Release Notes

Release Notes Version: V1.0.279, 2022-12-14

Atos Unify OpenScape Business V3

Software Version: V3 R2.1.0_401

☐ 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

Delivered Files

Product Item Number	File Name
1 P30152-P1649-P1-36	image_osbiz_v3_R2.1.0_401_occ.img.tar **Size**: 1.304.034.816 Bytes
Systems (X1, X3, X5 and X8) – without OCAB **SHA256checksum:** 65c13ad00ef82802109f5e240092d8b9bf78233530a756cd654a54dc9ddb7599	
2 P30152-P1649-P2-36	image_osbiz_v3_R2.1.0_401_ocab.img.tar **Size**: 2.776.994.816 Bytes
Systems (X1, X3, X5 and X8) – with OCAB **SHA256checksum**: 5418c9598e83c20d791e6e53e5e73ba5c1fe3c3a0fdc449a0f098a66d57d51be	
3 P30152-P1649-P3-36	image_osbiz_v3_R2.1.0_401_occe.img.tar **Size**: 2.657.777.152 Bytes
System (X8) – OCCLA / (X3 and X5) – OCCeM **SHA256checksum**: 8d7535663779c02fecbe81b2c021ff393b1aad5dd46de79cd1e49638fe36fa54	
4 P30152-P1649-P12-36	image_osbiz_v3_R2.1.0_401_pcx.img.tar **Size**: 2.823.562.752 Bytes
Server based systems (Business S or Booster Server) **SHA256checksum:** f1468018c4e4f5c6b98e1a125ae3bda096b3af83b91e42016835e8ab16dbed51	
5 P30152-P1649-P10-36	dvd_osbiz_v3_R2.1.0_401.iso **Size**: 3.601.008.640 Bytes
DVD **SHA256checksum**: 8f23f542e11ced8edd9d4437753c4cf3c5ff931c65afc0bc97c8c8e97c356091	
6 P30152-P1649-P21-1	image_osbiz_v3_R2.1.0_389_gcp.tar.gz **Size**: 8.649.527.300 Bytes
Google Cloud Platform deployment **SHA256checksum:** 2a6eb82ab03e88023a84ef6554e3263b0b1f964b1703aca8337eed0c9d270334	

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1 History of Change

1.1 Release notes content

Version	Date	Description of changes
V1.0.271	2022-10-12	389 Bind V3R2 FR1 1st FT Release
V1.0.273	2022-10-24	390 Bind V3R2 FR1 2nd FT Release
V1.0.275	2022-11-07	392 Bind V3R2 FR1 3rd FT Release
V1.0.276	2022-11-14	393 Bind V3R2 FR1 1st EEQA Release
V1.0.277	2022-11-23	394 Bind V3R2 FR1 2nd EEQA Release
V1.0.278	2022-12-02	398 Bind V3R2 FR1 3rd EEQA Release
V1.0.279	2022-12-14	401 Bind V3R2 FR1 4th EEQA Release

1.2 Product versions history

Software Version	Production Version	Date	Remarks
V3 R2.1.0_389	M-EM/IM/OM G3.2.1.0.389	2022-10-12	OpenScape Business V3 R2.1.0_389 1st FT Release
V3 R2.1.0_390	M-EM/IM/OM G3.2.1.0.390	2022-10-24	OpenScape Business V3 R2.1.0_390 2nd FT Release
V3 R2.1.0_392	M-EM/IM/OM G3.2.1.0.392	2022-11-07	OpenScape Business V3 R2.1.0_392 3rd FT Release
V3 R2.1.0_393	M-EM/IM/OM G3.2.1.0.393	2022-11-14	OpenScape Business V3 R2.1.0_393 1st EEQA Release
V3 R2.1.0_394	M-EM/IM/OM G3.2.1.0.394	2022-11-23	OpenScape Business V3 R2.1.0_394 2nd EEQA Release
V3 R2.1.0_398	M-EM/IM/OM G3.2.1.0.398	2022-12-02	OpenScape Business V3 R2.1.0_398 3rd EEQA Release
V3 R2.1.0_401	M-EM/IM/OM G3.2.1.0.401	2022-12-14	OpenScape Business V3 R2.1.0_401 4th EEQA 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-35134	Support Desk Phone CP210 (CP205New, SIP/HFA)
OSBIZ-36164	Support Desk Phone Display Key Module KM710
OSBIZ-36163	Support Desk Phone KM410 (KM400 new)
OSBIZ-36165	Support Desk Phone WiFi-DECT Stick
OSBIZ-43905	UC Suite UI Refresh https://wiki.unify.com/images/1/18/UC_Suite_Refresh_Customer_Information.pdf
OSBIZ-42678	Storing Kernel Crash Data for x86 embedded systems
OSBIZ-44126	Support updated expansion boards (DIUT3)
OSBIZ-34892	CIS-CAT Improvements
OSBIZ-44878	OpenScape Business S in Cloud deployments https://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#OpenScape_Business_S_for_Cloud
OSBIZ-46085	OAuth 2.0 Support for Exchange Online https://wiki.unify.com/images/7/76/OpenScape_Business_OAuth2_HowTo.pdf
OSBIZ-46571	Security and Vulnerability Topics
OSBIZ-46646	ITSP topics https://wiki.unify.com/wiki/Collaboration_with_VoIP_Providers
OSBIZ-42273	Jabra Headset Integration https://partnerdialog.unify.com/index.php/node
OSBIZ-43008	myPortal for Teams enhancements
OSBIZ-46656	UC Suite enhancements
OSBIZ-46575	Customer Ticket improvements - PRB000061634: myPortal for Outlook - Fax number is missing from internal directory - PRB000059379: there is no choice for dialing a number that comes from a list of speed dials - PRB000056022: Contact center call that is transferred from one Agent to another Agent is not visible in myAgent - PRB000059442: numbers from speed dial list entries are shown under Extension field in myPortal for Outlook/Desktop

	- PRB000055266: ODBC/LDAP: search from OLI won't fetch record from csv data source, only possible if omit first letter of a surname/given name

2.2 Resolved Reported Problems / Symptoms

2.2.1 Resolved Problems in EEQA (393/394/398/401)

Tracking Reference	Internal Reference	Summary
PRB000058845	OSBIZ-47036	clarification about SPE in network environments
PRB000059897	OSBIZ-47379	No connection between OpenScape Business and Unify Video Trunk
PRB000062084	OSBIZ-49280	second CFWD key is not working when user is logged in an UCD group
PRB000060431	OSBIZ-47936	additional star in the chapter 20.2 of the admin guide
PRB000061443	OSBIZ-48980	some faxes (fax to mail) aren't delivered
FT_V3R2FR1, PRB000062232	OSBIZ-49434	Scaling error in German WBM
FT_V3R2FR1, PRB000062203	OSBIZ-49437	Loading journals and changing between different filters is very slow
PRB000062126	OSBIZ-49468	new failure of the system with the message: "System restart due to PROCESS FAILURE"
FT_V3R2FR1, PRB000062270, PRB000062281	OSBIZ-49477	In the internal directory there are some problems regarding the icons
FT_V3R2FR1, PRB000062332	OSBIZ-49561	myPortal for Outlook: There is no "add participant" button available in the conference screen
FT_V3R2FR1, PRB000062278	OSBIZ-49580	translation errors in myPortal for teams in Dutch
FT_V3R2FR1, PRB000062282	OSBIZ-49679	myPortal for Outlook in dark mode: When you are in the search window there is no cursor shown
PRB000061109	OSBIZ-49706	1 to 2 times per month system crashes due to "Systemrestart cause PROCESS FAILURE"
FT_V3R2FR1, PRB000062757	OSBIZ-49914	Contact center setup options are missing
FT_V3R2FR1, PRB000062676	OSBIZ-49892	Drag and drop of contacts from the directory to BLF field in myAttendant is not working
FT_V3R2FR1, PRB000062678	OSBIZ-49866	myAttendant - Missing translations in Dutch

Tracking Reference	Internal Reference	Summary
PRB000062419	OSBIZ-49891	no display for new voicemails into OpenStage 40 HFA
FT_V3R2FR1, PRB000062747	OSBIZ-49907	Column names for the favorites in the UC suite profiles
FT_V3R2FR1, PRB000062748	OSBIZ-49909	not possible to save multiple favorites groups in a profile
FT_V3R2FR1, PRB000062750	OSBIZ-49915	wrong info on myPortal for Outlook pop-up
FT_V3R2FR1, PRB000062756	OSBIZ-49917	various unclear UI elements with dark theme in new portal
FT_V3R2FR1, PRB000062775	OSBIZ-49941	myPortal for outlook - A forwarded call to the Voicemail is shown as a missed call.
FT_V3R2FR1, PRB000062774	OSBIZ-49943	myPortal for Outlook: when using scheduled calls there is an issue in the pop-up window
FT_V3R2FR1, PRB000062776	OSBIZ-49944	when creating more than one favorite group in UC, the Favorite groups have wrong members
PRB000063168	OSBIZ-50116	myPortal for Outlook favorites mouse over Return time is not working
PRB000061948, PRB000062361	OSBIZ-50125	WBM: unable to add Unify Phone users, without using the '0' digit as local prefix.
PRB000063167	OSBIZ-50132	myPortal for Outlook - filter in the journal didn´t work
FT_V3R2FR1, PRB000062935	OSBIZ-50158	myPortal for outlook using modern tray-pop - Icon for conferencing is wrong.
FT_V3R2FR1, PRB000062997	OSBIZ-50206	myPortal for Outlook: The function of the cancel key in the pop-up of the scheduled outbound call is wrong
PRB000062497	OSBIZ-50266	TAP120 lines cannot be opened after updating from V3R1 to V3R2
FT_V3R2FR1, PRB000063167	OSBIZ-50335	journal of myPortal for outlook is not updated anymore after it is opened
FT_V3R2FR1	OSBIZ-50593	HFA OPUS codec is available since V2R0.6.0 lead to not possible external calls on OpenScape Business
PRB000061493	OSBIZ-49144	UC Fax reception not possible with activated Fax-to-Mail, only raw data stored

2.2.2   Resolved Problems in FT (390/392)

Tracking Reference	Internal Reference	Summary
PRB000061111	OSBIZ-48524	no DTMF tones are sent via CSTA 'generate Digits' with myPortal @work

Tracking Reference	Internal Reference	Summary
PRB000061715	OSBIZ-49118	sporadic UC Suite restarts
PRB000061851	OSBIZ-49136	sporadic corrupt tiff files on incoming faxes
PRB000061775	OSBIZ-49143	MOH does not work
FT_V3R2FR1 - PRB000062202	OSBIZ-49422	External Directory in UC Suite: First Name, Last Name and Company are mandatory fields
FT_V3R2FR1 - PRB000062205	OSBIZ-49236	myPortal for Outlook - Journal - When user select "Open" option from journal dropdown menu, it opens "All" tab. The opposite is also the same
FT_V3R2FR1 - PRB000062210	OSBIZ-49423	greyed-out fields in the settings of myPortal for Outlook in dark mode are not readable
FT_V3R2FR1 - PRB000062214	OSBIZ-49438	in the phonebooks of myPortal for Outlook you cannot change the column wide
FT_V3R2FR1 - PRB000062225	OSBIZ-49433	bad layout in display settings of UC user in WBM UC Suite in Dutch
FT_V3R2FR1 - PRB000062228	OSBIZ-49431	when opening the settings and a setting is locked by the admin the lock symbol is not shown completely
FT_V3R2FR1 - PRB000062229	OSBIZ-49428	wrong color in pop-up window using dark mode
FT_V3R2FR1 - PRB000062271	OSBIZ-49475	wrong colors of the icons in column headers
PRB000061619	OSBIZ-49479	myPortal for Outlook-adding to favorites via drag and drop is problematic after adding some internal directory entries
FT_V3R2FR1 - PRB000062284	OSBIZ-49534	myPortal for Outlook: not possible to dial a selected number by clicking on it
FT_V3R2FR1 - PRB000062285	OSBIZ-49476	there is no function when selecting myPortal in a mail or contact
FT_V3R2FR1 - PRB000062297	OSBIZ-49513	the number station via favorites window isn't available
FT_V3R2FR1 - PRB000062315	OSBIZ-49500	the overview window in myPortal for Outlook is not correct
FT_V3R2FR1 - PRB000062327	OSBIZ-49396	myPortal for Outlook: Language selection doesn't affect "Favorites" at the same time with myPortal Ribbon Menu, when it is in "Docked Right" mode
FT_V3R2FR1 - PRB000062335	OSBIZ-49551	the icon for a message in a group mailbox is missing
FT_V3R2FR1, PRB000062328	OSBIZ-49567	in the user settings of the users in the WBM of UC Suite, there are still 3 skins available
FT_V3R2FR1, PRB000062331	OSBIZ-49562	UC Suite WBM server settings misplaced alignment of texts
FT_V3R2FR1, PRB000062333	OSBIZ-49575	in myPortal for Outlook: the window to add a conference is not completely translated

Tracking Reference	Internal Reference	Summary
FT_V3R2FR1, PRB000062329	OSBIZ-49404	myPortal/myAttendant: Deactivating tray-pop flags on inbound-outbound calls have no effect
FT_V3R2FR1-PRB000062219	OSBIZ-49430	Translation error in dutch WBM for UC Suite
FT_V3R2FR1-PRB000062269	OSBIZ-49501	myPortal for Desktop-symbol for recording has wrong color
FT_V3R2FR1-PRB000062293	OSBIZ-49503	storing an exported CCV with name
FT_V3R2FR1-PRB000062280	OSBIZ-49502	myPortal for Desktop: languages are not visible when changing the languages during startup of client in dark mode
FT_V3R2FR1-PRB000062288	OSBIZ-49510	myPortal for Outlook - German translation is missing
FT_V3R2, PRB000057908	OSBIZP-4038	myPortal @work: transfer call doesn't work
PRB000059752	OSBIZP-4103	myPortal @work: no update of conversation list in case of busy call
PRB000059302	OSBIZP-4169	myPortal @work: missing the ability that all participants join in one MeetMe Conference room of UC Smart

2.3   Resolved Vulnerabilities / Security updates

Summary	CVE
security improvements: Web-based hardening	n/a
update Apache tomcat	CVE-2022-25762

Summary	Internal Reference	CVE
Moment Package for Node.js (Moment.js) lib/create/from-string.js preprocessRFC2822() Function Improper Regular Expression DoS	OSBIZP-4140	CVE-2022-31129
Linux Kernel high CVSS vulnerabilities August 2022	OSBIZ-48143	Several CVEs
gzip (GNU zip) zgrep.in Multiple Newline Handling Arbitrary File Overwrite	OSBIZ-45919	CVE-2022-1271
private-ip Package for Node.js Unspecified Server-side Request Forgery (SSRF)	OSBIZP-4141	
GNU C Library (glibc) posix/wordexp.c parse_param() Function Regular Expression Integer Overflow Memory Disclosure	OSBIZ-44107	CVE-2022-23990
GNU C Library (glibc) posix/wordexp.c parse_param() Function Regular Expression Integer Overflow Memory Disclosure	OSBIZ-40266	CVE-2021-35942

Summary	Internal Reference	CVE
GNU Binutils od-elf32_avr.c elf32_avr_get_device_info() Function Device Description Integer Overflow Out-of-bounds Access Arbitrary Code Execution	OSBIZ-39412	
Cyrus SASL plugins/sql.c sql_auxprop_store() Function Password Handling SQL Injection	OSBIZ-44866	CVE-2022-24407
GNU Binutils od-elf32_avr.c elf32_avr_get_device_info() Function Device Description Integer Overflow Out-of-bounds Access Arbitrary Code Execution	OSBIZ-39412	
ISC DHCP common/parse.c parse_X() Function Lease File Parsing Encapsulated Option Information Handling Remote Buffer Overflow DoS	OSBIZ-38857	CVE-2021-25217
Apache Batik multiple vulnerabilities for September 2022	OSBIZ-49080	
OpenSSL crypto/aes/asm/aesni-x86.pl aesni_ocb_encrypt() Function Incomplete AES OCB Mode Encryption Plaintext Disclosure	OSBIZ-47560	CVE-2022-2097
libpcap pcap-common.c fixup_pcap_pkthdr() Function USB Metadata Header Handling Out-of-bounds Read Issue	OSBIZ-48136	
BusyBox networking/nslookup.c parse_reply() Function DNS PTR Record Escape Sequence Handling Arbitrary Command Execution	OSBIZ-45855	CVE-2022-2839
OpenSSL c_rehash Script Multiple Functions Filename Handling Command Injection Local Privilege Escalation	OSBIZ-46345	CVE-2022-1292
Free Lossless Audio Codec (FLAC) libFLAC/stream_decoder.c read_subframe_() Function Subframe Header Handling Heap Buffer Overflow	OSBIZ-45215	
Libxml2 HTMLtree.c htmlAttrDumpOutput() Function HTML Attribute Handling XSS	OSBIZ-48551	CVE-2016-3709
DataTables for jQuery js/jquery.dataTables.js _fnSetObjectDataFn() Function Prototype Pollution Unspecified Issue	OSBIZ-34056	
Google WebRTC AudioDecoderPcm16B::DecodeInternal() Function Channel Sample Handling Buffer Overflow	OSBIZ-45899	
Libxml2 valid.c Missing ID / IDREF Attribute Normalization Use-after-free DoS	OSBIZ-44947	CVE-2022-23308
Libxml2 vulnerabilities April 2022	OSBIZ-45594	Several CVEs
Libxml2 String Buffer Handling Multiple Integer Overflows Out-of-bounds Write Arbitrary Code Execution	OSBIZ-47910	CVE-2022-29824
Libxml2 HTMLtree.c htmlAttrDumpOutput() Function HTML Attribute Handling XSS	OSBIZ-48551	CVE-2016-3709
Libxml2 String Buffer Handling Multiple Integer Overflows Out-of-bounds Write Arbitrary Code Execution	OSBIZ-47910	CVE-2022-29824
MS Teams - Node.js openssl.cnf providers.dll Path Subversion Local Privilege Escalation	OSBIZ-48179	CVE-2022-32223

Summary	Internal Reference	CVE
Libxml2 valid.c Missing ID / IDREF Attribute Normalization Use-after-free DoS	OSBIZ-44947	CVE-2022-23308
Libxml2 vulnerabilities April 2022	OSBIZ-45594	Several CVEs

3 Important Issues, Workarounds, Hints and Restrictions

3.1 Important Issues

- **OpenScape Business S and Booster Server**
  As announced in Atos Unify Technical Newsletter SME 2022/08, **SLES 12 SP5** is from now on **mandatory for** both: new installations and **update installations**. The new release is **not** fully **compatible** to **SLES 12 SP3** anymore. In this context we would like to remind you that SUSE has terminated support (incl. LTSS support) for SLES 12 SP3 earlier this year.

- **OSBiz S GCP Image**
  Google Cloud Platform deployment SW V3 R2.1.0_389 is now available on the SWS.

- **myPortal @work in OpenScape Business**
  It is no longer necessary for the user to have administrative rights to install or update the client.

- **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 open9999 it.

- **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.

- **User Guides: translations of new features**
  The following translations will be provided with an upcoming HF:
  - Norse (Bokmal), Swedish, Danish, Polish, Finnish, Russian, Czech

- **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.

- **UC Fax: sporadically incoming fax are not indicated via myPortal or mail**
  In rare cases an UC Fax is received but not indicated to the User. With update to V3R2 FR1 4th EEQA bind 401 such Faxes are restored.

3.2   UC Suite – UI Refresh known issues

The UC Suite user experience is improved for the applications myPortal for Outlook, myPortal for Desktop/myAttendant. 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.

3.2.1   UC Suite WBM

menu	summary	internal reference	comment
all	layout issue • align size and orientation (all tabs)	PRB000062954 OSBIZ-50176 OSBIZ-50239	

User Directory	Edit User – My Preferences – Notifications
	• Add missing options:
	   Display the "overview" when the application starts up
	   Display tray pop when I receive a chat message
		PRB000062999
		OSBIZ-50230	

External Providers Config	LDAP Providers • missing german translation for TLS status	OSBIZ-50236	
	Exchange Calendar Integration – OAuth 2.0 • german language does not fit to Microsoft terminology	OSBIZ-50229	
Contact Center	Schedule – "restore backup" • window size for german language does not fit	OSBIZ-50238 OSBIZ-50237	

3.2.2   myPortal for Desktop

menu	summary	internal reference	comment
Conference	• change conference participant properties by right click • no conference info/details page in myPortal for Desktop • remove conference DID/ID and status • conference with remote site shows invalid conference ID • cannot delete an ad hoc conference	OSBIZ-50300 OSBIZ-50303 OSBIZ-50305 OSBIZ-48834 OSBIZ-50685	
	scheduled calls appear within conference module • optimize differentiation of scheduled calls and conferences	PRB000062334 OSBIZ-49564 FAQ	
	scheduled call with more than two members • sporadically members are shown twice	OSBIZ-49077	
macOS 13 Ventura	• myPortal for Desktop not starting after upgrade to Ventura	PRB000062891 OSBIZ-50141	

3.2.3   myPortal for Outlook

menu	summary	internal reference	comment
Call control / Tray Pop-up	other users profile picture • sporadically the profile picture of the other user is not visible	OSBIZ-50167	
	scheduled call • scheduled call button is missing in tray pop-up	PRB000062934 OSBIZ-50165	
	wrong display name in UC pop-up during a call • assistant number might mismatch search result	PRB000062617 OSBIZ-49864	
	name overlapping • long names might overlap the pop-up information	PRB000062752 OSBIZ-49928	
Conference	*see myPortal for Desktop for same issues*		
	• add collaboration option • permanent conference: new added members are shown as unknown	OSBIZ-50304 OSBIZ-50549	
Documentation	User Guide • exchange public contacts are listed under external offline directory	OSBIZ-50232	
Favorites	user listing within favorite groups • sporadically available users are shown as offline	OSBIZ-50075	
	allow other users to see "who I am talking to" • mouse over function does not show the required information • not working for network users	PRB000062751 OSBIZ-49958 OSBIZ-49864	
Search	live search • sporadically live search result skips entries dark mode	OSBIZ-50195	
Setup	My Preferences – Appearance • changing the skin influences myPortal for Desktop setting (and vice versa)	OSBIZ-50550	
	My Preferences – Presence • Display Favorites / Show in Outlook: settings are lost after update	OSBIZ-50072	
	My Preferences – Miscellaneous • Keep call history for: spelling issue in german language	OSBIZ-50124	
	Call Rules – Rules Engine • remove ellipses (…) from "New" and "Edit" button	OSBIZ-50168	

3.2.4   FAQ

where to find "scheduled calls"?	• "scheduled calls" are moved from the journal to the conference module
conference module is visible w/o conference license	• user w/o conference license can handle their "scheduled calls" via conference menu
missing buttons in pop-up when using tray pop-up	• Windows toast 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)
why is the "dark mode" of tray pop-up not visible?	• Windows toast notifications are based on the Windows Theme and not the UC Suite UI theme
XMPP search results are missing	• XMPP ID is no longer used and displayed in the client
UC Suite WBM - User Directory Contact center, Schedules: refresh is missing	• User Directory Contact center, Schedules: refresh is not available yet
myAgent refresh	• myAgent refresh is planned for upcoming releases

3.3   Workarounds, Hints

- 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 V3R2, 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 V3R2, 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 V3R2.

- For OpenScape Business V3R2 and upcoming releases please use at least Manager E V10 R3.11.0.

- 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
  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

- 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 V3R2 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.

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	---	✓ [1]	n/a
Optipoint 4xx device family	---	✓ [1]	✓ [1]
Gateview	---	---	---
myPortal Smart Client	---	✓ [1][2]	✓ [1][2]
TAPI 120 WSI	---	✓	---
Remote access via ISDN with PPP (RAS)	---	✓ [1]	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

[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.

3.4 Restrictions

3.4.1 Restrictions on this release

- **OAuth 2.0: send emails might not arrive to queue**
  OSBIZ-50203 => under investigation – for emails which were send out before license was removed email might not arrive after it is relicensed again

- **"Transfer" function of external incoming call to external outgoing call does not work**
  PRB000062569, OSBIZ-49929, OSBIZ-50735 => solution planned for Hotfix 1

- **sporadically no Payload – indicated by message log:**
  "No DSP interrupt for 150ms: start monitoring DSP API watchdog"
  PRB000060987, PRB000063063, PRB000063154, OSBIZ-48332 => under investigation

- **Stability issues with SIP providers due to DNS problems**
  PRB000061613, PRB000062884, OSBIZ-48855: if ping to the DNS name of the provider is not working anymore / interrupted the connection to SIP provider might be lost. Please check whether message log indicates: "Maximum number of concurrent DNS queries reached (max: 150)"
  Workaround: rerun Network configuration wizard and reconfirm the configured DNS Server. Please also check to configure a secondary DNS server.
  => solution planned for Hotfix 1

- **myPortal for Outlook: slow startup**
  PRB000063408, OSBIZ-50537 => solution planned for Hotfix 1
  Workaround: user may reduce the view to less than 30 days, depending on how many entries they have. The target should be to have less than approximately 300 entries.

3.4.2   Restrictions / important information from previous releases

- **myPortal@work**
  1. myPortal @work handling issues when two concurrent calls are ringing on the client when is part of a Mulap. Error when trying to retrieve one of the calls when the other is connected first
  2. MyPortal @work payload issues with Consultation and Blind Transfer when all parties include the client belonging to Mulaps
  3. 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.

4 Installation and Upgrade / Update

4.1 Installation

4.1.1 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

4.1.2 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.

4.1.3 First Installation

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

4.2 Upgrade / Update / Migration

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

- **OpenScape Business S and Booster Server**
  SLES 12 SP5 is from now on **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 V3R2 FR1 software.

4.2.1 Fallback

Not applicable for this release.

4.2.2 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".*

4.2.3 How to migrate from V2 mainboards to V3 mainboards

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

4.2.4 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.

4.3 Special settings and instructions

"Not applicable for this release"

5 Hardware and Software Compatibility

5.1 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 [1]			
		Version	Status [2]	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 [3]	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-A180-12 (V3_R5.17.0)	GA	INF-19000315	X
	OpenStage 15/20/40/60 SIP/ DeskPhone IP 35/ 35_Eco/55G SIP	P30152-P1633-(A75/A200/A300/A175/A275)-12/13 (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/A410-56/56/56/56/56/56/56 (V1 R9.4.0)	GA	INF-22-000082	X
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-12 (V3_R5.17.0)	GA	INF-19000315	X
	CP 110 SIP	P30152-P1705-A110-3 (V2 R0.6.0)	GA	INF-22-000278	X
	CP 210 SIP	P30152-P1705-A210-3 (V2 R0.6.0)	GA	INF-22-000278	X
	CP 710 SIP	P30152-P1705-A710-2 (V2 R0.6.0)	GA	INF-22-000271	X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275-26 (V3 R0.52.0)	GA	INF-21-000267	X
	OpenStage 15/20/40/60 HFA	P30152-P1587- A75/A200/A300-26 (V3 R0.52.0)	GA	INF-21-000267	X
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A180-26 (V3 R0.52.0)	GA	INF-21-000267	X
	CP 100 HFA	P30152-P1632-A90-37 (V1 R6.4.0)	GA	INF-22-000047	X
	CP 110 HFA	P30152-P1700-A110-4 (V2 R0.6.1)	GA	INF-22-000288	X
	CP 20x HFA	P30152-P1632-A100-37 (V1 R6.4.0)	GA	INF-22-000047	X
	CP 210 HFA	P30152-P1700-A210-4 (V2 R0.6.1)	GA	INF-22-000288	X
	CP 400/600/700 HFA	P30152-P1632-A200/A300/A400-37 (V1 R6.4.0)	GA	INF-22-000047	X
	CP 710 HFA	P30152-P1700-A710-3 (V2 R0.6.1)	GA	INF-22-000287	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

Product Family	Product	Preferred Software Versions [1]			
		Version	Status [2]	Nuxeo Note	in image
	openStage 10 TDM	NA	GA	NA	
	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-A300-11 (V2 R1.15.1)	GA	INF-18-000201	X
	openStage 80 TDM	P30152-P1595-A400-11 (V2 R1.15.1)	GA	INF-18-000201	X
	openStage Up0 Adapter	P30152-P1416-B100-9 (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-A1-9 (V1 R1.5.0)	GA	INF-20-000006	
Partner Products	Mediatrix 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 A9Q00009430-1	
	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:

[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] FT = Field Trial, NA = Not available, GA= General Availability, eeQA= extended external quality assurance, TBV = To Be Verified

[3] 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
Processor cores / clock per core	2 / 2,5 GHz	2 / 3,0 GHz	4 / 3,5 GHz	4 / 3,5 GHz	User-dependent
RAM	2 GB min.	4 GB	8 GB min.	4 GB min	4 GB min
HDD/SSD	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).

	Up to 50 User	Up to 500 User	More than 500 User	Contact Center	Fax
Home Partition	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 l 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
Processor cores / clock per core	2 / 2,5 GHz	2 / 3,0 GHz	4 / 3,5 GHz	4 / 3,5 GHz	User-dependent
RAM	2 GB min.	4 GB	8 GB min.	4 GB min	4 GB min
HDD/SSD	60 GB	200 GB	500 GB	200 GB or more	User dependent
example GCP machine type	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

5.2 Firmware

Not applicable for this release.

5.3 Loadware

Not applicable for this release.

5.4 Software / Applications

Product	SW Version	comments
myPortal / myAttendant	6.3.0.147	
myPortal for Outlook	6.3.0.147	
myAgent	6.3.0.146	
FAX Printer	6.3.0.146	
Cover Page Editor	6.3.0.146	
Communications Clients Installer	6.3.0.129	
myReports	6.3.0.138	
Application Launcher	V2.R7.0.40	
myContacts	V1.0.23.0	
Accounting Manager	V2.0.0.36	
Desktop Integration	1.19	
myPortal @work	3.6.3	
Audio Wizard	2.2.1.1	
ODBC to ODBC bridge	V1.0.17.0	

5.5 Operating systems

This legend applies to the following overviews:

■ 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) UC and CTI functionality only

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	■	■	■	■	■	■	■	■
Apple macOS 13	■	■	□	□		□	□	□
Apple macOS 12	■	■	□	□		□	□	□
Apple macOS 11	■	■	□	□		□	□	□
Terminal Server for Clients								
Microsoft Windows 2019 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2019	■ 2)	■	■	■	■	■	□	■
Microsoft Windows 2016 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2016	■ 2)	■	■	■	■	■	□	■
Citrix XenApp 7.17 (Desktop Mode)	□	■	■	■	■	■	□	■
Citrix XenDesktop 7.17 Server (64 Bit)	□	■	■	■	■	■	□	■
SW Components in general								
Microsoft Outlook / Office	□	□	■	□	□	□	□	■
2021 (32 / 64 Bit) + Office 365	□	□	■	□	□	□	□	■
2019 (32 / 64 Bit)	□	□	■	□	□	□	□	■
2016 (32 / 64 Bit)	□	□	■	□	□	□	□	■
.NET Framework	n/a	n/a	>= 4.5	>= 4.5	>= 4.5	n/a	n/a	>= 4.5
Web browser								
Microsoft EDGE	□	■	■	■	■	□	□	□
Mozilla Firefox V68.0 or higher	□	■	■	■	■	□	□	□
Google Chrome V53 or higher	□	■	■	■	■	□	□	□
Java								
Oracle Java SE 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
SW Components for specific functions								
Microsoft Exchange (Calendar and Contact Integration)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange Server with Office 365 (Cloud)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange 2019 (64 bit)	n/a	■	■	n/a	n/a	■	n/a	n/a
Exchange 2016 (64 bit)	n/a	■	■	n/a	n/a	■	n/a	n/a
Adobe Reader	n/a	n/a	n/a	>= 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
Client Operating System								
Microsoft Windows 11 (64 Bit)	□	□	□	□	■	□	n/a	□
Microsoft Windows 10 (64 Bit)	■	■	■	■	■	■	n/a	■
Server Operating System								
Microsoft Windows 2019 Server 64 Bit	□	□	■	■	□	□	n/a	□
Microsoft Windows 2016 Server 64 Bit [1]	□	□	■	■	□	□	n/	□
SW Components in general								
Microsoft Outlook / Office	□	□	□	□	■	□	□	□
2021 (32 / 64 Bit) + Office 365	□	□	□	□	■	□	□	□
2019 (32 / 64 Bit)	□	□	□	□	■	□	□	□
2016 (32 / 64 Bit)	□	□	□	□	■	□	□	□
.NET Framework	n/a	n/a	n/a	>= 4.5	>= 4.5	n/a	n/a	n/a
Web browser								
Microsoft EDGE	□	□	□	□	□	□	■	□
Mozilla Firefox V68.0 or higher	□	□	□	□	□	□	■	□
Google Chrome V53 or higher	□	□	□	□	□	□	■	□
Java								
Oracle Java SE 1.8.x or above (32 Bit or 64 Bit)	■	□	□	□	□	□	□	□
Open JDK V8 or above (32 Bit or 64 Bit)	■	□	□	□	□	□	□	□
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

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

5.6 Compliant products

Not applicable for this release.

5.6.1 Other products

Not applicable for this release.

5.6.2 Third-Party products

- **headsets**
  For released headsets with myPortal @work please refer to:
  https://partnerdialog.unify.com/index.php/node

  Additional headset certification is in progress.

6 Service Information

6.1 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)"

6.2 License management

This product is licensed using:
☒ CLS   ☒ CSC   ☐ Other or not relevant, as described below

6.3 Remote serviceability

This product is certified for the following:
☒ RSP ☐ HiSPA   ☐ RTPatch   ☐ Other remote access or not relevant, as described below

6.4 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

6.5   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.

7   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
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 3rd party products	Sales Information (Partner Portal)
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
Important HFA upgrade information	https://enterprise-businessarea.unify.com/productinfo/document/qy1In3stT2U_/OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf
Best Practices for virtual machine snapshots in the Vmware environment	http://kb.vmware.com/kb/1025279
"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
OpenScape Business Security Checklist	https://nuxeo.unify.com/nuxeo/site/proxy/nxdoc/view/raw/b2efab60-4ba8-491c-988d-870077267c4a
How To: configure OAuth 2.0	https://wiki.unify.com/images/7/76/OpenScape_Business_OAuth2_HowTo.pdf
UC Suite UI Refresh	https://wiki.unify.com/images/1/18/UC_Suite_Refresh_Customer_Information.pdf
GCP Partner Guide	https://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#OpenScape_Business_S_for_Cloud