

Release Notes

Product Name: *OpenScape Business*

Product Version: V3

Software Release is identified by **Version: V3 R1.2.0_333**

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 Number SHA256 checksum:	N/A	N/A
Filename Update image big: Product Item Number SHA256 checksum:	N/A	N/A
Filename Update image big: Product Item Number SHA256 checksum:	image_osbiz_v3_R1.2.0_333_occe.img.tar P30152-P1649-P3-21 012427322f33b4c9cb823e247154713f76fff7385770d07cbc219f7c8d578fd4	2.463.336.960 Bytes
System:	OpenScape Business Server S/UC BS	
File type	Product Item Number / File name	Size
Filename Update Image Server Product Item Number SHA256 checksum:	N/A	N/A
Filename Installation Server Product Item Number SHA256 checksum:	N/A	N/A

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

Released for: OSBiz X1/X3/X5/X8: OSBiz UC BC: OSBiz S: OSBiz UC BS:

Export Control Classification Data AL: N 5D002C1A ECCN: 5D002ENCR

Software Status

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

DECLARATION DATE: 2022-01-19

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DELIVERABLES: Full Release: Delta Release:

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

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1 History of change

1.1 Product version history

Software version	Production version	Date	Remarks
V3 R1.2.0_326	M-EM G3.1.2.0.326	2021-11-02	OpenScape Business V3 R1.2.0_326 1 st FT Release
V3 R1.2.0_328	M-EM G3.1.2.0.328	2021-11-16	OpenScape Business V3 R1.2.0_328 2 nd FT Release
V3 R1.2.0_330	M-EM G3.1.2.0.330	2021-11-23	OpenScape Business V3 R1.2.0_330 EEQA Release
V3 R1.2.0_332	M-EM G3.1.2.0.332	2021-12-01	OpenScape Business V3 R1.2.0_332 2 nd EEQA Release
V3 R1.2.0_332	M-EM G3.1.2.0.332	2021-12-13	OpenScape Business V3 R1.2.0_332 Release
V3 R1.2.0_333	M-EM G3.1.2.0.333	2022-01-19	OpenScape Business V3 R1.2.0_333 FR2 GA update Release

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2 Important Information on this Release

OpenScape Business V3R1 FR2 GA update with enhanced FPGA compatibility to support latest OCCe V3 mainboards with latest HW issue numbers

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3 Latest Information since V3R1 FR2

- **Improvements for myPortal @work in OpenScape Business V3R1 FR2**

It is no longer necessary for the user to have administrative rights to install or update the client. In addition, several major fixes improve the overall quality and usability.

In the latest version of myPortal @work the system administrator should perform for Windows Terminal Server machines the following actions. When deploying the application the administrator needs to share the following folder with all users:

"%localappdata%/Programs/myPortalAtWork"

or

"C:\Users\<USER>\AppData\Local\Programs\myPortalAtWork"

This can be achieved by right clicking the myPortalAtWork folder and selecting the "Share with ..." entry. In there just share it with everybody and grant the access to open it.

Call Pickup for Favorites is available within the same node now.

- **myPortal for Teams (MS Teams plugin)**

MS Teams tab prevents loading web content from a server that uses self-signed certificates. This is a security aspect and the use of self-signed certificates is essentially an unsafe practice as this interface is exposed to the internet.

Therefore, a Microsoft Trusted certificate must be installed in the system - please refer also to admin docu, chapter: How to Import Server Certificates

For test purposes only: Although not permitted for operational use, the OpenScape Business self-signed certificate could be installed manually in a Windows PC using MS Teams plugin, into the Trusted Root Certificates Store.

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2.1 Preconditions

2.1.1 Administration / Configuration Tools

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

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

- Manager E
- OpenScape Business Card Manager

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

2.2 First Installation

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

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2.3 Migration, SW Upgrade / Update

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

2.3.1 How to migrate/upgrade to OCC

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

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

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

2.3.2 How to migrate from V2 mainboards to V3 mainboards

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

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2.4 How to migrate / Upgrade systems in a network

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

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

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

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4 Reported Problems / Symptoms under Analysis

3.1 General problems under analysis

n/a

3.2 General Remarks

- Compatibility of peripheral cards to be phased out

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

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

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

- For OpenScape Business S and Booster Server SLES 11 is not supported anymore, please upgrade your SLES to version 12 SP5 before upgrade to V3R1.
- Due to SLES 11 SP4 is not supported, VMware vSphere 5 (ESXi 5.5) is not supported anymore as well.
- For OpenScape Business V3R1 and upcoming releases please use at least Manager E V10 R3.5.0.
- Changes to Microsoft Exchange: according to <https://docs.microsoft.com/en-us/exchange/clients-and-mobile-in-exchange-online/authenticated-client-smtp-submission> the SMTP AUTH is disabled by default at Office 365 for security reasons. Two things are now needed on the exchange configuration that were not needed in the past. One is the activation of SMTP AUTH on office 365 exchange server and second is the impersonation of the users. About the impersonation of the users the following link will help: <https://docs.microsoft.com/en-us/exchange/client-developer/exchange-web-services/how-to-configure-impersonation>

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- Please take into consideration that software on storage media SDHC / M2.SATA SSD cards coming from the factory or from another stock may contain outdated software. Therefore, we recommend checking if newer versions are available and upgrade to latest software release.
- For a smooth license migration it is recommended to activate CLS Connect before migrating V2 to V3 software. For systems without CLS Connect an upgrade license is required and the rules described in the admin documentation must be followed.
- After migration from SW-version V2R7 to V3R1 with V3 mainboard within WBM the appropriate UC application package for the system (UC Suite or UC Smart) must be configured before the Backup set can be restored.
- For configuring correctly the communication clients on migration from a V2 mainboard with OCAB / UC Booster Server to the V3 mainboard with UC application, all UC Clients should be re-installed and during the UC client installation, the new IP address should be configured. This is a mandatory step in order to have the Auto Update mechanism configured properly.

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3.2.1 No longer supported features from V2 / V3

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

¹⁾ Existing installations will not be blocked. Unify does not provide technical support anymore.

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

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3.3 Restrictions on this release

- **Possibility to have duplicate entries in RSP servers when using backup/restore with RSP credentials**

When setting up a new system by

1. cloning an existing system with active RSP as the base or restoring the configuration data of another existing system (e.g. hardware migration)
2. replacing due to hardware failure

please consider the following important hints:

1. If a new system is set up via cloning or via data restore (migration), where the original system had Remote Service Platform (RSP) access configured, it must be ensured that the cloned/restored system does not have the same RSP configuration active. For this reason, it is important to deactivate / uninstall the RSP before cloning / backing up the original system.
2. If a system is replaced due to hardware failure via data restore, where the original system had Remote Service Platform (RSP) access configured, it must be ensured that the restored system does not have the same RSP configuration active. Before connecting back to Internet the RSP must be deactivated / uninstalled. For this reason, it is important backing up from the original system without Internet access to RSP.

Otherwise, there will be multiple systems using the same certificate for connection to RSP, so that the certificate will get revoked rendering all these OpenScape Business systems to be unable to connect to the RSP service.

- **myPortal @work**

- The headset integration for myPortal @work is not released with OpenScape Business VR1 FR2 – this is notified by a popup.
- There are known payload issues with Camp On, and for the time being, Camp On is not supported as a feature.

- **T.38 Fax**

If T.38 Fax fails due to missing media attributes, please set in Expert-Mode Voice Gateway the ITSP specific “extended SIP Provider Data” parameter “SDP Filter” to value “open” (will be solved with upcoming HotFix).

- **New ITSP profiles**

Please use KPN TLS NL and POCOS NL. The profiles KPN TLS NDL and POCOS NDL are not released and will be removed.

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- **UC Suite profiles**

New UC Suite profiles cannot be edited, and new users cannot be assigned to existing profiles.

- **RSP default access via Internet Explorer**

RSP platform is using as default browser Internet Explorer. Some OpenScape Business admin pages may not run properly with Internet Explorer and in that case, you may choose Chrome browser instead by "Right Click on the Device - Select "Connect With" OpenScape Business Assistant Chrome" and then your preferred language.

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3.4 Restrictions / important information from previous releases

- With **Windows Terminal Server Auto update process** of the Communication Clients consume high amount of CPU. The process performance handling will be handled in future release but until then as a workaround, please **disable Auto Update** process from Control Panel -> Administrative tools -> Services.
Please **enable after** OpenScape Business **system software update** the **Auto Update** process for updating the Communication Clients as well. After Communication Clients have been updated the **Auto Update** must be **disabled again**. This procedure requires up to 15 minutes.
- To enable the extended Middleware (MEB) Trunk channels for X8 V3 mainboards please re-run Basic Installation Wizard and press "Execute function" in the relevant step, "Automatic Configuration of Application Suite". Then a restart of the UC application is needed.

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3.5 Resolved Reported Problems / Symptom

Resolved Problems in V3R1 FR2 EEQA (332)

Incident Ticket	Problem Ticket	Summary
INC003316403	PRB000054560	CP600 HFA shows wrong call forwarding menu item
	PRB000054931	DECT Light Roaming is not working
INC003332223	PRB000054983	OpenScape Business terminates the fax transmission after ReINVITE to T38

Resolved Problems in V3R1 FR2 EEQA (330)

Incident Ticket	Problem Ticket	Summary
INC003324671	PRB000054716	UC services temporarily down
INC003310067	PRB000054989	"MOH" does not play the defined time if placed after "Brunch on data".
	PRB000053855	myPortal @ Work v3.4.18
INC003194944	PRB000055013	OSCIP DECT extension sporadically cannot receive calls
	FT_V3R1_FR2	minimize the Favorites window is not possible in my Portal for Outlook
INC003329264, INC003332515	PRB000054950, PRB000054894	calls not show in myAgent or any reports/call lists
INC003323634	PRB000054698	after upgrading a system to V3R1 there is an issue with backups towards an FTP server when the path contains spaces

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Incident Ticket	Problem Ticket	Summary
INC003287336	PRB000053834	System restart because of POWER DOWN or WATCH DOG or KERNEL OOPS.
INC003296569	PRB000054399	System restart with POWER DOWN or WATCH DOG or KERNEL OOPS.
INC003319683, INC003322516	PRB000054721, PRB000054693	during ringing the CP400 HFA display shows EVM's ext instead of the caller's id
INC003322771	PRB000054654	SIP phones cannot transfer a call blind to a CC Queue
INC003307449	PRB000054374	RESTARTED: Process Failure
INC003303913, INC003315262, INC003318959, INC003324671	PRB000054309, PRB000054490, PRB000054593, PRB000054716	OSBiz S in unstable state
INC003264867, INC003304022, INC003293029, INC003312778	PRB000053957, PRB000054227, PRB000053986, PRB000054417	Call stuck in queue
INC003286291	PRB000053852	some users of the same UC Suite profile do not take the profile's settings
INC003290030, INC003319612	PRB000053949, PRB000054597	popup window 'failed to connect to LDAP server' is appeared after the Edit / Add using a correct configuration
INC003262188	PRB000053712	missing links in the Invitation mail from MyPortal Conferencing – Web Collaboration
INC003234540	PRB000053107	calls disappearing from the queue after being transferred to another agent.
INC003187522	PRB000051896	Relay (REALS) activates on X8 after restart
INC003250880	PRB000053428	no Contact Center calls
INC003183270	PRB000051614	different behavior if configure the standard language as “Chinese” at Smart VM

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Incident Ticket	Problem Ticket	Summary
INC003262922, INC003288299	PRB000053708	static routes stopped working
	PRB000054578	Security issue with OpenDir logs displaying datasource password in clear text
INC003314687	PRB000054491	System restart because of POWER DOWN or WATCH DOG or KERNEL OOPS
INC003319046	PRB000054558	System restart during performance testing on on Board DSP resources
INC003331026	PRB000054908	myPortal @work displays conferences incorrectly
INC003232615	PRB000053079	"Callto" on myPortal @work does not work at all internet browsers

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5 Changes

Implemented change requests

This section lists the implemented change requests for this product.

CR Number	Summary
	Include RSP credentials in backup
	ITSP updates <ul style="list-style-type: none"> • new / updated profiles: Ecotel, RGI, KeyYo, Pocos, Scaldis • Clip no screening parameter: PAI/PPI containing DID
	ITSP - Redundancy and Failover after switchback timer (1TR119) <ul style="list-style-type: none"> • included for Telekom profiles CompanyFlex SIP-Trunk and Deutschland LAN SIP-Trunk Registered Mode
	myPortal to go (iOS) – CallKit support <ul style="list-style-type: none"> • native iOS call handling • new framework for the app with common User experience for GSM / VoIP calls • OpenScape Business V3R1 FR2 is required to run the new myPortal to go (iOS) app. Please make sure that the OpenScape Business is updated before updating / installing the new app with CallKit support.
	UC Suite enhancements <ul style="list-style-type: none"> • UC Suite favorite templates - will be released in one of the upcoming HotFix • supervisor login other agents without needing them to start myAgent clients • chat window focus option while typing • UC Suite: directory server improvement • optimized email notification handling for group calls on answered calls

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	<ul style="list-style-type: none"> missed call journal entry if CallMe destination is in call/busy
	Security Improvements: Web-based hardening
	OpenStage 60T variant without the option to activate Bluetooth - Support
	<p>myPortal @work stability improvements</p> <ul style="list-style-type: none"> General stability improvements (WebSocket optimizations(less memory usage, less I/O in disk, increase trace log) myPortal @work version tagging in WBM Windows sleep and hibernate support Play voicemail from selected controlled device (UCSmart) Proper handling for abnormal client termination Synchronization issues of journal and conversation Deskshare issues with VOIP Working from home issues with VOIP Client-side validation <ul style="list-style-type: none"> IP addresses Change password (UCSuite) Duplicate login detection (UCSuite) New login error messages Redesigned signaling for WebRTC calls <ul style="list-style-type: none"> Utilizing the Session Name ("s=@work 100 123456") according to RFC4566 Decouple CSTA and VOIP <ul style="list-style-type: none"> Clean and improved VOIP signaling CSTA issues will not affect payload Call Pickup Support update without administrator rights

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	<ul style="list-style-type: none"> • Telephony Hyperlinks **In order to enable - deactivate the flag "Always use this application for Telephony Hyperlinks" and reactivate again
	<p>Trusted external User</p> <ul style="list-style-type: none"> • each MS Teams User can be assigned to a User within OpenScape Business • details: https://wiki.unify.com/images/4/4f/How_To_Configure_OSBiz_MS_Teams_Interworking.pdf
RQ00040839	Voicemail prompts for Hong Kong and Taiwan
	myPortal for Teams Plugin

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5 Hardware and software compatibility

5.1 Compliant products (compatibility matrix)

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

Product Family	Product	Preferred Software Versions ¹			
		Version	Status ³		in image
Operating System	Novell SLES 12 SP3 64 Bit	P30152-P1603-P11-2	GA		
	Novell SLES 12 SP5 64 Bit		GA		
Administration	Manager E	P30152-P1532-P3-36	GA		
	KC-Manager ²	P30152-P1532-T3-36	GA		
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V3.0.6)	GA		
Voicemail	OpenScape Xpressions	≥ P30152-P1526-A1-14 (V7 R1.5.28)	GA		
Attendant	OpenScape Business Attendant	≥ P30152-P1603-P13-15 (V2 R3.4.0)	GA		
Devices / Modules	Busy Lamp Field	≥ V2 R2.1.3			
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-12 (V3_R5.17.0)	GA		X
	OpenStage 15/40/60 SIP/ DeskPhone IP 35/35_Eco/55G SIP	P30152-P1633-(A75/A200/A300/A175/A275)-12/13 (V3 R5.17.0)	GA		X
	CP 100/20x/400/600/600E/700 SIP	P30152-P1605-A90/A100/A200/A300/A310/A400-54/54/54/54/54/54 (V1 R9.2.0)	GA		X
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-12 (V3_R5.17.0)	GA		X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275-22 (V3 R0.48.0)	GA		X
	OpenStage XX HFA	P30152-P1587- A75/A200/A300-22 (V3 R0.48.0)	GA		X
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A180-22 (V3 R0.48.0)	GA		X
CP 100 HFA	P30152-P1632-A90-32 (V1 R5.6.0)	GA		X	

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Product Family	Product	Preferred Software Versions ¹			
		Version	Status ³		in image
	CP 20x HFA	P30152-P1632-A100-32 (V1 R5.6.0)	GA		X
	CP 400/600/700 HFA	P30152-P1632-A200/A300/A400-32 (V1 R5.6.0)	GA		X
	CP 200 TDM	P30152-P1665-A100-5 (V1 R0.0.9)	GA		X
	CP 400 TDM	P30152-P1665-A200-5 (V1 R0.0.15)			X
	openStage 10 TDM	NA	GA		
	openStage 15 TDM	P30152-P1595-A75-3 (V2 R1.3.0)	GA		X
	openStage 20 TDM	P30152-P1595-A100-1 (V2 R1.3.0)	GA		X
	openStage 30 TDM	P30152-P1459-A150-3 (V2 R1.3.0)	GA		X
	openStage 40 TDM	P30152-P1595-A200-1 (V2 R1.3.0)	GA		X
	openStage 60 TDM	P30152-P1595-A300-11 (V2 R1.15.1)	GA		X
	openStage 80 TDM	P30152-P1595-A400-11 (V2 R1.15.1)	GA		X
	openStage Up0 Adapter	P30152-P1416-B100-9 (V1 R0.11.0)	GA		X
	OpenScape Personal Edition V7 HFA/SIP	≥ P30152-P1510-C1-U8 (V7 R1.47.75)	GA		
	OpenStage WL3	P30152-P1561-A1-9 (V1 R1.5.0)	GA		
Partner Products	Mediatrix 4102 V2.0	≥ P30152-P1361-P25-24 (V2.0 R34.627.0)	GA		
	Cordless IP V2	V2 R1.36.0	GA		
CSTA	OpenScape Business TAPI	≥ P30152-P1532-P14-14 (V1.R1.12.0)	GA		
Contact Center	OpenScape Contact Center	V10 R1.1.2	GA		
	CMS	V9 R4.0.0	GA		
Telephony Services	OpenScape Alarm Response Economy	P30152-P1504-A1-5 (V1 R1.1.1)	GA		
	OpenScape Alarm Response Professional	P30152-P1503-A1-4 (V3 R2.60.4)	GA		
Accounting	OpenScape Accounting	V3R0 V4R0	GA		
Networking/ Interoperability	OpenScape 4000	V10 R0.28.0	GA		
	OpenScape Voice	V10R1	GA		
	OpenScape Fault Management	V10 R7 V11 R0	GA		

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Product Family	Product	Preferred Software Versions ¹			
		Version	Status ³		in image
	DLS Deployment Service	P30152-P1659-A1-11 (V10 R1.1.0) (HI-DLS10R1.613.00)	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, NA = Not available, GA= General Availability, eeQA= extended external quality assurance, TBV = To Be Verified

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5.2 Hardware revisions

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

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

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HW Requirements for OpenScape Business S / UC Booster Server

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

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

* Only for basic functionality not including UC features

SW Requirements for OpenScape Business S / UC Booster Server

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

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

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Software deployment as OVA image

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

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

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

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General Requirements for the Virtual Environment

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

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

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

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

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

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

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

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

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

Specific notes / requirements for VMware vSphere

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

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

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

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

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

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

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5.3 Applications shipped

Product	SW Version	comments
myPortal / myAttendant	6.3.0.102	
myPortal for Outlook	6.3.0.102	
myAgent	6.3.0.102	
FAX Printer	6.3.0.102	
Cover Page Editor	6.3.0.102	
Communications Clients Installer	6.3.0.81	
myReports	6.3.0.95	
Application Launcher	V2.R7.0.40	
myContacts	V1.0.22.0	
Accounting Manager	V2.0.0.36	
Desktop Integration	1.19	
myPortal @work	3.4.18 3.4.20	- Mac OS - Windows
Audio Wizard	2.2.1.1	
ODBC to ODBC bridge	V1.0.17.0	

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5.4 Operating systems and applications

PC Client Software	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
Client Operating System								
Microsoft Windows 11 (64 Bit) all versions	■	■	■	■	■	■	□	■
Microsoft Windows 10 (64 Bit) all versions	■	■	■	■	■	■	■	■
Microsoft Windows 8/8.1 (32 / 64 Bit) all versions	■	■	■	■	■	■	■	■
Apple MAC OS X 12.x.x	■	■ #	□	□		□	□	□
Apple MAC OS X 11.x.x	■	■	□	□		□	□	□
Apple MAC OS X 10.15.x (1)	■	■	□	□		□	□	□
Apple MAC OS X 10.14.x (2)(1)	■	■	□	□		□	□	□
Terminal Server for Clients								
Microsoft Windows 2019 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2019	■ *	■	■	■	■	■	□	■
Microsoft Windows 2016 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2016	■ *	■	■	■	■	■	□	■
Citrix XenApp 7.17 (Desktop Mode)	□	■	■	■	■	■	□	■
Citrix XenDesktop 7.17 Server (64 Bit)	□	■	■	■	■	■	□	■
SW Components in general								
Microsoft Outlook / Office	□	□	■	□	□	□	□	■
2019 (32 / 64 Bit) + Office 365	□	□	■	□	□	□	□	■
2016 (32 / 64 Bit) + Office 365	□	□	■	□	□	□	□	■
.NET Framework	n/a	n/a	>= 4.5	>= 4.5	>= 4.5	n/a	n/a	>= 4.5
Web browser								
Microsoft EDGE	□	■	■	■	■	□	□	□
Microsoft Internet Explorer Version 11 or higher	□	■	■	■	■	□	□	□
Mozilla Firefox V68.0 or higher	□	■	■	■	■	□	□	□
Google Chrome V53 or higher	□	■	■	■	■	□	□	□

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PC Client Software	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
Java								
Oracle Java SE 1.8.x or above (32 Bit or 64 Bit)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open JDK V8 or above (32 Bit or 64 Bit)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SW Components for specific functions								
Microsoft Exchange (Calendar and Contact Integration)	n/a	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	n/a	n/a	<input checked="" type="checkbox"/>	n/a	n/a
Exchange Server with Office 365 (Cloud)	n/a	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	n/a	n/a	<input checked="" type="checkbox"/>	n/a	n/a
Exchange 2019 (64 bit)	n/a	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	n/a	n/a	<input checked="" type="checkbox"/>	n/a	n/a
Exchange 2016 (64 bit)	n/a	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	n/a	n/a	<input checked="" type="checkbox"/>	n/a	n/a
Adobe Reader	n/a	n/a	n/a	>= V9.3	>= V9.3	n/a	n/a	n/a

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

(1) Supported, but not part of the system test anymore. In case of error no SW correction will be delivered.

(2) Please be aware that Catalina is the first version of macOS to exclusively support [64-bit](#) applications.

(*) UC and CTI functionality only

(#) only Java Oracle

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

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

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

(1) Supported, but not part of the system test anymore. In case of error no SW correction will be delivered.
 (*) UC and CTI functionality only

6 Documentation reference

	Hyperlinks	Remarks
OpenScape Business Connector how to in Circuit	https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=117733&structureId=11185	
Administration Documentation	Online Help in OpenScape Business Assistant	
OSBiz Applications	Available for download via OpenScape Business Service-Center	
Details regarding supported peripheral devices and or other 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/qy1In3stT2U_/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	
How_To_Configure_System_Device@Home	https://wiki.unify.com/images/d/de/How_To_Configure_System_Device%40Home.pdf	
How To Tutorial myPortal @work Scenarios and Configuration	https://wiki.unify.com/images/8/8c/How_To_Tutorial_myPortal_%40work_Scenarios_and_Configuration.pdf	
How To Tutorial MS Teams Interworking	https://wiki.unify.com/images/4/4f/How_To_Configure_OSBiz_MS_Teams_Interworking.pdf	