

Release Notes

Product Name: *OpenScape Business*

Product Version: V2

Software Release is identified by **Version:** *V2 R6.1.0_005*

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_R6.1.0_005_occ.img.tar P30152-P1603-P1-83 9cc5650417c930765d2677234d313d1f	1.197.050.368 Bytes
Filename Update image big: Product Item # MD5 checksum:	image_osbiz_v2_R6.1.0_005_ocab.img.tar P30152-P1603-P2-83 7f59fe454047fc5dc6032d98d06e1eec	2.825.112.576 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_R6.1.0_005_pcx.img.tar P30152-P1603-P12-83 e46b10c99a9ca2f89d43a16f59cbf92e	2.430.829.568 Bytes
Filename Installation Image Server Product Item # MD5 checksum:	dvd_osbiz_v2_R6.1.0_005.iso P30152-P1603-P10-83 e4910b5c55578ced53bd78a502b8c4e0	2.976.712.704 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: ☐ eeQA: ☐ Limited Availability: ☐ General Availability: ☒

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DECLARATION DATE: Date : 2019-01-02

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

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V2 R2.1.0_261	M-IM/OM G2.20.261	2016-12-15	OpenScale Business V2 R2.1.0_261 GA Release
V2 R2.1.0_262	M-IM/OM G2.20.262	2016-12-23	OpenScale Business V2 R2.1.0_262 HotFix Release
V2 R2.1.0_264	M-IM/OM G2.20.264	2017-01-20	OpenScale Business V2 R2.1.0_264 HotFix Release
V2 R2.1.0_269	M-IM/OM G2.20.269	2017-02-13	OpenScale Business V2 R2.1.0_269 HotFix Release
V2 R2.1.0_271	M-IM/OM G2.20.271	2017-02-23	OpenScale Business V2 R2.1.0_271 HotFix Release
V2 R2.1.0_272	M-IM/OM G2.20.272	2017-03-07	OpenScale Business V2 R2.1.0_272 HotFix Release
V2 R2.1.0_269	M-IM/OM G2.20.269	2017-03-08	OpenScale Business V2 R2.1.0_269 GA Release
V2 R2.1.1_278	M-IM/OM G2.20.278	2017-03-29	OpenScale Business V2 R2.1.1_278 HotFix Release
V2 R2.2.0_279	M-IM/OM G2.20.279	2017-04-10	OpenScale Business V2 R2.2.0_279 HotFix Release
V2 R2.2.1_280	M-IM/OM G2.20.280	2017-04-27	OpenScale Business V2 R2.2.1_280 HotFix Release
V2 R2.2.1_282	M-IM/OM G2.20.282	2017-05-15	OpenScale Business V2 R2.2.1_282 HotFix Release
V2 R2.2.0_279	M-IM/OM G2.20.279	2017-05-16	OpenScale Business V2 R2.2.0_279 GA Release
V2 R3.0.0_358	M-IM/OM G2.00.358	2017-05-22	OpenScale Business V2 R3.0.0_358 1 st FT Release
V2 R3.0.0_361	M-IM/OM G2.00.361	2017-05-30	OpenScale Business V2 R3.0.0_361 2 nd FT Release
V2 R2.2.1_284	M-IM/OM G2.20.284	2017-06-02	OpenScale Business V2 R2.2.1_284 HotFix Release
V2 R2.2.1_285	M-IM/OM G2.20.285	2017-06-12	OpenScale Business V2 R2.2.1_285 HotFix Release
V2 R3.0.0_367	M-IM/OM G2.00.367	2017-06-13	OpenScale Business V2 R3.0.0_367 3 rd FT Release
V2 R2.2.1_287	M-IM/OM G2.20.287	2017-06-20	OpenScale Business V2 R2.2.1_287 HotFix Release
V2 R3.0.0_371	M-IM/OM G2.00.371	2017-06-21	OpenScale Business V2 R3.0.0_371 4 th FT Release
V2 R3.0.0_371	M-IM/OM G2.00.371	2017-06-23	OpenScale Business V2 R3.0.0_371 EEQS Release
V2 R3.0.0_002	M-IM/OM G2.30.002	2017-07-07	OpenScale Business V2 R3.0.0_002 EEQS Release
V2 R3.0.1_005	M-IM/OM G2.30.005	2017-07-12	OpenScale Business V2 R3.0.1_005 EEQS Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-07-21	OpenScale Business V2 R3.0.1_008 EEQS Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-07-26	OpenScale Business V2 R3.0.1_008 GA Release
V2 R3.0.1_021	M-IM/OM G2.30.021	2017-08-09	OpenScale Business V2 R3.0.1_021 HotFix Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-08-30	OpenScale 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	OpenScale Business V2 R3.0.1_024 HotFix Release
V2 R3.0.1_025	M-IM/OM G2.30.025	2017-09-07	OpenScale Business V2 R3.0.1_025 HotFix Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-09-25	OpenScale 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	OpenScale Business V2 R3.1.0_031 GA Release
V2 R4.0.0_453	M-IM/OM G2.00.453	2017-10-18	OpenScale Business V2 R4.0.0_453 1st FT Release
V2 R3.1.1_035	M-IM/OM G2.30.035	2017-10-20	OpenScale Business V2 R3.1.1_035 HotFix Release
V2 R4.0.0_454	M-IM/OM G2.00.454	2017-10-20	OpenScale Business V2 R4.0.0_454 2 nd FT Release
V2 R4.0.0_456	M-IM/OM G2.00.456	2017-10-26	OpenScale Business V2 R4.0.0_456 3 rd FT Release
V2 R3.1.1_036	M-IM/OM G2.30.036	2017-10-31	OpenScale Business V2 R3.1.1_036 HotFix Release
V2 R4.0.0_460	M-IM/OM G2.00.460	2017-11-03	OpenScale Business V2 R4.0.0_460 4 th FT Release
V2 R4.0.0_465	M-IM/OM G2.00.465	2017-11-10	OpenScale Business V2 R4.0.0_465 5 th FT Release
V2 R4.0.0_465	M-IM/OM G2.00.465	2017-11-15	OpenScale Business V2 R4.0.0_465 1 st EEQS Release
V2 R4.0.1_004	M-IM/OM G2.40.004	2017-12-04	OpenScale Business V2 R4.0.1_004 2 nd EEQS Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2017-12-11	OpenScale Business V2 R4.0.1_007 3 rd EEQS Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2017-12-15	OpenScale Business V2 R4.0.1_007 GA Release
V2 R4.0.1_011	M-IM/OM G2.40.011	2018-01-03	OpenScale Business V2 R4.0.1_011 HotFix Release
V2 R4.0.1_015	M-IM/OM G2.40.015	2018-01-17	OpenScale Business V2 R4.0.1_015 HotFix Release
V2 R4.0.1_017	M-IM/OM G2.40.017	2018-01-29	OpenScale Business V2 R4.0.1_017 HotFix Release
V2 R4.0.1_019	M-IM/OM G2.40.019	2018-02-07	OpenScale Business V2 R4.0.1_019 HotFix Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2018-03-01	OpenScale 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	OpenScale Business V2 R4.1.0_028 GA Release
V2 R4.1.1_030	M-IM/OM G2.40.030	2018-03-09	OpenScale Business V2 R4.1.1_030 HotFix Release
V2 R5.0.0_559	M-IM/OM G2.50.559	2018-03-23	OpenScale Business V2 R5.0.0_559 1st FT Release

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V2 R4.1.1_034	M-IM/OM G2.40.034	2018-03-27	OpenScape Business V2 R4.1.1_034 HotFix Release
V2 R5.0.0_564	M-IM/OM G2.50.564	2018-04-04	OpenScape Business V2 R5.0.0_564 2 nd FT Release
V2 R4.1.1_035	M-IM/OM G2.40.035	2018-04-05	OpenScape Business V2 R4.1.1_035 HotFix Release
V2 R5.0.0_568	M-IM/OM G2.50.568	2018-04-16	OpenScape Business V2 R5.0.0_568 3rd FT Release
V2 R5.0.0_576	M-IM/OM G2.50.576	2018-04-24	OpenScape Business V2 R5.0.0_576 1 st EEQS Release
V2 R5.0.0_580	M-IM/OM G2.50.580	2018-05-02	OpenScape Business V2 R5.0.0_580 2nd EEQS Release
V2 R4.1.0_028	M-IM/OM G2.40.028	2018-05-04	OpenScape Business V2 R4.1.0_028 GA Release with OVA file
V2 R5.0.0_586	M-IM/OM G2.50.586	2018-05-11	OpenScape Business V2 R5.0.0_586 3rd EEQS Release
V2 R5.0.0_591	M-IM/OM G2.50.591	2018-05-18	OpenScape Business V2 R5.0.0_591 GA Release
V2 R5.0.1_001	M-IM/OM G2.50.001	2018-05-31	OpenScape Business V2 R5.0.1_001 HF Release
V2 R5.0.1_002	M-IM/OM G2.50.002	2018-06-06	OpenScape Business V2 R5.0.1_002 HF Release
V2 R5.0.1_003	M-IM/OM G2.50.003	2018-06-13	OpenScape Business V2 R5.0.1_003 HF Release
V2 R5.0.1_004	M-IM/OM G2.50.004	2018-06-19	OpenScape Business V2 R5.0.1_004 HF Release
V2 R5.0.1_006	M-IM/OM G2.50.006	2018-06-26	OpenScape Business V2 R5.0.1_006 HF Release
V2 R5.0.1_007	M-IM/OM G2.50.007	2018-07-03	OpenScape Business V2 R5.0.1_007 HF Release
V2 R5.1.0_013	M-IM/OM G2.50.013	2018-07-13	OpenScape Business V2 R5.1.0_013 1st EEQS Release
V2 R5.1.0_019	M-IM/OM G2.50.019	2018-07-30	OpenScape Business V2 R5.1.0_019 2nd EEQS Release
V2 R5.1.0_019	M-IM/OM G2.50.019	2018-08-02	OpenScape Business V2 R5.1.0_019 GA Release
V2 R5.1.1_020	M-IM/OM G2.50.020	2018-08-13	OpenScape Business V2 R5.1.1_020 HF Release
V2 R5.1.1_027	M-IM/OM G2.50.027	2018-08-31	OpenScape Business V2 R5.1.1_027 HF Release
V2 R5.1.1_030	M-IM/OM G2.50.030	2018-09-07	OpenScape Business V2 R5.1.1_030 HF Release
V2 R5.1.1_032	M-IM/OM G2.50.032	2018-09-13	OpenScape Business V2 R5.1.1_032 HF Release
V2 R5.1.1_034	M-IM/OM G2.50.034	2018-09-19	OpenScape Business V2 R5.1.1_034 HF Release
V2 R5.1.1_037	M-IM/OM G2.50.037	2018-09-27	OpenScape Business V2 R5.1.1_037 HF Release
V2 R6.0.0_691	M-IM/OM G2.00.691	2018-10-15	OpenScape Business V2 R6.0.0_691 1 st FT Release
V2 R5.1.1_039	M-IM/OM G2.50.039	2018-10-18	OpenScape Business V2 R5.1.1_039 HF Release
V2 R6.0.0_695	M-IM/OM G2.00.695	2018-10-23	OpenScape Business V2 R6.0.0_695 2 nd FT Release
V2 R6.0.0_700	M-IM/OM G2.00.700	2018-10-30	OpenScape Business V2 R6.0.0_700 3 rd FT Release
V2 R6.0.0_704	M-IM/OM G2.00.704	2018-11-05	OpenScape Business V2 R6.0.0_704 1 st EEQS Release
V2 R6.0.0_708	M-IM/OM G2.00.708	2018-11-12	OpenScape Business V2 R6.0.0_708 2 nd EEQS Release
V2 R6.0.0_712	M-IM/OM G2.00.712	2018-11-21	OpenScape Business V2 R6.0.0_712 3 rd EEQS Release
V2 R6.0.0_717	M-IM/OM G2.00.717	2018-11-28	OpenScape Business V2 R6.0.0_717 4th EEQS Release
V2 R6.0.0_718	M-IM/OM G2.00.718	2018-12-04	OpenScape Business V2 R6.0.0_718 GA Release
V2 R6.0.1_001	M-IM/OM G2.60.001	2018-12-12	OpenScape Business V2 R6.0.1_001 HF Release
V2 R6.1.0_005	M-IM/OM G2.60.005	2019-01-02	OpenScape Business V2 R6.1.0_005 GA Release

2 Important Information

With this new Minor Release (V2R6) we summarize below the overall changes in comparison with previous Minor Release (V2R5)

Chapter	Changes on this Release
2.6.7.4	Included myPortal @work VoIP BETA information (UC Smart mode)
2.6.8.2	Updated .NET framework requirements for UC clients
2.6.8.9	Included myPortal @work VoIP BETA information (UC Suite mode)
4.1.1	New functionality on this release
4.2	Resolved Reported Problems with V2R6
5.1	Updated information for compliant products
5.3	Updated information for Applications shipped
5.4	Updated information for O/S and Applications supported

Please note:

- Due to connectivity issues Deployment Service (DLS) is not working in combination to V2 MR6 and will be released with a future version within Q1/2019
- Backup sets are now encrypted therefore you are strongly advised to perform an immediate backup of your system directly after the upgrade to V2 MR6.
- Due to security reasons SMB V1 protocol is no longer supported therefore please make sure that SMB V2 is enabled in the Windows client PC.

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 5.1 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 5.2 (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)
Harddrive	min. 60 GB *	min. 100 GB *	min. 200 GB	min. 500 GB

* 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.

a) Update the OpenScape Business V1 software

Using the WBM, update the OpenScape Business V1 software to the latest V1 SW version (V1R3.3)

b) 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

c) **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 \geq 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 have 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 \geq 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* <= 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 OpenScope 4000 – OpenScope Business) is currently not supported with HFA Software for IP registered devices connected to OpenScope 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 Web Based 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.
- Due to security issues with the existing certificate, contacts Import from Outlook in myPortal Smart via Smart Assistant is no longer supported. Please use myContacts for Outlook for this purpose.

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.

2.6.7.4 myPortal @work

General Restrictions:

- The proposed configuration for name resolution in conversations for personal/global contacts is to have dialable contact formats (Exactly as you would dial the call number on the system telephone in your office, always with the trunk access code). Note that also canonical format may work efficiently.

myPortal @work VoIP Client Integration **can now be used as BETA Please feel free to give us your feedback via email at** myPortal-at-work@unify.com **until VoIP functionality is generally released**

General restrictions for VoIP

- Park feature is not yet supported.

- Flex Call is not yet supported.
- Account code (PKZ) is not yet supported.
- Silent Monitoring and Whisper (Discreet) Call cannot be started via myPortal@work.
- Recall Notification is not yet supported.
- Call Pickup notification is not yet supported.
- myportal@work for HFA@home is not yet supported
- SPE, SDES configuration is not yet supported
- Camp-on feature for calls between different nodes and for incoming external call has payload issues.
- Service code functionality via myPortal@Work is limited. Incomplete processing of service codes is not supported. Feedback regarding successful or unsuccessful execution of service codes is not provided and thus, it is strongly advised to utilize the input options provided by the myPortal@Work user interface in order to control the respective features.
- If an HFA device with programmed keys is replaced with myPortal at work (VoIP is enabled) and then it is reversed back to HFA device again, the programmed keys will be lost.
- Speaker Call feature is released with limited functionality: mute functionality is not yet supported.

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 .NET framework. The runtime environment is installed automatically during clients installation. MyPortal for Outlook and myAgent require .NET 4.5 framework. Startup of .net based OpenScope 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.

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.

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.

2.6.8.9 myPortal @work

In a first step the myPortal @work functionality is based on the feature set of myPortal to Go.

General Restrictions:

- The proposed configuration for dialing numbers is the canonical format for personal/external contacts. Note that name resolution may fail (same behavior as TOGO client).
- Conversations are not updated automatically. Manual refresh is required by selecting conversation again
- Call Me feature is not currently supported.
- In some cases, conversation details are not shown in myPortal@work from external ITSP incoming call.
- In favorites the synchronization of presence is not working properly.

myPortal @work VoIP Client Integration **can now be used as BETA Please feel free to give us your feedback via email at** myPortal-at-work@unify.com **until VoIP functionality is generally released**

General restrictions for VoIP

- Park feature is not yet supported.
- Flex Call is not yet supported.
- Account code (PKZ) is not yet supported.
- Silent Monitoring and Whisper (Discreet) Call cannot be started via myPortal@work.
- Recall Notification is not yet supported.
- Call Pickup notification is not yet supported.
- myportal@work for HFA@home is not yet supported
- SPE, SDES configuration is not yet supported
- Camp-on feature for calls between different nodes and for incoming external call has payload issues.
- Service code functionality via myPortal@Work is limited. Incomplete processing of service codes is not supported. Feedback regarding successful or unsuccessful execution of service codes is not provided and thus, it is strongly advised to utilize the input options provided by the myPortal@Work user interface in order to control the respective features.
- If an HFA device with programmed keys is replaced with myPortal at work (VoIP is enabled) and then it is reversed back to HFA device again, the programmed keys will be lost.
- Speaker Call feature is released with limited functionality: mute functionality is not yet supported.

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

- Continuous use of the existing Oracle Java with OpenScape Business does not require any change. If a change of the Java version is required (for example upgrade from Oracle Java 7 to Oracle Java 8 or to Open JDK V8) then a reinstallation of the communication clients is required.
- Application Launcher in combination with Open JDK requires version 8 only.

3.3 Restrictions on this release

- XMPP protocol is not supported
- OSO Observer application GUI frame is not properly displayed
- VPN teleworker is not available and will be fixed in future updates.

3.4 Restrictions from previous GA releases

- With OSCCV9 V9 R1.2.127 blind Transfer to networking UCD may fail.
- For systems with activated the feature “Branch on Data” in CCV schedules of a Queue, Payload delays on CCV played messages may occur. In that situation, deactivation of “Branch on Data” should be considered.

4 Changes

4.1 New in this GA release

4.1.1 Implemented change requests

CR Number	JIRA	Summary
		Support of the free Open JDK V8 32bit/64bit, available under https://www.azul.com/downloads/zulu/

4.2 Resolved Reported Problems / Symptom

4.2.1 Resolved Problems in V2R6 HF (001)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16052067	NA16196737		DECT IP V2 an OSB S - Error 401 – Unauthorized.
NA16217634	NA16229675		Incoming calls over the AA are sporadically not answering.
NA16263634	NA16256114		SIP Registration stopped after Router FW-Upgrade / ITSP restart needed.
NA16211307	NA16222235		ITSP trunk: problem with payload after playing announcement.
NA16231370	NA16243219		MR6 EEQS 'Internet Configuration' wizard issue resetting 'BandwidthControl for Voice Connections' parameter.
NA16081751	NA16085104		No Call waiting indication, when a USB cable is plugin to Openstage 40 T.
NA16232122	NA16232200		Retrieving a parked call comes through speakerphone.
NA16214781	NA16221094		Issue with centralized IVM.

4.2.2 Resolved Problems in V2R6 GA (718)

Incident Ticket	Problem Ticket	JIRA	Summary
			BETA text for VoIP Client

4.2.3 Resolved Problems in V2R6 4th EEQS (717)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16209162	NA16209172		MyAttendant: no reason code shown if intercept is a group
NA16220008	NA16240642		HTTPS SWEET32 Attack Vulnerability for UC Booster Card
NA16236020	NA16243081		MR6 EEQS: Some wrong German translations in WBM
NA16211506	NA16237505		Exporting the External Directory to a local file results to "page can't be displayed"
NA16220008	NA16240642		HTTPS SWEET32 Attack Vulnerability for OsBiz
NA16086281	NA16166819		CON rules do not apply to SIP phones.
FT_V2R6	FT_V2R6		Core logs in LAS OSBiz S
FT_V2R6	FT_V2R6		SIP MEX devices cannot make external calls
FT_V2R6	FT_V2R6		System not coming up after update to MR6
NA15502449 NA15728515	NA15505517 NA15744646		myAgent out of service - UC Suite crash

NA16033315 NA16223981	NA16060759 NA16226148	OSBIZ-20989	WSI gets interrupted on Team creation
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4.2.4 Resolved Problems in V2R6 3rd EEQS (712)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16046284	NA16172296		Missing additional information into the journal call info.
NA16189895	NA16198604		Engin ITSP profile - Delay of a call via SIP trunk.
NA16170037	NA16207526		Value out of range Error when go through Wizard: Central Telephony.
FT_V2R6	FT_V2R6		Hold button is not shown in the client.
FT_V2R3	FT_V2R3		DECT code is changed to default after country initialization.
NA16181852	NA16190898		Issue with "Team as group member" flag.
FT_V2R6	FT_V2R6		Translation error in WBM.
	NA16217960		Wrong translation in Dutch for Contact Center.
NA16224019	NA16226039		All MULAP devices are listed multiple times in myPortal to go.
NA16224910	NA16228138		OSBIZS restart unknow action LDH crashed.

4.2.5 Resolved Problems in V2R6 2nd EEQS (708)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16182298	NA16195368		Estimated total download size" is wrong.
NA16181828	NA16203164		Adding Basic Mulap to Call waiting group fails.
NA16046284	NA16172296		Missing additional information into the journal call info.
NA16170037	NA16207526		Value out of range Error when go through Wizard: Central Telephony.
FT_V2R6	FT_V2R6		WBM - copy key layout problem.
FT_V2R6	FT_V2R6		WBM-Sorting not working in key layout menu.
FT_V2R6	FT_V2R6		Wrong Translations in WBM for Dutch language.
FT_V2R6	FT_V2R6		Blacklist: Change SIP message from 480 to 486.

4.2.6 Resolved Problems in V2R6 1st EEQS (704)

Incident Ticket	Problem Ticket	JIRA	Summary
FT_V2R6	FT_V2R6		Blacklist: Include languages in WBM.
FT_V2R6	FT_V2R6		Internal directory in myPortal separating columns issue.
FT_V2R6	FT_V2R6		Search issue in modern skin of MyPortal.
FT_V2R6	FT_V2R6		My agent "hide sick status" issue.
FT_V2R6	FT_V2R6		myAgent and myReports report Error 404.
FT_V2R6	FT_V2R6		Missing/wrong Translations in WBM for German language.
FT_V2R6	FT_V2R6		OLI favorites issue.
FT_V2R6	FT_V2R6		Groups not visible in internal directory of myAgent but found in 'search'.
FT_V2R6	FT_V2R6		MyPortal groups and virtual stations are shown as E despite the fact that they belong to internal directory
NA15714207 NA15783658 NA15874133 NA15930774 NA15957963 NA15948791	NA15717790 NA15783938 NA15891417 NA15972281 NA16020379 NA15951488		After activating an extra license in the system, the BLF of the myAttendant is empty.
			Calls stuck in queue.

NA16195310	NA16197247		
NA16016542	NA16017317		No connection to UC-Suite Voicemail / UC-Auto-Attendant possible
NA16038013	NA16048796		DTMF not working with SIP MEX devices.
NA16057340	NA16057463		OsBiz S system restart.
NA16068630	NA16068666		
NA16066813	NA16067746		Habimat X2 ISDN device cannot start conference.
NA16066826	NA16067769		
NA16073682	NA16077323		MyAgent-Login not possible.
NA16156758	NA16164371		
NA16165085	NA16166627		
NA16167211	NA16170866		
NA16087478	NA16088136		
NA16041125	NA16085434		OSBizS: CC load tests, agents are in wrong state and calls are not distributed to them.
NA16162201	NA16163507		OSBiz doesn't respond to a failover scenario with OSB and OSV.
NA16096946	NA16168729		No ring back from analog device on slave node.
NA16082557	NA16169020		Users can't transfer a call already transferred
NA16063817	NA16174043		Not possible to callback from VM.
NA16046424	NA16185738		IP Diagnostics >> Application Board shows information from Mainboard
NA16161148	NA16187622		Translation Error in WBM.
NA16170037	NA16207526		WBM: Basic installation cannot be completed if ITSP is configured.
NA16212179	NA16214258		
NA16204435	NA16209386		UC Smart Unified Directory import results to empty fields for Title, Dept. & Country empty.

5 Hardware and software compatibility

5.1 Compliant products (compatibility matrix) – to be updated

Hardware and software products that have been tested together with the OpenScape Business, including third-party products, are listed in the following table. In addition to this please also read the corresponding release note from the other products. There are further products and software issues which can be connected. For such products please refer to their own release and change notes respectively.

Product Family	Product	Preferred Software Versions ¹			
		Version	Status ³	G-DMS Note	In Image
Operating System	Novell SLES 11 SP4 64 Bit	P30152-P1532-P11-4	GA		
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		
	OpenScape Xpressions	≥P30152-P1526-A1-14 (V7 R1.5.0) build 18409	GA		
Attendant	OpenScape Business Attendant	≥P30152-P1603-P13-07	GA		
	Busy Lamp Field	≥V2 R1.1.0			
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-11 (V3 R5.12.0)	GA		X
	OpenStage 15/20(E)/40/60 SIP/ DeskPhone IP 35/ 55G SIP	P30152-P1633-(A75/A200/A300/A175/A275)-11 (V3 R5.12.0)	GA		X
	CP 20x/400/600 SIP	P30152-P1605-A100/200/300-20 (V1 R5.6.0)8	GA		X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275-16 (V3 R0.40.4)	GA		X
	OpenStage XX HFA	P30152-P1587- A75/A200/A300-16 (V3 R0.40.4)	GA		X
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A180-16 (V3 R0.40.4)	GA		X
	CP 20x HFA	P30152-P1632-A100-12 (V1 R2.8.0)	GA		X
	CP 400/600 HFA	P30152-P1632-A200-12 (V1 R2.8.0) P30152-P1632-A300-12 (V1 R2.8.0)	GA		X
	openStage 10 TDM	N.A	GA		
	openStage 15 TDM	P30152-P1595-A75-2 (V2 R1.2.1)	GA		X
	openStage 20 TDM	P30152-P1595-A100-1 (V2 R1.2.0)	GA		X
	openStage 30 TDM	P30152-P1459-A150-2 (V2 R1.2.1)	GA		X
	openStage 40 TDM	P30152-P1595-A200-1 (V2 R1.2.0)	GA		X
	openStage 60 TDM	P30152-P1595-A300-11 (V2 R1.15.1)	GA		X
	openStage 80 TDM	P30152-P1595-A400-10 (V2 R1.14.0)	GA		X
	OpenScape Personal Edition V7 HFA/SIP	P30152-P1510-C1-86 (V7 R1.47.55)	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		
Partner Products	Mediatrix 4102 V2.0	≥P30152-P1361-P25-24 (V2.0 R34.627.0)	GA		
CSTA	OpenScape Business TAPI	≥P30152-P1532-P14-12 (V1.R1.11.0)	GA		
Contact Center	OpenScape Contact Center	V8 R2.16.214 ⁷ V9 R1.2.127 V9 R2.2.2	GA		
	CDSS	V9 R1.1.0_11709	GA		
	CMS	V9 R3.0.0	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	V2R0 V3R0.04.05	GA		

Product Family	Product	Preferred Software Versions ¹			
		Version	Status ³	G-DMS Note	In Image
Networking/ Interoperability	OpenScope 4000	P30152-P1624-S1-15 (V8 R2.22.0)	GA		
	OpenScope Voice	V9 R3.34.9	GA		
	OpenScope Fault Management	V9 R1.10.17 V10 R0.04.09	GA		
	DLS Deployment Service	Not supported			

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 OpenScope 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 OpenScope 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.

5.2 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.

OpenScope Business S Requirements up to 500 users

Hardware	Requirements
Server PC	64-bit support, certified for SLES 11 (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	≥ 200GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP4 64bit
Virtualization	VMware vSphere V5.5* / V6 Hyper-V
Misc Information	Applications other than OpenScope 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 (SP4), designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	recmd.: 8 GB, s. chap. 2.1
HDD	≥ 300 GB Home partition (required)
DVD ROM	Required
Operating System	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.

5.3 Applications shipped

Product	SW Version
myPortal/myAttendant	6.2.6.002
myPortal for Outlook	6.2.6.323
myAgent	6.2.6.323
FAX Printer	6.2.6.323
Cover Page Editor	6.2.6.323
myReports	6.2.60.026
SmartUC	V2R6.10.25
Application Launcher	V2R6.0.38
Gate View	2.00.050
Accounting Manager	2.0.0.36
myContacts for Outlook	V1.0.21.0
myPortal @work	1.1.21

5.4 Operating systems and applications

Operating Systems for OSBiz Applications

Operating system:	Req. Service Pack:	Version:	OSBiz Clients	MyReports	SmartUC Client	myPortal@Work Client
Microsoft Windows 10	latest	64 bit	X	X	X	X
Microsoft Windows 8 / 8.1	latest	32 + 64 bit	X	X	X	X
Microsoft Windows 7	SP1	32 + 64 bit	X	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		
Microsoft Windows 2016 Server with Citrix XenApp 7.17 / XenDesktop 7.17 Server	latest	64 bit	X	X		
Apple MAC OS X	latest	≥High Sierra 10.13 ⁽²⁾ ≥Mojave 10.14 ⁽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 OpenScale Business Clients.

Applications

Manufacturer	Application	SW Version
Unify	Callbridge Collection	V2 R3.14.0
	HiPath Cordless IP Base Station	≥ V1R6.0.0
	HiPath Cordless IP Server	
	OpenScale 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 2010, 64bit	≥ SP2
	Exchange Server 2013, 64bit	SP1
	Exchange Server 2016, 64bit	
	Exchange Server 2019, 64bit	
	Microsoft Exchange Server "Online" with Office 365	Cloud controlled
	Small Business Server 2011 Standard	
	EDGE	
	Internet Explorer	IE 11
	Outlook 2019 32bit and 64bit and Office 2019	
	Outlook 2016 32bit and 64bit and Office 365	
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.

6 Security

- Further Security Improvements in OpenScape Business and Circuit interfaces, require a mandatory software update to OpenScape Business Software V2 R5.1.1_030 as soon as possible, otherwise the connection to Circuit will be lost.
- Within SW version V2R5.1, the following security relevant issues are addressed:

Disclosure of passwords for OpenScape Business root and database access

The changes in V2R5.1 affect OpenScape Business X, S and UC Booster systems and prevent unauthorized access to the systems. Operation and serviceability of the system is not affected by this change.

Note: The following applies for OpenScape Business systems in a network only: The “Default SQL password” has to be activated in every system in the network before the SW update to V2R5.1 is applied. After SW update of all systems a new SQL password has to be generated in each system to secure the network. (Administration Portal (WBM) Expert mode→Telephony Server→ SQL Security).

Blocked database access

Access to the OpenScape Business X database is blocked for any clients in the LAN. Connections via the Remote Service Link Platform (RSP) to database are still possible e.g. for specific problem diagnosis.

Disabled SSH access

The port 22 used for SSH is disabled in OpenScape Business systems by factory default but it could be opened manually by the system administrator. An open port 22 of OpenScape Business X will be closed permanently by upgrading to SW version V2R5.1 and cannot be enabled again afterwards. Remote Service Link Platform (RSP) sessions and terminal connection to the system via USB for diagnostic purpose are still possible.

Note: Port 22 has to be closed manually in OpenScape Business S using the Administration Portal (WBM) before upgrade to V2R5.1 or SLES YAST after upgrade.

Reduced developer functions in the Administration Portal (WBM)

The developer tools within the section platform and application diagnostic of the administration portal (WBM) have been reduced to the required tools for normal operation.

All service related maintenance functions, such as log- and trace functions are still available in the Administration Portal (WBM).

Secured UC Suite client connections

Access of All UC Suite clients to the system is hardened. This improvement is available from V2R5.1 on. Older UC clients will not work any longer with V2R5.1 for security reasons. All UC Suite clients have to be updated. The update is done automatically by the OpenScape Business Update Service after system SW version has been updated to V2R5.1.

Note: The message “No connection to UC Suite Server” is displayed until the UC Suite client SW has been updated.

Important Notes

Use always VPN to connect UC Suite clients via the Internet to OpenScape Business.

Do not open the ports 22 and 5432 within the Internet Router / firewall for access to OpenScape Business X, S and UC Booster from the Internet.

Apply OpenScape Business Security checklist to harden OpenScape Business systems in general.

Update Linux from SP3 to SP4

Due to security reasons with OpenScape Business V2R5 for OpenScape Business S/Booster Server Operating System with SLES 11 SP3 is no longer supported. Please install SLES 11 SP4 and then upgrade on V2R5.

Disclaimer

Please note that Unify may not take responsibility for resulting losses in case these advisories have been disregarded or improperly or untimely implemented.

7 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 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/qy1In3sIT2U_/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	