

PUBLIC

Release Notes

Release Notes Version: V2.27

Product Name: *OpenScape Business Attendant
PC AFT F*

Software Release is identified by **Version: V2 R3.6.0**

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

Production Version:

System:		
File type	Product Item Number / File name	Size
Filename:	openScape_Attendant_2.3.6.zip	15.753.906 Bytes
	openScape_BLF_2.1.5.zip	16.760.832 Bytes
Product Item:	P30152-P1603-P13-17	
Filename:	PC_AF_TF_2.3.6.zip	9.242.121 Bytes
	Telekom_BLF_2.1.5.zip	13.697.024 Bytes
Product Item:	P30152-P1603-T13-16	

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

DECLARATION DATE: Date : 2023-05-04

DELIVERABLES: Full Release: ☒ Delta Release: ☐

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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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1 History of change

1.1 Product version history

List of all released Software Versions since Major Software Release (M3), i.e. all Software Releases in PRISMA/SWS having been released within this Product version:

Software version (e.g. Vx[y] Rm.f.h)	Production version (e.g. APS)	Date	Remarks
V2_R0.0.0	2.0.0 Attendant 2.0.0 BLF 3.2.0 BLF Server	2015-07-20	Major Release V2_R0.0.0 P30152-P1603-P13-01
V2_R0.1.0	2.0.1 Attendant / PC AFT F 2.0.1 BLF 3.2.0 BLF Server	2015-10-05	Major Release V2_R0.1.0 P30152-P1603-P13-02 P30152-P1603-T13-01
V2_R0.2.0	2.0.2 Attendant 2.0.2 BLF 3.2.1 BLF Server	2015-12-17	Major Release V2_R0.2.0 P30152-P1603-P13-03
V2_R1.0.0	2.1.0 Attendant / PC AFT F 2.1.0 BLF	2016-06-30	Minor Release V2_R1.0.0 P30152-P1603-P13-04 P30152-P1603-T13-02
V2_R1.2.0	2.1.2 Attendant / PC AFT F	2017-01-24	Fix Release V2_R1.2.0 P30152-P1603-P13-05 P30152-P1603-T13-03
V2_R1.5.0	2.1.5 Attendant / PC AFT F 2.1.1 BLF	2017-07-03	Fix Release V2_R1.5.0 P30152-P1603-P13-06 P30152-P1603-T13-04
V2_R1.6.0	2.1.6 Attendant / PC AFT F 2.1.1 BLF	2017-10-03	Fix Release V2_R1.6.0 P30152-P1603-P13-07 P30152-P1603-T13-05
V2_R1.10.0	2.1.10 Attendant / PC AFT F	2017-12-19	Fix Release V2_R1.10.0 P30152-P1603-P13-08 P30152-P1603-T13-06
V2_R1.10.1	2.1.13 Attendant / PC AFT F	2018-03-15	Fix Release V2_R1.10.1 P30152-P1603-P13-09 P30152-P1603-T13-07
V2_R2.0.0	2.2.0 Attendant / PC AFT F	2018-08-22	Minor Release V2_R2.0.0 P30152-P1603-P13-10 P30152-P1603-T13-08
V2_R2.1.0	2.2.0 Attendant / PC AFT F 2.2.1 BLF	2018-12-06	Fix Release V2_R2.1.0 P30152-P1603-P13-11 P30152-P1603-T13-09
V2_R2.1.1	2.2.1 Attendant / PC AFT F	2019-02-08	Hot Fix Release V2_R2.1.1 P30152-P1603-P13-11 P30152-P1603-T13-09
V2_R2.1.4	2.2.4 Attendant / PC AFT F	2019-06-03	Hot Fix Release V2_R2.1.4 P30152-P1603-P13-11 P30152-P1603-T13-09
V2_R3.0.0	2.3.0 Attendant / PC AFT F	2019-08-23	Minor Release V2_R3.0.0 P30152-P1603-P13-12 P30152-P1603-T13-10

Software version (e.g. Vx[.y] Rm.f.h)	Production version (e.g. APS)	Date	Remarks
V2_R3.1.0	2.3.1 Attendant / PC AFT F V3_R0.4.0 USB COM Driver	2020-01-16	Fix Release V2_R3.1.0 P30152-P1603-P13-13 P30152-P1603-T13-11
V2_R3.4.0	2.3.4 Attendant / PC AFT F 2.1.3 BLF	2020-10-20	Fix Release V2_R3.4.0 P30152-P1603-P13-14 P30152-P1603-T13-12
V2_R3.4.0	2.3.4 Attendant / PC AFT F 2.1.4 BLF	2021-03-12	Fix Release V2_R3.4.0 P30152-P1603-P13-15 P30152-P1603-T13-13
V2_R3.5.0	2.3.5 Attendant / PC AFT F 2.1.5 BLF	2022-06-17	Fix Release V2_R3.5.0 P30152-P1603-P13-16 P30152-P1603-T13-14
V2_R3.6.0	2.3.5 Attendant / PC AFT F 2.1.5 BLF	2023-05-04	Fix Release V2_R3.6.0 P30152-P1603-P13-17 P30152-P1603-T13-15

2 Important Information

2.1 Installation

Content of the ZIP File:

The provided ZIP / ISO File(s) contain the new Application for the following Variants:

OpenScape Business Attendant		PC AFT F	
Attendant	2.3.6	PC AFT F	2.3.6
BLF	2.1.5	BLF	2.1.5
USB COM Driver	V3_R0.4.0	USB COM Driver	V3_R0.4.0
USB RNDIS Drive	V3_R0.3.250	USB RNDIS Drive	V3_R0.3.250

General Information:

The Setup supports the following languages GER, ENG, NDL, FRK, ESP, POR, ITA, CZE
Helpfiles are also available in the same languages.

OpenScape Business Attendant / PC AFT F:

All users must have full access to the ProgramData folder!

BLF:

All users must have full access to the ProgramData folder!

2.2 Upgrade / Update

OpenScape Business Attendant SW update:

The security settings for the download query have changed with the last Windows update of the OpenScape Business Attendant Update Server. This means, if the Business Attendant checks the availability of new software, a software update is always offered, but will not be established.
In order to carry out automated SW updates in future again, it is absolutely necessary to install the new OpenScape Business Attendant SW Version 2.3.5 from the Unify SWS.

Upgrade from optiClient Attendant:

An upgrade from optiClient Attendant V8 to OpenScape Business Attendant V2 is **not supported**.

The Installation uses another folder for the OpenScape Business Attendant.

The internal phonebook (c:\Program Files\Siemens\optiClient Attendant V8\vf.adb) can be saved locally and restore after the Installation.

Upgrade of existing OpenScape Business Attendant V1 to V2:

An upgrade from OpenScape Business Attendant V1 to OpenScape Business Attendant V2 is **supported**.
The setup will delete the old installation.
All users must have full access to the ProgramData folder!

There are additional checks for location and dial parameter to be configured in Windows control panel/telephone and modem options. If they are not filled in correctly there comes the configuration dialog up to set the required parameter.

Upgrade from optiClient BLF:

An upgrade from optiClient BLF to OpenScape Business BLF is **not supported**.

Upgrade from OpenScape Business BLF V1 to V2:

The setup will delete the old installation.

All users must have full access to the ProgramData folder!

There are additional checks for location and dial parameter to be configure in Windows controlpanel/telephone and modem options. If they are not filled in correctly there comes the configuration dialog up to set the required parameter.

3 Restrictions, Workarounds and Hints

3.1 Restrictions

The Attendant / PC AFT F is not designed to use this Application behind a MULAP configured User.

The USB driver (USB_COM and USB_RNDIS) are currently not released for USB3 Hardware.

3.1.1 BLF Server discontinuation

In order to reduce service complexity BLF server is eliminated. For OSBiz Attendant and OSBiz BLF in OSBiz networks there is no need for a BLF server (from V2.1.0). The function of the network-wide Busy and Presence signaling is provided by OpenScape Business starting from V2R1.1.0_185a (V2MR1FR1).

It results in the following operations for OSBiz Attendant and OSBiz BLF:

1. On a single system with / without UC Smart
2. On a single system with / without UC Suite
3. On networked systems with UC Smart
4. No longer supported in UC Suite networks (myAttendant is required)
5. the previous limitation to 10 nodes in the network is no longer valid

Already installed BLF server in UC Smart networks can be taken out of service after installing this OSBiz Attendant and OSBiz BLF version V2.1.0.

In existing UC Suite networks with BLF server the software versions of OSBiz Attendant V2.0.2 and the BLF server must be used.

3.1.2 Second CTI Application

The OpenScape Business Attendant cannot be used in parallel with a second CTI Application via Callbridge Collection on the same phone.

Both applications use the same USB driver from the Callbridge Collection. This driver generates a virtual serial port (ie COM3) on the PC. The OpenScape Business Attendant only uses the USB driver, not the TAPI Service Provider CBTU.

If for example a XPHONE is running with CBTU then the virtual port is in use and cannot be used from the OpenScape Business Attendant.

In this case the OpenScape Business Attendant generates the following error message **“Error: Open Comport”**.

The same behavior occurs on the XPHONE side, when the OpenScape Business Attendant is running.

If for example a XPHONE is running with CBIP on an optiPoint 410/420 same restrictions are here.

In this case the OpenScape Business Attendant generates an error message **“SERVICE REJECTED”**.

And if the Attendant is running, the XPHONE doesn't come into service.

3.2 Workarounds / Hints

3.2.1 All Applications:

When the OSBiz System is updated to > V1R3 a new SSL certificate needs to install for all UC clients, for Attendant / PC AFT F and also for the openScape Business BLF / BLF.

The https connection for the Presence Service can only be used, if the certificate is stored locally (same procedure necessary as for the WBM access) or an own CA certificate has been created.

If the certificate is missing in the startup procedure, the systemdialogs from the Windows OS will automatically open to install the certificate.

HINT: Based on the different security settings at customer side, for installation of certificates the Windows OS required admin rights.

3.2.2 OpenScape Business Attendant

Overview of Feature requirements

	Without UC	With UC Smart	With UC Suite
Display Presence status for other user	no	yes	yes
Change Presence status for other user	no	yes	yes
Voicemail Support	no	yes	no
Phonebook use OSBiz system speeddial	no	yes	yes
Display callname from OSBiz speeddial	yes	yes	yes
Notification of missed Calls	no	yes	no
Read Calljournal	no	yes	yes
Delete Calljournal	no	yes	no
Deflect Call	no	yes	no
Support OSB Network Presence and Call States	no	yes	no

- The Presencestatus of a user is only correct displayed when all Presencestates of a user have a callforwarding destination (by default VOICEMAIL).
- The password for the Presence Interface accepts alphanumerical characters.
- For a configuration of OpenScape Business BLF without a BLF Server (Standalone Mode), the Application needs the user flag "associated dialing/services" (see expert mode – User Flags) to work! Both Applications (OpenScape Business Attendant & BLF) need this flag.
- **Microsoft Outlook as Phonebook:**
The OpenScape Business Attendant can use the local stored contacts from MS Outlook. Outlook 2007, 2010, and 2013 are supported in 32bit Variants. Outlook Express is not supported. Outlook 365 is not supported. Search with wildcards (*) are not supported. Only a search of Surname is supported. The contacts in Outlook must have a capital letter at start. See the following example:

Name...: Herr Heinz Mustermann
 Firma:
 Position:
 Speichern unter: Mustermann, Heinz

- OpenScape Business LDAP as Phonebook:**
 OpenScape Business Installation with OCAB Board or OpenScape Business Server has the option to support LDAP.
 This can be used for the OpenScape Business Attendant with the following predefined settings:
 IP Address = same as for Presence Server
 LDAP Port = 389 (default)
 LDAP Password = 123456 as in OpenScape Business set as default. as in OpenScape Business set as default. Can be modified in the registry:
 HKEY_CURRENT_USER\Software\UnoSoft\OpenScape Business Attendant\Setup\LDAPPWD
 user = dc=web
 Searchbase = uid=ldap
 In case of not existing LDAP Connector (UC Smart Installations), the Interface gives the following response: "System does not support LDAP". In the Debugview the connection will be refused.
 00000085 2:18:08 PM [4544] Uno ERR: - M-FP10.00.258:25062: [10061] Connection refused
 00000086 2:18:08 PM [4544] Uno ERR: - M-FP10.00.258:Ldap Search

3.2.3 OpenScape Business BLF

Overview of Feature requirements

	Without UC	With UC Smart	With UC Suite
Display Presence status for other user	-	yes	yes
Change Presence status for other user	-	-	-
Notification of missed Calls	-	yes	-
Voicemail Support	-	yes	-

- The password for the Presence Interface accepts alphanumerical characters.
- For a configuration of OpenScape Business BLF without a BLF Server (Standalone Mode), the Application needs the user flag "associated dialing/services" (see expert mode – User Flags) to work!

4 Reported Problems / Symptoms under Analysis

4.1 General / Known problems under analysis

Ticket / FT Report	JIRA	Summary	Workaround

5 Changes

5.1 New in this release

[CP210 family support](#)
[CP410 family support](#)
[CP710 family support](#)

5.2 Implemented change requests

CR Number	JIRA	Summary
		CP210 family support
		CP410 family support
		CP710 family support

5.3 Resolved Reported Problems / Symptom

Ticket / FT Report	JIRA	Summary
PRB000056868	OSBIZP-4278	Searching at OpenScape Business Attendant beginning with umlauts is not possible

6 Hardware and software compatibility

6.1 Hardware revisions

Hardware Minimum Requirements

Processor : 32-Bit-Processor (x86) or 64-Bit-Processor (x64) with minimum 1 GHz
 Screen : Resolution min. 1024x768, optional 2nd screen for the 2nd BLF
 Graphic Card : min. 16 Bit, min. 256 Colors
 RAM : min. 2GB
 Harddisk : min. 20 MB free

6.2 Operating systems (including security alerts)

USB COM Driver
 USB RNDIS Driver

Operating System Name	Operating System Version
Microsoft Windows 8 / 8.1 32/64 bit	Service Pack :all Hot Fixes : all available Security & Update Patches
Microsoft Windows 10 32/64 bit	

Attendant / PC AFT F
 BLF

Operating System Name	Operating System Version
Microsoft Windows 8, 8.1 32/64 bit	Service Pack :all Hot Fixes : all available Security & Update Patches
Microsoft Server 2012/16/19/22 as Microsoft Terminal Server *1) 64 bit	Service Pack :all Hot Fixes : all available Security & Update Patches
Microsoft Windows 10 32/64 bit	
Microsoft Windows 11 32/64 bit	

*1) Terminal Server possible with HFA Phones only.

6.3 Compliant products (compatibility matrix)

Hardware and software products that have been tested together with the OpenScape Voice Server, including third-party products, are listed in the following table, which also includes the respective versions required to use with the current OpenScape Voice Server software and the location of their respective Release Notes in G-DMS.

6.3.1 Products for OpenScape Business Attendant

Product Family	Product	Preferred Software Versions ¹		
		Version	Status	Nuxeo Note
OpenScape Business V2	OpenScape Business V2 OCC Image	≥ P30152-P1603-P1-85 V2 R7.0.0_871	GA	
OpenScape Business V2	OpenScape Business V2 OCAB Image	≥ P30152-P1603-P2-85 V2 R7.0.0_871	GA	
OpenScape Business V2	OpenScape Business V2 Server Image	≥ P30152-P1603-P12-85 V2 R7.0.0_871	GA	
OpenScape Business V3	OpenScape Business V3 Image	≥ P30152-P1649-P1/P2/P3/P12-02 V3 R0.0.0_157	GA	
OpenScape Business V3 R2	OpenScape Business V3 R2 Image	≥ P30152-P1649-P1/P2/P3/P12-12 V3 R2.0.0_361	GA	
openStage	openStage 30 T	≥ V2 R1.1.0	GA	
	openStage 40 T	≥ V2 R1.1.1	GA	
	openStage 60 T	≥ V2 R1.10.1	GA	
	openStage 80 T	≥ V2 R1.10.1	GA	
	openStage 40 HFA ²	≥ V3_R0.35.0	GA	
	openStage 60/80 ¹ HFA ²	≥ V3_R0.35.0	GA	
	Deskphone IP 35G / IP 55G HFA ²	≥ V3_R0.35.0	GA	
OpenScape Desk Phone CP	CP 200/205 HFA	≥ V1_R1.13.0	GA	
	CP 100/400/600/600E/700 HFA	≥ V1 R5.4.0	GA	
	CP 200 TDM	≥ V1 R0.0.5	GA	
	CP 400 TDM	≥ V1 R0.0.8	GA	
	CP 110 HFA	≥ V2 R0.3.1	GA	
	CP 210 HFA	≥ V2 R0.6.1	GA	
	CP 410 HFA	≥ V2 R0.6.1	GA	
	CP 710 HFA	≥ V2 R0.6.1	GA	

Notes:¹ Supported HW but in case of reported ticket no correction will be delivered.

²OpenScape Business Attendant doesn't work with OpenStage and DeskPhone IP HFA version V3 R0.42.0.

6.3.2 Products for PC AFT F

OpenScape Business	OpenScape Business V2 OCC Image	≥ P30152-P1603-P1-85 V2 R7.0.0_871	GA	
OpenScape Business	OpenScape Business V2 OCAB Image	≥ P30152-P1603-P2-85 V2 R7.0.0_871	GA	
OpenScape Business	OpenScape Business V2 Server Image	≥ P30152-P1603-P12-85 V2 R7.0.0_871	GA	
OpenScape Business V3	OpenScape Business V3 Image	≥ P30152-P1649-P1/P2/P3/P12-02 V3 R0.0.0_157	GA	
OpenScape Business V3 R2	OpenScape Business V3 R2 Image	≥ P30152-P1649-P1/P2/P3/P12-12 V3 R2.0.0_361	GA	
OpenScape Desk Phone CP	CP 200/205 HFA	≥ V1_R1.13.0	GA	
	CP 100/400/600/600E/700 HFA	≥ V1 R5.4.0	GA	
	CP 200 TDM	V1 R0.0.5	GA	
	CP 400 TDM	V1 R0.0.8	GA	
	CP 110 HFA	≥ V2 R0.3.1	GA	
OpenScape Desk Phone CP	CP 210 HFA	≥ V2 R0.6.1	GA	
OpenScape Desk Phone CP	CP 410 HFA	≥ V2 R0.6.1	GA	
OpenScape Desk Phone CP	CP 710 HFA	≥ V2 R0.6.1	GA	

Notes:

¹ Supported HW but in case of reported ticket no correction will be delivered.

² We recommend customers use the "Preferred Software Version" for the given products. The preferred software versions offer higher levels of functionality. However, the OSCV solution can also operate with "Backward Compatibility" software. The "Backward Compatibility" document is located in G-DMS (new link here). "Backward Compatibility", with the caveat that recently added interoperability or advanced features may not be possible when using these versions. In some cases, if a defect is found when using a backward compatible version, it may be necessary to update to the preferred version.

³ OpenScape Business Attendant **doesn't work** with OpenStage and DeskPhone IP HFA version V3 R0.42.0.

7 Documentation reference

English	Documents	Hyperlinks	Remarks
	E-DOCU	Start E-Docu	
	Operating Manual	Online Help available	
	Administrator Manual	OpenScape Business V2 (see service center for download)	Chapter 16 - Attendants
	SWS	Start SWS Main Page	