

## Release Notes

**Product Name:** *OpenScape Business*

**Product Version:** V3

**Software Release** is identified by **Version: V3 R1.0.0\_288**

Major Release ☐ Minor Release ☒ Fix Release ☐ Hotfix Release ☐

**Production Version:**

System:	<b>OpenScape Business System X3/X5/X8/UC BC</b>	
File type	Product Item Number / File name	Size
<b>Filename Update image small:</b> Product Item Number <b>SHA256 checksum:</b>	<b>image_osbiz_v3_R1.0.0_288_occ.img.tar</b> P30152-P1649-P1-12 d6fba708ca1bfafc06e0c69bfb97c50dd0f7eae2152df90618277fe44f7ea99	1.150.743.552 Bytes
<b>Filename Update image big:</b> Product Item Number <b>SHA256 checksum:</b>	<b>image_osbiz_v3_R1.0.0_288_ocab.img.tar</b> P30152-P1649-P2-12 58bd3dbd38f7cb7471a4a5da225e5a2629e7deadc4a8b6ece1e86388a3e4e7ed	2.600.760.832 Bytes
<b>Filename Update image big:</b> Product Item Number <b>SHA256 checksum:</b>	<b>image_osbiz_v3_R1.0.0_288_occe.img.tar</b> P30152-P1649-P3-12 a9d6605c808147147bedd9faf55ef873f84461c91c594aa251f4c728e9857a4e	2.395.484.672 Bytes
System:	<b>OpenScape Business Server S/UC BS</b>	
File type	Product Item Number / File name	Size
<b>Filename Update Image Server</b> Product Item Number <b>SHA256 checksum:</b>	<b>image_osbiz_v3_R1.0.0_288_pcx.img.tar</b> P30152-P1649-P12-12 13e3c6a8e50ab8d23db9ed5b15fe516f30090fd538fe2a23be4badfa22e4e686	2.571.606.528 Bytes
<b>Filename Installation Server</b> Product Item Number <b>SHA256 checksum:</b>	<b>dvd_osbiz_v3_R1.0.0_288.iso</b> P30152-P1649-P10-12 01e2517f7e9280876eb192d2e51557512a09fbfc0e25755f2a65bcc961c4e65e	3.347.122.176 Bytes

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System:	OpenScape Business Open Source Code	
File type	Product Item Number / File name	Size
Filename Open Source Code Product Item / Product Code SHA256 checksum:	N/A	N/A
Filename Open Virtual Application (OVA) Product Item / Product Code SHA256 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: 5D002ENCR

## Software Status

eeQA-FT (Field Trial) ☐ eeQA-Pilot Usage ☐ Limited Availability ☐ General Availability (GA) ☒

DECLARATION DATE: 2021.03.01

DECLARED BY: Corresponding PL-Development : Perdiki Aggeliki  
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DELIVERABLES: Full Release: ☒ Delta Release: ☐

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This document provides general information about the release, generics, and other relevant notes for the corresponding product and its correction versions.

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# 1 History of change

## 1.1 Product version history

Software version	Production version	Date	Remarks
V3 R1.0.0_233	M-EM G3.10.030	2020-10-20	OpenScape Business V3 R1.0.0_233 1 <sup>st</sup> FT Release
V3 R1.FT_002	M-EM G3.10.FT_002	2020-11-06	OpenScape Business V3 R1.FT_002 2 <sup>nd</sup> FT Release
V3 R1.FT_003	M-EM G3.10.FT_003	2020-11-16	OpenScape Business V3 R1.FT_003 3 <sup>rd</sup> FT Release
V3 R1.FT_004	M-EM/IM/OM G3.10.FT_004	2020-12-11	OpenScape Business V3 R1.FT_004 4 <sup>th</sup> FT Release
V3 R1.FT_006a	M-EM/IM/OM G3.10.FT_006a	2021-01-15	OpenScape Business V3 R1.FT_006a 5 <sup>th</sup> FT Release
V3 R1.0.0_268	M-EM/IM/OM G3.10.268	2021-01-25	OpenScape Business V3 R1.0.0_268 6 <sup>th</sup> FT Release
V3 R1.0.0_279b	M-EM/IM/OM G3.10.279b	2021-02-08	OpenScape Business V3 R1.0.0_279b MR1 EEQA Release
V3 R1.0.0_284	M-EM/IM/OM G3.10.284	2021-02-18	OpenScape Business V3 R1.0.0_284 MR1 2nd EEQA Release
<a href="#">V3 R1.0.0_288</a>	<a href="#">M-EM/IM/OM G3.10.288</a>	<a href="#">2021-03-01</a>	<a href="#">OpenScape Business V3 R1.0.0_288 MR1 GA Release</a>

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## 2 Latest Information for V3R1

- For OpenScape Business S and Booster Server SLES 11 is not supported anymore, please upgrade your SLES to version 12 SP5 before upgrade to V3R1.
- Due to SLES 11 SP4 is not supported, VMware vSphere 5 (ESXi 5.5) is not supported anymore as well.
- For OpenScape Business V3R1 please use latest released Manager E V10 R3.5.0.
- **Changes to Microsoft Exchange:** according to <https://docs.microsoft.com/en-us/exchange/clients-and-mobile-in-exchange-online/authenticated-client-smtp-submission> the SMTP AUTH is disabled by default at Office 365 for security reasons. Two things are now needed on the exchange configuration that were not needed in the past.  
One is the activation of SMTP AUTH on office 365 exchange server and second is the impersonation of the users. About the impersonation of the users the following link will help: <https://docs.microsoft.com/en-us/exchange/client-developer/exchange-web-services/how-to-configure-impersonation>
- Please take into consideration that software on storage media SDHC / M2.SATA SSD cards coming from the factory or from another stock may contain outdated software. Therefore, we recommend checking if newer versions are available and upgrade to latest software release.
- For a smooth license migration it is recommended to activate CLS Connect before migrating V2 to V3 software. For systems without CLS Connect an upgrade license is required and the rules described in the admin documentation must be followed.
- After migration from SW-version V2R7 to V3R1 with V3 mainboard within WBM the appropriate UC application package for the system (UC Suite or UC Smart) must be configured before the Backup set can be restored.
- For configuring correctly the communication clients on migration from a V2 mainboard with OCAB / UC Booster Server to the V3 mainboard with UC application, all UC Clients should be re-installed and during the UC client installation, the new IP address should be configured. This is a mandatory step in order to have the Auto Update mechanism configured properly.
- Voicemail functionality or voice features involving myPortal @Work may be affected if the RTP min port or the IP of the on-board DSP is changed. A software fix is being implemented in order to resolve those issues. Until then, it is advised to set the options mentioned above to the default values if you face issues with Voicemail functionality or voice features involving myPortal @Work.

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- CMI Trace (FP\_LW-SLMUC component) not activated by default. In case you need to activate those traces go to <Expert Mode> <Maintenance> <Traces> <Trace Component> <FP\_LW-SLMUC> clear the trace on checkbox (deactivate) and select again to switch on (activate).

Step by step:

- Activate CMI Profile (this must be always activated, as before)
- Trigger the activation of the trace mechanism:
  - If the Trace ON box is unchecked, Activate the mechanism as described above (Activation)
  - If the Trace ON box is checked, Deactivate and then Activate the mechanism as described above (Activation – Deactivation)

This step must be ALWAYS done

- Make the scenario
  - Deactivate the mechanism (in order to avoid unnecessary load) as described above (Deactivation)
- STUN server is now preconfigured for myPortal @Work VoIP usage (on premise and @home clients). The user can manually add a STUN server in the VoIP settings under section "Advanced ICE settings" and to "check ICE status".

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## 2.1 Preconditions

### 2.1.1 Administration / Configuration Tools

For initial system administration a LAN connection to a PC with installed Internet Browser.

In addition, following tools are optionally required for specific installation tasks.

- Manager E
- OpenScape Business Card Manager

Latest released versions of the tools mentioned above can be downloaded from the Software Supply Server within the Unify Partner Portal.

## 2.2 First Installation

Please refer to latest available Administrator Documentation, Chapter ***“Prerequisites for the Initial Setup”***.

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## 2.3 Migration, SW Upgrade / Update

Please refer to Administrator Documentation, Chapter *“Licensing” and “Migration”*.

### 2.3.1 How to migrate/upgrade to OCC

A technical migration/upgrade path to the current OpenScape Business SW version and OCC HW version is supported for the following Systems and SW versions.

System	Source Version	Remark
HiPath 3000	V9 R2.7.0	please use latest Manager E
HiPath 3000	V8	please use latest Manager E
HiPath 3000	V7	please use latest Manager E
OpenScape Office HX	V3 R3	interim stage to OSBiz V1R2.2.0 required
OpenScape Business X3/X5/X8	V1 R3.0.0	single node only – interim stage V2R7 latest
OpenScape Business X3/X5/X8	V1 R3.3.0	Multimode – interim stage V2R7 latest
OpenScape Business S	V1 R3.3.0	interim stage V2R7 latest
OpenScape Business X1/X3/X5/X8/S	V2R7 latest	requires valid Software support for upgrade / migration

Please refer to Administrator Documentation, Chapter *“Migration”*.

### 2.3.2 How to migrate from V2 mainboards to V3 mainboards

Please refer to Administrator Documentation, Chapter *“Licensing” and “Migration”*.



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## 2.4 How to migrate / Upgrade systems in a network

Before upgrading / migrating systems in a network please make sure that you read the instruction in the “Administration Documentation”.

**Start with the slave nodes first before the master node when Master Node is used for Licensing the slave nodes.**

Detailed description Chapter *“Licensing” and “Migration”*.

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## 3 Reported Problems / Symptoms under Analysis

### 3.1 General problems under analysis

**myPortal @work**

OpenScape Business S: not more than 125 clients can be connected.

**New capacity limits for UC Suite trunk activation for Advanced boards upon migration**

Although the configuration of the 76 UC Suite trunks is available in the advanced boards via the Basic Installation Wizard only 46 UC Suite trunks are functional.

### 3.2 General Remarks

**Compatibility of peripheral cards to be phased out**

Before migration and creating a backup from your previous system, please remove any unsupported, deprecated peripheral cards from your system. Please make sure that before initiating the migration process, only peripheral cards supported are plugged in the system and then take a backup to use it for restore after migration.

Not further supported cards include for example, IVM, old SLU cards, old SLA/SLAD cards. For the full list of phased out cards please refer to Sales Information V3R1, Chapter 3.3 ***“not supported boards”***.

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## 3.2.1 No longer supported features from V2 / V3

Function	Supported with V3 Mainboards	Supported with V2 Mainboards	Supported with OSBiz S / UC Booster Server
Xpressions Compact cards	✗	✗	n/a
Optipoint 5xx device family	✗	✓	n/a
Optipoint 4xx device family	✗	✓	✓
<a href="#">Gateview</a>	✗	✗	✗
<a href="#">myPortal Smart Client</a>	✗	✗ <sup>(1 2)</sup>	✗ <sup>(1 2)</sup>
TAPI 120 WSI	✗	✓	✗
Remote access via ISDN with PPP (RAS)	✗	✗ <sup>(1)</sup>	n/a
XMPP service	✗	✗	✗
myPortal for OpenStage	✗	✗	✗
VPN termination via WAN Interface	✗	✗	✗
<a href="#">Novell SLES 11 SP4 64 Bit</a>	n/a	n/a	✗
<a href="#">ESXi 5.5</a>	n/a	n/a	✗

<sup>1)</sup> Existing installations will not be blocked. Unify does not provide technical support anymore.

<sup>2)</sup> SW is no longer available in the Download Center of the System Administration Portal. The successor is myPortal @work.

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### **3.3 Restrictions on this release**

n/a

### **3.4 Restrictions / important information from previous releases**

For systems with activated the feature “Branch on Data” in CCV schedules of a Queue, Payload delays on CCV played messages may occur. In that situation, deactivation of messages / “Branch on Data” should be considered.

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## 3.5 Resolved Reported Problems / Symptom

### Resolved Problems in V3R1 GA

Incident Ticket	Problem Ticket	Summary
INC003167230	PRB000051812	OSBiz X8 UC Suite Restart with corelogs on 09.02.2021
INC003167230	PRB000051219	X8 PARTIALY FREEZED
INC003186901	FT_V3R1 PRB000051776	Download of announcements not possible
INC003186893	FT_V3R1 PRB000051721	Standard message is played after SST in UC suite time schedule.
INC003158130	FT_V3R1 PRB000051052	BLF fields of myAttendant show external numbers
	PRB000051688 FT_V3R1	OSBiz S: myportal@work WebRTC- HFA call dropped
INC003160988	FT_V3R1 PRB000051280	Transferring calls with myAgent towards other queues is often not working
INC003135890	FT_V3R1 PRB000050462	Obsolete Links need to be removed from WBM
INC003143169	FT_V3R1 PRB000050787	myPortal wrong journal info in networking scenario

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Incident Ticket	Problem Ticket	Summary
INC003145392 INC003167053	FT_V3R1 PRB000050724 PRB000051276	After adding the X8 to the network I'm not able to use the licenses
INC003142933 INC003180344	PRB000050676 FT_V3R1 PRB000051514	Extended trace message on homepage WBM cannot be turned off
INC003170661	PRB000051379 FT_V3R1	local area code is deleted after closing the basic installation wizard.
INC003133582	FT_V3R1 PRB000050526	Number of MEB channels shown in the statistics of the MEB in middleware is 46 instead 76
INC003178204	PRB000051456 FT_V3R1	When using WBM in French there is no pop-up in the configuration of a "process digit" object in the CCV's
INC003171872	FT_V3R1 PRB000051368	Calls towards not visible CC queues are shown in the contact center calls list.
INC003166627	INC003166627	Help dialog for changing the password
INC003105658 INC003146609 INC003181227	PRB000051097 PRB000051174 FT_V3R1 PRB000051783	No payload when device@home is calling myPortal@work
INC003165222 FT_V3R1 INC003161913 INC003151027 INC003182857 INC003180924	PRB000051204 FT_V3R1 PRB000051307 PRB000051246 PRB000051627 PRB000051756	CallMe does not send the caller's number since upgrade to V3

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Incident Ticket	Problem Ticket	Summary
INC003135271	PRB000050540	Unable to activate myPortal@work VoIP after deleting Team group
INC003169925	PRB000051283	myPortal@work mixes up conversation lists
INC003132598	PRB000050614	Not possible to start a consultation call, if the first called device was busy
INC003158327	PRB000050614 FT_V3R1	After retrieving a call that was on hold or transferred via consultation for myPortal@work VoIP user, no payload
	PRB000050828	Deprecated corrupted database files affecting Online Control process

## **Resolved Problems in V3R1 EEQA 284**

Incident Ticket	Problem Ticket	Summary
INC003160695	PRB000051065	System Restart : with LDH corelog
INC003179183	PRB000051560	myAgent - "Overdue after Break Timer" is not working
INC003146321	PRB000051293	OCCeLA in UC Suite: MEB crash in few minutes when many calls in queue
INC003159599	PRB000051044	Platform Diagnostics Is missing on new OSBiz V3 hardware
INC00313186 INC003179035	PRB000050366	UC crash due to CSP disconnection
INC003137945	PRB000050633	Payload problem at incoming calls with CallMe activated and ISDN trunk
INC003181017	PRB000051541	OSBiz X8 Suite Restart with LDH & VisualSuite corelogs

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## Resolved Problems in V3R1 EEQA 279b

Incident Ticket	Problem Ticket	Summary
INC003172979	PRB000051354	Error message "HTTP Status 404 Not Found" when attempting to download Service Center doc in UCSmart
INC003182653	PRB000051594 FT_V3R1	Crash after tcp dump
INC003179035	PRB000051494	Segmentation fault at VSL
INC003170108	PRB000051267	voicemail access
INC003110610	PRB000049917	Video key is deleted on CP600 when deskshare function on OSBiz is used
INC003158008	PRB000051181	WBM intercept name is wrong
INC003166627	FT_V3R1	Help dialog for changing the password
INC003118505	PRB000050314	myPortal @work - 2ND CALL HANDLING ISSUES
	FT_V3	Enhance SmartVM in order to support 32 channels
INC003187156 INC003165026	PRB000051742 PRB000051485	No UC Fax after upgrade
INC003181017	PRB000051541	PRB000051541:-: OSBiz X8 Suite Restart with LDH & VisualSuite corelogs
INC003160988	FT_V3R1 PRB000051280	Transferring calls with myAgent towards other queues is often not working



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## 4 Changes

### Implemented change requests

This section lists the implemented change requests for this product.

CR Number	Summary
	V3 mainboard family OSBiz X3, X5 <i>For more information on OpenScape Business X3 and X5 new V3 mainboard delivery please see OpenScape Business V3 Sales Information within the Atos Unify Partner Portal - requires Manager V10 R 3.6.0</i>
	support of DeskPhone CP700
	Serviceability: Improve Restart cause descriptions in EventLog and Costumer Trace (e.g. Restarted: Reset Button is pressed)
	align OSBiz S maximum values to V3 mainboard values
	Security Enhancements: support of openssl V1.1.1
	no TLS 1.0 fallback – support TLS 1.2 only
	forwarding Linux syslog files externally
	Automated Diagnostic data collection & transfer based triggered by predefined error scenarios described in OSBiz portal
	Notify on-site security officer via email, whenever 911 is dialed within the company
	enhance Mass Data Wizard

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## 5 Hardware and software compatibility

### 5.1 Compliant products (compatibility matrix)

Hardware and software products that have been tested together with the OpenScape Business, including third-party products, are listed in the following table. In addition to this please also read the corresponding 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 <sup>1</sup>			
		Version	Status <sup>3</sup>	Nuxeo Note	in image
Operating System	Novell SLES 12 SP3 64 Bit	P30152-P1603-P11-2	GA		
	Novell SLES 12 SP5 64 Bit		GA		
Administration	<a href="#">Manager E</a>	<a href="#">P30152-P1532-P3-35</a>	<a href="#">GA</a>		
	<a href="#">KC-Manager<sup>2</sup></a>	<a href="#">P30152-P1532-T3-35</a>	<a href="#">GA</a>		
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V3.0.6)	GA		
Voicemail	OpenScape Xpressions	≥ P30152-P1526-A1-14 (V7 R1.5.28)	GA		
Attendant	<a href="#">OpenScape Business Attendant</a>	<a href="#">≥ P30152-P1603-P13-14 (V2 R3.4.0)</a>	<a href="#">GA</a>		
Devices / Modules	<a href="#">Busy Lamp Field</a>	<a href="#">≥ V2 R2.1.3</a>			
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-12 (V3_R5.17.0)	GA		X
	OpenStage 15/40/60 SIP/ DeskPhone IP 35/35_Eco/55G SIP	P30152-P1633-(A75/A200/A300/A175/A275)-12/13 (V3 R5.17.0)	GA		X
	CP 100/20x/400/600/600E/700 SIP	P30152-P1605-A90/100/200/300/310/400-47/46/46/46/46/46 (V1 R8.2.0)	GA		X
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-12 (V3_R5.17.0)	GA		X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275-16 (V3 R0.42.1)	HF		X
	OpenStage XX HFA	P30152-P1587- A75/A200/A300-16 (V3 R0.42.1)	HF		X
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A180-16 (V3 R0.42.1)	HF		X
	<a href="#">CP 100 HFA</a>	<a href="#">P30152-P1632-A90-23 (V1 R5.4.0)</a>	<a href="#">GA</a>		X

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Product Family	Product	Preferred Software Versions <sup>1</sup>			
		Version	Status <sup>3</sup>	Nuxeo Note	in image
	CP 20x HFA	P30152-P1632-A100-23 (V1 R5.4.0)	GA		X
	CP 400/600/700 HFA	P30152-P1632-A200/A300/A400-305 (V1 R5.4.0)	GA		X
	CP 200 TDM	P30152-P1665-A100-5 (V1 R0.0.9)	GA		X
	CP 400 TDM	P30152-P1665-A200-5 (V1 R0.0.15)			X
	openStage 10 TDM	NA	GA		
	openStage 15 TDM	P30152-P1595-A75-3 (V2 R1.3.0)	GA		X
	openStage 20 TDM	P30152-P1595-A100-1 (V2 R1.3.0)	GA		X
	openStage 30 TDM	P30152-P1459-A150-3 (V2 R1.3.0)	GA		X
	openStage 40 TDM	P30152-P1595-A200-1 (V2 R1.3.0)	GA		X
	openStage 60 TDM	P30152-P1595-A300-11 (V2 R1.15.1)	GA		X
	openStage 80 TDM	P30152-P1595-A400-11 (V2 R1.15.1)	GA		X
	openStage Up0 Adapter	P30152-P1416-B100-9 (V1 R0.11.0)	GA		X
	OpenScape Personal Edition V7 HFA/SIP	≥ P30152-P1510-C1-U8 (V7 R1.47.75)	GA		
	OpenStage WL3	P30152-P1561-A1-9 (V1 R1.5.0)	GA		
Partner Products	Mediatrix 4102 V2.0	≥ P30152-P1361-P25-24 (V2.0 R34.627.0)	GA		
	Cordless IP V2	V2 R1.36.0	GA		
CSTA	OpenScape Business TAPI	≥ P30152-P1532-P14-13 (V1.R1.11.0)	GA		
Contact Center	OpenScape Contact Center	V10 R1.1.2	GA		
	CMS	V9 R4.0.0	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	V3R0 V4R0	GA		
Networking/ Interoperability	OpenScape 4000	V10 R0.28.0	GA		
	OpenScape Voice	V10R1	GA		

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Product Family	Product	Preferred Software Versions <sup>1</sup>			
		Version	Status <sup>3</sup>	Nuxeo Note	in image
	OpenScape Fault Management	V10 R7 V11 R0	GA		
	DLS Deployment Service	P30152-P1659-A1-11 (V10 R1.1.0) (HI-DLS10R1.613.00)	GA		

## Notes:

<sup>1</sup> We recommend customers use the “Preferred Software Version” for the given products. The preferred software versions offer higher levels of functionality. However, the OpenScape Business might also operate with older software version with the caveat that recently added interoperability or advanced features may not be possible when using these versions. In cases, if a defect is found when using a backward compatible version, it may be necessary to update to the preferred version.

<sup>2</sup> Supported product/Corresponding pendants for Octopus F X (Deutsche Telekom)

<sup>3</sup> FT = Field Trial, NA = Not available, GA= General Availability, eeQA= extended external quality assurance, TBV = To Be Verified

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## **5.2 Hardware revisions**

OCCS	UC Main board (F)X1		S30810-K2958-X
OCCM	UC Main board (F)X3W / (F)X5W (Wall)		S30810-K2959-X S30810-Q2959-X
OCCMB	UC Main board basic (F)X3W / (F)X5W (Wall)		S30810-K2965-W100 S30810-Q2965-W100
OCCMA	UC Main board advanced (F)X3W / (F)X5W (Wall)		S30810-K2965-W200 S30810-Q2965-W200
OCCMR	UC Main board (F)X3R / (F)X5R (Rack)		S30810-K2959-Z S30810-Q2959-Z
OCCMRB	UC Main board basic (F)X3R / (F)X5R (Rack)		S30810-K2965-R100 S30810-Q2965-R100
OCCMRA	UC Main board advanced (F)X3R / (F)X5R (Rack)		S30810-K2965-R200 S30810-Q2965-R200
OCCL	UC Main board (F)X8		S30810-K2962-X S30810-Q2962-X
OCCLA	UC Main board (F)X8		S308810-K2966-X200
OCCB1	Voice Channel Booster Card		S30807-Q6949-X100 (1 DSP)
OCCB3			S30807-Q6949-X (3 DSP)
OCCBL			S30807-Q6956-X1
OCCBH			S30807-Q6956-X2
OCAB	UC Booster Card		S30807-K6950-X
Power	OCPSM (Wall)	(F)X3 / (F)X5	≥S30122-H7757-H
Supply	OCPSM (Rack)	(F) X3 / (F)X5	≥ S30122-H7757-Z
Unit	LUNA2	(F)X8	≥ S30122-K7686-A1/-M1

**Note:** F X3/ F X5/ F X8 are corresponding pendants for Deutsche Telekom

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## HW Requirements for OpenScape Business S / UC Booster Server

The HW requirements of the server depend on the desired expansion. In addition to the configuration required for the desired scope of services, the server PC must support a DVD drive, keyboard, mouse and a display resolution of at least 1024x768 pixels.

	Basic		Standard	Advanced		Standard / Advanced
	up to 50 User	up to 100 User	up to 500 User	more than 500 User	Contact Center	Fax
Processor cores / clock per core	2 / 2,5 GHz	2 / 2,5 GHz	2 / 3,0 GHz	4 / 3,5 GHz	4 / 3,5 GHz	User-dependent
RAM	2 GB min.(*) 4 GB recom.	2 GB min.(*) 4 GB recom.	4 GB	8 GB	4 GB min	4 GB min
HDD/SSD	60 GB	100 GB	200 GB	500 GB	200 GB or more	User dependent

\* Only for basic functionality not including UC features

## SW Requirements for OpenScape Business S / UC Booster Server

The operating system used for OpenScape Business S and UC Booster Server is the SUSE Linux Enterprise Server (SLES) operating system in the 64 bit variant. Depending on the OpenScape Business S / UC Booster SW version, different versions of the SLES can be used.

OpenScape Business S / UC Booster Server	SW Description / Version
Operating system	SLES 12 SP5 64 Bit => new installations SLES 12 SP3 64 Bit => only for existing installation
Virus scanner	McAfee Agent V5.5 or above

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### Software deployment as OVA image

The OpenScape Business S SW including the SLES is also provided via the Software Download Server as a so-called "OVA Image" for quick and easy installation in a virtual VMware environment. The OVA image is delivered with a default partitioning of the file system: The swap and Linux partitions are located on the first hard disk and the home partition on the second hard disk. Depending on the number of users and the functions used, the "home" partition may have to be adjusted after installation in the virtual environment under the system settings according to the following table. After the adjustment, the virtual machine must be restarted.

The OVA image is supported by VMware vSphere 6 (ESXi 6.0 or later)

	Up to 50 User	Up to 100 User	Up to 500 User	More than 500 User	Contact Center		Fax
Home Partition	40 GB	80 GB	80	180 GB	180 GB		User-dependent

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### General Requirements for the Virtual Environment

The virtualization SW is not part of the OpenScape Business S / UC Booster Server SW deliveries. The procurement and operation of the virtualization environment is the responsibility of the customer. OpenScape Business S and UC Booster Server can be operated in the following virtual environments.

- VMware vSphere 6 including the latest patches
- Microsoft Hyper V based on Microsoft Windows Server 2016 or Server 2019
- Kernel-based Virtual Machine (KVM) (project-specific release required)

For the virtualization environments listed above, the following minimum requirements apply for OpenScape Business S and UC Booster Server in conjunction with SLES 64-bit:

Parameter	Value / Settings
Guest Operating System:	SLES 64 Bit
Virtual Disk Mode:	Standard / Default
Virtual Disk Format Type:	Thin Provisioning (dynamic HD Capacity) or Thick Provisioning (fixed HD Capacity)
vCPUs:	Depending on number of participants and scope of functions, see section OpenScape Business S requirements
vCPUs Shares (High/Normal):	High
vCPU Reservation:	Depending on number of participants and scope of functions, see section OpenScape Business S requirements
vCPU Limit:	Unlimited
VM Memory (RAM):	Depending on number of participants and scope of functions, see section OpenScape Business S requirements
VM Memory Shares (High/Normal):	Normal
VM Memory Reservation:	Depending on number of participants and scope of functions, see section OpenScape Business S requirements
VM Memory Limit:	Unlimited
Number of vNICs:	1
VMware Manual MAC Used:	NO
Virtual Network Adapter Support:	YES, vmxnet3-Treiber
VMware Tools Installation:	YES
General requirement:	The VM (virtual machine) may use the CPU up to 70% of its capacity, values above this may cause malfunction



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**Specific notes / requirements for Microsoft Hype V**

The Hyper V specific scope of services, e.g. snapshots, live migration, failover clustering is independent of the operation of the OpenScape Business S / UC booster servers.

Please refer to the Microsoft specification for requirements on the server infrastructure.

The following Microsoft Hyper-V features are supported by OpenScape Business S / UC-Booster Server:

- Thin Provisioning
- High Availability (HA)
- Live migration
- Data recovery

**Specific notes / requirements for VMware vSphere**

For hardware requirements for the physical server PC, see the "VMware Compatibility Guide" and "VMware Resource Management Guide" at <https://www.vmware.com/>.

To find already certified and tested hardware, VMware offers an online search function on the Internet homepage under "Compatibility Guides" <https://www.vmware.com/guides.html>.

The following VMware vSphere features are supported by OpenScape Business S / UC Booster Server:

- Thin provisioning
- High Availability (HA)
- VMotion
- Data recovery (VDR)
- DRS (VMotion automated)
- Storage VMotion
- The following VMware vSphere features are not supported:
- Fault Tolerance

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**Specific Notes / Requirements for Kernel-based Virtual Machine (KVM)**

The Linux-based KVM virtualization platform can be used as a virtual machine for OpenScape Business S. A project-specific release is required for this.

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## 5.3 Applications shipped

Product	SW Version
myPortal / myAttendant	<a href="#">6.3.0.70</a>
myPortal for Outlook	<a href="#">6.3.0.70</a>
myAgent	<a href="#">6.3.0.70</a>
FAX Printer	<a href="#">6.3.0.70</a>
Cover Page Editor	<a href="#">6.3.0.70</a>
Communications Clients Installer	<a href="#">6.3.0.54</a>
myReports	6.3.0.58
Application Launcher	V2R7.0.40
myContacts	<a href="#">V1.0.22.0</a>
Accounting Manager	V2.0.0.36
Desktop Integration	1.19
myPortal @work	<a href="#">3.2.14</a>
Audio Wizard	NA
ODBC to ODBC bridge	V1.0.17.0

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## 5.4 Operating systems and applications

PC Client Software	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
<b>Client Operating System</b>								
Microsoft Windows 10 (64 Bit) all versions	■	■	■	■	■	■	■	■
Microsoft Windows 8/8.1 (32 / 64 Bit) all versions (4)	■	■	■	■	■	■	■	■
Apple MAC OS X 10.15.x (2)	■	■	□	□		□	□	□
Apple MAC OS X 10.14.x (3)(1)	■	■	□	□		□	□	□
Apple MAC OS X 11.x.x	■	■	□	□		□	□	□
<b>Terminal Server for Clients</b>								
Microsoft Windows 2019 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2019	■ *	■	■	■	■	■	□	■
Microsoft Windows 2016 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2016 (4)	■ *	■	■	■	■	■	□	■
Citrix XenApp 7.17 (Desktop Mode) (4)	□	■	■	■	■	■	□	■
Citrix XenDesktop 7.17 Server (64 Bit) (4)	□	■	■	■	■	■	□	■
<b>SW Components in general</b>								
Microsoft Outlook / Office	□	□	■	□	□	□	□	■
2019 (32 / 64 Bit) + Office 365	□	□	■	□	□	□	□	■
2016 (32 / 64 Bit) + Office 365	□	□	■	□	□	□	□	■
.NET Framework	n/a	n/a	>= 4.5	>= 4.5	>= 4.5	n/a	n/a	>= 4.5
<b>Web browser</b>								
Microsoft EDGE	□	■	■	■	■	□	□	□
Microsoft Internet Explorer Version 11 or higher	□	■	■	■	■	□	□	□
Mozilla Firefox V68.0 or higher	□	■	■	■	■	□	□	□
Google Chrome V53 or higher	□	■	■	■	■	□	□	□
<b>Java</b>								
Oracle Java SE >= 1.8.x (32 Bit or 64 Bit)	□	■	□	□	□	■	□	□

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PC Client Software	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
Open JDK V8 (32 Bit or 64 Bit)	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>
Apple Java >= 1.6.x	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SW Components for specific functions</b>								
Microsoft Exchange (Calendar and Contact Integration)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange Server with Office 365 (Cloud) (4)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange 2019 (64 bit)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange 2016 (64 bit) (4)	n/a	■	■	n/a	n/a	■	n/a	n/a
<a href="#">Adobe Reader</a>	<a href="#">n/a</a>	<a href="#">n/a</a>	<a href="#">n/a</a>	<a href="#">&gt;= V9.3</a>	<a href="#">&gt;= V9.3</a>	<a href="#">n/a</a>	<a href="#">n/a</a>	<a href="#">n/a</a>

- supported
- ▣ supported with restrictions (see release note)
- ☐ not supported
- n/a not applicable

- (1) Supported, but not part of the system test anymore. In case of error no SW correction will be delivered.  
 (2) Apple Java ≥ 1.6.x is mandatory to be installed before using OpenScape Business Clients.  
 (3) Please be aware that Catalina is the first version of macOS to exclusively support [64-bit](#) applications.  
 (4) **Not tested thoroughly in lab**  
 (\*) UC and CTI functionality only

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PC Client	Application Launcher	CallBridge Collection	TAPI 120 TSP SW	ODBC-Bridge Server	myContacts	Accounting Manager	OSBiz (WBM)	Manager E
<b>Client Operating System</b>								
Microsoft Windows 10 (32/ 64 Bit)	■	■	■	■	■	■	n/a	■
Microsoft Windows 8/8.1 (32 / 64 Bit) (1)	■	■	■	■	■	■	n/a	■
<b>Server Operating System</b>								
Microsoft Windows Server 2019 (64 Bit)	□	□	□	■	□	□	n/a	□
Microsoft Windows Server 2016 (64 Bit) (1)	□	□	□	■	□	□	n/a	□
<b>SW Components in general</b>								
Microsoft Outlook / Office	□	□	□	□	■	□	□	□
2019 (32 / 64 Bit) + Office 365	□	□	□	□	■	□	□	□
2016 (32 / 64 Bit) + Office 365	□	□	□	□	■	□	□	□
.NET Framework	n/a	n/a	n/a	>= 4.5	>= 4.5	n/a	n/a	n/a
<b>Web browser</b>	□	□	□	□	□	□	■	□
Microsoft EDGE	□	□	□	□	□	□	■	□
Microsoft Internet Explorer Version 11 or higher	□	□	□	□	□	□	■	□
Mozilla Firefox V68.0 or higher	□	□	□	□	□	□	■	□
Google Chrome V53 or higher	□	□	□	□	□	□	■	□
<b>Java</b>	■	□	□	□	□	□	■	□
Oracle Java SE >= 1.8.x (32 Bit or 64 Bit)	■	□	□	□	□	□	□	□
Open JDK V8 (32 Bit or 64 Bit)	■	□	□	□	□	□	□	□

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PC Client	Application Launcher	CallBridge Collection	TAPI 120 TSP SW	ODBC-Bridge Server	myContacts	Accounting Manager	OSBiz (WBM)	Manager E
<b>SW Components for specific functions</b>								
ODBC 3.5 compliant database driver	n/a	n/a	n/a	■	n/a	n/a	n/a	n/a

- supported
- not supported
- OS same as for OS
- n/a not applicable

- (1) Supported, but not part of the system test anymore. In case of error no SW correction will be delivered.
- (2) Apple Java  $\geq 1.6.x$  is mandatory to be installed before using OpenScape Business Clients.
- (3) Please be aware that Catalina is the first version of macOS to exclusively support [64-bit](#) applications.
- (4) **Not tested thoroughly in lab**
- (\*) UC and CTI functionality only

## 6 Documentation reference

	Hyperlinks	Remarks
OpenScape Business Connector how to in Circuit	<a href="https://www.circuit.com/unifyportalfaqdetail?category=55896&amp;categoryName=&amp;articleId=117733&amp;structureId=11185">https://www.circuit.com/unifyportalfaqdetail?category=55896&amp;categoryName=&amp;articleId=117733&amp;structureId=11185</a>	
Administration Documentation	Online Help in OpenScape Business Assistant	
OSBiz Applications	Available for download via OpenScape Business Service-Center	
Details regarding supported peripheral devices and or other 3 <sup>rd</sup> party products	Sales Information	
Diagnostic hints	Administration Documentation	
Experts Wiki	<a href="http://wiki.unify.com/wiki/OpenScape_Business">http://wiki.unify.com/wiki/OpenScape_Business</a>	
Exchange Configuration Guides	<a href="http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server">http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server</a>	
Client system & memory requirements in Terminal Server environments	<a href="http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment">http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment</a>	
SIP devices configuration guide	<a href="http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business">http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business</a>	
Migration of Openstage WL2 HFA to SIP	<a href="http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP">http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP</a>	Ref. chap. 2.3
Important HFA upgrade information	<a href="https://enterprise-businessarea.unify.com/productinfo/document/qy1ln3stT2U_/OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf">https://enterprise-businessarea.unify.com/productinfo/document/qy1ln3stT2U_/OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf</a>	Ref. chap. 2.3
Best Practices for virtual machine snapshots in the VMware environment	<a href="http://kb.vmware.com/kb/1025279">http://kb.vmware.com/kb/1025279</a>	Ref. chap. 2.6.1
"How to collection" for H4k and OSV networking	<a href="http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics">http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics</a>	
SIP / ITSP Wiki	<a href="http://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_ITSP_Connectivity">http://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_ITSP_Connectivity</a>	
How_To_Configure_System_Device@Home	<a href="https://wiki.unify.com/images/d/de/How_To_Configure_System_Device%40Home.pdf">https://wiki.unify.com/images/d/de/How_To_Configure_System_Device%40Home.pdf</a>	
How To Tutorial myPortal @work Scenarios and Configuration	<a href="https://wiki.unify.com/images/8/8c/How_To_Tutorial_myPortal_%40work_Scenarios_and_Configuration.pdf">https://wiki.unify.com/images/8/8c/How_To_Tutorial_myPortal_%40work_Scenarios_and_Configuration.pdf</a>	