

Release Notes

Release Notes Version: V1.0.317, 2024-03-11

Unify OpenScape Business V3

Software Version: V3 R3.1.0_508

Major Release Minor Release Fix Release Hotfix Release

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

Deliverables

Full Release Delta Release

Export Control Classification Data

AL: **N** 5D002C1A

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

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Delivered Files

Product Item Number		File Name
1	P30152-P1649-P1-49	image_osbiz_v3_R3.1.0_508_occ.img.tar Size: 1.195.608.576 Bytes
	V2 mainboard family systems (X1, X3, X5 and X8) – without OCAB SHA256checksum: 3ee9613dd8f79fc15c3a924773629095b20938cf7c78438983c06d6cd419787c	
2	P30152-P1649-P2-49	image_osbiz_v3_R3.1.0_508_ocab.img.tar Size: 2.744.938.496 Bytes
	V2 mainboard family systems (X3, X5 and X8) – with OCAB SHA256checksum: 214934c4072203baf33082da4f5cf565d26d848fc1ca2857d2e563493957dd26	
3	P30152-P1649-P3-49	image_osbiz_v3_R3.1.0_508_occe.img.tar Size: 2.902.433.792 Bytes
	V3 mainboard family systems (X1W/R, X3, X5 and X8) SHA256checksum: 6bdac69367080a6a8ddd29f27a6947dc95e1aeaa7b0279750256a6cbdd5b997c	
4	P30152-P1649-P12-49	image_osbiz_v3_R3.1.0_508_pcx.img.tar Size: 2.826.237.952 Bytes
	Server based systems (Business S or Booster Server) SHA256checksum: 1d85160c5a88ce8e5d6768fbade8b19ce4d37ec4d6bb378887110cf116edde40	
5	P30152-P1649-P10-49	dvd_osbiz_v3_R3.1.0_508.iso Size: 3.634.489.344 Bytes
	DVD SHA256checksum: 7b6c1bad7318f16d64e7472b991b3a1d881e0c29c922ca1b97ae47522a59c8b2	
6	N/A	N/A
	Google Cloud Platform deployment SHA256checksum: N/A	

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1 History of Change

1.1 Release notes content

Version	Date	Description of changes
V1.0.314	2024-02-22	504 Bind V3R3 FR1 1 st EEQA Release
V1.0.316	2024-03-01	508 Bind V3R3 FR1 2 nd EEQA Release
V1.0.317	2024-03-11	508 Bind V3R3 FR1 GA Release

1.2 Product versions history

Software Version	Production Version	Date	Remarks
V3 R3.1.0_504	M-EM/IM/OM G3.3.1.0.504	2024-02-22	OpenScape Business V3 R3.1.0_504 1 st EEQA Release
V3 R3.1.0_508	M-EM/IM/OM G3.3.1.0.508	2024-03-01	OpenScape Business V3 R3.1.0_508 2 nd EEQA Release
V3 R3.1.0_508	M-EM/IM/OM G3.3.1.0.508	2024-03-11	OpenScape Business V3 R3.1.0_508 GA Release

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

2 Changes

2.1 Implemented Change Requests / New features

Internal Reference	Summary
OSBIZ-52326	Unify Phone Admin API - add, delete, edit of users
OSBIZ-49087	Unify Phone - access to OSBiz directories and journal information
OSBIZ-48619	UC Suite enhancements V3R3 FR1
OSBIZ-51033	myPortal for Teams: V3R3 FR1 Enhancements
OSBIZ-48493	Improved Certificate handling: Let's Encrypt certificate support
OSBIZ-46411	myPortal to go - HFA VoIP via 4G/5G mobile data networks (iOS) (TestFlight-BETA)
OSBIZ-54945	Security enhancements V3R3 FR1
OSBIZ-52769	ITSP topics V3R3 FR1 https://wiki.unify.com/wiki/Collaboration_with_VoIP_Providers
OSBIZ-54460	LDAP access to OSBiz directories for all V3 mainboards
OSBIZ-43898	OSBiz X1R - new X1 Rack version with V3 mainboard
OSBIZ-52900	Customer Ticket improvements <ul style="list-style-type: none"> - PRB000059284: When the Unify Office client is called internally, the name of the caller is not shown over the network - PRB000064792: Favorites are not showing call info data - PRB000071847: myAgent-Not all attendant buttons are copied from another user - PRB000071677: myPortal for Outlook - missing information about group calls and forwarded calls - PRB000070680: myPortal for Outlook - wrong name in pop up - PRB000070680: myPortal for Outlook - wrong name in journal - PRB000054882: switched trunk authorization missing from WBM - PRB000066316: Users not found in UC directory - FT_V3R2FR1, PRB000062812: installing the communication clients based on DNS name is not working

2.2 Resolved Reported Problems / Symptoms

2.2.1 Resolved Problems in EEQA (508)

Tracking Reference	Internal Reference	Summary
PRB000066972, PRB000071915, PRB000071916	OSBIZ-54769	Backup Path: hidden path with DOLLAR \$ is not possible.
PRB000073866	OSBIZ-61012	Deskshare login is not possible
PRB000070820	OSBIZ-59661	No missed call is displayed if a call is lost
PRB000073571, PRB000073869	OSBIZ-60854	Upgraded OSBiz from V2 to V3 HW / VR3HF3 SW and TST1 card is not working as it was before the upgrade

2.2.2 Resolved Problems in EEQA (504)

Tracking Reference	Internal Reference	Summary
PRB000073679, PRB000074089	OSBIZ-60944	System restart when call monitoring is activated
PRB000071744	OSBIZ-59081	The searching in myPortal for outlook does not always find the contacts that are stored in Outlook
FT_V3R2FR1, PRB000063759	OSBIZ-50959	myPortal for Outlook: Error messages in Bit Defender when repairing or installing myPortal for Outlook
V3R3FR1_FUT	OSBIZ-60899	myPortal for Teams has wrong Call Journal from myPortal @work on UC Smart
PRB000073703	OSBIZ-60834	System restarts when progressing Wizard: Central Telephony >> Internet Telephony
PRB000073444	OSBIZ-60472	System software image URL is not working correctly
V3R3FR1_FUT	OSBIZ-60934	No option for calling back a number
V3R3FR1_FUT	OSBIZ-60942	The presence date in UC suite expert mode is wrong
PRB000072014	OSBIZ-58996	Transit Call from Analogue Trunk to Native SIP Trunk via OSBiz SIP-Q Network disconnects after a fraction of a second
PRB000073296	OSBIZ-60425	X8 Master node on V3R3 HF3 restarts with Process Failure

Tracking Reference	Internal Reference	Summary
V3R3FR1_FUT	OSBIZ-60997	The option for DECT phones is not working
PRB000072272	OSBIZ-59278	Key programming with night service function and individual user is not possible.
PRB000073003	OSBIZ-59944	System restart due to PROCESS FAILURE when downloading "Port Configuration" file
PRB000072675	OSBIZ-59953	Call failure to certain numbers via AA
PRB000073309	OSBIZ-60637	The destination of the call forwarding via UC Suite is not correct.
PRB000072144	OSBIZ-59577	Alarm sound is not working
PRB000072267	OSBIZ-59317	Consumed Unify Phone licenses not shown on Network Wide License Overview WBM
PRB000072015	OSBIZ-59173	myAgent - Supervised transfer is not available
PRB000072391	OSBIZ-60102	Problem to call a public number of MS Teams
PRB000070506	OSBIZ-60204	OSBiz X8 (OCCLA) is restarting every day ("POWER DOWN, Watch DOG or Kernel OOPS")
PRB000072321	OSBIZ-59558	Incorrect display name of the calling party when the call is coming from a group
PRB000072039	OSBIZ-59066	Calendar entries in Outlook no longer result in a presence status change
PRB000072802	OSBIZ-59923	myPortal for Outlook is very slow after upgrade
PRB000072805	OSBIZ-59945	No pop up window when T38 is deactivating
PRB000073299	OSBIZ-60479	Cannot change the default client logging path
PRB000073559	OSBIZ-46381	PBX replies to NGTC SIP msg with 486 Busy Here
PRB000072311, PRB000072601	OSBIZ-59384	Faxes that are sent to the UC-Fax (Booster Card) cannot be opened
PRB000072407, PRB000073235	OSBIZ-59937	If call forwarding via CTI is enabled, the internal device is always permanent busy
PRB000066465	OSBIZ-53881	CLS Connect uses invalid TLS certificate with also reported weak algorithm
PRB000073538, PRB000073649	OSBIZ-60097	Licensing problem for mobility users who are Unify Phone users - Users cannot login the application
PRB000072832	OSBIZ-59955	The display of rules engine under UC calls rules is not correct
PRB000073714	OSBIZ-60174	MyPortal for Outlook-Favorite Groups not displayed correctly.

Tracking Reference	Internal Reference	Summary
PRB000071714	OSBIZ-59881	myPortal@work user doesn't ring after smartVM AA transfer
PRB000073175	OSBIZ-60106	Intermittent call failures in daily manner requiring system reboot to address
PRB000072599	OSBIZ-59629	The date on the phones is not updated automatically anymore.
PRB000070506	OSBIZ-58986	OSBiz X8 (OCCLA) is restarting every day ("POWER DOWN, Watch DOG or Kernel OOPS")
PRB000072598	OSBIZ-59632	System reboot because of process failure
PRB000072714	OSBIZ-59912	myPortal for Outlook-Callback Email button is disabled once a call is answered
PRB000070453	OSBIZ-57480	myPortal for Outlook-configured call rules cannot be edited
PRB000071706	OSBIZ-59904	myPortal for Outlook - it is not possible to limit the search in the external directory
PRB000071569	OSBIZ-59309	The agent list in myAgent is no longer sorted by phone number
PRB000072211	OSBIZ-59332	Sporadically no call forwarding to external device (second target in Call destination list only for RNA)
PRB000072789	OSBIZ-54967	"Server appears to be offline" error message
PRB000072967	OSBIZ-59924	Missing external missed call entry when the user is busy
PRB000072996	OSBIZ-59920	System restart because of PROCESS FAILURE
PRB000073024, PRB000073072, PRB000073185	OSBIZ-59942	OSBiz X8 in bootloop after update to V3 MR3 HF3
PRB000068905	OSBIZ-55989	Different time in between landing page (correct) and sdhc health status and s/w upgrade UI section
PRB000068579, PRB000072480	OSBIZ-55809	Problems with the web server
PRB000066882	OSBIZ-54919	Noise on DECT when establishing connection
PRB000071894	OSBIZ-59341	Call monitoring not working on OSbiz X1
PRB000071280	OSBIZ-57003	There is no update in external devices
PRB000072039, PRB000072146	OSBIZ-59066	Calendar entries in Outlook no longer result in a presence status change
PRB000071740, PRB000072674	OSBIZ-59327	No telephony possible; all b-channel in use, only one channel can be used
PRB000071802	OSBIZ-58842	When CLI routing is changed in a Time schedule CCV, a configured destination cannot be removed anymore.

Tracking Reference	Internal Reference	Summary
PRB000072130	OSBIZ-59308	Agents sporadically only see themselves in myAgent but not the rest of the agents.
PRB000072612	OSBIZ-59581	Resetting myReports Administrator Password via WBM is not possible
PRB000072659, PRB000072560	OSBIZ-59570	Hanging calls - next calls are not delivered to a free agent
PRB000072014	OSBIZ-58996	Transit Call from Analogue Trunk to Native SIP Trunk via OSBiz SIP-Q Network disconnects after a fraction of a second
PRB000072821	OSBIZ-53200	Different display of the journal of myPortalforDesktop and myPortalforOutlook at the beginning of a month
PRB000071919	OSBIZ-58841	Truncated field values for SNMP traps - last char for 1st two columns
PRB000071569	OSBIZ-59309	The agent list in myAgent is no longer sorted by phone number
PRB000071207	OSBIZ-58315	Trusted External Users intended for multi-location are not visible in relevant Wizard
PRB000072382	OSBIZ-59312	The myAgent hotkey "display screen pop " is not working
PRB000072484	OSBIZ-59387	myAgent - The search function is not working correctly
PRB000072015	OSBIZ-59173	myAgent - Supervised transfer is not available
PRB000071191	OSBIZ-58507	Distribution of a call via Branch on Data does not work
PRB000071280	OSBIZ-57003	There is no update in external devices
PRB000071258	OSBIZ-58891	UC Ext. Directory - Incorrect import: Update csv template
PRB000071827	OSBIZ-58839	Calls are not active via IP phones
PRB000070181	OSBIZ-59161	There are no journal details when the call either is missed or forwarded
PRB000072056	OSBIZ-58991	Unexpected restart of X5 OCCMAR on V3R3 due to missing LDH
PRB000071045	OSBIZ-58030	Problems with payload when the call is forwarded to a mobility user in a Team Group
PRB000071733	OSBIZ-58886	It is not possible to dial a number via double clicking on a phone number in the external directory.
PRB000072027	OSBIZ-58896	Plus sign is not visible via myAgent in dark mode.
PRB000071867	OSBIZ-58787	When the supervisor starts the recording of a CC call via myAgent some information is missing

Tracking Reference	Internal Reference	Summary
PRB000071871	OSBIZ-58916	myAgent - When monitoring or intruding in a call, the pop-up window shows the options to record the call, but this is not working.
PRB000071596, PRB000072058	OSBIZ-58915	Open Calls in myPortal for Outlook, are not updated after calling Back
PRB000071802	OSBIZ-58842	When CLI routing is changed in a Time schedule CCV, a configured destination cannot be removed anymore
PRB000070249	OSBIZ-57178	XCC caller party not displayed on devices after OSBiz s/w update
PRB000070764	OSBIZ-58369	Incorrect import of a CSV file into the external directory
PRB000071853	OSBIZ-58853	The system used to work on V2R7, but after the upgrade to V3R3.0.0_462 system didn't start with TST1 connected.
FT_V3R3, PRB000069037	OSBIZ-56051	Unexpected OSBiz restart due to 'missing FP'
PRB000071840	OSBIZ-58635	X8 MR3 Restart Process Failure
PRB000070166, PRB000072077	OSBIZ-58316	One-way payload in .462
PRB000069164	OSBIZ-56575	When using UC Suite with CallMe function the own DID instead of the CLIP is shown
PRB000071623	OSBIZ-58657	Scaling error in the "File Upload" menu via Wizards
PRB000066733	OSBIZ-58573	Favorites are not displayed or older entries are displayed
PRB000071346, PRB000071732	OSBIZ-58199	Hanging call in myAgent (without impact on call distribution of other incoming calls)
PRB000070084	OSBIZ-58261	DLI - "External access code" is not rolled out properly in German
PRB000069217	OSBIZ-56550	Unify Phone application does not ring when in MULAP
PRB000070329	OSBIZ-57365	Intermittent Call Failure on Internal Calls from OSBiz X8 to OSBiz X5R Via Primary Rate CorNet-NQ Trunk
PRB000071490, PRB000071132	OSBIZ-58266	Manager E - Online access for OSBiz X1 is not possible
PRB000071608	OSBIZ-58483	Spontaneous restart of the system with core log
PRB000071630	OSBIZ-58465	myAgent blocks after entering a number in the search field
PRB000071337	OSBIZ-58245	It is not possible to make VoIP calls
FT_V3R3, PRB000068353	OSBIZ-58423	Sporadically VSAdmin error message after the system update
FT_V3R3, PRB000069278	OSBIZ-56225	UCD DID column is missing in different systems

Tracking Reference	Internal Reference	Summary
PRB000071501, PRB000071666	OSBIZ-58317	X1-Failure of CMI after upgrade to v3_R3.0.0_462
PRB000071151, PRB000071303, PRB000071932, PRB000072197	OSBIZ-58004	OCCLA in FT _461 restarts due to PROCESS FAILURE
PRB000071547	OSBIZ-58324	The certificate is not renewed after the update to 462 GA software
PRB000069689	OSBIZ-57347	myPortal for Desktop continues to display speed dials even after deletion
PRB000070188	OSBIZ-57037	A maximum of only 150 Unify Phone users possible on X8 (Advanced), although per Sales Info 500 users should be possible
PRB000070870	OSBIZ-57826	Call Popup - Missing information about group calls and forwarded calls
FT_V3R3, PRB000068240	OSBIZ-55304	WBM - White text on light grey background
FT_V3R3, PRB000069075	OSBIZ-56069	Wrong translation in myPortal for Outlook in Dutch
PRB000068039	OSBIZ-55522	myReports - automated reports are not sent anymore
PRB000069448	OSBIZ-56493	Daily and frequent crashes (UCSuite / CSP)
PRB000066974	OSBIZ-54404	Call Me user cannot be added to a system conference via phone
FT_V3R3, PRB000070439	OSBIZ-57306	myAgent: Numbers from the external directory cannot be called
PRB000065731, PRB000071583	OSBIZ-54108	UC Suite Error when importing into external directory
PRB000070810	OSBIZ-57820	Memory is full so there is no longer any access to the web interface
PRB000070015	OSBIZ-57601	One-way communication only for incoming calls in myPortal@work with OPUS codec
PRB000070105, PRB000073894	OSBIZ-57175	There is no Real-Time Transfer Protocol via call forwarding from UC to external subscriber
PRB000067182	OSBIZ-54996	OSBiz with OSCC, calls cannot be redirected from the PBX to the CMS port, are not forwarded to the agent
PRB000067262	OSBIZ-54651	MOH delay timer cannot be set to "0" via WBM
PRB000069626	OSBIZ-56919	System restart because of segmentation fault by DLI Daemon
FT_V3R3, PRB000069695	OSBIZ-56708	"call for" is missing on a small phone when Mulap is member of group
PRB000067969	OSBIZ-55172	Payload issue

Tracking Reference	Internal Reference	Summary
PRB000068342	OSBIZ-56974	DLI in OSBiz S stops working after a while
PRB000069778	OSBIZ-56868	Although the call is accepted, MS Teams shows a missed call
PRB000069551	OSBIZ-56631	OSBiz X5 with OCCMR in boot loop with a persisting FPGA update
PRB000067687	OSBIZ-56539	When deleting a DECT subscriber, a TDM license gets unassigned
PRB000064157	OSBIZ-56072	When uploading a not supported picture via WBM the German text is missing
FT_V3R3, PRB000069738	OSBIZ-56741	new myAgent GUI: all views are opened again on the main display after restarting myAgent when the user has split views over different monitors
PRB000069459	OSBIZ-56740	myPortal for MAC-Selection window with Internal or External
FT_V3R3, PRB000069227	OSBIZ-56161	Deleting a UCSuite department in the wrong node of a network, this is not deleted in all nodes
FT_V3R2FR1, PRB000070090	OSBIZ-56836	myAttendant - When clicking on Unify logo, the WBM login page opens
PRB000070133	OSBIZ-57094	No export of journal in MyPortal4Outlook at midnight if MyPortal for Outlook is active
PRB000070652	OSBIZ-57571	myPortal For Outlook-Missing call pickup information
PRB000070085	OSBIZ-57236	Function "Allow other users to see who I am talking to" is not working
FT_V3R3, PRB000070238	OSBIZ-57011	myAgent - User cannot login to the queue
FT_V3R3, PRB000070224	OSBIZ-57010	myAgent - queue visibility changes are not saved
PRB000069174, PRB000073498	OSBIZ-56463	Issue with favorites in myPortalforOutlook
PRB000070134	OSBIZ-56997	It is not possible to select multiple wrap-up codes
FT_V3R3, PRB00007040	OSBIZ-57271	myAgent - Despite the Queue visibility deactivation, it is still visible
V3R3FR1_FUT	OSBIZ-61168	system restart by LDH
FT_V3R2, PRB000057576	OSBIZP-4013	Conference symbol is too close to the external number which gives the client an unintended view
PRB000070033	OSBIZP-4415	Incorrect name display myPortal @work

2.3 Resolved Vulnerabilities / Security updates

Tracking Reference	Internal Reference	Severity Level	Summary	Released in Version
CVE-2023-4863, CVE-2023-5129	OSBIZP-4416	CRITICAL	Google WebP (libwebp) utils/huffman_utils.c BuildHuffmanTable() Function Stream Decoding Heap Buffer Overflow (CVE-2023-4863,CVE-2023-5129)	V3R3 FR1
N/A	OSBIZ-59073	N/A	Increase the PostgreSQL users random generated password length to 15 characters - V3R3 FR1 (FP, WBM, SQL_DBH + VSL)	
N/A	OSBIZ-55178	N/A	GSR12.1: remove/replace Siemens certificate - V3R3 FR1	
CVE-2020-22218	OSBIZ-57171	HIGH	libssh2 transport.c _libssh2_transport_read() Function Improper Memory Allocation Out-of-bounds Access Unspecified Issue (CVE-2020-22218)	
N/A	OSBIZ-58438	N/A	Change WSI login implementation due to security issues	
N/A	OSBIZ-59566	N/A	Unify Phone Directory/Journal access: Remove traces that print the LDH_PCC credentials	
CVE-2023-28319, CVE-2023-28320, CVE-2023-28321	OSBIZ-55174	HIGH	curl multiple vulnerabilities for May 2023	
N/A	OSBIZ-31263	N/A	PSA: Unrestricted File Upload at DliLogoUploadServlet #	
CVE-2023-2454	OSBIZ-54968	HIGH	PostgreSQL CREATE SCHEMA ... schema_element Handling Remote Code Execution (CVE-2023-2454)	
CVE-2023-2911, CVE-2023-2828, CVE-2023-2829	OSBIZ-55902	HIGH	ISC BIND multiple high cvss severity vulnerabilities	

Tracking Reference	Internal Reference	Severity Level	Summary	Released in Version
CVE-2023-24998	OSBIZ-58575	HIGH	[VSL] Apache Commons FileUpload Request Part Handling Remote DoS (CVE-2023-24998)	V3R3 FR1
N/A	OSBIZ-53881	N/A	PRB000066465:-: CLS Connect uses invalid TLS certificate with also reported weak algorithm [cril	
CVE-2022-44729	OSBIZ-57170	HIGH	Apache Batik Unspecified Server-side Request Forgery (SSRF) (2022-44729) (CVE-2022-44729)	
CVE-2022-44730	OSBIZ-57169	HIGH	Apache Batik Unspecified Server-side Request Forgery (SSRF) (2022-44730) (CVE-2022-44730)	
CVE-2022-25647	OSBIZ-54490	HIGH	Gson (google-gson) Insecure Deserialization DoS	
N/A	OSBIZ-52869	N/A	Secure Trace Certificates CA expiration	
CVE-2023-24998	OSBIZ-53011	HIGH	Apache Commons FileUpload Request Part Handling Remote DoS (CVE-2023-24998)	
CVE-2023-0842	OSBIZ-54970	HIGH	node-xml2js Package for Node.js JSON Key Validation Prototype Pollution __proto__ Property Manipulation (CVE-2023-0842)	

N/A: issue discovered internally (no external Tracking Reference with assigned Severity Level)

3 Important Issues, Workarounds, Hints and Restrictions

3.1 Important Issues

- **OpenScape Business S and Booster Server**

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

- **myPortal @work as CTI client on Windows Terminal server**

The system administrator should perform for Windows Terminal Server machines the following actions. When deploying the application, the administrator needs to share the following folder with all users:

"%localappdata%/Programs/myPortalAtWork"

or

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

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

- **RSP default access via Edge**

RSP platform is using as default browser Edge. Some OpenScape Business admin pages may not run properly with Edge and in that case, you may choose Internet Explorer browser instead until the issue is fixed.

- **myPortal for Outlook**

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

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

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

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

HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins\OLI2010

HKEY_CURRENT_USER\Software\Wow6432Node\Microsoft\Office\Outlook\Addins\OLI2010

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

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

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

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

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

3.2 Workarounds, Hints

- For OpenScape Business V3R3 FR1 and upcoming releases please use at least Manager E [V10 R3.15.0](#).
- Please take into consideration that software on storage media SDHC / M2.SATA SSD cards coming from the factory or from another stock may contain outdated software. Therefore, we recommend checking if newer versions are available and upgrade to latest software release. For a smooth license migration, it is recommended to activate CLS Connect before migrating V2 to V3 software. For systems without CLS Connect an upgrade license is required and the rules described in the admin documentation must be followed.

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

After migration from SW-version V2R7 to V3R3 with V3 mainboard within WBM the appropriate UC application package for the system (UC Suite or UC Smart) must be configured before the Backup set can be restored.

- For correctly configuring the communication clients on migration from a V2 mainboard with OCAB / UC Booster Server to the V3 mainboard with UC application, all UC Clients should be re-installed and during the UC client installation, the new IP address should be configured. This is a mandatory step to have the Auto Update mechanism configured properly.
- Changes to Microsoft Exchange: according to <https://docs.microsoft.com/en-us/exchange/clients-and-mobile-in-exchange-online/authenticated-client-smtp-submission> the SMTP AUTH is disabled by default at Office 365 for security reasons. Two things are now needed on the exchange configuration that were not needed in the past.

One is the activation of SMTP AUTH on office 365 exchange server and second is the impersonation of the users. About the impersonation of the users the following link will help: <https://docs.microsoft.com/en-us/exchange/client-developer/exchange-web-services/how-to-configure-impersonation>

Further information about the configuration of OAuth 2.0 can be found under the following link: https://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server

- **Certificate renewal for the use of CLS Connect**
As of this release, a new CLS certificate with an updated Common Name (CN), enhanced/stronger CA signature digest algorithm, plus updated legal entities is provided now via a newly introduced port. Systems licensed online via CLS Connect mode, require the following two prerequisites:

- IP 188.64.16.4 is released for outgoing IP traffic on customer's firewall
- Ports 7780 and 7791 are also released for outgoing IP traffic on the firewall

Remark: The old port 7790 that was pointing to the old certificate, can be removed from firewall's configuration following the upgrade to V3R3 and for stronger security.

- **Info on the image file size**
 - Manuals and online help for discontinued applications have been removed.
 - Phone software images of discontinued devices (e.g. DeskPhone IP 35/55) have been removed. If still needed, they can be manually uploaded via Admin Portal for distribution to the device.

No longer supported features from V2 / V3

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

--- not supported

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

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

3.3 Restrictions

3.3.1 Restrictions on this release

Let's Encrypt

Let's Encrypt is available as a Beta feature via a new [Admin Portal Wizard \(Setup - Cloud Services - Let's Encrypt\)](#). It allows to automatically obtain, install, and renew trusted (domain-validated) SSL certificates which are used for Admin Portal and other OpenScape Business Web services. [Let's Encrypt is the simplest approach to obtain a trusted SSL certificate, but it has some restrictions - therefore it is not suitable for every customer setup.](#)

Functional Requirements

- Let's Encrypt requires a public domain name for the OpenScape Business. Let's Encrypt certificates cannot be requested for public or private IP addresses. To establish a trusted connection to a Web service, the OpenScape Business must be addressed via the public domain name. [If you connect locally to an OpenScape Business system via LAN IP address, then the certificate will not be suitable to let the web browser identify the connection as trusted.](#)
- In the company firewall, a port forwarding for TCP/80 towards OpenScape Business must be configured. this is required for certificate validation during the initial certificate installation process, and every 60-90 days for certificate renewal. OpenScape Business will open port TCP/80 on demand for only a few seconds. The rest of the time the port will be closed for security reasons. In outbound direction, TCP/443 (HTTPS) will be used to contact the Let's Encrypt server.
- [Let's Encrypt is ideal for environments where only one single OpenScape Business system shall be addressed via a domain name. If you need to share a domain name for multiple OpenScape Business systems in a single customer network, then the fully automatic approach will work only for one OpenScape Business system, while manual certificate update may be required on the other systems.](#)
- Let's Encrypt is ideal to be used for the OpenScape Business V3 mainboard family and Server based systems. For the OpenScape Business V2 mainboard family the certificate will be installed only on the mainboard with the current beta and must be manually duplicated to the Booster Card / Server via *Admin Portal - Expert Mode - Security - SSL* if needed.
- [If the Let's Encrypt certificate is used with Microsoft teams interworking, then please make sure that the same domain name is used for the SSL certificate and in the MS Teams wizard. Please note that the MS teams related communication will always be done via Internet / public domain name in this case. If that is not desired due to the customer infrastructure \(e.g. local SBC\), then a trusted SSL certificate of another certificate authority without the above mentioned restrictions should be chosen.](#)
- [Let's encrypt is released for Internet access if WAN interface is not used \(LAN only\) \(\[https://wiki.unify.com/images/8/8c/How_To_Configure_LAN_WAN_Interface_for_VoIP.pdf\]\(https://wiki.unify.com/images/8/8c/How_To_Configure_LAN_WAN_Interface_for_VoIP.pdf\)\).](#)

myPortal to go (iOS)

A Beta app supporting the new feature "VoIP over 4G/5G networks" will be made available via the Apple Testflight mechanism. To participate in that Beta, please update to OpenScape Business system software V3R3.1.0_508 or higher before using the myPortal to go (iOS) beta client.

- Register for the beta program by sending us the Apple ID (email address) of your iPhone
- Once the Beta app is available via Apple's Testflight app, please install it and activate the feature "VoIP over 4G/5G networks" in the myPortal to go VoIP settings.

Please note that due to system dependencies, this flag will only be visible when connected to an OpenScape Business V3R3 FR1 system or later.

- Restriction: During conferences, a payload issue may occur when switching between WiFi and mobile network during the conference call.

VSAdmin

While editing a schedule, if we navigate to the queues tab and select any number of queues and then click 'Cancel' the queues are saved without ever having clicked 'Save' (OSBIZ-59451).

CCV: Objects that are linked with CLI routing component Cannot be Removed/linked (OSBIZ-60893)

myPortal for Outlook

No pop up for a rescheduled call (OSBIZ-60830)

MyPortal for Desktop and myAttendant

"Dial" button is not updated correctly when put a call on hold or park (OSBIZ-60909).

CallMe – outbound calls: in specific scenarios the caller might here a beep only and then silence until called party answers the call.

device@home scenarios (incl. physical devices and myPortal to go clients)

- Depending on the remote (home) firewall properties, it may be required to make a manual adjustment to the OpenScape Business S firewall via YAST to avoid payload issues:

In YAST firewall settings, please add a "new allowing rule": Source network 0/0, Protocol UDP, Destination port 30528:30887 and leave the Source port field empty (OSBIZ-56582).

Please note that this is not a new issue in FR 1 - the problem can occur on OpenScape Business S systems with any V3R3 software image. It potentially affects device@home scenarios with HFA devices as well as myPortal to go VoIP. You may or may not encounter payload issues with @home clients/devices, dependent on the properties of the (home office) routers/firewalls in use. If the router performs source NATting on the RTP stream towards OSBiz, then the OSBiz S may not be able to assign the payload stream to the specific call, and the result may be missing audio payload.

If the @home devices of your OSBiz S system don't show the problem, then there's no need for the YAST firewall workaround. But if they do, please apply the workaround until we have the final fix ready.

BS diagnosis data cannot be read from X5 systems PPC and evolution board (OSBIZ-60870).

Unify Phone

Directory search lists MULAP members and FAX numbers which should not be visible. Unneeded numbers can be disabled via Station flags: Entry in telephone directory.

The visualization for "Number validation" of network systems might not be finalized automatically. In such a case please close the wizard and reopen again to verify the update.

3.3.2 Restrictions / important information from previous releases

- **myPortal @work**

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

call to IVR through ITSP – there is ringing in parallel with audio (OSBIZ-54488)

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

When setting up a new system by

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

please consider the following important hints:

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

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

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

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

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

To enable the additional Middleware (MEB) Trunk channels for V3 mainboards please re-run Basic Installation Wizard and press "Execute function" in the relevant step, "Automatic Configuration of Application Suite". Then a restart of the UC application is needed.

- OCCLA system with SLMUC and SLCN sporadically does not come up after restart (OSBIZ-51865)

- **sporadically no Payload** – indicated by message log: "No DSP interrupt for 150ms: start monitoring DSP API watchdog" (OSBIZ-48332)

- Hanging call in myAgent (without impact on call distribution of other incoming calls)
OSBIZ-58633 => Issue will be resolved in an upcoming release
- We are currently analyzing a compatibility issue of OpenScape Business X V3 mainboards with TST1 cards dependent on the protocol configuration. Therefore, we recommend not to update existing OSBiz X V2 hardware to V3 mainboards for customers which use TST1 until the issue has been resolved. (OSBIZ-60854)

4 Installation and Upgrade / Update

4.1 Installation

4.1.1 Data and information security

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

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

Country-specific regulations must be observed.

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

Changes in Security List for this release:

- update: 2.7 Backup and Restore
- update: 6.2.14.2 Microsoft Teams plug-in
- add: 6.2.16 Let's Encrypt
- update: 10.5.1 HTTP and HTTPS
- update: 12.3 Certificates

4.1.2 Precondition

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

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

- Manager E
- OpenScape Business Card Manager

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

4.1.3 First Installation

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

4.2 Upgrade / Update / Migration

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

- **OpenScape Business X**

Due to the increased size of the V3R3 software images, it may be necessary to free up the disk space on the system before starting the software upgrade. In the menu *Service Center – Software – Software Update – Update via File Upload* a new option *“Clean up storage space before transfer”* has been introduced, which deletes traces, tcpdumps and phone software images. As a preparational step, this is also available with V3R2.1 hotfix 14. For other software update methods or older software images, these actions should be performed manually.

- **OpenScape Business S and Booster Server**

SLES 12 SP5 is **mandatory for** both new installations and **update installations**. The new release is **not fully compatible** to **SLES 12 SP3** anymore. Please upgrade to SLES 12 SP5 before installing the new OpenScape Business V3R3 software.

4.2.1 Fallback

Not applicable for this release.

4.2.2 How to migrate/upgrade to OCC

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

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

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

4.2.3 How to migrate from V2 mainboards to V3 mainboards

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

4.2.4 How to migrate / Upgrade systems in a network

Before upgrading / migrating systems in a network please make sure that you read the instruction in the "Administration Documentation". Detailed description Chapter "**Licensing**" and "**Migration**".

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

4.3 Special settings and instructions

Not applicable for this release.

5 Hardware and Software Compatibility

5.1 Hardware

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

Product Family	Product	Preferred Software Versions ¹⁾			
		Version	Status ²⁾	Nuxeo Note	in image
Operating System	Novell SLES 12 SP5 64 Bit	P30152-P1649-P20-1	GA		
Administration	Manager E	P30152-P1532-P3-45 (V10 R3.15.0)	GA	INF-13-000576	
	KC-Manager ³⁾	P30152-P1532-T3-45 (V10 R3.15.0)	GA		
	OSBiz Card Manager	≥ P30152-P1532-P6-4 (V3.0.6)	GA		
Attendant	OpenScape Business Attendant	≥ P30152-P1603-P13-17 (V2 R3.6.0)	GA	INF-15-000318	
Devices / Modules	Busy Lamp Field	≥ V2 R2.1.3			
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-14 (V3_R5.17.0)	GA	INF-19000315	X
	CP 100/20x/400/600/600E/700/700X SIP	P30152-P1605-A90/A100/A200/A300/A310/A400/A410-62/62/62/62/62/62/62 (V1 R11.1.1)	GA	INF-23-000281	X
	OpenScape Desk Phone IP 35G ECO SIP	P30152-P1633-A180-14 (V3_R5.17.0)	GA	INF-19000315	X
	CP 110 SIP	P30152-P1705-A110-8 (V2 R0.12.1)	GA	INF-23-000249	X
	CP 210 SIP	P30152-P1705-A210-8 (V2 R0.12.1)	GA	INF-23-000249	X
	CP 410 SIP	P30152-P1705-A410-8 (V2 R0.12.1)	GA	INF-23-000249	X
	CP 710 SIP	P30152-P1705-A710-8 (V2 R0.12.1)	GA	INF-23-000249	X
	OpenScape Desk Phone IP 35/55G HFA	P30152-P1587-A175/A275-27 (V3 R0.53.0)	GA	INF-23-000157	X
	OpenScape Desk Phone IP 35G ECO HFA	P30152-P1587-A180-27 (V3 R0.53.0)	GA	INF-21-000157	X
	CP 100 HFA	P30152-P1632-A90-44 (V1 R7.5.1)	GA	INF-23-000271	X
	CP 110 HFA	P30152-P1700-A110-8 (V2 R0.12.1)	GA	INF-23-000250	X
	CP 20x HFA	P30152-P1632-A100-44 (V1 R7.5.1)	GA	INF-23-000271	X
	CP 210 HFA	P30152-P1700-A210-8 (V2 R0.12.1)	GA	INF-23-000250	X
	CP 410 HFA	P30152-P1700-A410-8 (V2 R0.12.1)	GA	INF-23-000250	X
	CP 400/600/700 HFA	P30152-P1632-A200/A300/A400-44 (V1 R7.5.1)	GA	INF-23-000271	X
	CP 710 HFA	P30152-P1700-A710-8 (V2 R0.12.1)	GA	INF-23-000250	X
	CP 200 TDM	P30152-P1665-A100-5 (V1 R0.0.9)	GA	INF-20-000035	X
	CP 400 TDM	P30152-P1665-A200-5 (V1 R0.0.15)		INF-20-000034	X
	openStage 10 TDM	NA	GA	NA	
openStage 15 TDM	P30152-P1595-A75-3 (V2 R1.3.0)	GA	INF-20-000042	X	

Product Family	Product	Preferred Software Versions ¹⁾			
		Version	Status ²⁾	Nuxeo Note	in image
	openStage 20 TDM	P30152-P1595-A100-1 (V2 R1.3.0)	GA	INF-17-000192	X
	openStage 30 TDM	P30152-P1459-A150-3 (V2 R1.3.0)	GA	INF-20-000044	X
	openStage 40 TDM	P30152-P1595-A200-1 (V2 R1.3.0)	GA	INF-17-000191	X
	openStage 60 TDM	P30152-P1595-A300-13 (V2 R1.17.0)	GA	INF-21-000145	X
	openStage 80 TDM	P30152-P1595-A400-10 (V2 R1.14.0)	GA	INF-17-000366	
	openStage Up0 Adapter	P30152-P1416-B100-9 (V1 R0.11.0)	GA	INF-12-000073	X
	OpenScape Personal Edition V7 HFA/SIP	≥ P30152-P1510-C1-U8 (V7 R1.47.75)	GA	INF-20-000330	
	OpenStage WL3 / WL4	P30152-P1561-A1-9 (V1 R1.5.0)	GA	INF-20-000006	
Partner Products	Mediatrix 4102 V2.0	≥ P30152-P1361-P25-24 (V2.0 R34.627.0)	GA	INF-16-000106	
	Cordless IP V2	V2 R1.36.0	GA	INF-20-000249	
CSTA	OpenScape Business TAPI	≥ P30152-P1532-P14-14 (V1.R1.12.0)	GA	INF-13-000533	
Contact Center	OpenScape Contact Center	V10 R1.1.2	GA	INF-19-000421 A9Q00009430-1	
	CMS	V9 R4.0.0	GA	INF-19-000350	
Telephony Services	OpenScape Alarm Response Economy	P30152-P1504-A1-5 (V1 R1.1.1)	GA		
	OpenScape Alarm Response Professional	P30152-P1503-A1-4 (V3 R2.60.4)	GA		
Accounting	OpenScape Accounting	V3R0 V4R0	GA		
Networking/ Interoperability	OpenScape 4000	V10 R0.28.0	GA		
	OpenScape Voice	V10R1	GA		
	OpenScape Fault Management	V10 R7 V11 R0	GA		
	DLS Deployment Service	P30152-P1659-A1-11 (V10 R1.1.0) (HI-DLS10R1.613.00)	GA	INF-20-000247	

Notes:

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

²⁾ FT = Field Trial, NA = not available, GA= General Availability, eeQA= extended external quality assurance, TBV = To Be Verified

³⁾ supported product/corresponding pendants for Octopus F X (Deutsche Telekom)

Hardware revisions

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

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

HW Requirements for OpenScape Business S / UC Booster Server

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

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

SW Requirements for OpenScape Business S / UC Booster Server

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

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

Software deployment as OVA image

The OpenScape Business S SW including the SLES is also provided via the Software Download Server as a so-called "OVA Image" for quick and easy installation in a virtual VMware environment. The OVA image is delivered with a default partitioning of the file system:

The swap and Linux partitions are located on the first hard disk and the home partition on the second hard disk.

Depending on the number of users and the functions used, the "home" partition may have to be adjusted after installation in the virtual environment under the system settings according to the following table. After the adjustment, the virtual machine must be restarted.

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

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

General Requirements for the Virtual Environment

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

- VMware vSphere 6 including the latest patches
- VMware vSphere 7 including the latest patches
- Microsoft Hyper V based on Microsoft Windows Server 2016 or Server 2019
- Kernel-based Virtual Machine (KVM) (project-specific release required)

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

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

Specific notes / requirements for Microsoft Hype V

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

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

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

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

Specific notes / requirements for VMware vSphere

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

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

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

- Thin provisioning
- High Availability (HA)
- VMotion
- Data recovery (VDR)
- DRS (VMotion automated)
- Storage VMotion

The following VMware vSphere features are not supported:

- Fault Tolerance

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

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

Software deployment as GCP image

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

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

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

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

For more details, please refer to:

https://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#OpenScape_Business_S_for_Cloud

5.2 Firmware

Not applicable for this release.

5.3 Loadware

Not applicable for this release.

5.4 Software / Applications

Product	SW Version
myPortal / myAttendant	6.3.0.204
myPortal for Outlook	6.3.0.204
myAgent	6.3.0.204
FAX Printer	6.3.0.204
Cover Page Editor	6.3.0.146
Communications Clients Installer	6.3.0.188
myReports	6.3.0.201
Application Launcher	V2.R7.0.40
myContacts	V1.0.23.0
Accounting Manager	V2.0.0.36
Desktop Integration	1.19
myPortal @work	3.8.6
Audio Wizard	2.2.1.1
ODBC to ODBC bridge	V1.0.17.0

5.5 Operating systems

This legend applies to the following overviews:

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

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

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

²⁾ UC and CTI functionality only

PC Client Software	myPortal @work	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Business Attendant	Fax Printer
Client Operating System								
Microsoft Windows 11 (64 Bit) all versions	■	■	■	■	■	■	□	■
Microsoft Windows 10 (64 Bit) all versions	■	■	■	■	■	■	■	■
Apple macOS 14	■	■	□	□	□	■	□	□
Apple macOS 13	■	■	□	□	□	■	□	□
Apple macOS 12	■	■	□	□	□	■	□	□
Terminal Server for Clients								
Microsoft Windows 2022 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2022	■ ²⁾	■	■	■	■	■	□	■
Microsoft Windows 2019 Server 64 Bit	■	■	■	■	■	■	□	■
MS Terminal Server 2019	■ ²⁾	■	■	■	■	■	□	■
SW Components in general								
Microsoft Outlook / Office	□	□	■	□	□	□	□	■
2021 (32 / 64 Bit) + Office 365	□	□	■	□	□	□	□	■
2019 (32 / 64 Bit)	□	□	■	□	□	□	□	■
2016 (32 / 64 Bit) ¹⁾	□	□	■	□	□	□	□	■
.NET Framework	n/a	n/a	>= 4.8	>= 4.8	n/a	n/a	n/a	>= 4.8
Web browser								
Microsoft EDGE	□	■	■	■	■	■	□	□
Mozilla Firefox V68.0 or higher	□	■	■	■	■	■	□	□
Google Chrome V53 or higher	□	■	■	■	■	■	□	□
Java								
Oracle Java JRE 1.8.x or above (32 Bit or 64 Bit)	□	■	□	□	■	■	□	□
Open JDK V8 or above (32 Bit or 64 Bit)	□	■	□	□	■	■	□	□

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

PC Client Software	Application Launcher	Call Bridge Collection	TAPI 120 TSP SW	ODBC-Bridge Server	myContacts	Accounting Manager	OSBiz WBM	Manager E
Client Operating System								
Microsoft Windows 11 (64 Bit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	■	<input type="checkbox"/>	n/a	■
Microsoft Windows 10 (64 Bit)	■	■	■	■	■	■	n/a	■
Server Operating System								
Microsoft Windows 2022 Server 64 Bit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	n/a	<input type="checkbox"/>
Microsoft Windows 2019 Server 64 Bit	<input type="checkbox"/>	<input type="checkbox"/>	■	■	<input type="checkbox"/>	<input type="checkbox"/>	n/a	<input type="checkbox"/>
Microsoft Windows 2016 Server 64 Bit ¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	■	■	<input type="checkbox"/>	<input type="checkbox"/>	n/a	<input type="checkbox"/>
SW Components in general								
Microsoft Outlook / Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2021 (32 / 64 Bit) + Office 365	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2019 (32 / 64 Bit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2016 (32 / 64 Bit) ¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.NET Framework	n/a	n/a	n/a	>= 4.8	>= 4.8	n/a	n/a	n/a
Web browser								
Microsoft EDGE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>
Mozilla Firefox V68.0 or higher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>
Google Chrome V53 or higher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■	<input type="checkbox"/>
Java								
Oracle Java JRE 1.8.x or above (32 Bit or 64 Bit)	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open JDK V8 or above (32 Bit or 64 Bit)	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SW Components for specific functions								
ODBC 3.5 compliant database driver	n/a	n/a	n/a	■	n/a	n/a	n/a	n/a

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

5.6 Compliant products

Not applicable for this release.

5.6.1 Other products

Not applicable for this release.

5.6.2 Third-Party products

- **Headsets**

Currently the headsets that are fully certified are:

Poly Voyager Focus UC 2

Jabra Engage 55

Poly Blackwire 7225

Poly Blackwire 3215

And the headsets that are under verification are:

Jabra Engage 40

Jabra Engage 50 II

Jabra Evolve 65 SE

Jabra Evolve 75 SE

Jabra Evolve2 65

Jabra Evolve2 75

Additional headset certification is in progress.

6 Service Information

6.1 Management information base

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

The following MIBs are supported:

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

6.2 License management

This product is licensed using:

CLS CSC Other or not relevant, as described below

6.3 Remote serviceability

This product is certified for the following:

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

6.4 Product tooling structure

Structure in Nuxeo / SWS for OpenScape Business – Upgrade Image	
Main Category	Communication Systems
Product Family	OpenScape Business
Product	OpenScape Business X1 X3 X5 X8
Product Version	OpenScape Business X1 X3 X5 X8 V3
Product Item # (System)	P30152-P1649-P1/P2/P3/P7

Structure in Nuxeo / SWS for T-Octopus F X – Upgrade Image	
Main Category	OEM Products
Product Family	T-Octopus F System
Product	Octopus F X
Product Version	Octopus F X V3
Product Item #	P30152-P1649-P1/P2/P3/P7

Structure in Nuxeo / SWS for OpenScape Business Server – Upgrade Image/Installation Image (.iso)	
Main Category	Communication Systems
Product Family	OpenScape Business
Product	OpenScape Business S-BS
Product Version	OpenScape Business S-BS V3
Product Item # (System)	P30152-P1649-P10/P17

Structure in Nuxeo / SWS for OpenScape Business Server in the cloud – Upgrade Image/Installation Image	
Main Category	Communication Systems
Product Family	OpenScape Business
Product	OpenScape Business S – GCP deployment
Product Version	V3
Product Item # (System)	P30152-P1649-P21

Structure in Nuxeo / SWS for T-Octopus F X8S/BS – Upgrade Image/Installation Image (.iso)	
Main Category	OEM Products
Product Family	T-Octopus F System
Product	Octopus F X 8 S-BS
Product Version	Octopus F X8 S-BS V3
Product Item # (System)	P30152-P1649-P10/P17

Structure in Case Tracking System GSI.flow for OpenScape Business	
Product Family	Communication Systems
Product Group	OpenScape Business
Product Type	OpenScape Business X1 or X3 or X5 or X8
Product Version	V3
SW Version	P30152-P1649-P1/P2

Structure in Case Tracking System Service Now for OpenScape Business Server / UC Booster Server	
Product Family	Communication Systems
Product Group	OpenScape Business
Product Type	OpenScape Business S or UC Booster Server
Product Version	V3
SW Version	P30152-P1649-P10/P12

Structure in Case Tracking System Service Now for T-Octopus F X	
Product Family	OEM Products
Product Group	T-Octopus F System
Product Type	T-Octopus F X3 X5 X8
Product Version	V3
SW Version	P30152-P1649-P1/P2

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

6.5 Case tracking system

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

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

A short instruction can be found on the AWSP directly.

7 Documentation Reference

The product documentation can be found on the **Unify Partner Portal**

<https://unify.com/en/partners/partner-portal> under **Sell - Portfolio Information**. Further related information can be found under the following links:

topic	hyperlinks
Administration Documentation	Online Help in OpenScape Business Assistant
OSBiz Applications	Available for download via OpenScape Business Service-Center
Details regarding supported peripheral devices and or other 3 rd party products	Sales Information (Partner Portal)
Diagnostic hints	Administration Documentation
Experts Wiki	http://wiki.unify.com/wiki/OpenScape_Business
Exchange Configuration Guides	http://wiki.unify.com/wiki/OpenScape_Business#Microsoft_Exchange_Server
Client system & memory requirements in Terminal Server environments	http://wiki.unify.com/wiki/OpenScape_Business#Integration_into_IT_environment
SIP devices configuration guide	http://wiki.unify.com/wiki/Features_and_Configuration_of_SIP_Devices#SIP_Endpoint_Configuration_within_OpenScape_Business
Migration of Openstage WL2 HFA to SIP	http://wiki.unify.com/wiki/How_To_replace_HFA_protocol_of_optiPoint_WL2_by_SIP
Important HFA upgrade information	https://enterprise-businessarea.unify.com/productinfo/document/qy1n3st2U_/OpenScape%20Business%20V1%20Service%20Documentation%20Phone%20Software%20Update%20Information.pdf
Best Practices for virtual machine snapshots in the Vmware environment	http://kb.vmware.com/kb/1025279
"How to collection" for H4k and OSV networking	http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Specific_topics
SIP / ITSP Wiki	http://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_ITSP_Connectivity
How_To_Configure System Device@Home	https://wiki.unify.com/images/d/de/How_To_Configure_System_Device%40Home.pdf
How To Tutorial myPortal @work Scenarios and Configuration	https://wiki.unify.com/images/8/8c/How_To_Tutorial_myPortal_%40work_Scenarios_and_Configuration.pdf
How To Tutorial MS Teams Interworking	https://wiki.unify.com/images/4/4f/How_To_Configure_OSBiz_MS_Teams_Interworking.pdf
OpenScape Business Security Checklist	https://nuxeo.unify.com/nuxeo/site/proxy/nxdoc/view/raw/b2efab60-4ba8-491c-988d-870077267c4a
How To: configure OAuth 2.0	https://wiki.unify.com/images/7/76/OpenScape_Business_OAuth2_HowTo.pdf
UC Suite UI Refresh	https://wiki.unify.com/images/1/18/UC_Suite_Refresh_Customer_Information.pdf
GCP Partner Guide	https://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#OpenScape_Business_S_for_Cloud
OpenScape Business, Troubleshooting Guide, Service Documentation, Issue 10	http://apps.g-dms.com:8081/techdoc/en/P31003P3000S100017620/toc.htm
HowTo connect Unify Phone to OpenScape Business	https://wiki.unify.com/images/7/7f/How_To_connect_Unify_Phone_to_OpenScape_Business.pdf