

# Release Notes

**Product Name: *OpenScape Business***

**Product Version: V2**

**Software Release** is identified by **Version: V2 R2.2.0\_279**

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
<b>Filename Update image small:</b>	<b>image_osbiz_v2_R2.2.0_279_occ.img.tar</b>	
Product Item #	P30152-P1603-P1-45	1.025.274.880 Bytes
<b>MD5 checksum:</b>	9b6a1704cc6cab7827973e6ea83722e6	
<b>Filename Update image big:</b>	<b>image_osbiz_v2_R2.2.0_279_ocab.img.tar</b>	
Product Item #	P30152-P1603-P2-45	2.553.547.776 Bytes
<b>MD5 checksum:</b>	8cd0c7985b0efb55f3418b245a7a8982	
System:	OpenScape Business Server S/UC BS	
File type	Product Item Number / File name	Size
<b>Filename Update Image Server</b>	<b>image_osbiz_v2_R2.2.0_279_pcx.img.tar</b>	
Product Item #	P30152-P1603-P12-45	2.134.484.480 Bytes
<b>MD5 checksum:</b>	278d3f1248df8199a97b06276354cc84	
<b>Filename Installation Image Server</b>	<b>dvd_osbiz_v2_R2.2.0_279.iso</b>	
Product Item #	P30152- P1603-P10-45	2.639.073.280 Bytes
<b>MD5 checksum:</b>	f61a04deec3ba5924c4ddcdf1d059806	
System:	OpenScape Business Open Source Code	
File type	Product Item Number / File name	Size
<b>Filename Open Source Code</b>		
Product Item #	n.a	n.a
<b>MD5 checksum:</b>		
<b>Filename Open Virtual Application (OVA)</b>		
Product Item #	n.a	n.a
<b>MD5 checksum:</b>		

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

**Export Control Classification Data** AL: N 5D002C1A ECCN: 5D002ENCU

Field Trial:  eeQS:  Limited Availability:  General Availability:

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**DECLARATION DATE:** Date : 2017-05-16

**DELIVERABLES:** Full Release:  Delta Release:

### Abstract:

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

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# 1 History of change

## 1.1 Product version history

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

Software version	Production version	Date	Remarks
V2 R2.1.0_261	M-IM/OM G2.20.261	2016-12-15	OpenScape Business V2 R2.1.0_261 GA Release
V2 R2.1.0_262	M-IM/OM G2.20.262	2016-12-23	OpenScape Business V2 R2.1.0_262 HotFix Release
V2 R2.1.0_264	M-IM/OM G2.20.264	2017-01-20	OpenScape Business V2 R2.1.0_264 HotFix Release
V2 R2.1.0_269	M-IM/OM G2.20.269	2017-02-13	OpenScape Business V2 R2.1.0_269 HotFix Release
V2 R2.1.0_271	M-IM/OM G2.20.271	2017-02-23	OpenScape Business V2 R2.1.0_271 HotFix Release
V2 R2.1.0_272	M-IM/OM G2.20.272	2017-03-07	OpenScape Business V2 R2.1.0_272 HotFix Release
V2 R2.1.0_269	M-IM/OM G2.20.269	2017-03-08	OpenScape Business V2 R2.1.0_269 GA Release
V2 R2.1.1_278	M-IM/OM G2.20.278	2017-03-29	OpenScape Business V2 R2.1.1_278 HotFix Release
V2 R2.2.0_279	M-IM/OM G2.20.279	2017-04-10	OpenScape Business V2 R2.2.0_279 HotFix Release
V2 R2.2.1_280	M-IM/OM G2.20.280	2017-04-27	OpenScape Business V2 R2.2.1_280 HotFix Release
V2 R2.2.1_282	M-IM/OM G2.20.282	2017-05-15	OpenScape Business V2 R2.2.1_282 HotFix Release
<a href="#">V2 R2.2.0_279</a>	<a href="#">M-IM/OM G2.20.279</a>	<a href="#">2017-05-16</a>	<a href="#">OpenScape Business V2 R2.2.0_279 GA Release</a>

## 2 Important Information

Within the following only relevant information for the product and SW Version mentioned above are given.

**Note:** The term:

- “SW-Update” is used for the installation of a Fix Release. E.g. from V2R1.0.0 to V2R1.1.
- “SW-Upgrade” is used for the installation of a Minor or a Major release. E.g. from V2R1 to V2R2.
- “Migration” is used for a complete system / platform change.  
E.g. from HiPath 3000 to OpenScape Business or from OpenScape Office HX to OpenScape Business UC Booster Server.

### 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 is 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 depends 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)
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Harddrive	min. 60 GB *	min. 100 GB *	min. 200 GB	min. 500 GB
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\* 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 a 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	V9R2.7.0	Manager E V10 R2.12.0 or higher required
HiPath 3000	V8	Manager E V10 R2.12.0 or higher required
HiPath 3000	V7	Manager E V10 R2.12.0 or higher required
OpenScape Office HX	V3R3	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 OS Biz 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 Activities after upgrading from SW version < V1 R3.1.0 to V2 R0.2.0 or higher

With OpenScape Business release V1 R3.1.0 the 'Samba Share' has been removed. Below a list of changes and possible activities resulting from that change:

- \\<OSBiz ip-address>\backup\ as download source is not applicable anymore. Existing backups can still be used to restore a system and backups may still be stored on local system hard drive but cannot be downloaded to an external medium via Samba Share. Backup configuration must be changed immediately to an external drive in case direct access (e.g. for backup of backup medium) is required.
- \\<OSBiz ip-address>\applications\ as download source for Communications Clients setup files is not available anymore. Download links for individual user download can be displayed in OpenScape Business Service Center. A pop-up provides all available applications and can be shared to users (e.g. via copy and paste to an email). The links will be displayed in the following format:  
Setup of CommunicationsClients for Microsoft Windows:  
[https://{{external\\_ip\\_address}}/management/downloads/CommunicationsClients.exe](https://{{external_ip_address}}/management/downloads/CommunicationsClients.exe)  
[https://{{external\\_ip\\_address}}/management/downloads/install-common.zip](https://{{external_ip_address}}/management/downloads/install-common.zip) (with ReadMe First.rtf)  
Note: AutoUpdate of UC Suite clients is not affected by this change.
- \\<OSBiz ip-address>\documentation\ as download source for documentation files is not available anymore. Documentation can be downloaded directly via Service Center.

## 2.4.4 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.

## 2.4.5 SW Upgrade of OpenStage Phones / Octophone Phones

Device SW of HFA phones has 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.

## 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 SDHC Card

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

#### 2.6.1.2 Substitution of Manager C

Manager C administration tool is no longer supported. An additional user with expert rights can be created via the Administration Portal (WBM) in order to regain the functionality if necessary.

#### 2.6.1.3 System Backup in case of Xpression Compact (IVM) reuse

Three different backup sets are required for the restore of systems, which include an IVM card

- System Backup (OpenScape Business WBM)

- IVM Backup (IVM WBM)
- Manager E CDB

**Note:**

- The CDB backup created by Manager E includes IVM card information (existing mailboxes, passwords, etc), which are not part of the backup created by the Administration Portal (WBM).
- Xpressions Compact has been phased out and its SW is no longer maintained. For security reasons Xpressions Compact should be replaced by UC Suite features.

### 2.6.1.4 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.

### 2.6.2.2 Xpressions Compact – Call Number Scheme

- HiPath Xpressions Compact (IVM) can only be operated, if the call number scheme within OpenScape Business does not exceed 8 digits. Otherwise Xpressions Compact (IVM) does not boot.
- Xpressions Compact has been phased out and its SW is no longer maintained. For security reasons Xpressions Compact should be replaced by UC Suite features.

## 2.6.3 Virtualization

### 2.6.3.1 VMware Virtual LAN driver

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

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

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

**Note:**

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

### 2.6.3.2 VMware Tools

VMware tools should always be updated to latest version.

### 2.6.3.3 VMware - Snapshot Handling

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

**Note:**

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

- backup operations are scheduled off work time.

- snapshots generated by these tools are deleted at the end the backup operation.
- For further information regarding Snapshots see VMware Knowledge Base article 1025279 .

## 2.6.3.4 Terminal Server

### 2.6.3.4.1 Citrix XenApp 5/6/7:

Only “Desktop mode” is supported.

### 2.6.3.4.2 Citrix XenDesktop 7

## 2.6.4 Administration

### 2.6.4.1 Admin LAN Interfaces

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

### 2.6.4.2 SSDP

If SSDP V1 cannot be activated after upgrade to OpenScope Business V2, “Reset to Default” and a subsequent reactivation has to be performed to overcome the problem.

### 2.6.4.3 Wizards

#### 2.6.4.3.1 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.

#### 2.6.4.3.2 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.

#### 2.6.4.3.3 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.

### 2.6.4.4 Expert mode

#### 2.6.4.4.1 Call Forwarding for UC Suite

The following ports/numbers need to be forwarded to the UCSuite via Call Forwarding manually for Day/night/internal, so the CFW list needs to be changed up to 3 x for each port:

- FAX numbers of users
- Parking
- MeetMe
- AutoAttendant:
- ContactCenter Fax

#### 2.6.4.4.2 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.

#### 2.6.4.4.3 HFA Phone Codec configuration

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

**Note:**

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

## 2.6.5 Extension Boards and Hardware

### 2.6.5.1 SSDP V1 / RSP.servicelink - SDHC card reuse

SSDP V1 / 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 SSDP V1 / 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 HiPath 4000 – OpenScape Business) is currently not supported with HFA Software for IP registered devices connected to OpenScape Business listed in compatibility matrix. (see chapterHardware and software compatibility

### 2.6.6.2 Remote Access

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

### 2.6.6.3 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.

### 2.6.6.4 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 WebBased 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.

### 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.

### 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.

## 2.6.8 UC Suite

### 2.6.8.1 Java Runtime Environment

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

**Note:**

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

### 2.6.8.2 Microsoft .net Framework

MyPortal for Outlook and FaxPrinter require at least .NET 3.5 framework or above. The runtime environment must be installed and enabled. MyPortal for Outlook on Outlook 2010/2013/2016 and myAgent require .NET 4.0 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

Faxes using UC-Suite fax driver are not send correctly or are received with 0 pages length. In this case a .NET 3.5 framework patch is required. The patch can only be retrieved via the auto updated mechanisms of MS-Windows. The fax printer driver has to be uninstalled before update of the .Net 3.5 framework and has to be re-installed afterwards.

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 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

### 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.

Following scenarios are supported:

- Outlook 2007 with Exchange Cached Mode active.  
This is the default mode after MS Outlook client installation and is independent of the Exchange server.
- Outlook 2007 with Online Mode active.
- Outlook 2007 with Online Mode active and Exchange 2007 server with Exchange Store Search  
This can be used if Exchange Search is deactivated

**Note:** Instant search is not available for Outlook Web Access (OWA) if Exchange search is deactivated.

Following scenarios are **not** supported:

- Outlook 2007 with Online Mode active and Exchange 2007 server with active Exchange Search (Default Search setting).

Terminal Server dependencies:

- Outlook 2007 on Terminal Server always operates in Online Mode.
- 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 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. See some examples below:

**Presence changes: myPortal/myPortal for Outlook**

Examples are valid for default setting: for each presence profile target is 'Voicemail'

- Agent is 'Logged in' (Flag 'Auto back to office' **is not** set)  
Presence changes in myPortal/myPortal for Outlook cause myAgent to log out from the queue.  
Manual login is necessary but will automatically set the myPortal/myPortal for Outlook status to 'In the office' Presence changes in myAgent (e.g. 'Break') will be recognized in myPortal. (Except Log in/Log Out/Worktime)
- Agent is 'Logged in' (Flag 'Auto back to office' **is** set)  
If status is set to 'Pause' in myAgent, the Agent will be automatically available after the pause time terminates. If status is set to 'Pause' in myPortal, the Agent will be logged out (s. above)

**Outgoing Call initiated from myPortal/myPortal for Outlook**

User Status is visible in myAgent

Call is listed only in journal of myPortal/myPortal for Outlook, not in myAgent. It is not a Contact Center call and will therefore have no relevance for CC's statistic.

**Direct incoming call to the Agent's station**

User Status is visible in myAgent

Call is listed only in journal of myPortal/myPortal for Outlook, not in myAgent. It is not a Contact Center call and will therefore have no relevance for CC's statistic.

**Call Recording**

User starts call recording in myPortal/myPortal for Outlook.

myAgent is not aware of it and offers an additional recording option.

## 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 2007
- Connect OpenScape Business systems to Microsoft Exchange 2010
- Connect OpenScape Business systems to Microsoft Exchange 2013
- Connect OpenScape Business systems to Microsoft Office 365 (Edition 2013)
- Connect OpenScape Business systems to Microsoft Exchange 2016

## 3 Reported Problems / Symptoms under Analysis

### 3.1 General problems under analysis

- Sporadic License error messages can appear but after a system restart (or license re-activation) service is restored.

### 3.2 Restrictions on this release

- The feature "Device@Home" does not force authentication for existing HFA devices, but we strongly recommend using it for security reasons. The new users will be forced anyway to apply authentication.
- LCR reset is mandatory in case an ITSP profile is either added or edited or deleted. You can also follow wizard instructions.
- Security vulnerability for access to the internal SQL database of OpenScape Business is identified. Therefore, **it is mandatory for all V2R2 and onward systems to change the SQL database password manually via the Administration Portal (WBM).**

The change is done as follows:

Administration Portal → Expert Mode → Telephony Server → Security → SQL Security → Generate new.

**Password change has to be done within all V2R2 and onwards systems both upgraded and fresh / reloaded systems.**

The only exception is for the case of a new V2R2 master node in a V2R1 network. For more detail see:

[http://wiki.unify.com/wiki/OpenScape\\_Business#Security\\_Bulletins](http://wiki.unify.com/wiki/OpenScape_Business#Security_Bulletins)

To make the OpenScape Business system more robust, please have a look to the OpenScape Business V2 Security Checklist, which is available for download within the documentation area in the Unify Partner Portal.

<http://www.unify.com/us/partners/partner-portal.aspx>

- After system upgrade the authentication flag will be activated for ALL SIP endpoints if at least one SIP station has the "Internet Registration with internal SBC" flag activated. This may lead to SIP devices outage (for SIP devices without this flag). The solution is to set-up password for all affected SIP devices.
- If an OSbiz Embedded system has ITSP which supports SDES, then T38 Fax is not supported. As workaround please use fax over G711.
- First installation of MyPortal Smart in MAC OS (EI Capitan V10.11) fails. After a second installation the application is successfully installed.
- When myPortal to go (iOS) loses all data connections to OpenScape Business while being in background mode, then communication server does not recognize that the device is not reachable. Either the user has to deactivate VoIP manually in the app e.g. before activating flight mode, or a Mulap configuration is recommended where the HFA VoIP device and the virtual mobility device are configured as separate devices (parallel ringing).
- OSCC/CDSS Multi-node Support with distributed resources (Agents / Trunks) for OSBiz S variant is not supported. It will be supported with the upcoming Minor Release.
- 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.



## 4 Changes

### 4.1 New in this release

#### 4.1.1 Implemented change requests

CR Number	MR / CQ/JIRA	Summary

### 4.2 Resolved Reported Problems / Symptom

#### 4.2.1 V2MR2 FR1 HotFix7 (279) - Also FR2 GA

Incident Ticket	Problem Ticket	MR / CQ /JIRA	Summary
NA14850582	NA14938772		WSI: Number lookup in Profile call numbers
NA14939408	NA14997384		RSP: iptables rules for SPoA device are lost after system reboot
NA15033325	NA15085142		The agent presses reject on the phone and the call is terminated.
NA15257642 NA15054201	NA15263940 NA15095833		CMI Base station not working after update from V1 to V2
NA15095741 NA15342908	NA15113858 NA15345232		The messages sent by email seem corrupted
	NA15134291		In outgoing calls, the time when the called party answered needs to be known
NA15135587	NA15153645		OSBiz X5 Restart with FP corelog
NA15143573	NA15168115		Problem after activating new license file.
NA15168106 NA15197962	NA15171830 NA15201920		Total system outage due to large trace files
NA15176284	NA15178392		Problem with Callback / No payload, no Busy signaling
NA15210842	NA15217824		Outlook contacts synchronization doesn't work.
	NA15217934		Announcements not heard in Conference room in Brazilian Portuguese
NA15178889	NA15225042		Issue with phonebook search at networked systems.
NA15251068	NA15252048		Disconnection during the recording of the ASC system (CSTA)
NA15245941	NA15252532		Calls stuck in queue.
NA15241279	NA15258223		No external (incoming and outgoing) calls possible
NA15166863	NA15280586		One way payload on SIP (ASC recording installed)
NA15282097	NA15283789		Call stuck in queue after upgrading to HF3
NA15282156 NA15329462	NA15283845 NA15331226		Call pickup issue with both DSS and myPortal for Outlook

#### 4.2.2 V2MR2 FR1 HotFix6 (278)

Incident Ticket	Problem Ticket	MR / CQ /JIRA	Summary
NA14765365	NA14832043		Presence status not working in a network
NA14922762	NA14923280		Call recording is not working
NA14896471	NA14941069		Issue with user name showed in fax headlines
NA15039081 NA15116610	NA15049484 NA15118160		Sporadically entries of favorites are arbitrarily mixed.

NA15049799	NA15052238		UC Suite Internal Directory sporadically with empty list items
NA14983928	NA15055974		myPortal Journal - Name resolution only after client restart.
NA15085309	NA15091388		Empty call journal with My Portal for Outlook 2016.
NA15100205	NA15100478		Announcement is not heard when call arrives from external
NA15062456	NA15116920		CC myAgent worktime sporadically extreme high
NA15105553	NA15116494		
NA15160234	NA15160680		
NA15168050	NA15174911		
NA15168824	NA15174781		
NA15217359	NA15219936		
NA15138816	NA15214758		
NA15064161	NA15113986		
NA15254557	NA15293377		
NA15293916	NA15293984		
NA15306269	NA15308309		
NA15272636	NA15291730		
NA15098629	NA15116224		Sporadically call recording is not possible
NA15117356	NA15120174		OLI crash after a scheduled callback
NA15117345	NA15120238		Sporadic crash of chat in myPortal for Outlook.
NA15111440	NA15122460		VM and FAX notification emails are without subject and text
NA15093504	NA15128121		Selection doesn't work in myPortal for Outlook
NA15028684	NA15138535		MyAttendant pop not empty
NA15143144	NA15145539		myPortal shows that another user is calling for over 97 hours
NA15161574	NA15161977		MyAgent: Network attendant button are not working correctly.
NA15086728	NA15162163		OLI takes the focus of the current application
NA15153978	NA15174385		Unable to call back the caller by pressing the handset button from
NA15157455	NA15184740		
NA15171345	NA15176031		myPortal for Outlook ribbon sometimes is not fully shown
NA15164853	NA15182835		Presence status will not change at the time of the appointment
NA15186047	NA15187975		Outlook freezes with large mailbox
NA15186177	NA15189463		myAttendant cannot see fax folder.
NA15205785	NA15207007		Sporadically the names in myPortal journal are not shown.
NA15210723	NA15214184		Outlook not working correct if OLI is active
NA15217918	NA15218086		myAgent-Call to internal numbers cannot be called
NA15224739	NA15232106		
NA15255647	NA15286446		
NA15301938	NA15306498		
NA15226153	NA15230081		SME_iFT: Agent logs out while on break, myAgent does not update his status
NA15077985	NA15243864		Does not work properly flag in presence visibility
NA15250509	NA15250851		UC Suite crash
NA15232912	NA15252497		Keywords in MyPortal for Outlook calendar integration are not working
NA15268089	NA15269017		myagent report issue.
NA15270227	NA15271056		myAgent search function gives wrong results
NA15250197	NA15277819		MyPortal-Not possible to email out of personal and external directory
NA15262397	NA15279015		OLI-Directories Search window is out of focus
NA15105553	NA15280126		Wrong status in myAgent
NA15258089	NA15281813		The Flag "myPortal - allow other users to see who you are talking to " was unexpectedly active
NA15286833	NA15289362		myPortal for Outlook displays internal user for a suppressed inbound call
NA15251227	NA15291489		Missed group calls are not reported as group calls when

			station is busy.
NA15291029 NA15267235	NA15295620 NA15302767		Outlook crashes with MyPortal in TSE environment

### 4.2.3 V2MR2 FR1 HotFix5 (272)

Incident Ticket	Problem Ticket	MR / CQ /JIRA	Summary
NA14842250	NA14848749		TLANI4R goes down if main type is changed.
NA15047913	NA15050460		Pressing Station '<' '>' buttons too fast causes display error in station selection.
NA15049576	NA15066983		Issue with CallMe on groups.
NAxx	NA15094712		STMD3 ports not detected in wizard in extension box.
NA15069174	NA15121727		SDES with Single Step Transfer Option: No payload after transfer in a networking station.
NA15084248	NA15125232		Missing data in CDR record.
NA15120933	NA15145048		Numbers in Secondary Gateway are not updated.
NA15112147	NA15162658		MOH instead of ring back tone.
NA15148687	NA15168818		OpenStage Gate View is starting automatically.
NA15166856	NA15174296		Media Security (SDES): After master of conference withdraw, its display still shows in call.
NA15173281	NA15177200		OSBiz: 10sec delay on incoming calls to master node (multi-gateway).
NA15190850	NA15191919		Second announcements in UCD group is only played for first call in Queue.
NA15196804	NA15200686		Different status indicators for Media Server.
NA15182804	NA15204786		System restarts after changing trunk lines from "Circuit Connectivity" wizard.
NA15210502	NA15212322		Issues with the customerdata.xml file.
NA15198316	NA15213516		Call Pickup UI buttons missing, Edit buttons inactive.
NA15220442	NA15225151		No payload when call pickup from UCD group for calls through native SIP trunk.
NA15226464	NA15243612		mP_Smart: Wrong display message.
NA15243869	NA15243899		WBM wizard won't update modified names in Team Configuration.
NA14875820 NA15192307 NA14796385 NA15278527	NA14922486 NA15201933 NA15235070 NA15291775		Payload improvements.

### 4.2.4 V2MR2 FR1 HotFix4 (271)

Incident Ticket	Problem Ticket	MR / CQ /JIRA	Summary
NA14872568 NAxx	NA14915376 NA15228634		Configured VoiceMail Groups are not reachable.
NA15112529	NA15124453		Inventory shows MPPI although none is connected.
NA14885383	NA14960188		Callback Access - different view in WBM/Manager E
NA15090893	NA15091131		Name of virtual station not shown when called station is busy
NA15127370	NA15134471		Wrong ringtone in external call
NA15127156	NA15139380		no payload for UCD calls after announcement in UC Smart mode
NAxx	NA15078287		System in a Boot Loop after upgrade
NA15096748	NA15098913		OsBiz S restarted

NA15208317	NA15212237		No payload on transfer scenario
NA15207121	NA15265973		Callback is unsuccessful to a busy Executive Top MULAP
NA15128157	NA15136157		Sporadically not possible to answer incoming call to UCD
NA15009261	NA15075105		OSBiz sends COLP/TIP to ITSP even if COLP is disabled
NA15029932	NA15031614		Problems with the calls via the ITSP
NA14946737	NA14947039		LDH memory leak during basic networking calls
NA15082763	NA15124296		
NA15132131	NA15132605		
NA15194537	NA15197451		
NA15229461	NA15238188		
NA15013048	NA15013910		
NA15042783	NA15043179		
NA15066013	NA15105445		
NA15214005	NA15214105		
NA14922762	NA14923280		
NA15002986	NA15003348		
NA15042421	NA15042421		
NA15183047	NA15184880		ITSP wrong busy message
NA14875820	NA14922486		Delayed payload
NA15192307	NA15201933		
NA14796385	NA15235070		
NA15278527	NA15291775		
NA15221377	NA15234305		myPortal to Go freezes / hanging call on Maxwell 10.
NA15263117	NA15264245		
NA15237335	NA15240388		MyAgents blocked several times on several days

#### 4.2.5 V2MR2 FR1 HotFix3 (269) – Also FR1 GA Update

Incident Ticket	Problem Ticket	MR / CQ /JIRA	Summary
NA14668773	NA14688179		Incorrect IP address showed for a SIP extension
NA15140538	NA15180724		Mobility DISA issue
NA15061807	NA15079532		MOH problem on all calls.
NA15151495	NA15178810		
NA15117375	NA15120028		Outage of UC Suite and loss of configuration.
NA15129161	NA15135646		
NA14888292	NA14894222		
NA15062146	NA15211800		
NA15022058	NA15025547		
NA15062456	NA15116920		Outlook freeze when myPortal for Outlook is installed. CC myAgent worktime sporadically extreme high
NA15105553	NA15116494		
NA15160234	NA15160680		
NA15168050	NA15174911		
NA15168824	NA15174781		
NA15217359	NA15219936		
NA15138816	NA15214758		
NA15064161	NA15113986		
NA15247889	NA15259205		
NA15201055	NA15202292		
NA15208451	NA15208548		All-IP: Problem in SDP handling
NA15160471	NA15174041		OSBIZ S - not possible to use no 879 or 890
NA14900996	NA14971349		myPortal for Outlook, duplicate entries in search.
NA15061975	NA15085342		
NA15008307	NA15008491		Agent on break but sporadically receives calls
NA15150027	NA15150276		Translation error in WBM.
NA14981628	NA15087354		Error messages in booster server

NA15130446	NA15145546		UC Suite services went down
NA15109470	NA15110279		System restart
NA15161660	NA15183244		
NA15008837	NA15009235		Automatic log off of deskshare users.
NA15051961	NA15079692		
NA14934585	NA14959590		Unify Directory - name not shown on phone's display.
NA14763649	NA14788144		CLA.XML File - HeartBeat parameters missing
NA15093848	NA15111219		Inbound ITSP calls via AA are being cutting off during busy hours
NA15105652	NA15118714		Free Agents. In spite of that calls remain in the waiting queue
NA15146514	NA15151367		The Booster Server is restarting
NA15107888	NA15120887		License not free after deleting CMI port
NA15100205	NA15100478		No announcement hear by caller / wrong codec selected
NA15112928	NA15124743		myPortal to go offers UP0 stations for use in VoIP mode
NA15063921	NA15112127		Problem with group ringing when the group has more than 3 members.
NA15238469	NA15257102		
NA15033425	NA15033854		Deskshare users show wrong status on BLF after restart of OSBiz Attendant
NA15113936	NA15127639		Cannot configure a key with "Call forwarding store incomplete"
NA15112520	NA15120465		WBM shows wrong HW/SW info for OS T phones.
NA14884889	NA14903745		UC VM sending missed call email notification
NA15183092	NA15185590		
NA15116708	NA15130137		Announcements are not played when using empty UCD
NA15190065	NA15194279		
NA15033325	NA15085142		The agent presses reject on the phone and the call is terminated.
NA15164869	NA15189441		System mailbox is not working properly.
NA15256931	NA15257603		Automatic restart of booster server
NA15235102	NA15250356		
NA15257433	NA15257845		
NA15180341	NA15182751		myContacts - installer fails to download VSTO runtime
NA14884889	NA14903745		UC VM sending missed call email notification
NA15183092	NA15185590		

# 5 Hardware and software compatibility

## 5.1 Compliant products (compatibility matrix)

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

Product Family	Product	Preferred Software Versions <sup>1</sup>			
		Version	Status <sup>3</sup>	G-DMS Note	In Image
Operating System	Novell SLES 11 SP2 64 Bit	P30152-P1532-P11-1	GA		
	Novell SLES 11 SP3 64 Bit	P30152-P1532-P11-2			
	Novell SLES 11 SP4 64 Bit	P30152-P1532-P11-4			
Administration	ManagerE	≥ P30152-P1532-P3-19 (V10 R2.13.0_492)	GA		
	KC-Manager <sup>2</sup>	≥ P30152-P1532-T3-19 (V10 R2.13.0_492)			
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V1R1.0.022)	GA		
	MCU Recovery Tool	≥ P30152-P1532-P19-1	GA		
Voicemail	Xpressions Compact V3 <sup>5</sup>	≥P50038-P103-A1-35 (V3 R2.4.0)	GA		
	OpenScope Xpressions	≥P30152-P1526-A1-14 (V7 R1.5.0) build 18409	GA		
Attendant	OpenScope Business Attendant	≥P30152-P1603-P13-04	GA		
	Busy Lamp Field	≥V2 R1.0.0			
Clients and Devices	OpenScope Desk Phone IP 35/55G SIP	P30152-P1594-A175/A275 (V3 R4.8.0)	GA		X
	OpenScope Desk Phone IP 35G ECO SIP	≥P30152-P1609-Axxx (V3 R4.8.0)	GA		X
	OpenStage 15/20(E)/40/60/80 SIP <sup>6</sup>	≥P30152-P1609-Axxx (V3 R4.8.0)	GA		X
	OpenScope Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275 (V3 R0.36.0)	GA		X
	openStage XX HFA	≥P30152-P1587-A75/A100/A200/A300 (V3 R0.36.0)	GA		X
	openStage 10 TDM	N.A	GA		
	openStage 15 TDM	≥P30152-P1595-A75-1 (V2 R1.1.0)	GA		X
	openStage 20 TDM	≥P30152-P1595-A100-1 (V2 R1.1.1)	GA		X
	openStage 30 TDM	≥P30152-P1459-A150-1 (V2 R1.1.0)	GA		X
	openStage 40 TDM	≥P30152-P1595-A200-1 (V2 R1.1.1)	GA		X
	openStage 60 TDM	≥P30152-P1595-A300-8 (V2 R1. 10.1)	GA		X
	openStage 80 TDM	≥P30152-P1595-A400-8 (V2 R1. 10.1)	GA		X
	CP 200/400/600 SIP	≥P30152-P1605-A100/200/300-X (V1 R1. 7.0)	GA		X
	CP 200 HFA	≥P30152-P1632-A100-X (V1 R0.3.0)	GA		X
	OpenScope Personal Edition V7 HFA/SIP	≥ P30152-P1621-A3-9 (V7 R1.47.27)	GA		
	optiPoint 500 (all types)	N.A	GA		
	optiPoint 4xx	≥P30152-P1285-A100/A200/A300/A400/A500-70 (V5 R7.1.0)	GA		
	T-Octophon Fxx <sup>2</sup>	≥P30152-P1285-T110/T210/T310/T410/T510-70 (V5 R7.1.0)	GA		
	OptiPoint WL2 SIP	≥P30152-P1305-A100-71 (V1 R0.81.0)	GA		X
	OpenStage WL3	≥WL3 V1R0.1.0	GA		
	openStage Up0 Adapter	≥P30152-P1416-B100-9 (V1 R0.11.0)	GA		X
	openStage 5 SIP	V3 R1.41.0	GA		
	OpenScope Desk Phone IP 35G ECO HFA	P30152-P1587-A180-12 (V3 R0.35.0)	GA		X
Partner Products	Mediatrix 4102 V2.0	≥P30152-P1361-P25-24 (V2.0 R34.627.0)	GA		
CSTA	OpenScope Business TAPI	≥P30152-P1532-P14-9 (V1.R1.8.0)	GA		
Contact Center	OpenScope Contact Center	≥ V8 R2.16.100 <sup>7</sup> ≥ V9 R0.3.112 <sup>8</sup>	GA		
	CDSS	V9 R0.2.0_11479	GA		
Telephony Services	OpenScope Alarm Response Economy	P30152-P1504-A1-5 (V1 R1.1.1)	GA		
	OpenScope Alarm Response Professional	P30152-P1503-A1-4 (V3 R2.60.4)	GA		
Accounting	OpenScope Accounting	≥ P30152-P1508-B1-4 (V2 R0.9.0)	GA		
Networking/	OpenScope 4000	≥ P30152-P1579-S1-15 (V7 R2.23.0)	GA		

Product Family	Product	Preferred Software Versions <sup>1</sup>			
		Version	Status <sup>3</sup>	G-DMS Note	In Image
Interoperability	OpenScape Voice	≥ P30152-P1591-A3-7 (V8 R1.43.1) ≥ P30152-P1610-A2-4 (V9 R0.8.3)	GA		
	Fault Management	V9 R1.09.00	GA		
	DLS Deployment Service	≥ P30152-P1559-A8-36 [V7 R3.20.0 (HI-DLS7R3.459.00)]	GA		

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

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

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

<sup>4</sup> 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.

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

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

<sup>7</sup> Multinode scenarios are not supported.

<sup>8</sup> Multinode scenarios are supported only for OpenScape Business variant X systems. Multi-node Support for OpenScape Business variant S systems is not supported with this FR. It will be supported with the upcoming Minor Release.

## 5.2 Hardware revisions

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

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

**Older revisions that are installed on customer systems are also supported.**

### OpenScape Business S Requirements up to 500 users

Hardware	Requirements
Server PC	64 bit support, certified for SLES 11 (SP2/SP3/SP4), designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	2 GB RAM (recmnd.: 4 GB, s. chap. 2.1)
HDD	≥ 200GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP2 64bit SUSE Linux Enterprise Server (SLES) 11 SP3 64bit SUSE Linux Enterprise Server (SLES) 11 SP4 64bit
Virtualization	VMware vSphere V5.5* / V6 Hyper-V
Misc Information	Applications other than OpenScape Business + certified Virus scan Software must not be installed

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

**OpenScape Business S Requirements for more than 500 users**

Hardware	Requirements
Server PC	64 bit support, certified for SLES 11 (SP2/SP3/SP4), designed for 24h service
CPU	Dual Core CPU, ≥ 2 GHz per core req.
RAM	recmnd.: 8 GB, s. chap. 2.1
HDD	≥ 300GB Home partition (required)
DVD ROM	Required
Operating System	SUSE Linux Enterprise Server (SLES) 11 SP2 64bit SUSE Linux Enterprise Server (SLES) 11 SP3 64bit SUSE Linux Enterprise Server (SLES) 11 SP4 64bit
Virtualization	VMware vSphere V5.5* / V6 Hyper-V
Misc Information	Applications other than OpenScape Business + certified Virus scan Software must not be installed

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

### 5.3 Applications shipped

Product Family	Product	SW Version
OpenScape Business	myPortal/myAttendant	6.2.260.X
	myPortal for Outlook	6.2.1.260.X
	myAgent	6.2.1.260.X
	FAX Printer	6.2.1.260
	Cover Page Editor	6.2.1.260
	myReports	6.3.8
	SmartUC	V2R1.88.12
	Application Launcher	V3 R1.0.26
	Gate View	2.00.045
	Accounting Manager	2.0.0.31
	myContacts for Outlook	V1.0.19.0



## 5.4 Operating systems and applications

### Operating Systems for OSBiz Applications

Operating system:	Req. Service Pack:	Version:	OSBiz Clients	MyReports	SmartUC Client
Microsoft Windows 10	latest	64 bit	X	X	X
Microsoft Windows 8 / 8.1	latest	32 + 64 bit	X	X	X
Microsoft Windows 7	SP1	32 + 64 bit	X	X	X
Microsoft Windows Vista*	SP2	32 + 64 bit	X	X	X
Microsoft Windows 2012 / 2012 R2 Server as Microsoft Terminal Server	latest	64 bit	X	X	
Microsoft Windows 2012 / 2012 R2 Server with Citrix XenApp 7.6 Server	latest	64 bit	X	X	
Microsoft Windows Server 2008 R2 with Citrix XenApp 6.0/6.5 Server	SP1	64 bit	X	X	
Microsoft Windows Server 2008 R2 with Citrix XenApp 5.0 Server*	SP1	64 bit	X	X	
Microsoft Windows Server 2008 R2 as Microsoft Terminal Server	SP1	64 bit	X	X	
Microsoft Windows 2012 / 2012 R2 Server with Citrix XenDesktop 7.6 Server	latest	64 bit	X	X	
Apple MAC OS X	latest	≥ Lion10.7.x * ≥ Mountain 10.8.x * ≥ Mavericks 10.9.x * ≥ Yosemite 10.10.x ≥ El Capitan 10.11.x **	myPortal myAttendant		Latest

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

\*\* Apple Java 1.6.x is mandatory to be installed before using OpenScape Business Clients.

### Applications

Manufacturer	Application	SW Version
Unify	Callbridge Collection	≥ V2 R3.9.0
	HiPath Cordless IP Base Station	≥ V1R6.0.0
	HiPath Cordless IP Server	
	Web Collaboration	≥ V7 R0
	UC Mainboard Driver	5.2.2600.3
	myPortal to go (Android/iOS)	Latest on AppStores
Microsoft	Exchange Server 2013, 64bit	SP1
	Exchange Server 2010, 64bit	≥ SP2
	Exchange Server 2013 of Office 365	Cloud controlled
	Exchange Server 2007, 64bit	SP3
	Exchange Server 2016, 64bit	
	Small Business Server 2011 Standard	
	EDGE	
	Internet Explorer	IE 11
	Outlook 2016 32bit and 64bit and Office 365	
	Outlook 2013 32bit and 64bit and Office 365	SP1
Outlook 2010 32bit and 64bit	SP2	
Outlook 2007 32bit**	SP3	
Mozilla	Firefox	≥ V18
Oracle	Java Runtime Environment ( <b>preferred 32bit, see 2.4.3</b> )	latest Java 8
Google	Chrome	≥53
Trend Micro	Trend Micro OfficeScan Client	≥ V10.x
NCP	NCP Secure Client	≥ 9.02 build 69
ShrewSoft	ShrewSoft VPN Client	≥ 2.1.7
MSI	Teledata Office 4.0	≥ 6.20
Adobe	Adobe Reader	≥ 9.3.x

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

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

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

## 6 Documentation reference

	Hyperlinks	Remarks
Service Information: OpenScape Business		≥ V2 R0.2.0
Service Information: Novell SLES 11 SP2/SP3/SP4 64 Bit		
Service Information: OpenScape Smart Office Card Manager		
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 <sup>rd</sup> party products	Sales Information	
Diagnostic hints	Administration Documentation	
Experts Wiki	<a href="http://wiki.unify.com/wiki/OpenScape_Business">http://wiki.unify.com/wiki/OpenScape_Business</a>	
Exchange Configuration Guides	<a href="http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server">http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server</a>	
Client system & memory requirements in Terminal Server environments	<a href="http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment">http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment</a>	
SIP devices configuration guide	<a href="http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business">http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business</a>	
Migration of Openstage WL2 HFA to SIP	<a href="http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP">http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP</a>	Ref. chap. 2.3
Important HFA upgrade information	<a href="https://enterprise-businessarea.unify.com/productinfo/document/qy1In3stT2U/_OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf">https://enterprise-businessarea.unify.com/productinfo/document/qy1In3stT2U/_OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf</a>	Ref. chap. 2.3
Best Practices for virtual machine snapshots in the VMware environment	<a href="http://kb.vmware.com/kb/1025279">http://kb.vmware.com/kb/1025279</a>	Ref. chap. 2.6.1
"How to collection" for H4k and OSV networking	<a href="http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics">http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics</a>	
SIP / ITSP Wiki	<a href="http://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_IT_SP_Connectivity">http://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_IT_SP_Connectivity</a>	