



# 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

1. Introduction	5
2. Setup SLES 12	6
2.1. General Hints	6
2.2. Setup SLES	6
2.3. Screen Resolution	21
3. Setup OSBiz Server or Booster Server	23
4. Troubleshooting hints:	27
4.1. Log in as root	27
4.2. Open a CMD Terminal Session	28
4.3. Check if OSBiz is running	28
4.4. Check RAM	29
4.5. Check CPU	29
4.6. Check Linux version and SP	30
4.7. Check used File System	30
4.8. Check used File System Check used Hard Disk Size: df -h	30
4.9. Restart SLES 12 or Shutdown	31
4.10. Check Last SLES Update	31
5. Hints to SLES Update Key	32
5.1. Activate your SLES Update Key	32
5.2. How to Setup the Key in SLES 12 Operating System via CMD	32
5.3. Check if SLES Key is registered	32
5.4. Update SLES manually	34
5.5. Update SLES conflict syslog	35

## 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

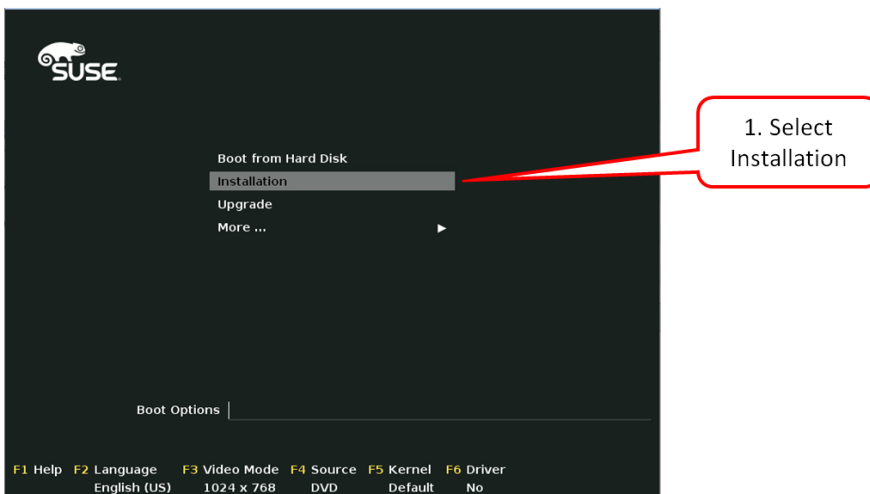
If you use VMware, please ensure that, you can chose SLES 12 as Operating System in VMware, if you found only SLES 11 or less, newer VMware needed.

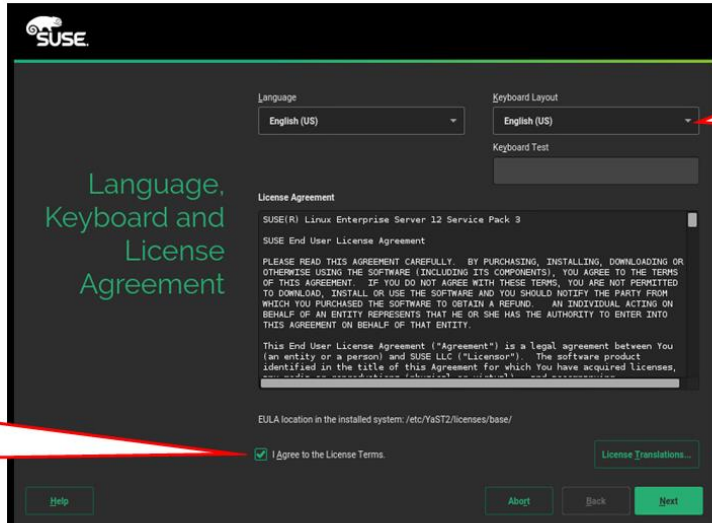
SLES update key must also installed to update the Linux Operating System.

## 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.

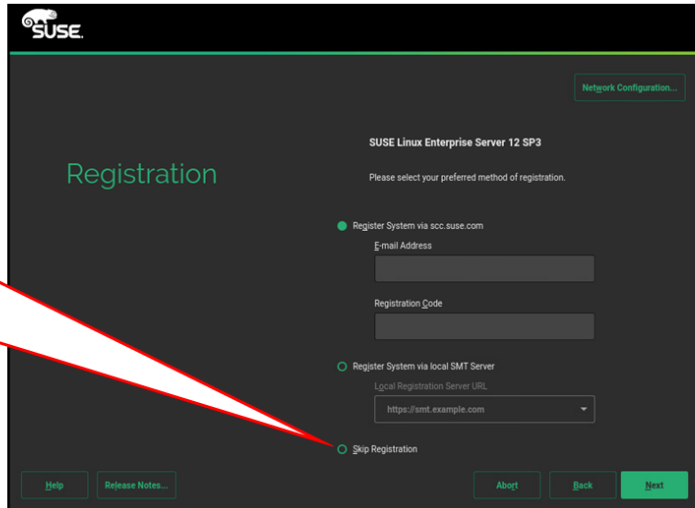




1. Select your Keyboard Layout

2. Agree

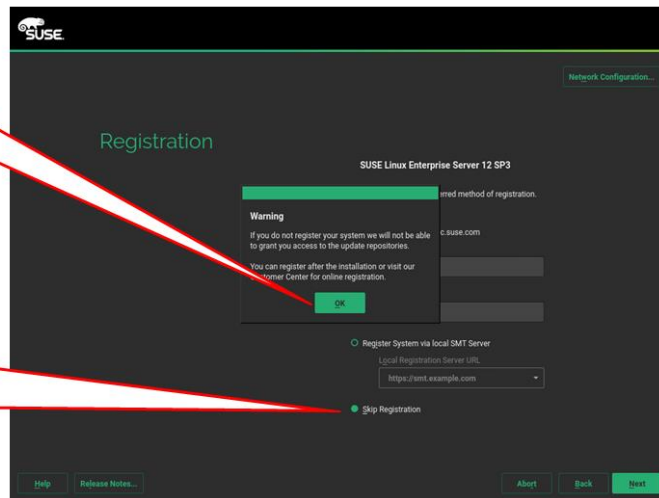
3. Click on Next



1. If you have a Registration Code for SLES please fill out the necessary Fields, if not Skip

2. Click on Next

If you Skip Registration, the following Screen appears

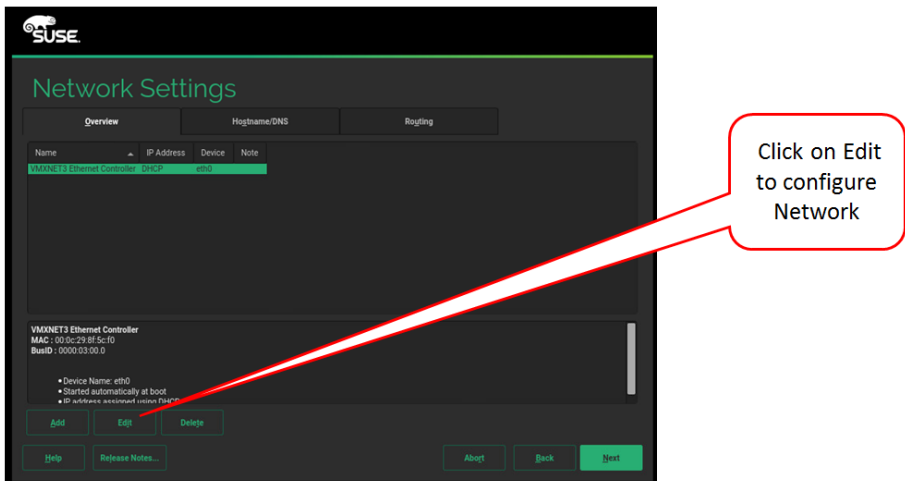
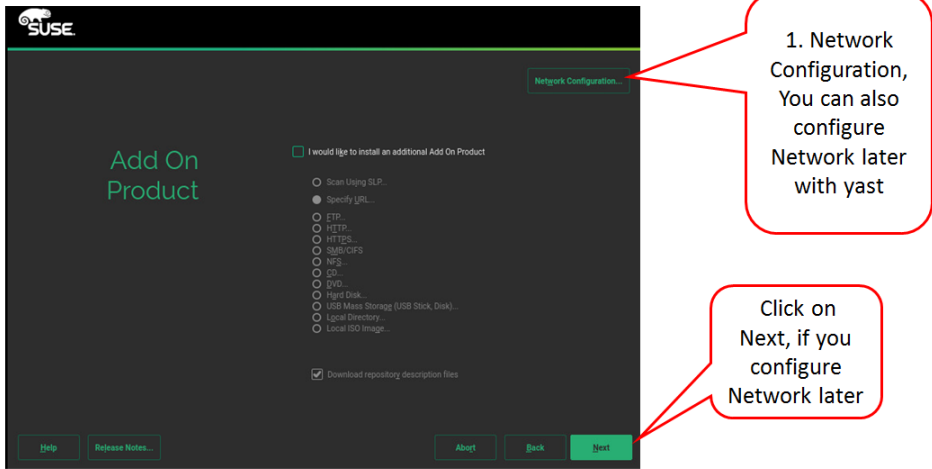


1. Click on OK

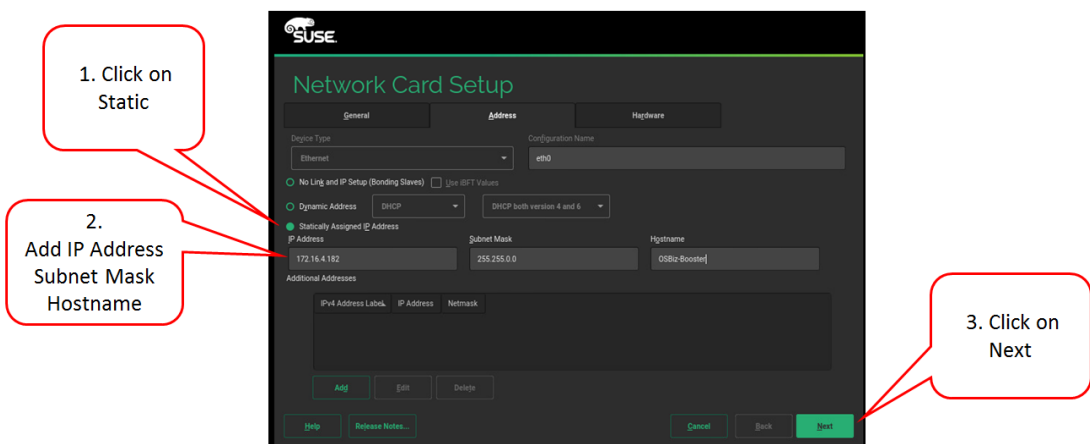
Warning appears if you have checked: Skip Registration

2. Click on Next

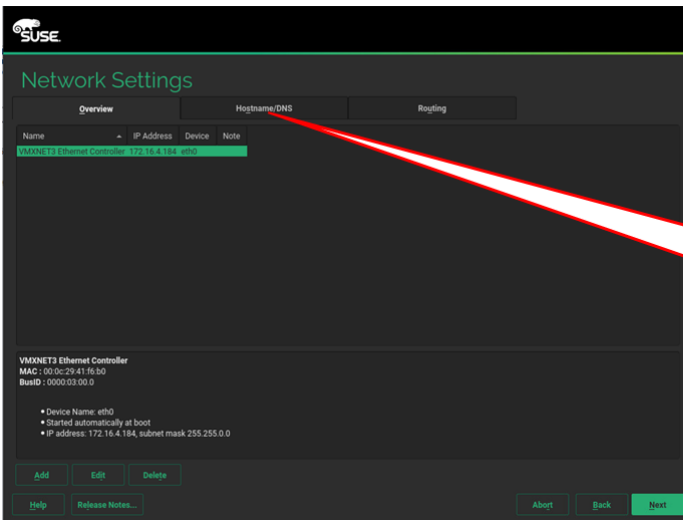
The next steps shows the Network Setup, you can skip the network configuration and do later via yast.



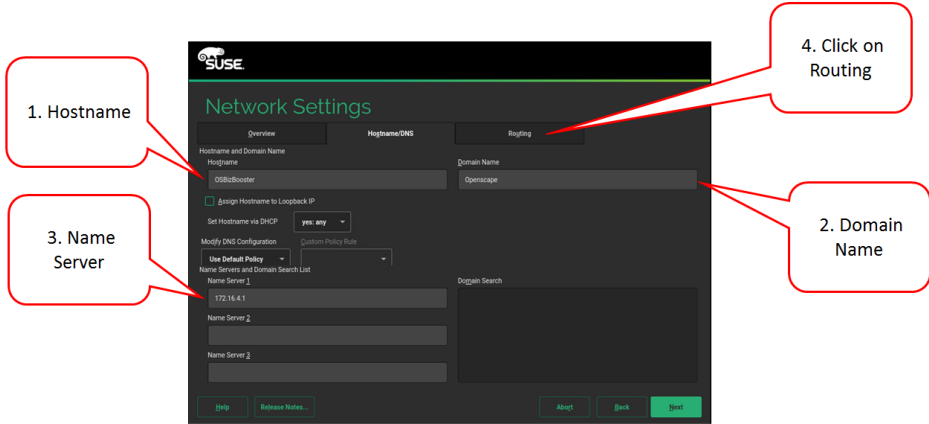
Network configuration example







Click on Hostname

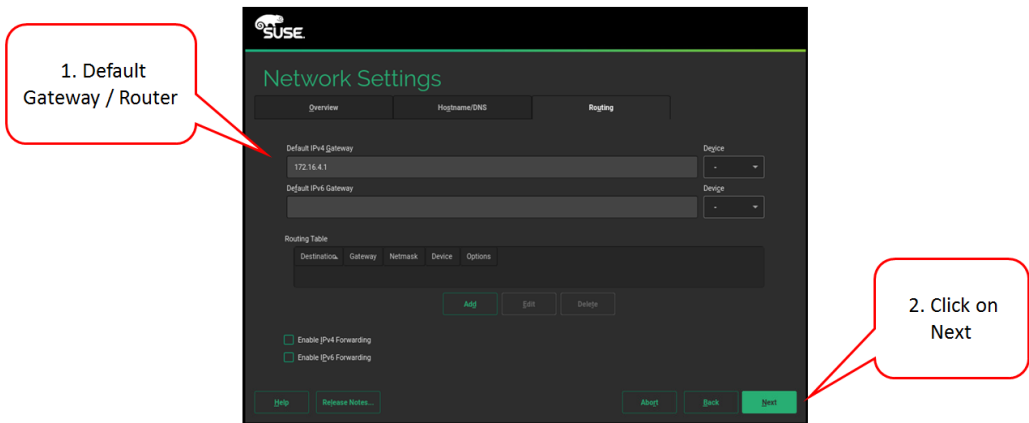


1. Hostname

4. Click on Routing

3. Name Server

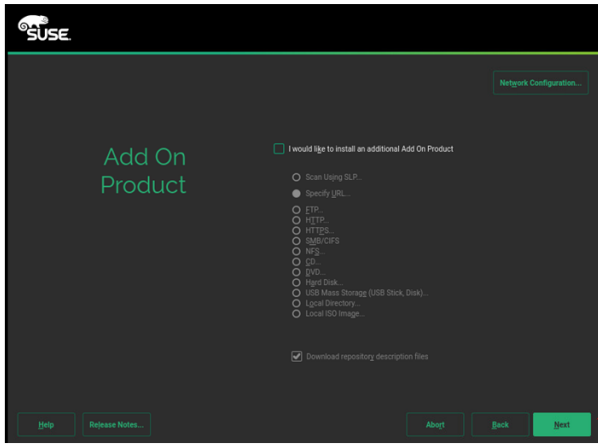
2. Domain Name



1. Default Gateway / Router

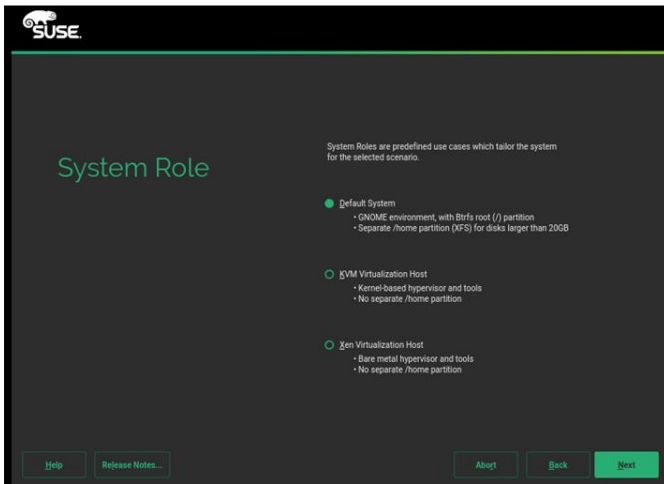
2. Click on Next

Normally no add on product needed



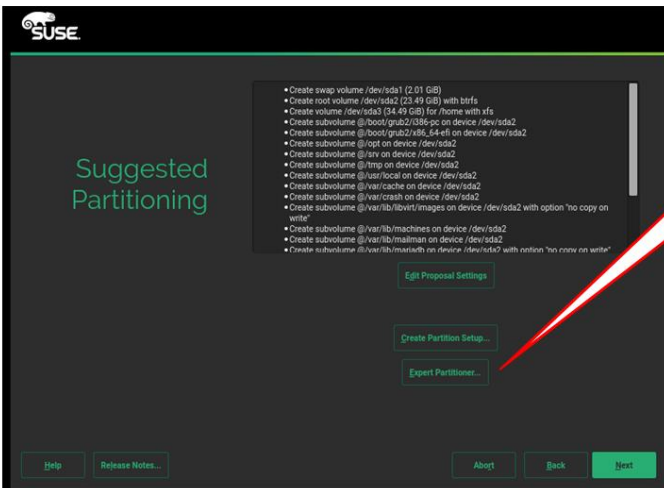
Click on Next

## Use Default System



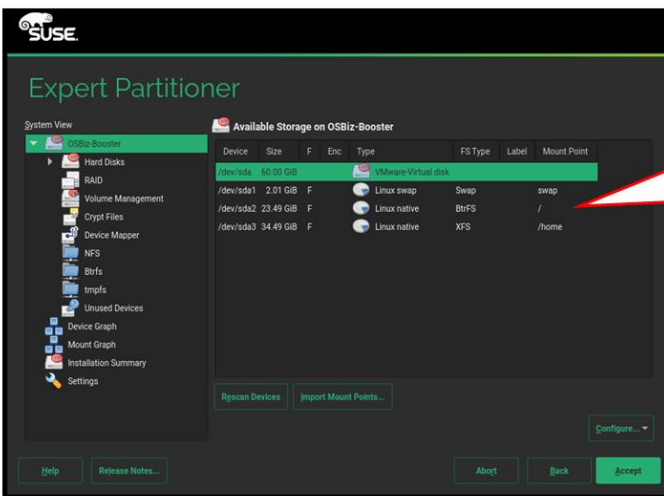
Click on Next

## Next Step Expert Partitioning



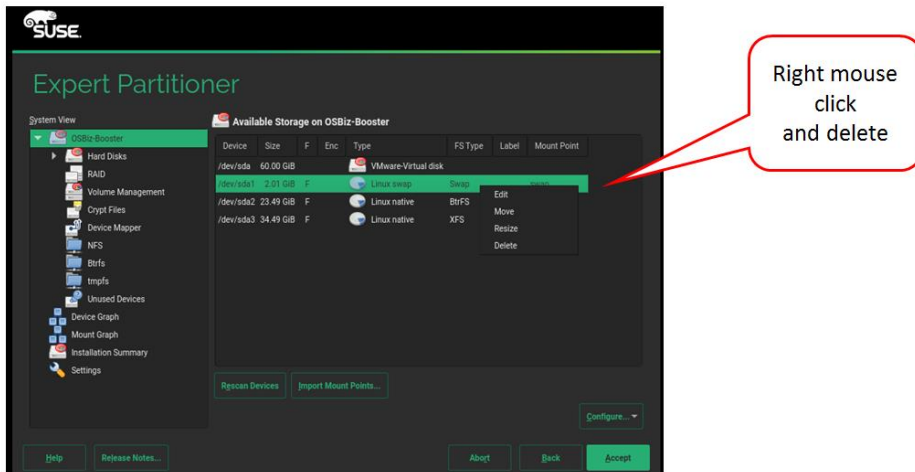
Click on Expert partitioning

## Delete existing partitions, because file system must be changed

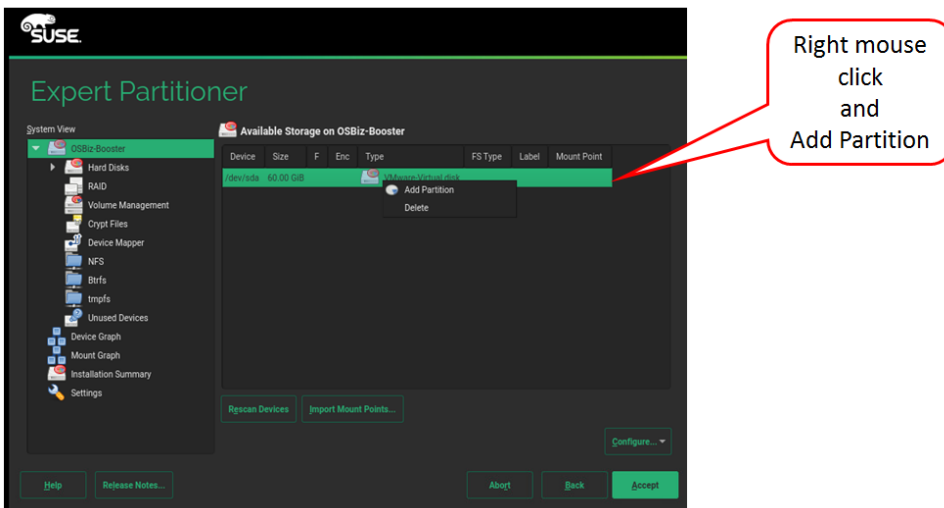


Right mouse click and delete each of the 3 partitions

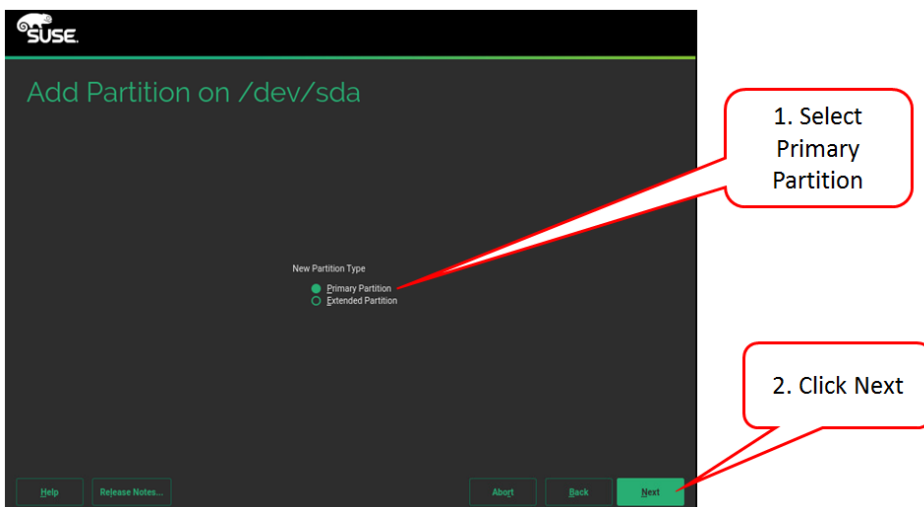
Delete each of the 3 partitions



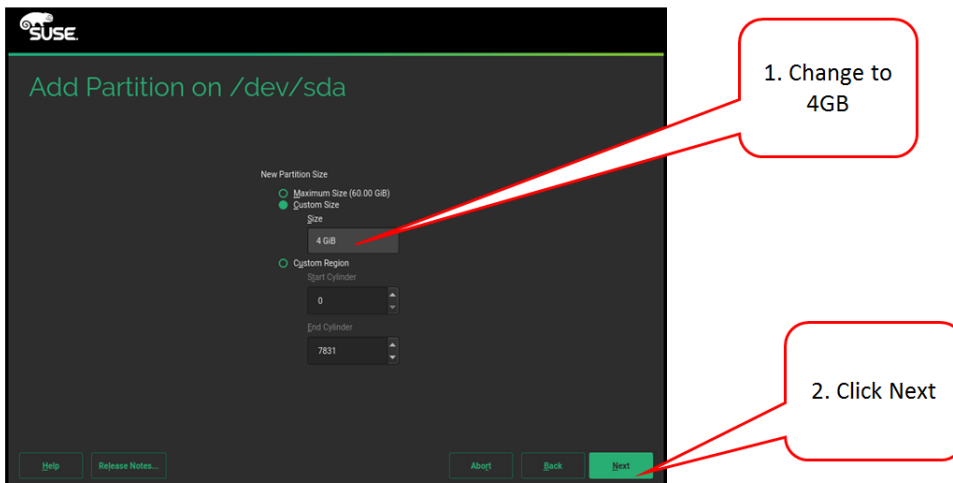
After all partitions deleted, please add new partitions



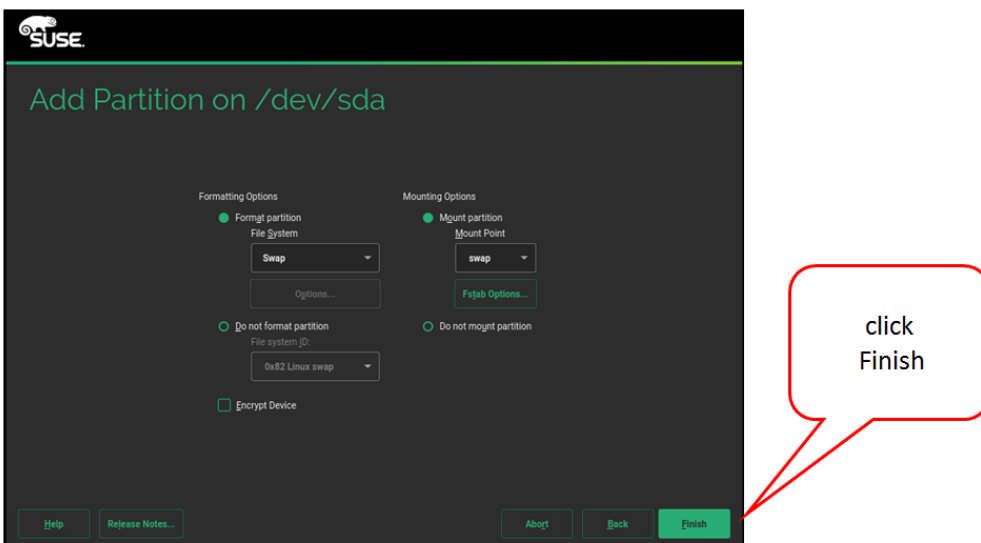
Start with Swap Partition



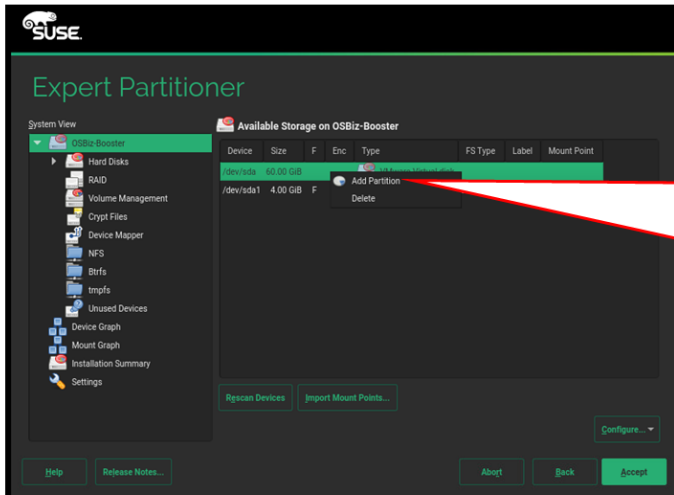
Set Size for Swap partition, recommend 4 GB, min 2 GB



Finish Swap Setup

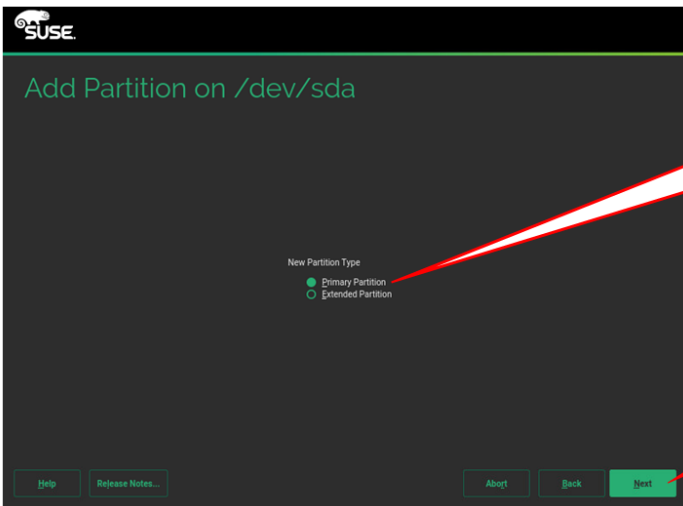


### Add SLES System Partition



Right mouse click and Add Operating System Partition

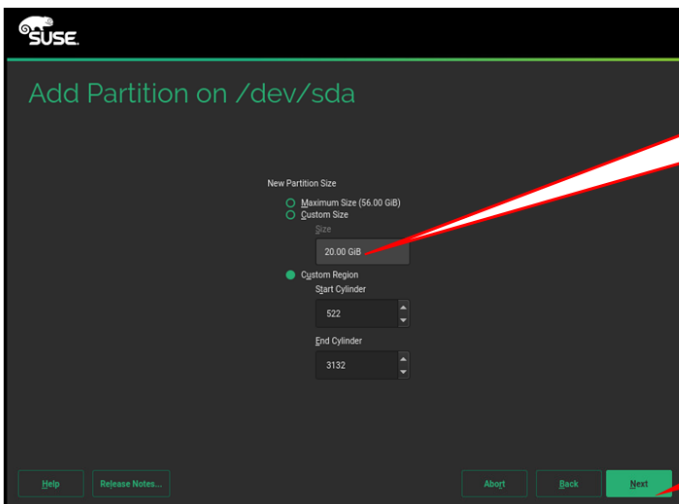
### SLES System Partition



1. Select Primary Partition

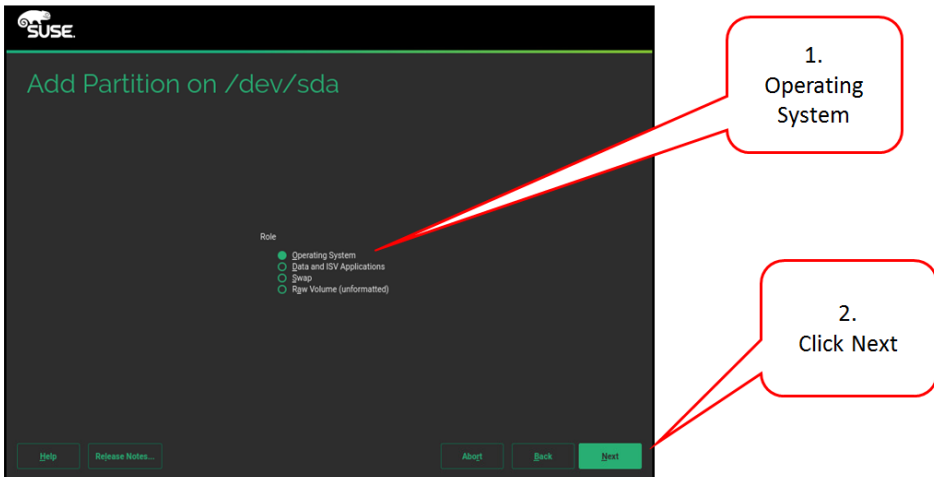
2. Click Next

### Recommend to use 20 GB, min 15 GB

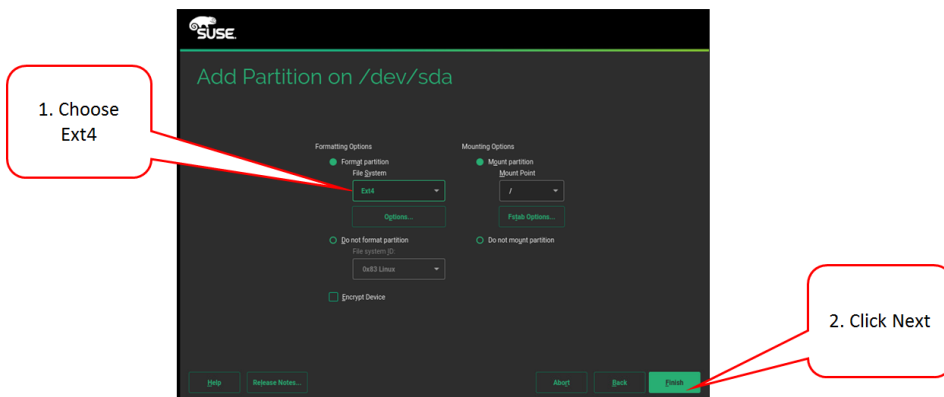


1. Change to 20GB

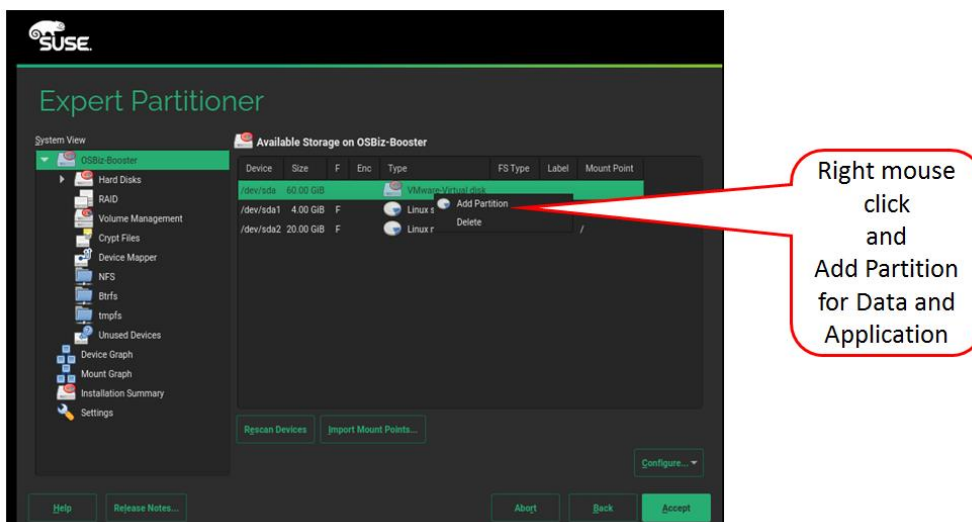
2. Click Next

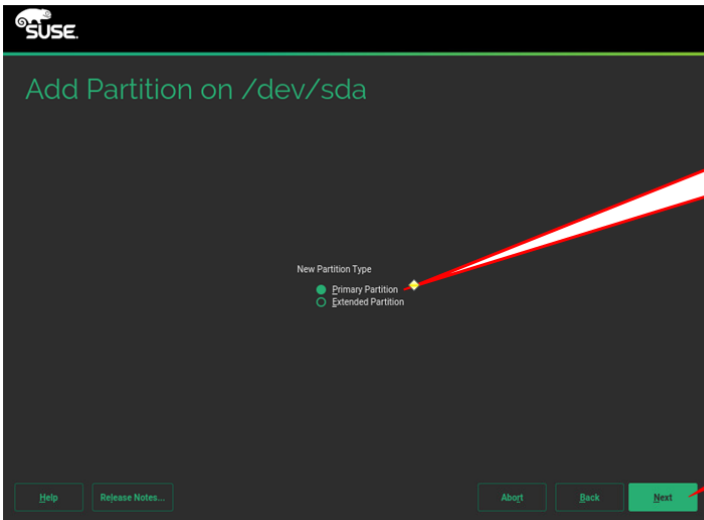


Recommendation Ext 4 or Ext3 (no other allowed for OSBiz)



Add OSBiz Partition

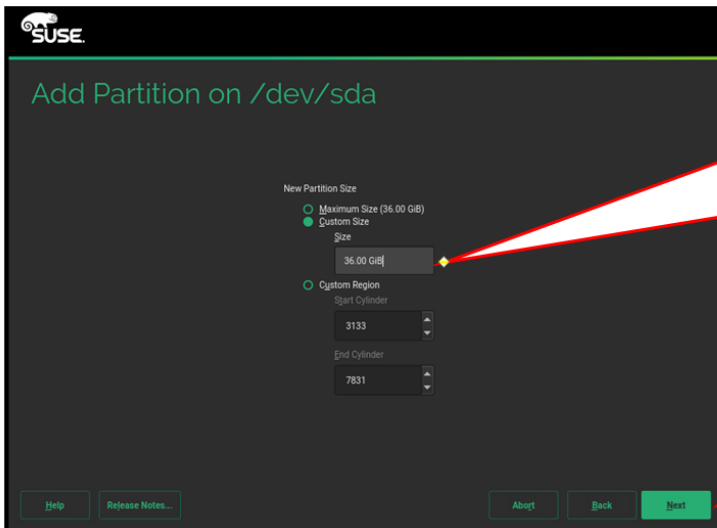




1. Select Primary Partition

2. Click Next

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



1. Size depends on OSBiz Users and used OSBiz Applications

2. Click Next

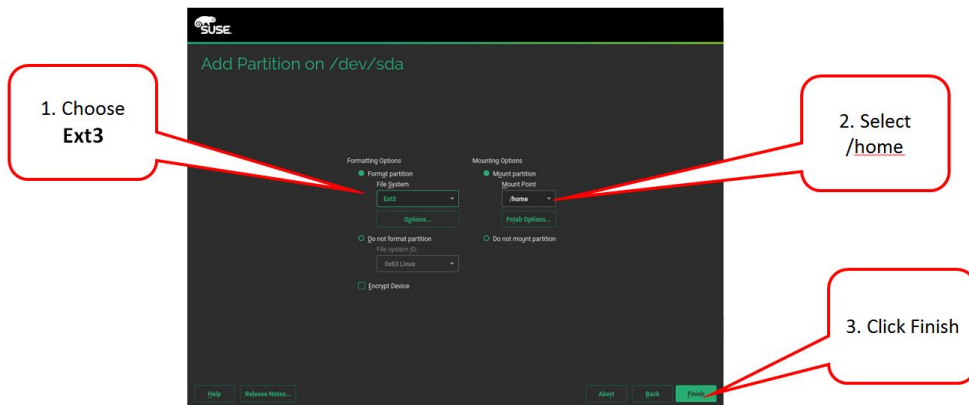


1. Select Data and Application

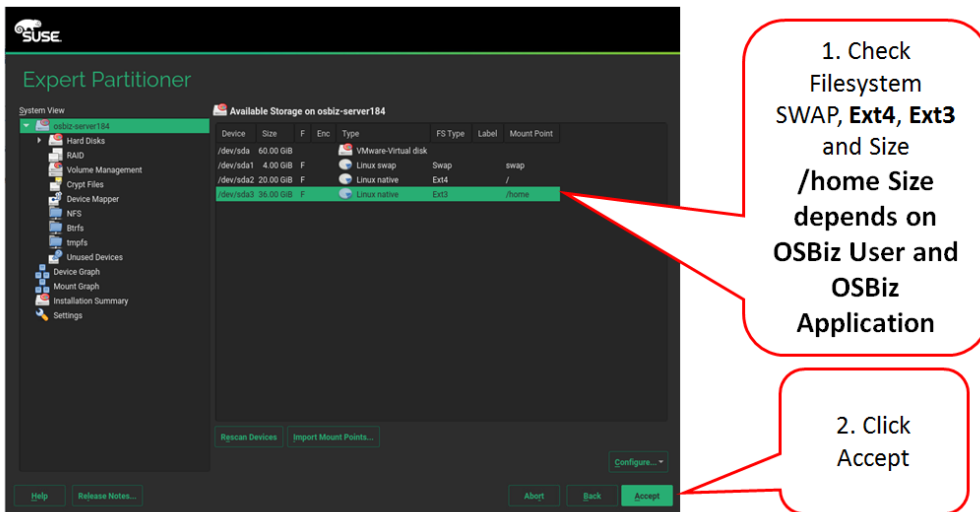
2. Click Next



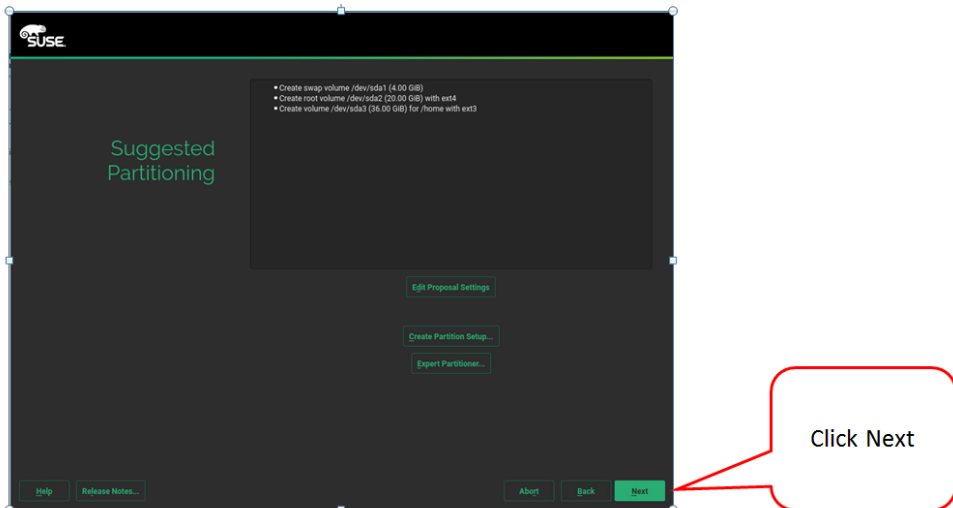
**!OSBiz Partition must be Ext 3!**



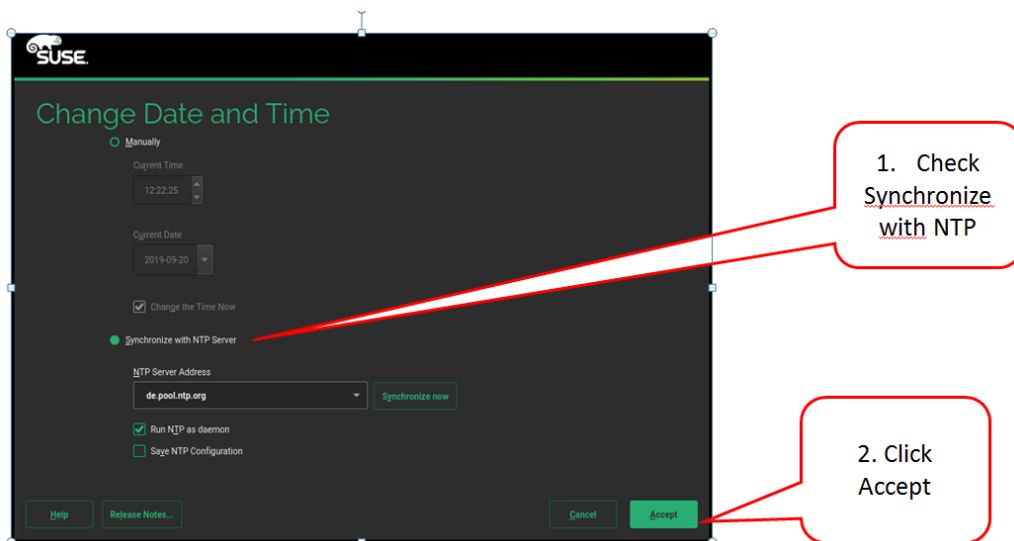
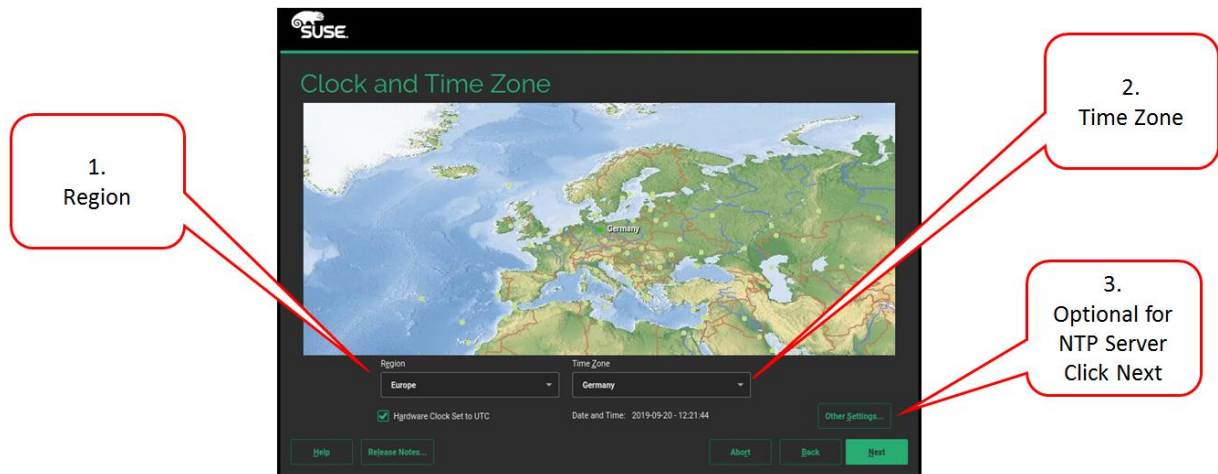
Please Check the Partition Size and the File System for all Partition



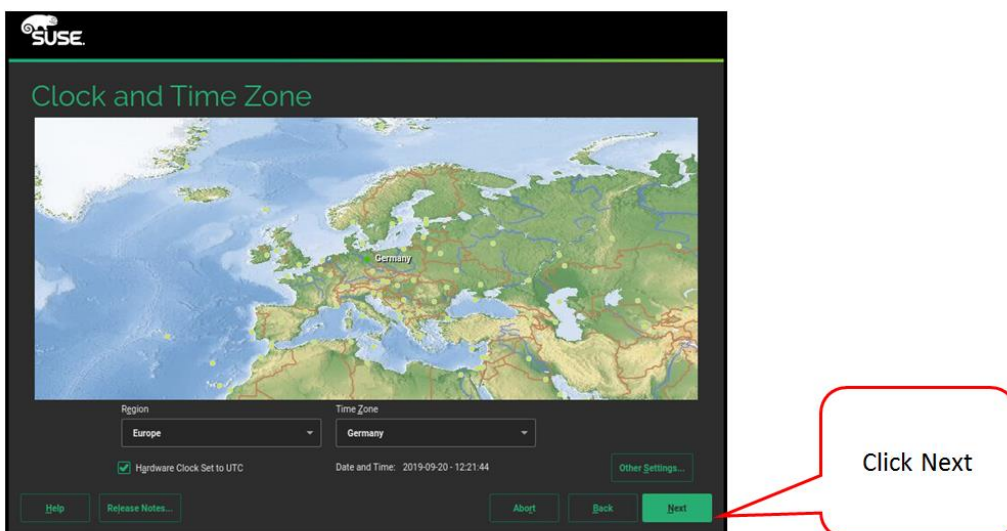
Please finish Partitioning



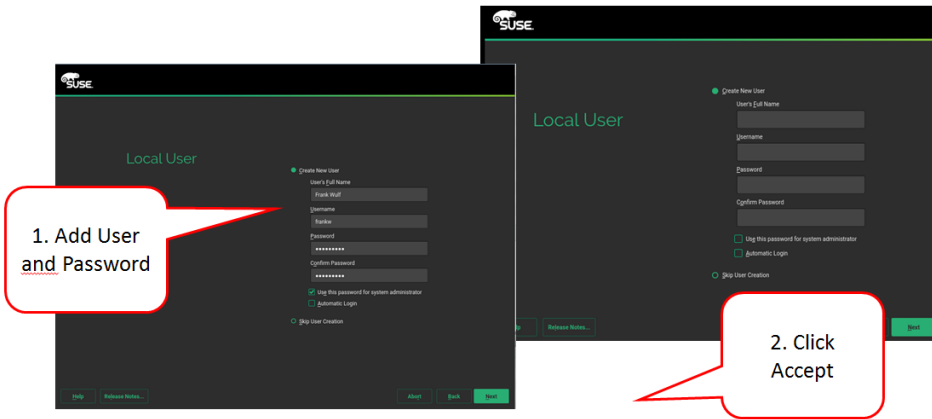
## Setup Timezone



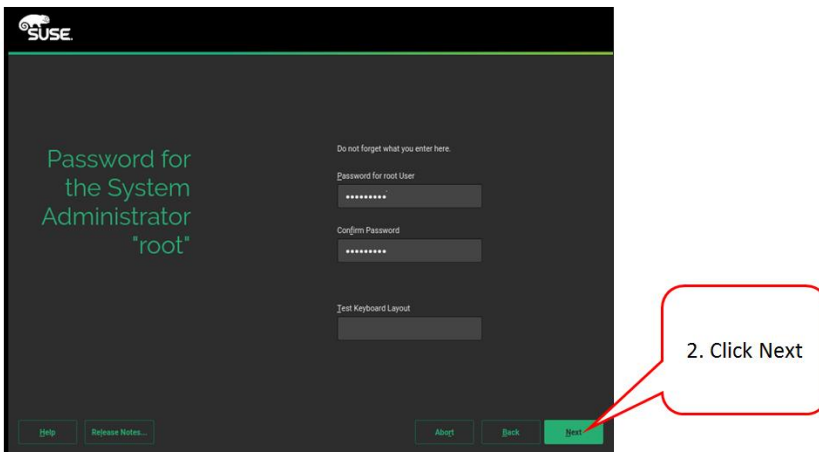
## Finishing Time zone Settings



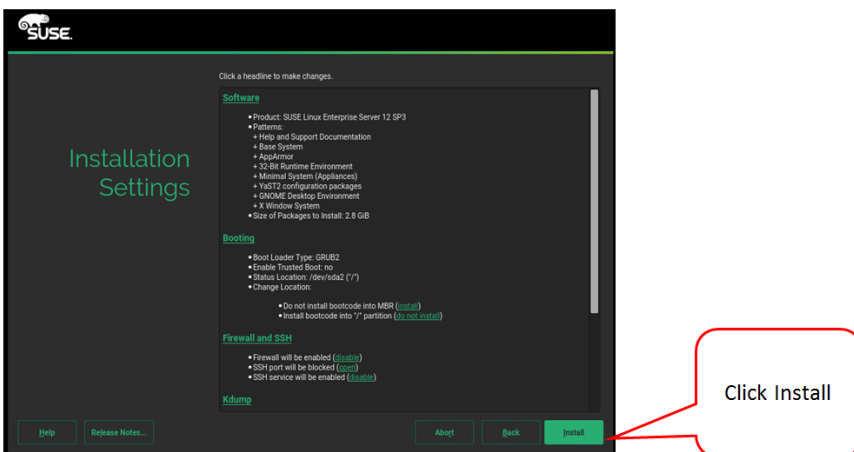
Please add an additional user

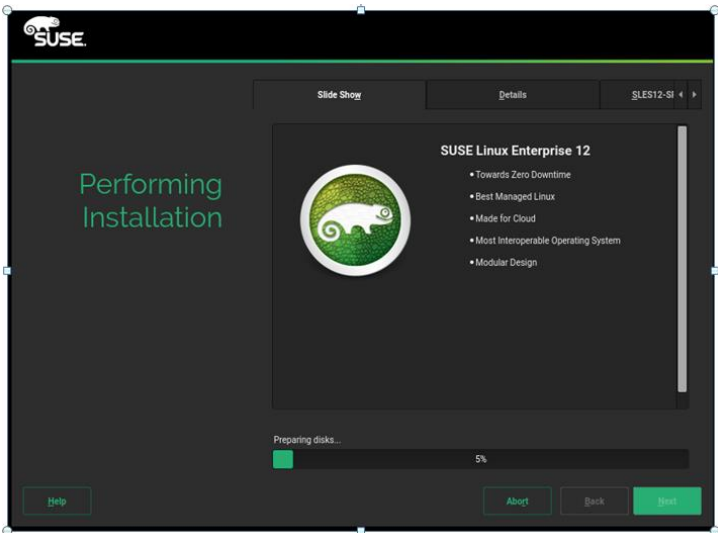
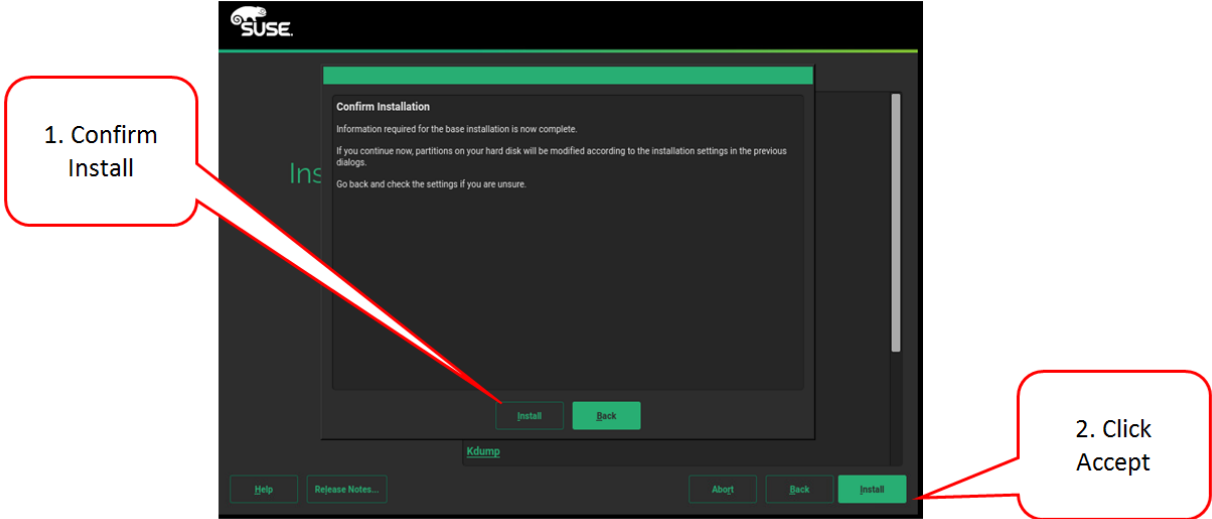


Password Root



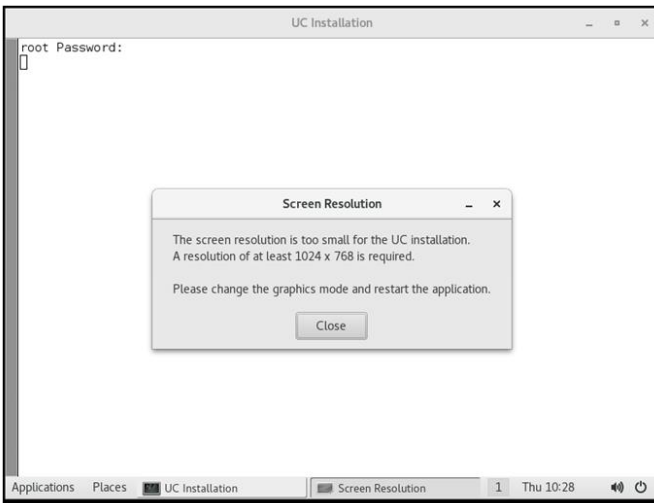
Finish Setup



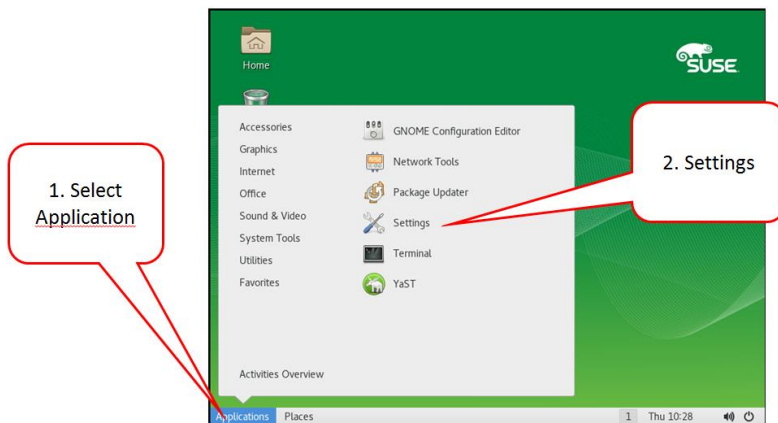


## 2.3. Screen Resolution

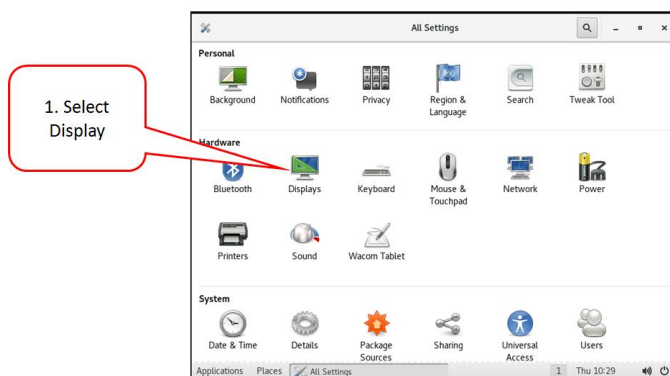
Can be that you get an Error message about screen resolution.



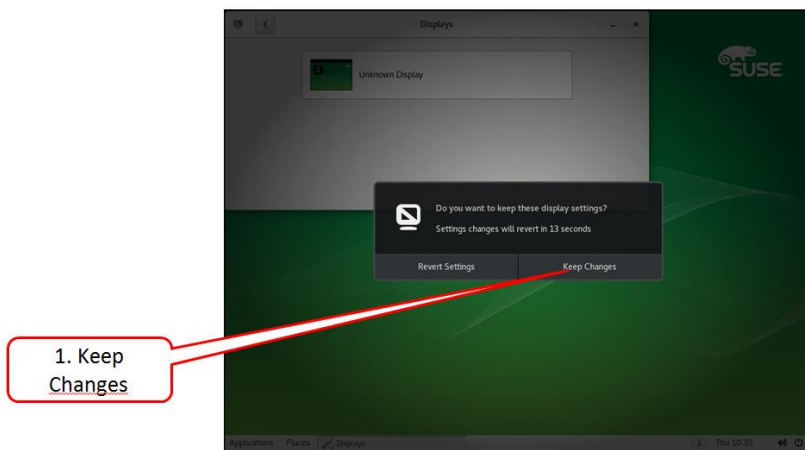
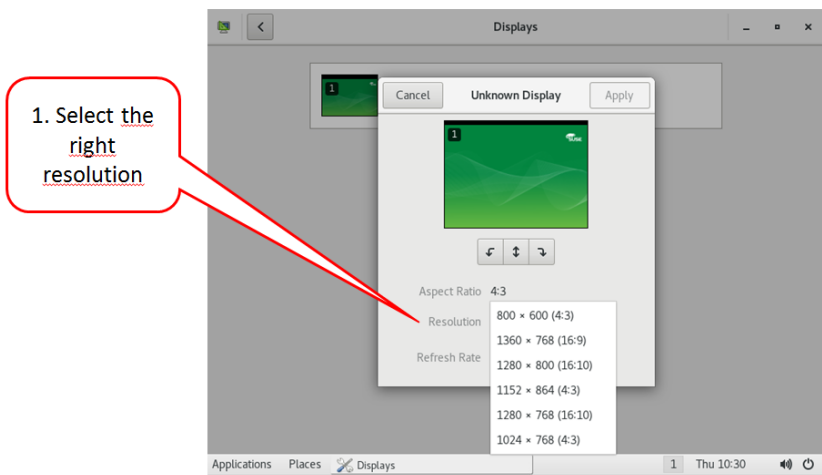
Select Application and then Settings



Select Display



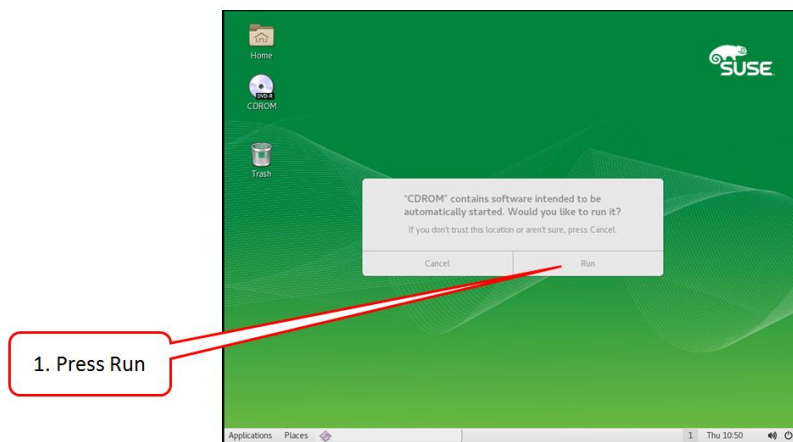
Select minimum e.g 1024\*768.

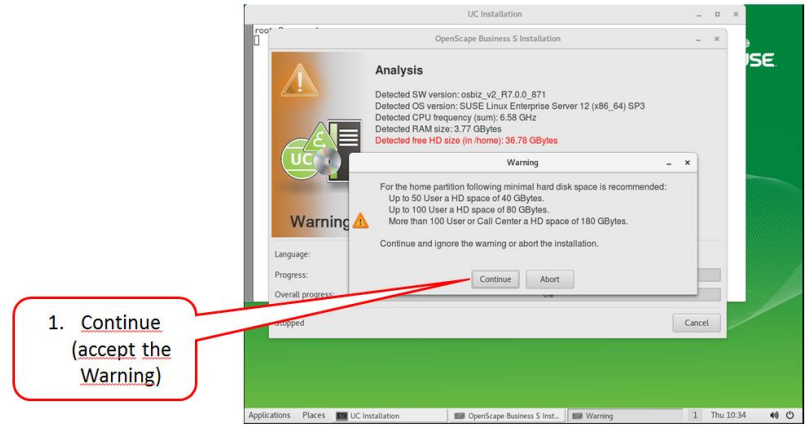
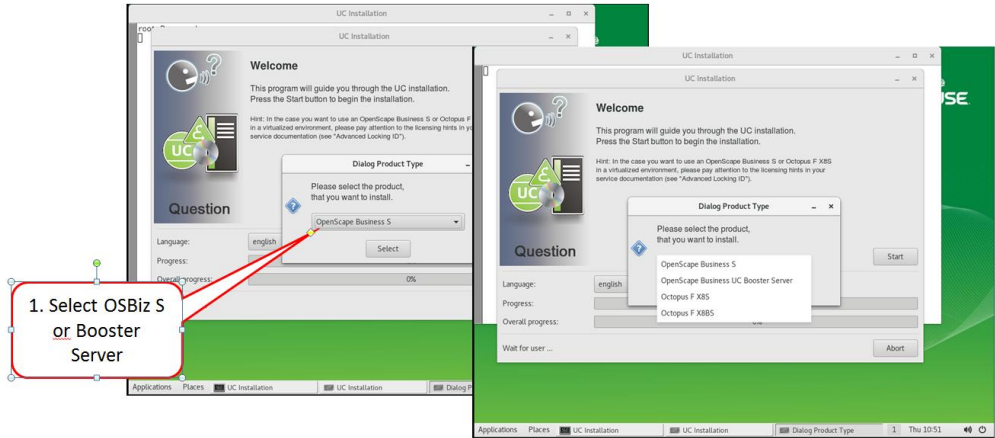
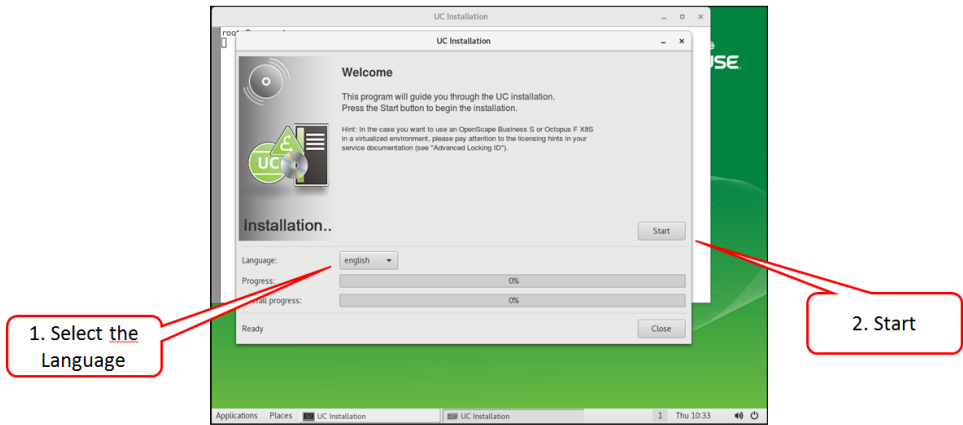


# 3. Setup OSBiz Server or Booster Server

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.

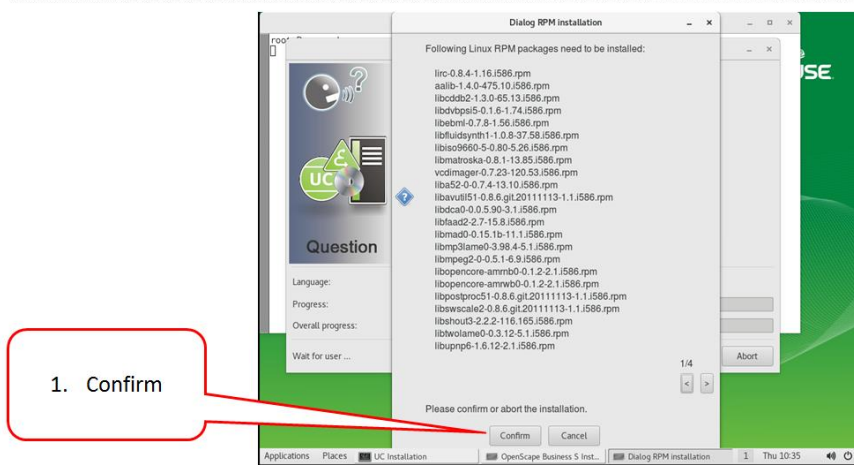
!You will also need the SLES DVD or ISO File between the Installations, to add additional RPM Packages



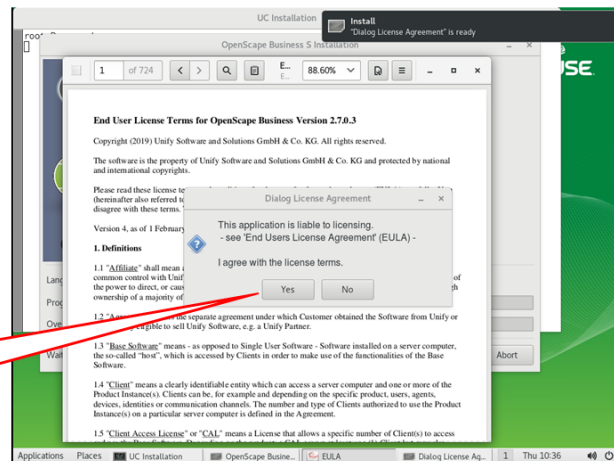




In this screen, you have to confirm the Linux RPM packages to install later.

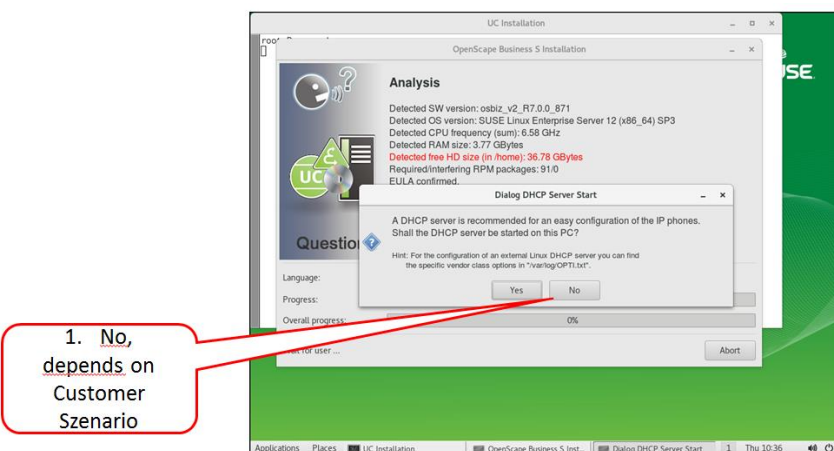


1. Confirm

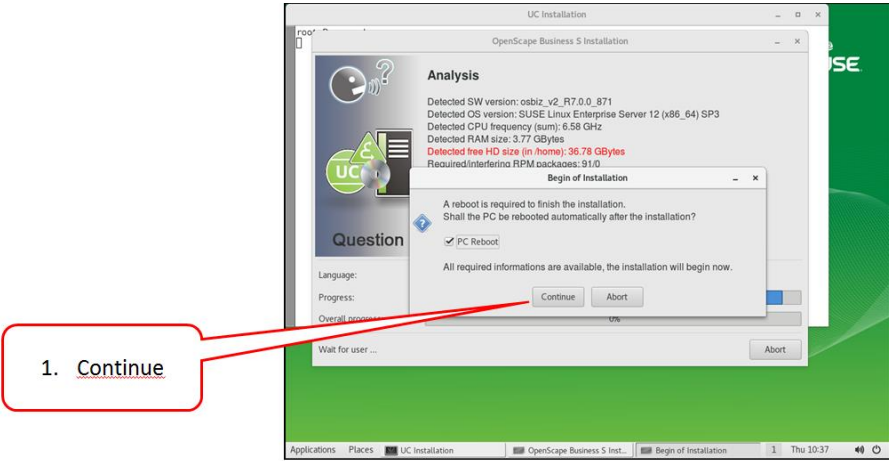


1. Press Yes (to Agree)

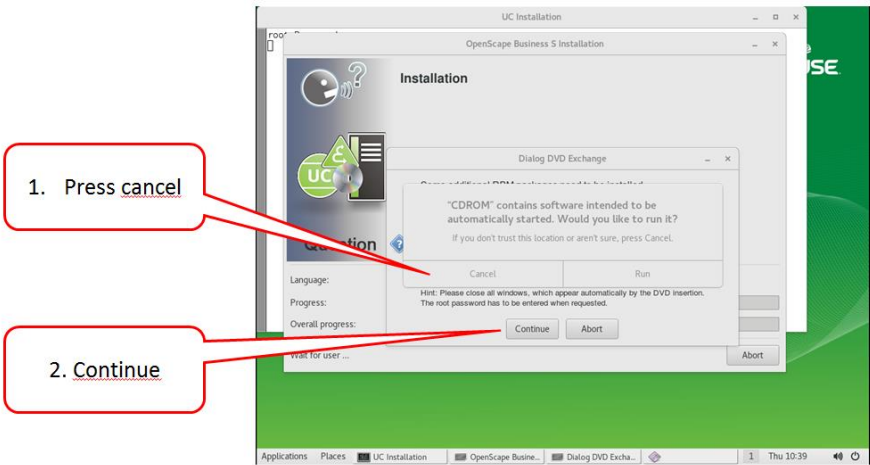
Most Customers have their own DHCP Servers, only one DHCP Server in a Network should be active, please clarify with the ID Admin



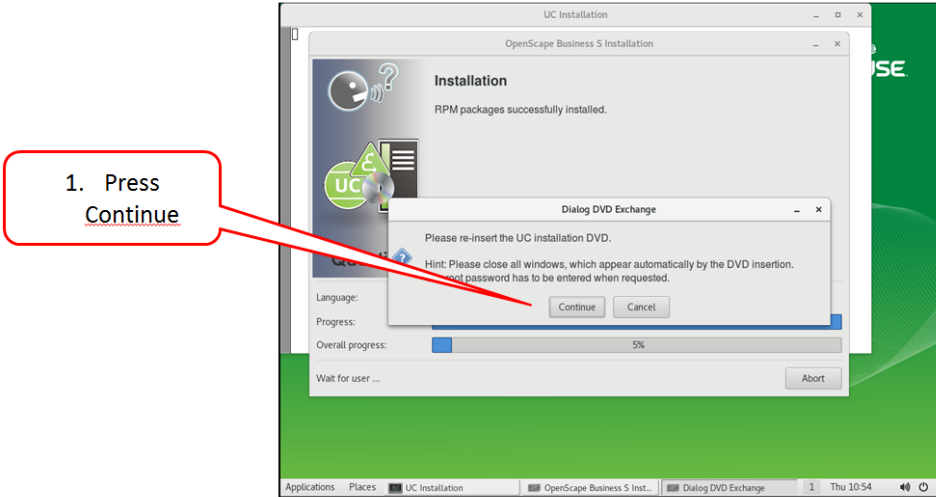
1. No, depends on Customer Szenario



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



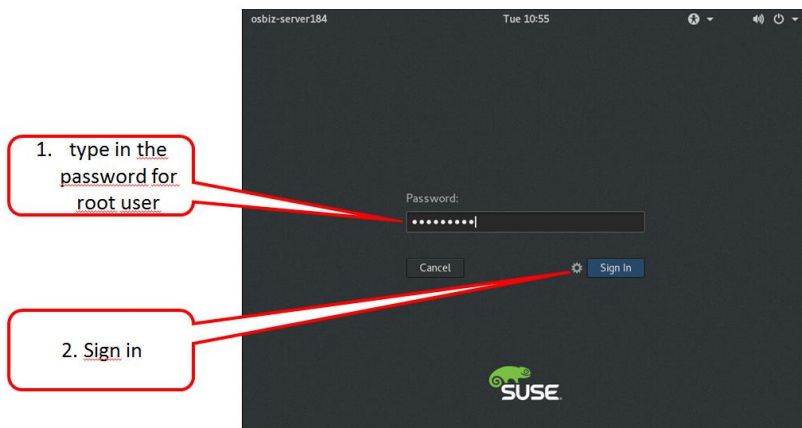
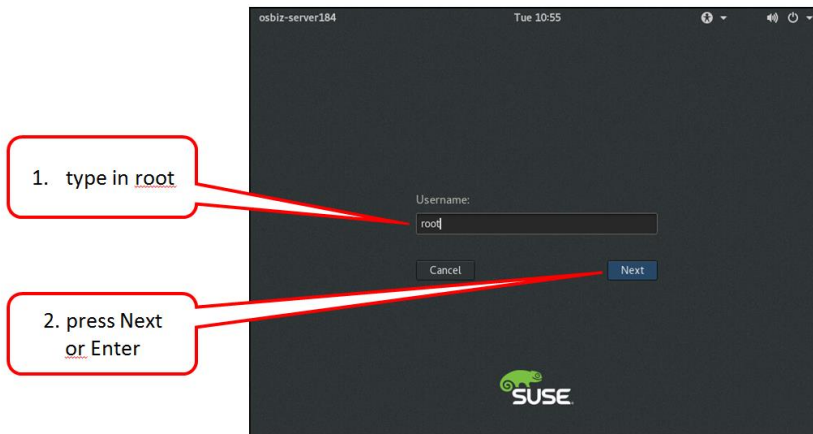
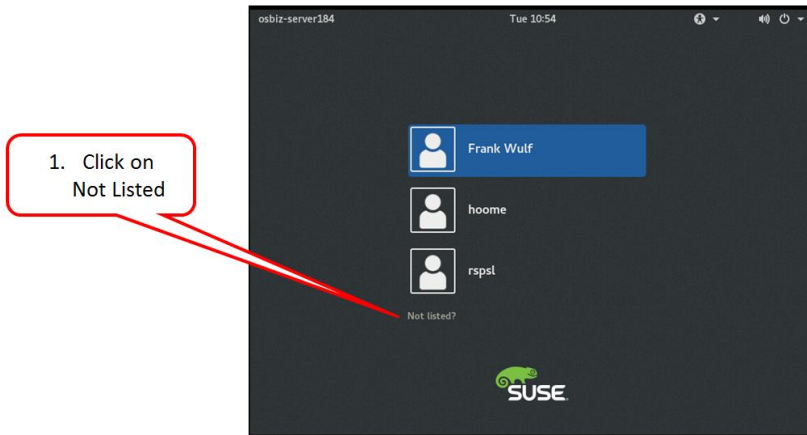
After all Linux RPM packages Installed, you must Insert the OSBiz DVD again to Continue the Installation.



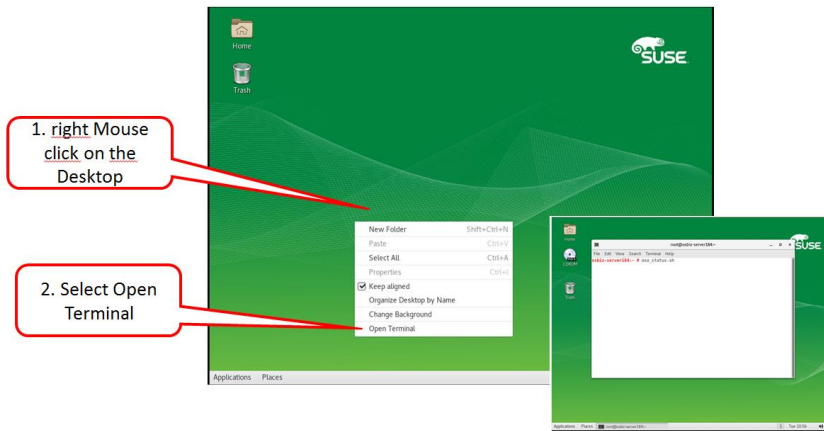
# 4. Troubleshooting hints:

## 4.1. Log in as root

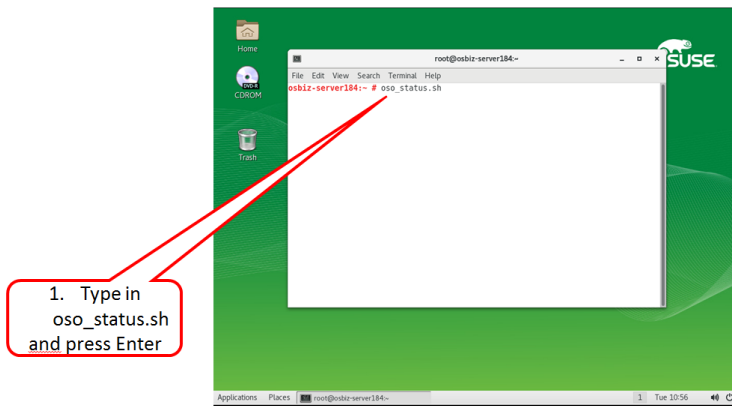
In some cases you must Login with root access



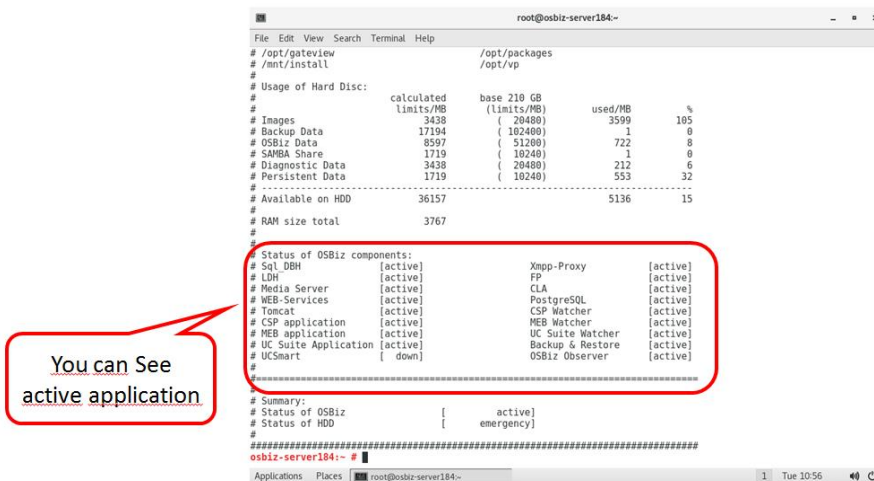
## 4.2. Open a CMD Terminal Session



## 4.3. Check if OSBiz is running



## Outcome OSBiz S Server



## Outcome OSBiz Booster Server

```

root@OSBizBooster:~#
#
# File Edit View Search Terminal Help
# /opt/middleware/hib /opt/middleware/sms
# /opt/middleware/sp /opt/middleware/cnd
# /opt/docu /opt/extappl
# /opt/ocs /opt/gateview
# /opt/packages /mnt/install
# /opt/vp
#
# Usage of Hard Disc:
#
# calculated base 210 GB
# limits/MB (limits/MB) used/MB %
# Images 3638 ( 20480) 2309 96
# Backup Data 17193 ( 102400) 342 2
# OSBiz Data 8596 ( 51200) 725 0
# Samba Share 1719 ( 10240) 1 0
# Diagnostic Data 3638 ( 20480) 92 3
# Persistent Data 1719 ( 10240) 171 10
#
# Available on HDD 36157 4670 14
#
# RAM size total 3767
#
# Status of OSBiz components:
# Tomcat [active] CSP Watcher [active]
# CSP application [active] WEB Watcher [active]
# WEB application [active] UC Suite Watcher [active]
# UC Suite Application [active] Backup & Restore [active]
# UCSmart [down] OSBiz Observer [active]
#
# Summary:
# Status of OSBiz [ active]
# Status of HDD [ emergency]
#####
OSBizBooster:~#

```

You can See active application

### 4.4. Check RAM

Check Ram: free -m

```

root@OSBizBooster:~# free -m
total used free shared buffers cached
Mem: 3767 3078 689 117 324 1680
-/+ buffers/cache: 1073 2693
Swap: 4093 27 4066
OSBizBooster:~#

```

### 4.5. Check CPU

Check CPU and Cores: cat /proc/cpuinfo |grep -i "cpu"

```

root@OSBizBooster:~# cat /proc/cpuinfo |grep -i "cpu"
cpu family : 6
model name : Intel(R) Xeon(R) CPU E3-1230 v3 @ 3.30GHz
cpu MHz : 3292.376
cpu cores : 2
cpuid level : 13
cpu family : 6
model name : Intel(R) Xeon(R) CPU E3-1230 v3 @ 3.30GHz
cpu MHz : 3292.376
cpu cores : 2
cpuid level : 13
OSBizBooster:~#

```

## 4.6. Check Linux version and SP

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

```
root@OSBizBooster:~  
File Edit View Search Terminal Help  
OSBizBooster:~ # cat /etc/Suse-release  
SUSE Linux Enterprise Server 12 (x86_64)  
VERSION = 12  
PATCHLEVEL = 3  
# This file is deprecated and will be removed in a future service pack or release.  
# Please check /etc/os-release for details about this release.  
OSBizBooster:~ # cat /etc/os-release  
NAME="SLES"  
VERSION="12-SP3"  
VERSION_ID="12.3"  
PRETTY_NAME="SUSE Linux Enterprise Server 12 SP3"  
ID="sles"  
ANSI_COLOR="0;32"  
CPE_NAME="cpe:/o:suse:sles:12:sp3"  
OSBizBooster:~ #
```

## 4.7. Check used File System

Check Filesystem: `blkid`

```
root@OSBizBooster:~  
File Edit View Search Terminal Help  
OSBizBooster:~ # blkid  
/dev/sda2: UUID="51a148c0-5cd2-4e06-b696-af83211a87bf" TYPE="ext4" PTTYPE="dos" PARTUUID="000b6672-02"  
/dev/sda1: UUID="a860eebb-7b37-4c16-8887-f656fa2fbd33" TYPE="swap" PARTUUID="000b6672-01"  
/dev/sr0: UUID="2019-07-12-13-01-35-00" LABEL="CDROM" TYPE="iso9660"  
/dev/sda3: UUID="082b5066-fdda-4038-a67c-ab9cf2e087f2" TYPE="ext3" PARTUUID="000b6672-03"  
/dev/loop0: TYPE="ext2"  
/dev/loop1: TYPE="ext2"  
/dev/loop2: TYPE="ext2"  
/dev/loop3: TYPE="ext2"  
/dev/loop4: TYPE="ext2"  
/dev/loop5: TYPE="ext2"  
/dev/loop6: TYPE="ext2"  
/dev/loop7: TYPE="ext2"  
/dev/loop8: TYPE="ext2"  
/dev/loop9: TYPE="ext2"  
/dev/loop10: TYPE="ext2"  
/dev/loop11: TYPE="ext2"  
/dev/loop12: TYPE="squashfs"  
/dev/loop13: TYPE="ext2"  
/dev/loop14: TYPE="ext2"  
/dev/loop15: TYPE="ext2"  
/dev/loop16: TYPE="ext2"  
/dev/loop17: TYPE="ext2"  
/dev/loop18: TYPE="ext2"  
OSBizBooster:~ #
```

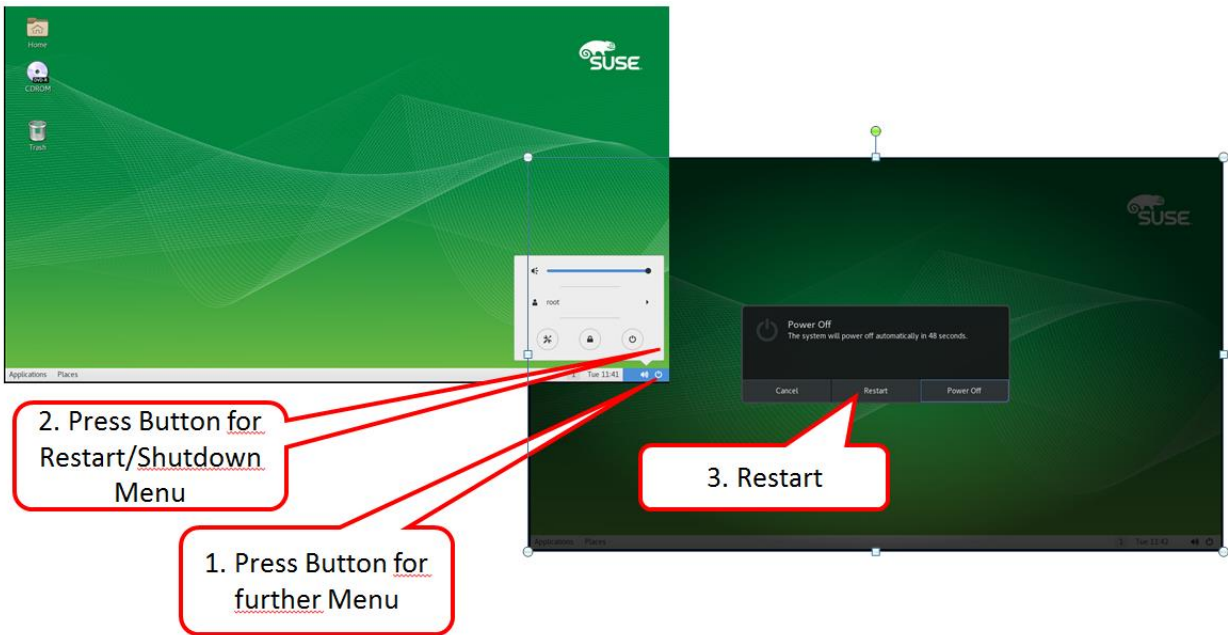
Check used Filesystem

## 4.8. Check used File System

Check used Hard Disk Size: `df -h`

```
root@OSBizBooster:~  
File Edit View Search Terminal Help  
OSBizBooster:~ # df -h  
Filesystem      Size  Used Avail Use% Mounted on  
devtmpfs        1.9G  8.0K  1.9G   1% /dev  
tmpfs           1.9G  80K  1.9G   1% /dev/shm  
tmpfs           1.9G  59M  1.8G   4% /run  
tmpfs           1.9G   0  1.9G   0% /sys/fs/cgroup  
/dev/sda2       28G  4.2G  23G  15% /  
/dev/sda3       36G  4.3G  31G  13% /home  
/dev/loop0      16M  15M  578K  97% /opt/eula  
/dev/loop1      163M  94M  3.8M  97% /opt/updates  
/dev/loop2      146M  138M  8.8M  94% /opt/system_root  
/dev/loop3      134M  121M  6.6M  95% /opt/java  
/dev/loop4      119M  107M  6.1M  95% /opt/system  
/dev/loop5       7.6M  6.9M  277K  97% /opt/middleware/csp  
/dev/loop6      433M  384M  27M  94% /tmp/opt/synappl  
/dev/loop7       1.1G  962M  49M  96% /opt/vsl  
/dev/loop8       19M   16M  2.0M  89% /opt/middleware/meb  
/dev/loop9       8.4M  7.0M  964K  89% /opt/middleware/sms  
/dev/loop10     1.3M  1.1M  114K  91% /opt/middleware/ap  
/dev/loop11     6.1M  5.2M  598K  90% /opt/middleware/cmd  
/dev/loop12     684M  684M  0 100% /opt/docu  
/dev/loop13     239M  218M  8.8M  97% /opt/extappl  
/dev/loop14       3.4M  3.1M  113K  97% /opt/dss  
/dev/loop15       12M   11M  433K  97% /opt/gateway  
/dev/loop16     376K  326K  31K  92% /opt/packages  
/dev/loop17     410K  329K  60K  85% /mnt/install  
/dev/loop18     290M  259M  16M  95% /opt/vp  
tmpfs           377M   0  377M   0% /run/user/26  
tmpfs           377M  16K  377M   1% /run/user/0  
/dev/sr0        3.1G  3.1G  0 100% /run/media/root/CDROM  
OSBizBooster:~ #
```

## 4.9. Restart SLES 12 or Shutdown



## 4.10. Check Last SLES Update

Open Terminal Session:

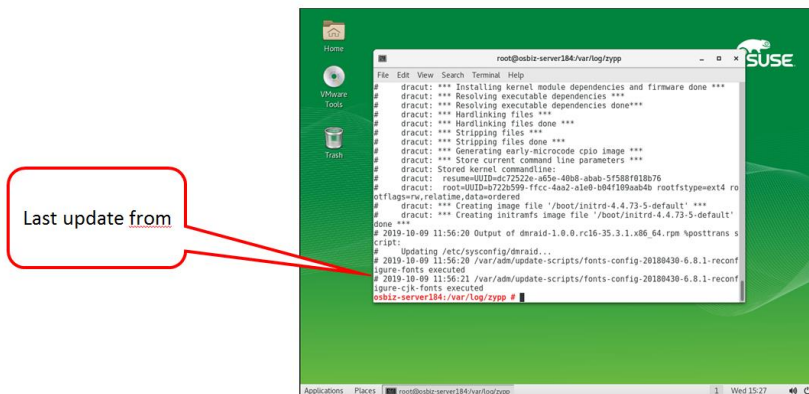
Change to the following directory:

```
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

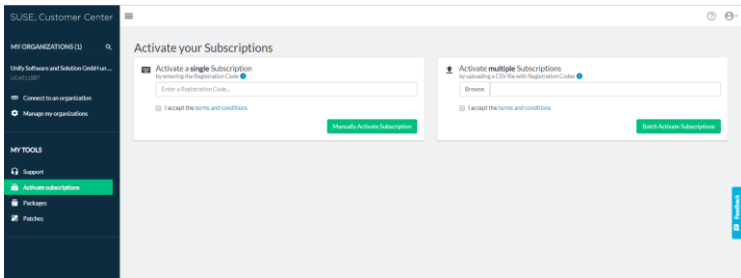


# 5. Hints to SLES Update Key

## 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

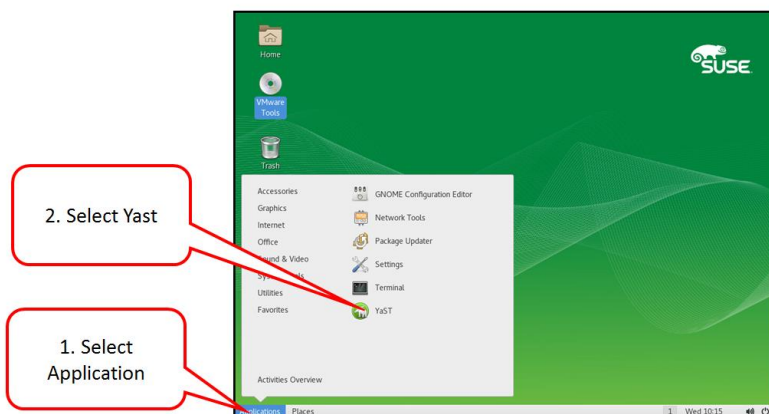
Open a Terminal Session and Enter the following Command:

```
SUSEConnect -r xyzzyzxyzzyzy -e dus@test.com.
```

-r <registration key>

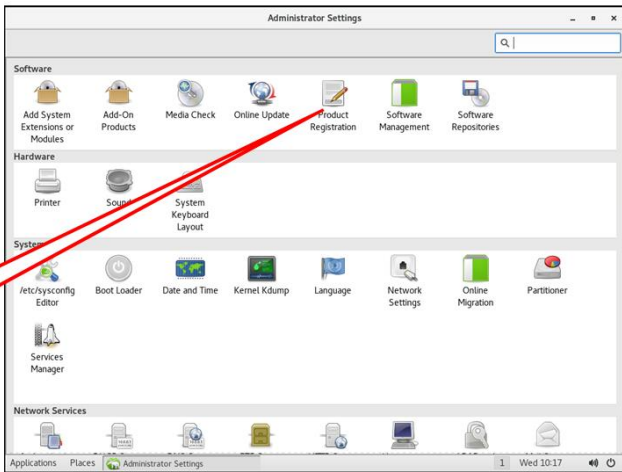
-e <e-mail of registered user>

## 5.3. Check if SLES Key is registered

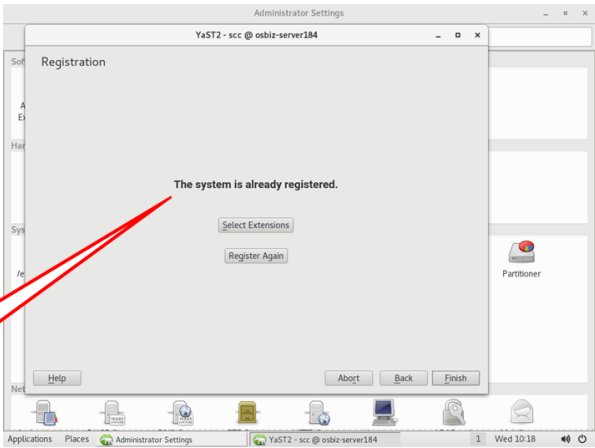




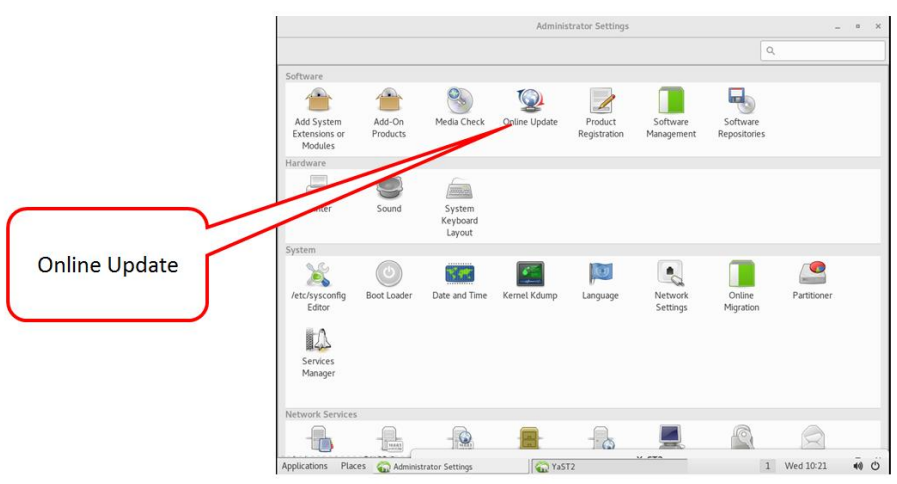
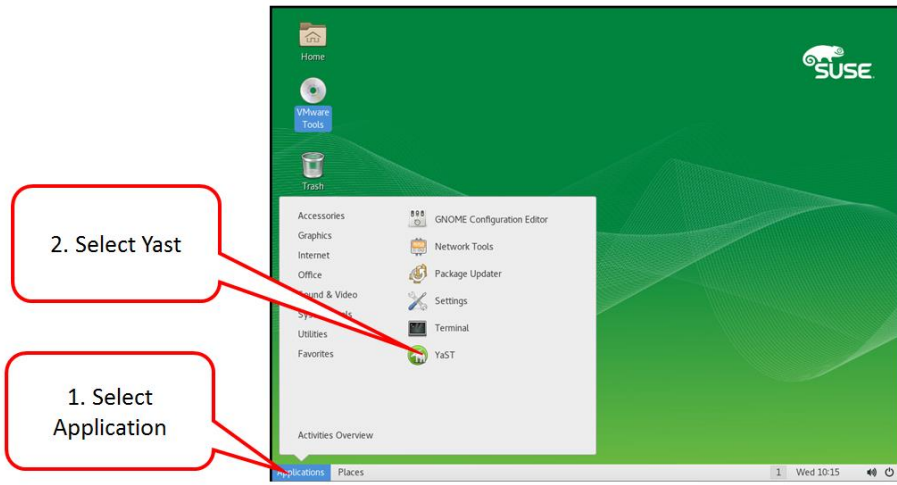
1. Select Product Registration



Product is registered

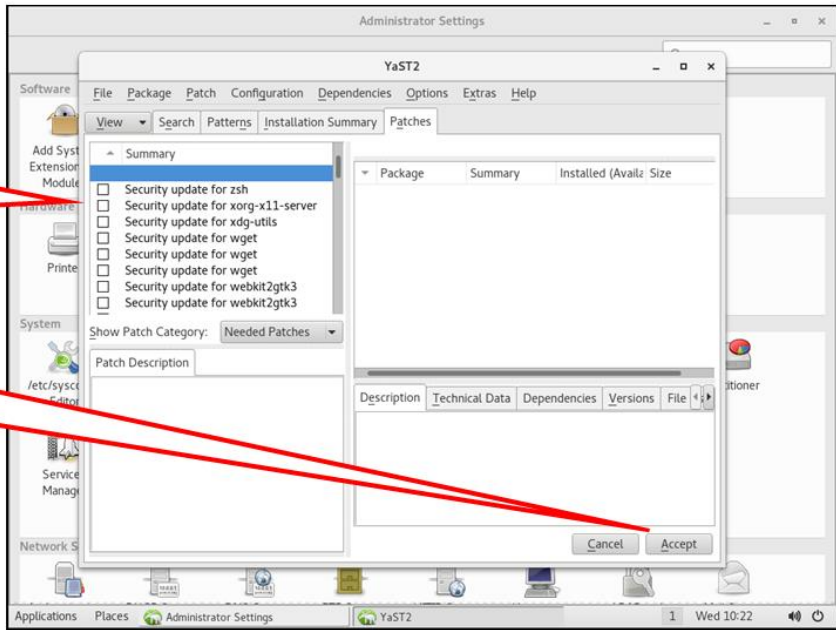


## 5.4. Update SLES manually



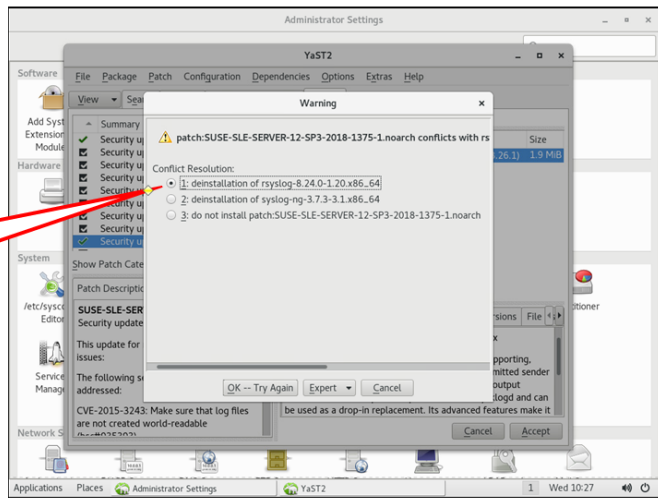
1. Check all boxes

2. Press Accept



### 5.5. Update SLES conflict syslog

deinstall rsyslog



Copyright © Unify Software and Solutions GmbH & Co. KG, 2019  
Otto Hahn Ring 6, 81739 Munich, Germany  
All rights reserved.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.

Unify, OpenScape, OpenStage and HiPath are registered trademarks of Unify Software and Solutions GmbH & Co. KG. All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.