

Release Notes

Product Name: *OpenScape Business*

Product Version: *V2*

Software Release is identified by **Version:** *V2 R4.1.0_028*

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

Production Version:

System:	OpenScape Business System X3/X5/X8/UC BC	
File type	Product Item Number / File name	Size
Filename Update image small: Product Item # MD5 checksum:	image_osbiz_v2_R4.1.0_028_occ.img.tar P30152-P1603-P1-62 4a8ce642d61af67b764d34e3a7793bfc	1.054.140.416 Bytes
Filename Update image big: Product Item # MD5 checksum:	image_osbiz_v2_R4.1.0_028_ocab.img.tar P30152-P1603-P2-62 44996e120c1d96d72e85b0413404c702	2.607.291.904 Bytes
System:	OpenScape Business Server S/UC BS	
File type	Product Item Number / File name	Size
Filename Update Image Server Product Item # MD5 checksum:	image_osbiz_v2_R4.1.0_028_pcx.img.tar P30152-P1603-P12-62 46be6ab077f63a32a7dcb816c6fa525f	2.282.679.296 Bytes
Filename Installation Image Server Product Item # MD5 checksum:	dvd_osbiz_v2_R4.1.0_028.iso P30152-P1603-P10-62 c919408c46083554bbc0d1d85b280efe	2.802.909.184 Bytes
System:	OpenScape Business Open Source Code	
File type	Product Item Number / File name	Size
Filename Open Source Code Product Item # MD5 checksum:	n.a.	n.a.
Filename Open Virtual Application (OVA) Product Item # MD5 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

Field Trial: ☐ eeQS: ☐ Limited Availability: ☐ General Availability: ☒

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DECLARATION DATE: Date : 2018-03-01

DELIVERABLES: Full Release: ☒ Delta Release: ☐

Abstract:

This document provides general information about the release, generics, and other relevant notes for the corresponding product and its correction versions. This document also lists and describes the known issues, restrictions, and workarounds.

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1 History of change

1.1 Product version history

Software version	Production version	Date	Remarks
V2 R0.1.0_068	M-IM/OM G2.00.068	2015-03-31	OpenScape Business V2 R0.1.0.068 Field Trial Release
V2 R0.1.1_072	M-IM/OM G2.01.072	2015-05-18	OpenScape Business V2 2 nd Field Trial Release
V2 R0.1.2_077	M-IM/OM G2.01.077	2015-06-19	OpenScape Business V2 3 rd Field Trial Release
V2 R0.1.2_077	M-IM/OM G2.01.077	2015-07-03	OpenScape Business V2 EEQS Release
V2 R0.1.2_079	M-IM/OM G2.01.079	2015-07-08	OpenScape Business V2 FT / EEQS Release
V2 R0.2.0_081	M-IM/OM G2.01.081	2015-07-17	OpenScape Business V2 GA Release
V2 R0.2.1085	M-IM/OM G2.01.085	2015-08-03	OpenScape Business V2 R0.2.1085 Hotfix Release
V2 R0.2.1086	M-IM/OM G2.01.086	2015-08-13	OpenScape Business V2 R0.2.1086 Hotfix Release
V2 R0.2.1089	M-IM/OM G2.01.089	2015-08-28	OpenScape Business V2 R0.2.1089 Hotfix Release
V2 R0.3.115	M-IM/OM G2.03.115	2015-09-25	OpenScape Business V2 R0.3.115 FT / EEQS Release
V2 R0.3.119	M-IM/OM G2.03.119	2015-10-16	OpenScape Business V2 R0.3.119 GA Release
V2 R0.3.1120	M-IM/OM G2.03.120	2015-10-23	OpenScape Business V2 R0.3.1120 Hotfix Release
V2 R0.3.1121	M-IM/OM G2.03.121	2015-10-27	OpenScape Business V2 R0.3.1121 Hotfix Release
V2 R0.3.1122	M-IM/OM G2.03.122	2015-11-03	OpenScape Business V2 R0.3.1122 Hotfix Release
V2 R0.3.1123	M-IM/OM G2.03.123	2015-11-12	OpenScape Business V2 R0.3.1123 Hotfix Release
V2 R0.3.1124	M-IM/OM G2.03.124	2015-11-20	OpenScape Business V2 R0.3.1124 Hotfix Release
V2 R0.3.1126	M-IM/OM G2.03.126	2015-12-02	OpenScape Business V2 R0.3.1126 Hotfix Release
V2 R0.3.1127	M-IM/OM G2.03.127	2015-12-11	OpenScape Business V2 R0.3.1127 Hotfix Release
V2 R0.3.1129	M-IM/OM G2.03.129	2015-12-17	OpenScape Business V2 R0.3.1129 Hotfix Release
V2 R1.0_156	M-IM/OM G2.10.156	2015-12-18	OpenScape Business V2 R1.0.156 1 st FT Release
V2 R1.0_162	M-IM/OM G2.10.162	2016-01-18	OpenScape Business V2 R1.0.162 2 nd FT Release
V2 R0.3.1130	M-IM/OM G2.03.130	2016-01-28	OpenScape Business V2 R0.3.1130 Hotfix Release
V2 R1.0_168	M-IM/OM G2.10.168	2016-02-25	OpenScape Business V2 R1.0.168 FT / EEQS Release
V2 R1.0_172	M-IM/OM G2.10.172	2016-03-10	OpenScape Business V2 R1.0.172 FT / EEQS Release
V2 R1.0_176	M-IM/OM G2.10.176	2016-03-29	OpenScape Business V2 R1.0.176 GA Release
V2 R1.0.1177	M-IM/OM G2.10.177	2016-04-07	OpenScape Business V2 R1.0.1177 Hotfix Release
V2 R1.0.1178	M-IM/OM G2.10.178	2016-04-20	OpenScape Business V2 R1.0.1178 Hotfix Release
V2 R1.0.1179	M-IM/OM G2.10.179	2016-04-26	OpenScape Business V2 R1.0.1179 Hotfix Release
V2 R1.0.1180	M-IM/OM G2.10.180	2016-05-10	OpenScape Business V2 R1.0.1180 Hotfix Release
V2 R1.0.1181	M-IM/OM G2.10.181	2016-05-16	OpenScape Business V2 R1.0.1181 Hotfix Release
V2 R1.1.0_185	M-IM/OM G2.10.185	2016-06-02	OpenScape Business V2 R1.1.0_185 GA Release
V2 R1.1.0_185a	M-IM/OM G2.10.185a	2016-06-14	OpenScape Business V2 R1.1.0_185a GA Release Update
V2 R1.1.1_187	M-IM/OM G2.10.187	2016-06-17	OpenScape Business V2 R1.1.1_187 Hotfix Release
V2 R1.1.1_192	M-IM/OM G2.10.192	2016-07-04	OpenScape Business V2 R1.1.1_192 Hotfix Release
V2 R1.1.1_193	M-IM/OM G2.10.193	2016-07-19	OpenScape Business V2 R1.1.1_193 Hotfix Release
V2 R2.0.0_228	M-IM/OM G2.20.228	2016-07-20	OpenScape Business V2 R2.0.0_228 1st FT Release
V2 R1.1.1_194	M-IM/OM G2.10.194	2016-07-26	OpenScape Business V2 R1.1.1_194 Hotfix Release
V2 R2.0.0_233	M-IM/OM G2.20.233	2016-08-12	OpenScape Business V2 R2.0.0_233 2nd FT Release
V2 R1.1.1_195	M-IM/OM G2.10.195	2016-08-23	OpenScape Business V2 R1.1.1_195 Hotfix Release
V2 R2.0.0_236	M-IM/OM G2.20.236	2016-08-31	OpenScape Business V2 R2.0.0_236 EEQS Release
V2 R2.0.0_237	M-IM/OM G2.20.237	2016-09-09	OpenScape Business V2 R2.0.0_237 EEQS Release
V2 R2.0.0_243	M-IM/OM G2.20.243	2016-10-04	OpenScape Business V2 R2.0.0_243 GA Release
V2 R2.0.1_251	M-IM/OM G2.20.251	2016-10-20	OpenScape Business V2 R2.0.1_251 Hotfix Release
V2 R2.1.0_260	M-IM/OM G2.20.260	2016-12-06	OpenScape Business V2 R2.1.0_260 EEQS Release
V2 R2.1.0_261	M-IM/OM G2.20.261	2016-12-09	OpenScape Business V2 R2.1.0_261 EEQS Release

Software version	Production version	Date	Remarks
V2 R2.1.0_261	M-IM/OM G2.20.261	2016-12-15	OpenScape Business V2 R2.1.0_261 GA Release
V2 R2.1.0_262	M-IM/OM G2.20.262	2016-12-23	OpenScape Business V2 R2.1.0_262 HotFix Release
V2 R2.1.0_264	M-IM/OM G2.20.264	2017-01-20	OpenScape Business V2 R2.1.0_264 HotFix Release
V2 R2.1.0_269	M-IM/OM G2.20.269	2017-02-13	OpenScape Business V2 R2.1.0_269 HotFix Release
V2 R2.1.0_271	M-IM/OM G2.20.271	2017-02-23	OpenScape Business V2 R2.1.0_271 HotFix Release
V2 R2.1.0_272	M-IM/OM G2.20.272	2017-03-07	OpenScape Business V2 R2.1.0_272 HotFix Release
V2 R2.1.0_269	M-IM/OM G2.20.269	2017-03-08	OpenScape Business V2 R2.1.0_269 GA Release
V2 R2.1.1_278	M-IM/OM G2.20.278	2017-03-29	OpenScape Business V2 R2.1.1_278 HotFix Release
V2 R2.2.0_279	M-IM/OM G2.20.279	2017-04-10	OpenScape Business V2 R2.2.0_279 HotFix Release
V2 R2.2.1_280	M-IM/OM G2.20.280	2017-04-27	OpenScape Business V2 R2.2.1_280 HotFix Release
V2 R2.2.1_282	M-IM/OM G2.20.282	2017-05-15	OpenScape Business V2 R2.2.1_282 HotFix Release
V2 R2.2.0_279	M-IM/OM G2.20.279	2017-05-16	OpenScape Business V2 R2.2.0_279 GA Release
V2 R3.0.0_358	M-IM/OM G2.00.358	2017-05-22	OpenScape Business V2 R3.0.0_358 1 st FT Release
V2 R3.0.0_361	M-IM/OM G2.00.361	2017-05-30	OpenScape Business V2 R3.0.0_361 2 nd FT Release
V2 R2.2.1_284	M-IM/OM G2.20.284	2017-06-02	OpenScape Business V2 R2.2.1_284 HotFix Release
V2 R2.2.1_285	M-IM/OM G2.20.285	2017-06-12	OpenScape Business V2 R2.2.1_285 HotFix Release
V2 R3.0.0_367	M-IM/OM G2.00.367	2017-06-13	OpenScape Business V2 R3.0.0_367 3 rd FT Release
V2 R2.2.1_287	M-IM/OM G2.20.287	2017-06-20	OpenScape Business V2 R2.2.1_287 HotFix Release
V2 R3.0.0_371	M-IM/OM G2.00.371	2017-06-21	OpenScape Business V2 R3.0.0_371 4 th FT Release
V2 R3.0.0_371	M-IM/OM G2.00.371	2017-06-23	OpenScape Business V2 R3.0.0_371 EEQS Release
V2 R3.0.0_002	M-IM/OM G2.30.002	2017-07-07	OpenScape Business V2 R3.0.0_002 EEQS Release
V2 R3.0.1_005	M-IM/OM G2.30.005	2017-07-12	OpenScape Business V2 R3.0.1_005 EEQS Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-07-21	OpenScape Business V2 R3.0.1_008 EEQS Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-07-26	OpenScape Business V2 R3.0.1_008 GA Release
V2 R3.0.1_021	M-IM/OM G2.30.021	2017-08-09	OpenScape Business V2 R3.0.1_021 HotFix Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-08-30	OpenScape Business V2 R3.0.1_008 GA Release with OVA file
V2 R3.0.1_024	M-IM/OM G2.30.024	2017-08-30	OpenScape Business V2 R3.0.1_024 HotFix Release
V2 R3.0.1_025	M-IM/OM G2.30.025	2017-09-07	OpenScape Business V2 R3.0.1_025 HotFix Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-09-25	OpenScape Business V2 R3.0.1_008 GA Release with OVA file-Update
V2 R3.1.0_031	M-IM/OM G2.30.031	2017-09-26	OpenScape Business V2 R3.1.0_031 GA Release
V2 R4.0.0_453	M-IM/OM G2.00.453	2017-10-18	OpenScape Business V2 R4.0.0_453 1st FT Release
V2 R3.1.1_035	M-IM/OM G2.30.035	2017-10-20	OpenScape Business V2 R3.1.1_035 HotFix Release
V2 R4.0.0_454	M-IM/OM G2.00.454	2017-10-20	OpenScape Business V2 R4.0.0_454 2 nd FT Release
V2 R4.0.0_456	M-IM/OM G2.00.456	2017-10-26	OpenScape Business V2 R4.0.0_456 3 rd FT Release
V2 R3.1.1_036	M-IM/OM G2.30.036	2017-10-31	OpenScape Business V2 R3.1.1_036 HotFix Release
V2 R4.0.0_460	M-IM/OM G2.00.460	2017-11-03	OpenScape Business V2 R4.0.0_460 4 th FT Release
V2 R4.0.0_465	M-IM/OM G2.00.465	2017-11-10	OpenScape Business V2 R4.0.0_465 5 th FT Release
V2 R4.0.0_465	M-IM/OM G2.00.465	2017-11-15	OpenScape Business V2 R4.0.0_465 1 st EEQS Release
V2 R4.0.1_004	M-IM/OM G2.40.004	2017-12-04	OpenScape Business V2 R4.0.1_004 2 nd EEQS Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2017-12-11	OpenScape Business V2 R4.0.1_007 3 rd EEQS Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2017-12-15	OpenScape Business V2 R4.0.1_007 GA Release
V2 R4.0.1_011	M-IM/OM G2.40.011	2018-01-03	OpenScape Business V2 R4.0.1_011 HotFix Release
V2 R4.0.1_015	M-IM/OM G2.40.015	2018-01-17	OpenScape Business V2 R4.0.1_015 HotFix Release
V2 R4.0.1_017	M-IM/OM G2.40.017	2018-01-29	OpenScape Business V2 R4.0.1_017 HotFix Release
V2 R4.0.1_019	M-IM/OM G2.40.019	2018-02-07	OpenScape Business V2 R4.0.1_019 HotFix Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2018-03-01	OpenScape Business V2 R4.0.1_007 GA Release with OVA file
V2 R4.1.0_028	M-IM/OM G2.40.028	2018-03-01	OpenScape Business V2 R4.1.0_028 GA Release

2 Important Information

Within the following only relevant information for the product and SW Version mentioned above are given.

Note: The term:

- “SW-Update” is used for the installation of a Fix Release. E.g. from V2R1.0.0 to V2R1.1.
- “SW-Upgrade” is used for the installation of a Minor or a Major release. E.g. from V2R1 to V2R3.
- “Migration” is used for a complete system / platform change.
E.g. from HiPath 3000 to OpenScape Business or from OpenScape Office HX to OpenScape Business UC Booster Server.

2.1 Preconditions

2.1.1 Administration / Configuration Tools

For initial system administration a LAN connection to a PC with installed Internet Explorer ≥ 10 or Firefox $\geq V18$ is required.

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

- Manager E, (see also chapter 4.3 for further information)
- OpenScape Business Card Manager and supported SDHC-Card programming HW

The tools mentioned above can be downloaded from the Software Supply Server within the Unify Partner Portal.

2.2 First Installation

2.2.1 OpenScape Business X - Charging Buffer Battery

An OpenScape Business X system must be connected to the power supply for at least 48 hours after setting the system date and time, as a partially charged buffer battery might not be able to store the time settings correctly. An unintended time difference can disable the remaining ALF period.

2.2.2 OpenScape Business S - Dynamic Hardware Requirements

OpenScape Business S / UC Booster Server are operated under SUSE Linux Enterprise Server (SLES). This can be done either directly using a specific Server HW, which is certified for SLES by Novell or using a virtual machine on a HW, which is certified by the manufacturer of the virtual machine.

On the Linux server PC, either the regular SLES version or a SLES version optimized by the manufacturer of the server PC can be installed.

The requirements and conditions listed in chapter 4.4 (Hardware revision) must be met in order to operate OpenScape Business on the SLES Linux server PC in general.

2.2.2.1 RAM space

The RAM requirement depends on the OpenScape Business System expansion and used services and functions. For the following functions a minimum of 4 GB of RAM is required:

- convert Fax to PDF format
- OpenScape Contact Center Multimedia Business
- More than 100 users and up to 500 users
- Gate View
- XMPP

OpenScape Business S with more than 500 users requires a minimum of 8GB RAM.

2.2.2.2 HDD / SDD memory space

The HDD /SDD memory requirement of the OpenScape Business S / Booster Server depend on the number of users.

	Up to 50 User (IP,-TDM,- Mobility,- Deskshare User)	Up to 100 User (IP,-TDM,- Mobility,- Deskshare User)	>100 up to 500 User (IP,-TDM,- Mobility,- Deskshare User)	> 500 User (IP,-TDM,- Mobility,- Deskshare User)
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Harddrive	min. 60 GB *	min. 100 GB *	min. 200 GB	min. 500 GB
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* Systems with Multimedia Contact Center always require at least 200 GB HDD/SDD memory space for the home partition.

OpenScape Business OVA (Open Virtual Appliance) uses at least 40 GB home partition in the default installation. This can be adjusted according to configured features within the virtual environment.

2.2.3 First Installation in countries with time zone difference \geq UTC +5

The following applies in case of SW upgrade to V1R3.0.0 or higher within time zones with a difference of \geq +5 hours to UTC.

One of the following steps has to be executed before SW upgrade in order to get a valid Activation Period.

1. Before initial installation a new SDHC card must be prepared with OpenScape Business card manager with OpenScape Business software version V1 R3.0.0 or later.
2. The factory shipped SDHC card, deployed with a new system can be used to startup the system, but before the Basic Installation Wizard is operated the first time, the system must be updated to OpenScape Business software version V1 R3.0.0 or later.

Afterwards the first installation steps including time zone change can be performed. If the Activation Period has been lost before the fix was applied, only the Regular License File (RLF) is able to reactivate the system.

2.3 Migration

A technical migration path to the current OpenScape Business HW/ SW version (V2R1.x.x) is supported for the following Systems and SW versions.

System	Source Version	Remark
HiPath 3000	V9 R2.7.0	Manager E V10 R2.15.0 or higher required
HiPath 3000	V8	Manager E V10 R2.15.0 or higher required
HiPath 3000	V7	Manager E V10 R2.15.0 or higher required
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
OpenScape Business X3/X5/X8	V1 R3.3.0	multinode
OpenScape Business S	V1 R3.3.0	

2.3.1 Migration from HiPath 3000 V7, V8 or V9 to OpenScape Business X

HiPath 3000 V7, V8 and V9 System can be migrated directly to OpenScape Business V2. A direct migration requires:

- An active HiPath 3000 CDB.
- Manager E V10 R2.12.0 or higher
- Upgrade license V9 (L30250-U622-B684. This is independent from the HiPath 3000 version!)
- Connection from administration PC to Central License Server (CLS)

After the successful technical migration the central license server provides for HiPath 3000 V7 systems 70% for HiPath 3000 V8 systems 80% of active TDM subscribers as OpenScape Business TDM user licenses. If HiPath 3000 V9 systems are migrated, 100% of the active TDM subscribers are provided as OpenScape Business TDM user licenses.

The already existing **indirect** migration from HiPath 3000 V7 / V8 to OpenScape Business V2 is still available. In case of indirect migration, CDB of HiPath 3000 V7,V8 systems must be converted to HiPath 3000 V9, then uploaded into a HiPath 3000 system that has been upgraded to V9 software including 'Hardware and Overwrite' afterwards it can be finally migrated to OpenScape Business.

The converted CDB is uploaded to the new OpenScape Business system with active flags for "Overwrite & Hardware". Afterwards the license dialog has to be executed within OpenScape Business administration and an appropriate license file for the new OpenScape Business System has to be generated on the Central License Server and has to be imported into OpenScape Business. Details are described within chapter 25 of the administration manual.

The following restrictions have to be considered for successful licensing:

- Registration information must be equal to either Company-ID or the full Company information like - Company Name, address, etc. Otherwise license migration will fail.

- The generated user_info.xml can only be created once during a migration process. If file content is faulty (not equal as described above) the migration must be repeated with a new (or newly created) SDHC card.

2.3.2 Migration from OpenScape Office HX V3 to OpenScape Business UC Booster Server V2

The migration of an OpenScape Office V3 HX to OpenScape Business Booster Server V2 requires an interim stage to OpenScape Business Booster Server V1R2.2.0 as a direct migration to OpenScape Business Booster Server V2 is not supported.

With OpenScape Business V1 R2.2.0 a conversion script was provided allowing migration of an OpenScape Office HX backup to OpenScape Business UC Booster Server. After migration to V1.R2.2 an upgrade to OpenScape Business V2 can be performed. A detailed step by step guideline is available within chapter 25 of the administration documentation.

Note:

The following UC configuration data and user data are not transferred and must be reconfigured in the UC Booster Server:

- Web services (e.g., XMPP, Web Collaboration, Mobility)
- Open Directory Service
- OpenStage Gate View

2.4 SW Upgrade / Update

It is strongly recommended to backup system SW before and after SW upgrade.

Depending on the different processor architecture different upgrade files are created and provided via the distribution channels. In case the wrong upgrade file is accidentally uploaded to a system it will automatically detect the wrong file type and prevent the upgrade request. Due to large file sizes please make sure the appropriate file is downloaded to save time.

File name	Destination OSBiz Type
image_osbiz_xxx_occ.img.tar	OpenScape Business X1/X3/X5/X8 without UC Booster Card
image_osbiz_xxx_ocab.img.tar	OpenScape Business X3/X5/X8 with UC Booster Card
image_osbiz_xxx_pcx.img.tar	OpenScape Business S/UC Booster Server update
dvd_osbiz_xxx.iso	OpenScape Business S/UC Booster Server First Installation
OpenScape_Business_xxx.ova	OpenScape Business Server Open Virtual Application

2.4.1 Upgrade from OpenScape Business X V1 to V2

The following steps have to be performed in case of an upgrade from OpenScape Business X V1 to V2.

- Update the OpenScape Business V1 software**
Using the WBM, update the OpenScape Business V1 software to the latest V1 SW version (V1R3.3)
- Load the OpenScape Business V2 license file**
Load the OpenScape Business V2 license file into the OpenScape Business V1 system (Master in case of a network license file) and activate the licenses
- Load the current OpenScape Business V2 software**
Using the WBM, load the current OpenScape Business V2 software into the communication system. In case of network first upgrade the Master system and continue with the Slave nodes immediately.

For further details about migration of OpenScape Business X V1 consult OpenScape Business Administration Documentation chapter 25 "Migration"

2.4.2 Upgrade from OpenScape Business S / Booster Server V1 to V2

The following steps have to be performed in case of an upgrade from OpenScape Business X V1 to V2.

- Update OpenScape Business system to latest V1 SW version (V1R3.3)
- Load the license file which has been generated for OpenScape Business V2 into the OpenScape Business V1 system.
- Perform SW upgrade to OpenScape Business V2 (automatic data upgrade)

For further details about migration of OpenScape Business S V1 consult OpenScape Business Administration Documentation chapter 25 "Migration"

2.4.3 Upgrade of OpenScape Business Attendant to ≥ V2 R0.0.0

If OpenScape Business Attendant is in use on upgrading to OpenScape Business V2 R0.2.0, an upgrade of OpenScape Business Attendant to V2 R0.0.0 and all its related components have to be performed as well, due product version compatibility requirements.

2.4.4 SW Upgrade of OpenStage Phones / Octophone Phones

Device SW of HFA phones has to be upgraded to latest version for operation with OpenScape Business V2. If the devices are not upgraded telephony is not possible. For release devices the SW upgrade can be done automatically by using the DLI. SW update of OpenScape Personal Edition and WL2 phones has to be done manually.

Note: This applies only for HFA phones but not for TDM and SIP phones.

In order to re-flash **CP 200 HFA** devices, you need first to upgrade the CP SIP version to >= V1R1.7.0 and then apply re-flash to HFA version.

2.5 Fall back

It is recommended to back up the V1 system before SW upgrade and to back up the V2 system immediately after SW upgrade.

A fallback to version can only be performed with support from Unify service side. In this case the V1 backup set and the OpenScape Business V1 license file are required.

2.6 Special Settings and Instructions

2.6.1 General Instructions

2.6.1.1 DNS

If Dynamic DNS Update option is enabled then it is mandatory to configure Domain Name in IP Address Pool respective "Domain name" field.

2.6.1.2 SDHC Card

It is not allowed to remove and to insert the SDHC card while the system is in operation.

2.6.1.3 Networking – Restart of an OpenScape Business S Slave node

The master node within an OpenScape Business network must be in operation, when an OpenScape Business S slave node performs a system restart. Otherwise OpenScape Business S services are not initialized properly. OpenScape Business S restarts, e.g. due to SW maintenance etc., should be scheduled appropriately. An additional restart via INIT 6, when master node is available, resolves the problems, if OpenScape Business S services are affected after an uncoordinated restart.

Note: This restriction does not apply to OpenScape Business X slave nodes.

2.6.2 Migration

2.6.2.1 Groups / Hunt groups - Configuration

Please note that the first three groups are reserved:

- The first group is reserved as the hunt group for Xpressions Compact.
- The second group is reserved as the hunt group for Smart VM.
- The third group is reserved for the Company AutoAttendant

This is important for migration of HiPath 3000 systems.

2.6.3 Virtualization

2.6.3.1 VMware Virtual LAN driver

The latest NIC driver has to be used for vSphere 5.1.0 or above. NIC driver *versions* $\leq 1.1.28.0$ may cause problems with receiving faxes. The installed NIC driver version can be checked with the command:

```
'ethtool -i ethx'
```

The recommended NIC driver is part of the VMware tools (V9.0.5.21789 build-1065307 or above). VMware tools should be updated firstly. The following command has to be executed within the guest system environment afterwards in order to update the driver:

```
vmware-install.pl --clobber-kernel-modules=vmxnet3
```

Note:

The driver E1000 can be used for virtual LAN interface alternatively.

2.6.3.2 VMware Tools

VMware tools should always be updated to latest version.

2.6.3.3 VMware - Snapshot Handling

Snapshots of virtualized OpenScape Business S systems must not be made during business hours. During the Snapshot time devices, clients and applications lose connection to the OpenScape Business S or UC Booster Server instance. It is strongly recommended to restart OpenScape Business S / UC Booster Server after the Snapshot.

Note:

Snapshots are also used by vSphere backup tools such as VDP or VDR! It must be strictly ensured that:

- backup operations are scheduled off work time.
- snapshots generated by these tools are deleted at the end the backup operation.

For further information regarding Snapshots see VMware Knowledge Base article 1025279.

2.6.3.4 Terminal Server

2.6.3.4.1 Citrix XenApp 5/6/7:

Only "Desktop mode" is supported.

2.6.3.4.2 Citrix XenDesktop 7

2.6.4 Administration

2.6.4.1 Admin LAN Interfaces

The Admin LAN interface must not be deactivated or set to IP address 0.0.0.0. Otherwise it is not possible to assign user and/or trunk licenses.

2.6.4.2 Wizards

2.6.4.2.1 User Telephony - Group Call / Hunt Group

The wizard "User Telephony \ Group call / Hunt Group" currently does not provide the option to change the Route on changing the Call. No. Expert mode must be used if the route is supposed to be modified.

2.6.4.2.2 Basic Installation – Automatic Smart VM

The mailbox of the AutoAttendant is not adapted to new call number after modification of the call number. This concerns the Company AutoAttendant hunt group (default: 352) via the automatic SmartVM configuration Wizard in section "Basic Installation". It is recommended to use Manager E to configure Company AutoAttendant.

2.6.4.2.3 Internet Telephony - ITSP configuration

- The configuration of "Clip via ITSP" should be done via Internet-Telephony Wizard exclusively. The previously communicated 'Work-around' with a mixed use of wizard and expert mode should not be used any longer. If this configuration is used for special purposes (e.g. if multi-site is used with different registrations) it has to be kept in mind that route data needs to be re-entered if the wizard is used again.
- LCR reset is mandatory in case an ITSP profile is either added or edited or deleted. You can also follow wizard instructions.

2.6.4.3 Expert mode

2.6.4.3.1 Call Number Import Function

Abort of ITSP call number import via XML file:

Import of ITSP call numbers via XML file is aborted in case that a number within the XML file is already configured as ITSP call number within the system. In this case the "double numbers" have to be deleted manually within the XML before file import.

2.6.4.3.2 HFA Phone Codec configuration

After codec settings of a HFA phone are modified by Administration Portal (WBM) the device performs a reset.

Note:

Administration Portal (WBM) offers an option to provide device settings centrally for all devices at once. This could also lead to a phone re-initialization. Active calls are disconnected during re-initialization. Therefore it is recommended to change phone settings preferably off work time.

2.6.5 Extension Boards and Hardware

2.6.5.1 RSP.servicelink - SDHC card reuse

RSP.servicelink remains tied to the previous MAC address, if the OCCx main board is changed and the SDHC card of the previous main board is reused. In this case the RSP.servicelink plug-in have to be reset to the default settings.

2.6.6 Features

2.6.6.1 Direct Media Control

DMC (interworking OpenScape 4000 – OpenScape Business) is currently not supported with HFA Software for IP registered devices connected to OpenScape Business listed in compatibility matrix. (See chapter Hardware and software compatibility).

2.6.6.2 ITSP Media Security

- ITSP - Media Security (SDS) at SIP Trunk, (OSBiz S)---- Maximum limit is 100 concurrent established calls.

2.6.6.3 Remote Access

GateView application and UC Suite cannot be configured via Remote Access WAN (port forwarding).

2.6.6.4 AutoAttendant

It is generally recommended to configure Single Step Transfer as preferred transfer protocol instead of Consultation Transfer (Supervised Transfer). Single Step Transfer is more reliable especially for calls to groups and external devices.

2.6.6.5 Dialing Number Format

A manually entered external call number within a UC client requires the access codes in front in the number in the same way as it is done by manually dialing via telephone.

In general the dialing information should always be entered in full canonical format. In this case no trunk access code is required.

Note: Canonical format has to be used also for phone number entries within directories and contacts.

2.6.7 UC Smart

- UC Smart must not be used on TOP MULAPs.
- Default password of SmartVM box is '123456'. Smart VM requests the modification of the password at first login.
- Login of WebBased myPortal clients: It is mandatory to use the user's phone number as the Login name for all web based clients. (myPortal to go, myPortal for OpenStage etc.)

2.6.7.1 myPortal Smart

- Login to myPortal Smart is not possible if cookies are disabled in browser settings.
- myPortal Smart Outlook Import via myPortal Smart web page is not possible with 64bit JAVA . It works with Java 32 bit.

2.6.7.2 myPortal smart for MAC OS

myPortal Smart for MAC: It may happen that an installation / update attempt for "myPortal Smart" fails. In this case, please empty the trash and retry the installation.

Latest Adobe AIR is required before installing myPortal Smart.

2.6.7.3 myPortal to go

With OpenScape Business V2R2.1 and myPortal to go (iOS) version 22.11.18 onwards a new notification mechanism for incoming VoIP calls has been implemented. The new mechanism is compatible also to iOS 10, which does not support anymore the local VoIP call notifications used before. If the app does not run in foreground mode, then incoming call notifications are sent to the iOS device via internet using the Apple Push Notification Service (APNS).

Requirements:

- OpenScape Business software version V2R2.1.0_261 or later is required.
- myPortal to go V2R2.11.18 or later has to be used.

Both OpenScape Business and myPortal to go require access to the Apple APNS service via internet. Local notifications are not available anymore. See <https://support.apple.com/en-us/HT203609> for details regarding the network ports that are used.

2.6.8 UC Suite

2.6.8.1 Java Runtime Environment

Java Runtime Environment 32 bit should be used on 64 bit systems for operation of myPortal, myAttendant and myReports instead of the 64 bit version, in order to save memory resources

Note:

The 64bit version of Java Runtime is required in case that the myPortal/myAttendant function "Import Outlook Contacts on Startup" is used for import contact from Outlook 2013/2016 64 Bit version.

On windows platform, having JRE is OK for myPortal, but on MAC OS, JDK version 1.8 installation is also needed for supporting TLS 1.2.

2.6.8.2 Microsoft .net Framework

MyPortal for Outlook and FaxPrinter require at least .NET 3.5 framework or above. The runtime environment must be installed and enabled. MyPortal for Outlook on Outlook 2010/2013/2016 and myAgent require .NET 4.0 framework.

Startup of .net based OpenScape Business clients (myAgent and myPortal for Outlook) fails if:

- .net 4.0 environment is installed and
- Computer has no internet access

In this case please execute the „Local Group Policy Editor“ (execute via MS Windows start menu:

'gpedit.msc') and enable: *Computer Configuration\Administrative Templates\System\Internet Communication Management\Internet Communication settings* "Turn off Automatic Root Certificates Update"

2.6.8.3 Microsoft Exchange connection

2.6.8.3.1 Exchange Calendar Integration:

Exchange Web Services uses the Primary SMTP Address of the mailbox users to read the calendar appointments. Therefore it is necessary to enter this address in Personal Details of myPortal and myPortal for Outlook.

2.6.8.3.2 Microsoft Small Business Server 2011 - Exchange Calendar Integration

Make sure that form-based authentication (FBA) is deactivated. FBA is usually activated by default, but with activated FBA the exchange calendar integration is currently not supported. Error message: "Unable to find calendars" (Error 440 or Error 3).

2.6.8.4 Fax Printer

The Fax printer driver can only handle documents with True Type fonts, due to a problem with a Microsoft font driver. This is a known issue, but actually no solution is provided by Microsoft.

2.6.8.5 MyPortal for Desktop/ for Outlook and myAttendant

2.6.8.5.1 Java Version for myPortal for Desktop

Java 1.7.45 and above is required. Java 8 is recommended since TLS1.2 is set by default. In case you use Java 1.7.45 please set TLS1.2 (under Java Control Panel -> Advanced -> Advanced Security Settings check "Use TLS 1.2").

2.6.8.5.2 Click to Call

Click to Call via Desktop dialing mode is based on the Microsoft Graphics Device Interface (GDI). Over time Microsoft has introduced other versions (e.g. Direct 2D), which have replaced the GDI. This leads to the situation that Desktop Dialing will not work with Microsoft's latest Operating Systems. If the Desktop Dialing is not, or after an update, is no longer supported by the operating system, the applications Clipboard Dialing method should be used instead.

2.6.8.6 MyPortal for Outlook

If your PC has a pre installation of Microsoft Office (trial version) please make sure that you have de-installed this package completely (incl. all language packs) before you make a new installation of the commercial MS Office package.

2.6.8.6.1 Manual Dialing

Manual dialing out of myPortal for Outlook has to be performed by entering digits and clicking the dial button afterwards, if MS Outlook 2010/2013/2016 is used. Call initiation by pressing the Enter key is not supported within these Outlook versions.

2.6.8.6.2 Call Number Search

Successful call number search out of MS Outlook within the OpenScape Business directories depends on the MS Outlook / MS Exchange versions and operation modes.

Terminal Server dependencies:

- Outlook 2010 supports also Exchange Cached Mode on Terminal Server. Additional requirements for Cached Mode on Terminal Server must be considered.

2.6.8.7 MyPortal for Desktop for MAC OS

2.6.8.7.1 Installation on Mac OS X

Due to a recent Apple MAC OS X operating system update the new default setting to install new software on the MAC OS X is now set to:

Allow applications downloaded from: 'Mac App Store and identified developers'

Execution of myPortal setup program is prevented by latest versions of MAC OS X, due to modified security policies. The following actions have to be performed to overcome the problem.

1. Click myPortal installer icon while hold 'CTRL' key.
2. Select "Open" in the pop-up menu.
3. Click "Open" in the dialog to start the myPortal installer.

Afterwards myPortal installer can be used as usual.

2.6.8.7.2 Click to Call via Desktop Dialing mode (right mouse click):

Desktop Dialing mode for UC Suite systems is not supported by Apple MAC OS based systems. The Clipboard Dialing method has to be used instead.

2.6.8.7.3 Clipboard Dialing out of iContacts / iCal after upgrade to Mac OS X 10.9

The following steps have to be performed to use clipboard dialing in combination with iCal / iContact entries on MAC OS X 10.9.

- Confirm the two hints in case of an (auto) update during update process.
- Confirm Calendar and Contact access, when application starts first time after update.
(These settings can be also edited later within "System preferences -> Security & Privacy: set/remove flag for "Contacts", "Calendars", "Accessibility")

Note: myPortal for Desktop should be uninstalled and installed again if it does not start after OS upgrade.

2.6.8.8 OpenScape Business Contact Center Option

OpenScape Business Contact Center operation is only allowed via ISDN C/O or ITSP C/O. In case of a hybrid connection of analogue and ISDN/ITSP trunks, it has to be ensured that incoming contact center calls are routed via the ISDN/ITSP trunks only.

2.6.8.8.1 Simultaneous usage of OpenScape Business UC Suite Clients

Be aware of interactions when using OpenScape Business Clients Applications simultaneously with myAgent using the same OSBiz account in order to keep full functionality.

2.6.9 OpenScape Xpressions

OpenScape Xpressions V7R1 can be connected to OpenScape Business systems via S0/S2M, CornetNQ. CTI via CSTA can be used on standalone or networked systems.

2.6.10 MS Exchange connection

The following installation guidelines have been modified due to technical changes in respective operating systems and are now available for download on WIKI.

- Connect OpenScape Business systems to Microsoft Exchange 2010
- Connect OpenScape Business systems to Microsoft Exchange 2013
- Connect OpenScape Business systems to Microsoft Office 365 (Microsoft Exchange Online)
- Connect OpenScape Business systems to Microsoft Exchange 2016

3 Reported Problems / Symptoms under Analysis

3.1 General problems under analysis

3.2 General Remarks

- Due to newly introduced enforced UC Suite PIN policy – Users that their password fail the policy will be forced to change their password

3.3 Restrictions on this release

- With OSCCV9 V9 R1.2.127 after consultation call to a UCD in network, call is delivered to available agent with delay. Additionally blind Transfer to UCD may fail.
- Avoid Outlook crash:
If in the UC-Suite, Server the flag „Slow External Provider“ is activated it can happen that a crash of Microsoft Outlook occurs while the user selects with right mouse click the myPortal function to call another destination. In such cases, please deactivate the flag.
- It can be when feature “Branch on Data” is activated in CCV schedules of a Queue, Payload delays on CCV played messages may occur. In that situation, please deactivate “Branch on Data”.

4 Changes

4.1 New in this release

4.1.1 Implemented change requests

CR Number	JIRA	Summary
		Detailed display of the SDHC card status and automatic status change notification

4.2 Resolved Reported Problems / Symptom

4.2.1 V2MR4 FR1 (028)

Incident Ticket	Problem Ticket	JIRA	Summary
NA15797031	NA15797487		Wrong pop up for new password policy
NA15708660	NA15742673		Incorrect busy state on OSB Attendant
	NA15797831		Communication Clients- error in the ReadMe_first.rtf
NA15628260	NA15738590		Call me feature error in myPortal
NA15786844	NA15787756		Problems with UC status change
NA15789244	NA15793536		System restarts because of OBSERVER
NA15752270	NA15758044		UC Fax groups lost their members
NA15784800	NA15784870		Problem with transfer to external SIP trunk
NA15779254	NA15781532		
NA15763519	NA15769266		Clipboard Dialing not working
NA15779458	NA15789142		myPortal app hangs.
NA15642904	NA15644616		Online user HTP issues with CP600 HFA Phones
NA15616843	NA15710339		Communication Client installation process failed multiple times
NA15596833	NA15605821		Intermittently a new 'parallel' call is created whilst in Queue
NA15698788	NA15698992		Processing, due to wrong CSTA events
NA15733847	NA15743457		No Manager E ISDN remote Connection
NA15779041	NA15788627		
NA15714233	NA15749042		FAX: tif to pdf on booster server 2cm empty
NA15769653	NA15787195		UC passwords can be determined.
NA15804172	NA15810386		Internal calls from SIP to HFA via ann. player get disconnected
NA15689970	NA15692418		No overflow to VM
NA15593230	NA15595298		Restore operation not successful after changing booster card
NA15733907	NA15747480		No import of contacts(Apple Icloud) possible
NA15709259	NA15747857		Missing drop down list from WBM
NA15625976	NA15645287		Warning Mechanism for SDHC CR2
NA15798929	NA15813908		DECT stops working

4.2.2 V2MR4 HotFix4 (019)

Incident Ticket	Problem Ticket	JIRA	Summary
NA15786982	NA15791445		Process Digit won't populate wav files while in French UI
NA15784743	NA15785518		Wrong contact name display in myReports
NA15792963	NA15793024		Favorites group icon [black/silver arrow]
NA15736956	NA15750590		Save new contact (via incoming call pop up) in myAgent, caller list not updated.
NA15769640	NA15777416		Unprotected download link for diagnostic data
NA15724262	NA15745444		One way payload for TDM users
NA15656114 NA15532814	NA15785125 NA15660450 NA15542514		User shown with grey status icon in internal directory
NA15721241	NA15732794		OsBiz S not showing calls being routed to user voicemail when capturing call data via CDR trace
NA15793980	NA15794209		No speech when answering a call when there are many calls waiting
NA15742964	NA15768585		STA message with incomplete calledDevice
NA15718635	NA15739095		ODS connected to 'Advantage StreamlineSQL' ODBC database fails after some time

4.2.3 V2MR4 HotFix3 (017)

Incident Ticket	Problem Ticket	JIRA	Summary
NA15769653	NA15787195		UC passwords can be determined.
NA15711121	NA15711742		CP 400/600 HFA Phonebook search not working with special PW
NA15732236	NA15748375		OLI: Wrong tooltip on inbound calls in journal
NA15599077	NA15615771		Defective Card Status not reflected in WBM while ManagerE reports it properly
NA15750724	NA15754115		Inbound DISA using SIP trunks no MOH/Ring tone
NA15684692	NA15689678		No payload after system upgrade
NA15766006	NA15766316		Fax - PDF via mail sometimes empty or corrupted
NA15736803	NA15745247		Conference not working via myPortal to go
NA15658242	NA15660925		myAttendant-name changes after call is connected
NA15754209	NA15758696		System restart
NA15747150	NA15749150		e-mail addresses changed after update to 007
NA15690109	NA15716266		Call pickup information in myPortal journal is wrong
NA15730826	NA15740896		myPortal for Outlook sporadically creates new contacts since upgrade to V2R4 EEQS2
NA15785661	NA15785721		System restart because of OBSERVER
NA15781856	NA15782270		Unexpected restart after attempt to answer 2 external calls
NA15744704	NA15773822		OLI and myPortal:No missed call when no VM message is left.

4.2.4 V2MR4 HotFix2 (015)

Incident Ticket	Problem Ticket	JIRA	Summary
NA15680616	NA15685049		No payload on forwarded calls in networking systems
	NA15747557		myPortal for Outlook - contacts(Apple iCloud) are not searchable

NA15667494	NA15670075		SW update not possible, due to full sdhc card
NA15704738	NA15709282		The fax image is missing on fax transmission reports since upgrade to V2R4
NA15740810	NA15752920		OLI: My Picture is not displayed in Personal Details
NA15740810 NA15673099	NA15670233 NA15708713		No transfer to next available agent in CC
NA15768884	NA15771796		MyPortal for Outlook - wrong dial format
NA15483409	NA15597921		Not possible to transfer calls via myAttendant
NA15708460	NA15711231		Intermittently no payload on incoming calls
NA15709313	NA15718306		Presence is changed automatically
NA15727357	NA15738532		External call transferred via Auto Attendant is cut off
NA15603614	NA15614580		Reports larger than ~40 MB are not working
NA15678835	NA15717581		Conference is not calling the initiator and internal user
NA15676404	NA15676549		Contact Centre reports have miss-matching with data
NA15736629	NA15480911 NA15751089		Wrong translation for French prompt (user-enter-extension.wav)
NA15709040	NA15716153		Some extension names are missing in call pickup info
NA15698430	NA15712575		Silent Reversal on analog trunks in X8, issue with CDR
NA15642486	NA15655767		Key programming issue on CP600 with additional key module

4.2.5 V2MR4 HotFix1 (011)

Incident Ticket	Problem Ticket	JIRA	Summary
NA15706787	NA15710081		OSBIZ choose wrong format with 16000 (O2 DTMF)
NA15642335	NA15682337		.NET Framework Failure after ending or missed call in myPortal for Outlook
NA15666333	NA15676664		'call complete' flag missing for call back calls
NA15727069	NA15728432		Announcement blocked after time/calls
FT_V2R4	FT_V2R4		MyPortal sporadically loses the connection to OCAB
NA15628295	NA15649069		Reset user via VSAdmin -> Activate DND from phone ->CFU VM
NA15625612	NA15650925		MyReports - Problem with Contact_centre_calls_list report.
FT_V2R4	FT_V2R4		After upgrade to .465 software all UC settings are deleted.
NA15701986	NA15702011		MyPortal+Modern Skin add user to conference must be click twice
NA15648612	NA15691879		VSAdmin cannot edit users -> http 500 error
NA15608859 NA15686748 NA15671402	NA15612979 NA15687267 NA15691968		Calls to AA Schedules were not possible, getting busy

4.2.6 GA / EEQS-3 (V2R4.0.1_007)

Incident Ticket	Problem Ticket	JIRA	Summary
NA15625463	NA15658155		Second call without payload on an S/X5 network
NA15607669	NA15614201 NA15629419		Upload failed via RSP for CP600 HFA
NA15530525 NA15511637	NA15679239 NA15629936		Clipboard dialing sporadically stops working

FT_V2R4	FT_V2R4		Bug with the new SIP 302 / Call Deflection feature
NA15612402	NA15616417		UC applications stability improvements on UC Booster Card
NA15536812	NA15542906		ODBC Bridge with ORACLE database via ODS improvement
NA15642130	NA15675980		Cyclical hunt group connection improvement with HFA
FT_V2R4	FT_V2R4		System Stability improvements
NA15553531	NA15554954		Call is not properly transferred to Contact Center via network
NA15054721	NA15091192		MyPortal to Go /My Portal / OLI double appointments ¹

Notes: ¹ For myPortal to go Calendar appointment is created without confirmation. A fix is expected on next SW releases

4.2.7 EEQS-2 (V2R4.0.1_004)

Incident Ticket	Problem Ticket	JIRA	Summary
NA15711095	NA15711929		UC CC: Incoming calls are not distributed to available agents
NA15712561	NA15713793		SME_iFT: Shift key LED indicator missing at CP 400
	NA15212322		Issues with the customerdata.xml file
NA15559226	NA15564544		Intermittently Incorrect Number is Shown in OLI Journal
NA15621470	NA15621816 NA15651692		Agents logged off due to loss of license-UC accounts became default
	NA15656384		SmartVM issue with Standard language "Spanish silent".
FT_V2R4	FT_V2R4		Desktop Dial Timeout window definition is missing in myPortal for Outlook
NA15656114	NA15660450 NA15578511 NA15654526		myPortal for desktop not showing the correct presence
NA15634234	NA15654176 NA15657947		Agents not logged in again once the call forwarding is removed
	NA15608238		Intermittently No Access error on WL3 phones
NA15665991	NA15666149		Missing ringing tone on external calls
FT_V2R4	FT_V2R4		Cannot upgrade system via file upload
NA15667494	NA15670075		Software update not possible, due to full sdhc card
FT_V2R4	FT_V2R4		System Stability improvement
NA15703891	NA15704040		System license improvement
NA15619049	NA15619072 NA15666371		Faxmessages into MyPortal for Outlook are not readable

4.2.8 EEQS-1 (V2R4.0.0_465)

Incident Ticket	Problem Ticket	JIRA	Summary
NA15491131	NA15500189		Missing call pickup info in myPortal for Outlook
NA14939408	NA14997384		Wrong or missing SW version information on RSP.servicelink
NA14999514	NA15029120		External XMPP communication not working
NA15380130	NA15384417		Wrong routing based on XMPP
NA15355123	NA15394849		No autonegotiation at the WAN Interface with Cisco router
NA15399606	NA15407863		OpenScope Business V2 R2.1.1_278: One-way audio when using call pickup
NA15407335	NA15415997		Wrong info on journal
NA15414043	NA15416980		Incorrect status display for another user in myPortal

NA15496892	NA15507373		Cannot change the fax box of an ex-MULAP user
NA15492705	NA15507719		OSBiz MR3 EEQS: Internal fax forwarding failed
NA15495304	NA15509324		OSBiz MR3 EEQS: Strange behavior of myPortal search
NA15465919	NA15520284		Agent is logged off from queue
NA15522636	NA15527884		Branding Telekom :UC Suite : wrong email message sender name
NA15538475	NA15539303		OCAB is restarting after upgrade
NA15532811	NA15540809		OSBiz V2 MR3: Contact name missing on fax transmission report
NA15517532	NA15542259		OpenScope Business S V2R2.1.0_269 - Client Logs not Deleting
NA15549024	NA15549226		Wrong name from external directory in the phonedisplay
NA15555003	NA15556318		Survivability issue
NA15555223	NA15562280		OSbiz X8 + booster server V2_R3.0.1_008 - myAgents issue
NA15545722	NA15564855		In myAgent Calls List the call is presented twice
NA15568739	NA15569117		myPortal Modern skin mode leaves text on desktop when moving the GUI around.
NA15570440	NA15572546		Unable to reactivate RSP.servicelink
NA15574199	NA15575746 NA15609689		OSbiz Mr3 v2 myPortal Modern-skin losing Journal history
NA15575731	NA15580628		Recent Contacts are not displayed correctly
NA15439242	NA15581039		OSBiz X5R + Booster Server V2 R3.0.1_021 - wrong notifications
NA15582622	NA15584109		UC-SUITE / Conference without license possible via the favorites list
NA15545738	NA15589469		Issue with myAgent
NA15590349	NA15597089		myPortal was offline
NA15584404	NA15603318		osbiz_v2_R3.0.1_025 - My Portal Desktop - Journal entry will missed into all 3 possible MyPortal Desk top views. Into applicatio
NA15603799 NA15642158 NA15571899	NA15607103 NA15657843 NA15668797		System stability Improvements
NA15586384	NA15608318		Excel output format is not working properly in myReports
NA15589471	NA15609340		MyPortal, canaling remove all in journal is not working
NA15607199	NA15609368		Can't deactivate VP SmartVM
NA15574500	NA15611619		DISA no. is deleted after use wizard
NA15538686	NA15612122		myPortal issue (problem was investigated in NA15311325 (Jira OSBIZ-9882))
NA15605205	NA15618007		myPortal - issue with profile "busy" - wrong announcement
NA15590641	NA15618473		UC clients getting disconnected
NA15628918	NA15629347		All agents lost the connection to system
NA15604967	NA15634993		No ringback tone
NA15631921	NA15635894		MyPortal modern Skin: wrong number in drop down
NA15607160	NA15636058		Display error concerns CP400/600 HFA V1_R1.9.0
NA15616057	NA15637930		sporadically myAttendant is freezing
NA15598596	NA15639209		sporadically myAttendant - frozen after call transfer via attendant button
NA15618300	NA15639384		OSBiz V2 MR3: MgrE and Inventory show CMS and CMA
NA15168451	NA15643875		myPortal for Outlook doesn't show caller name, even system phone does.
NA15641566	NA15646219		myAttendant crashed every morning without any user action
NA15624226	NA15647265		Loudspeaker button turns on headset instead when answering calls

	NA15651285		osbiz_v2_R3.0.1_024 - Different name view between switch and MYPortal(here for desktop)
NA15635165	NA15651310		myAgent freezes when performing a contact search
NA15656194	NA15662528		OSBIZ S: Systemsatrtup not finished yet
NA15665436	NA15665708		Total system outage after upgrade to HF1
NA15658550	NA15669740		OsBiz X8: V2 R3.1.0_031 Sporadically will frozen the dialing field into MyPortal for desktop.

Hardware and software compatibility

4.3 Compliant products (compatibility matrix)

Hardware and software products that have been tested together with the OpenScope 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	G-DMS Note	In Image
Operating System	Novell SLES 11 SP2 64 Bit	P30152-P1532-P11-1	GA		
	Novell SLES 11 SP3 64 Bit	P30152-P1532-P11-2			
	Novell SLES 11 SP4 64 Bit	P30152-P1532-P11-4			
Administration	ManagerE	≥ P30152-P1532-P3-23 (V10 R2.17.0)	GA		
	KC-Manager ²	≥ P30152-P1532-P3-23 (V10 R2.17.0)			
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V1R1.0.022)	GA		
	MCU Recovery Tool	≥ P30152-P1532-P19-1	GA		
Voicemail	Xpressions Compact V3 ⁵	≥P50038-P103-A1-35 (V3 R2.4.0)	GA		
	OpenScope Xpressions	≥P30152-P1526-A1-14 (V7 R1.5.0) build 18409	GA		
Attendant	OpenScope Business Attendant	≥P30152-P1603-P13-07	GA		
	Busy Lamp Field	≥V2 R1.1.0			
	OpenScope Desk Phone IP 35G ECO SIP	≥ P30152-P1633-A180-8 (V3 R5.8.0)	GA		X
	OpenStage 15/20(E)/40/60 SIP/ DeskPhone IP 35/ 55G SIP	≥ P30152-P1633-(A75/A200/A300/A175/A275)-8 (V3 R5.8.0)	GA		X
	CP 20x/400/600 SIP	P30152-P1605-A100/200/300-X (V1 R3.6.0) ⁸	GA		X
	OpenScope Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275-15 (V3 R0.40.0)	GA		X
	openStage XX HFA	≥ P30152-P1587- A75/A100/A200/A300-15 (V3 R0.40.0)	GA		X
	OpenScope Desk Phone IP 35G ECO HFA	P30152-P1587-A180-15 (V3 R0.40.0)	GA		X
	CP 20x HFA	≥P30152-P1632-A100-6 (V1 R1.13.0)	GA		X
	CP 400/600 HFA	≥ P30152-P1632-A200-6 (V1 R1.13.0)	GA		X
	openStage 10 TDM	N.A	GA		
	openStage 15 TDM	≥P30152-P1595-A75-1 (V2 R1.2.0)	GA		X
	openStage 20 TDM	≥P30152-P1595-A100-1 (V2 R1.2.0)	GA		X
	openStage 30 TDM	≥P30152-P1459-A150-1 (V2 R1.2.0)	GA		X
	openStage 40 TDM	≥P30152-P1595-A200-1 (V2 R1.2.0)	GA		X
	openStage 60 TDM	≥P30152-P1595-A300-9 (V2 R1.14.0)	GA		X
	openStage 80 TDM	≥P30152-P1595-A400-9 (V2 R1.14.0)	GA		X
	OpenScope Personal Edition V7 HFA/SIP	≥ P30152-P1510-C1-72 (V7 R1.47.37)	GA		
	optiPoint 500 (all types)	N.A	GA		
	optiPoint 4xx	≥P30152-P1285-A100/A200/A300/A400/A500-70 (V5 R7.1.0)	GA		
	T-Octophon Fxx ²	≥P30152-P1285-T110/T210/T310/T410/T510-70 (V5 R7.1.0)	GA		
	OptiPoint WL2 SIP	≥P30152-P1305-A100-71 (V1 R0.81.0)	GA		X
	OpenStage WL3	≥WL3 V1R0.1.0	GA		
	openStage Up0 Adapter	≥P30152-P1416-B100-9 (V1 R0.11.0)	GA		X
	openStage 5 SIP	V3 R1.41.0	GA		

Product Family	Product	Preferred Software Versions ¹			
		Version	Status ³	G-DMS Note	In Image
Partner Products	Mediatix 4102 V2.0	≥P30152-P1361-P25-24 (V2.0 R34.627.0)	GA		
CSTA	OpenScape Business TAPI	≥P30152-P1532-P14-9 (V1.R1.8.0)	GA		
Contact Center	OpenScape Contact Center	≥ V8 R2.16.214 ⁷ ≥ V9 R1.2.127	GA		
	CDSS	V9 R1.1.0_11709	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	V2R0 V3R0	GA		
Networking/ Interoperability	OpenScape 4000	≥ P30152-P1624-S1-9 (V8 R1.19.1)	GA		
	OpenScape Voice	V9 R3	GA		
	OpenScape Fault Management	V9 R1 V10	GA		
	DLS Deployment Service	≥ P30152-P1559-A8-53 [V7 R3.41.0 (HI-DLS7R3.480.00)]	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, eeQS= extended external quality assurance TBV = To Be Verified

⁴ optiPoint 4xx and T-Octophon Fxx with this SW or higher, can be operated BUT in case of problems there will be no support as the product is phased out.

⁵ Product compatible with OpenScape Business V2 but no support will be delivered for SW corrections.

⁶ Some Features (call waiting, conference hold) are not fully supported with SIP Devices

⁷ Multinode scenarios are not supported.

⁸ Please be aware that CP SIP SW versions higher than the one mentioned in the table are not supported.

4.4 Hardware revisions

Board	Product "long" name		Product Number
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
OCCB1	Voice Channel Booster Card		S30807-Q6949-X100 (1 DSP)
OCCB3			S30807-Q6949-X (3 DSP)
OCAB	UC Booster Card		S30807-K6950-X
Power	UPSC-D / OCPSM	(F)X3 / (F)X5	≥ S30122-K5660-A300/-M300/-M321
Supply	UPSC-DR / OCPSM	(F)X3 / (F)X5	≥ S30122-K7373-A900/-M900/-M921
Unit	LUNA2	(F)X8	≥ S30122-K7686-A1/-M1

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

Older revisions that are installed on customer systems are also supported.

OpenScape Business S Requirements up to 500 users

Hardware	Requirements
Server PC	64 bit support, certified for SLES 11 (SP2/SP3/SP4), designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	2 GB RAM (recmnd.: 4 GB, s. chap. 2.1)
HDD	≥ 200 GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP2 64bit SUSE Linux Enterprise Server (SLES) 11 SP3 64bit SUSE Linux Enterprise Server (SLES) 11 SP4 64bit
Virtualization	VMware vSphere V5.5* / V6 Hyper-V
Misc Information	Applications other than OpenScape Business + certified Virus scan Software must not be installed

* For details regarding virtualized environment requirements please consult Administrator documentation

OpenScape Business S Requirements for more than 500 users

Hardware	Requirements
Server PC	64 bit support, certified for SLES 11 (SP2/SP3/SP4), designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	recmnd.: 8 GB, s. chap. 2.1
HDD	≥ 300 GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP2 64bit SUSE Linux Enterprise Server (SLES) 11 SP3 64bit SUSE Linux Enterprise Server (SLES) 11 SP4 64bit
Virtualization	VMware vSphere V5.5* / V6 Hyper-V
Misc Information	Applications other than OpenScape Business + certified Virus scan Software must not be installed

* For details regarding virtualized environment requirements please consult Administrator documentation

4.5 Applications shipped

Product	SW Version
myPortal/myAttendant	6.2.40.022
myPortal for Outlook	6.2.40.022
myAgent	6.2.4.022
FAX Printer	6.2.4.22
Cover Page Editor	6.2.4.22
myReports	6.3.18
SmartUC	V2R2.03.17
Application Launcher	V2 R4.0.33
Gate View	2.00.048
Accounting Manager	2.0.0.36
myContacts for Outlook	V1.0.21.0

4.6 Operating systems and applications

Operating Systems for OSBiz Applications

Operating system:	Req. Service Pack:	Version:	OSBiz Clients	MyReports	SmartUC Client
Microsoft Windows 10	latest	64 bit	X	X	X
Microsoft Windows 8 / 8.1	latest	32 + 64 bit	X	X	X
Microsoft Windows 7	SP1	32 + 64 bit	X	X	X
Microsoft Windows 2012 / 2012 R2 Server as Microsoft Terminal Server	latest	64 bit	X	X	
Microsoft Windows 2016 Server as Microsoft Terminal Server	latest	64 bit	X	X	
Microsoft Windows 2012 / 2012 R2 Server with Citrix XenApp 7.6 Server	latest	64 bit	X	X	
Microsoft Windows Server 2008 R2 with Citrix XenApp 6.0/6.5 Server	SP1	64 bit	X	X	
Microsoft Windows Server 2008 R2 with Citrix XenApp 5.0 Server*	SP1	64 bit	X	X	
Microsoft Windows Server 2008 R2 as Microsoft Terminal Server	SP1	64 bit	X	X	
Microsoft Windows 2012 / 2012 R2 Server with Citrix XenDesktop 7.6 Server	latest	64 bit	X	X	
Apple MAC OS X	latest	≥Yosemite 10.10.x ⁽¹⁾ ≥El Capitan 10.11.x ^(1,2) ≥Sierra 10.12.4 ⁽²⁾ ≥High Sierra 10.13 (2)	myPortal myAttendant		Latest

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.

Applications

Manufacturer	Application	SW Version
Unify	Callbridge Collection	≥ V2 R3.11.0
	HiPath Cordless IP Base Station	≥ V1R6.0.0
	HiPath Cordless IP Server	
	OpenScape Cordless IP V2	≥ V2R0.16.0
	Web Collaboration	≥ V7 R0
	UC Mainboard Driver	5.2.2600.3
	myPortal to go (Android/iOS)	Latest on AppStores
Microsoft	Exchange Server 2013, 64bit	SP1
	Exchange Server 2010, 64bit	≥ SP2
	Microsoft Exchange Server "Online" with Office 365	Cloud controlled
	Exchange Server 2016, 64bit	
	Small Business Server 2011 Standard	
	EDGE	
	Internet Explorer	IE 11
	Outlook 2016 32bit and 64bit and Office 365	
	Outlook 2013 32bit and 64bit and Office 365	SP1
	Outlook 2010 32bit and 64bit	SP2
Mozilla	Firefox	≥ V18
Oracle	Java Runtime Environment (preferred 32bit, see 2.4.3)	latest Java 8
Google	Chrome	≥53
Trend Micro	Trend Micro OfficeScan Client	≥ V10.x
NCP	NCP Secure Client	≥ 9.02 build 69
ShrewSoft	ShrewSoft VPN Client	≥ 2.1.7
MSI	Teledata Office 4.0	≥ 6.20
Adobe	Adobe Reader	≥ 9.3.x

* Supported, but not part of the system test anymore.

**You may use it, but it is not supported anymore.

General Note: The products and software issues for additional components mentioned in the tables above have to be seen as a list of finally tested 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.

5 Documentation reference

	Hyperlinks	Remarks
SLMUC configuration migration guide	http://apps.g-dms.com:8081/techdoc/en/P31003P3020T100017618/P31003P3020T100017618.pdf (English, chapter 9) http://apps.g-dms.com:8081/techdoc/de/P31003P3020T100010018/P31003P3020T100010018.pdf (German, chapter 4)	
Service Information: OpenScape Business		≥ V2 R0.2.0
Service Information: Novell SLES 11 SP2/SP3/SP4 64 Bit		
Service Information: OpenScape Smart Office Card Manager		
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	
Migration H3k to OSBiz	Administration Documentation Chapter 25	
Migration from OpenScape Business V1 to V2	Administration Documentation Chapter 25.3	
Migration OSO HX to OSBiz UC Booster Server	Administration Documentation Chapter 25.1.3	Requires V1 R2.2.0
OSBiz Applications	Available for download via OpenScape Business Service-Center	
Details regarding supported peripheral devices and or other 3 rd 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/tg11n3et2U_/_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	