



# Release Notes

Release Notes Version: V1.0.311, 2024-01-16

## Atos Unify OpenScape Business V3

Software Version: V3 R3.0.0\_463

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

Current release status can be verified via the Software Supply Server (SWS)

### Deliverables

☒ Full Release    ☐ Delta Release

### Export Control Classification Data

AL: **N** 5D002C1A

ECCN: 5D002ENCR

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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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This GA update is the factory release to cover FPGA update, certificate handling, Payload issues, Unify Phone and general fixes for OpenScape Business X1.

This GA update is not a replacement for the existing Hot Fixes.

## Delivered Files

Product Item Number		File Name
1	P30152-P1649-P1-47	image_osbiz_v3_R3.0.0_463_occ.img.tar <b>Size:</b> 1.248.408.576 Bytes
	Systems (X1, X3, X5 and X8) – without OCAB <b>SHA256checksum:</b> 6876a119f0572e7f862d82fe0ede960f9043aa62393d520b834ea24882a79f1a	
2	P30152-P1649-P2-47	image_osbiz_v3_R3.0.0_463_ocab.img.tar <b>Size:</b> 2.819.000.832 Bytes
	Systems (X1, X3, X5 and X8) – with OCAB <b>SHA256checksum:</b> 2d8a53c41ccbca2fadfcddd21427f73d174908d769bd52308534b817f981a5e	
3	P30152-P1649-P3-47	image_osbiz_v3_R3.0.0_463_occe.img.tar <b>Size:</b> 2.983.297.536 Bytes
	System (X8) – OCCLA / (X3 and X5) – OCCeM / (X1W) - OCCSB <b>SHA256checksum:</b> 90b4243b5b910091cdaec236a91dfbca9a3c32a5c084e4e00cc93e7159902327	
4	P30152-P1649-P12-47	image_osbiz_v3_R3.0.0_463_pcx.img.tar <b>Size:</b> 2.911.349.760 Bytes
	Server based systems (Business S or Booster Server) <b>SHA256checksum:</b> c0b8f6b3714a1153618f0a6347138d674ega88e8b6d0b93bec8d614fd9f7bfeg	
5	P30152-P1649-P10-47	dvd_osbiz_v3_R3.0.0_463.iso <b>Size:</b> 3.765.211.136 Bytes
	DVD <b>SHA256checksum:</b> baf07973f725fcd76b4c3af2c36aa066067eeb4d2e1d72095664041db55ec5e5	

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## 1 History of Change

### 1.1 Release notes content

Version	Date	Description of changes
V1.0.292	2023-05-31	441 Bind V3R3 1 <sup>st</sup> FT Release
V1.0.294	2023-06-07	442 Bind V3R3 2 <sup>nd</sup> FT Release
V1.0.296	2023-06-23	443 Bind V3R3 3 <sup>rd</sup> FT Release
V1.0.297	2023-07-04	444 Bind V3R3 4 <sup>th</sup> FT Release
V1.0.300	2023-07-18	449 Bind V3R3 5 <sup>th</sup> FT Release
V1.0.301	2023-07-28	451 Bind V3R3 1 <sup>st</sup> EEQA Release
V1.0.305	2023-09-22	462 Bind V3R3 2 <sup>nd</sup> EEQA Release
V1.0.306	2023-10-06	462 Bind V3R3 GA Release
V1.0.311	2024-01-16	463 Bind V3R3 GA update Release

### 1.2 Product versions history

Software Version	Production Version	Date	Remarks
V3 R3.0.0_441	M-EM/IM/OM G3.3.0.0.441	2023-05-31	OpenScape Business V3 R3.0.0_441 1 <sup>st</sup> FT Release
V3 R3.0.0_442	M-EM/IM/OM G3.3.0.0.442	2023-06-07	OpenScape Business V3 R3.0.0_442 2 <sup>nd</sup> FT Release
V3 R3.0.0_443	M-EM/IM/OM G3.3.0.0.443	2023-06-23	OpenScape Business V3 R3.0.0_443 3 <sup>rd</sup> FT Release
V3 R3.0.0_444	M-EM/IM/OM G3.3.0.0.444	2023-07-04	OpenScape Business V3 R3.0.0_444 4 <sup>th</sup> FT Release
V3 R3.0.0_449	M-EM/IM/OM G3.3.0.0.449	2023-07-24	OpenScape Business V3 R3.0.0_449 5 <sup>th</sup> FT Release
V3 R3.0.0_451	M-EM/IM/OM G3.3.0.0.451	2023-07-28	OpenScape Business V3 R3.0.0_451 1 <sup>st</sup> EEQA Release
V3 R3.0.0_462	M-EM/IM/OM G3.3.0.0.462	2023-09-22	OpenScape Business V3 R3.0.0_462 2 <sup>nd</sup> EEQA Release
V3 R3.0.0_462	M-EM/IM/OM G3.3.0.0.462	2023-10-06	OpenScape Business V3 R3.0.0_462 GA Release
V3 R3.0.0_463	M-EM/IM/OM G3.3.0.0.463	2024-01-16	OpenScape Business V3 R3.0.0_463 GA update Release

Note: List of all released software versions since [major] or [minor] software release in SWS.

## 2 Changes

### 2.1 Implemented Change Requests / New features

Internal Reference	Summary
OSBIZ-34753 OSBIZ-34037 OSBIZ-34168	Media Server Integration (OSBiz S and OSBiz X V3 mainboard family) <ul style="list-style-type: none"> <li>ITSP topics V3R3: Early Media</li> <li>Utilization of Media Server for ITSP, @Home and WebRTC calls</li> </ul>
OSBIZ-44367	Security enhancements V3R3
OSBIZ-40195	Update to Yocto Project Version 3.1
OSBIZ-48033	myPortal for Teams: V3R3 Enhancements
OSBIZ-43040 OSBIZ-48339	UC Suite enhancements V3R3 <ul style="list-style-type: none"> <li>UI Refresh – myAgent</li> </ul> <a href="https://wiki.unify.com/images/1/18/UC_Suite_Refresh_Customer_Information.pdf">https://wiki.unify.com/images/1/18/UC_Suite_Refresh_Customer_Information.pdf</a>
OSBIZ-44362	ITSP topics V3R3 <a href="https://wiki.unify.com/wiki/Collaboration_with_VoIP_Providers">https://wiki.unify.com/wiki/Collaboration_with_VoIP_Providers</a>
OSBIZ-34145	Configure canonical dial settings for CP phones via DLI
OSBIZ-57868	Customer Ticket improvements <ul style="list-style-type: none"> <li>PRB000064083: A new option for HFA registration password should be available</li> <li>PRB000070730: Auto-renewal of self-signed, auto-generated SSL certificates</li> <li>PRB000057221: BS5 HW variant information (WBM)</li> <li>PRB000058205: Error in CPxxx conversation list (UC Journal active) after blind transfer (mode UC Suite)</li> <li>FT_V3R2FR1, PRB000063866: SW version should be visible in the clients</li> <li>FT_V3R3, PRB000068454: Show SLES version on Home Page – BS</li> <li>PRB000058944: Failure with search in phonebook (speed dial numbers) at TDM phones with CON Group members</li> <li>FT_V3R2FR1, PRB000062334: Differentiate in between conference call and scheduled call as name headers in client's GUI especially when no Conference license is provided</li> <li>PRB000056791: WBM-Smart VM: disable the corresponding "Choose File" and "Load" conditionally</li> <li>PRB000059490, PRB000063922: Mobility user (WLAN) mode cannot use Callthrough mode with DISA</li> <li>FT_V3R2FR1 - PRB000062279: Not possible to dial a non-selected number in the favorites</li> <li>PRB000064157: Incorrect display of the file extension when uploading a user image</li> </ul>

## 2.2 Resolved Reported Problems / Symptoms

### 2.2.1 Resolved Problems in .463

Tracking Reference	Internal Reference	Summary
PRB00007150	OSBIZ-58543	X1-Failure of CMI after upgrade to v3_R3.0.0_462
PRB000071547	OSBIZ-58504	SME_iFT - The certificate is not renewed after the update to 462 GA software
	OSBIZ-58503	In Certificate Signing Request page key file should be downloadable
PRB000069551	OSBIZ-57925	OSBiz X5 with OCCMR in boot loop with a persisting FPGA update
	OSBIZ-59273	Upload SSL Certificate fails on Osbiz S
PRB000070166	OSBIZ-58922	TECE - one-way payload in .462
PRB000071840	OSBIZ-58921	X8 MR3 Restart Process Failure
PRB000071883	OSBIZ-58836	Protect access to MediaBridgeState and PendingRpcCallQueue
PRB000071490	OSBIZ-58502	SME_iFT -: Manager E - Online access for OSBiz X1 is not possible
PRB000069217	OSBIZ-58582	Unify Phone application does not ring when in MULAP
	OSBIZ-59435	OSBIZ : Second call is lost after swap
	OSBIZ-59616	Certificate Unify Phone TLS certificate update
	OSBIZ-59437	CoFlex: no Payload with activated P-Early-Media

### 2.2.2 Resolved Problems in .462

Tracking Reference	Internal Reference	Summary
FT_V3R3, PRB000068886 PRB000069694	OSBIZ-55860	Although the email status is shown inactive, the service is running
PRB000068597	OSBIZ-55520	myPortal for Outlook: No name resolution is displayed
PRB000069754	OSBIZ-56765	Service Center shows "1" as the current SW version for HFA phones

Tracking Reference	Internal Reference	Summary
PRB000069735	OSBIZ-56705	Calls are not signaled to the recipient
FT_V3R3 - PRB000069819	OSBIZP-4384	After upgrading to v3_R3.0.0_451, it takes a long time before there is payload on a myPortal@work client on incoming call
FT_V3R3, PRB000068853	OSBIZP-4353	myPortal@work-No transfer from an incoming call with anonymous number
PRB000068429, PRB000069499	OSBIZ-55633	Blacklist wizard does not accept more than 50 call numbers
PRB000066446	OSBIZ-54070	OSBiz S system crash when importing P12 Keystore with insufficient keylength
PRB000068143	OSBIZ-55233	Voicemail message is not played
PRB000070121	OSBIZ-57001	Service Menu at the CMI MT not shown any more after upgrade
PRB000070095, PRB000070147	OSBIZ-56920	System Restart with LDH corelog
FT_V3R3, PRB000068958, PRB000069755, PRB000070084	OSBIZ-55913	Standard settings of new DLI function do not match the standard settings of the phone
PRB000068874	OSBIZ-56046	English announcement was played instead of German announcement
PRB000068639	OSBIZ-56000	CallMe feature doesn't work for a call towards an RNA group
PRB000068369	OSBIZ-55800	Inbound calls do not ring on myPortal@work intermittently
PRB000068570	OSBIZ-55656	System crash due to PROCESS FAILURE with 'missing FP' reported
PRB000067995	OSBIZ-55985	No Name resolution after Call pickup with Sip Devices
PRB000069935	OSBIZ-56975	Wrong info shown if popup contact is printed
PRB000067890, FT_V3R3, PRB000068248, PRB000068431	OSBIZ-55249	The latest call is no longer on the top of the myPortal for Outlook journal
PRB000066116	OSBIZ-55877	Translation error in Dutch WBM of VSL
FT_V3R3, PRB000070089, PRB000070384	OSBIZ-56925	System restart with LDH core log
PRB000066230, PRB000066744	OSBIZ-53775	myPortal for Outlook - cannot connect to database

Tracking Reference	Internal Reference	Summary
PRB000066117 PRB000066546, PRB000068129, FT_V3R3, PRB000070111	OSBIZ-53651	Presence tab is missing from myPortal for Outlook
PRB000070147	OSBIZ-56959	System restart with LDH corelog
PRB000068344	OSBIZ-56083	Daily FP corelogs
FT_V3R2FR1, PRB000062227, FT_V3R3, PRB000069880	OSBIZ-49606	Translation error in Dutch for myportalforTeams
PRB000066972	OSBIZ-54769	Backup Path: hidden path with DOLLAR \$ is not possible
FT_V3R3, PRB000069879	OSBIZ-56760	Missing translation in Dutch GUI via myPortal for teams
FT_V3R3, PRB000069253	OSBIZ-56172	myReports - only "English" language can be selected
FT_V3R3, PRB000069201	OSBIZ-56137	Hunt group identifier is mandatory when creating UCSuite departments
FT_V3R3, PRB000070216	OSBIZ-56085	It is not possible to delete a contact in the external directory of UCSuite
FT_V3R3, PRB000068353	OSBIZ-55229	UC Suite menu in Wizards appears with error
FT_V3R3, PRB000070218, PRB000070509	OSBIZ-57002	Port configuration export causes system restart
FT_V3R3, PRB000068833	OSBIZ-56084	New faxes are not moved to read but remain in the inbox
FT_V3R3, PRB000069037	OSBIZ-56051	Unexpected OSBiz restart due to 'missing FP'
PRB000069217	OSBIZ-56550	Unify Phone application does not ring when in MULAP
FT_V3R3, PRB000069062	OSBIZ-55987	Unify phone: When creating a new user with a duplicated "trunk access code + Unify phone user call number", the user is not created
FT_V3R3, PRB000069456	OSBIZ-56465	Not possible to configure F8 as hotkey in myPortal Outlook
PRB000070220	OSBIZ-57036	Not possible to delete the entries in the UCSuite external phonebook
PRB000069633	OSBIZ-56748	Only the default announcement from the voicemail is played in case of Top group

Tracking Reference	Internal Reference	Summary
PRB000065731	OSBIZ-54108	UC Suite Error when importing into external directory
FT_V3R2, PRB000058265	OSBIZP-4054	Errors in translation to Dutch in myPortal@work
FT_V3R2, PRB000057577	OSBIZP-4017	The toggle text in myPortal@work is coming through the arrows to see more details of the current call
PRB000070142	OSBIZ-56957	WBM : BS diagnosis data can not be downloaded (X8)
FT_V3R3, PRB000069136	OSBIZ-56102	UC fax fails
PRB000070730	OSBIZ-57558	Auto-renewal of self-signed, auto-generated SSL certificates

## 2.2.3 Resolved Problems in \_451

Tracking Reference	Internal Reference	Summary
FT_V3R3, PRB000069415	OSBIZ-56448	After the upgrade of the OSBiz S from 444 to 448, the system did not come up anymore
FT_V3R3, PRB000069416	OSBIZ-56459	After the upgrade of the OSBiz S towards 448, the GTC trunk does not register anymore
PRB000063145	OSBIZ-50682 OSBIZ-50348	System restart because of PROCESS FAILURE
PRB000060822	OSBIZ-48184	Issue with the Available Lines for ITSP
FT_V3R2FR1, PRB000063601	OSBIZ-50829	myAgent crash of old myAgent => Resolved by myAgent UI refresh
FT_V3R2FR1, PRB000062953	OSBIZ-50188	WBM management VSL - skin settings are still visible although they have no function
PRB000064764	OSBIZ-52421	Calls are possible despite being blocked by CON group
PRB000057323	OSBIZ-46186	General Call Key on CP400T with 2 key modules and PS do not light
PRB000063392	OSBIZ-50907	PRB000063392
PRB000065434	OSBIZ-52954	ODS LDAP Test results are misaligned to the column headers
PRB000066857	OSBIZ-54245	Exchange calendar integration is not working correctly
PRB000058722	OSBIZ-46426	UC Suite - Greek Message is wrong

Tracking Reference	Internal Reference	Summary
PRB000065174	OSBIZ-52880	Faxes with many pages can't be sent successfully
PRB000066842	OSBIZ-54364	System reboots because of PROCESS FAILURE
PRB000063234	OSBIZ-50676	German umlauts are incorrectly displayed in group names when programming keys via WBM
FTUnifyPhone, PRB000065059	OSBIZ-52433	Not possible to call other UP users after searching them by name.
PRB000068301	OSBIZ-56043	Unify Phone no announcement to analog station Loudspeaker interface or a Door Opener
PRB000061924	OSBIZ-49266	There is no tone with SLAV8 boards
PRB000064809	OSBIZP-4235	Not possible to transfer anonymous calls
PRB000064108	OSBIZP-4210	There is a call between two myPortal@ work users and forwarding to voicemail via call destination list brings no voice announcement

## 2.2.4 Resolved Problems in \_449

Tracking Reference	Internal Reference	Summary
FT_V3R3, PRB000068589	OSBIZ-55545	SIP subscribers cannot dial out / display the wrong number
FT_V3R3, PRB000068384	OSBIZ-55461	System Restart because of Process Failure
FT_V3R3, PRB000068376	OSBIZ-55455	myAttendant - transfer via drag and drop does not work
FT_V3R3, PRB00006830	OSBIZ-55280	myPortal for Teams WebApp stops working when WSI is restarted
FT_V3R3, PRB000068454	OSBIZ-55473	show SLES version on Home Page - BS
FT_V3R3, PRB000068375	OSBIZ-55452	Wrong message in WBM when configuring duplicated DID number'
FT_V3R3: PRB000068502	OSBIZ-55540	not possible to start a consultation to an external number
FT_V3R3, PRB000068840	OSBIZ-55871	configured phone numbers in the Voice Mail profiles in myPortal for Outlook are not displayed in myPortal for Desktop
FT V3R3: PRB000068832	OSBIZ-55825	no payload with Unify phone after upgrading to v3_R3.0.0_445_OSBIZ-52433

Tracking Reference	Internal Reference	Summary
FT_V3R3, PRB000069321	OSBIZ-56252	No payload for ITSP calls in STUN mode "Port Preserving Router"
FT_V3R3, PRB000069136	OSBIZ-56092	Contact Center Fax- All agents go offline when a fax is received
FT_V3R3, PRB000069488	OSBIZ-56484	Unexpected system restart when a conference is initiated.
FT_V3R3, PRB000068852	OSBIZP-4354	Translation errors in the @work client

### 3.1.1 Resolved Problems in \_444

Tracking Reference	Internal Reference	Summary
FT_V3R3, PRB000068224	OSBIZ-55273	"Extended tracing active..." message shown in WBM
FT_V3R3, PRB000068377	OSBIZ-55456	myPortal for Teams plugin shows two contacts when name is stored as short number in OSBiz
FT_V3R3, PRB000068213	OSBIZ-55394	In the new GUI of ODS WBM, the field mappings of the data output mappings is not visible anymore
FT_V3R3, PRB000068245	OSBIZ-55313	System restart because of Process Failure
FT_V3R3, PRB000068197	OSBIZ-55252	DHCP Server not operational after upgrading to V3R3
FT_V3R3, PRB000068379, FT_V3R2FR1, PRB000062999	OSBIZ-50230	Difference between user settings of UC Suite in clients and WBM in the section notifications

### 3.1.2 Resolved Problems in \_443

Tracking Reference	Internal Reference	Summary
FT_V3R3, PRB000068164	OSBIZ-55077	MAC addresses and IP addresses are not shown in the inventory
n/a	OSBIZ-56033	low battery issue – FPGA update

## 3.2 Resolved Vulnerabilities / Security updates

Tracking Reference	Internal Reference	Severity Level	Summary	Released in Version
CVE-2022-40304 CVE-2022-40303	OSBIZ-49768	9.8	PACKAGE VERSION UPDATE: Libxml2 to v2.10.3	V3R3
CVE-2023-0361	OSBIZ-53000	5.3	GnuTLS lib/auth/rsa.c proc_rsa_client_kx() Function TLS RSA Key Exchange Timing Side-channel Information Disclosure Weakness	
CVE-2022-25762	OSBIZ-46339	8.6	Apache Tomcat WebSocket Message Handling Concurrent Connection Use Remote Information Disclosure	
	OSBIZ-48146	7.5	GnuTLS lib/x509/pkcs7.c find_signer() Function PKCS#7 Signature Handling Double-free DoS	
CVE-2022-2509	OSBIZ-48147	7.5	GnuTLS gnutls_pkcs7_verify() Function PKCS7 Signature Verification Double-free DoS	
	OSBIZ-44870	5.9	GnuTLS lib/x509/verify-high.c gnutls_x509_trust_list_verify_cert2() Function Concurrent TLS Client Connections Race Condition Use-after-free DoS	
CVE-2020-27792	OSBIZ-48349	9.8	Update to GhostScript v 10.0.0	
CVE-2021-38604 CVE-2021-3326	OSBIZ-42264	7.5	PATCH: Apply patches for gilbc	
CVE-2020-35494	OSBIZ-42006	6.1	PACKAGE VERSION UPDATE: Update binutils at least to 2.34	
CVE-2020-35494 CVE-2021-3875 CVE-2021-3796	OSBIZ-42009	3.3	PACKAGE VERSION UPDATE: Update Vim at least to 8.2.3489	
CVE-2021-23214 CVE-2021-23222	OSBIZ-42597	8.1	PACKAGE VERSION UPDATE: Update PostgreSQL at least to 9.6.24	
	OSBIZ-48138	5.9	Libxml2 xpointer.c xmlXPathStringRangeFunction() Function Memory Allocation Failure Double-free DoS Weakness	
CVE-2021-3580	OSBIZ-41915	7.5	PACKAGE VERSION UPDATE: Update nettle at least to 3.7.3	

Tracking Reference	Internal Reference	Severity Level	Summary	Released in Version
CVE-2022-24963	OSBIZ-52639	9.8	Apache Portable Runtime (APR) apr_encode Functions Integer Overflow Out-of-bounds Write Unspecified Issue	
CVE-2023-0100	OSBIZ-53739	9.8	Eclipse BIRT /report/utility/ParameterAccessor.java __report Parameter Report Design File Handling Remote Command Execution	
CVE-2023-23916	OSBIZ-53745	7.5	curl / libcurl Multiple Header Handling Excessive HTTP Compression Steps Memory Exhaustion Remote DoS	
CVE-2022-22576 CVE-2022-27780 CVE-2022-27779 CVE-2022-30115 CVE-2022-27775 CVE-2022-27782 CVE-2022-27774	OSBIZ-46344 OSBIZ-45377	8.1	curl / libcurl various vulnerabilities May 2022 Update curl (Server) to version 7.69	
	OSBIZ-53637	7.5	LibTIFF tif_read.c _TIFFReadEncodedTileAndAllocBuffer() Function Tile Count Handling Memory Exhaustion DoS	
	OSBIZ-53747	7.5	FreeType cid/cidobjs.c cid_slot_done() Function Memory Allocation Failure NULL Pointer Dereference DoS Weakness	
CVE-2022-3970	OSBIZ-53636	8.8	LibTIFF tif_getimage.c TIFFReadRGBATileExt() Function Integer Overflow Unspecified Weakness	
	OSBIZ-53002	8.2	LibTIFF tif_dir.c TIFFAdvanceDirectory() Function Directory Count / Link Handling Integer Overflow Out-of-bounds Read Issue	
	OSBIZ-53635	8.2	FreeType multiple high cvss severity vulnerabilities	
CVE-2021-40524	OSBIZ-53757	7.5	Pure-FTPd ftpd.c dostor() Function File Upload User Quota Calculation Logic Flaw Remote DoS	
CVE-2022-23437	OSBIZ-53434	5.3	Apache Xerces2 Java (Xerces2-J) XML External Entity (XXE) Injection Infinite Loop Remote DoS	
CVE-2021-0555	OSBIZ-53778	7.5	Protocol Buffers (protobuf) util/internal/protostream_objectsource.cc ProtoStreamObjectSource::RenderStruct() Function NULL Pointer Dereference DoS	
CVE-2020-14305	OSBIZ-32985	8.1	Linux Kernel net/netfilter/nf_conntrack_h323_main.c Voice	

Tracking Reference	Internal Reference	Severity Level	Summary	Released in Version
			Over IP H.323 Connection Tracking Out-of-bounds Write Remote Code Execution	
CVE-2022-34169	OSBIZ-47911	9.8	Apache Xalan-Java XSTL Stylesheet Handling Integer Truncation Arbitrary Code Execution	
CVE-2023-29469	OSBIZ-54416	7.5	Libxml2 dict.c xmlDictComputeFastKey() Function Empty Dictionary String Hashing Double-free DoS	
	OSBIZ-54419	9.8	Libxml2 parser.c xmlParseCharData() Function Fatal Error Handling Use-after-free Unspecified Issue	
CVE-2023-28484	OSBIZ-54417	7.5	ibxml2 xmlschemas.c xmlSchemaFixupComplexType() Function complexType Element Handling NULL Pointer Dereference DoS	
	OSBIZP-4095 OSBIZ-54009	8.9	Angular Template injection vulnerability in myPortal@work	

## 4 Important Issues, Workarounds, Hints and Restrictions

### 4.1 Important Issues

#### OpenScape Business S and Booster Server

As announced in Atos Unify Technical Newsletter SME 2022/08, **SLES 12 SP5** is **mandatory for** both: new installations and **update installations**. The new release is **not** fully **compatible** to **SLES 12 SP3** anymore.

#### myPortal @work as CTI client on Windows Terminal server

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.

- **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.

- **myPortal for Outlook**

Starting with V3R2 FR1 myPortal for Outlook requires .NET Framework >= 4.8. If not installed, the installation will finish w/o success. Information of the installed .NET Framework can be obtained via the registry editor path: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\Full.

Furthermore users need access to the path: %userprofile%.

- **Outlook plugin gets deactivated when Outlook is started**

**Hint:** Please check the following registry entries and if they exist, it is recommended to delete them.

HKEY\_CURRENT\_USER\Software\Microsoft\Office\Outlook\Addins\OLI2010

HKEY\_CURRENT\_USER\Software\Wow6432Node\Microsoft\Office\Outlook\Addins\OLI2010

In case the problem still exists, further investigation is required.

- **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.

## 4.2 UC Suite – UI Refresh known issues

The UC Suite user experience is improved for the applications myPortal for Outlook, myPortal for Desktop/myAttendant and myAgent. In addition to a new refreshing design, we have improved some features in the interface, such as the use of audio conferencing. For more information, please refer to the user documentation (see Help function in your application) or contact your responsible Unify sales partner. Further information can be found under the following link:  
[https://wiki.unify.com/images/1/18/UC\\_Suite\\_Refresh\\_Customer\\_Information.pdf](https://wiki.unify.com/images/1/18/UC_Suite_Refresh_Customer_Information.pdf).

### 4.2.1 myAgent

menu	summary	internal reference	comment
Wrapup code	It is not possible to select multiple wrap-up codes	OSBIZ-56997	

## 4.2.2 FAQ

where to find "scheduled calls"?	<ul style="list-style-type: none"> <li>"scheduled calls" are moved from the journal to the conference module which is now called myMeetings</li> </ul>
conference module is visible w/o conference license	<ul style="list-style-type: none"> <li>user w/o conference license can handle their "scheduled calls" via myMeetings menu</li> </ul>
missing buttons in pop-up when using tray pop-up (toast notification)	<ul style="list-style-type: none"> <li>Windows toast notification does not show disabled buttons (e.g., if user does not have a conference license, the conference button is not available in the tray pop-up; like reduced call control capabilities with CallMe)</li> </ul>
why is the "dark mode" of tray pop-up (toast notification) not visible?	<ul style="list-style-type: none"> <li>Windows toast notifications are based on the Windows Theme and not the UC Suite UI theme</li> </ul>
how to change size or move tray pop-up (toast notification)	<ul style="list-style-type: none"> <li>Windows toast notification are placed on main display in bottom right corner</li> <li>Windows toast notifications cannot be moved or minimized</li> </ul>
XMPP search results are missing	<ul style="list-style-type: none"> <li>XMPP ID is no longer used and displayed in the client</li> </ul>
UC Suite WBM - User Directory Contact center, Schedules: refresh is missing	<ul style="list-style-type: none"> <li>User Directory Contact center, Schedules: refresh is not available yet</li> </ul>
splash window disappears during login	<ul style="list-style-type: none"> <li>the splash window which is visible during startup might disappear in remote sessions before the main window of myAgent is visible</li> </ul>
search result in Calls List differ from previous myAgent	<ul style="list-style-type: none"> <li>in previous version of myAgent the search is linked by an "and" logic. The new myAgent search is linked by an "or" logic which creates more results.</li> </ul>
myAgent autohide ribbon is not available	<ul style="list-style-type: none"> <li>user should now pop-out the wallboard panel and make that e.g. full screen, the settings are stored for next application start</li> </ul>
how to pop-in, pop-out or swap views	<ul style="list-style-type: none"> <li>the options pop-in, pop-out or swap views are available via mouse-over in the title bar area of the specific view</li> </ul>
are myAgent settings inherited to the UI refresh?	<ul style="list-style-type: none"> <li>not yet, an improvement is planned for Hotfix</li> </ul>

## 4.3 Workarounds, Hints

- For OpenScape Business V3R3 and upcoming releases please use at least [Manager E V10 R3.14.0](#).
- 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.

**Note:** The connections to the Central License Server (CLS) will be restricted to TLS 1.2 This update of the Central License Server requires an update of the OpenScape Business System to V3.

After migration from SW-version V2R7 to V3R3 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 correctly configuring 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 to have the Auto Update mechanism configured properly.
- 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>

Further information about the configuration of OAuth 2.0 can be found under the following link: [https://wiki.unify.com/wiki/OpenScape\\_Business#Microsoft\\_Exchange\\_Server](https://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server)

## No longer supported features from V2 / V3

Function	Supported with V3 Mainboards	Supported with V2 Mainboards	Supported with OSBiz S / UC Booster Server
Xpressions Compact cards	---	---	n/a
Optipoint 5xx device family	---	✓ <sup>(1)</sup>	n/a
Optipoint 4xx device family	---	✓ <sup>(1)</sup>	✓ <sup>(1)</sup>
Gateview	---	---	---
myPortal Smart Client	---	✓ <sup>(1) (2)</sup>	✓ <sup>(1) (2)</sup>
TAPI 120 WSI	---	✓	---
Remote access via ISDN with PPP (RAS)	---	✓ <sup>(1)</sup>	n/a
XMPP service	---	---	---
myPortal for OpenStage	---	---	---
VPN termination via WAN Interface	---	---	---
Novell SLES 11 SP4	n/a	n/a	---
Novell SLES 12 SP3	n/a	n/a	---
ESXi 5.5	n/a	n/a	---

--- not supported

<sup>1)</sup> Existing installations will not be blocked. Unify does not provide technical support anymore.

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

## 4.4 Restrictions

### 4.4.1 Restrictions on this release

- OCCLA system with SLMUC and SLCN sporadically does not come up after restart (OSBIZ-51865)
- myPortal @work: call to IVR through ITSP – there is ringing in parallel with audio (OSBIZ-54488)
- Scheduled import of External Directory via Public Folder is not working for OCC systems.
- **Sporadically no Payload** – indicated by message log: "No DSP interrupt for 150ms: start monitoring DSP API watchdog" (OSBIZ-48332)  
 The problem affects OpenScape Business X systems with DSP modules OCCBL or OCCBH.  
 Workaround: Please activate "Garbage Collection" as a weekly automatic maintenance action until the issue is fixed in a following hotfix / fix release.
- myPortal for Teams (MS Teams plugin): Favorite group name should not exceed 12 characters. In case the name is longer, group members are not visible (osbiz-57610)
- Hanging call in myAgent (without impact on call distribution of other incoming calls)  
 OSBIZ-58633 => Issue will be resolved in an upcoming release
- OpenScape Business X V3 mainboard family and Server: T.38 fax transmission fails with various ITSPs (OSBIZ-60051)  
 Workaround: Please deactivate Codec parameter "T.38 Fax" until the issue is fixed in a following hotfix / fix release.

## 4.4.2 Restrictions / important information from previous releases

- **myPortal @work**

Call History / Journal is not synchronized between myPortal @work and myPortal for Desktop / myPortal for Outlook / myAttendant

- **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.

- **SmartVM hunt group additional V3 ports on update configuration**

During migration/update from V2 to V3, the additional EVM ports are not additionally included in the SmartVM hunt group. However, this requires manual configuration (see Administrator Documentation, chapt. 8.11), during which one could and should also make the COS restriction.

- **UC Suite trunks additional V3 channels handling after migration from V2 mainboard**

To enable the additional Middleware (MEB) Trunk channels for 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.

## 5 Installation and Upgrade / Update

### 5.1 Installation

#### 5.1.1 Data and information security

It is mandatory to apply the Security Checklist so that system default settings are hardened according to best practices. This is most relevant after a first installation, but also strongly recommended after each Major or Minor version upgrade. It presents a checklist to ensure all necessary installation and configuration steps can be taken and adapted to the individual customer's environment and security policy. Deviations from the standard settings should be documented in the security checklist in consultation with the customer's contact person.

The best possible standard of data security and protection is only provided on our latest solutions or product versions. It is recommended to regularly install product updates to remove identified security vulnerabilities and software defects, improve stability and add latest functionality.

Country-specific regulations must be observed.

The latest version of "OpenScape Business V3 - Security Checklist" can be found under the following link:  
<https://nuxeo.unify.com/nuxeo/site/proxy/nxdoc/view/raw/b2efab60-4ba8-491c-988d-870077267c4a>

Changes in Security List for this release:

- editorial changes
- remove: Gate View, XMPP (Openfire), OpenSSL
- add: OpenScape Desk Phone CP700 family, Media Sever V3 mainboard family
- update: 6.2.13 Unify Phone
- remove: 10.4.3 fallback to TLS 1.0
- update: 6.2.14.1 MS Teams Direct Routing (link to How To)
- update: 12.2.3.1 Root access
- update 10.5.6.1 SSH interface

#### 5.1.2 Precondition

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.

#### 5.1.3 First Installation

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

## 5.2 Upgrade / Update / Migration

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

- OpenScape Business X**  
 Due to the increased size of the V3R3 software images, it may be necessary to free up the disk space on the system before starting the software upgrade. In the menu *Service Center – Software – Software Update – Update via File Upload* a new option *"Clean up storage space before transfer"* has been introduced, which deletes traces, tcp-dumps and phone software images. As a preparational step, this is also available with V3R2.1 hotfix 14. For other software update methods or older software images, these actions should be performed manually.
- OpenScape Business S and Booster Server**  
**SLES 12 SP5 is mandatory for both new installations and update installations.** The new release is **not** fully **compatible** to **SLES 12 SP3** anymore. Please upgrade to SLES 12 SP5 before installing the new OpenScape Business V3R3 software.

### 5.2.1 Fallback

Not applicable for this release.

### 5.2.2 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"**.

### 5.2.3 How to migrate from V2 mainboards to V3 mainboards

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

## 5.2.4 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". Detailed description Chapter ***"Licensing" and "Migration"***.

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

## 5.3 Special settings and instructions

Not applicable for this release.

## 6 Hardware and Software Compatibility

### 6.1 Hardware

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

Product Family	Product	Preferred Software Versions <sup>1)</sup>			
		Version	Status <sup>2)</sup>	Nuxeo Note	in image
Operating System	Novell SLES 12 SP5 64 Bit	P30152-P1649-P20-1	GA		
Administration	Manager E	P30152-P1532-P3-41	GA	INF-13-000576	
	KC-Manager <sup>3)</sup>	P30152-P1532-T3-41	GA		
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V3.0.6)	GA		
Voicemail	OpenScape Xpressions	≥ P30152-P1526-A1-14 (V7 R1.5.28)	GA	INF-19-000223	
Attendant	OpenScape Business Attendant	≥ P30152-P1603-P13-15 (V2 R3.4.0)	GA	INF-15-000318	
Devices / Modules	Busy Lamp Field	≥ V2 R2.1.3			
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-14 (V3_R5.17.0)	GA	INF-19000315	X
	CP 100/20x/400/600/600E/700/700X SIP	P30152-P1605-A90/A100/A200/A300/A310/A400/A410-59/59/59/59/59/59/59/59 (V1 R10.2.0)	GA	INF-23-000030	X
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-14 (V3_R5.17.0)	GA	INF-19000315	X
	CP 110 SIP	P30152-P1705-A110-7 (V2 R0.11.0)	GA	INF-23-000154	X
	CP 210 SIP	P30152-P1705-A210-7 (V2 R0.11.0)	GA	INF-23-000154	X
	CP 410 SIP	P30152-P1705-A410-7 (V2 R0.11.0)	GA	INF-23-000154	X
	CP 710 SIP	P30152-P1705-A710-7 (V2 R0.11.0)	GA	INF-23-000154	X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275-27 (V3 R0.53.0)	GA	INF-23-000157	X
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A180-27 (V3 R0.53.0)	GA	INF-21-000157	X
	CP 100 HFA	P30152-P1632-A90-43 (V1 R7.4.0)	GA	INF-23-000109	X
	CP 110 HFA	P30152-P1700-A110-7 (V2 R0.11.0)	GA	INF-23-000155	X
	CP 20x HFA	P30152-P1632-A100-43 (V1 R7.4.0)	GA	INF-23-000109	X
	CP 210 HFA	P30152-P1700-A210-7 (V2 R0.11.0)	GA	INF-23-000155	X
	CP 410 HFA	P30152-P1700-A410-7 (V2 R0.11.0)	GA	INF-23-000155	X
	CP 400/600/700 HFA	P30152-P1632-A200/A300/A400-43 (V1 R7.4.0)	GA	INF-23-000109	X
	CP 710 HFA	P30152-P1700-A710-7 (V2 R0.11.0)	GA	INF-23-000155	X
	CP 200 TDM	P30152-P1665-A100-5 (V1 R0.0.9)	GA	INF-20-000035	X
	CP 400 TDM	P30152-P1665-A200-5 (V1 R0.0.15)		INF-20-000034	X
	openStage 10 TDM	NA	GA	NA	

Product Family	Product	Preferred Software Versions <sup>1)</sup>			
		Version	Status <sup>2)</sup>	Nuxeo Note	in image
	openStage 15 TDM	P30152-P1595-A75-3 (V2 R1.3.0)	GA	INF-20-000042	X
	openStage 20 TDM	P30152-P1595-A100-1 (V2 R1.3.0)	GA	INF-17-000192	X
	openStage 30 TDM	P30152-P1459-A150-3 (V2 R1.3.0)	GA	INF-20-000044	X
	openStage 40 TDM	P30152-P1595-A200-1 (V2 R1.3.0)	GA	INF-17-000191	X
	openStage 60 TDM	P30152-P1595-A300-13 (V2 R1.17.0)	GA	INF-21-000145	X
	openStage 80 TDM	P30152-P1595-A400-10 (V2 R1.14.0)	GA	INF-17-000366	
	openStage Up0 Adapter	P30152-P1416-B100-g (V1 R0.11.0)	GA	INF-12-000073	X
	OpenScape Personal Edition V7 HFA/SIP	≥ P30152-P1510-C1-U8 (V7 R1.47.75)	GA	INF-20-000330	
	OpenStage WL3 / WL4	P30152-P1561-A1-g (V1 R1.5.0)	GA	INF-20-000006	
Partner Products	Mediatix 4102 V2.0	≥ P30152-P1361-P25-24 (V2.0 R34.627.0)	GA	INF-16-000106	
	Cordless IP V2	V2 R1.36.0	GA	INF-20-000249	
CSTA	OpenScape Business TAPI	≥ P30152-P1532-P14-14 (V1.R1.12.0)	GA	INF-13-000533	
Contact Center	OpenScape Contact Center	V10 R1.1.2	GA	INF-19-000421 AgQ00009430-1	
	CMS	V9 R4.0.0	GA	INF-19-000350	
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		
	DLS Deployment Service	P30152-P1659-A1-11 (V10 R1.1.0) (HI-DLS10R1.613.00)	GA	INF-20-000247	

### Notes:

<sup>1)</sup> We recommend customers use the "Preferred Software Version" for the given products. The preferred software versions offer higher levels of functionality. However, the OpenScape Business might also operate with older software version with the caveat that recently added interoperability or advanced features may not be possible when using these versions. In cases, if a defect is found when using a backward compatible version, it may be necessary to update to the preferred version.

<sup>2)</sup> FT = Field Trial, NA = Not available, GA= General Availability, eeQA= extended external quality assurance, TBV = To Be Verified

<sup>3)</sup> Supported product/Corresponding pendants for Octopus F X (Deutsche Telekom)

## 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

### 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 500 User	more than 500 User	Contact Center	Fax
<b>Processor cores / clock per core</b>	2 / 2,5 GHz	2 / 3,0 GHz	4 / 3,5 GHz	4 / 3,5 GHz	User-dependent
<b>RAM</b>	2 GB min.	4 GB	8 GB min.	4 GB min	4 GB min
<b>HDD/SSD</b>	60 GB	200 GB	500 GB	200 GB or more	User dependent

### 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 and existing installations
Virus scanner	McAfee Agent V5.5 or above

## 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).

	<b>Up to 50 User</b>	<b>Up to 500 User</b>	<b>More than 500 User</b>	<b>Contact Center</b>	<b>Fax</b>
<b>Home Partition</b>	40 GB	80 GB	180 GB	180 GB	User-dependent

## 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
- VMware vSphere 7 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 I 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

### 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

## 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.

## Software deployment as GCP image

The OpenScape Business S GCP image including the SLES 12 SP5 is provided via the Software Download for quick and easy installation in a GCP environment. The image is delivered with a default configuration for up to 50 users. The Linux partitions and the home partition are located on the same hard disk.

Depending on the number of users and the functions used, the "home" partition may have to be adjusted after installation in the GCP environment under the GCP settings according to the following table.

For performance and security reasons it is highly recommended to avoid the E2 Shared Core family.

	Basic	Standard	Advanced		Standard / Advanced
	up to 50 User	up to 500 User	more than 500 User	Contact Center	Fax
<b>Processor cores / clock per core</b>	2 / 2,5 GHz	2 / 3,0 GHz	4 / 3,5 GHz	4 / 3,5 GHz	User-dependent
<b>RAM</b>	2 GB min.	4 GB	8 GB min.	4 GB min	4 GB min
<b>HDD/SSD</b>	60 GB	200 GB	500 GB	200 GB or more	User dependent
<b>example GCP machine type</b>	c2d-highcpu-2	c2-standard-4	c2-standard-8	c2-standard-8	c2-standard-8

For more details, please refer to:

[https://wiki.unify.com/wiki/How\\_to\\_collection\\_and\\_tutorials\\_for\\_OpenScape\\_Business#OpenScape\\_Business\\_S\\_for\\_Cloud](https://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#OpenScape_Business_S_for_Cloud)

## 6.2 Firmware

Not applicable for this release.

## 6.3 Loadware

Not applicable for this release.

## 6.4 Software / Applications

Product	SW Version
myPortal / myAttendant	6.3.0.178
myPortal for Outlook	6.3.0.185
myAgent	6.3.0.183
FAX Printer	6.3.0.185
Cover Page Editor	6.3.0.146
Communications Clients Installer	6.3.0.162
myReports	6.3.0.185
Application Launcher	V2.R7.0.40
myContacts	V1.0.23.0
Accounting Manager	V2.0.0.36
Desktop Integration	1.19
myPortal @work	3.7.12
Audio Wizard	2.2.1.1
ODBC to ODBC bridge	V1.0.17.0

## 6.5 Operating systems

This legend applies to the following overviews:

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

<sup>1)</sup> supported, but not part of the system test anymore - in case of error no SW correction will be delivered (end of sustaining by OpenScape Business)

- Microsoft Office 2016 security updates by Microsoft until October 2025
- Microsoft Exchange 2016 extended support by Microsoft until October 2025
- Microsoft Windows Server 2016 security updates by Microsoft until January 2027

<sup>2)</sup> UC and CTI functionality only

PC Client Software	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
<b>Client Operating System</b>								
Microsoft Windows 11 (64 Bit) all versions	■	■	■	■	■	■	□	■
Microsoft Windows 10 (64 Bit) all versions	■	■	■	■	■	■	■	■
Apple macOS 13	■	■	□	□	□	■	□	□
Apple macOS 12	■	■	□	□	□	■	□	□
Apple macOS 11	■	■	□	□	□	■	□	□
<b>Terminal Server for Clients</b>								
Microsoft Windows 2022 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2022	■ <sup>2)</sup>	■	■	■	■	■	□	■
Microsoft Windows 2019 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2019	■ <sup>2)</sup>	■	■	■	■	■	□	■
<b>SW Components in general</b>								
Microsoft Outlook / Office	□	□	■	□	□	□	□	■
2021 (32 / 64 Bit) + Office 365	□	□	■	□	□	□	□	■
2019 (32 / 64 Bit)	□	□	■	□	□	□	□	■
2016 (32 / 64 Bit) <sup>1)</sup>	□	□	■	□	□	□	□	■
.NET Framework	n/a	n/a	>= 4.8	>= 4.8	n/a	n/a	n/a	>= 4.8
<b>Web browser</b>								
Microsoft EDGE	□	■	■	■	■	■	□	□
Mozilla Firefox V68.0 or higher	□	■	■	■	■	■	□	□
Google Chrome V53 or higher	□	■	■	■	■	■	□	□
<b>Java</b>								
Oracle Java JRE 1.8.x or above (32 Bit or 64 Bit)	□	■	□	□	■	■	□	□
Open JDK V8 or above (32 Bit or 64 Bit)	□	■	□	□	■	■	□	□

PC Client Software	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
<b>SW Components for specific functions</b>								
Microsoft Exchange (Calendar and Contact Integration)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange Server with Office 365 (Cloud)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange 2019 (64 bit)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange 2016 (64 bit) <sup>1)</sup>	n/a	■	■	n/a	n/a	■	n/a	n/a
Adobe Reader	n/a	n/a	n/a	>= 9.3	>= 9.3	n/a	n/a	n/a

PC Client Software	Application Launcher	Call Bridge Collection	TAPI 120 TSP SW	ODBC-Bridge Server	myContacts	Accounting Manager	OSBiz WBM	Manager E
<b>Client Operating System</b>								
Microsoft Windows 11 (64 Bit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	■	<input type="checkbox"/>	n/a	■
Microsoft Windows 10 (64 Bit)	■	■	■	■	■	■	n/a	■
<b>Server Operating System</b>								
Microsoft Windows 2022 Server 64 Bit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a	<input type="checkbox"/>
Microsoft Windows 2019 Server 64 Bit	<input type="checkbox"/>	<input type="checkbox"/>	■	■	<input type="checkbox"/>	<input type="checkbox"/>	n/a	<input type="checkbox"/>
Microsoft Windows 2016 Server 64 Bit <sup>1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	■	■	<input type="checkbox"/>	<input type="checkbox"/>	n/a	<input type="checkbox"/>
<b>SW Components in general</b>								
Microsoft Outlook / Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2021 (32 / 64 Bit) + Office 365	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2019 (32 / 64 Bit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2016 (32 / 64 Bit) <sup>1)</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.NET Framework	n/a	n/a	n/a	>= 4.8	>= 4.8	n/a	n/a	n/a
<b>Web browser</b>								
Microsoft EDGE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 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 type="checkbox"/>
<b>Java</b>								
Oracle Java JRE 1.8.x or above (32 Bit or 64 Bit)	■	<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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SW Components for specific functions</b>								
ODBC 3.5 compliant database driver	n/a	n/a	n/a	■	n/a	n/a	n/a	n/a

For TAPI 170 TSP see according Release Note on Software Supply Server (SWS).

## 6.6 Compliant products

Not applicable for this release.

### 6.6.1 Other products

Not applicable for this release.

### 6.6.2 Third-Party products

- **Headsets**

Currently the headsets that are fully certified are:

Poly Voyager Focus UC 2

Jabra Engage 55

Poly Blackwire 7225

Poly Blackwire 3215

And the headsets that are under verification are:

Jabra Engage 40

Jabra Engage 50 II

Jabra Evolve 65 SE

Jabra Evolve 75 SE

Jabra Evolve2 65

Jabra Evolve2 75

Additional headset certification is in progress.

## 7 Service Information

### 7.1 Management information base

☒ Product sends SNMP V2 traps    ☐ Product sends SNMP V3 traps    ☐ Not supported

The following MIBs are supported:

please refer to administrator documentation, chapter "SNMP (Simple Network Management Protocol)"

### 7.2 License management

This product is licensed using:

☒ CLS    ☒ CSC    ☐ Other or not relevant, as described below

### 7.3 Remote serviceability

This product is certified for the following:

☒ RSP    ☐ HiSPA    ☐ RTPatch    ☐ Other remote access or not relevant, as described below

### 7.4 Product tooling structure

#### Structure in Nuxeo / SWS for OpenScape Business – Upgrade Image

Main Category	Communication Systems
Product Family	OpenScape Business
Product	OpenScape Business X1 X3 X5 X8
Product Version	OpenScape Business X1 X3 X5 X8 V3
Product Item # (System)	P30152-P1649-P1/P2/P3/P7

#### Structure in Nuxeo / SWS for T-Octopus F X – Upgrade Image

Main Category	OEM Products
Product Family	T-Octopus F System
Product	Octopus F X
Product Version	Octopus F X V3
Product Item #	P30152-P1649-P1/P2/P3/P7

#### Structure in Nuxeo / SWS for OpenScape Business Server – Upgrade Image/Installation Image (.iso)

Main Category	Communication Systems
Product Family	OpenScape Business
Product	OpenScape Business S-BS
Product Version	OpenScape Business S-BS V3
Product Item # (System)	P30152-P1649-P10/P17

## Structure in Nuxeo / SWS for OpenScape Business Server in the cloud – Upgrade Image/Installation Image

Main Category	Communication Systems
Product Family	OpenScape Business
Product	OpenScape Business S – GCP deployment
Product Version	V3
Product Item # (System)	P30152-P1649-P21

## Structure in Nuxeo / SWS for T-Octopus F X8S/BS – Upgrade Image/Installation Image (.iso)

Main Category	OEM Products
Product Family	T-Octopus F System
Product	Octopus F X 8 S-BS
Product Version	Octopus F X8 S-BS V3
Product Item # (System)	P30152-P1649-P10/P17

## Structure in Case Tracking System GSI.flow for OpenScape Business

Product Family	Communication Systems
Product Group	OpenScape Business
Product Type	OpenScape Business X1 or X3 or X5 or X8
Product Version	V3
SW Version	P30152-P1649-P1/P2

## Structure in Case Tracking System Service Now for OpenScape Business Server / UC Booster Server

Product Family	Communication Systems
Product Group	OpenScape Business
Product Type	OpenScape Business S or UC Booster Server
Product Version	V3
SW Version	P30152-P1649-P10/P12

## Structure in Case Tracking System Service Now for T-Octopus F X

Product Family	OEM Products
Product Group	T-Octopus F System
Product Type	T-Octopus F X3 X5 X8
Product Version	V3
SW Version	P30152-P1649-P1/P2

Structure in Case Tracking System Service Now for T-Octopus F X8 S/BS	
Product Family	OEM Products
Product Group	T-Octopus F System
Product Type	T-Octopus F X8 S or BS
Product Version	V3
SW Version	P30152-P1649-P10/P2

## 7.5 Case tracking system

Tickets can be generated and tracked via the Atos WEB Support Portal (AWSP).

<http://atosunify.service-now.com/unify>

A short instruction can be found on the AWSP directly.

## 8 Documentation Reference

The product documentation can be found on the **Atos Unify Partner Portal** <https://unify.com/en/partners/partner-portal> under **Sell - Portfolio Information**. Further related information can be found under the following links:

topic	hyperlinks
Administration Documentation	Online Help in OpenScape Business Assistant
OSBiz Applications	Available for download via OpenScape Business Service-Center
Details regarding supported peripheral devices and or other 3 <sup>rd</sup> party products	Sales Information (Partner Portal)
Diagnostic hints	Administration Documentation
Experts Wiki	<a href="http://wiki.unify.com/wiki/OpenScape_Business">http://wiki.unify.com/wiki/OpenScape_Business</a>
Exchange Configuration Guides	<a href="http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server">http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server</a>
Client system & memory requirements in Terminal Server environments	<a href="http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment">http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment</a>
SIP devices configuration guide	<a href="http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business">http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business</a>
Migration of Openstage WL2 HFA to SIP	<a href="http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP">http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP</a>
Important HFA upgrade information	<a href="https://enterprise-businessarea.unify.com/productinfo/document/qy1ln3st2U_/OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf">https://enterprise-businessarea.unify.com/productinfo/document/qy1ln3st2U_/OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf</a>
Best Practices for virtual machine snapshots in the Vmware environment	<a href="http://kb.vmware.com/kb/1025279">http://kb.vmware.com/kb/1025279</a>
"How to collection" for H4k and OSV networking	<a href="http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics">http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics</a>
SIP / ITSP Wiki	<a href="http://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_ITSP_Connectivity">http://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_ITSP_Connectivity</a>
How_To_Configure System Device@Home	<a href="https://wiki.unify.com/images/d/de/How_To_Configure_System_Device%40Home.pdf">https://wiki.unify.com/images/d/de/How_To_Configure_System_Device%40Home.pdf</a>
How To Tutorial myPortal @work Scenarios and Configuration	<a href="https://wiki.unify.com/images/8/8c/How_To_Tutorial_myPortal_%40work_Scenarios_and_Configuration.pdf">https://wiki.unify.com/images/8/8c/How_To_Tutorial_myPortal_%40work_Scenarios_and_Configuration.pdf</a>
How To Tutorial MS Teams Interworking	<a href="https://wiki.unify.com/images/4/4f/How_To_Configure_OSBiz_MS_Teams_Interworking.pdf">https://wiki.unify.com/images/4/4f/How_To_Configure_OSBiz_MS_Teams_Interworking.pdf</a>
OpenScape Business Security Checklist	<a href="https://nuxeo.unify.com/nuxeo/site/proxy/nxdoc/view/raw/b2efab60-4ba8-491c-988d-870077267c4a">https://nuxeo.unify.com/nuxeo/site/proxy/nxdoc/view/raw/b2efab60-4ba8-491c-988d-870077267c4a</a>
How To: configure OAuth 2.0	<a href="https://wiki.unify.com/images/7/76/OpenScape_Business_OAuth2_HowTo.pdf">https://wiki.unify.com/images/7/76/OpenScape_Business_OAuth2_HowTo.pdf</a>
UC Suite UI Refresh	<a href="https://wiki.unify.com/images/1/18/UC_Suite_Refresh_Customer_Information.pdf">https://wiki.unify.com/images/1/18/UC_Suite_Refresh_Customer_Information.pdf</a>
GCP Partner Guide	<a href="https://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#OpenScape_Business_S_for_Cloud">https://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#OpenScape_Business_S_for_Cloud</a>
OpenScape Business, Troubleshooting Guide, Service Documentation, Issue 10	<a href="http://apps.g-dms.com:8081/techdoc/en/P31003P3000S100017620/toc.htm">http://apps.g-dms.com:8081/techdoc/en/P31003P3000S100017620/toc.htm</a>
HowTo connect Unify Phone to OpenScape Business	<a href="https://wiki.unify.com/images/7/7f/How_To_connect_Unify_Phone_to_OpenScape_Business.pdf">https://wiki.unify.com/images/7/7f/How_To_connect_Unify_Phone_to_OpenScape_Business.pdf</a>