

Release Notes

Release Notes Version: V1.0.160

Document Owner: Savvidis, Vasileios

Product Name: *OpenScape Business*

Product Version: V2

Software Release is identified by Version: V2 R7.1.0_018

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

Production Version:

System:	OpenScape Business System X3/X5/X8/UC BC	
File type	Product Item Number / File name	Size
Filename Update image small: Product Item Number SHA256 checksum:	image_osbiz_v2_R7.1.0_018_occ.img.tar P30152-P1603-P1-86 cc7d40a24e812c5b20e2182ca061166f1688ce40b631078b727bd9a977188f7c	1.097.972.736 Bytes
Filename Update image big: Product Item Number SHA256 checksum:	image_osbiz_v2_R7.1.0_018_ocab.img.tar P30152-P1603-P2-86 f6bf9ea4475a884368cfb13799838259383d10bb03b02cdda76c389ad575fe81	2.311.094.784 Bytes
System:	OpenScape Business Server S/UC BS	
File type	Product Item Number / File name	Size
Filename Update Image Server Product Item Number SHA256 checksum:	image_osbiz_v2_R7.1.0_018_pcx.img.tar P30152-P1603-P12-86 ed80f274f32933ebecea5c03d32d3a176ecc02e846d49eb9a715d858b93cf010	2.364.160.512 Bytes
Filename Installation Image Server Product Item Number SHA256 checksum:	dvd_osbiz_v2_R7.1.0_018.iso P30152-P1603-P10-86 925c5dddc98259837c1dd2b45ca0fa205639c015ed63b6468fd4fba437f0b798	2.945.894.400 Bytes
System:	OpenScape Business Open Source Code	
File type	Product Item Number / File name	Size
Filename Open Source Code Product Item # Product Code # SHA256 checksum:	n.a.	n.a.
Filename Open Virtual Application (OVA) Product Item # Product Code # SHA256 checksum:	n.a.	n.a.

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

Export Control Classification Data

AL: N 5D002C1A

ECCN: 5D002ENCR

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

Notice:

This document contains confidential information that is proprietary to Unify Software and Solutions GmbH & Co.KG. No part of its contents may be used, copied, disclosed, or conveyed to any party in any manner whatsoever without prior consent.

DECLARATION DATE: Date : 2019-11-27

DECLARED BY: Corresponding PL-Development : Perdiki Aggeliki
Corresponding PL-Product Test : Gklava Charikleia

DELIVERABLES: Full Release: ☒ Delta Release: ☐

Abstract:

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

Unify Software and Solutions 2019 All Rights Reserved. Unify Software and Solutions GmbH & Co. KG

Otto-Hahn-Ring 6

81739 Munich

Germany

www.Unify.com

Table of Contents

1.1	PRODUCT VERSION HISTORY	4
2	IMPORTANT INFORMATION V2R7 GA	8
2.1	PRECONDITIONS	8
2.1.1	<i>Administration / Configuration Tools</i>	8
2.2	FIRST INSTALLATION	8
2.2.1	<i>OpenScape Business X - Charging Buffer Battery</i>	8
2.2.2	<i>OpenScape Business S - Dynamic Hardware Requirements</i>	8
2.2.2.1	RAM space	9
2.2.2.2	HDD / SDD memory space	9
2.2.3	<i>First Installation in countries with time zone difference \geq UTC +5</i>	9
2.3	MIGRATION	9
2.3.1	<i>Migration from HiPath 3000 V7, V8 or V9 to OpenScape Business X</i>	9
2.3.2	<i>Migration from OpenScape Office HX V3 to OpenScape Business UC Booster Server V2</i>	10
2.4	SW UPGRADE / UPDATE	10
2.4.1	<i>Upgrade from OpenScape Business X V1 to V2</i>	10
2.4.2	<i>Upgrade from OpenScape Business S / Booster Server V1 to V2</i>	11
2.4.3	<i>Upgrade of OpenScape Business Attendant to \geq V2 R0.0.0</i>	11
2.4.4	<i>SW Upgrade of OpenStage Phones / Octophone Phones</i>	11
2.5	FALL BACK	11
2.6	SPECIAL SETTINGS AND INSTRUCTIONS	11
2.6.1	<i>General Instructions</i>	11
2.6.1.1	DNS	11
2.6.1.2	SDHC Card	11
2.6.1.3	Networking – Restart of an OpenScape Business S Slave node	12
2.6.2	<i>Migration</i>	12
2.6.2.1	Groups / Hunt groups - Configuration	12
2.6.3	<i>Virtualization</i>	12
2.6.3.1	VMware Virtual LAN driver	12
2.6.3.2	VMware Tools	12
2.6.3.3	VMware - Snapshot Handling	12
2.6.3.4	Terminal Server	12
2.6.3.4.1	Citrix XenApp 5/6/7:	12
2.6.3.4.2	Citrix XenDesktop 7	13
2.6.4	<i>Administration</i>	13
2.6.4.1	Admin LAN Interfaces	13
2.6.4.2	Wizards	13
2.6.4.2.1	User Telephony - Group Call / Hunt Group	13
2.6.4.2.2	Basic Installation – Automatic Smart VM	13
2.6.4.2.3	Internet Telephony - ITSP configuration	13
2.6.4.3	Expert mode	13
2.6.4.3.1	Call Number Import Function	13
2.6.4.3.2	HFA Phone Codec configuration	13
2.6.5	<i>Extension Boards and Hardware</i>	13
2.6.5.1	RSP.servicelink - SDHC card reuse	13
2.6.6	<i>Features</i>	14
2.6.6.1	Direct Media Control	14
2.6.6.2	ITSP Media Security	14
2.6.6.3	Remote Access	14
2.6.6.4	AutoAttendant	14
2.6.6.5	Dialing Number Format	14
2.6.7	<i>UC Smart</i>	14
2.6.7.1	myPortal Smart	14
2.6.7.2	myPortal smart for MAC OS	14
2.6.7.3	myPortal to go	14
2.6.7.4	myPortal @work	15
2.6.8	<i>UC Suite</i>	15
2.6.8.1	Java Runtime Environment	15
2.6.8.2	Microsoft .NET Framework	15
2.6.8.3	Microsoft Exchange connection	15
2.6.8.3.1	Exchange Calendar Integration:	15
2.6.8.3.2	Microsoft Small Business Server 2011 - Exchange Calendar Integration	15
2.6.8.4	Fax Printer	16
2.6.8.5	MyPortal for Desktop/ for Outlook and myAttendant	16

2.6.8.5.1	Java Version for myPortal for Desktop.....	16
2.6.8.5.2	Click to Call	16
2.6.8.6	MyPortal for Outlook.....	16
2.6.8.6.1	Manual Dialing	16
2.6.8.6.2	Call Number Search.....	16
2.6.8.7	MyPortal for Desktop for MAC OS.....	16
2.6.8.7.1	Installation on Mac OS X.....	16
2.6.8.7.2	Click to Call via Desktop Dialing mode (right mouse click):.....	16
2.6.8.7.3	Clipboard Dialing out of iContacts / iCal after upgrade to Mac OS X 10.9	17
2.6.8.8	OpenScape Business Contact Center Option	17
2.6.8.8.1	Simultaneous usage of OpenScape Business UC Suite Clients	17
2.6.8.9	myPortal @work	17
2.6.9	OpenScape Xpressions	17
2.6.10	MS Exchange connection	17
3	REPORTED PROBLEMS / SYMPTOMS UNDER ANALYSIS	18
3.1	GENERAL PROBLEMS UNDER ANALYSIS	18
3.2	GENERAL REMARKS	18
3.3	RESTRICTIONS ON THIS RELEASE.....	18
3.4	RESTRICTIONS FROM PREVIOUS GA RELEASES	18
4	CHANGES.....	19
4.1	IMPLEMENTED CHANGE REQUESTS	19
4.2	RESOLVED REPORTED PROBLEMS / SYMPTOM.....	19
4.2.1	<i>Resolved Problems in V2R7 FR1 GA (018)</i>	19
4.2.2	<i>Resolved Problems in V2R7 HF08 (013)</i>	20
4.2.3	<i>Resolved Problems in V2R7 HF07 (011)</i>	20
4.2.4	<i>Resolved Problems in V2R7 HF06 (010)</i>	20
4.2.5	<i>Resolved Problems in V2R7 HF05 (008a)</i>	21
4.2.6	<i>Resolved Problems in V2R7 HF04 (006a/006)</i>	21
4.2.7	<i>Resolved Problems in V2R7 HF03 (005)</i>	21
4.2.8	<i>Resolved Problems in V2R7 HF02 (004)</i>	22
4.2.9	<i>Resolved Problems in V2R7 HF01 (002)</i>	22
4.2.10	<i>Resolved Problems in V2R7 EEQS / GA (871)</i>	23
	MYATTENDANT - TRANSFER ISSUE.....	23
5	HARDWARE AND SOFTWARE COMPATIBILITY	25
5.1	COMPLIANT PRODUCTS (COMPATIBILITY MATRIX)	25
5.2	HARDWARE REVISIONS	26
5.3	APPLICATIONS SHIPPED	27
5.4	OPERATING SYSTEMS AND APPLICATIONS	27
6	SECURITY	29
7	SERVICE INFORMATION	30
7.1	PRODUCT AND DIAGNOSTICS STRUCTURE IN NUXEO/SWS AND GSI.FLOW	30
8	DOCUMENTATION REFERENCE	31

1.1 Product version history

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

Software version	Production version	Date	Remarks
V2 R2.1.0_261	M-IM/OM G2.20.261	2016-12-15	OpenScale Business V2 R2.1.0_261 GA Release
V2 R2.1.0_262	M-IM/OM G2.20.262	2016-12-23	OpenScale Business V2 R2.1.0_262 HotFix Release
V2 R2.1.0_264	M-IM/OM G2.20.264	2017-01-20	OpenScale Business V2 R2.1.0_264 HotFix Release
V2 R2.1.0_269	M-IM/OM G2.20.269	2017-02-13	OpenScale Business V2 R2.1.0_269 HotFix Release
V2 R2.1.0_271	M-IM/OM G2.20.271	2017-02-23	OpenScale Business V2 R2.1.0_271 HotFix Release
V2 R2.1.0_272	M-IM/OM G2.20.272	2017-03-07	OpenScale Business V2 R2.1.0_272 HotFix Release
V2 R2.1.0_269	M-IM/OM G2.20.269	2017-03-08	OpenScale Business V2 R2.1.0_269 GA Release
V2 R2.1.1_278	M-IM/OM G2.20.278	2017-03-29	OpenScale Business V2 R2.1.1_278 HotFix Release
V2 R2.2.0_279	M-IM/OM G2.20.279	2017-04-10	OpenScale Business V2 R2.2.0_279 HotFix Release
V2 R2.2.1_280	M-IM/OM G2.20.280	2017-04-27	OpenScale Business V2 R2.2.1_280 HotFix Release
V2 R2.2.1_282	M-IM/OM G2.20.282	2017-05-15	OpenScale Business V2 R2.2.1_282 HotFix Release
V2 R2.2.0_279	M-IM/OM G2.20.279	2017-05-16	OpenScale Business V2 R2.2.0_279 GA Release
V2 R3.0.0_358	M-IM/OM G2.00.358	2017-05-22	OpenScale Business V2 R3.0.0_358 1 st FT Release
V2 R3.0.0_361	M-IM/OM G2.00.361	2017-05-30	OpenScale Business V2 R3.0.0_361 2 nd FT Release
V2 R2.2.1_284	M-IM/OM G2.20.284	2017-06-02	OpenScale Business V2 R2.2.1_284 HotFix Release
V2 R2.2.1_285	M-IM/OM G2.20.285	2017-06-12	OpenScale Business V2 R2.2.1_285 HotFix Release
V2 R3.0.0_367	M-IM/OM G2.00.367	2017-06-13	OpenScale Business V2 R3.0.0_367 3 rd FT Release
V2 R2.2.1_287	M-IM/OM G2.20.287	2017-06-20	OpenScale Business V2 R2.2.1_287 HotFix Release
V2 R3.0.0_371	M-IM/OM G2.00.371	2017-06-21	OpenScale Business V2 R3.0.0_371 4 th FT Release
V2 R3.0.0_371	M-IM/OM G2.00.371	2017-06-23	OpenScale Business V2 R3.0.0_371 EEQS Release
V2 R3.0.0_002	M-IM/OM G2.30.002	2017-07-07	OpenScale Business V2 R3.0.0_002 EEQS Release
V2 R3.0.1_005	M-IM/OM G2.30.005	2017-07-12	OpenScale Business V2 R3.0.1_005 EEQS Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-07-21	OpenScale Business V2 R3.0.1_008 EEQS Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-07-26	OpenScale Business V2 R3.0.1_008 GA Release
V2 R3.0.1_021	M-IM/OM G2.30.021	2017-08-09	OpenScale Business V2 R3.0.1_021 HotFix Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-08-30	OpenScale Business V2 R3.0.1_008 GA Release with OVA file
V2 R3.0.1_024	M-IM/OM G2.30.024	2017-08-30	OpenScale Business V2 R3.0.1_024 HotFix Release
V2 R3.0.1_025	M-IM/OM G2.30.025	2017-09-07	OpenScale Business V2 R3.0.1_025 HotFix Release
V2 R3.0.1_008	M-IM/OM G2.30.008	2017-09-25	OpenScale Business V2 R3.0.1_008 GA Release with OVA file-Update
V2 R3.1.0_031	M-IM/OM G2.30.031	2017-09-26	OpenScale Business V2 R3.1.0_031 GA Release
V2 R4.0.0_453	M-IM/OM G2.00.453	2017-10-18	OpenScale Business V2 R4.0.0_453 1st FT Release
V2 R3.1.1_035	M-IM/OM G2.30.035	2017-10-20	OpenScale Business V2 R3.1.1_035 HotFix Release
V2 R4.0.0_454	M-IM/OM G2.00.454	2017-10-20	OpenScale Business V2 R4.0.0_454 2 nd FT Release
V2 R4.0.0_456	M-IM/OM G2.00.456	2017-10-26	OpenScale Business V2 R4.0.0_456 3 rd FT Release
V2 R3.1.1_036	M-IM/OM G2.30.036	2017-10-31	OpenScale Business V2 R3.1.1_036 HotFix Release
V2 R4.0.0_460	M-IM/OM G2.00.460	2017-11-03	OpenScale Business V2 R4.0.0_460 4 th FT Release
V2 R4.0.0_465	M-IM/OM G2.00.465	2017-11-10	OpenScale Business V2 R4.0.0_465 5 th FT Release
V2 R4.0.0_465	M-IM/OM G2.00.465	2017-11-15	OpenScale Business V2 R4.0.0_465 1 st EEQS Release
V2 R4.0.1_004	M-IM/OM G2.40.004	2017-12-04	OpenScale Business V2 R4.0.1_004 2 nd EEQS Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2017-12-11	OpenScale Business V2 R4.0.1_007 3 rd EEQS Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2017-12-15	OpenScale Business V2 R4.0.1_007 GA Release
V2 R4.0.1_011	M-IM/OM G2.40.011	2018-01-03	OpenScale Business V2 R4.0.1_011 HotFix Release
V2 R4.0.1_015	M-IM/OM G2.40.015	2018-01-17	OpenScale Business V2 R4.0.1_015 HotFix Release
V2 R4.0.1_017	M-IM/OM G2.40.017	2018-01-29	OpenScale Business V2 R4.0.1_017 HotFix Release
V2 R4.0.1_019	M-IM/OM G2.40.019	2018-02-07	OpenScale Business V2 R4.0.1_019 HotFix Release
V2 R4.0.1_007	M-IM/OM G2.40.007	2018-03-01	OpenScale Business V2 R4.0.1_007 GA Release with OVA file
V2 R4.1.0_028	M-IM/OM G2.40.028	2018-03-01	OpenScale Business V2 R4.1.0_028 GA Release
V2 R4.1.1_030	M-IM/OM G2.40.030	2018-03-09	OpenScale Business V2 R4.1.1_030 HotFix Release

Software version	Production version	Date	Remarks
V2 R5.0.0_559	M-IM/OM G2.50.559	2018-03-23	OpenScape Business V2 R5.0.0_559 1st FT Release
V2 R4.1.1_034	M-IM/OM G2.40.034	2018-03-27	OpenScape Business V2 R4.1.1_034 HotFix Release
V2 R5.0.0_564	M-IM/OM G2.50.564	2018-04-04	OpenScape Business V2 R5.0.0_564 2 nd FT Release
V2 R4.1.1_035	M-IM/OM G2.40.035	2018-04-05	OpenScape Business V2 R4.1.1_035 HotFix Release
V2 R5.0.0_568	M-IM/OM G2.50.568	2018-04-16	OpenScape Business V2 R5.0.0_568 3rd FT Release
V2 R5.0.0_576	M-IM/OM G2.50.576	2018-04-24	OpenScape Business V2 R5.0.0_576 1 st EEQS Release
V2 R5.0.0_580	M-IM/OM G2.50.580	2018-05-02	OpenScape Business V2 R5.0.0_580 2nd EEQS Release
V2 R4.1.0_028	M-IM/OM G2.40.028	2018-05-04	OpenScape Business V2 R4.1.0_028 GA Release with OVA file
V2 R5.0.0_586	M-IM/OM G2.50.586	2018-05-11	OpenScape Business V2 R5.0.0_586 3rd EEQS Release
V2 R5.0.0_591	M-IM/OM G2.50.591	2018-05-18	OpenScape Business V2 R5.0.0_591 GA Release
V2 R5.0.1_001	M-IM/OM G2.50.001	2018-05-31	OpenScape Business V2 R5.0.1_001 HF Release
V2 R5.0.1_002	M-IM/OM G2.50.002	2018-06-06	OpenScape Business V2 R5.0.1_002 HF Release
V2 R5.0.1_003	M-IM/OM G2.50.003	2018-06-13	OpenScape Business V2 R5.0.1_003 HF Release
V2 R5.0.1_004	M-IM/OM G2.50.004	2018-06-19	OpenScape Business V2 R5.0.1_004 HF Release
V2 R5.0.1_006	M-IM/OM G2.50.006	2018-06-26	OpenScape Business V2 R5.0.1_006 HF Release
V2 R5.0.1_007	M-IM/OM G2.50.007	2018-07-03	OpenScape Business V2 R5.0.1_007 HF Release
V2 R5.1.0_013	M-IM/OM G2.50.013	2018-07-13	OpenScape Business V2 R5.1.0_013 1st EEQS Release
V2 R5.1.0_019	M-IM/OM G2.50.019	2018-07-30	OpenScape Business V2 R5.1.0_019 2nd EEQS Release
V2 R5.1.0_019	M-IM/OM G2.50.019	2018-08-02	OpenScape Business V2 R5.1.0_019 GA Release
V2 R5.1.1_020	M-IM/OM G2.50.020	2018-08-13	OpenScape Business V2 R5.1.1_020 HF Release
V2 R5.1.1_027	M-IM/OM G2.50.027	2018-08-31	OpenScape Business V2 R5.1.1_027 HF Release
V2 R5.1.1_030	M-IM/OM G2.50.030	2018-09-07	OpenScape Business V2 R5.1.1_030 HF Release
V2 R5.1.1_032	M-IM/OM G2.50.032	2018-09-13	OpenScape Business V2 R5.1.1_032 HF Release
V2 R5.1.1_034	M-IM/OM G2.50.034	2018-09-19	OpenScape Business V2 R5.1.1_034 HF Release
V2 R5.1.1_037	M-IM/OM G2.50.037	2018-09-27	OpenScape Business V2 R5.1.1_037 HF Release
V2 R6.0.0_691	M-IM/OM G2.00.691	2018-10-15	OpenScape Business V2 R6.0.0_691 1 st FT Release
V2 R5.1.1_039	M-IM/OM G2.50.039	2018-10-18	OpenScape Business V2 R5.1.1_039 HF Release
V2 R6.0.0_695	M-IM/OM G2.00.695	2018-10-23	OpenScape Business V2 R6.0.0_695 2 nd FT Release
V2 R6.0.0_700	M-IM/OM G2.00.700	2018-10-30	OpenScape Business V2 R6.0.0_700 3 rd FT Release
V2 R6.0.0_704	M-IM/OM G2.00.704	2018-11-05	OpenScape Business V2 R6.0.0_704 1 st EEQS Release
V2 R6.0.0_708	M-IM/OM G2.00.708	2018-11-12	OpenScape Business V2 R6.0.0_708 2 nd EEQS Release
V2 R6.0.0_712	M-IM/OM G2.00.712	2018-11-21	OpenScape Business V2 R6.0.0_712 3 rd EEQS Release
V2 R6.0.0_717	M-IM/OM G2.00.717	2018-11-28	OpenScape Business V2 R6.0.0_717 4th EEQS Release
V2 R6.0.0_718	M-IM/OM G2.00.718	2018-12-04	OpenScape Business V2 R6.0.0_718 GA Release
V2 R6.0.1_001	M-IM/OM G2.60.001	2018-12-12	OpenScape Business V2 R6.0.1_001 HF Release
V2 R6.1.0_005	M-IM/OM G2.60.005	2019-01-02	OpenScape Business V2 R6.1.0_005 GA Release
V2 R6.1.1_006	M-IM/OM G2.60.006	2019-01-14	OpenScape Business V2 R6.1.1_006 HF Release
V2 R6.1.1_008	M-IM/OM G2.60.008	2019-01-21	OpenScape Business V2 R6.1.1_008 HF Release
V2 R6.1.1_009	M-IM/OM G2.60.009	2019-01-25	OpenScape Business V2 R6.1.1_009 HF Release
V2 R6.1.1_012	M-IM/OM G2.60.012	2019-02-12	OpenScape Business V2 R6.1.1_012 HF Release
V2 R6.2.0_029	M-IM/OM G2.60.029	2019-03-04	OpenScape Business V2 R6.2.0_029 1 st EEQS Release
V2 R6.2.0_029	M-IM/OM G2.60.029	2019-03-13	OpenScape Business V2 R6.2.0_029 GA Release
V2 R6.2.1_032	M-IM/OM G2.60.032	2019-03-18	OpenScape Business V2 R6.2.1_032 HF Release
V2 R6.2.1_033	M-IM/OM G2.60.033	2019-03-29	OpenScape Business V2 R6.2.1_033 HF Release
V2 R6.2.1_034	M-IM/OM G2.60.034	2019-04-05	OpenScape Business V2 R6.2.1_034 HF Release
V2 R6.2.1_035	M-IM/OM G2.60.035	2019-04-11	OpenScape Business V2 R6.2.1_035 HF Release
V2 R6.2.1_036	M-IM/OM G2.60.036	2019-04-18	OpenScape Business V2 R6.2.1_036 HF Release
V2 R6.2.1_040	M-IM/OM G2.60.040	2019-05-03	OpenScape Business V2 R6.2.1_040 HF Release
V2 R6.2.1_041	M-IM/OM G2.60.041	2019-05-08	OpenScape Business V2 R6.2.1_041 HF Release

Software version	Production version	Date	Remarks
V2 R6.2.1_043	M-IM/OM G2.60.043	2019-05-24	OpenScape Business V2 R6.2.1_043 HF Release
V2 R6.2.1_045	M-IM/OM G2.60.045	2019-06-04	OpenScape Business V2 R6.2.1_045 HF Release
V2 R7.0.0_845	M-IM/OM G2.00.845	2019-06-04	OpenScape Business V2 R7.0.0_845 1 st FT Release
V2 R7.0.0_853	M-IM/OM G2.00.853	2019-06-14	OpenScape Business V2 R7.0.0_853 2 nd FT Release
V2 R6.2.1_050	M-IM/OM G2.60.050	2019-06-25	OpenScape Business V2 R6.2.1_050 HF Release
V2 R7.0.0_860	M-IM/OM G2.00.860	2019-06-27	OpenScape Business V2 R7.0.0_860 3 rd FT Release
V2 R7.0.0_866	M-IM/OM G2.00.866	2019-07-09	OpenScape Business V2 R7.0.0_866 4 th FT Release
V2 R7.0.0_871	M-IM/OM G2.00.871	2019-07-17	OpenScape Business V2 R7.0.0_871 EEQA Release
V2 R7.0.0_871	M-IM/OM G2.00.871	2019-07-31	OpenScape Business V2 R7.0.0_871 GA Release
V2 R7.0.1_002	M-IM/OM G2.70.002	2019-08-12	OpenScape Business V2 R7.0.1_002 HF Release
V2 R7.0.1_004	M-IM/OM G2.70.004	2019-09-13	OpenScape Business V2 R7.0.1_004 HF Release
V2 R7.0.1_005	M-IM/OM G2.70.005	2019-09-20	OpenScape Business V2 R7.0.1_005 HF Release
V2 R7.0.1_006a/006	M-IM/OM G2.70.006a/006	2019-09-27	OpenScape Business V2 R7.0.1_006a/006 HF Release
V2 R7.0.1_008a	M-IM/OM G2.70.008a	2019-10-03	OpenScape Business V2 R7.0.1_008a HF Release
V2 R7.0.1_010	M-IM/OM G2.70.010	2019-10-11	OpenScape Business V2 R7.0.1_010 HF Release
V2 R7.0.1_011	M-IM/OM G2.70.011	2019-10-18	OpenScape Business V2 R7.0.1_011 HF Release
V2 R7.0.1_013	M-IM/OM G2.70.013	2019-10-30	OpenScape Business V2 R7.0.1_013 HF Release
V2 R7.1.0_018	M-IM/OM G2.70.018	2019-11-14	OpenScape Business V2 R7.1.0_018 FR Release
V2 R7.1.0_018	M-IM/OM G2.70.018	2019-11-27	OpenScape Business V2 R7.1.0_018 FR Factory Release

2 Important Information V2R7 GA

Please note:

- V2R7 UC Suite clients require connection to the Server of the OpenScape Business systems running in V2R7 in order to be either installed, updated, or uninstalled
- Backup sets are encrypted therefore you are strongly advised to perform an immediate backup of your system directly after the upgrade
- Please be aware that before upgrade from SLES 11 SP4 to SLES 12 SP3 to read carefully OpenScape Business Installation guide.
- In **SLES12 SP3**, for the **DLI to work**, the ftp service needs to be added in the firewall settings. For enabling it, go to yast --> Security and Users --> Firewall --> Allowed Services and make sure that OSB_FTP is added in order to allow SW upgrade of the devices.
- In case you have downloaded SLES 12 from SW Supply Server in partitions please have in mind that some unzip applications may completely extract the content instead of recreating the .iso image. This is an application issue so please try it with another one – WinRAR has been verified to work as expected
- In order for DLS to connect to OpenScape Business clients please note the following:
Stop the DeploymentService
Edit the %DEPLOYMENTSERVICE%\Tomcat\conf\wrapper.conf
wrapper.java.additional.18=-Dwpi.connector.certificate.replace=false
Start the DeploymentService
That is because by default DLS Server uses a default certificate that OpenScape Business clients cannot accept yet and breaks the communication between the OpenScape Business clients and DLS

2.1 Preconditions

2.1.1 Administration / Configuration Tools

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

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

- Manager E, (see also chapter 5.1 for further information)
- OpenScape Business Card Manager and supported SDHC-Card programming HW

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

2.2 First Installation

2.2.1 OpenScape Business X - Charging Buffer Battery

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

2.2.2 OpenScape Business S - Dynamic Hardware Requirements

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

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

The requirements and conditions listed in chapter 5.2 (Hardware revision) must be met in order to operate OpenScape Business on the SLES Linux server PC in general.

2.2.2.1 RAM space

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

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

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

2.2.2.2 HDD / SDD memory space

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

	Up to 50 User (IP, -TDM, - Mobility, - Deskshare User)	Up to 100 User (IP, -TDM, - Mobility, - Deskshare User)	>100 up to 500 User (IP, -TDM, - Mobility, - Deskshare User)	> 500 User (IP, -TDM, - Mobility, - Deskshare User)
Harddrive	min. 60 GB *	min. 100 GB *	min. 200 GB	min. 500 GB

* Systems with Multimedia Contact Center always require at least 200 GB HDD/SDD memory space for the home partition.

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

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

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

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

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

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

2.3 Migration

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

System	Source Version	Remark
HiPath 3000	V9 R2.7.0	Manager E V10 R2.15.0 or higher required
HiPath 3000	V8	Manager E V10 R2.15.0 or higher required
HiPath 3000	V7	Manager E V10 R2.15.0 or higher required
OpenScape Office HX	V3 R3	Interim stage to OSBiz V1R2.2.0 required
OpenScape Business X3/X5/X8	V1 R3.0.0	single node only
OpenScape Business X3/X5/X8	V1 R3.3.0	multinode
OpenScape Business S	V1 R3.3.0	

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

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

- An active HiPath 3000 CDB.
- Manager E V10 R2.12.0 or higher

- Upgrade license V9 (L30250-U622-B684. This is independent from the HiPath 3000 version!)
- Connection from administration PC to Central License Server (CLS)

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

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

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

The following restrictions have to be considered for successful licensing:

- Registration information must be equal to either Company-ID or the full Company information like - Company Name, address, etc. Otherwise license migration will fail.
- The generated user_info.xml can only be created once during a migration process. If file content is faulty (not equal as described above) the migration must be repeated with a new (or newly created) SDHC card.

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

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

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

Note:

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

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

2.4 SW Upgrade / Update

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

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

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

2.4.1 Upgrade from OpenScape Business X V1 to V2

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

a) **Update the OpenScape Business V1 software**

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

b) **Load the OpenScape Business V2 license file**

Load the OpenScape Business V2 license file into the OpenScape Business V1 system (Master in case of a network license file) and activate the licenses

c) **Load the current OpenScape Business V2 software**

Using the WBM, load the current OpenScape Business V2 software into the communication system. In case of network first upgrade the Master system and continue with the Slave nodes immediately.

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

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

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

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

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

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

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

2.4.4 SW Upgrade of OpenStage Phones / Octophone Phones

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

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

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

2.5 Fall back

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

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

2.6 Special Settings and Instructions

2.6.1 General Instructions

2.6.1.1 DNS

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

2.6.1.2 SDHC Card

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

2.6.1.3 Networking – Restart of an OpenScape Business S Slave node

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

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

2.6.2 Migration

2.6.2.1 Groups /Hunt groups - Configuration

Please note that the first three groups are reserved:

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

This is important for migration of HiPath 3000 systems.

2.6.3 Virtualization

2.6.3.1 VMware Virtual LAN driver

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

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

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

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

Note:

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

2.6.3.2 VMware Tools

VMware tools should always be updated to latest version.

2.6.3.3 VMware - Snapshot Handling

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

Note:

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

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

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

2.6.3.4 Terminal Server

2.6.3.4.1 Citrix XenApp 5/6/7:

Only "Desktop mode" is supported.

2.6.4 Administration

2.6.4.1 Admin LAN Interfaces

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

2.6.4.2 Wizards

2.6.4.2.1 User Telephony - Group Call /Hunt Group

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

2.6.4.2.2 Basic Installation – Automatic Smart VM

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

2.6.4.2.3 Internet Telephony - ITSP configuration

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

2.6.4.3 Expert mode

2.6.4.3.1 Call Number Import Function

Abort of ITSP call number import via XML file:

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

2.6.4.3.2 HFA Phone Codec configuration

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

Note:

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

2.6.5 Extension Boards and Hardware

2.6.5.1 RSP.servicelink - SDHC card reuse

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

2.6.6 Features

2.6.6.1 Direct Media Control

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

2.6.6.2 ITSP Media Security

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

2.6.6.3 Remote Access

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

2.6.6.4 AutoAttendant

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

2.6.6.5 Dialing Number Format

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

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

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

2.6.7 UC Smart

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

2.6.7.1 myPortal Smart

- Login to myPortal Smart is not possible if cookies are disabled in browser settings.
- myPortal Smart Outlook Import via myPortal Smart web page is not possible with 64bit JAVA. It works with Java 32 bit.
- Due to security issues with the existing certificate, contacts Import from Outlook in myPortal Smart via Smart Assistant is no longer supported. Please use myContacts for Outlook for this purpose.

2.6.7.2 myPortal smart for MAC OS

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

Latest Adobe AIR is required before installing myPortal Smart.

2.6.7.3 myPortal to go

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

Requirements:

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

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

2.6.7.4 myPortal @work

- In VoIP calls in case of a voice problem please disable and then enable the VoIP functionality again

General Restrictions:

- Conversations from an external / personal contact number are not shown consistently
- Auto update for MAC fails
- DND for MULAPs option is not available

myPortal@work VoIP functionality supports a set of features on top of UC features. Details can be found under our OpenScape Business V2 Administrator Documentation in chapter “myPortal@work”.

myPortal @work is released for UC and CTI functionality in Microsoft Terminal Server 2016 environments with the following limitations:

- Telephony Hyperlinks and Click to Dial not supported
- Start application on launch is not supported
- Upload of user image is not supported
- Functionality of dock/undock, pin/unpin and minimize to tray bar is limited
- VoIP functionality is not supported

2.6.8 UC Suite

2.6.8.1 Java Runtime Environment

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

Note:

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

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

OpenJDK 8 may be used as a cost free open source alternative to Oracle Java Runtime Environment.

Recommended installers: <https://www.azul.com/downloads/zulu/>

2.6.8.2 Microsoft .NET Framework

MyPortal for Outlook and FaxPrinter require .NET framework. The runtime environment is installed automatically during client's installation. MyPortal for Outlook and myAgent require .NET 4.5 framework. Startup of .net based OpenScape Business clients (myAgent and myPortal for Outlook) fails if:

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

In this case please execute the „Local Group Policy Editor“ (execute via MS Windows start menu: 'gpedit.msc') and enable: *Computer Configuration\Administrative Templates\System\Internet Communication Management\Internet Communication settings* “Turn off Automatic Root Certificates Update”

2.6.8.3 Microsoft Exchange connection

2.6.8.3.1 Exchange Calendar Integration:

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

2.6.8.3.2 Microsoft Small Business Server 2011 - Exchange Calendar Integration

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

2.6.8.4 Fax Printer

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

2.6.8.5 MyPortal for Desktop/ for Outlook and myAttendant

2.6.8.5.1 Java Version for myPortal for Desktop

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

2.6.8.5.2 Click to Call

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

2.6.8.6 MyPortal for Outlook

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

Avoid Outlook crash:

If in the UC-Suite, Server the flag „Slow External Provider“ is activated it can happen that a crash of Microsoft Outlook occurs while the user selects with right mouse click the myPortal function to call another destination. In such cases, please deactivate the flag.

2.6.8.6.1 Manual Dialing

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

2.6.8.6.2 Call Number Search

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

Terminal Server dependencies:

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

2.6.8.7 MyPortal for Desktop for MAC OS

2.6.8.7.1 Installation on Mac OS X

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

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

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

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

Afterwards myPortal installer can be used as usual.

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

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

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

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

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

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

2.6.8.8 OpenScape Business Contact Center Option

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

2.6.8.8.1 Simultaneous usage of OpenScape Business UC Suite Clients

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

2.6.8.9 myPortal @work

- myPortal @work functionality is based on the feature set of myPortal to Go.
- In VoIP calls in case of a voice problem please disable and then enable the VoIP functionality again
- When myportal@work VoIP client is used in combination with other UC Suite clients it is recommended to use consultation hold from myportal@work instead of common hold from UC Suite clients.

General limitations:

- Call Me feature is not currently supported.
- In favorites the synchronization of presence is not working properly.
- For conversations in UC Suite mode only basic functionality exists with V2R7 and will be enhanced in a future release.
- Auto update for MAC fails.

myPortal@work VoIP functionality supports a set of features on top of UC features. Details can be found under our OpenScape Business V2 Administrator Documentation in chapter "myPortal@work".

myPortal @work is released for UC and CTI functionality in Microsoft Terminal Server 2016 environments with the following limitations:

- Telephony Hyperlinks and Click to Dial not supported
- Start application on launch is not supported
- Upload of user image is not supported
- Functionality of dock/undock, pin/unpin and minimize to tray bar is limited
- VoIP functionality is not supported

2.6.9 OpenScape Xpressions

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

2.6.10 MS Exchange connection

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

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

3 Reported Problems / Symptoms under Analysis

3.1 General problems under analysis

3.2 General Remarks

- Continuous use of the existing Oracle Java with OpenScape Business does not require any change. If a change of the Java version is required (for example upgrade from Oracle Java 7 to Oracle Java 8 or to Open JDK V8) then a reinstallation of the communication clients is required.
- Application Launcher in combination with Open JDK requires version 8 only.
- OpenStage Gate View works up to OpenStage 60 HFA versions V3 R0.40.4. If you want to use it with MR6 and onwards, please deactivate automatic updates on the device ("Update Service (DLS)").

3.3 Restrictions on this release

- With Windows Terminal Server Auto update process of the Communication Clients consume high amount of CPU. The process performance handling will be handled in future release but until then as a workaround, please disable Auto Update process from Control Panel -> Administrative tools -> Services. This may be enabled back on next update if the user requires a communication client update
- There are stability issues in UC Suite add-hoc conferences initiated in OSBiz S systems - so please do not use ad-hoc conferences in OSBiz S systems - Issue will be fixed in upcoming release.

3.4 Restrictions from previous GA releases

- With OSCCV9 V9 R1.2.127 blind Transfer to networking UCD may fail.
- For systems with activated the feature "Branch on Data" in CCV schedules of a Queue, Payload delays on CCV played messages may occur. In that situation, deactivation of "Branch on Data" should be considered.
- XMPP protocol is not supported.
- OSO Observer application GUI frame is not properly displayed.

4 Changes

4.1 Implemented change requests

CR Number	JIRA	Summary
	OSBIZ-23710	<p>New ITSP profiles:</p> <ul style="list-style-type: none"> Telekom Company Flex SIP Trunk – Germany (the system is prepared to be connected to the new Telekom SIP trunk, the trunk will be released in an upcoming version after the release by German Telekom) Teliko - Germany Jaguar Network - France Foliateam – France UPC Internet registration- Switzerland UPC Internet static IP- Switzerland Vivo - Brazil <p>Existing ITSP profiles updates:</p> <ul style="list-style-type: none"> A1 Telekom registrierend Gamma Purtel Steffel Voice Vodafone Anlagenanschluss R3 Vodafone Anlagenanschluss R4 <p>Deleted profiles:</p> <ul style="list-style-type: none"> Acropolis -> replaced by Foliateam operateur Ennit AG -> replaced by TNG Stadtnetz QSC AG, IPfonie extendend -> replaced by Plusnet QSC AG, IPfonie extendend connect -> replaced by Plusnet Cablecom <p>(For further details please check https://wiki.unify.com/index.php/Collaboration_with_VoIP_Providers#Released_SIP_Providers_in_Detail)</p>
	OSBIZ-28647	Temporarily deactivate group calls to mobility device for dual-mode stations.
		Application Launcher compatibility with Microsoft 2019 Terminal Server

4.2 Resolved Reported Problems / Symptom

4.2.1 Resolved Problems in V2R7 FR1 GA (018)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16529404	NA16531406	OSBIZ-28834	UC integration for the devices goes out of service.
INC003040358	NA16545878	OSBIZ-28826	IM from myAgent does not work. Multiple chat windows appear however when OLI is used for IM.
NA16509987	NA16510057	OSBIZ-28694	Desktop Dial via Desktop is not working properly.
NA16543679	NA16553918	OSBIZ-28692	MyAgent: chat not open on new messages at first time.
	NA16520616	OSBIZ-28662	OSBiz-Circuit: no connection if trace profile "standard".
NA16390152	NA16424165	OSBIZ-28659	Forwarding of an unanswered call to UC Suite doesn't work, the call is ringing empty.
NA16524831	NA16524977	OSBIZ-28656	Web collaboration via fastviewer is not working.
NA16372794	NA16467011	OSBIZ-28653	Conversation is not disconnected properly - Phone display stuck.
NA16535655	NA16537073	OSBIZ-28651	OSBiz X8 system restart because to OBSERVER.
INC003040961	NA16553697	OSBIZ-28458	Backup in Network drive does not upload.

NA16489640	NA16492044	OSBIZ-27438	MyPortal for Desktop-Long delay on directory search.
NA16514910	NA16518192	OSBIZ-27870	CCV :CLI based routing is not working with "0049"

4.2.2 Resolved Problems in V2R7 HF08 (013)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16535854	NA16537454	OSBIZP-2589	myPortal@work dials some numbers incorrectly.
NA16492289	NA16501834	OSBIZ-28377	Call forwarding to SmartVM group mailbox fails with "invalid voicemail number" message.
NA16521873	NA16523677	OSBIZP-2527	Issue with hotkey dialing in myPortal@work, when number starts with (.
INC003041097	NA16553786	OSBIZ-28516	It is not possible to stop recording in myAgent.
NA16447343 NA16258286 NA16435297 NA16409050	NA16447343 NA16387688 NA16435932 NA16409140	OSBIZ-27728	SLMUC restart, unknown reason.
NA16451950	NA16472200	OSBIZ-28537	Error creating second native SIP trunk.
INC003040358	NA16545878	OSBIZ-28539	myAgent is freezing several times a day.

4.2.3 Resolved Problems in V2R7 HF07 (011)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16529094	NA16536386	OSBIZ-28338	Customer Data csv template problem importing SIP Config parameters.
NA16545021	NA16546144	OSBIZ-28408	Latest Osbiz S MR7 software Reseller can only add 150 Circuit users max.
NA16527174	NA16538435	OSBIZ-28189	CommClients requires NET Framework 3.5.
NA16533836	NA16544862	OSBIZ-28362	Newly created users are not visible in UC User directory.
NA16375735	NA16396859	OSBIZ-27025	Missing "Group call answered by" status when the call answered by a group member.
NA16542545	NA16554592	OSBIZ-28039	"Extended Tracing active-please click here to deactivate if not needed anymore." message always on Home page.

4.2.4 Resolved Problems in V2R7 HF06 (010)

Incident Ticket	Problem Ticket	JIRA	Summary
INC003038227	NA16527245	OSBIZ-28179	Translation error in French.
NA16522840	NA16532032	OSBIZ-28175	CommunicationsClients.exe installer "update" should be "repair".
NA16533702	NA16537022	OSBIZ-28172	Myportal for Desktop not able to delete IM using Classic Skin mode.
NA16451406	NA16463920	OSBIZ-27436	Problem with search results in myPortal for Outlook.
NA16520755	NA16521506	OSBIZ-28181	FT_V2R7: Circuit client - no telephony possible
NA16434985	NA16468109	OSBIZ-28059	MyPortal4Outlook delivered no results if search into public folder.

4.2.5 Resolved Problems in V2R7 HF05 (008a)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16489694	NA16500169	OSBIZ-28018	Error copying CP key layout.
INC003038582	NA16530553	OSBIZ-28010	Search issue on UC Suite clients.
FT_V2R7	FT_V2R7	OSBIZ-27470	IM group chat name.
NA16525349	NA16528078	OSBIZ-28071	SLES12 update.
NA16375735	NA16396859	OSBIZ-27025	Missing "Group call answered by" status when the call answered by a group member.
NA16493309	NA16493309	OSBIZ-28009	OCAB cannot be reached when VLAN tagging (IEEE802.1p/q-Tagging) is activated.
NA16488346	NA16491767	OSBIZ-27462	Instant Message- seen by is shown even when PC is locked.

4.2.6 Resolved Problems in V2R7 HF04 (006a/006)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16497090	NA16497107	OSBIZ-27902	OSBiz V2R7 871: New OCAB are not detected OSBiz X3/X5.
NA16503767	NA16520919	OSBIZ-27872	SLES12-Firewall entry for ftp.
INC003029285	NA16470446	OSBIZ-27878	Calls stay in the queue after they have been handled.
NA16520739	NA16523937	OSBIZ-27868	UC Suite crash.
NA16514910	NA16518192	OSBIZ-27870	CCV: CLI based routing is not working with "0049".
NA16271107	NA16279629	OSBIZ-27875	Fax conversion to PDF is wrong.
NA16398786	NA16436011	OSBIZ-27884	ITSP recorded voicemail call lost after 12 seconds.

4.2.7 Resolved Problems in V2R7 HF03 (005)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16477686	NA16487783	OSBIZ-27442	'Automatically Recording' of a Permanent open conference not working.
	NA16431131 NA16436397	OSBIZ-27710	Loud noise during call when handover between BS4 and BS3 or BS5.
INC003029283	NA16472374	OSBIZ-27723	No ring back tone by network call to mobility user.
NA16394336	NA16457694	OSBIZ-27729	Name resolution issue.
NA16521846	NA16522830	OSBIZ-27725	Select and copy instant message is not possible.
NA16447343 NA16258286 NA16435297 NA16409050	NA16447343 NA16387688 NA16435932 NA16409140	OSBIZ-27728	SLMUC restart, unknown reason.
NA16496126	NA16496133	OSBIZ-27031	SDHC Data backup via Card Reader not working.
NA16513009	NA16518007	OSBIZ-27715	No Dial via double click at favorites.
NA16519729	NA16520350	OSBIZ-27721	Dial button in OLI internal directory is greyed out.
NA16512172	NA16517246	OSBIZ-27719	CPU load of myPortal (java) is very high on Terminal Server.
NA16514402	NA16520807	OSBIZ-27713	myPortal for Desktop chat doesn't work in the classic view anymore.
NA16498676	NA16505761	OSBIZ-27464	Missing choices at UC Suite Setup Wizard and Main Menu.
INC003033357	NA16496277	OSBIZ-27562	OsBiz "estimated waiting time in the queue" almost always states 1 minute.

4.2.8 Resolved Problems in V2R7 HF02 (004)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16499694	NA16499791	OSBIZ-27434	Missing dropdown box in WBM for intercept position.
NA16434819	NA16453203	OSBIZ-27046	myPortal for Desktop Hot Key via Clipboard does not work when using Alt.
NA16514394	NA16521930	OSBIZ-27781	No more appointments are synchronized from Outlook to myPortal for Desktop and maybe to OLI.
NA16250424	NA16267578	OSBIZ-27415	Creating/deleting a Team leads to double entry in internal directory.
FT_V2R7	FT_V2R7	OSBIZ-27467	Scheduled calls in OLI cannot be cancelled.
NA16511974	NA16512036	OSBIZ-27568	Sip client password still changeable at MR7.
NA16492296	NA16496241	OSBIZ-27440	myPortal for Outlook ignores "Disable instant messaging".
NA16509262	NA16511026	OSBIZ-27425	After update OSBiz V2R7 no backup / restore on network drive.
INC003033176	NA16495327	OSBIZ-27524	OsBiz S Calls not routed if the first destination in CDL is an empty UCD group.
NA16481657	NA16481878	OSBIZ-27454	System Restart.
NA16478152	NA16490404	OSBIZ-27458	QC-1588: Octopus FX terminates Call when receiving 491 Request Pending on Session Refresh Update.
FT_V2R7	FT_V2R7	OSBIZ-27451	Silent monitoring from Circuit user is shown as remote call and cannot be deleted after monitoring is completed.
NA16451406	NA16463920	OSBIZ-27436	Problem with search results in myPortal for Outlook.
NA16514085	NA16517315	OSBIZ-27472	It is not possible to install the communication clients.
NA16489640	NA16492044	OSBIZ-27438	MyPortal for Desktop - Long delay on directory search.
NA16483726	NA16485254	OSBIZ-27456	Osbiz S restart.
NA16501655	NA16505889	OSBIZ-27523	ODS LDAP does not return speed dial entries.
NA16506782	NA16515306		
NA16504308	NA16508703	OSBIZ-27444	User cannot start new chat conversation in myPortal for Desktop.
NA16514992	NA16516176		
NA16491969	NA16498443		
NA16521846	NA16522839	OSBIZ-27484	No dial option when right click in myportal for Outlook.
NA16504308	NA16508703	OSBIZ-27481	User cannot start new chat conversation in myPortal for Desktop.

4.2.9 Resolved Problems in V2R7 HF01 (002)

Incident Ticket	Problem Ticket	JIRA	Summary
NA16487331	NA16488520	OSBIZ-27032	German Umlauts not displayed properly when contacts are imported to myPortal4Desktop.
NA16433583	NA16461031	OSBIZ-27038	Flag "Search for last agent customer if no preferred agent is found" not working.
FT_V2R7	FT_V2R7	OSBIZ-26945	Hanging call in CC after call transfer.
NA16372865	NA16379208	OSBIZ-27048	Not possible to upload a picture into UCSuite's 'My Picture' WBM.
FT_V2R7	FT_V2R7	OSBIZ-27036	Redirections not visible anymore in US Suite.
NA16431615	NA16490740	OSBIZ-27115	Double Ring Tone is heard when calls are forwarded to mobile device connected.
NA16017391	NA16018498	OSBIZ-26938	Cannot edit user settings in myPortal for Outlook.
NA16375735	NA16396859	OSBIZ-27025	Missing "Group call answered by" status when the call answered by a group member.
FT_V2R7	FT_V2R7	OSBIZ-27028	Not possible to push the call back on phone from the Circuit user after replacing handset.

NA16455937	NA16457154	OSBIZ-27044	High CPU usage Linux virtual machine.
NA16396529	NA16397361	OSBIZ-26130	Support CSTA command 'getLogicalDeviceInformation' for SIP user.
NA16465966	NA16473564	OSBIZ-27041	User cannot login to UC application due to not enough license error.
INC003021948	NA16427548	OSBIZ-27184	Call stuck in queue.

4.2.10 Resolved Problems in V2R7 EEQS / GA (871)

Incident Ticket	Problem Ticket	JIRA	Summary
FT_V2R7	FT_V2R7	OSBIZ-26730	myAttendant - Transfer issue
FT_V2R7	FT_V2R7	OSBIZ-26710	UNEXPECTED SYSTEM RESTART
FT_V2R7	FT_V2R7	OSBIZ-26175	After upgrade to .841, .845 system did not start automatically
FT_V2R7	FT_V2R7	OSBIZ-26803	Data backup on booster does not work for Network Drive
FT_V2R7	FT_V2R7	OSBIZP-2422	Dialing Delay when MP@W is called
FT_V2R6	FT_V2R6	OSBIZP-2072	Ringing settings lost
NA16333916	NA16342393	OSBIZP-2338	Update of myPortal @work fails
NA16357683	NA16363013	OSBIZP-2246	Different possibility to modify Multi-SLC Numbers
INC003021948 NA16478263	NA16427548 FT_V2R7 NA16478861	OSBIZ-26736	Visual hanging call
NA16390821	NA16476709 NA16400029 NA16431203	OSBIZ-26709 CLS-5254	New Hotfix Release of OpenScope Customer Site Components: License Agent CLA V1 R41.0.1
NA16426196	NA16435967	OSBIZ-26503	After HF10 upgrade UC Smart restarts every two minutes with core logs generated
NA16451406	NA16463920	OSBIZ-26475	Problem with search results in myPortal for Outlook
NA16439079	NA16465741	OSBIZ-26473	System is writing too many logs
NA16438228	NA16441984	OSBIZ-26469	Calling number not displayed correctly for outgoing external calls
NA16451187	NA16457241	OSBIZ-26437	"More features" is shown on the screen in English and not in Chinese despite language set to Chinese at phone: CP600
NA16459929	NA16460897	OSBIZ-26427	System restarts daily reporting Observer as the cause of these restarts
NA16439750	NA16454833	OSBIZ-26377	Error message "Error writing Index=30 Node 2" when activating Multi-Location Setup via Network Wizard
NA16439620	NA16457513	OSBIZ-26333	UC Suite Wizard is empty for S and system with BS
NA16407100	NA16446549	OSBIZ-26237	Outgoing calls by Circuit web client using analog trunks got mute.
NA16447128	NA16451393	OSBIZ-26233	myPortal for Outlook favorite bar is sporadically shown twice
NA16399125	NA16441854	OSBIZ-26210	myPortal for Outlook pop-up, displays inbound call as outbound after call transfer.
NA16394860	NA16405532	OSBIZ-25912	Sporadically existing calls are disconnected
NA16391398	NA16399182	OSBIZ-25804	Missing plus-sign in caller number (Circuit CTI)
NA16388231	NA16405408	OSBIZ-25641	Domain field in myPortal for Outlook is wrong: external calls are shown as internal
INC003020786	NA16404323	OSBIZ-25620	DISA in S is does not authenticate
NA16397615	NA16398498	OSBIZ-25542	Software update not working wrong message
NA16390776 NA16398703 NA16385755 NA16396809 NA16354684	NA16394786 NA16427612 NA16405237, NA16436584, NA16363117	OSBIZ-25387	Call stuck in queue

NA16441224 NA16452600 NA16455642 NA16437956 NA16458609 NA16452016 INC003027832 NA16424912 NA16452468 NA16474247	NA16448955 NA16455547 NA16458056 NA16457437 NA16460919 NA16462043 NA16466931 NA16424975 NA16453549 NA16474247		
NA16301615	NA16369011	OSBIZ-25304	MyAttendant intercept information missing.
NA16313446	NA16354927	OSBIZ-25204	Error in Key programming via MyPortal for Desktop client
NA16331863	NA16343052	OSBIZ-25038	OLI-sporadically completed calls are shown as missed
NA16320027 NA16340317	NA16320330	OSBIZ-23881	Import of Outlook contacts into MyPortal4Desktop does not work
NA16235017	NA16239636	OSBIZ-22867	Flag missing from WBM
NA16171887	NA16174288	OSBIZ-21907	myPortal for Desktop crashes
NA16389761	NA16369213 NA16397814	OSBIZ-24972	Query ODS data on MSSQL2008 fails for simple selection and when self-defined query has more than seven fields (150K total records)
NA16402711	NA16450234	OSBIZ-26637	Unable to upgrade the system (OSBizS with PAYG license cannot be upgraded to newer version)
NA16025443 NA16362105	NA16053374 NA16409312	OSBIZ-20785	no ringing tone audible on Phone
INC003025583	NA16448512	OSBIZ-17484	WBM dropdown lists are missing with single quote included in name field

5 Hardware and software compatibility

5.1 Compliant products (compatibility matrix)

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

Product Family	Product	Preferred Software Versions ¹			
		Version	Status ³	Nuxeo Note	In Image
Operating System	Novell SLES 11 SP4 64 Bit Novell SLES 12 SP3 64 Bit	P30152-P1532-P11-4 P30152-P1603-P11-2	GA	INF-13-000148 INF-19-000231	
Administration	ManagerE	≥ P30152-P1532-P3-23 (V10 R2.17.0)	GA	INF-13-000576	
	KC-Manager ²	≥ P30152-P1532-P3-23 (V10 R2.17.0)			
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V1R1.0.022)	GA	INF-13-000431	
	MCU Recovery Tool	≥ P30152-P1532-P19-1	GA	INF-14-000450	
Voicemail	Xpressions Compact V3 ⁵	≥P50038-P103-A1-35 (V3 R2.4.0)	GA	INF-10-000602	
	OpenScape Xpressions	≥P30152-P1526-A1-14 (V7 R1.5.28)	GA	INF-19-000223	
Attendant	OpenScape Business Attendant	≥P30152-P1603-P13-11	GA	INF-15-000318	
Devices/ Modules	Busy Lamp Field	≥V2 R2.1.0			
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-12 (V3 R5.13.0)	GA	INF-19-000104	X
	OpenStage 20(E)	P30152-P1633-A75-7 (V3 R5.7.0)	GA	INF-18-000004	X
	OpenStage 15/40/60 SIP/ DeskPhone IP 35/ 35_Eco/55G SIP	P30152-P1633-(A75/A200/A300/A175/A275)- 12/13 (V3 R5.13.0)	GA	INF-19000104 INF-19-000228	X
	CP 100/20x/400/600/600E SIP	P30152-P1605-A90/100/200/300/310- 33/32/29/32/32 (V1 R6.14.0)	GA	INF-19-000287 INF-19-000330	X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275-16 (V3 R0.42.1)	HF	INF-19-000076	X
	OpenStage XX HFA	P30152-P1587- A75/A200/A300-16 (V3 R0.42.1)	HF	INF-19-000076	X
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A180-16 (V3 R0.42.1)	HF	INF-19-000076	X
	CP 100 HFA	P30152-P1632-A90-17 (V1 R3.10.0)	GA	INF-19-000225	
	CP 20x HFA	P30152-P1632-A100-17 (V1 R3.10.0)	GA	INF-19-000225	X
	CP 400/600 HFA	P30152-P1632-A200-17 (V1 R3.10.0) P30152-P1632-A300-17 (V1 R3.10.0)	GA	INF-19-000225	X
	openStage 10 TDM	N.A	GA	N.A	
	openStage 15 TDM	P30152-P1595-A75-2 (V2 R1.2.1)	GA	INF-17-000365	X
	openStage 20 TDM	P30152-P1595-A100-1 (V2 R1.2.0)	GA	INF-17-000192	X
	openStage 30 TDM	P30152-P1459-A150-2 (V2 R1.2.1)	GA	INF-17-000364	X
	openStage 40 TDM	P30152-P1595-A200-1 (V2 R1.2.0)	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-A400-10 (V2 R1.14.0)	GA	INF-17-000366	X
	OpenScape Personal Edition V7 HFA/SIP	P30152-P1510-C1-90 (V7 R1.47.59)	GA	INF-19-000147	
	optiPoint 500 (all types)	N.A	GA	N.A	
	optiPoint 4xx	P30152-P1285-A100/A200/A300/A400/A500-70 (V5 R7.1.0)	GA	INF-14-000020 ⁴	
	T-Octophon Fxx ²	P30152-P1285-T110/T210/T310/T410/T510-70 (V5 R7.1.0)	GA	INF-14-000021 ⁴	
	OptiPoint WL2 SIP	P30152-P1305-A100-71 (V1 R0.81.0)	GA	INF-12-000403	X
	OpenStage WL3	WL3 V1R0.1.0	GA	INF-13-000119	
	openStage Up0 Adapter	P30152-P1416-B100-9 (V1 R0.11.0)	GA	INF-12-000073	X
	openStage 5 SIP	V3 R1.41.0	GA	INF-13-000358	
Partner Products	Mediatrix 4102 V2.0	≥P30152-P1361-P25-24 (V2.0 R34.627.0)	GA	INF-16-000106	
CSTA	OpenScape Business TAPI	≥P30152-P1532-P14-13 (V1.R1.11.0)	GA	INF-13-000533	
Contact Center	OpenScape Contact Center	V8 R2.16.2147 V9 R1.2.127 V9 R3.1.4	GA	INF-19-000087 A9Q00009092-1	
	CDSS	V9 R1.1.0_11709	GA		
	CMS	V9 R3.2.0	GA	INF-19-000110	

Product Family	Product	Preferred Software Versions ¹			
		Version	Status ³	Nuxeo Note	In Image
Telephony Services	OpenScape Alarm Response Economy	P30152-P1504-A1-5 (V1 R1.1.1)	GA		
	OpenScape Alarm Response Professional	P30152-P1503-A1-4 (V3 R2.60.4)	GA		
Accounting	OpenScape Accounting	V2R0 V3R0.05.07	GA		
Networking/ Interoperability	OpenScape 4000	P30152-P1624-S1-15 (V8 R2.22.17)	GA		
	OpenScape Voice	P30152-P1610-A2-25 (V9 R4.39.1)	GA		
	OpenScape Fault Management	V9 R1.10.17 P30152-P1611-B1-4 (V10 R0.07.04)	GA		
	DLS Deployment Service	P30152-P1559-A8-80 (V7 R3.78.0) (HI-DLS7R3.517.00)	GA		

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

² Supported product/Corresponding pendants for Octopus F X (Deutsche Telekom)

³ FT = Field Trial, N.A = Not available, GA= General Availability, eeQS= extended external quality assurance TBV = To Be Verified

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

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

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

⁷ Multinode scenarios are not supported.

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

5.2 Hardware revisions

Board	Product "long" name		Product Number
OCCM	UC Main board (F)X3W / (F)X5W (Wall)		S30810-K2959-X S30810-Q2959-X
OCCMR	UC Main board (F)X3R / (F)X5R (Rack)		S30810-K2959-Z S30810-Q2959-Z
OCCL	UC Main board (F)X8		S30810-K2962-X S30810-Q2962-X
OCCB1	Voice Channel Booster Card		S30807-Q6949-X100 (1 DSP)
OCCB3			S30807-Q6949-X (3 DSP)
OCAB	UC Booster Card		S30807-K6950-X
Power Supply Unit	UPSC-D / OCPSM	(F)X3 / (F)X5	≥ S30122-K5660-A300/-M300/-M321
	UPSC-DR / OCPSM	(F) X3 / (F)X5	≥ S30122-K7373-A900/-M900/-M921
	LUNA2	(F)X8	≥ S30122-K7686-A1/-M1

Note: F X3/ F X5/ F X8 are corresponding pendants for Deutsche Telekom
Older revisions that are installed on customer systems are also supported.

OpenScape Business S Requirements up to 500 users

Hardware	Requirements
Server PC	64-bit support, certified for SLES 11 SP4 / SLES 12 SP3, designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	2 GB RAM (recmnd.: 4 GB, s. chap. 2.1)
HDD	≥ 200GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server SLES 11 SP4 / SLES 12 SP3 64bit
Virtualization	VMware vSphere V5.5* / V6.7 Hyper-V
Misc Information	Applications other than OpenScape Business + certified Virus scan Software must not be installed

* For details regarding virtualized environment requirements please consult Administrator documentation

OpenScape Business S Requirements for more than 500 users

Hardware	Requirements
Server PC	64-bit support, certified for SLES 11 SP4 / SLES 12 SP3, designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	recmnd.: 8 GB, s. chap. 2.1
HDD	≥ 300 GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server SLES 11 SP4 / SLES 12 SP3, 64bit
Virtualization	VMware vSphere V5.5* / V6 Hyper-V
Misc Information	Applications other than OpenScape Business + certified Virus scan Software must not be installed

* For details regarding virtualized environment requirements please consult Administrator documentation.

5.3 Applications shipped

Product	SW Version
myPortal/myAttendant	6.2.70.006
myPortal for Outlook	6.2.70.11
myAgent	6.2.70.11
FAX Printer	6.2.70.11
Cover Page Editor	6.2.70.11
myReports	6.2.70.007
SmartUC	V2R6.10.25
Application Launcher	V2.R7.0.40
Gate View	2.00.050
Accounting Manager	2.0.0.36
myContacts for Outlook	V1.0.21.0
myPortal @work	2.0.14

5.4 Operating systems and applications

Operating Systems for OSBiz Applications

Operating system:	Req. Service Pack:	Version:	OSBiz UC Clients	myReports	SmartUC Client	myPortal@Work Client
Microsoft Windows 10	latest	64 bit	X	X	X	X
Microsoft Windows 8 / 8.1 ⁽¹⁾	latest	32 + 64 bit	X	X	X	X
Microsoft Windows 7	SP1	32 + 64 bit	X	X	X	X
Microsoft Windows 2012 / 2012 R2 Server as Microsoft Terminal Server	latest	64 bit	X	X		
Microsoft Windows 2016 Server as Microsoft Terminal Server	latest	64 bit	X	X		X (*)
Microsoft Windows 2019 Server as Microsoft Terminal Server	latest	64 bit	X	X		X (*)
Microsoft Windows 2012 / 2012 R2 Server with Citrix XenApp 7.6 Server	latest	64 bit	X	X		
Microsoft Windows Server 2008 R2 with Citrix XenApp 6.0/6.5 Server ⁽¹⁾	SP1	64 bit	X	X		
Microsoft Windows Server 2008 R2 with Citrix XenApp 5.0 Server ⁽¹⁾	SP1	64 bit	X	X		
Microsoft Windows Server 2008 R2 as Microsoft Terminal Server ⁽¹⁾	SP1	64 bit	X	X		
Microsoft Windows 2012 / 2012 R2 Server with Citrix XenDesktop 7.6 Server ⁽¹⁾	latest	64 bit	X	X		
Microsoft Windows 2016 Server with Citrix XenApp 7.17 / XenDesktop 7.17 Server	latest	64 bit	X	X		

Apple MAC OS X	latest	≥Mojave 10.14 ⁽²⁾ ≥Catalina10.15 (3)	myPortal		latest	X
Oracle Java SE 8 or higher or OpenJDK 8	latest	32 + 64 bit	myPortal myAttendant App Launcher	X		

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

2 Apple Java ≥ 1.6.x is mandatory to be installed before using OpenScape Business Clients.

3 Please be aware that Catalina is the first version of macOS to exclusively support 64-bit applications.

(*) UC and CTI functionality only

Applications

Manufacturer	Application	SW Version
Unify	Callbridge Collection	V2 R3.14.0
	HiPath Cordless IP Base Station	≥ V1R6.0.0
	HiPath Cordless IP Server	
	OpenScape Cordless IP V2	≥ V2R0.16.0
	Web Collaboration	≥ V7 R0
	UC Mainboard Driver	5.2.2600.3
	myPortal to go (Android/iOS)	Latest on AppStores
Microsoft	Exchange Server 2010, 64bit ^(*)	≥ SP2
	Exchange Server 2013, 64bit ^(*)	SP1
	Exchange Server 2016, 64bit	
	Exchange Server 2019, 64bit	
	Microsoft Exchange Server "Online" with Office 365	Cloud controlled
	Small Business Server 2011 Standard	
	EDGE	
	Internet Explorer	IE 11
	Outlook 2019 32bit and 64bit and Office 2019	
	Outlook 2016 32bit and 64bit and Office 365	
	Outlook 2013 32bit and 64bit and Office 365	SP1
	Outlook 2010 32bit and 64bit	SP2
Mozilla	Firefox	≥ V18 and <V68.0
Oracle	Java Runtime Environment	latest Java 8
Azul (Open Source)	OpenJDK 8	V8
Google	Chrome	≥53
McAfee	McAfee Agent	≥ V5.5.x
NCP	NCP Secure Client	≥ 9.02 build 69
ShrewSoft	ShrewSoft VPN Client	≥ 2.1.7
MSI	Teledata Office 4.0	6.20
Adobe	Adobe Reader	≥ 9.3.x

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

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

General Note: The products and software issues for additional components mentioned in the tables above have to be seen as a list of finally tested products. There are further products and software issues which can be connected. For such products please refer to their own release and change notes respectively.

6 Security

- From version V2R5.1, the following security relevant issues are addressed:

Disclosure of passwords for OpenScape Business root and database access

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

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

Blocked database access

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

Disabled SSH access

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

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

Reduced developer functions in the Administration Portal (WBM)

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

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

Secured UC Suite client connections

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

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

Important Notes

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

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

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

Linux

Due to security reasons OpenScape Business S/Booster Server Operating System with SLES 11 SP3 is no longer supported.

Disclaimer

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

7 Service information

7.1 Product and diagnostics structure in Nuxeo/SWS and GSI.flow

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 V2
Product Item # (System)	P30152-P1603-P1/P2/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 V2
Product Item #	P30152-P1603-P1/P2/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 V2
Product Item # (System)	P30152-P1603-P10/P12/P17

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 V2
Product Item # (System)	P30152-P1603-P10/P12/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	V2
SW Version	P30152-P1603-P1/P2

Structure in Case Tracking System GSI.flow 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	V2
SW Version	P30152-P1603-P10/P12

Structure in Case Tracking System GSI.flow 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	V2
SW Version	P30152-P1603-P1/P2

Structure in Case Tracking System GSI.flow 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	V2
SW Version	P30152-P1603-P10/P12

8 Documentation reference

	Hyperlinks	Remarks
SLMUC configuration migration guide	http://apps.g-dms.com:8081/techdoc/en/P31003P3020T100017618/P31003P3020T100017618.pdf (English, chapter 9) http://apps.g-dms.com:8081/techdoc/de/P31003P3020T100010018/P31003P3020T100010018.pdf (German, chapter 4)	
Service Information: OpenScape Business	Nuxeo : INF-15-000239	≥ V2 R0.2.0
Service Information: Novell SLES 11 SP4 64 Bit	Nuxeo : INF-13-000148	
Service Information: Novell SLES 12 SP3 64 Bit	Nuxeo : INF-19-000231	
Service Information: OpenScape Smart Office Card Manager	Nuxeo: INF-13-000431	
OpenScape Business Connector how to in Circuit	https://www.circuit.com/unifyportalfaqdetail?category=55896&categoryName=&articleId=117733&structureId=11185	
Administration Documentation	Online Help in OpenScape Business Assistant	
Migration H3k to OSBiz	Administration Documentation Chapter 25	
Migration from OpenScape Business V1 to V2	Administration Documentation Chapter 25.3	
Migration OSO HX to OSBiz UC Booster Server	Administration Documentation Chapter 25.1.3	Requires V1 R2.2.0
OSBiz Applications	Available for download via OpenScape Business Service-Center	
Details regarding supported peripheral devices and or other 3 rd party products	Sales Information	
Diagnostic hints	Administration Documentation	
Experts Wiki	http://wiki.unify.com/wiki/OpenScape_Business	
Exchange Configuration Guides	http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server	
Client system & memory requirements in Terminal Server environments	http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment	
SIP devices configuration guide	http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business	
Migration of Openstage WL2 HFA to SIP	http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP	Ref. chap. 2.3
Important HFA upgrade information	https://enterprise-businessarea.unify.com/productinfo/document/qy1n3st2U_/OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf	Ref. chap. 2.3
Best Practices for virtual machine snapshots in the VMware environment	http://kb.vmware.com/kb/1025279	Ref. chap. 2.6.1
"How to collection" for H4k and OSV networking	http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics	
SIP / ITSP Wiki	http://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_ITSP_Connectivity	