OpenScape Business

How To

OpenScape Business Server

(SLES 12 Setup for OSBiz S and Booster Server)

Version 0.5

Definitions

HowTo

An OpenScape Business HowTo describes the configuration of an OpenScape Business feature within the OpenScape Business administration. It addresses primarily trained administrators of OpenScape Business.

Tutorial

Within the OpenScape Business tutorials procedures for installation, administration and operation of specific devices, applications or systems, which connected to OpenScape Business, are described. The tutorial addresses primarily trained administrators of OpenScape Business.

Table of Contents

Table of History

Date	Version	Changes
07-10-2019	0.1	Initial Version (Wulf)
08-10-2019	0.2	Add hint for SLES update key
09-10-2019	0.3	Add hints to SLES Reg key and Online update
10-10-2019	0.4	Check last SLES update

1. Introduction

This document describes how to setup SLES 12 for OSBiz S and OSBiz Booster Server and additional Information.

Precondition, Download the ISO file for SLES from the Unify Software Server (Partner Portal) (P30152-P1603-P11-2)
Download the OSBiz ISO DVD file to Setup OSBiz Server or OSBiz Booster Server (Partner Portal) (P30152-P1603-P10-85)

SLES update key must also installed to update the Linux Operating System

For the solution, two configuration steps are necessary

1. Setup SLES Linux as Operating System
2. Setup of the OSBiz Server or OSBiz Booster Server

2. Setup SLES 12

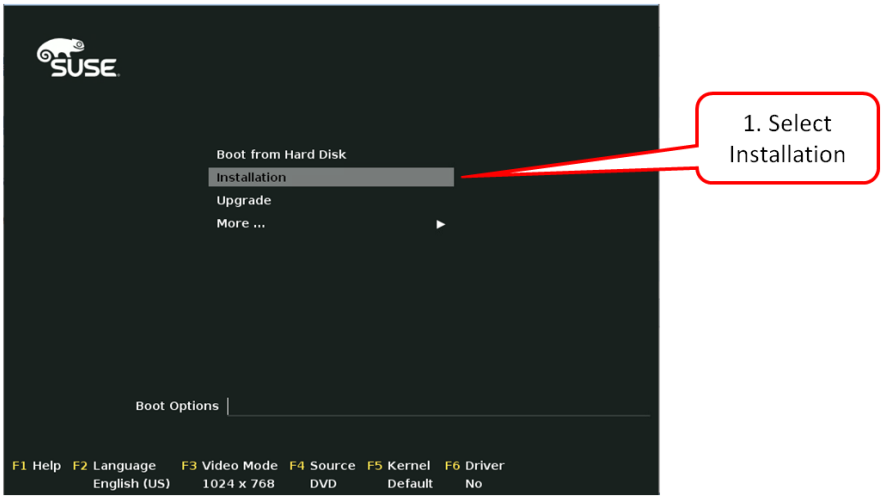
2.1. General Hints

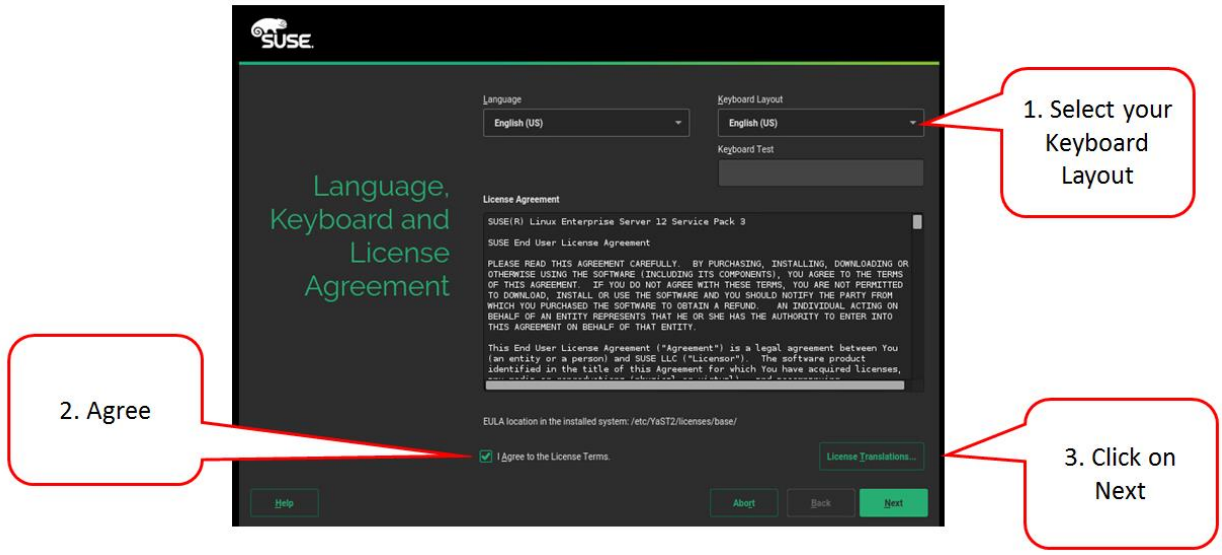
If you use VMware, please ensure that, you can chose SLES 12 as Operating System in VMware, if you found only SLES 11 or less, newer VMware needed.
SLES update key must also installed to update the Linux Operating System.

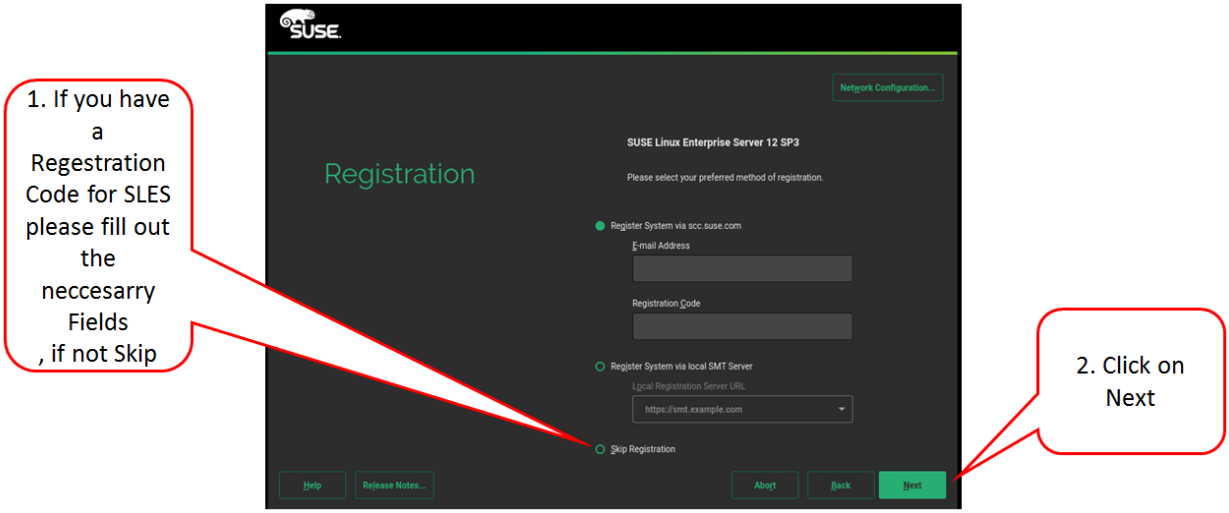
2.2. Setup SLES

For the SLES Setup, follow the next pictures and steps:

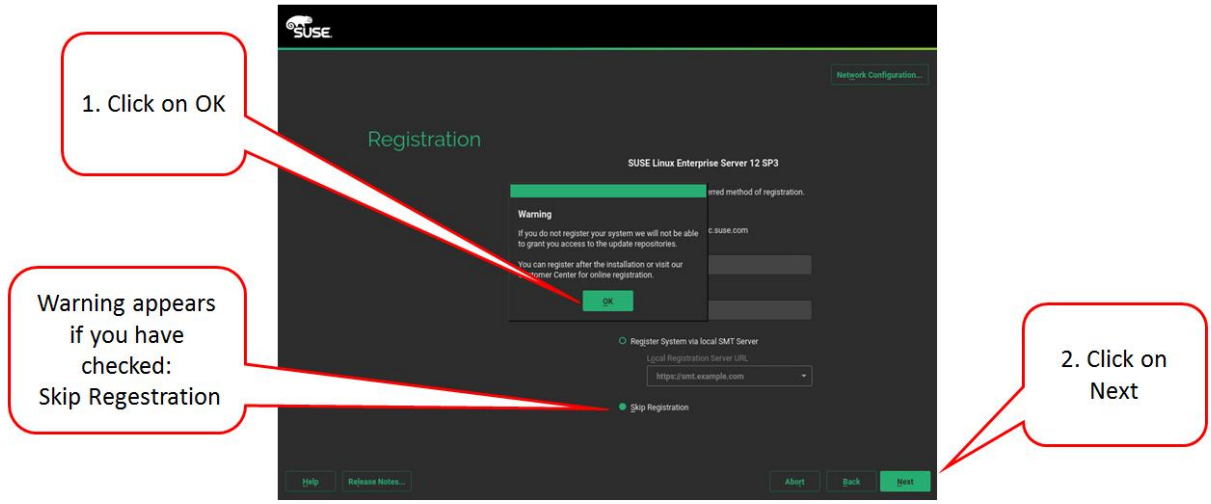
After Booting the SLES ISO file or the SLES 12 DVD, you can start with the Installation.



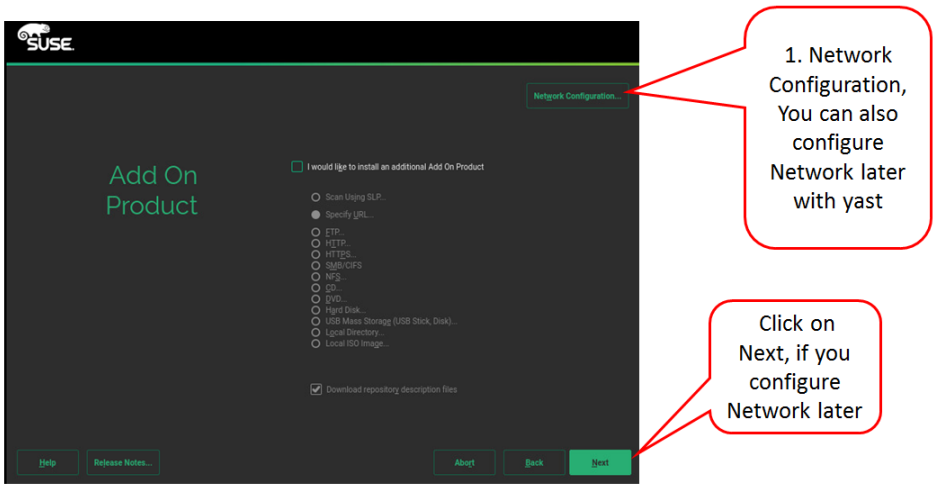


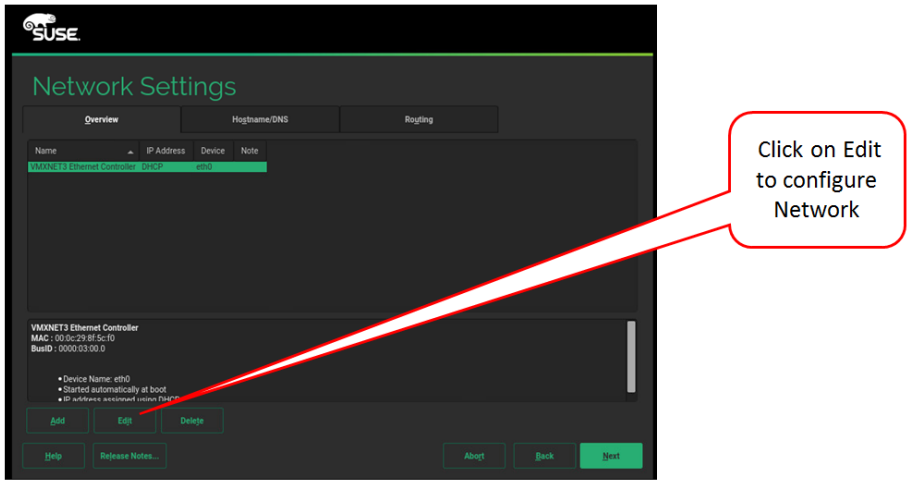


If you Skip Registration, the following Screen appears

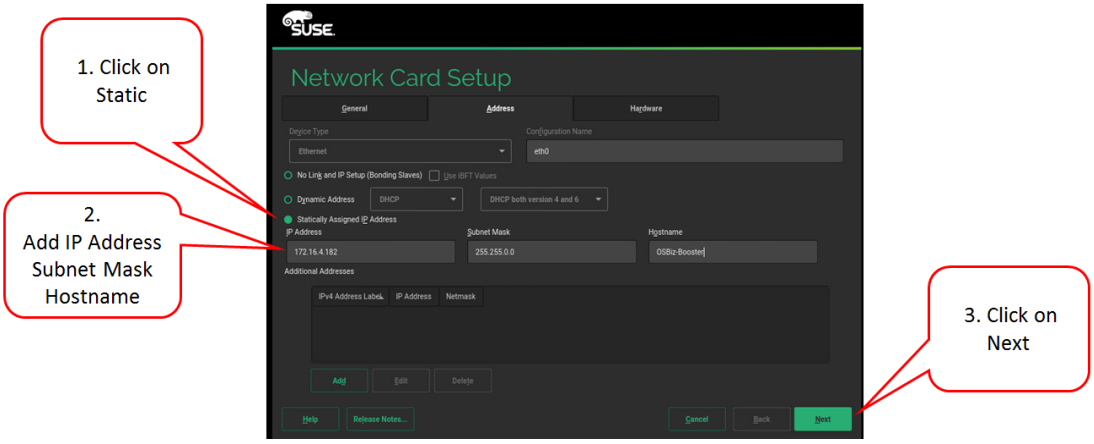


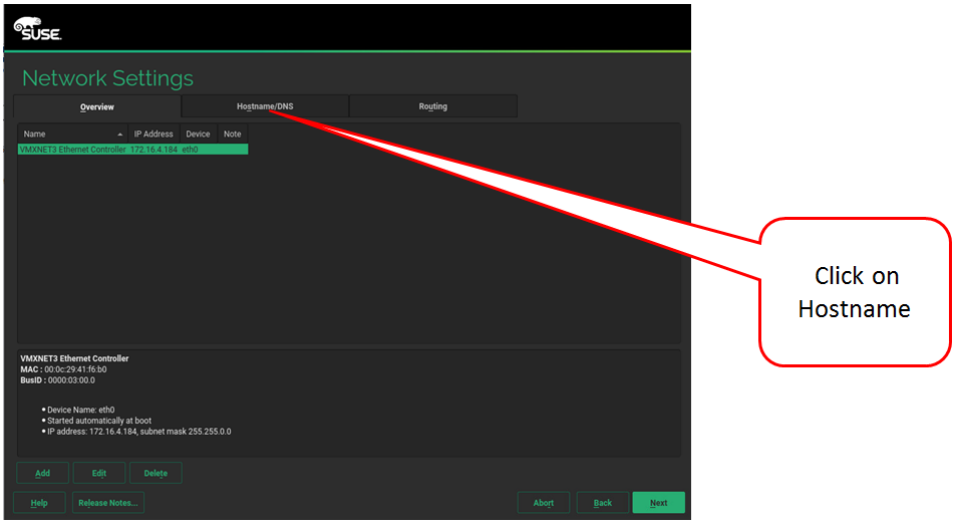
The next steps shows the Network Setup, you can skip the network configuration an do later via yast.

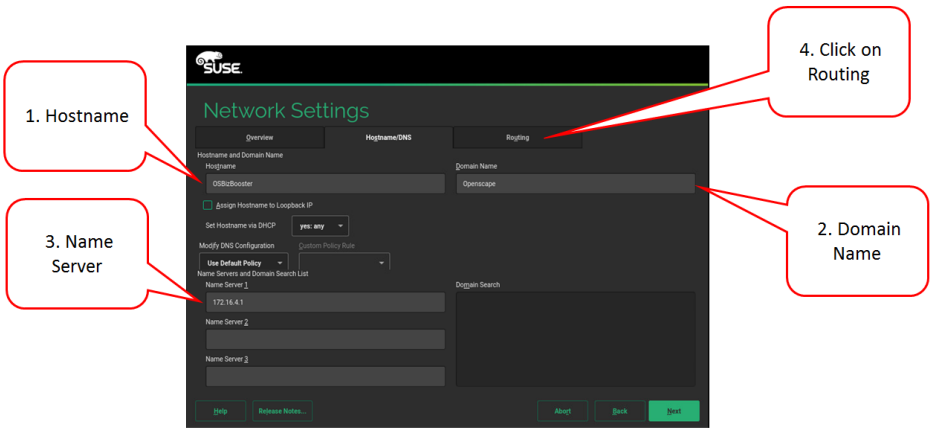


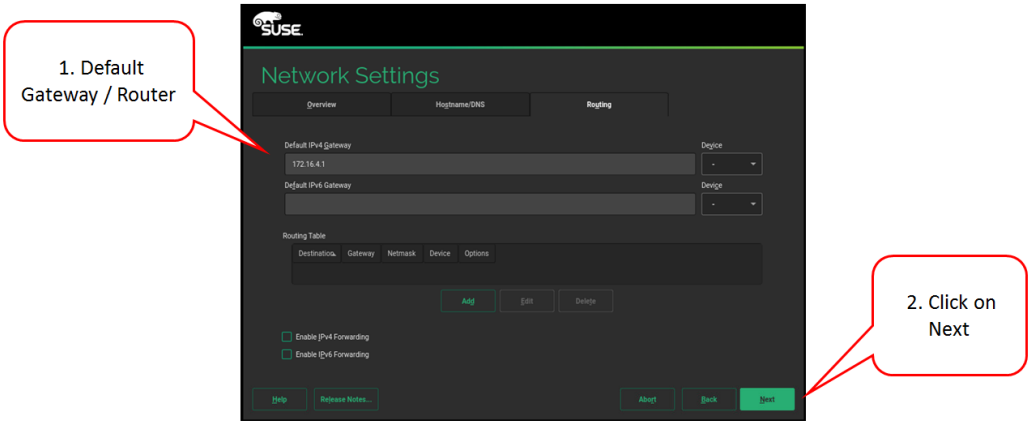


Network configuration example

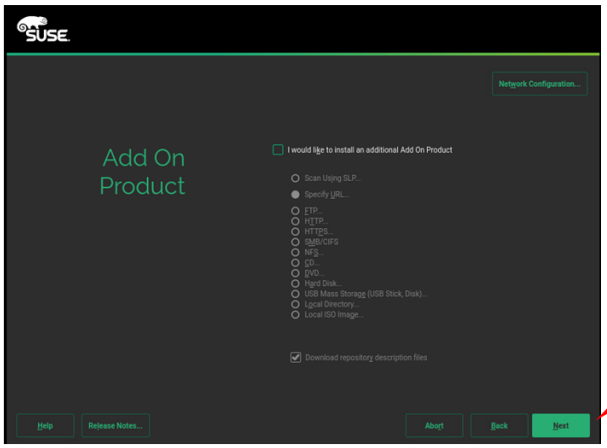




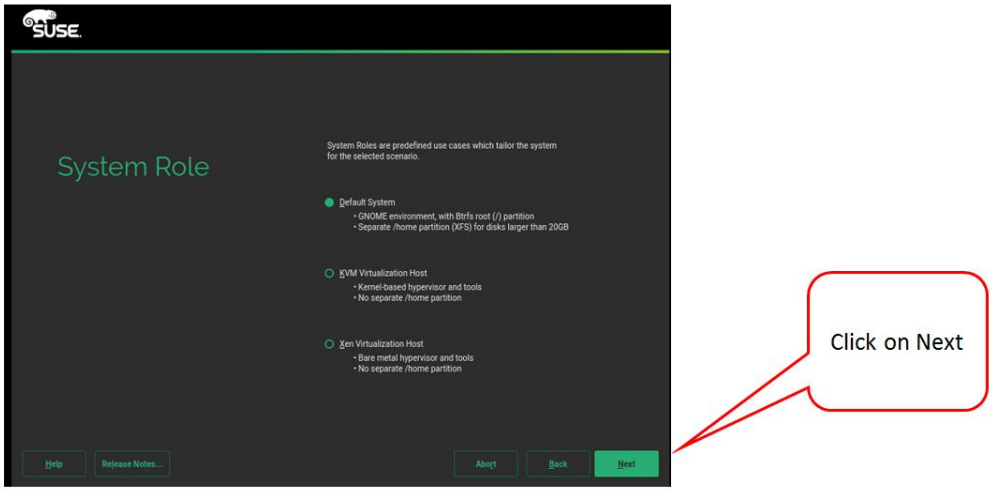




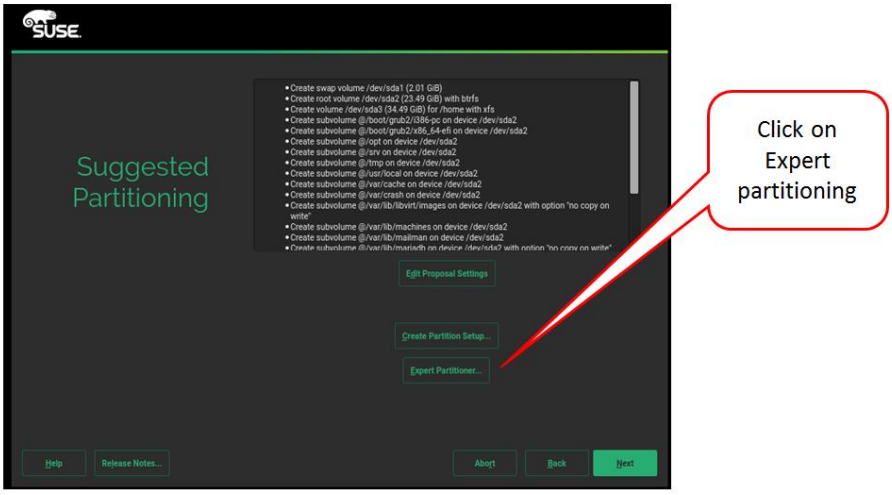
Normally no add on product needed


Network Configuration...
Add On Product
I would like to install an additional Add On Product
Scan Using SLP...
Specify URL...
FTP...
HTTP...
HTTPS...
SMB/CIFS
NFS...
CD...
DVD...
Hard Disk...
USB Mass Storage (USB Stick, Disk)...
Local Directory...
Local ISO Image...
Download repository description files
Help
Release Notes...
Abort
Back
Next
Click on Next

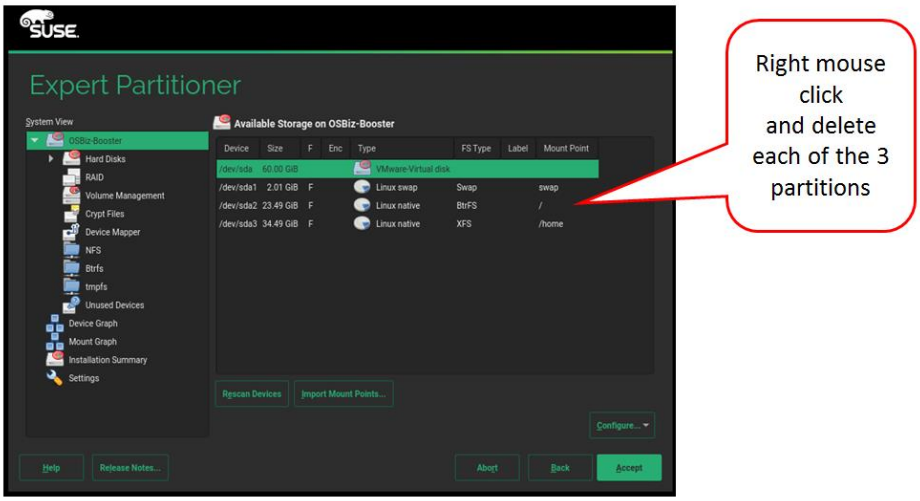
Use Default System



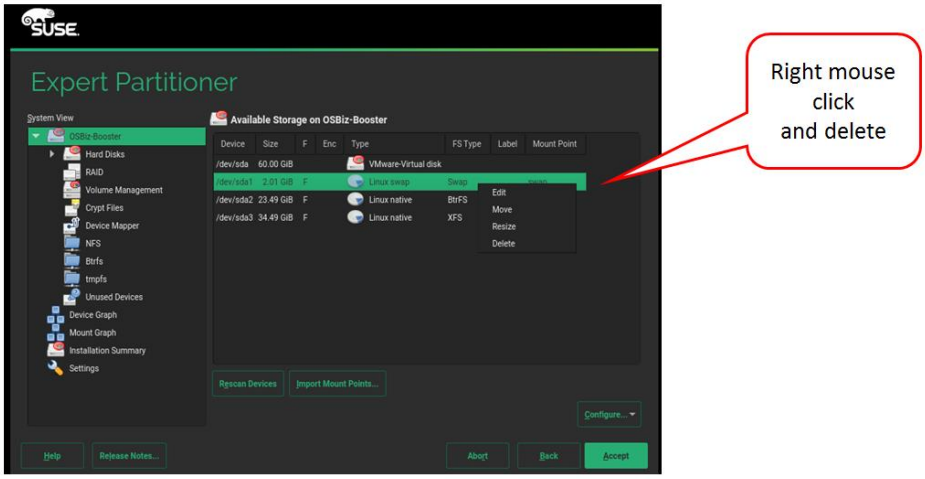
Next Step Expert Partitioning



Delete existing partitions, because file system must changed



Delete each of the 3 partitions



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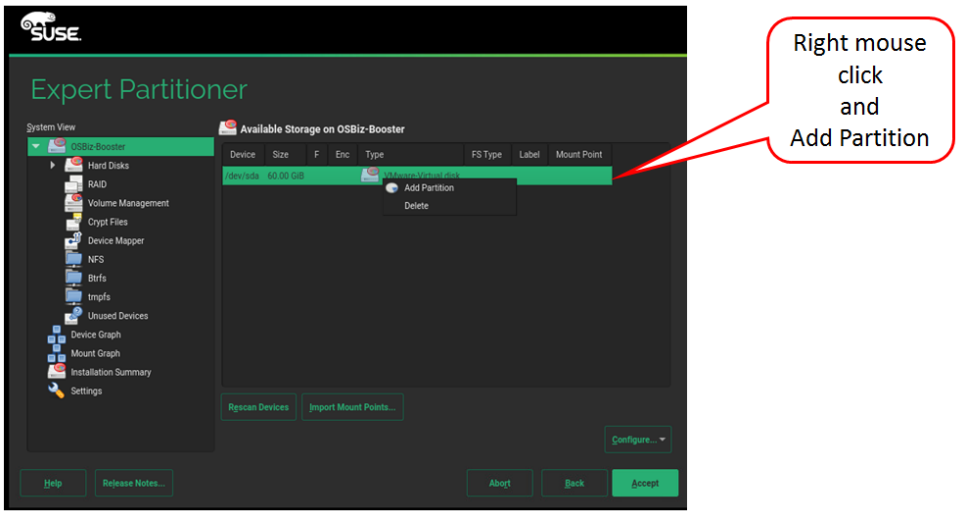
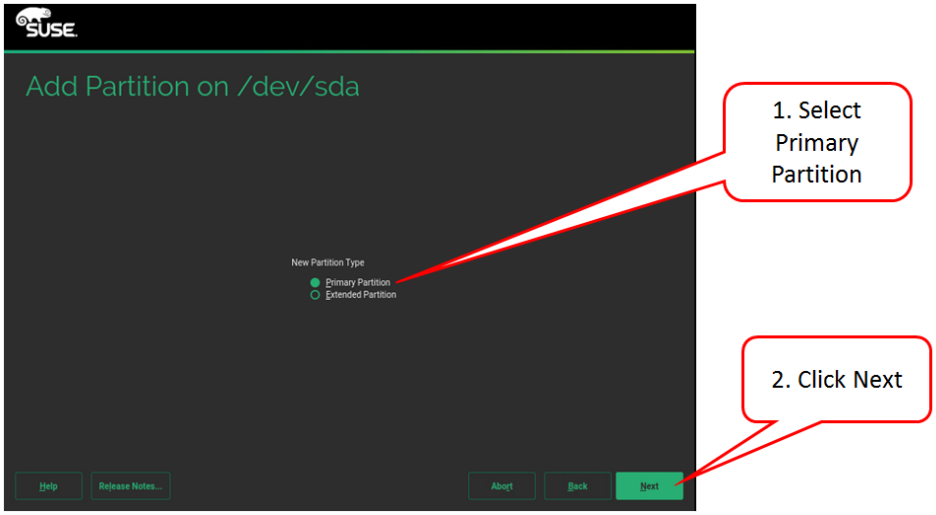
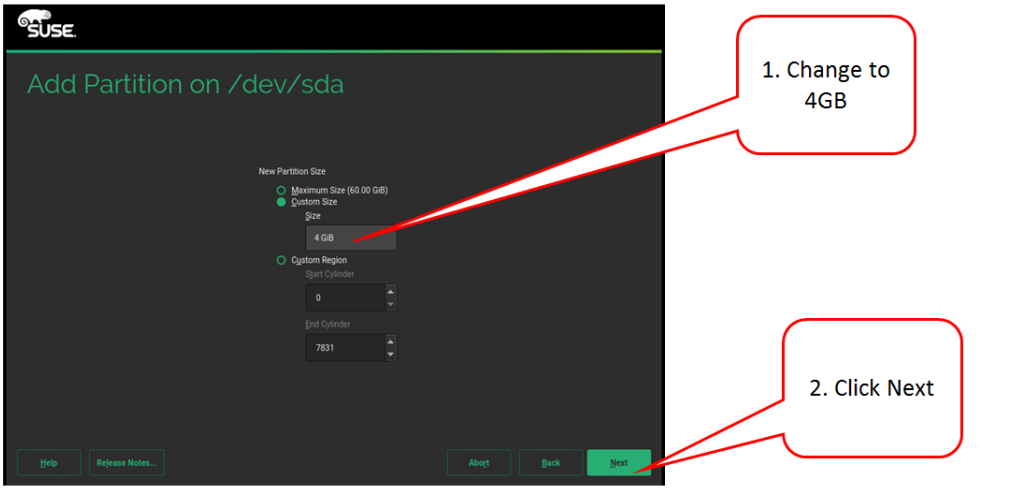
After all partions deleted, please add new partions

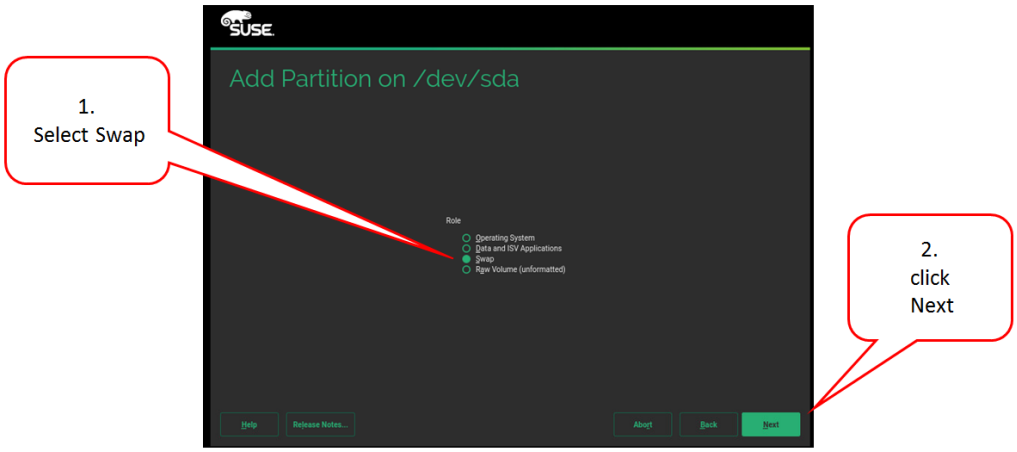


Start with Swap Partition

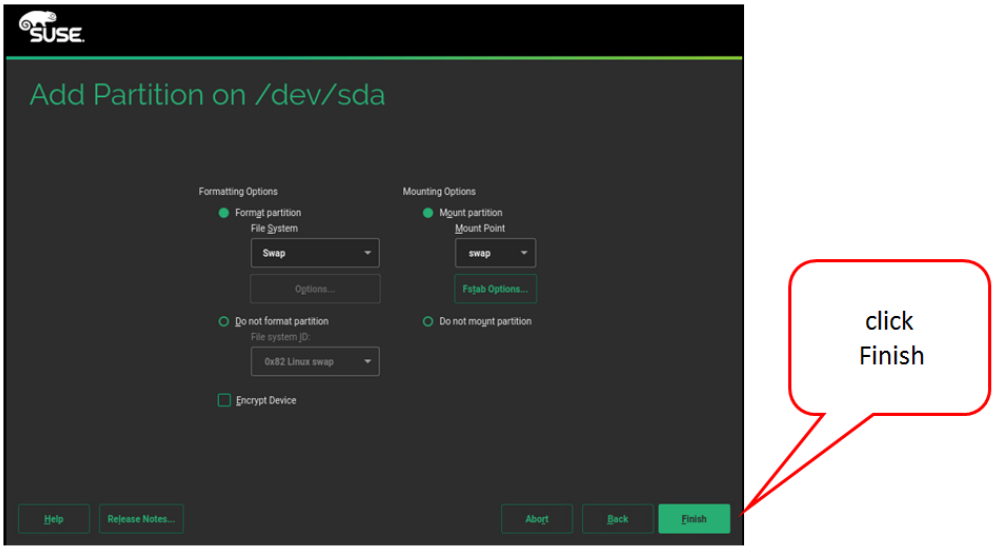


Set Size for Swap partition, recommend 4 GB, min 2 GB

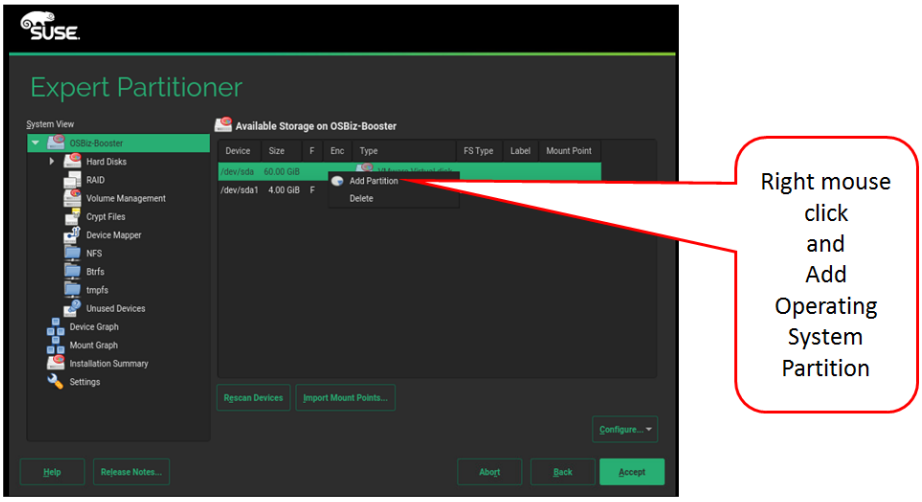




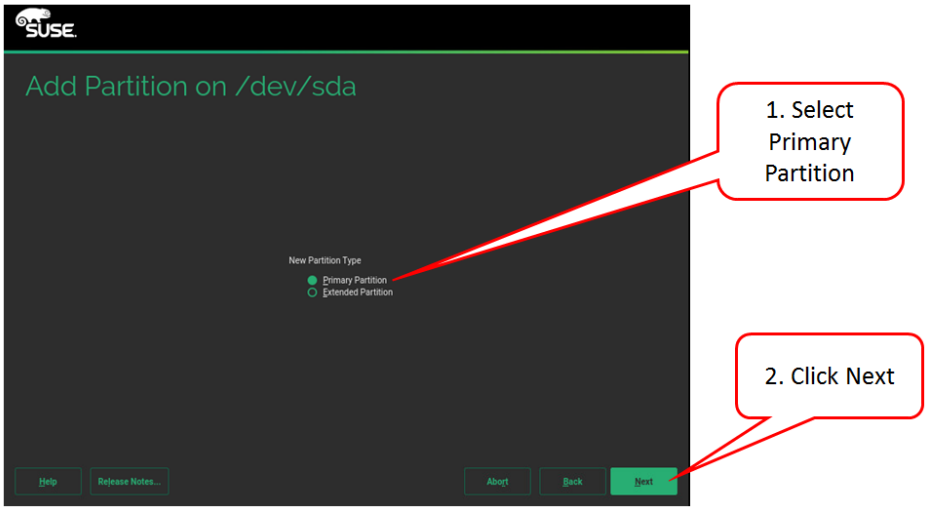
Finish Swap Setup



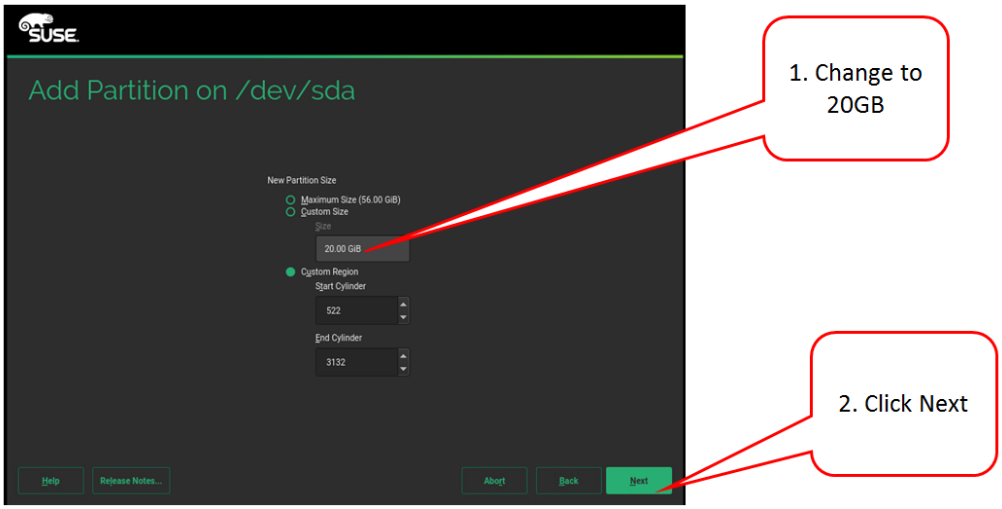
Add SLES System Partition

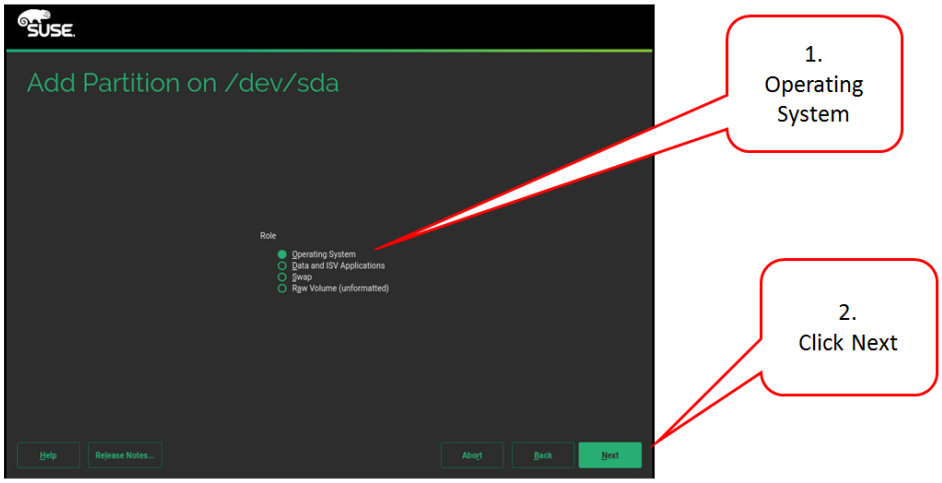


SLES System Partition

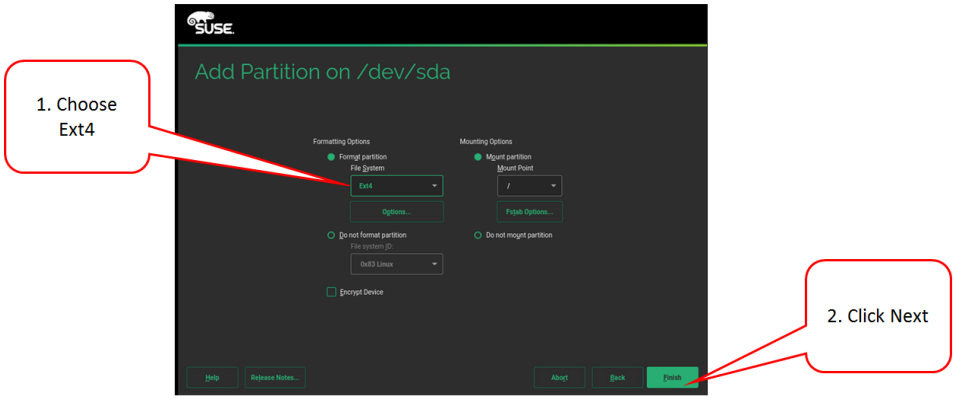


Recommend to use 20 GB, min 15 GB

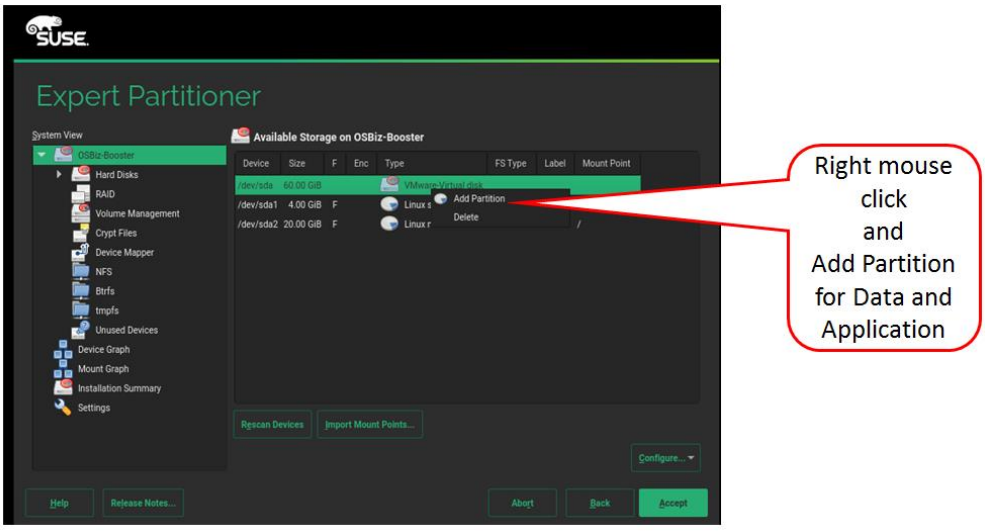


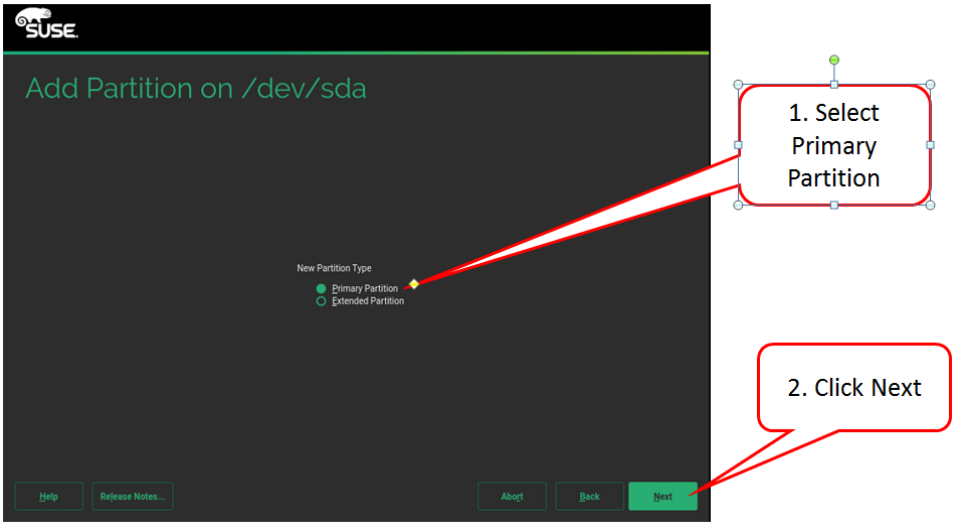


Recommendation Ext 4 or Ext3 (no other allowed for OSBiz)

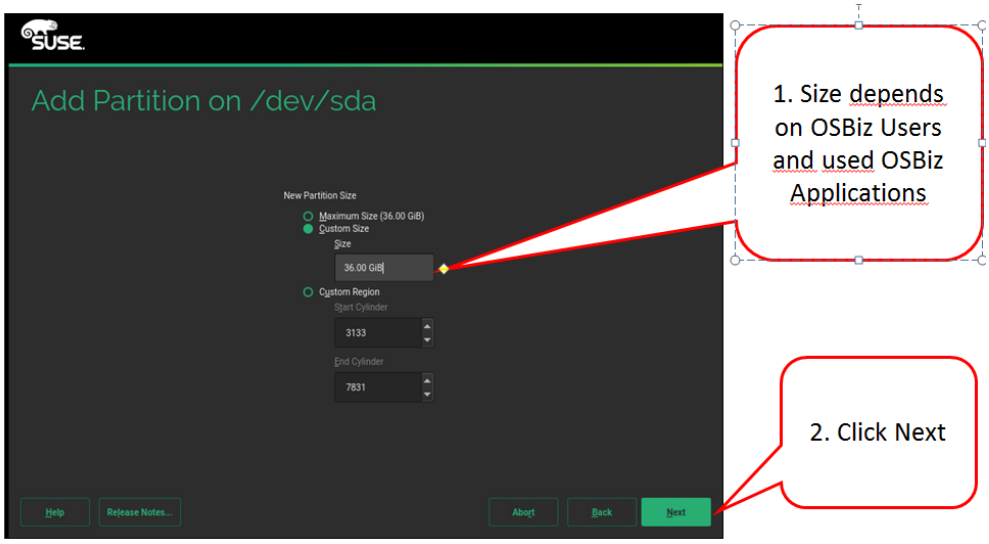


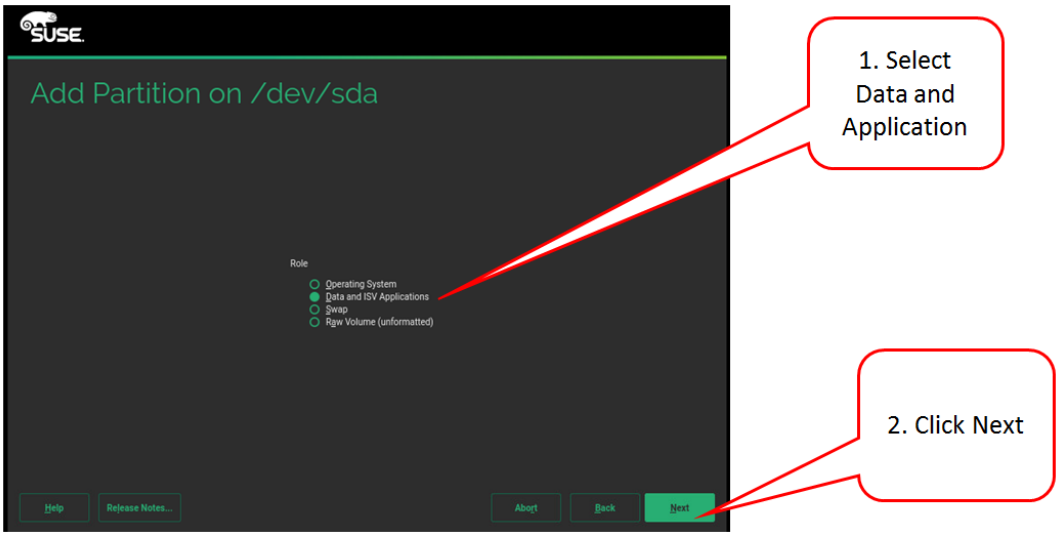
Add OSBiz Partition



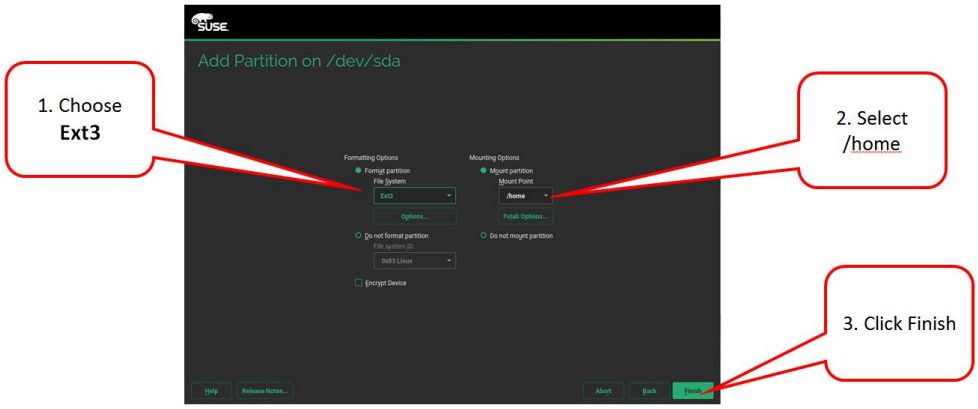


Set the Size for OSBiz Partition, depends on OSBiz User and used Application, minimum Size 40 GB

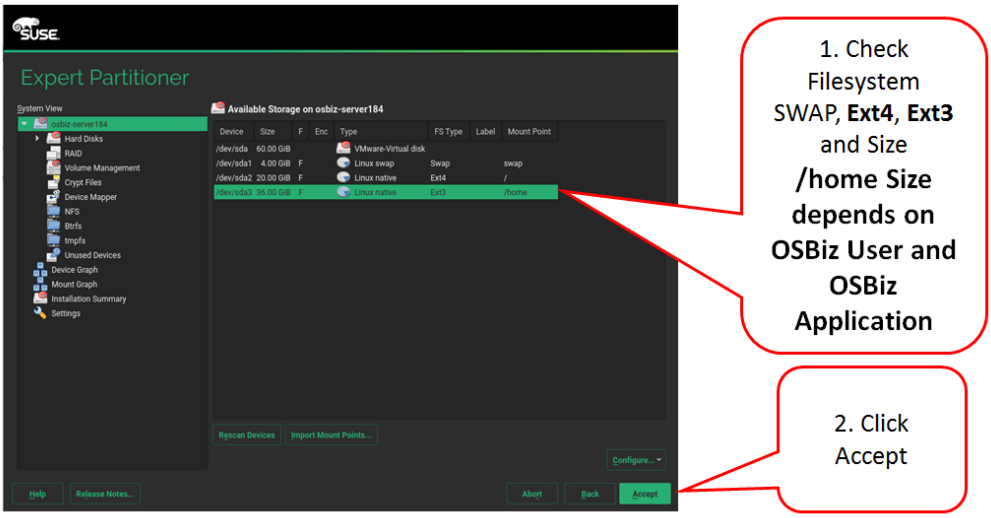




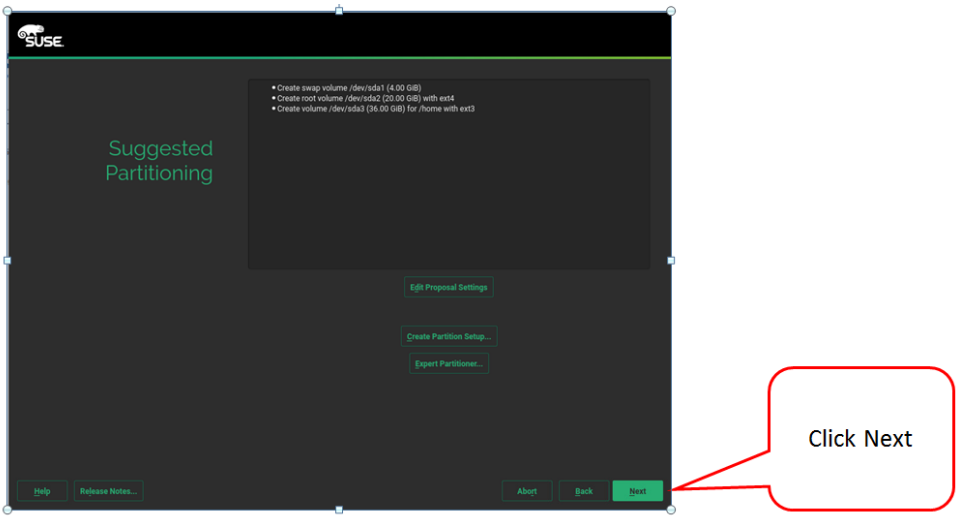
!OSBiz Partition must be Ext 3!



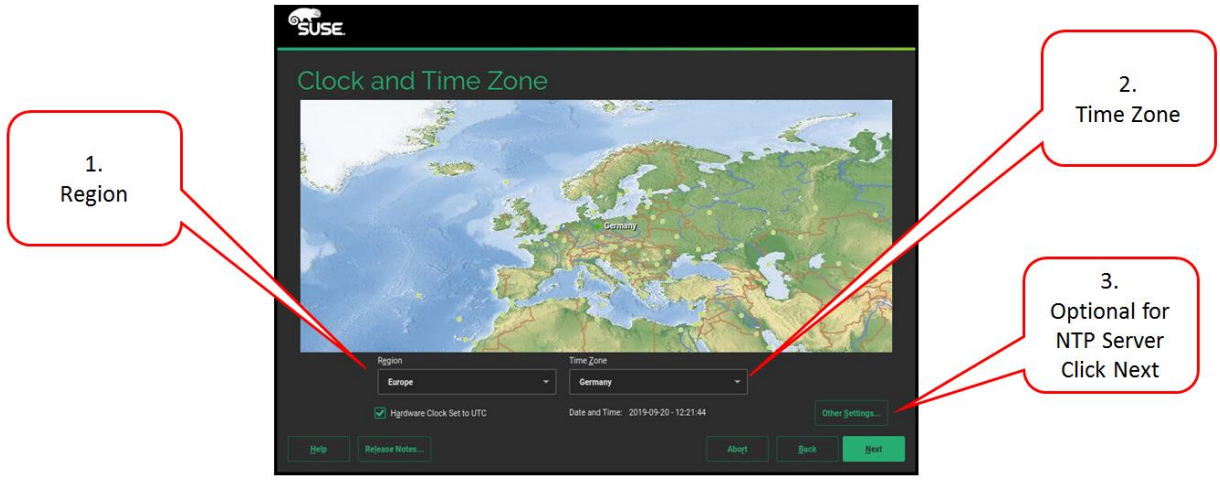
Please Check the Partition Size and the File System for all Partition

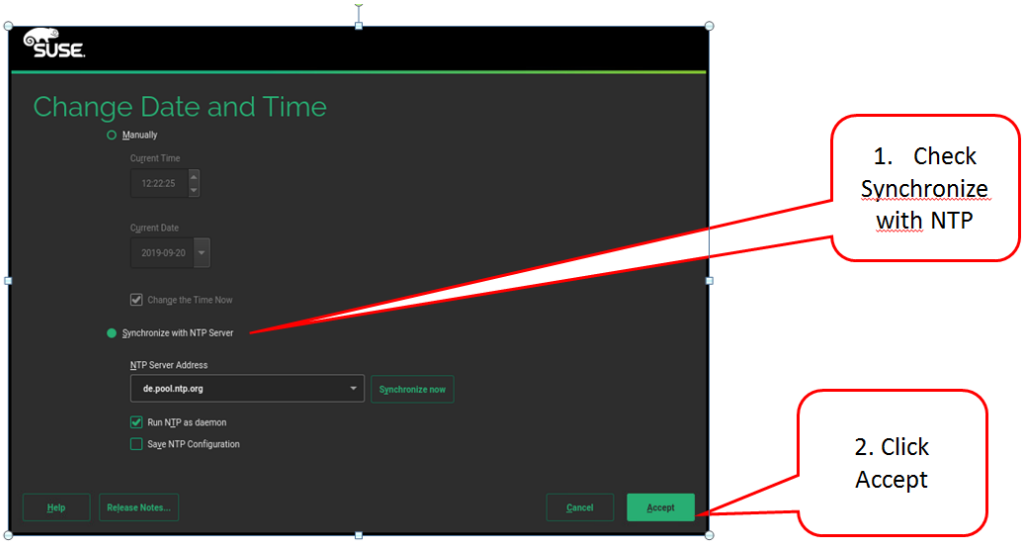


Please finish Partitioning

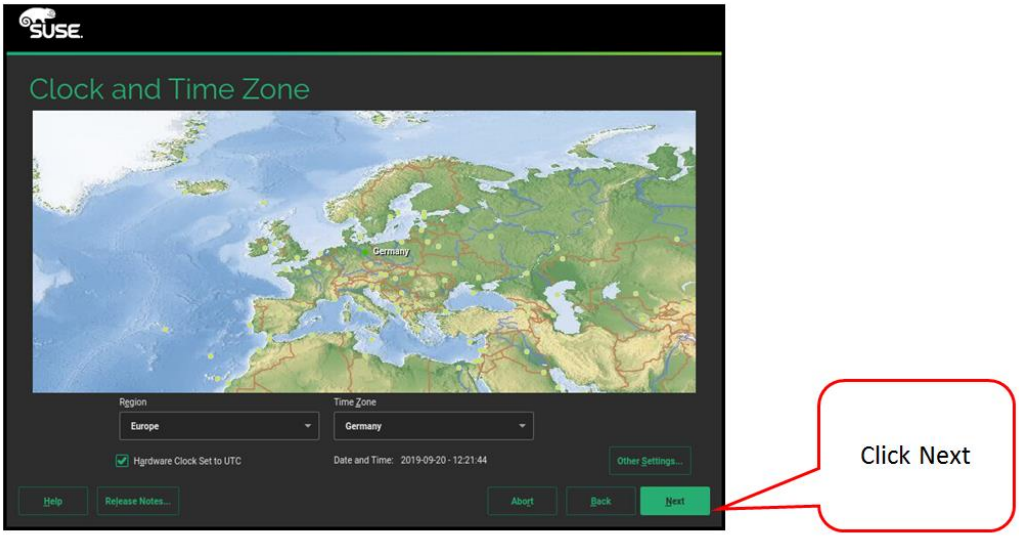


Setup Timezone

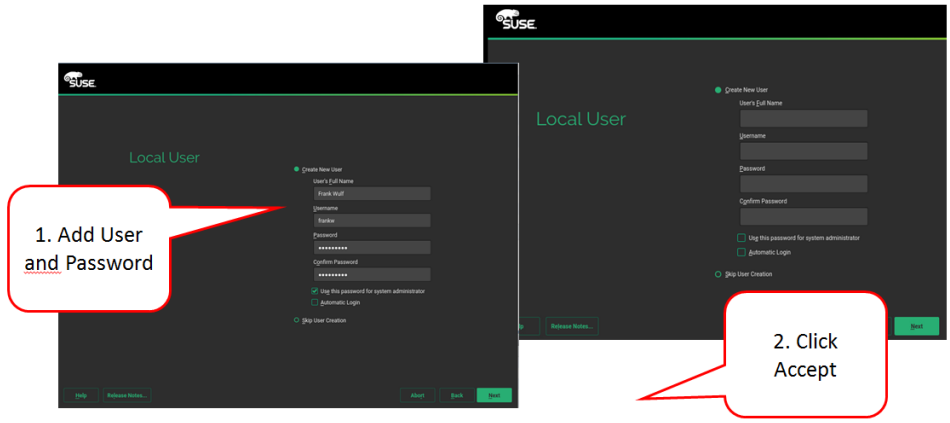




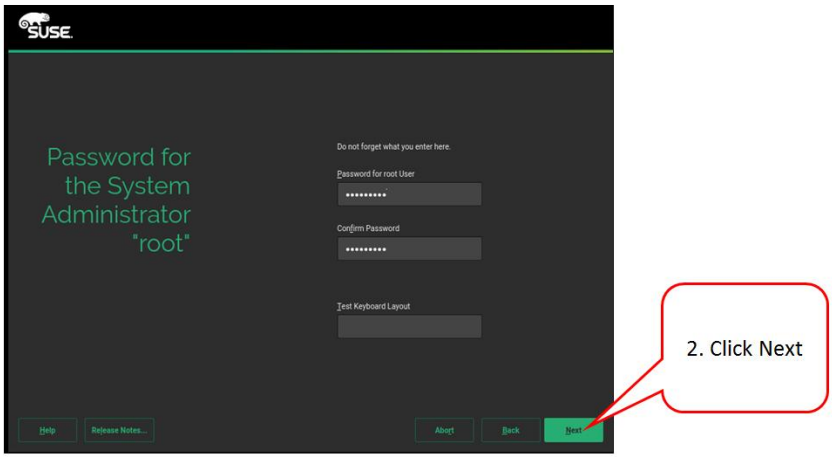
Finishing Time zone Settings



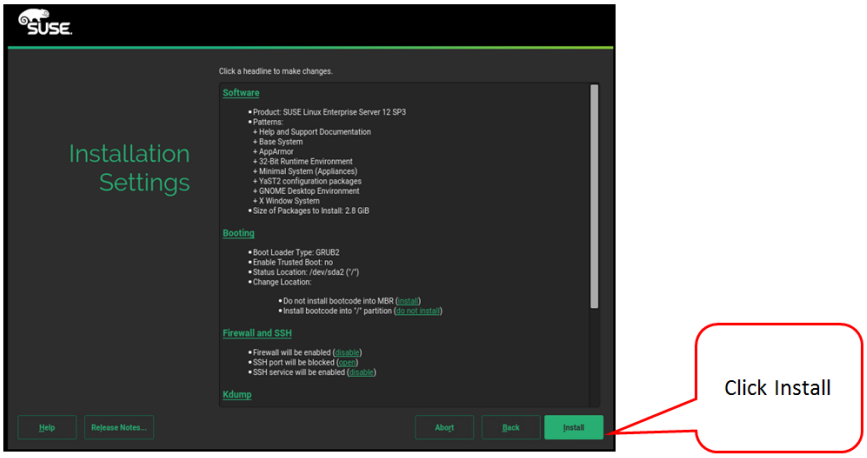
Please add an additional user

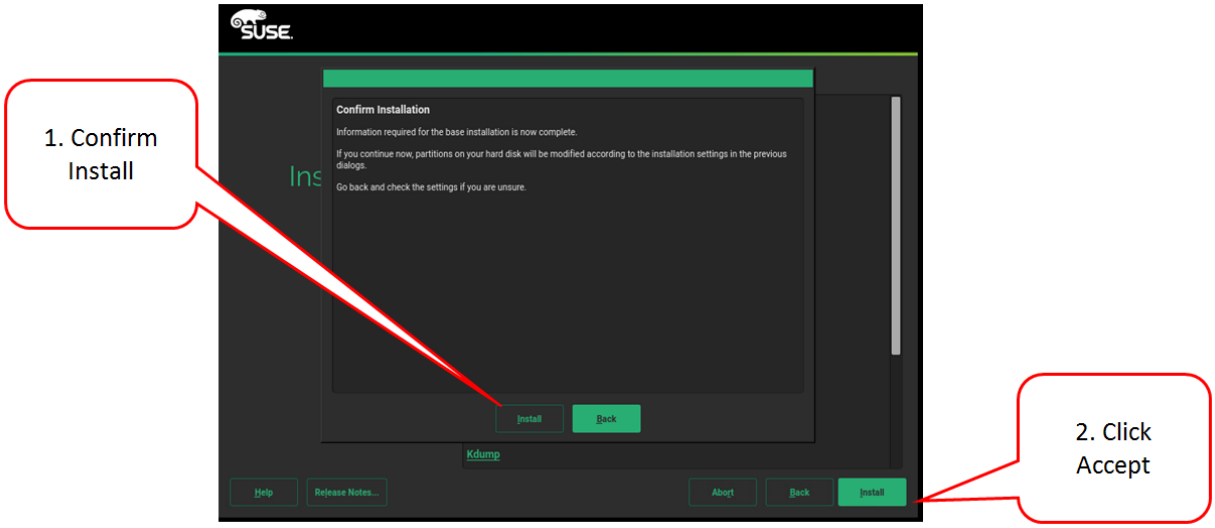


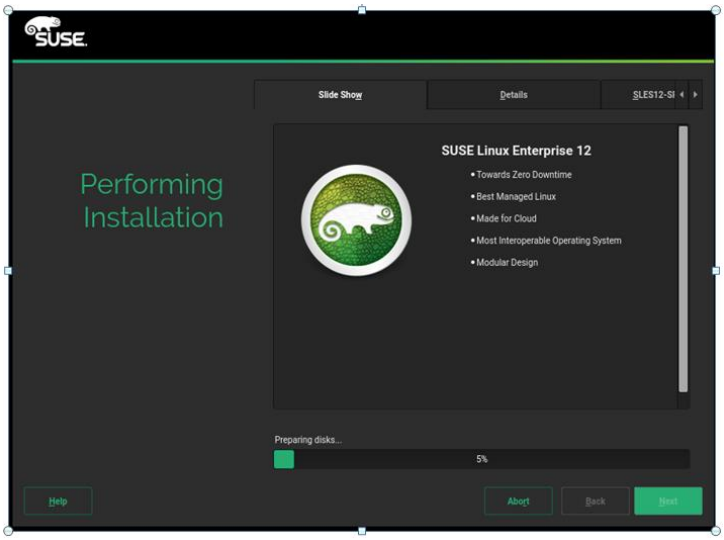
Password Root



Finish Setup

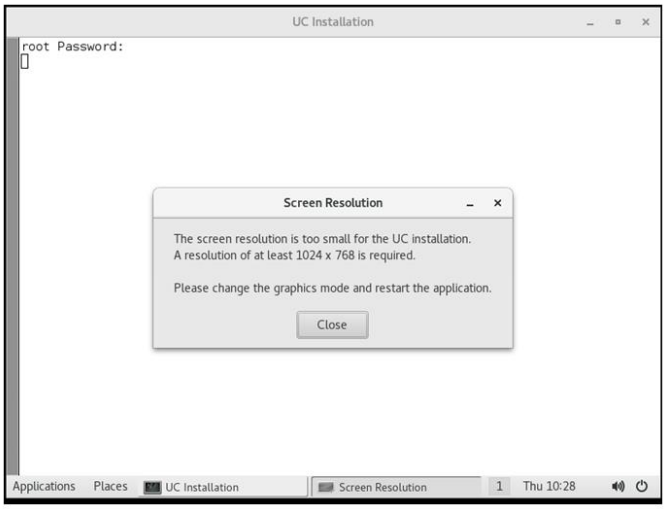



1. Confirm Install
SUSE
Confirm Installation
Information required for the base installation is now complete.
If you continue now, partitions on your hard disk will be modified according to the installation settings in the previous dialogs.
Go back and check the settings if you are unsure.
Install
Back
Kdump
Help
Release Notes...
Abort
Back
Install
2. Click Accept

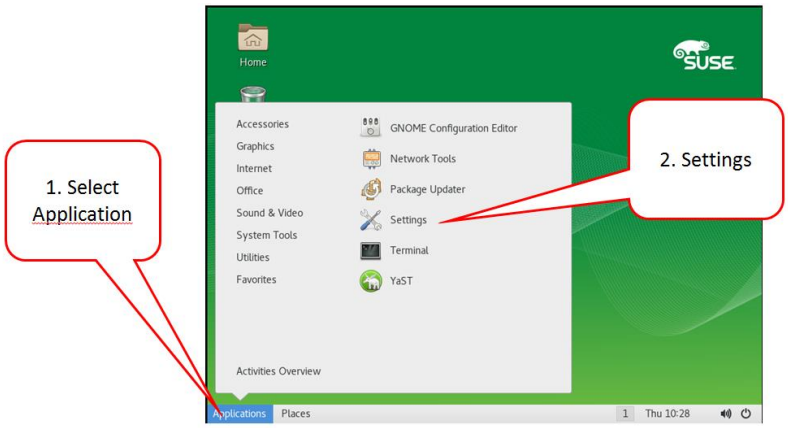

SUSE
Slide Show
Details
SLES12-SI
Performing Installation
SUSE Linux Enterprise 12
• Towards Zero Downtime
• Best Managed Linux
• Made for Cloud
• Most Interoperable Operating System
• Modular Design
Preparing disks...
5%
Help
Abort
Back
Next

2.3. Screen Resolution

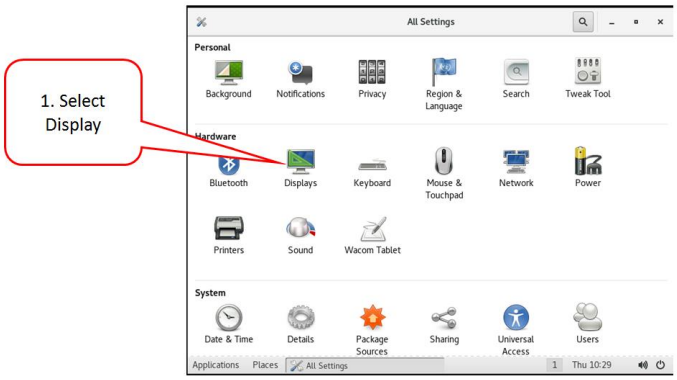
Can be that you get an Error message about screen resolution.



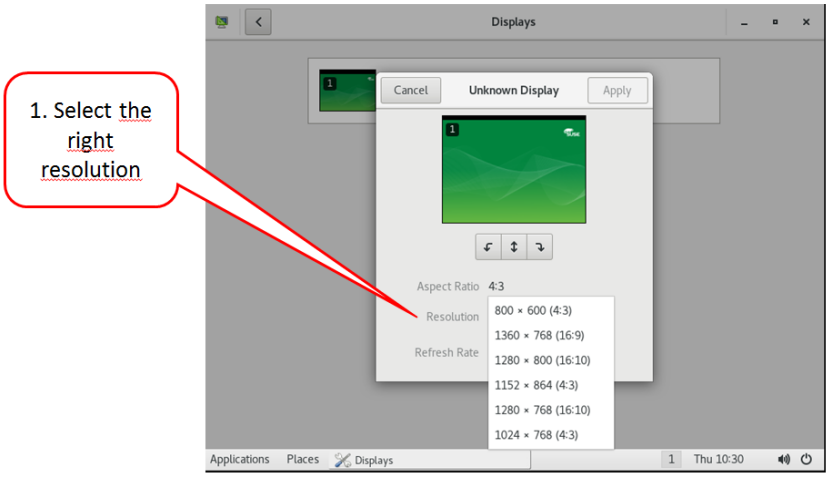
Select Application and then Settings

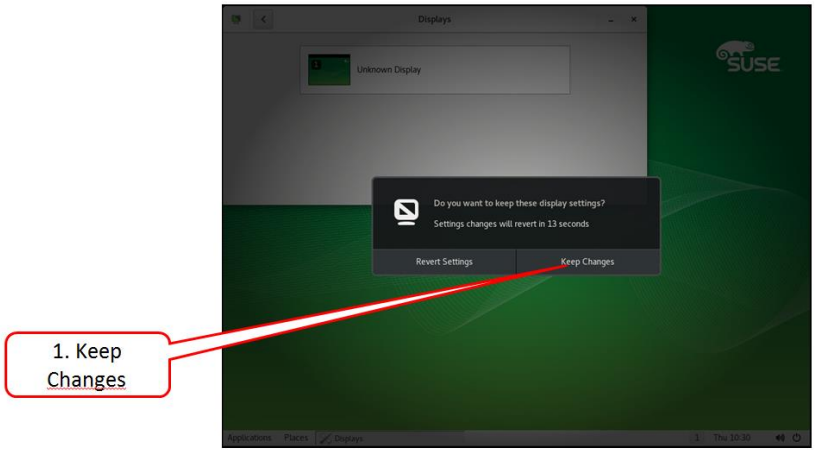


Select Display



Select minimum e.g 1024*768.

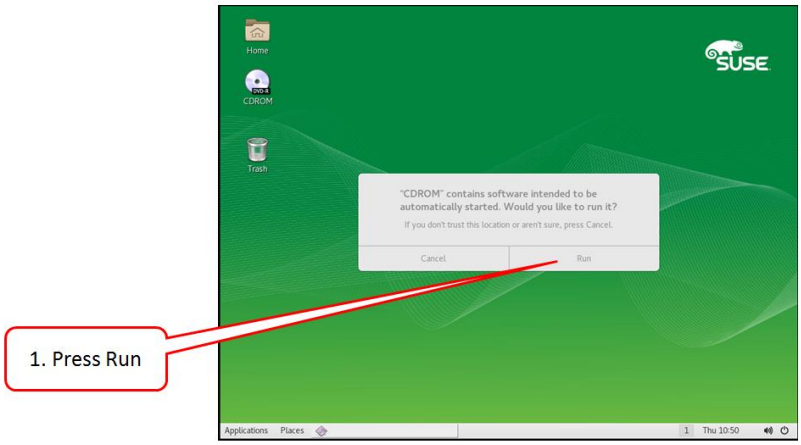


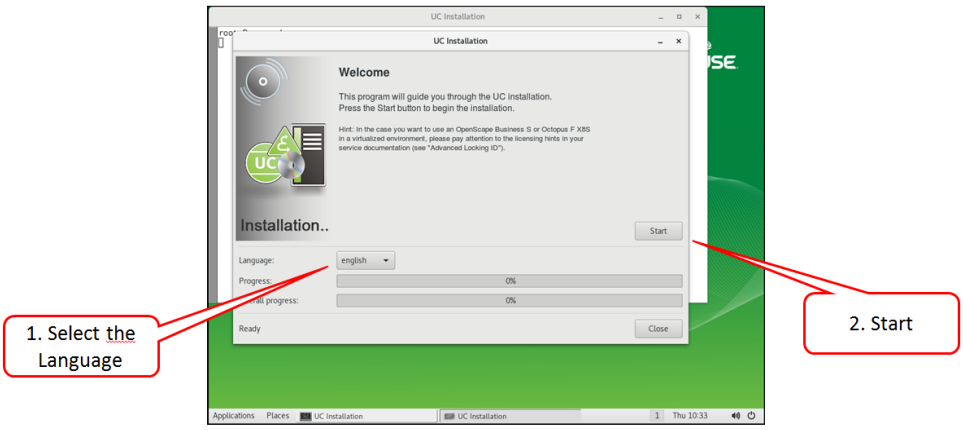


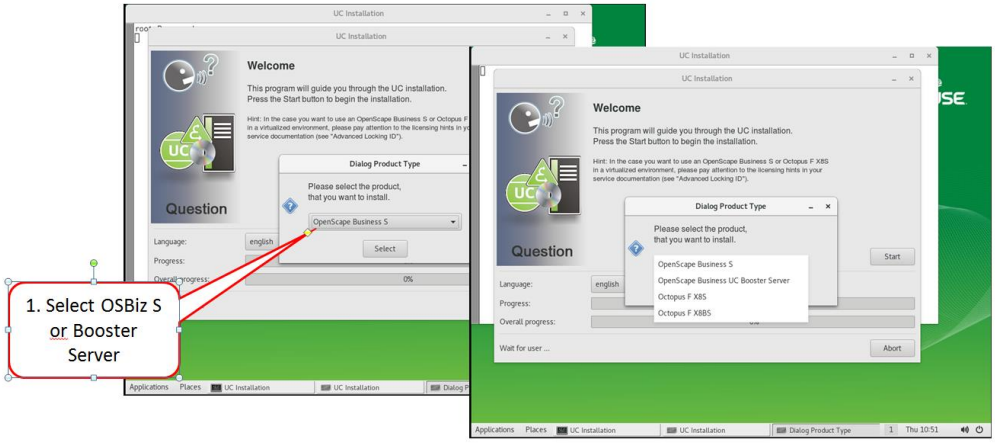
3. Setup OSBiz Server or Booster Server

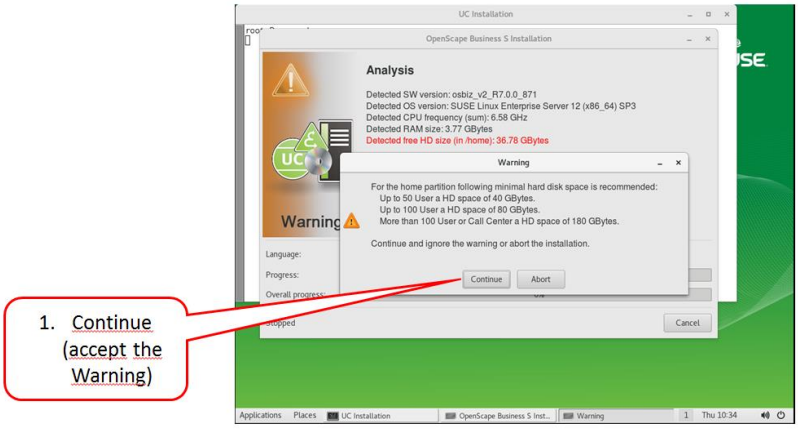
If you insert the OSBiz System DVD or mount the OSBiz System ISO File you should see the following Screen and can Run the OSBiz Setup.

!You will also need the SLES DVD or ISO File between the Installations, to add additional RPM Packages

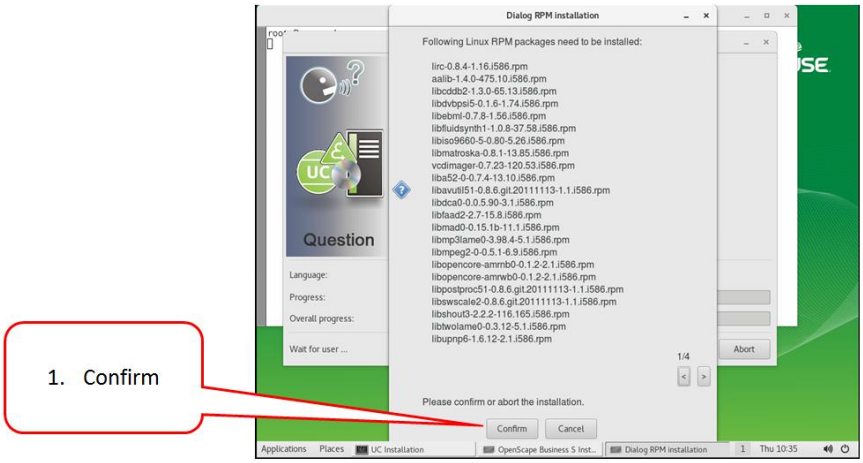


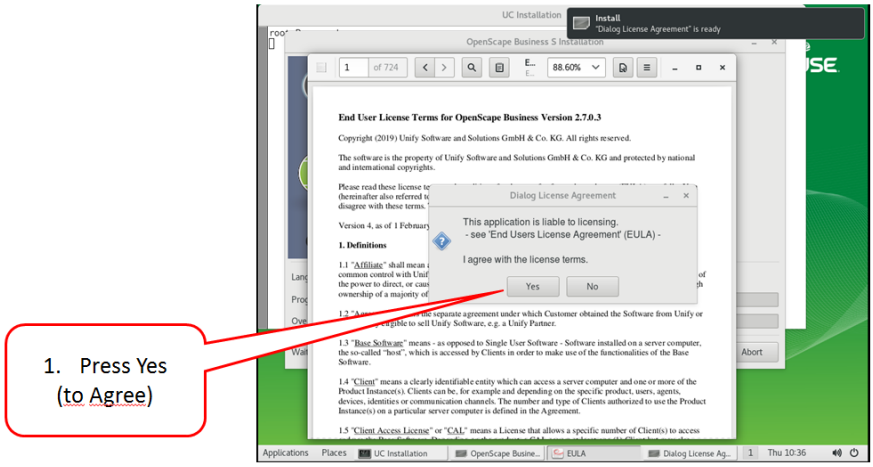

1. Select the Language
2. Start
UC Installation
Welcome
This program will guide you through the UC installation.
Press the Start button to begin the installation.
Installation..
Start
Language:
english
Progress:
0%
Overall progress:
0%
Ready
Close


1. Select OSBiz S or Booster Server
Welcome
Question
Dialog Product Type
Please select the product, that you want to install.
OpenScape Business S
OpenScape Business UC Booster Server
Octopus F X8S
Octopus F X8BS
Select
Start
Abort

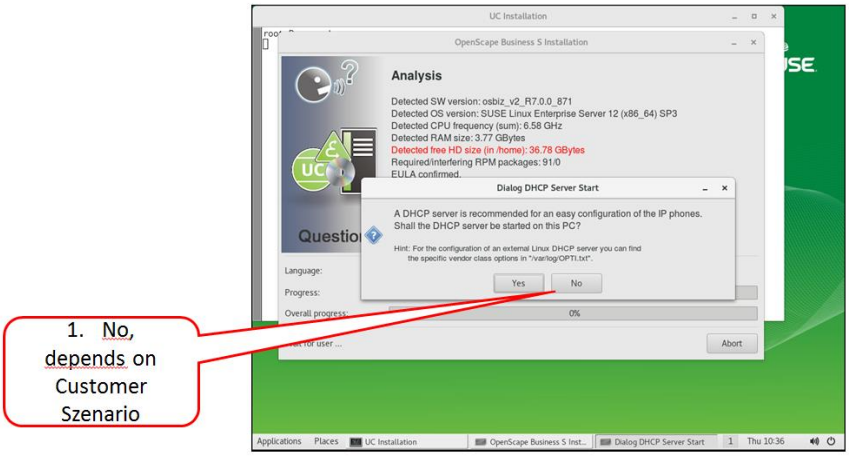

1. Continue (accept the Warning)
OpenScape Business S Installation
Analysis
Detected SW version: osbiz_v2_R7.0.0_871
Detected OS version: SUSE Linux Enterprise Server 12 (x86_64) SP3
Detected CPU frequency (sum): 6.58 GHz
Detected RAM size: 3.77 GBytes
Detected free HD size (in /home): 36.78 GBytes
Warning
For the home partition following minimal hard disk space is recommended:
Up to 50 User a HD space of 40 GBytes.
Up to 100 User a HD space of 80 GBytes.
More than 100 User or Call Center a HD space of 180 GBytes.
Continue and ignore the warning or abort the installation.
Continue
Abort
Cancel

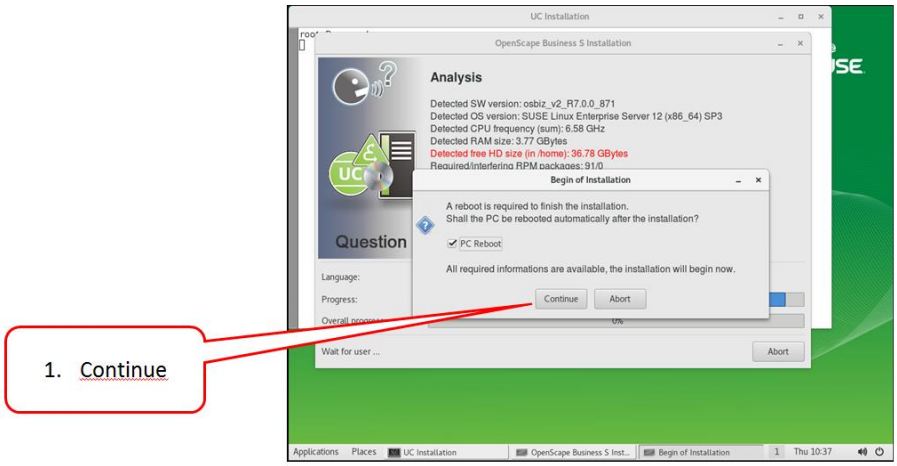
In this screen, you have to confirm the Linux RPM packages to install later.



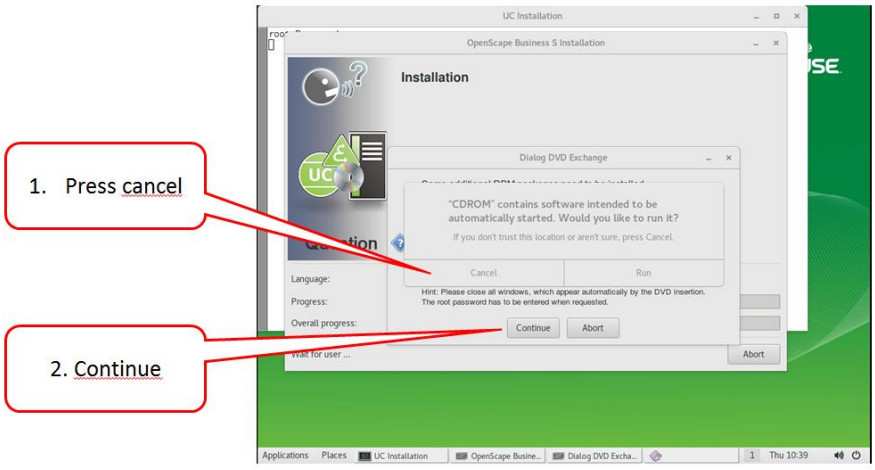


Most Customers have their own DHCP Servers, only one DHCP Server in a Network should be active, please clarify with the ID Admin

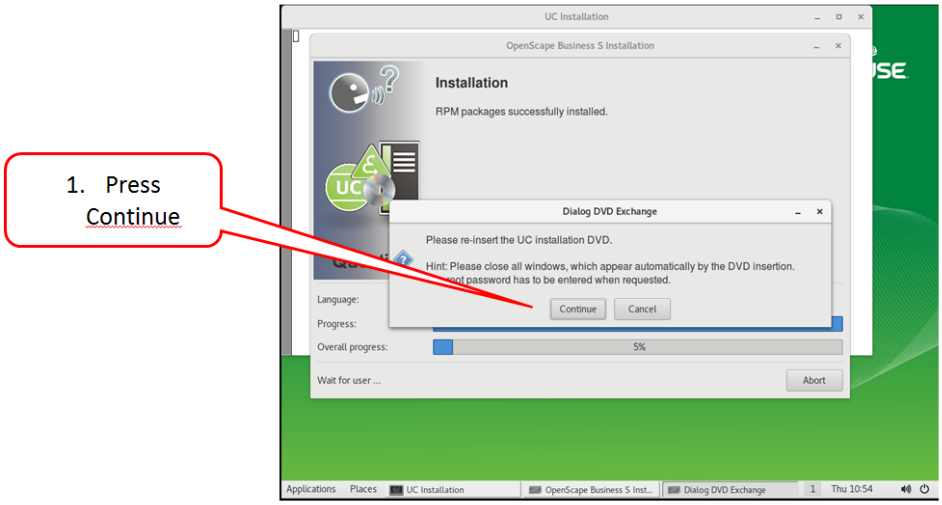




Now you should be ask to insert the SLES DVD, please Insert and follow the Next picture



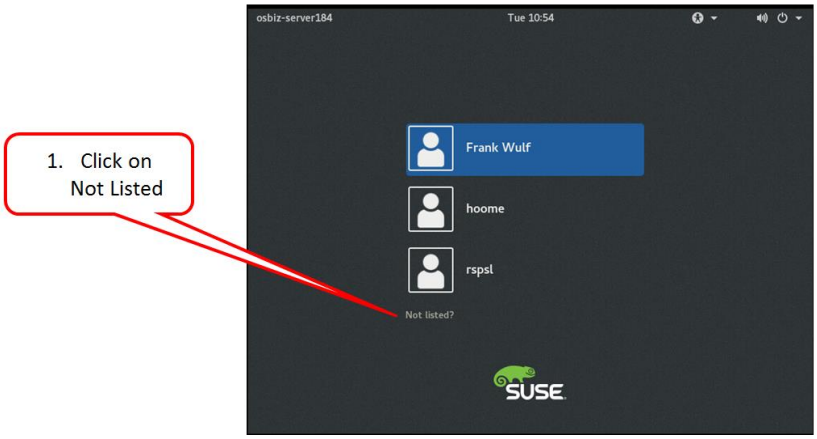
After all Linux RPM packages Installed, you must Insert the OSBiz DVD again to Continue the Installation.

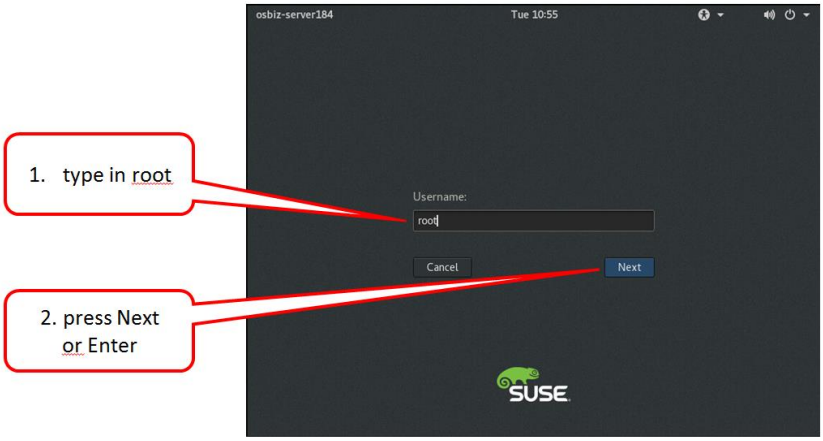


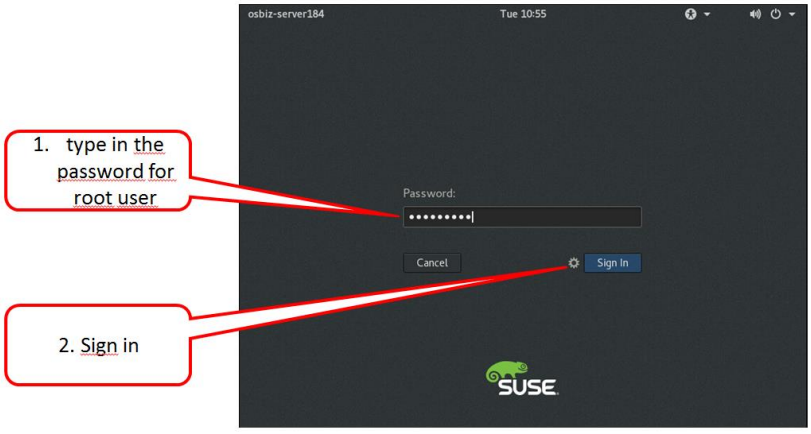
4. Troubleshooting hints:

4.1. Log in as root

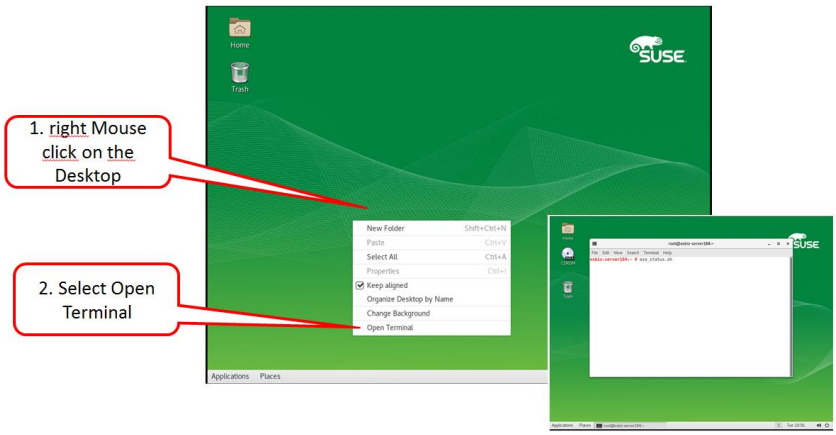
In some cases you must Login with root access



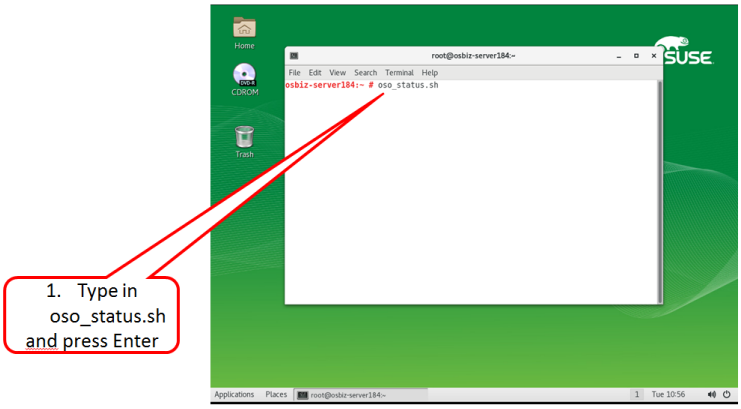




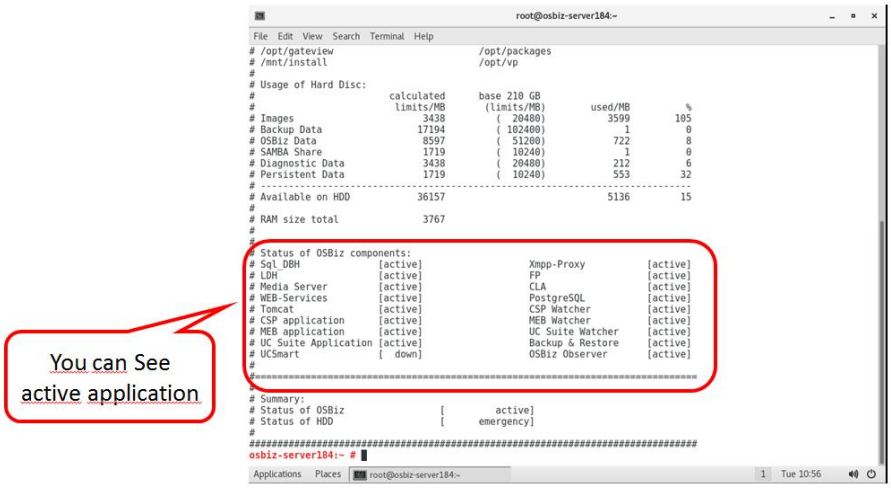
4.2. Open a CMD Terminal Session



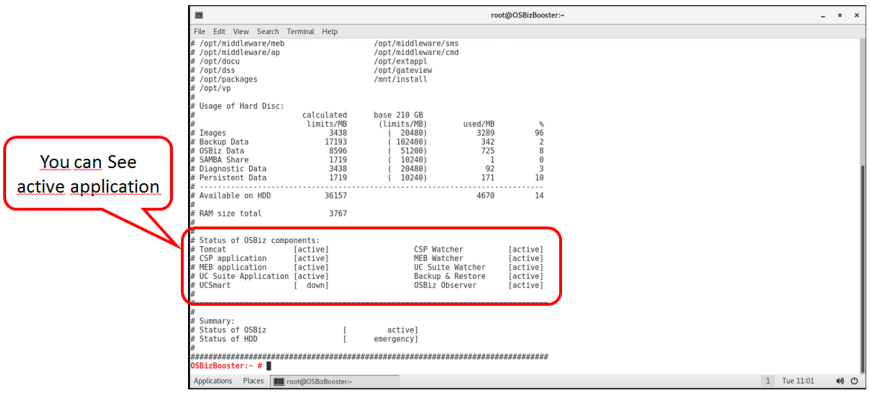
4.3. Check if OSBiz is running



Outcome OSBiz S Server

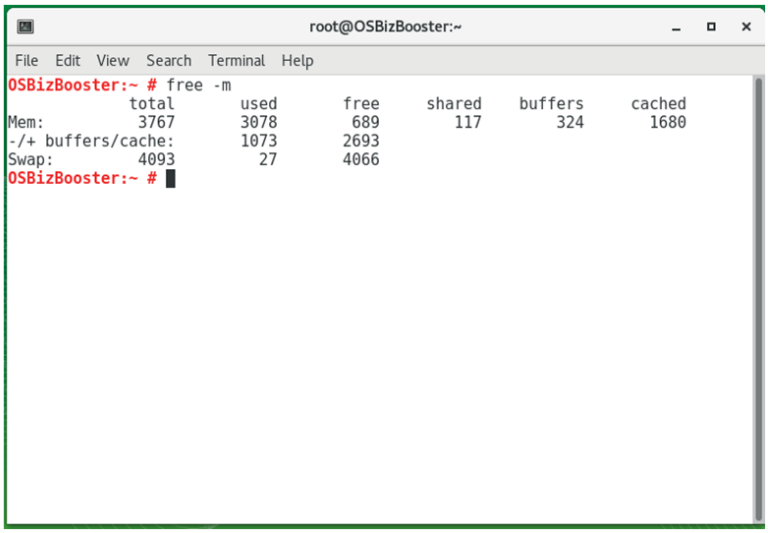


Outcome OSBiz Booster Server



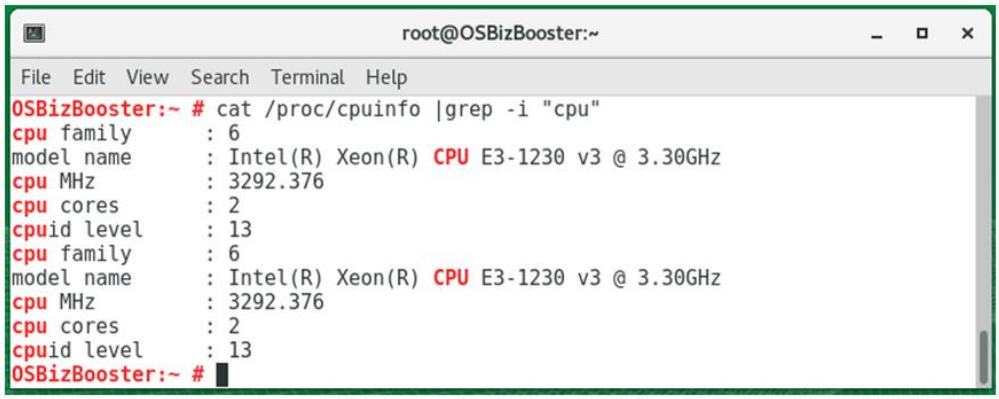
4.4. Check RAM

Check Ram: free - m



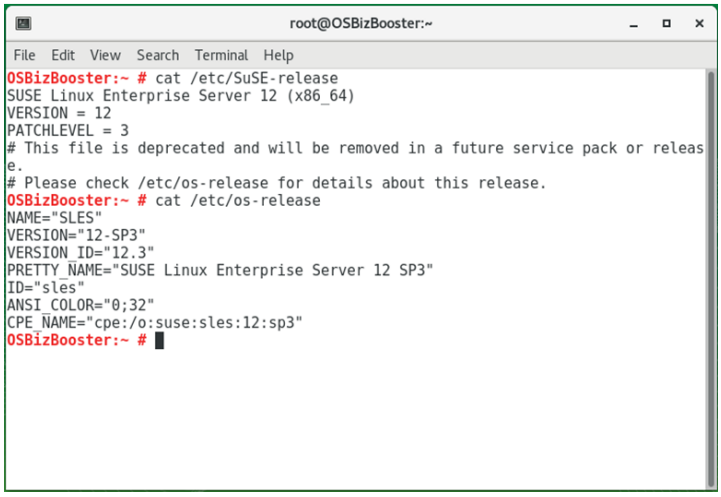
4.5. Check CPU

Check CPU and Cores: cat /proc/cpuinfo |grep –I “cpu”



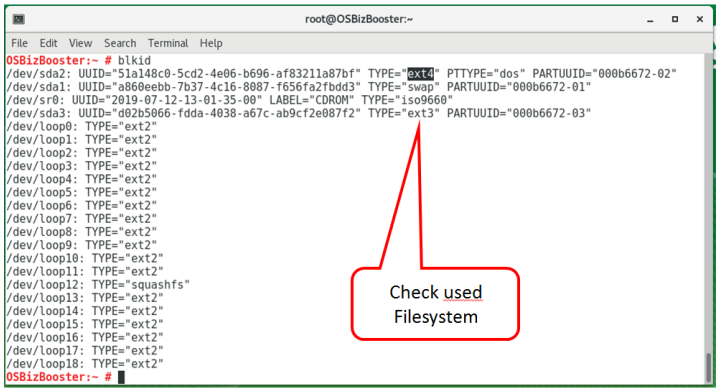
4.6. Check Linux version and SP

Check Linux version: cat /etc/Suse-release
or cat /etc/os-release



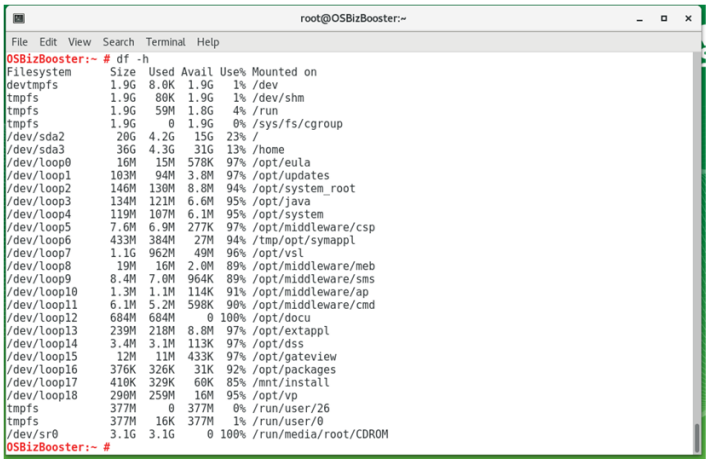
4.7. Check used File System

Check Filesystem: blkid

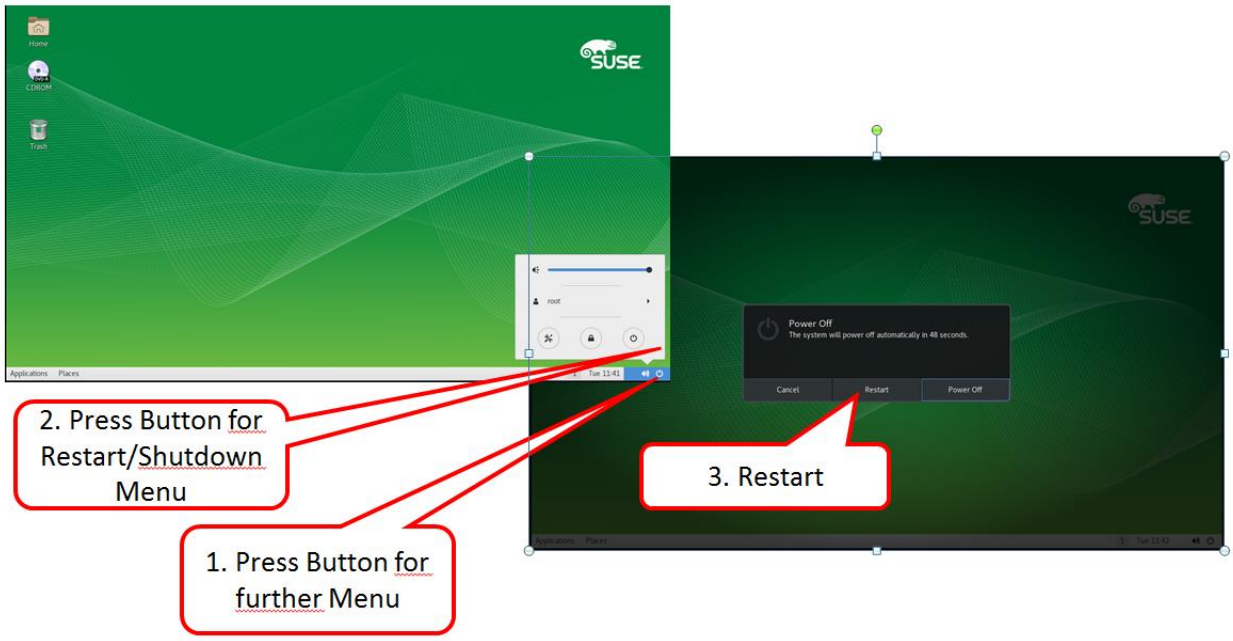


4.8. Check used File System

Check used Hard Disk Size: df -h



4.9. Restart SLES 12 or Shutdown



4.10. Check Last SLES Update

Open Terminal Session:

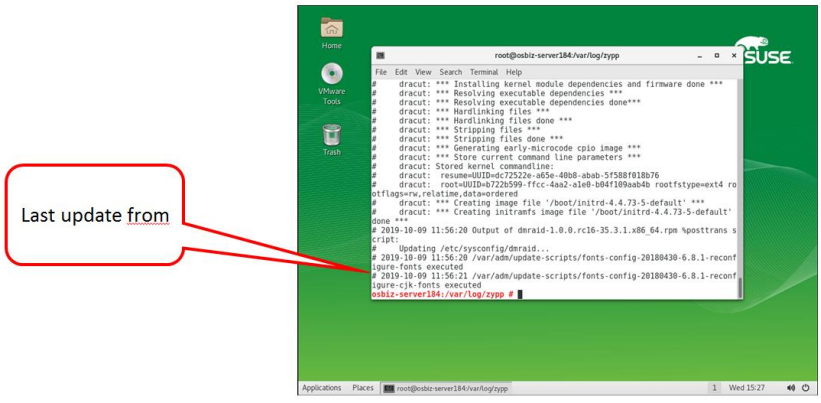
Change to the following directory:

cd /var/log/zypp

show the history file:

cat history

Scroll down to the last Entry and look for time stamp so you can see the last update

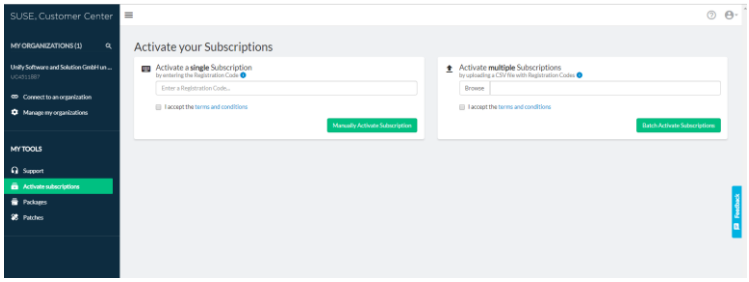


5. Hints to SLES Update Key

5.1. Activate your SLES Update Key

First you have to activate the SLES Upgrade key please Login to the following link and activate your key

https://scc.suse.com



5.2. How to Setup the Key in SLES 12 Operating System via CMD

First you have to activate the key

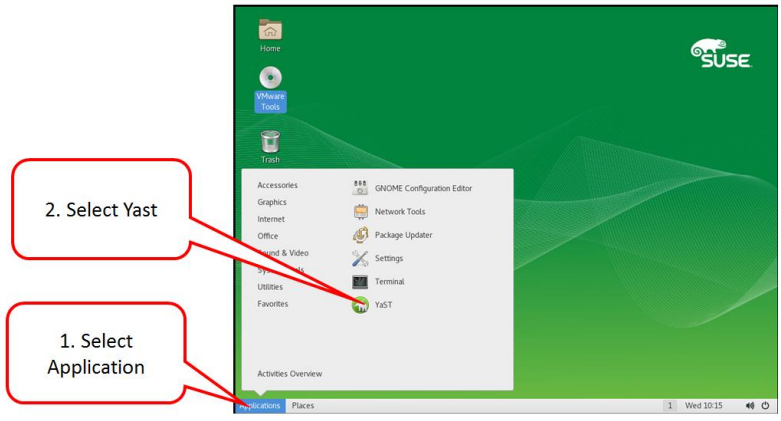
Open a Terminal Session and Enter the following Command:

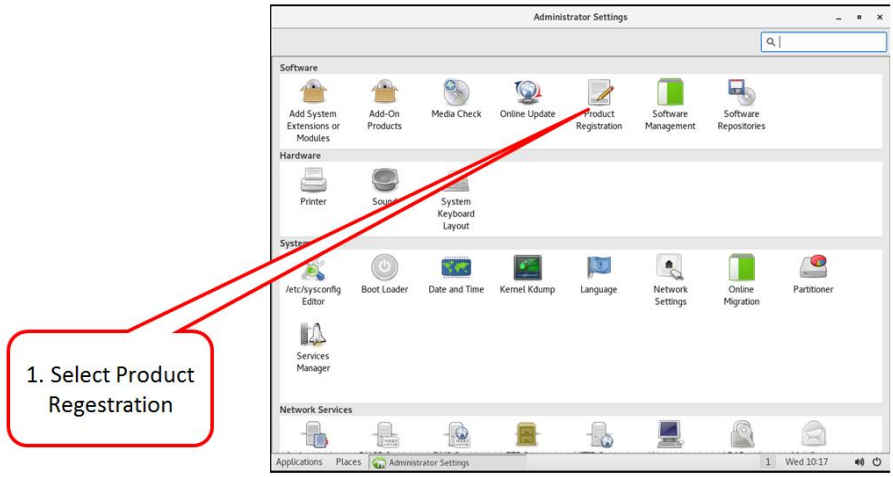
SUSEConnect –r xyzxyzxyzxyzxy –e dus@test.com.

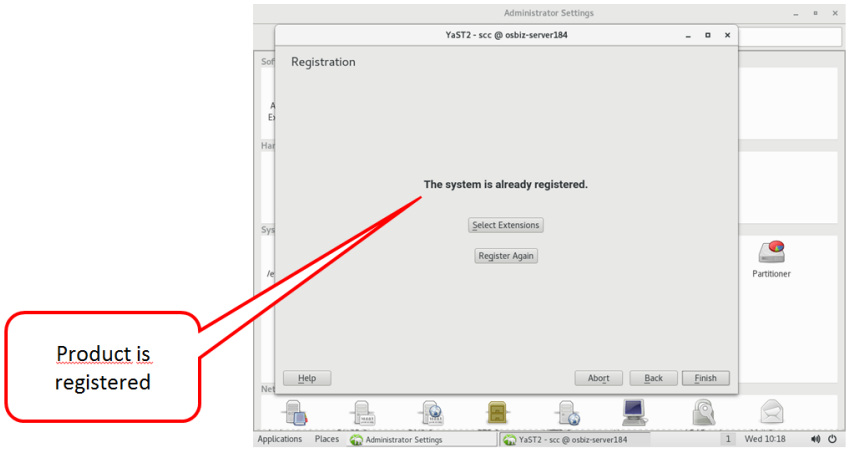
-r <registration key>

-e <e-mail of registered user>

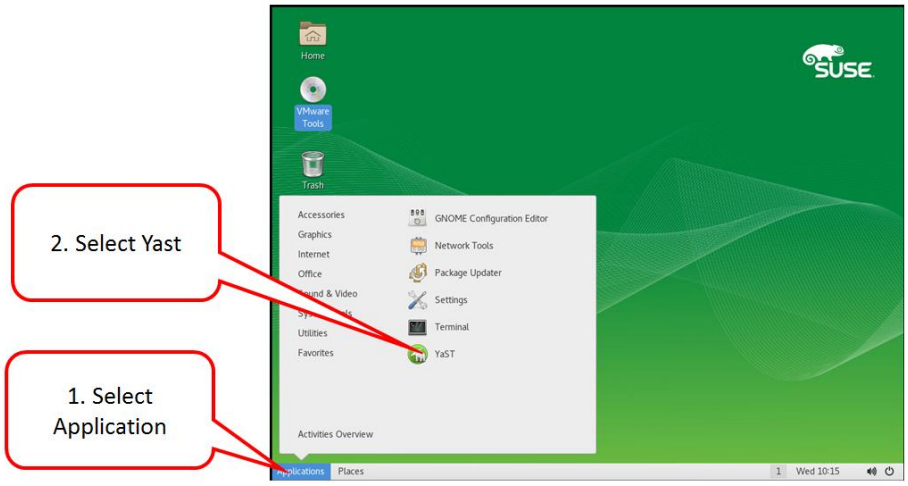
5.3. Check if SLES Key is registered

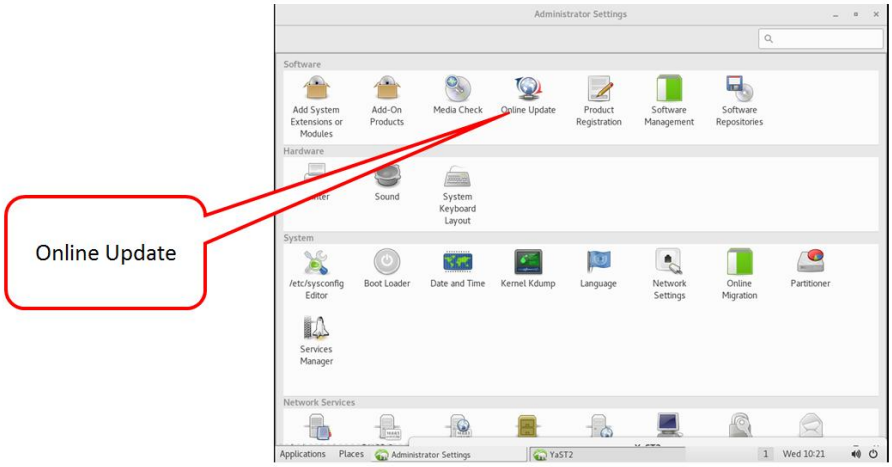


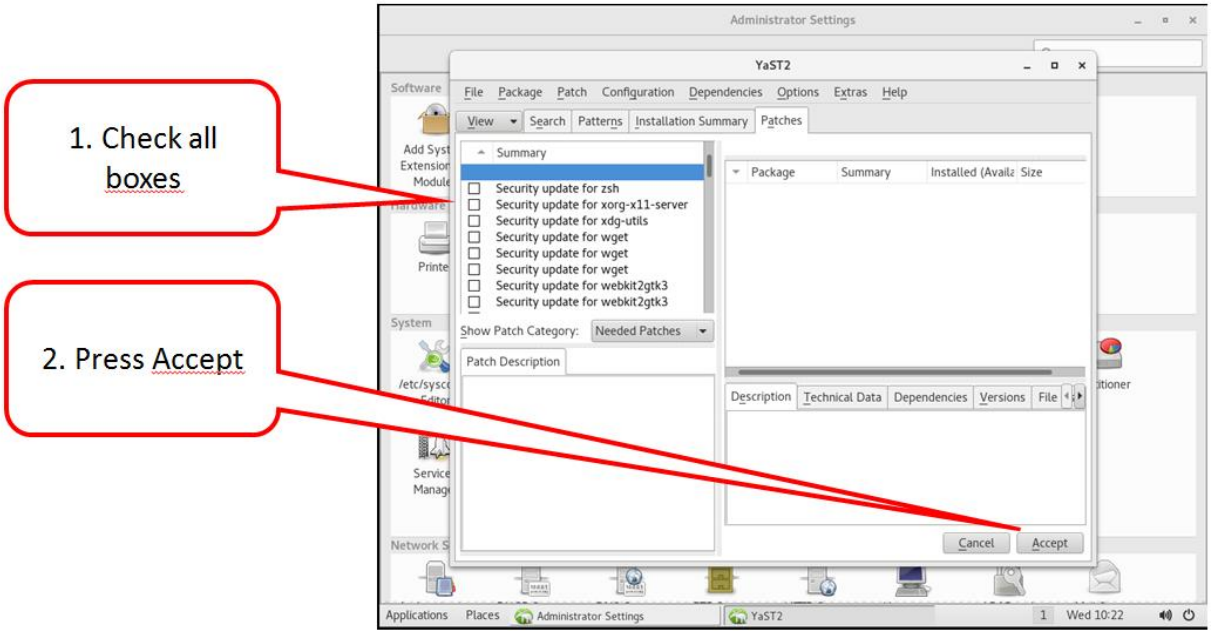

Administrator Settings
Software
Add System Extensions or Modules
Add-On Products
Media Check
Online Update
Product Registration
Software Management
Software Repositories
Hardware
Printer
Sound
System Keyboard Layout
System
/etc/sysconfig Editor
Boot Loader
Date and Time
Kernel Kdump
Language
Network Settings
Online Migration
Partitioner
Services Manager
Network Services
Applications
Places
Administrator Settings
Wed 10:17
1. Select Product Regestration


Administrator Settings
YaST2 - scc @ osbiz-server184
Registration
The system is already registered.
Select Extensions
Register Again
Help
Abort
Back
Finish
Partitioner
Applications
Places
Administrator Settings
YaST2 - scc @ osbiz-server184
Wed 10:18
Product is registered

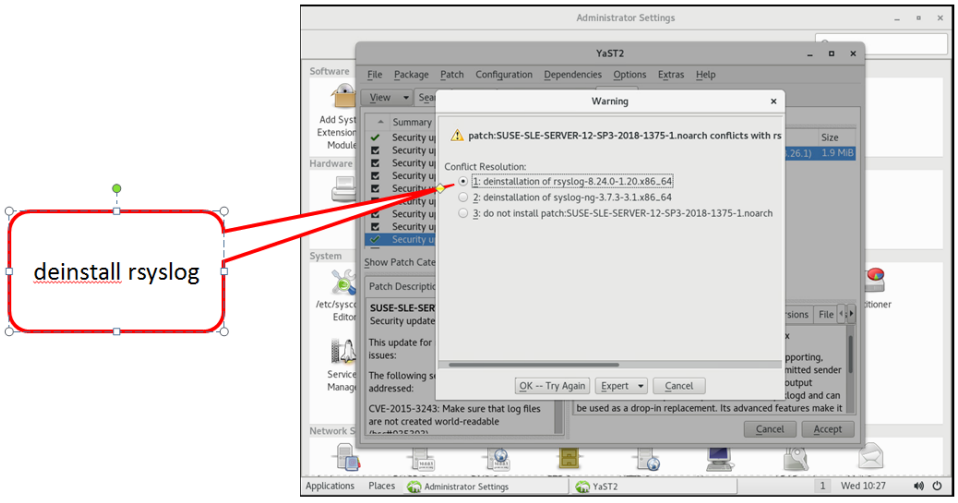
5.4. Update SLES manually







5.5. Update SLES conflict syslog



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