Audio stream is lost during calls.
NA14509640 NA14746636		Users cannot log into myportal / myagent-server.
NA14622978		Enhancement for myPortal desktop overview windows.
NA14645819		Sporadic problems with incoming calls at the Auto Attendant.
NA14660399		Network call synchronization improvement.
NA14293413		Text improvements in myPortal for Slovenian & Croatian.

4.2.7 V2 R1.0.176 (GA)

Ticket/FTReport	MR / CQ /JIRA	Summary
NA14707099		System stability improvement.
NA14707621		System stability improvement.
NA14737365		The Mobile Phone Integration Wizard does not work
NA14666398 NA14409915		Payload is lost in the first call
NA14674488		Update UC Smart Voice Prompts
NA14372184		Use new GUI-lib for V2R1.
NA14693569		Wrong MOH played.
NA14687577 NA14653250		MyAttendant and phone transfer not possible.
NA14657580		No payload in trombone ITSP scenario.
NA14491246 NA14491184		Transfer via myAttendant not possible.
NA14514837 NA14654630		UC suite stability enhancement.
NA14554085 NA14592516		System stability improvement.
NA14497814		Users unable to connect to myPortal for Outlook.
NA14610214		Short MOH announcement out of context.
NA14687892		System stability improvement.
NA14645207		System stability improvement.
NA14625089		CDR query improvement.
NA14579256		Assign Station Numbers (MUSAP) not possible.
NA14593914 NA14634887 NA14684714 NA14687157		Disconnected calls when external destination.
NA14142296		Key programming sporadically not possible.
NA14519758 NA14634058		Problem with incoming ITSP calls.

NA14562663		Problem in modus UCSmart and Tapi120.
NA14656764		Contact Center calls are not routed in queue.

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		
	Novell SLES 11 SP3 64 Bit	P30152-P1532-P11-2			
	Novell SLES 11 SP4 64 Bit	P30152-P1532-P11-4			
Administration	ManagerE	≥ P30152-P1532-P3-18 (V10 R2.12.0_481)	GA		
	KC-Manager²	≥ P30152-P1532-T3-18 (V10 R2.12.0_481)			
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V1R1.0.022)	GA		
	MCU Recovery Tool	≥ P30152-P1532-P19-1	GA		
Voicemail	Xpressions Compact V3[5]	≥P50038-P103-A1-35 (V3 R2.4.0)	GA		
	OpenScape Xpressions	≥P30152-P1526-A1-14 (V7 R1.5.0) build 18409	GA		
Attendant	OpenScape Business Attendant	≥P30152-P1603-P13-03	GA		
	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		X
	OpenScape Desk Phone IP 35G ECO SIP	V3 R3.33.0	GA		X
	openStage 15/20(E)/40/60/80 SIP[6]	≥P30152-P1594-Axxx (V3 R3.36.0)	GA		X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275 (V3 R0.33.1)	GA		X
	openStage XX HFA	≥P30152-P1587-A75/A100/A200/A300 (V3 R0.33.1)	GA		X
	openStage 10 TDM	N.A	GA		
	openStage 15 TDM	≥P30152-P1595-A75-1 (V2 R1.1.0)	GA		X
	openStage 20 TDM	≥P30152-P1595-A100-1 (V2 R1.1.1)	GA		X
	openStage 30 TDM	≥P30152-P1459-A150-1 (V2 R1.1.0)	GA		X
	openStage 40 TDM	≥P30152-P1595-A200-1 (V2 R1.1.1)	GA		X
	openStage 60 TDM	≥P30152-P1595-A300-8 (V2 R1. 10.1)	GA		X
	openStage 80 TDM	≥P30152-P1595-A400-8 (V2 R1. 10.1)	GA		X
	OpenScape Personal Edition V7 HFA/SIP	≥ P30152-P1510-C1-52 (V7 R1.42.26)	GA		
	optiPoint 500 (all types)	N.A	GA		
	optiPoint 4xx	≥P30152-P1285-A100/A200/A300/A400/A500-70 (V5 R7.1.0)	GA		
	T-Octophon Fxx²	≥P30152-P1285-T110/T210/T310/T410/T510-70 (V5 R7.1.0)	GA		
	OptiPoint WL2 SIP	≥P30152-P1305-A100-71 (V1 R0.81.0)	GA		X
	OpenStage WL3	≥WL3 V1R0.1.0	GA		
	openStage Up0 Adapter	≥P30152-P1416-B100-9 (V1 R0.11.0)	GA		
	openStage 5 SIP	V3 R1.41.0	GA		
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A175/A275 (V3 R0.33.1)	GA		X
Partner Products	Mediatrix 4102 V2.0	≥P30152-P1361-P25-22 (V2.0 R31.571.0)	GA		
CSTA	OpenScape Business TAPI	≥P30152-P1532-P14-8 (V1.R1.7.0)	GA		
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	≥ 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
   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* Hyper-V
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*
	Hyper-V
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	6.2.235U
	myPortal for Outlook	6.2.1.235
	myAgent	6.2.1.235U
	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	2.0.0.31

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
	Exchange Server 2016, 64bit	
	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 Documentation reference

	Hyperlinks	Remarks
Service Information: OpenScape Business		≥ V2 R0.2.0
Service Information: Novell SLES 11 SP2/SP3/SP4 64 Bit		
Service Information: OpenScape Smart Office Card Manager		
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	