Release Notes

Product Name: *OpenScape Business*
Product Version: *V3*

Software Release is identified by **Version: *V3 R0.1.0_035***

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

Production Version:

File type	Product Item Number / File name	Size
System:	**OpenScape Business System X3/X5/X8/UC BC**	
File type	Product Item Number / File name	Size
Filename Update image small:	**image_osbiz_v3_R0.1.0_035_occ.img.tar**	1.131.217.920 Bytes
Product Item Number	P30152-P1649-P1-04	
SHA256 checksum:	ea9d047e965a977365919f20fc54d046ae50ab022de4f8848976473a37c8f727	
Filename Update image big:	**image_osbiz_v3_R0.1.0_035_ocab.img.tar**	2.487.345.664 Bytes
Product Item Number	P30152-P1649-P2-04	
SHA256 checksum:	c67f265a5acc9bf3686616c022ee8b742b0cef59a82146db30b51c80d9aa747b	
Filename Update image big:	**image_osbiz_v3_R0.1.0_035_occe.img.tar**	2.278.031.872 Bytes
Product Item Number	P30152-P1649-P3-04	
SHA256 checksum:	815a0a68be595130f43a4c19d9fcb61250806eaf0ceb42315eb8c0eb539dbb6a	
System:	**OpenScape Business Server S/UC BS**	
File type	Product Item Number / File name	Size
Filename Update Image Server	**image_osbiz_v3_R0.1.0_035_pcx.img.tar**	2.610.778.112 Bytes
Product Item Number	P30152-P1649-P12-04	
SHA256 checksum:	e91b5a4e35be7db32d6ba8ae4a73380937052d6d2d0534112d1d380aaf40ff17	
Filename Installation Image Server	**dvd_osbiz_v3_R0.1.0_035.iso**	3.353.214.976 Bytes
Product Item Number	P30152-P1649-P10-04	
SHA256 checksum:	f1c82d1fb373ddb32f545e911ea7d96c355a3f64ec94f5ba4247263c65b9f0cf	
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		

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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: Date   : 2020-10-21

DELIVERABLES: **Full Release:** ☒   **Delta Release:** ☐

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

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.

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1 History of change

1.1 Product version history

Software version	Production version	Date	Remarks
V3 R0.0.0_061	M-IM/OM/EM G3.00.061	2019-11-22	OpenScape Business V3 R0.0.0_061 1st FT Release
V3 R0.FT_002	M-EMG_V3R0.FT_002	2019-12-05	OpenScape Business V3 R0.FT_002 2nd FT Release
V3 R0.FT_004	M-EMG_V3R0.FT_004	2020-01-17	OpenScape Business V3 R0.FT_004 3rd FT Release
V3 R0.0.0_105	M-IM/OM/EM G3.00.105	2020-02-24	OpenScape Business V3 R0.0.0_105 4th FT Release
V3 R0.0.0_115	M-IM/OM/EM G3.00.115	2020-03-13	OpenScape Business V3 R0.0.0_115 5th FT Release
V3 R0.0.0_124	M-IM/OM/EM G3.00.124	2020-03-27	OpenScape Business V3 R0.0.0_124 6th FT Release
V3 R0.0.0_134	M-IM/OM/EM G3.00.134	2020-04-10	OpenScape Business V3 R0.0.0_134 7th FT Release
V3 R0.0.0_146	M-IM/OM/EM G3.00.146	2020-05-05	OpenScape Business V3 R0.0.0_146 8th FT Release
V3 R0.0.0_150	M-IM/OM/EM G3.00.150	2020-05-11	OpenScape Business V3 R0.0.0_150 9th FT Release
V3 R0.0.0_153	M-IM/OM G3.00.153	2020-05-18	OpenScape Business V3 R0.0.0_153 EEQA Release
V3 R0.0.0_157	M-IM/OM G3.00.157	2020-05-25	OpenScape Business V3 R0.0.0_157 EEQA Release
V3 R0.0.0_157	M-IM/OM G3.00.157	2020-06-01	OpenScape Business V3 R0.0.0_157 GA Release
V3 R0.0.1_004	M-IM/OM G3.00.004	2020-06-09	OpenScape Business V3 R0.0.1_004 HF Release
V3 R0.0.1_005	M-IM/OM G3.00.005	2020-06-23	OpenScape Business V3 R0.0.1_005 HF Release
V3 R0.0.1_006	M-IM/OM G3.00.006	2020-07-02	OpenScape Business V3 R0.0.1_006 HF Release
V3 R0.0.1_004_OVA	M-OM G3.00.004	2020-07-07	OpenScape Business V3 R0.0.1_004 HF for OVA GA Release
V3 R0.0.1_008	M-IM/OM G3.00.008	2020-07-16	OpenScape Business V3 R0.0.1_008 HF Release
V3 R0.0.0_157	M-IM/OM G3.00.157	2020-07-31	OpenScape Business V3 R0.0.0_157 GA Release OCCLA
V3 R0.0.1_012	M-IM/OM G3.00.012	2020-08-04	OpenScape Business V3 R0.0.1_012 HF Release
V3 R0.0.1_013	M-IM/OM G3.00.013	2020-08-14	OpenScape Business V3 R0.0.1_013 HF Release
V3 R0.0.1_017	M-IM/OM G3.00.017	2020-08-31	OpenScape Business V3 R0.0.1_017 HF Release
V3 R0.1.0_030	M-IM/OM G3.01.030	2020-10-02	OpenScape Business V3 R0.1.0_030 FR1 EEQA Release
V3 R0.1.0_034	M-IM/OM G3.01.034	2020-10-19	OpenScape Business V3 R0.1.0_034 FR1 GA Release
V3 R0.1.0_035	M-IM/OM G3.01.035	2020-10-21	OpenScape Business V3 R0.1.0_035 FR1 GA Release-Update

2 Important Information for V3

- *14th and 15th programmable for CP400/600 IP and TDM that are connected to a logport >=250 are now available again for configuration*

- *Now internal IP address of the LAN interface can be set to any desired IP address inside subnet range 192.168.3.xxx since you have configured for DSP or FPGA another IP value which are from now on are editable and configurable (under Expert Mode - Telephony Server - Payload - HW modules - Edit DSP Settings)*

- *When both local and @home clients are used In myPortal @Work clients, STUN server is now preconfigured.*
The user will still be able to manually add a STUN server in the VoIP settings under section "Advanced ICE settings" . For troubleshooting under this section the user will also have the possibility to "check ICE status"

- *Hint for myPortal to go (iOS):*
Apple has announced an interface change for APNS push notifications, which will become effective in November 2020. APNS is primarily used in OSBiz to signal incoming VoIP calls to myPortal to go iOS clients.
Apple's new APNS interface is supported in OpenScape Business V3 FR1. We recommend to update all customer systems where myPortal to go (iOS) is used as soon as possible. The myPortal to go (iOS) app in App Store is already prepared for this.

- *For OpenScape Business V3 FR1 please use latest released Manager E V10 R3.3.0 (min required V10 R3.2.0) compatible with V3 FR1.*

- *Please take into consideration that mainboards / SDHC / M2.SATA SSD cards coming from the factory or from another stock may contain outdated software. Therefore, we recommend to check if newer versions are available and upgrade to latest software release.*

- *Please make sure CLS Connect has been activated before migrating from V2 to V3 software. For systems without CLS Connect make sure to follow the migration rules described in the admin documentation.*

- *For configuring correctly the communication clients on migration from and old system with OCAB to the new OCCLA, where UC Server runs on the mainboard, Communication Clients should be re-installed and during the communication clients installation, the new IP address should be configured. This is a mandatory step in order to have AutoUpdate mechanism configured properly For myPortal @work clients, new IP address should be configured manually on the client side*

- *After migrating from V2R7 to V3 new control boards before Backup Restoration, please switch to the correct operation mode (UC Suite or UC Smart) that the old backup was taken with and in case of UC Suite mode, go through the Basic Installation wizard and on the Automatic Configuration of Application Suite step, press the Execute function button. In case this is not done voicemail will be unreachable and some data may not be restored correctly*

- *For myPortal @work VoIP*
It is recommended that you should configure the myPortal @work VoIP as Deskshare User to be more flexible in the usage of this mobile client. Please be aware before applying changes that when you change an IP User in a Deskshare User configuration settings are lost.

- *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*

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

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"*

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

Please refer to Administrator Documentation, Chapter *"Migration"*

2.3.2 How to migrate from V2 X8 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" and <u>start with the slave nodes first before the master node when Master Node is used for Licensing the slave nodes.</u>

Detailed description Chapter ***"Licensing" and "Migration"***

3 Reported Problems / Symptoms under Analysis

3.1 General problems under analysis

3.2 General Remarks

3.2.1 No longer supported features from V2

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	✖	✓	✓
Gateview	✖	✓ (1	✓ (1
myPortal Smart Client	✖	✖ (2	✖ (2
TAPI 120 WSI	✖	✓	✖
Remote access via ISDN with PPP (RAS)	✖	✖ (2	n/a
XMPP service	✖	✖	✖
myPortal for OpenStage	✖	✖	✖
VPN termination via WAN Interface	✖	✖	✖

Table 2 Discontinued functions

1) Function in phase out. SW Support ends September 2020

2) Existing installations will not be blocked. Unify does not provide technical support anymore. SW is no longer available in the Download Center of the System Administration Portal. The successor solution is myPortal @work.

3.3 Restrictions on this release

3.4 Restrictions from previous releases

- With OSCC blind Transfer to networking UCD may fail
- 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 "Branch on Data" should be considered.

3.5 Implemented change requests

CR Number	JIRA	Summary
		Support of new SLU8N and SLU8NR
		UC Suite Enhancements • Delete multiple records for External Directory • Copy myAttendant and myAgent BLF settings • myAttendant - adjust font size • Show Agent Name in myAgent agent overview • Ctrl + mouse wheel up and down enhancement
		ITSP Enhancements
		SLC board traces included in regular system trace
		Serviceability Enhancements • Improve mass data wizard • Automatic Night Service improvements • Call Forwarding improvements • CoS & CON Group Assignment improvements

		Configurable internal IP address range

3.6   Resolved Reported Problems / Symptom

3.6.1 Resolved Problems in V3R0 FR1 GA (034)

Incident Ticket	Problem Ticket	JIRA	Summary
INC003114215	PRB000049931		CMI base station errors after upgrade to V3R0.1.0_021
INC003118085	PRB000050051		CP 400 TDM :14th and 15th programmable keys won't work anymore since update toosbiz_v3_R0.1.0_30
	FT_V3		V3 Migration message during backup upload

3.6.2 Resolved Problems in V3R0 FR1 EEQA (030)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16756414 / INC003105844	NA16756612 / PRB000049470		Configurable internal IP address range (incl. NA16756612)
NA16627436	NA16627522		Merge ITSP V3R1 in V3R0 FR1 9incl. NA16627522)
NA16758944	NA16758992		VSL crash - Hard disk fills up with traces and system crashes
NA16730174	NA16737253		No MWI after system restart
NA16740748	NA16744750		Inbound calls routed via ITSP Hosted AA being cut off by system
NA16758900	NA16758917		UC crash - myPortal for Outlook cannot connect.
NA16746153	NA16750475		No ringback tone when calling from the OsBiz X5 via X8

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			to OpenScape 4000 V5
NA16752056	NA16752269		EMAIL SENDING ERROR - UC SERVER
INC003106321 / NA16758944	NA16758992 / PRB000049734		UC crash due to mutex
NA16733711 NA16713823	NA16742164 NA16725184		Presence of MyPortal to go is not synchronized with OpenScape Business S
NA16758479	NA16758528		OSBiz S restarts with 'missing LDH' corelogs when calling GSM phone
NA16751024	NA16751061		Problems with the uninstallation of the UC client in silent mode
NA16711972	NA16723634		Not all members of VoiceMail Group(93 Zentrale) get message waiting indication
NA16731894	NA16736643		Sporadically no RTP when routed via Auto Attendant to the slave system
NA16749921	NA16755226		MyPortal@work is still ringing when call forwarding is active
NA16747670	NA16750003		OpenJ9 correct 002 deployment
FT_V3	FT_V3		myPortal for OpenStage still shown in WBM
NA16750695, INC003105917	NA16751378 PRB000049362		Calls get stuck in the queue and are not routed to any available agent
INC003082850	PRB000048959		Wrong number is send when "Call me" is used by a user that has only CLIP number set
FT_V3	FT_V3		Copy to application board still visible
NA16684259	NA16706328		After camp on @work client only oneway payload
FT_V3	FT_V3		MP@W remote user error
FT_V3	FT_V3		Delayed payload on myPortal@work when the myPortal@work user is called
FT_V3	FT_V3		BusinessCom #130 - Payload issue when outgoing call put on hold via OLI and retrieved via myPortal@work
FT_V3	FT_V3		Payload delay when myPortal@work user is called via a device@home
NA16726650	NA16735257		No or delayed payload when physical Device@home station called a myPortal@work VoIP Device@home

NA16714019	NA16726371		MyPortal@work is still ringing, when a call with a restricted number ,is answer via CSTA with "answerCall"
FT_V3	FT_V3		mp@work ringback tone when number unobtainable
INC003084595	PRB000048964		Second call not shown in myPortal@work and due to this the call cannot be answered
INC003085051 NA16749906	PRB000049003 NA16750300		No VoIP possible between 2 myPortal@work users when one is connected locally and the other one is connected via device@home
INC003084699	PRB000048962		myPortal@work: searching names with spaces is not working
NA16749397	NA16746241 FT_V3 NA16753067		myPortal @work: Wrong handling of Favorites from Outlook
NA16627436	PRB000049434 NA16627522		System Restart :Missing LDH

4. Changes

With V3 we have included an offline installation option for Communication Clients
- For getting the offline installer please
Navigate to **Service Center** download the offline installer repository file and copy it on the same directory with communication clients online executable – Run the executable to install offline the clients
(note: IE and Edge change the file type of repository please use other Browsers for the time being)

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.
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]	Nuxeo Note	In Image
Operating System	Novell SLES 11 SP4 64 Bit (only for upgrades to V3)				
	Novell SLES 12 SP3 64 Bit	P30152-P1603-P11-2	GA		
	Novell SLES 12 SP5 64 Bit				
Administration	Manager E	P30152-P1532-P3-32	GA		
	KC-Manager²	P30152-P1532-T3-32			
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V3.0.4)	GA		
Voicemail	OpenScape Xpressions	≥P30152-P1526-A1-14 (V7 R1.5.28)	GA		
Attendant	OpenScape Business Attendant	≥P30152-P1603-P13-13 (V2 R3.1.0)	GA		
Devices/ Modules	Busy Lamp Field	≥V2 R2.1.0			
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-12 (V3_R5.17.0)	GA		X
	OpenStage 20(E)	P30152-P1633-A75-7 (V3 R5.7.0)	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 SIP	P30152-P1605-A90/100/200/300/310-41 (V1 R7.8.0)	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
	CP 100 HFA	P30152-P1632-A90-23 (V1 R4.5.0)	GA		

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Product Family	Product	Preferred Software Versions[1]			
		Version	Status[3]	Nuxeo Note	In Image
	CP 20x HFA	P30152-P1632-A100-23 (V1 R4.5.0)	GA		X
	CP 400/600 HFA	P30152-P1632-A200-23 (V1 R4.5.0) P30152-P1632-A300-23 (V1 R4.5.0)	GA		X
	CP 200 TDM	P30152-P1632-A200-17 (V1 R0.0.7)	GA		X
	CP400 TDM	P30152-P1632-A300-17 (V1 R0.0.12)			
	openStage 10 TDM	N.A	GA		
	openStage 15 TDM	P30152-P1595-A75-2 (V2 R1.2.1)	GA		X
	openStage 20 TDM	P30152-P1595-A100-1 (V2 R1.3.0)	GA		X
	openStage 30 TDM	P30152-P1459-A150-2 (V2 R1.2.1)	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-A400-10 (V2 R1.14.0)	GA		X
	openStage Up0 Adapter	P30152-P1416-B100-9 (V1 R0.11.0)	GA		X
	OpenScape Personal Edition V7 HFA/SIP	≥P30152-P1510-C1- (V7 R1.47.65)	GA		
	OpenStage WL3	P30152-P1561-A1-11 (V1 R1.7.0)	GA		
Partner Products	Mediatrix 4102 V2.0	≥P30152-P1361-P25-24 (V2.0 R34.627.0)	GA		
	Cordless IP V2	V2 R1.23.0			
CSTA	OpenScape Business TAPI	≥P30152-P1532-P14-13 (V1.R1.11.0)	GA		
Contact Center	OpenScape Contact Center	V9 R3.1.4 V10 R1.1.2	GA		
	CDSS	V9 R1.1.0_11709	GA		
	CMS	V9 R3.2.0 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	GA		
Networking/ Interoperability	OpenScape 4000	V8R2	GA		
	OpenScape Voice	V10R0	GA		

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Product Family	Product	Preferred Software Versions[1]			
		Version	Status[3]	Nuxeo Note	In Image
	OpenScape Fault Management	V9 R1 V10 R0 V11 R0	GA		
	DLS Deployment Service	P30152-P1659-A1-2 (V10 R0.3.0) (HI-DLS10R0.602.00)	GA		

Notes:[1] 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.
[2] Supported product/Corresponding pendants for Octopus F X (Deutsche Telekom)
[3] FT = Field Trial, N.A = Not available, GA= General Availability, eeQA= extended external quality assurance TBV = To Be Verifie

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
OCCMR	UC Main board (F)X3R / (F)X5R (Rack)		S30810-K2959-Z S30810-Q2959-Z
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 Supply Unit	OCPSM (Wall)	(F)X3 / (F)X5	≥S30122-H7757-H
	OCPSM (Rack)	(F) X3 / (F)X5	≥ S30122-H7757-Z
	LUNA2	(F)X8	≥ S30122-K7686-A1/-M1

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

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OpenScape Business S Requirements (*)

	Up to 50 User	Uo 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

* For details regarding virtualized environment requirements please consult Administrator documentation
** Only for basic functionality not including UC features

For OpenScapeBusinesS Installations:
The RAM requirements for the server PC is dependent on the OpenScape Business System expansion and functions
used. For the following functions are always min. 4 GB of RAM:
• convert Fax to PDF format
• OpenScape Contact Center Multimedia Business
• more than 100 users

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5.3 Applications shipped

Product	SW Version
myPortal/myAttendant	6.3.1.11
myPortal for Outlook	6.3.1.9
myAgent	6.3.1.9
FAX Printer	6.3.1.9
Cover Page Editor	6.3.1.9
Communications Clients Installer	6.3.1.10
myReports	6.3.1.6
Application Launcher	V2R7.0.40
myContacts	V1.0.21.0
Accounting Manager	V2.0.0.36
Desktop Integration	1.19
myPortal @work	3.1.9
Audio Wizard	NA
ODBC to ODBC bridge	V1.0.17.0

5.4 Operating systems and applications

PC Client Sofware	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
Client Operating System								
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)	■	■	□	□	□	□	□	□
Terminal Server for Clients								
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)	□	■	■	■	■	■	□	■
SW Components in general								
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
Webbrowser								
Microsoft EDGE	□	■	■	■	■	□	□	□
Microsoft Internet Explorer Version 11 or higher	□	■	■	■	■	□	□	□
Mozilla Firefox V68.0 or higher	□	■	■	■	■	□	□	□

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PC Client Sofware		myPortal @work	myPort al for Deskto p	myPort al for Outlook	myAge nt	myRepor ts	myAttenda nt	Busines s Attenda nt	Fax Printe r
	Google Chrome V53 or higher	☐	■	■	■	■	☐	☐	☐
Java									
	Oracle Java SE >= 1.8.x (32 Bit or 64 Bit)	☐	■	☐	☐	☐	■	☐	☐
	Open JDK V8 (32 Bit or 64 Bit)	☐	■	☐	☐	☐	■	☐	☐
	Apple Java >= 1.6.x	☐	■	☐	☐	☐	☐	☐	☐
SW Components for specific functions									
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

■   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

PC Client	Application Launcher	CallBridge Collection	TAPI 120 TSP SW	ODBC-Bridge Server	myContacts	Accounting Manager	OSBiz (WBM)	Manager E
Client Operating System							n/a	

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

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(4) Not tested thoroughly in lab
(*) UC and CTI functionality only

6 Documentation reference

	Hyperlinks	Remarks
OpenScape Business Connector how to in Circuit	https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=117733&structureId=11185	
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 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/qv1In3stT2U_/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	