

## Release Notes

**Product Name:** *OpenScape Business*

**Product Version:** V3

**Software Release** is identified by **Version: V3 R1.1.0\_302**

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_R1.1.0_302_occ.img.tar</b> P30152-P1649-P1-15 37b5287bb7c39ed483df2b08650a610dfbd01a99403e276d2d86030fbbd2c930	1.151.197.696 Bytes
<b>Filename Update image big:</b> Product Item Number <b>SHA256 checksum:</b>	<b>image_osbiz_v3_R1.1.0_302_ocab.img.tar</b> P30152-P1649-P2-15 e2b6700bc34142b78246117c863b960105a0b0c2f896f92e798b312933d7f995	2.580.471.808 Bytes
<b>Filename Update image big:</b> Product Item Number <b>SHA256 checksum:</b>	<b>image_osbiz_v3_R1.1.0_302_occe.img.tar</b> P30152-P1649-P3-15 3ec4da8da88ab5dd80f76b874f482d3f47f14aa8fd05d03924dd4280ed04ac8b	2.378.697.216 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_R1.1.0_302_pcx.img.tar</b> P30152-P1649-P12-15 893846f546b5a36e12bcd4e5aedff30d9f6341c1635b80cf8c64f39056a378cc	2.617.505.280 Bytes
<b>Filename Installation Server</b> Product Item Number <b>SHA256 checksum:</b>	<b>dvd_osbiz_v3_R1.1.0_302.iso</b> P30152-P1649-P10-15 ee89a841c658820342060636041cad230710704592d26aaae5ad24fac74a1fb0	3.375.226.880 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: 2021-05-31

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
V3 R1.0.0_288	M-EM/IM/OM G3.10.288	2021-03-01	OpenScape Business V3 R1.0.0_288 MR1 GA Release
V3 R1.0.1_002	M-EM/IM/OM G3.10.1.002	2021-03-05	OpenScape Business V3 R1.0.1_002 MR1 HF Release
V3 R1.0.1_006	M-EM/IM/OM G3.10.1.006	2021-03-19	OpenScape Business V3 R1.0.1_006 MR1 HF Release
V3 R1.0.1_011	M-EM/IM/OM G3.10.1.011	2021-04-07	OpenScape Business V3 R1.0.1_011 MR1 HF Release
V3 R1.0.1_012	M-EM/IM/OM G3.10.1.012	2021-04-16	OpenScape Business V3 R1.0.1_012 MR1 HF Release
V3 R1.0.1_014	M-EM/IM/OM G3.10.1.014	2021-04-23	OpenScape Business V3 R1.0.1_014 MR1 HF Release
V3 R1.0.1_017	M-EM/IM/OM G3.10.1.017	2021-05-05	OpenScape Business V3 R1.0.1_017 MR1 HF Release
V3 R1.1.0_301	M-EM/IM/OM G3.1.1.0.301	2021-05-17	OpenScape Business V3 R1.1.0_301 MR1 FR1 EEQA Release
<a href="#">V3 R1.1.0_302</a>	<a href="#">M-EM/IM/OM G3.1.1.0.302</a>	<a href="#">2021-05-31</a>	<a href="#">OpenScape Business V3 R1.1.0_302 MR1 FR1 Release</a>

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## 2 Latest Information since V3R1

- myPortal @work hardening: V3R1 FR1 provides the latest security patches for myPortal @work. Users should change the password for their UC user account (see myPortal @work, User Guide chapter 6.4.1 *How to Change your myPortal @work Password*). Please note that changing this password affects all UC applications.
- Improvements for myPortal @work in OpenScape Office V3R1 FR1  
With the release of V3R1 FR1 and the associated, timely HFs several enhancements are available for myPortal @work. The focus of these improvements is on both, stability and user experience. Initially, both Public IP and LAN IP are validated on the Login screen, and the user is now notified when a wrong configuration is detected. Once the user has successfully logged in it is now possible to check the network NAT type within the client. This eliminates the need to perform such checks on third-party websites. Starting from the next versions, it is no longer necessary for the user to have administrative rights to install or update the client. Furthermore, several improvements surrounding Deskshare scenarios such as proper client shutdown and additional system checks for logging in on another device. In addition, several major fixes improve the overall quality and usability.
- OCCLA - System SW update required on M.2 SATA SSD storage media  
Due to the global shortage of electronic components, components from alternative manufacturers must be used for the production and maintenance of OCCLA. The use of these alternative components requires a software change for the operation of the OCCLA mainboard. Without this new software the board cannot start.  
This software change is required for all OCCLA mainboards with the numbers S30810-K2966-X200-H5 or S30810-Q2966-X200-H5. Unify plan to deliver for the first time on at end of May. The required software change is included in the system software version V3R1.0.0.291 (P30152-P1649-P3-13) and in the current released software. System software on M.2 SSD (order number L30251-U600-G668) newly delivered by Unify from end of May already contains the necessary software change.  
If you are using an M.2 SSD from your inventory, please first check whether it contains at least software version V3R1.0.0.291. If software older than V3R1 FR1 or older than V3R1.0.0.291 is on the SSD, first use the Unify Card Manager tool to update the software on the M.2 SSD card, please. A description of the Card Manager tool can be found in chapter 25.8.9 of the OpenScape Business Administration Manual.

**Important Note:** The following System SW Hotfixes do not include the required changes. Do not use these hotfixes in combination with an OCCLA mainboard issue -H5 or higher!

- V3R1.0.1\_002 V3R1 Hotfix 1
- V3R1.0.1\_006 V3R1 Hotfix 2
- V3R1.0.1\_011 V3R1 Hotfix 3
- V3R1.0.1\_012 V3R1 Hotfix 4
- V3R1.0.1\_014 V3R1 Hotfix 5
- V3R1.0.1\_017 V3R1 Hotfix 6

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- **License File Activation Improvements**  
Activation of license files via file upload is optimized as of Fix Release 1, V3R1.1.0.xxx. If you upload a license file via OS Biz WBM (file upload) the activation of the license file will be done with FR1 without the expired status of the licenses, during the license file activation.
- 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 and above.
- 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)

The user can configure the level of trace details (1, 3, 6 or 9).

Level 1 will capture only errors reported by the card

Level 3 will capture basic messages from Layer 2 and the OSBIZ side in addition to Level 1

Level 6 will capture more detailed messages regarding Base Stations, Portable parts and cards

Level 9 will capture all messages.

**Note:** *Since the new mechanism increases the HDLC traffic of the system, the user should use the advanced level details with caution and only for the time that is necessary.*

- 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".
- OpenScape Business myReports requires Oracle Java 8 or Zulu Java 8 or 11. Latest versions will be supported in the upcoming hotfix.

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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

n/a

### 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.

For the full list of nonfunctional cards which needs to be replaced/removed please refer to Sales Information V3R1, Chapter 3.3 “not supported boards”.

For the full list of phased out cards that can be still operated with the system SW but that are no longer covered by technical support of UNIFY please refer to Sales Information V3R1, Chapter 3.2 “Phased Out Cards and Modules”.

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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	✗	✓ <sup>(1)</sup>	n/a
Optipoint 4xx device family	✗	✓ <sup>(1)</sup>	✓ <sup>(1)</sup>
Gateview	✗	✗	✗
myPortal Smart Client	✗	✗ <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	✗	✗	✗
Novell SLES 11 SP4 64 Bit	n/a	n/a	✗
ESXi 5.5	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.

With Windows Terminal Server Auto update process of the Communication Clients consume high amount of CPU.

The process performance handling will be handled in future release but until then as a workaround, please disable Auto Update process from Control Panel -> Administrative tools -> Services. This may be enabled back on next update if the user requires a communication client update

In order to enable the extended Middleware (MEB) Trunk channels for X8 V3 mainboards please re-run Basic Installation Wizard and press "Execute function" in the relevant step, “Automatic Configuration of Application Suite”. Then a restart of the UC application is needed.

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### 3.5 Resolved Reported Problems / Symptom

#### Resolved Problems in V3R1 FR1 EEQA/GA (301/302)

Incident Ticket	Problem Ticket	Summary
INC003195116, INC003210220 INC003192052 INC003238292	PRB000052292 PRB000052699 PRB000052000 PRB000053114	myPortal@work sporadically (very often) no payload
INC003105659	PRB000049631	No CLIP on analog device gigaset DA611
INC003176157	PRB000051487	MyPortal@work massive problems with payload and take on the call
	PRB000051640	myPortal for Outlook shows "unknown" presence status for some users
INC003219678	PRB000052707	UC Suite takes long time to be back in service
INC003232369	PRB000052947	After power down/up of the OSBiz S server the system didn't start anymore
INC003220339	PRB000052689	System restart because of PROCESS FAILURE
INC003187653	PRB000051916	Exceptions (holiday plans) in the CCV cannot end at a 31.mm.yyyy
	PRB000052594	UC IVR is not answering more than one call
INC003195900	PRB000052153	Incorrect display in the myAgent call list: transferred calls not shown
INC003211395 INC003204443 INC003212394	PRB000052722 PRB000052260 PRB000052428	When a call enters the OSBiz CC via an empty UCD group there is an issue with the visibility of the CC calls.
INC003169040	PRB000051544	Problem with CLIP at Gigaset DA810A
INC003222807	PRB000052716	No spaces and capital first letter in UC suite wizard



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Incident Ticket	Problem Ticket	Summary
INC003212682	PRB000052269 PRB000052441	OSBiz X8 UC Suite Restart with corelog file
INC003111281	PRB000051667	Answered group call continues to ring at MULAP CP 400 Extension.
INC003182550	PRB000051931	EVM channels 29-32 hang up instead of transfer
INC003181869	PRB000051601, FT_V3R1	EVM ports are shown busy after upgrade to v3_R1.0.0_268
INC003122977	FT_V3R1, PRB000050175	CardManager V3: Support SSD-Backup for OCCe
INC003124897	FT_V3R1, PRB000050207	When LAN connection is lost on the new OCCMAR the systems needs a restart
INC003178934	FT_V3R1, PRB000052233	Wrong Systems's IP display under statistics tab
INC003213227	FT_V3R1_HW PRB000052419	OCCSB restarts
INC003170134	PRB000052188	CSTA error when transferring a call blind to a myPortal@work user
INC003171868 INC003171870	FT_V3R1 - PRB000051325 FT_V3R1 - PRB000051389	Call cannot be disconnected via myPortal@work main window after transferred call
INC003210893	PRB000052382	Wrong "Calling Number" displayed in the missed call notification e-mail

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## 4 Changes

### Implemented change requests

This section lists the implemented change requests for this product.

CR Number	Summary
	Basic support of S6/SL6/R6 DECT devices note: Fast access to system's phonebook and Improved caller list displaying caller name will be available in a future release
	Improved mechanism for DLI requests upon SW deployment
	myPortal @work hardening: latest security patches for myPortal @work. Users should change the password for their UC user account.
	myPortal @work improvements for stability and user experience – please find details in Technical Newsletter SME 2021/06
	UC-Suite enhancements <ul style="list-style-type: none"><li>myAgent / myAttendant: option "Allow other users to copy my BLF layout"</li><li>recurring yearly exceptions in UC Suite CCVs</li><li>disable journal conversation tracking</li></ul>
	License File Activation Improvements – please find details in Technical Newsletter SME 2021/06
INC003122977 PRB000050175	CardManager V3: Support SSD-Backup for OCCe

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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-P3-36</a>	<a href="#">GA</a>		
	<a href="#">KC-Manager<sup>2</sup></a>	<a href="#">P30152-P1532-T3-36</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-P13-15 (V2 R3.4.0)</a>	GA		
Devices / Modules	Busy Lamp Field	≥ V2 R2.1.3			
	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
	<a href="#">OpenScape Desk Phone IP 35/55G HFA</a>	<a href="#">P30152-P1587-A175/A275-22 (V3 R0.48.0)</a>	<a href="#">GA</a>		X
	<a href="#">OpenStage XX HFA</a>	<a href="#">P30152-P1587- A75/A200/A300-22 (V3 R0.48.0)</a>	<a href="#">GA</a>		X
	<a href="#">OpenScape Desk Phone IP 35G ECO HFA</a>	<a href="#">P30152-P1587-A180-22 (V3 R0.48.0)</a>	<a href="#">GA</a>		X
	<a href="#">CP 100 HFA</a>	<a href="#">P30152-P1632-A90-30 (V1 R5.4.2)</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-A100-30 (V1 R5.4.2)	GA		X
	CP 400/600/700 HFA	P30152-P1632-A200/A300/A400-30 (V1 R5.4.2)	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-P14-14 (V1.R1.12.0)	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, <a href="#">see section "HW Requirements for OpenScape Business S / UC Booster Server" - Processor cores</a>
vCPUs Shares (High/Normal):	High
vCPU Reservation:	Depending on number of participants and scope of functions, <a href="#">see section "HW Requirements for OpenScape Business S / UC Booster Server" - clock per core</a>
vCPU Limit:	Unlimited
VM Memory (RAM):	Depending on number of participants and scope of functions, <a href="#">see section "HW Requirements for OpenScape Business S / UC Booster Server" - RAM</a>
VM Memory Shares (High/Normal):	Normal
VM Memory Reservation:	Depending on number of participants and scope of functions, <a href="#">see section "HW Requirements for OpenScape Business S / UC Booster Server" - HDD/SSD</a>
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	comments
myPortal / myAttendant	<a href="#">6.3.0.77</a>	successor of 6.3.10.5
myPortal for Outlook	<a href="#">6.3.0.78</a>	successor of 6.3.10.5
myAgent	<a href="#">6.3.0.78</a>	successor of 6.3.10.5
FAX Printer	<a href="#">6.3.0.78</a>	successor of 6.3.10.5
Cover Page Editor	<a href="#">6.3.0.78</a>	successor of 6.3.10.5
Communications Clients Installer	<a href="#">6.3.0.73</a>	successor of 6.3.10.5
myReports	6.3.0.58	
Application Launcher	V2R7.0.40	
myContacts	V1.0.22.0	
Accounting Manager	V2.0.0.36	
Desktop Integration	1.19	
myPortal @work	<a href="#">3.3.7</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	■	■	■	■	■	■	■	■
Apple MAC OS X 10.15.x (1)	■	■	□	□		□	□	□
Apple MAC OS X 10.14.x (2)(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	■ *	■	■	■	■	■	□	■
Citrix XenApp 7.17 (Desktop Mode)	□	■	■	■	■	■	□	■
Citrix XenDesktop 7.17 Server (64 Bit)	□	■	■	■	■	■	□	■
<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>								
<a href="#">Oracle Java SE 1.8.x or above (32 Bit or 64 Bit)</a>	□	■	□	□	■	■	□	□

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PC Client Software	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
<a href="#">Open JDK V8 or above (32 Bit or 64 Bit)</a>	<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)	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)	n/a	■	■	n/a	n/a	■	n/a	n/a
Adobe Reader	n/a	n/a	n/a	>= V9.3	>= V9.3	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) Please be aware that Catalina is the first version of macOS to exclusively support [64-bit](#) applications.

(\*) 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>	■	□	□	□	□	□	■	□
<a href="#">Oracle Java SE 1.8.x or above (32 Bit or 64 Bit)</a>	■	□	□	□	□	□	□	□
<a href="#">Open JDK V8 or above (32 Bit or 64 Bit)</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
<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.  
 (\*) 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>	