

# OpenScape Business

## ITSP Certification test description



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## Table of History

Date	Version	Changes
15.03.2019	1.0	Initial Creation based on V2R6
11.03.2024	1.1	Update for OpenScape Business V3R3

Comments and corrections are welcome, please contact: [osbiz-certification@mitel.com](mailto:osbiz-certification@mitel.com).

# 1. Test preparation

The certification test with all relevant features is necessary before official support can be given because of different implementations of the SIP protocol by various Internet Service Telephony Providers (ITSPs).

Test focus is to check the SIP trunk interface.

## 1.1. System for ITSP Tests:

It is recommended to use an OpenScape Business X system with Booster Card (OCAB) for all tests.

It is possible to do the tests with OpenScape Business S, but since voice and fax via analog port will not be tested results with embedded X-system are preferred.

For setting up an OSBIZ-S with OVA file in ESXI server please see section 1.7

It is recommended to use OpenScape Business X behind an external router via LAN. If your ITSP needs a different setup (e.g. access device connected to WAN interface) please check the information on the interfaces available in:

[https://wiki.unify.com/wiki/OpenScape\\_Business#SIP\\_2F\\_ITSP\\_Connectivity](https://wiki.unify.com/wiki/OpenScape_Business#SIP_2F_ITSP_Connectivity)

Use the latest officially released system software versions

## 1.2. Devices for ITSP Tests

To run the full certification test program the following endpoints must be available:

amount	Type	description
2	HFA	the OpenScape Business system endpoints
1	SIP	Standard SIP endpoint
1	myPortal	Unified Communications application at Windows PC
1	TDM	Analog or UP0 system endpoint
1	Fax	Analog Fax machine
2		PSTN subscribers located in the public network. This endpoints could be analog/ISDN or IP endpoints
1		Mobile endpoint

In case of OpenScape Business S TDM and Analog Fax is not used.

Mobile endpoints are optional

### 1.3. Test environment

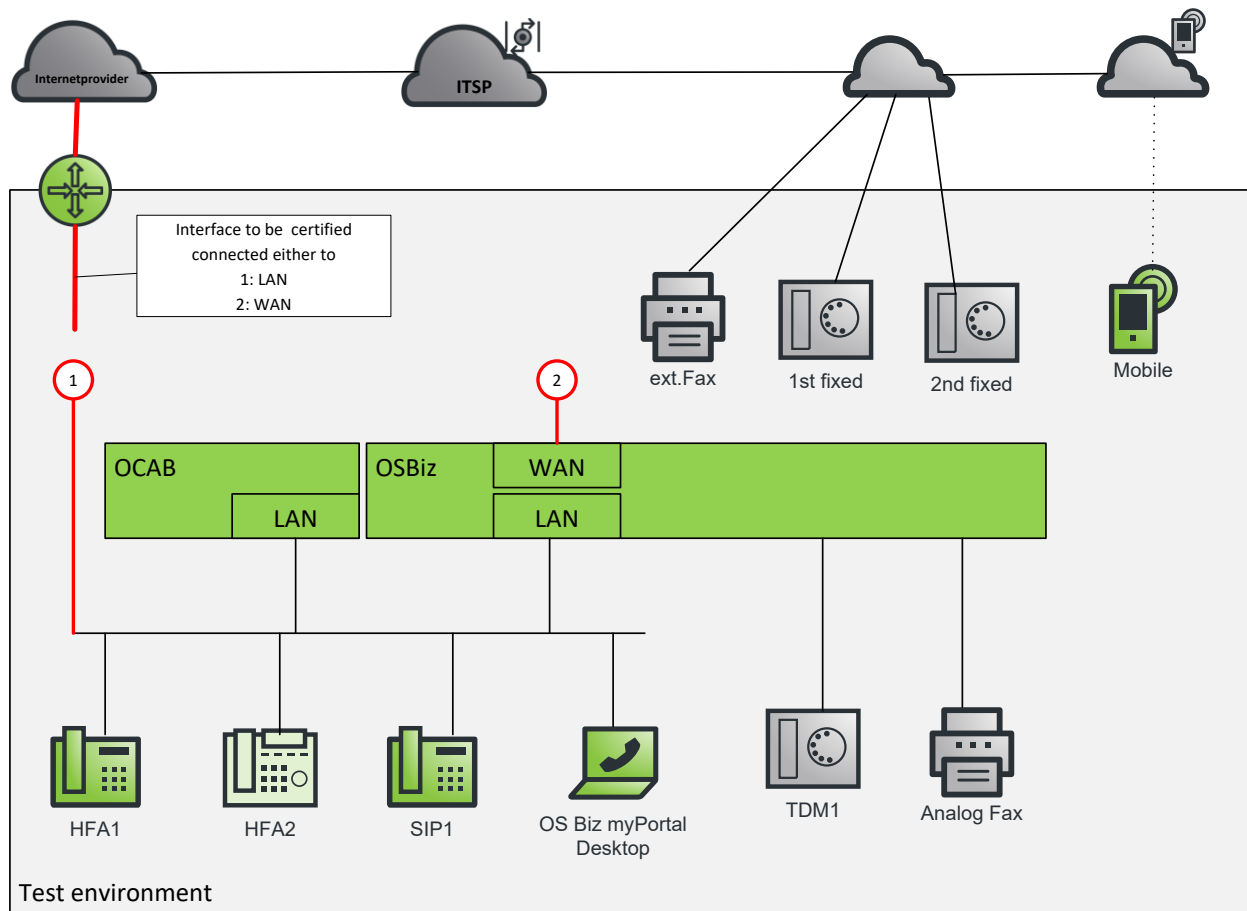
All call numbers used in the test should be documented in the test configuration sheet. This is needed to check the delivered traces. For the example in this document the following settings have been used

#### Devices used in tests

Internal Stations	Internal No.	DID No.
HFA 1	140	+4922843352140
HFA 2	141	+4922843352141
SIP	160	+4922843352160
TDM (Up0)	100	
Analog Fax	108	+4922843352108
UC-Suite Fax	240	+4922843352240

External Stations	Number
1st Fixed	+49897007326xx
2nd Fixed	+49897007326yy
Fax	+4921143692zzz
GSM	

Overview of the test setup (OSBiz-X)



#### 1.4. Before starting any tests please verify the following:

- Make sure that you have valid licenses for devices, ITSP / SIP trunk and UC clients.

#### 1.5. Test documentation:

- Capture wireshark traces for all performed test cases. Save every capture with the relevant test ID, e.g. "3.1.2.cap"
- Each trace should contain a single test case and **MUST** have all SIP traffic included. For certain test cases additional packets are needed (RTP, DNS, etc). For each testcase a filterstring is listed with the minimum required packet filter.
- Please remember to add comments when a testcase is not OK and specify the reason.

#### 1.6. Problem reporting

- Before reporting any errors please check the FAQ section for the most common issues.
- When reporting an error the following OSBiz trace profiles must be started
  - Basic
  - Voice\_Fax\_connections
  - SIP\_Interconnection\_Subscriber\_ITSP
  - SIP\_Registration

## 1.7. Setting up an OSBiz-S with the OVA file

### 1.7.1. Obtain the file from download server

The file can be obtained from the SWS server, at the following link

<https://sws.unify.com/SWS/SWSIntra.aspx>

The Product Item Number of the OVA starts with P30152-P1603-P17. In order to obtain the OVA file, please fill P30152-P1603-P17 in the Text Search as shown in the following picture

Please select the latest available OVA (V2R4.1.0.28 in this example)


The screenshot shows the 'SWS Extended Search' page. The search criteria are set to 'Text Search' with the value 'P30152-P1603-P17'. The results are sorted by 'Product Version, SW Version' in descending order. The table below shows the search results.

Click for	Product	Product Version	Product Item Nr (PIN) / Version	Production Version	SW Vers.	Prod. Code Nr	Status	Import Date	Last Mod. Date
> Details	OpenScape Business S	OpenScape Business S V2	P30152-P1603-P17-1 (V2 R0.3.0)	M-OMG2.03.119	V2 R0.3.0	P30152-P1603-P17-1	General Availability	2015-11-05	2015-11-04
> Details	OpenScape Business S	OpenScape Business S V2	P30152-P1603-P17-2 (V2 R1.1.185)	M-OMG2.10.185	V2 R1.1.185	P30152-P1603-P17-2	General Availability	2016-08-11	2016-08-10
> Details	OpenScape Business S	OpenScape Business S V2	P30152-P1603-P17-4 (V2 R3.0.1.008)	M-OMG2.30.008	V2 R3.0.1.008	P30152-P1603-P17-4	General Availability	2017-10-05	2017-09-27
> Details	OpenScape Business S	OpenScape Business S V2	P30152-P1603-P17-5 (V2 R4.0.1.007)	M-OMG2.40.007	V2 R4.0.1.007	P30152-P1603-P17-5	General Availability	2018-03-06	2018-03-06
> Details	OpenScape Business S	OpenScape Business S V2	P30152-P1603-P17-6 (V2 R4.1.0.028)	M-OMG2.40.028	V2 R4.1.0.028	P30152-P1603-P17-6	General Availability	2018-05-09	2018-05-09

Number of items found: 5

Once you click on the “Details” link it will redirect you to the following screen

Once you click on the details link it will redirect you to the following screen



Server: C-SWS (MCH) Role(s): ADVANCED

Search Export for SW

[Extended Search](#)  
[Latest/Modified SW](#)  
[My Saved Searches](#)

**User Functions**

[Notification](#)

**Documents**

[SWS History](#)  
[SWS FAQs](#)  
[Download Manager](#)  
[Service Desk](#)

**3rd Party SW**

[Siemens Industry Health](#)

## SWS Details

☒ Details
 ☐ Add-Ons
 ☐ Compatibility
 ☐ Relevant

Valid for: > Communication Systems > OpenScape Business > OpenScape Business S > OpenScape Business S V2 > P30152-P1603-P17-6 (V2 R4.1.0 028)

SW Version: V2 R4.1.0 028

Production Version: M-OMG2.40.028

Product Code Nr: P30152-P1603-P17-6

Revision: 0

Full Name: OSBIZ S V2 OVA

Status: General Availability

Mandatory? No

Reload Required? No

Import Date: 2018-05-09

Last Modified: 2018-05-09

AL #: 5D002C1A

ECCN #: 5D002ENCU

Description:

Special Handling:

HiSPA Info:

[Get list for Download Manager](#)

File List:

- [OpenScape\\_Business\\_v2\\_R4.1.0\\_028.zip.001 \(.93 GByte\)](#)
- [OpenScape\\_Business\\_v2\\_R4.1.0\\_028.zip.002 \(.93 GByte\)](#)
- [OpenScape\\_Business\\_v2\\_R4.1.0\\_028.zip.003 \(.93 GByte\)](#)
- [OpenScape\\_Business\\_v2\\_R4.1.0\\_028.zip.004 \(.93 GByte\)](#)
- [OpenScape\\_Business\\_v2\\_R4.1.0\\_028.zip.005 \(.93 GByte\)](#)
- [OpenScape\\_Business\\_v2\\_R4.1.0\\_028.zip.006 \(.93 GByte\)](#)
- [OpenScape\\_Business\\_v2\\_R4.1.0\\_028.zip.007 \(617,06 MByte\)](#)

Doc List: [Release Notes: INF-18-000186](#)

☒ Report any data issue for this item to SWS.

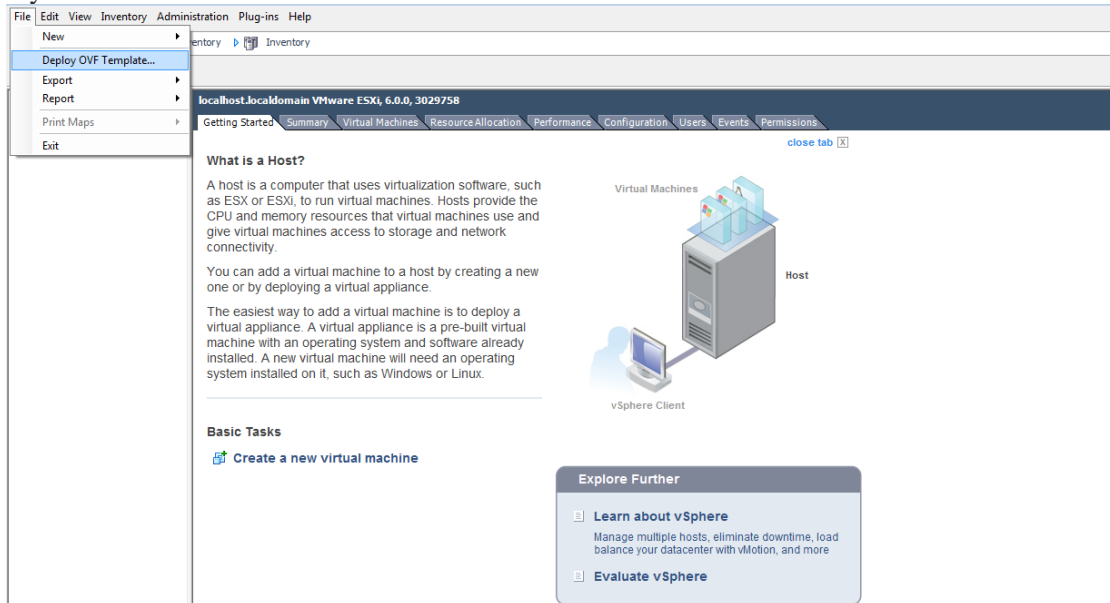
Download all .zip files to your computer and unzip the file.



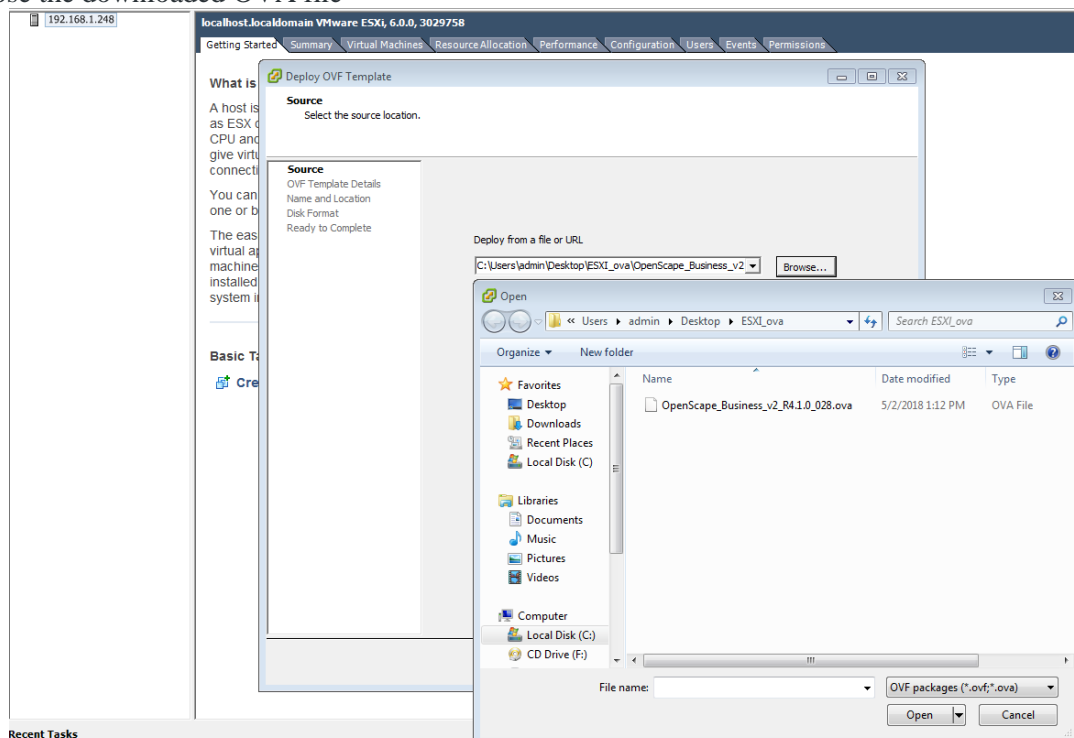
## 1.7.2. How to install the OVA on an ESXI server

OpenScape Business (OSBiz) is provided as an OVA file for ESXI servers. It can be inserted in an ESXI and have a fully working system within minutes. The size of the OVA file is around 6.5GB and once deployed it occupies around 58GB. Here are some printscreens of the process to start:

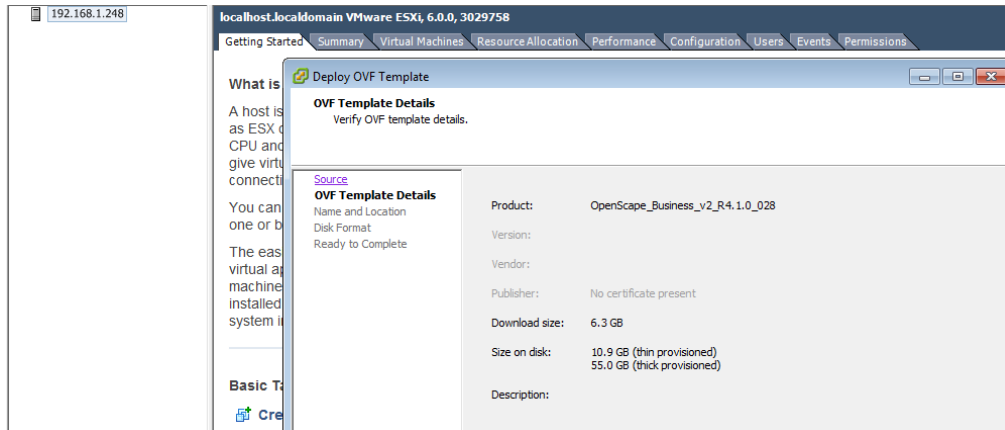
### 1. Deploy



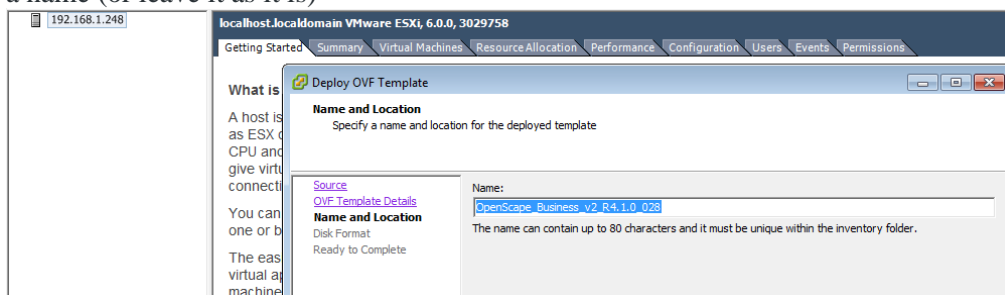
### 2. Choose the downloaded OVA file



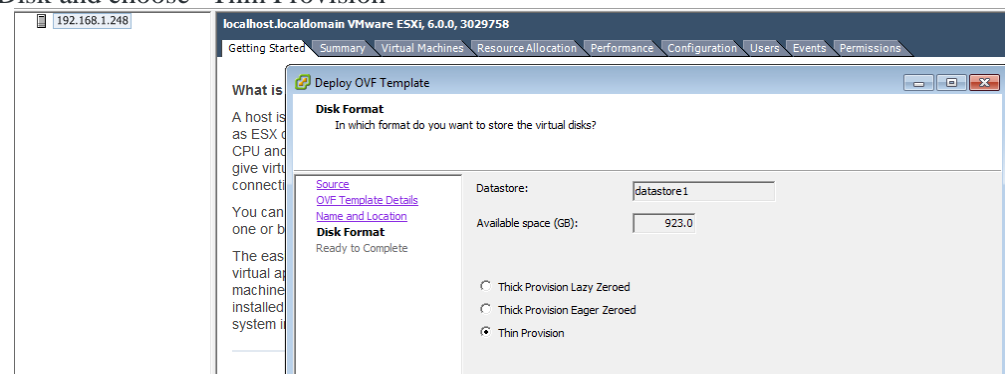
### 3. Look at the details.



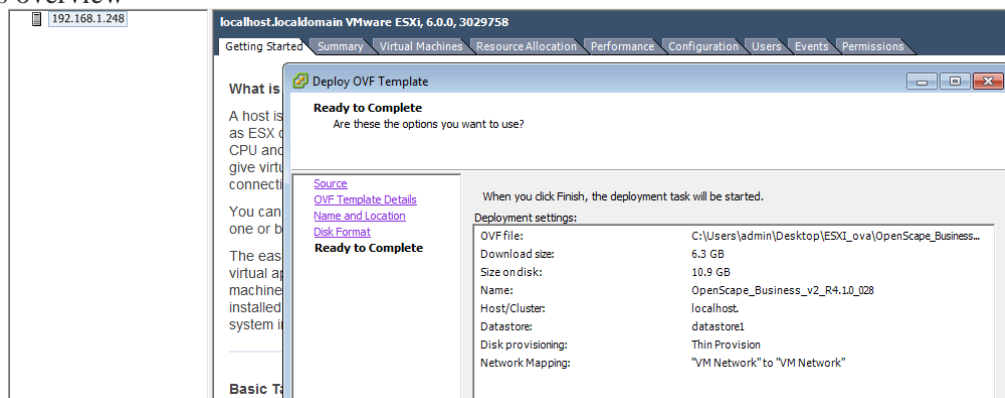
### 4. Provide a name (or leave it as it is)



### 5. Assign Disk and choose “Thin Provision”

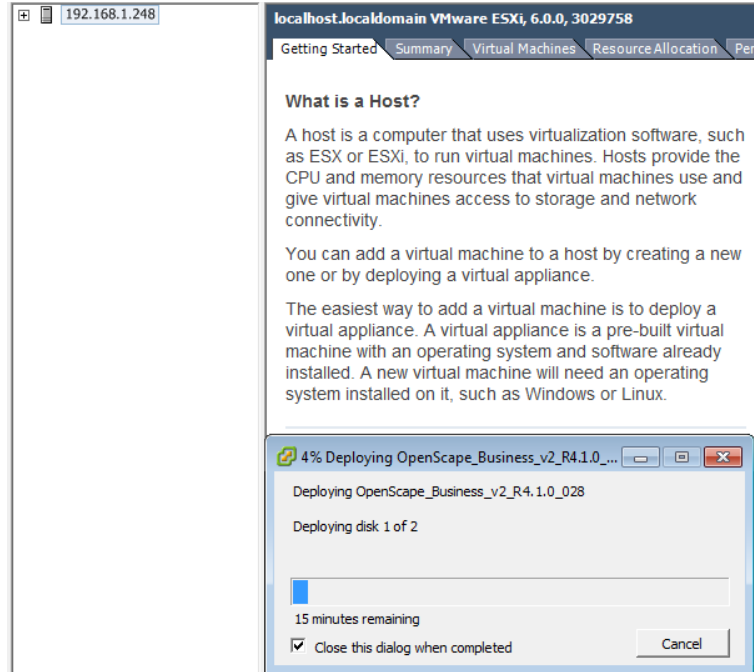


### 6. Changes overview



Press “Finish”

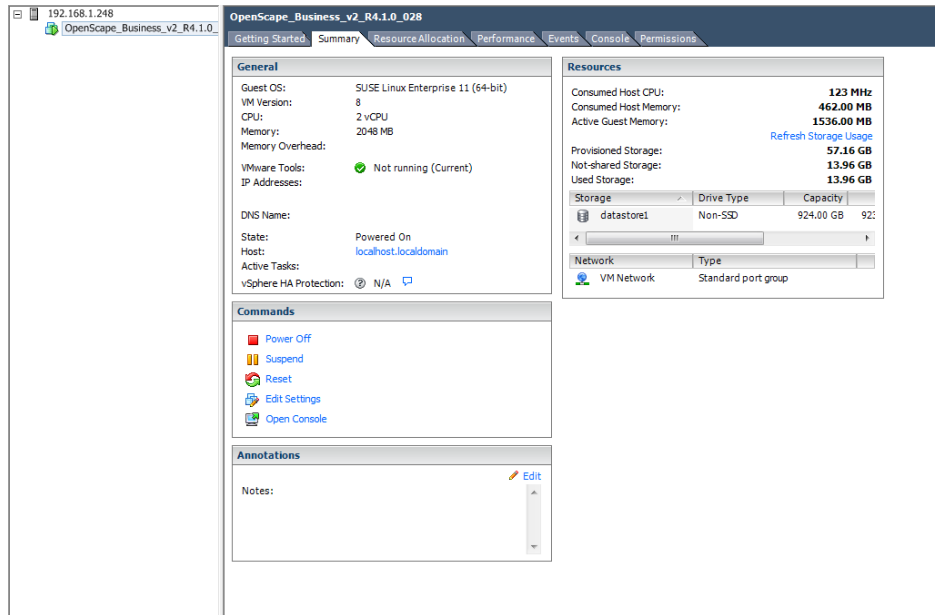
## 7. Transfer of OVA file



## 8. Imported Virtual machine is now created



## 9. Start VM



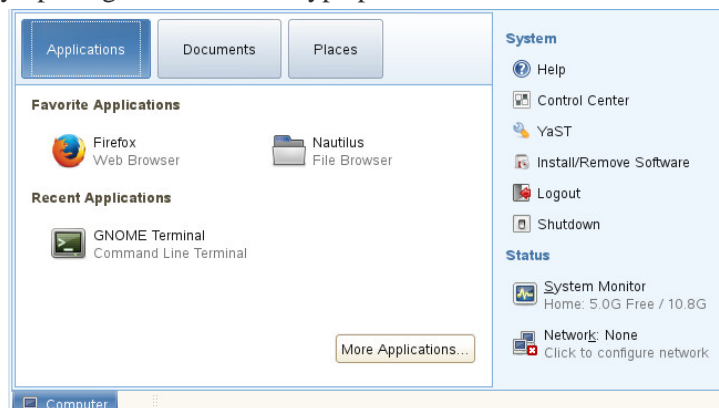
## 10. Login to the VM / change password

Default login:

username: root

password: right

Change the password by opening a terminal and type password.



## 11. Network setup

Open YAST, type network and choose the Network settings icon



## 12. Assign static IP from your network on the interface.

**YaST2 Network Card Setup**

General | **Address** | Hardware

Device Type:  Configuration Name:

☐ No Link and IP Setup (Bonding Slaves) ☐ Use IBFT values  
☐ Dynamic Address    
☒ Statically assigned IP Address

IP Address:  Subnet Mask:  Hostname:

**Additional Addresses**

Alias Name	IP Address	Netmask

### 13. Configure DNS and default gateway

Type the DNS server's and default gateway's IP address. Usually in a xDSL provider's the IP of the router is the default gateway and the DNS server.

In the example the IP is 192.168.1.253, as it can be seen in the following printscreen.

**YaST2 Network Settings**

Global Options | Overview | **Hostname/DNS** | Routing

**Hostname and Domain Name**

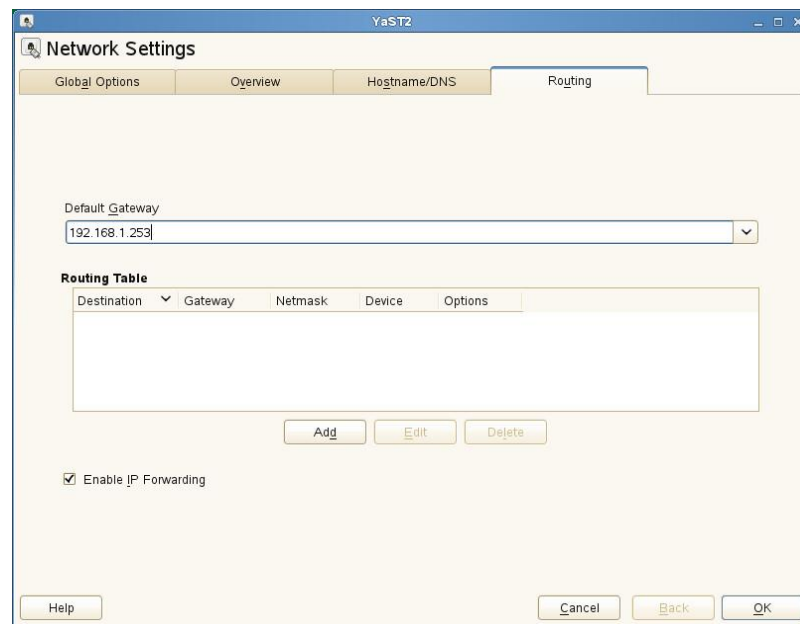
Hostname:  Domain Name:   
☒ Change Hostname via DHCP ☐ No interface with dhcp  
☐ Assign Hostname to Loopback IP

Modify DNS configuration:  Custom Policy Rule:

**Name Servers and Domain Search List**

Name Server 1:   
 Name Server 2:   
 Name Server 3:

Domain Search:



### 1.7.3. Start OSBiz-S and check status:

Once you are done with the IPs, press OK and exit from the wizard.  
Then open a terminal and type **ping www.google.com**, to check settings and connectivity.  
If successful, then reboot the system.

Once the system comes up after the reboot, wait a few minutes to allow the OSBiz services to start on the system.

To check the status of the services, open a terminal window and type **oso status.sh**.  
This command will show information of the installed system and its status.

When you see the following message,

```
# Summary:
# Status of OSBiz           [           active]
```

The system is ready to be accessed.

Open a browser to the IP configured on the system and the system is ready to be accessed.

## 2. System configuration

### 2.1. Initial Installation Wizard

The following steps describe how to start with a “factory reloaded” OpenScape Business X system. If the initial setup of your system is already done or you are using an OSBiz-S system, you can continue with Chapter 2.2 (Assign Expert role to administrator).

Default system IP-address **192.168.1.2**

Default user is **administrator@system** with password **administrator**

Start WBM and login to the web portal:



At first login you **MUST** change the password:



The homepage is displayed. Please check that the UC Booster Card is displayed

**UNIFY** OpenScope Business Assistant

administrator@system [Logoff](#)

**Home Administrators Setup Data Backup License Management Service Center**

**Home**  
OpenScope Business Assistant

**OpenScope Business X3**

**System**  
IP Address: 192.168.1.2  
Customer name: -  
**UC Booster Card accessible:** 192.168.1.3  
System Date: 04/12/18 12:56  
System Up Date: 04/12/18 11:41  
Upstream (Kbps): 0  
SDHC Health Status: ●  
*One or more Ethernet Interfaces are in Half Duplex mode. Full Duplex is highly recommended*  
The last backup from 03/12/18 23:22 was successful.

**Licensing**  
Locking ID:  
SIEL ID:  
MAC ID:  
Confirmation Code:  
License mode: Permanent

**Inventory**  
Active User: 1  
UP0 Stations: 0  
IP Clients: 0  
ISDN / Analog: 0  
Deskshare User: 0  
Mobility: 0

**Applications**  
Package with UC Smart  
UC Booster Card: 192.168.1.3  
UC Smart: 192.168.1.2  
Application Launcher: 192.168.1.2  
CSTA Connector: 192.168.1.3  
OpenDirectory Service: 192.168.1.3  
UC Suite / XMPP: -  
Gate View: 192.168.1.3  
Web Collaboration: Demo Mode

**Software**  
SW Version: osbiz\_v2\_R6.0.0\_718  
UC Booster Card Version: osbiz\_v2\_R6.0.0\_718

**Documents**  
The documentation for your system can be found here...

**Notifications**

**Note**

Start Initial Installation Wizard:

**UNIFY** OpenScope Business Assistant

administrator@system [Logoff](#)

**Home Administrators Setup Data Backup License Management Service Center**

**Setup**

**Wizards**  
Basic Installation  
Network / Internet  
Telephones / Subscribers  
Central Telephony  
User Telephony  
Security  
UC Smart  
Circuit  
Unified Directory

**Basic Installation**

**Initial Installation**  
Single Usage at Initial Setup. Country Initialization, System IP address and DHCP Server

**Basic Installation**  
Basic Setup of System with Station Data, Trunks, Network Parameters, Internet

**Licensing**  
Activate Licenses Online via the License Server

**Networking Configuration**  
Setup of system as part of a network

**Power Management**  
Setup and Activation of Power Management



Enter System settings:

System Settings

Display Logo: OSBiz

Brand: OpenScape Business ▼

**OpenScape Business**

OpenScape Business - IP address: 172.16.1.200

OpenScape Business - Netmask: 255.255.0.0

OpenScape Business - Default Routing via: LAN ▼

OpenScape Business - IP Address of Default Router: 172.16.250.3

**Application Board**

Application Board - IP address: 172.16.1.220

Application Board - Netmask: 255.255.0.0

Application Board - IP Address of Default Router: 172.16.250.3

Help Abort Back OK & Next

Press “OK & Next”

Disable the DHCP Server

DHCP Global Settings

Enable DHCP Server: ☐

Help Abort Back OK & Next

Press “OK & Next”

Select County Code and check the time settings. If available enter a SNTP server for automatic time synchronization

**Setup - Wizards - Basic Installation - Initial Installation**

**Basic Configuration**

**Language settings**

System Country Code: Germany

Language for Customer Trace Log: English

**Time settings**

Date and Time: Day: 04 Month: 12 Year: 2018 hh:mm:ss: 13:01:00

Timezone: (UTC +01:00) Berlin, Rome, Stockholm, Vienna

**Detect date and time via an SNTP server**

Date and Time via an external SNTP Server: ☒

IP Address / DNS Name of External Time Server: 172.16.250.3

Poll Interval for External Time Server: 4 hours

**CMI data**

System ID: 00000000

Help Abort Back OK & Next

Press “OK & Next”

For the certification activate “**Package with UC Suite**”

**Setup - Wizards - Basic Installation - Initial Installation**

**Application Selection**

**Select application packages**

Package with UC Smart: ☐

Package with UC Suite: ☒

Package with UC Smart on OSBiz UC Booster Server: ☐

Package with UC Suite on OSBiz UC Booster Server: ☐

**Application Selection**

UC Smart:	192.168.1.2
Application Launcher:	192.168.1.2
CSTA Connector:	172.16.1.220
OpenDirectory Service:	172.16.1.220
UC Suite / XMPP:	-
Gate View:	172.16.1.220
Web Collaboration:	Demo Mode

**Note:**

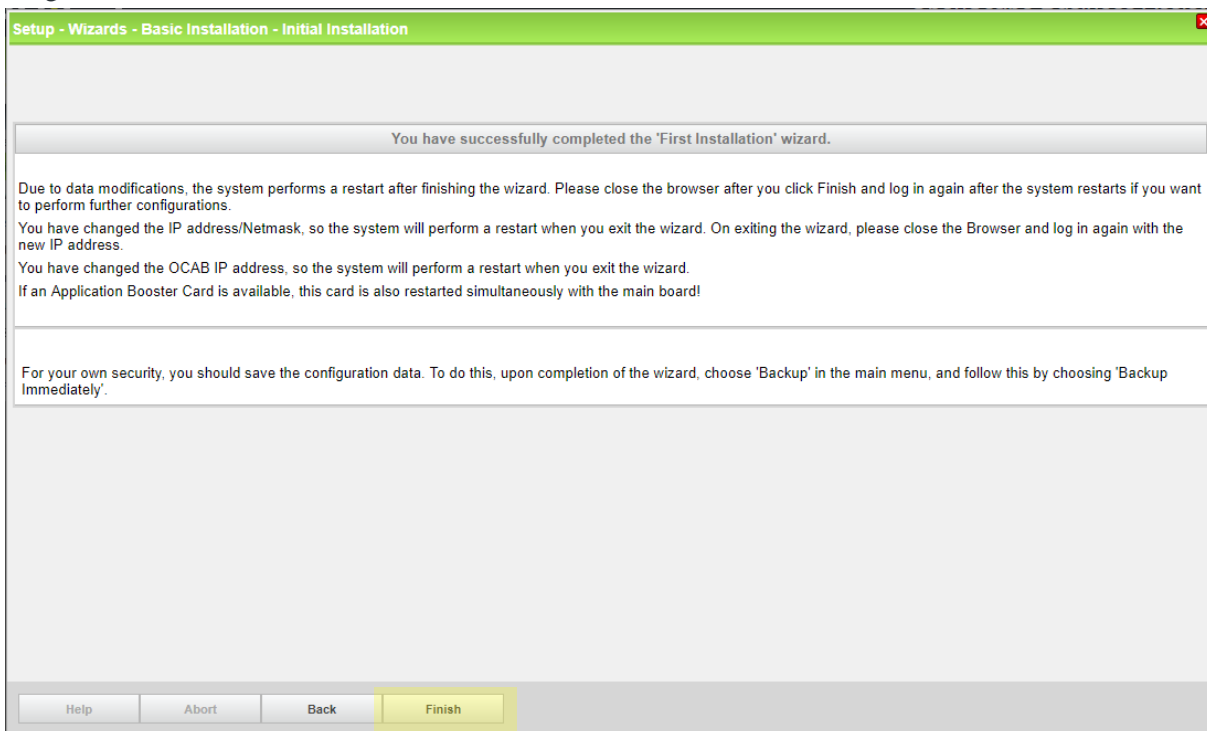
The Package with UC Smart also activates CSTA and other applications on the UC Booster Card.

Please refer to the online help for details.

Help Abort Back OK & Next

Press “OK & Next”

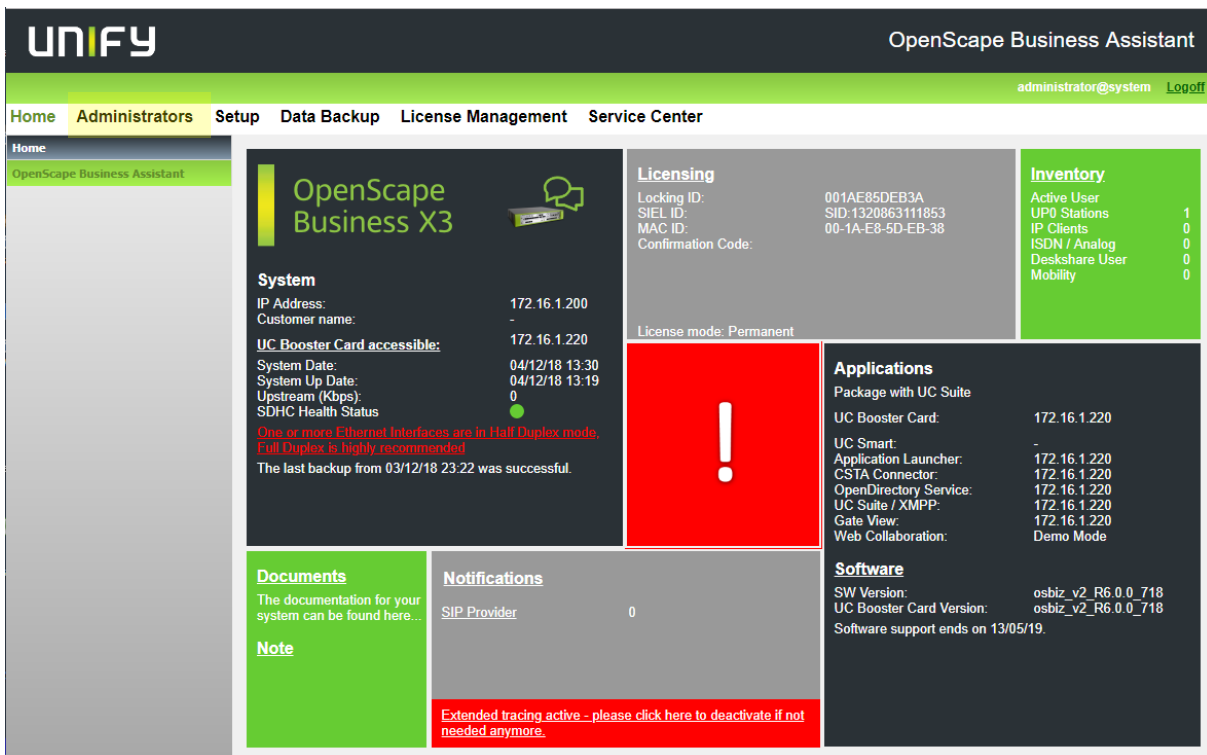
Initial installation is now finished, the system will perform a restart and you need to connect again with the assigned IP-Address



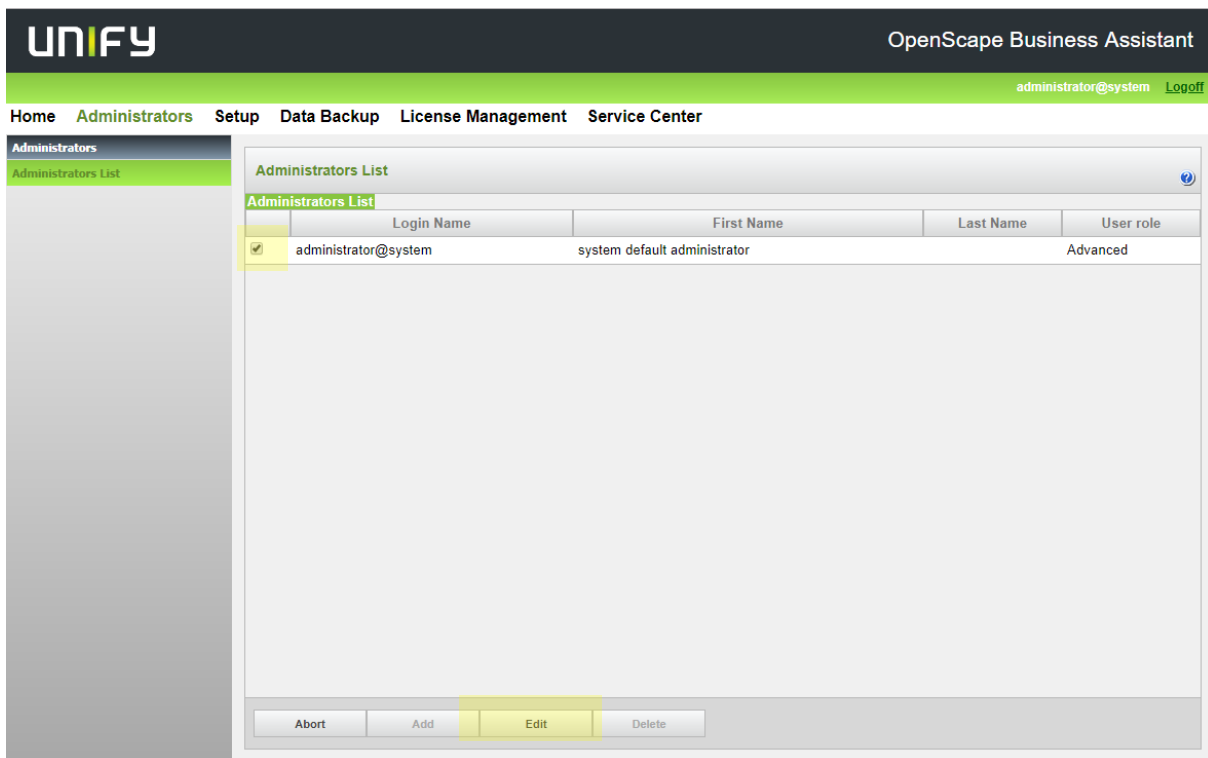
Press “Finish”

## 2.2. Assign Expert role to administrator

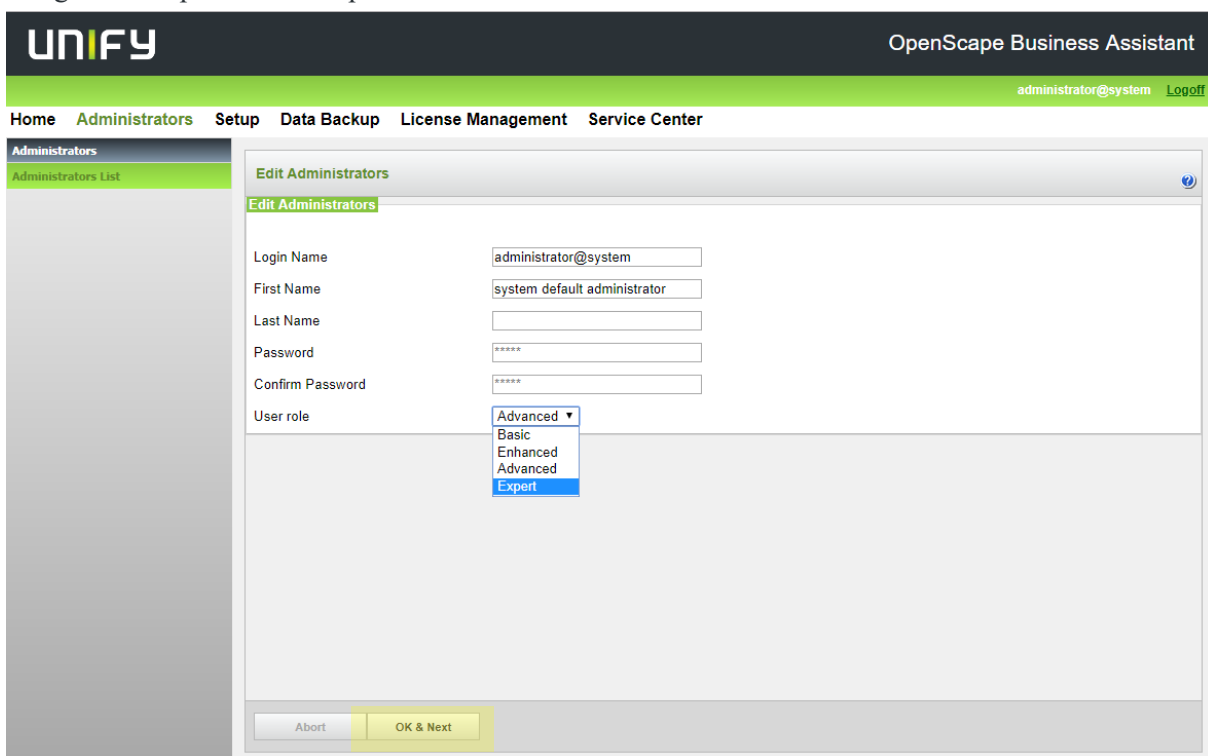
For the certification tests “Expertmode” configuration is necessary, thus this role has to be assigned in “Administrators”



Select the administrator@system account and press “Edit”



Assign the “Expert” role and press “OK & Next”



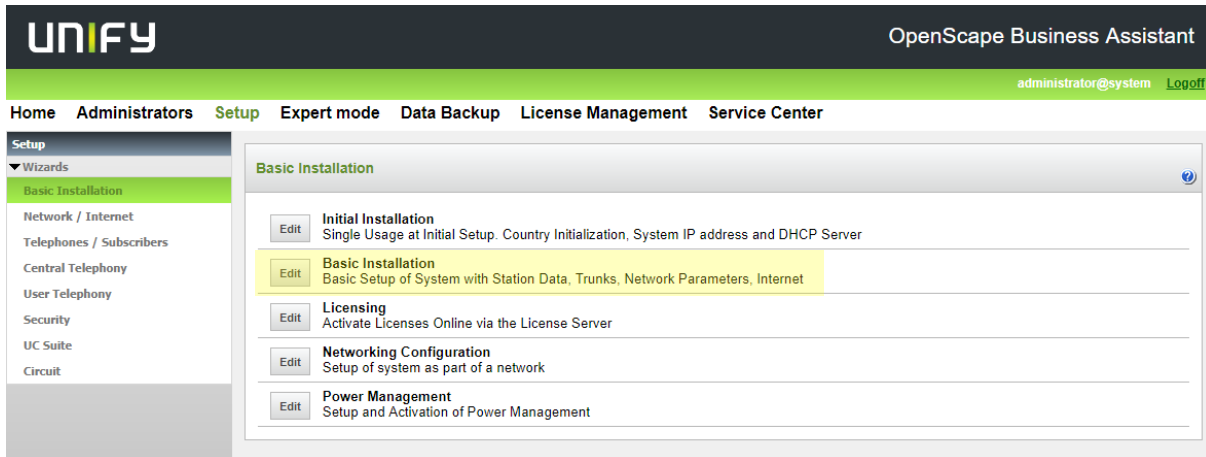
Logoff from WBM and login again.

The new “Expert Mode” menu is now available

### 2.3. Basic Installation Wizard

In the following session the minimal system configuration for the certification tests will be configured.

## Execute the “Basic Installation” Wizard



Enter the country code of your country (e.g. 49 for Germany)

The screenshot shows the 'Basic Installation' wizard configuration screen. At the top, a progress bar indicates the steps: 1. System Overview, 2. Central Functions for ISDN Configuration Stations, 3. ISDN Configuration, 4. Configure Internet Access, 5. Provider configuration and activation for Internet Telephony, 6. Select a station, 7. Configured Stations, 8. Automatic Configuration of Application Suite, 9. Configure MeetMe Conference, and 10. Configure E-Mail Forwarding. Below the progress bar, a note states: 'Note: changes done in expert mode must be reviewed/repeated after running through the wizard. Note: At least the configuration of the 'Country code' is needed for features such as 'Internet telephony' and 'MeetMe conference'. If you want your OpenScope Business in "OpenScope Business Network Integration" you should select the "Network Integration" check box and enter a node ID. In this case, make sure that this node ID is unique within the whole network integration. Normally, this integration is done by a Service Technician. For a standalone OpenScope Business clear the 'Network Integration' check box.' The 'PABX number' section contains fields for 'Country code: 00 49 (mandatory)', 'Local area code: 0 (optional)', and 'PABX number: (optional)'. The 'General' section has an 'International Prefix: 00' field. The 'Network Parameters' section has a 'Network Integration' checkbox (unchecked) and a 'Node ID: 0' field. At the bottom, there are buttons for 'Help', 'Abort', 'Back', and 'OK & Next'.

Press “OK & Next”

On the next page several station related procedures can be executed.

**Setup - Wizards - Basic Installation - Basic Installation**

1 System Overview 2 **Central Functions for Stations** 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

- Before configuring individual stations, it is possible to execute certain functions, which affect all stations.
- Choose one of the functions below and upon selecting the function, configure the parameter shown. The button "Execute function" will carry out the function.
- You may proceed to the configuration of individual stations by selecting the "Next" button.

**Function selection**

- ☐ Display stations configuration
- ☐ Delete all station call numbers
- ☒ **Change preconfigured call and functional numbers**
- ☐ Import CSV/XML file with station data
- ☐ Delete the configured LCR data and initialize the LCR with default data
- ☐ Mass Data wizard

You should delete all station call numbers before importing new station data.

Help Abort Back OK & Next Execute function

Select "Change preconfigured call and functional numbers" and press "Execute function"

**Setup - Wizards - Basic Installation - Basic Installation**

Change preconfigured call and functional numbers

- The Internet Telephony numbers must be available; it is not possible to delete these numbers.
- Please keep in mind, that these numbers are not available for station or group dialing use.
- Automatic changes may be applied. Please check LCR dial plan and correct if necessary.

Preconfiguration for Internet Telephony	855	856	857	858	80
	81	82	83	84	850
Voice mail call number (UC Suite VM)					
Announcement Player					
Integrated Voice mail call number (IVM)	350				
Attendant code	9				
Remote Admin call number	-				
Licensing call number	-				
Functional number for Parking	-				
Functional numbers for Conferencing	-	-	-	-	-
Functional number for MeetMe Conferencing	7700				
	-	-	-	-	-
Functional numbers for Auto-Attendant	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-

If the following 5 numbers ( 7410, 7411, 7412, 7413, 7414 ) have not been utilized before, please fill them in the highlighted boxes. This helps minimize the configuration effort for the auto attendant.

Help Abort Back OK

The preconfigured numbers are displayed. As we recommend to delete all numbers in a further step, you should document the numbers on this page for further usage.

Press "OK" when you are done (e.g. take a screenshot if content differs from the screenshot above)

To avoid any conflicts in the configuration of the Direct inward dialing (DID) numbers of the ITSP with preconfigured call numbers the numbering plan of the system could be deleted by selecting "Delete all station call numbers" and press "Execute function"

Setup - Wizards - Basic Installation - Basic Installation

1 System Overview  
2 Central Functions for Stations  
3 ISDN Configuration  
4 Configure Internet Access  
5 Provider configuration and activation for Internet Telephony  
6 Select a station  
7 Configured Stations  
8 Automatic Configuration of Application Suite  
9 Configure MeetMe Conference  
10 Configure E-Mail Forwarding

- Before configuring individual stations, it is possible to execute certain functions, which affect all stations.
- Choose one of the functions below and upon selecting the function, configure the parameter shown. The button "Execute function" will carry out the function.
- You may proceed to the configuration of individual stations by selecting the "Next" button.

Function selection

- ☐ Display stations configuration
- ☒ Delete all station call numbers
  - When setting up a customized call number layout in the system, it is possible to first delete all previously assigned call numbers.
  - ☒ Delete all station call numbers
- ☐ Change preconfigured call and functional numbers
- ☐ Import CSV/XML file with station data
- ☐ Delete the configured LCR data and initialize the LCR with default data
- ☐ Mass Data wizard

You should delete all station call numbers before importing new station data.

Help Abort Back OK & Next Execute function

Please wait until this operation is completed (may take several minutes). During the operation you see a progress bar at the top of the page and at the end the page for entering the functional numbers will be displayed.

Enter the numbers noted from the previous step:

- Preconfiguration for Internet Telephony
- Voicemail Call Number (needed for UC-Suite setup)
- Attendant console
- Functional Number for MeetMe conferencing

**Setup - Wizards - Basic Installation - Basic Installation**

Change preconfigured call and functional numbers

- The Internet Telephony numbers must be available; it is not possible to delete these numbers.
- Please keep in mind, that these numbers are not available for station or group dialing use.
- Automatic changes may be applied. Please check LCR dial plan and correct if necessary.

Preconfiguration for Internet Telephony	855	856	857	858	80
	81	82	83	84	850
Voicemail call number (UC Suite VM)	70				
Announcement Player					
Integrated Voicemail call number (IVM)					
Attendant code	9				
Remote Admin call number					
Licensing call number					
Functional number for Parking					
Functional numbers for Conferencing					
Functional number for MeetMe Conferencing	7700				
Functional numbers for Auto-Attendant					

If the following 5 numbers ( 7410, 7411, 7412 , 7413, 7414 ) have not been utilized before, please fill them in the highlighted boxes.  
This helps minimize the configuration effort for the auto attendant.

Help Abort Back OK

Press “OK” and return to the “Function selection” page:

**Setup - Wizards - Basic Installation - Basic Installation**

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

- Before configuring individual stations, it is possible to execute certain functions, which affect all stations.
- Choose one of the functions below and upon selecting the function, configure the parameter shown. The button "Execute function" will carry out the function.
- You may proceed to the configuration of individual stations by selecting the "Next" button.

**Function selection**

- ☒ Display stations configuration
- ☐ Delete all station call numbers
- ☐ Change preconfigured call and functional numbers
- ☐ Import CSV/XML file with station data
- ☐ Delete the configured LCR data and initialize the LCR with default data
- ☐ Mass Data wizard

Help Abort Back OK & Next Execute function

Press “OK & Next”



## ISDN Configuration, Select “No call via ISDN trunk line (S0)”

Setup - Wizards - Basic Installation - Basic Installation

1 System Overview 2 Central Functions for ISDN Configuration 3 **Configure Internet Access** 4 Provider configuration and activation for Internet Telephony 5 Select a station 6 Configured Stations 7 Automatic Configuration of Application Suite 8 Configure MeetMe Conference 9 Configure E-Mail Forwarding 10

☒ No call via ISDN trunk line (S0)

Because you do not telephone over ISDN, you must make sure that emergency calls, special call numbers and FAX are supported by your Internet Telephony Service Provider. These settings can be configured via the Assistant 'Internet Telephony'.

Box	Slot	S0-Port	Board Type	Point-to-point connection	Point-to-multipoint connection	Internal S0 connection	Settings configured in expert mode
1	1	1	STLS2N	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/> S0: automatic CO PP
1	1	2	STLS2N	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/> S0: automatic CO PP

Help Abort Back **OK & Next**

Press “OK & Next”

## Internet Access: unselect “No Internet Access”

Setup - Wizards - Basic Installation - Basic Installation

1 System Overview 2 Central Functions for ISDN Configuration 3 Configure Internet Access 4 **Provider configuration and activation for Internet Telephony** 5 Select a station 6 Configured Stations 7 Automatic Configuration of Application Suite 8 Configure MeetMe Conference 9 Configure E-Mail Forwarding 10

☐ No Internet Access

DSL at WAN Port directly ☐

TCP/IP at WAN Port via an external Router ☒

TCP/IP at LAN Port via an external Router ☒

Upstream of your internet connection

Upstream up to (Kbps): 16000

Help Abort Back **OK & Next**

Select the appropriate router connection and enter the “Upstream up to (Kbps):”

Press “OK & Next”

On the next page you must enter the DNS Server. (e.g. router as DNS relay or DNS provided by ISP/ITSP)

**Setup - Wizards - Basic Installation - Basic Installation**

1 System Overview 2 Central Functions for ISDN Configuration Stations 3 ISDN Configuration 4 **Routing Configuration** 5 Provider configuration and activation for Internet Telephony 6 Select a station 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

**DNS Server**

IP Address of primary DNS Server: 172.16.250.3

**Default Router**

IP Address of Default Router: 172.16.250.3

Application Board - IP Address of Default Router: 172.16.250.3

Help Abort Back **OK & Next**

Press “OK & Next”

The next step is skipped in the Wizard. “No call via Internet” is left checked. As we are running a certification the ITSP setup need to follow the certification process procedure (define profile first)

**Setup - Wizards - Basic Installation - Basic Installation**

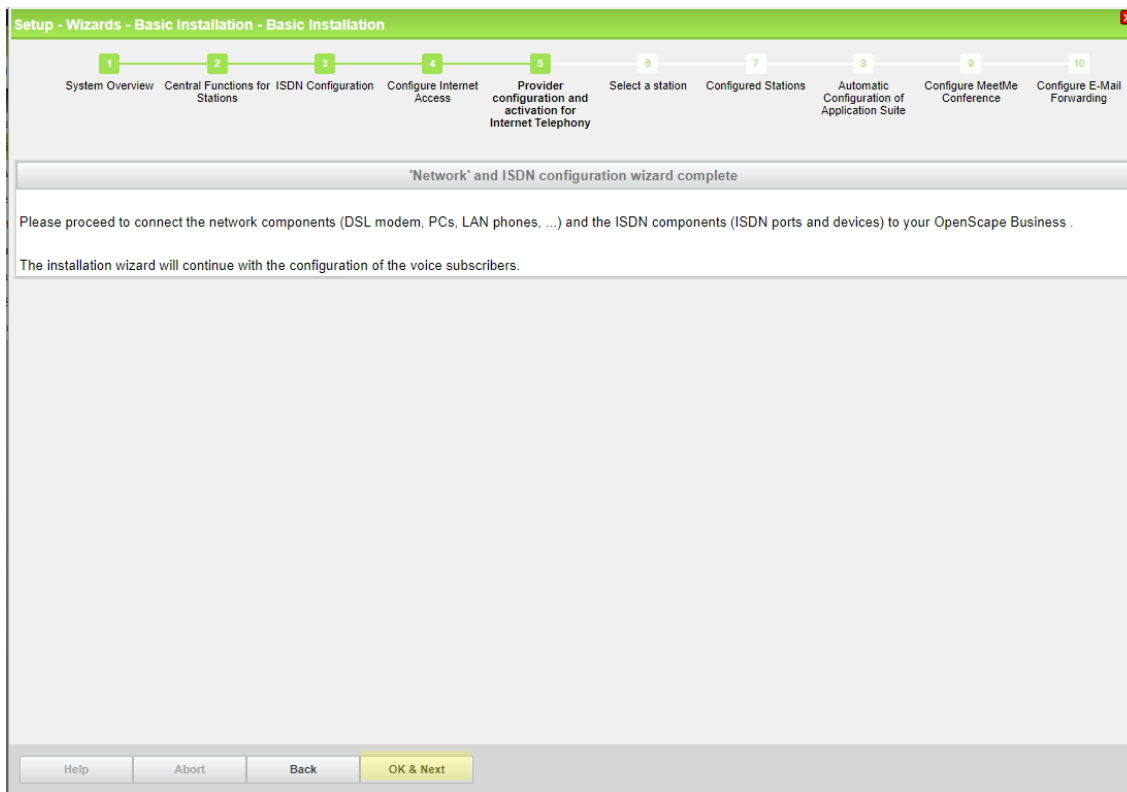
1 System Overview 2 Central Functions for ISDN Configuration Stations 3 ISDN Configuration 4 **Configure Internet Access** 5 Provider configuration and activation for Internet Telephony 6 Select a station 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

No call via Internet: ☒

Note: changes done in expert mode must be reviewed/repeated after running through the wizard.

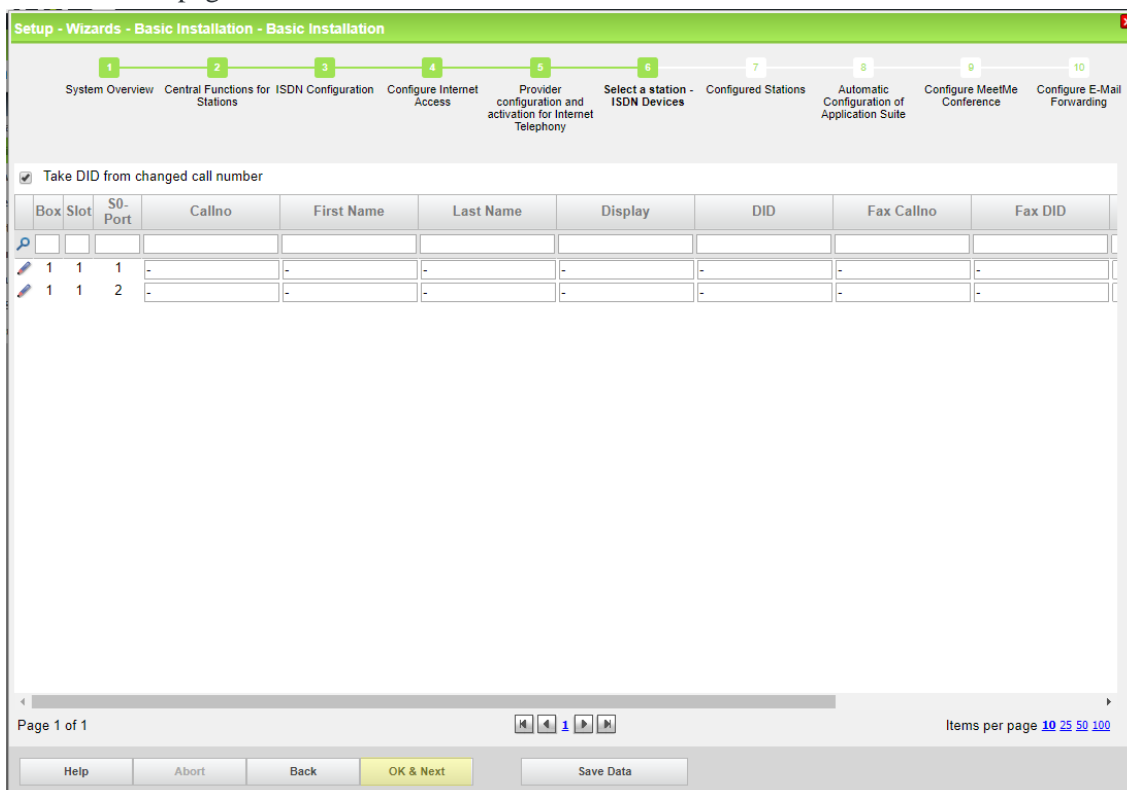
Help Abort Back **OK & Next** Display Status

Press “OK & Next”



Press “OK & Next”

On the next page ISDN subscribers can be configured. It is assumed that no ISDN devices are used, so no entries on this page are needed.



Press “OK & Next”

On the next page the A/B (analog) ports are configured. As we have deleted the numbering plan of the system no numbers are predefined. Uncheck: “Take DID from changed call number”

Best practice is to assign an internal number to each available analog port (e.g. 108-111) and provide a name and DID number for the analog station which should be used for the certification tests.

Setup - Wizards - Basic Installation - Basic Installation

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station - A/B Phones 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

☐ Take DID from changed call number

Box	Slot	a/b-Port	Callno	First Name	Last Name	Display	DID	Fax Callno	Fax DID	Class of service	Call pickup
1	3	1	108	analog	Fax	Fax analog	22843352108	-	-	International	-
1	3	2	109	-	-	-	-	-	-	International	-
1	3	3	110	-	-	-	-	-	-	International	-
1	3	4	111	-	-	-	-	-	-	International	-

Page 1 of 1

Help Abort Back OK & Next Save Data

Press “OK & Next”

On the next page the U<sub>P0</sub> (TDM) ports are configured.

Best practice is to assign an internal number to each available U<sub>P0</sub> master port (e.g. 100-107). If no U<sub>P0</sub> are used in your setup the page could be left blank

Setup - Wizards - Basic Installation - Basic Installation

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station - UP0 Phones 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

☐ Take DID from changed call number

Box	Slot	UP0-Port	Callno	First Name	Last Name	Display	DID	Fax Callno	Fax DID	Class of service	Call pickup
1	2	1 M	100	-	-	-	-	-	-	International	-
1	2	2 M	101	-	-	-	-	-	-	International	-
1	2	3 M	102	-	-	-	-	-	-	International	-
1	2	4 M	103	-	-	-	-	-	-	International	-
1	2	5 M	104	-	-	-	-	-	-	International	-
1	2	6 M	105	-	-	-	-	-	-	International	-
1	2	7 M	106	-	-	-	-	-	-	International	-
1	2	8 M	107	-	-	-	-	-	-	International	-
1	2	1 S	-	-	-	-	-	-	-	International	-
1	2	2 S	-	-	-	-	-	-	-	International	-

Page 1 of 2

Help Abort Back OK & Next Save Data

Press “OK & Next”

On the next page the IP (LAN) phones are configured.

For the System- (HFA) and SIP-clients used in the certification test enter the relevant data (minimum 2 System client, 1 SIP)

Setup - Wizards - Basic Installation

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station - LAN 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

☐ Take DID from changed call number

Box	Slot	Callno	First Name	Last Name	Display	DID	Type	Fax Callno	Fax DID	Class of service	Call pickup
-	-	140	Max	Muller	Muller, Max	22843352140	System Client	240	22843352240	International	-
-	-	141	Norbert	Nordpol	Nordpol, Norbert	22843352141	System Client	-	-	International	-
-	-	142	Ozzy	Osbourne	Osbourne, Ozzy	-	System Client	-	-	International	-
-	-	143	Paul	Panter	Panter, Paul	-	System Client	-	-	International	-
-	-	-	-	-	-	-	No Port	-	-	International	-
-	-	-	-	-	-	-	No Port	-	-	International	-
-	-	160	Silke	Sippy	Sippy, Silke	22843352160	SIP Client	-	-	International	-
-	-	161	Werner	Wippy	Wippy, Werner	22843352161	SIP Client	-	-	International	-
-	-	162	Xaver	Xippy	Xippy, Xaver	-	SIP Client	-	-	International	-
-	-	163	Zoran	Zippy	Zippy, Zoran	-	SIP Client	-	-	International	-

Page 1 of 48

Help Abort Back OK & Next Save Data

Press "Save Data"

For each SIP client you need to edit the registration credentials. Enter the station data by pressing the Edit button "✎"

Provide a Username (e.g. SIP-160) and enter the Password

Setup - Wizards - Telephones / Subscribers - IP Telephones

First Name: Silke  
Last Name: Sippy  
Display: (for Subscriber): Sippy, Silke  
Call number: 160  
Direct inward dialing: (Number for Direct Inward Dialing) 22843352160

**Mobility**  
Mobile Call number: -  
Web Feature ID: None

**Parameter**  
Type: SIP Client  
Device Type: SIP Extension  
Clip/Lin: -  
Extension Type: Standard  
Language: German  
Call signaling internal: (Ringer pitch for internal calls): Ring type 1  
Call signaling external: (Ringer pitch for external calls): Ring type 1  
ITSP Loc-ID: -

**Security**  
Authentication active: ☒  
Password:   
Confirm password:   
SIP User ID / Username: SIP-160  
Realm: SMO-SIP

Help Abort Back OK & Next

Press "OK & Next"

On the next page nothing has to be changed

**Setup - Wizards - Basic Installation - Basic Installation**

Call number: 160  
Display: Sippy, Silke

**Station flags**

Override class of service on: ☐  
 Override Do Not Disturb: ☐  
 FWD external permitted: ☒  
 Prevention of voice calling off: ☒  
 Disa Class of service: ☐  
 Transit allowed via Hook-on: ☐  
 System telephone lock reset: ☐  
 MCID access: ☐  
 Entry in telephone directory: ☒  
 Edit tel. number: ☐  
 No group ringing on busy: ☐  
 Call Supervision: ☐  
 Associated dialing/services: ☐  
 Call waiting rejection on: ☐  
 Discreet Call: ☐  
 Discreet Call Lock: ☐  
 DTMF-based feature activation: ☐  
 Last destination mailbox active: ☐  
 Call prio./immed. tone call wait.: ☐  
 Voice recording: ☐  
 Compress display data: ☒  
 Door release DTMF: ☐  
 Custom connection CSTA: ☒

Help Abort Back **OK & Next** Save Data

Press “OK & Next”

Repeat this step for each SIP device used in your test environment

**Setup - Wizards - Basic Installation - Basic Installation**

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 **Select a station - LAN Phones** 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

☒ Take DID from changed call number

Box Slot	Callno	First Name	Last Name	Display	DID	Type	Fax Callno	Fax DID	Class of service	Call pickup
1 0	140	Max	Müller	Müller, Max	22843352140	System Client	240	22843352240	International	-
1 0	141	Norbert	Nordpol	Nordpol, Norbert	22843352141	System Client	-	-	International	-
1 0	142	Ozzy	Osbourne	Osbourne, Ozzy	-	System Client	-	-	International	-
1 0	143	Paul	Panter	Panter, Paul	-	System Client	-	-	International	-
- -	-	-	-	-	-	No Port	-	-	International	-
- -	-	-	-	-	-	No Port	-	-	International	-
1 0	160	Silke	Sippy	Sippy, Silke	22843352160	SIP Client	-	-	International	-
1 0	161	Werner	Wippy	Wippy, Werner	22843352161	SIP Client	-	-	International	-
1 0	162	Xaver	Xippy	Xippy, Xaver	-	SIP Client	-	-	International	-
1 0	163	Zoran	Zippy	Zippy, Zoran	-	SIP Client	-	-	International	-

Page 1 of 48

Help Abort Back **OK & Next** Save Data

When you are done with the SIP setup: Press “OK & Next”

The next page provides you an overview about the configured stations:

**Setup - Wizards - Basic Installation - Basic Installation**

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

• Please print out this list as a reference for setting up phone numbers later.

Callno	First Name	Last Name	Display	DID	Type	Fax Callno	Fax DID	Access	Status
100	-	-	-	-	OpenStage 15	-	-	SLUC8 2-1 Master	Enabled
101	-	-	-	-	-	-	-	SLUC8 2-2 Master	Disabled
102	-	-	-	-	-	-	-	SLUC8 2-3 Master	Disabled
103	-	-	-	-	-	-	-	SLUC8 2-4 Master	Disabled
104	-	-	-	-	-	-	-	SLUC8 2-5 Master	Disabled
105	-	-	-	-	-	-	-	SLUC8 2-6 Master	Disabled
106	-	-	-	-	-	-	-	SLUC8 2-7 Master	Disabled
107	-	-	-	-	-	-	-	SLUC8 2-8 Master	Disabled
108	analog	Fax	Fax, analog	22843352108	analog	-	-	4SLAV 3-1	Enabled
109	-	-	-	-	analog	-	-	4SLAV 3-2	Enabled
110	-	-	-	-	analog	-	-	4SLAV 3-3	Enabled
111	-	-	-	-	analog	-	-	4SLAV 3-4	Enabled
-	-	-	-	-	S0 Extension	-	-	STLS2N 1-1-1	Enabled
140	Max	Müller	Müller, Max	22843352140	OpenStage 60/80	-	-	LAN 0-SYS-1	Enabled
141	Norbert	Nordpol	Nordpol, Norbert	22843352141	OpenStage 20	240	22843352240	LAN 0-SYS-2	Enabled
142	Ozzy	Osbourne	Osbourne, Ozzy	-	optiPoint 410 Standard	-	-	LAN 0-SYS-3	Disabled
143	Paul	Panter	Panter, Paul	-	optiPoint 410 Standard	-	-	LAN 0-SYS-4	Disabled
160	Silke	Sippy	Sippy, Silke	22843352160	SIP Extension	-	-	LAN 0-SIP-3	Disabled
161	Werner	Wippy	Wippy, Werner	22843352161	SIP Extension	-	-	LAN 0-SIP-4	Disabled
162	Xaver	Xippy	Xippy, Xaver	-	SIP Extension	-	-	LAN 0-SIP-5	Disabled
163	Zoran	Zippy	Zippy, Zoran	-	SIP Extension	-	-	LAN 0-SIP-6	Disabled
-	-	-	-	-	-	-	-	SLUC8 2-1 Slave	Disabled
-	-	-	-	-	-	-	-	SLUC8 2-2 Slave	Disabled
-	-	-	-	-	-	-	-	SLUC8 2-3 Slave	Disabled

Page 1 of 3 1 2 3 Items per page 10 25 50 100

Help Abort Back **OK & Next** Print

Press “OK & Next”

On the next page the Configuration of Application Suite must be executed

Press “Execute function”

**Setup - Wizards - Basic Installation - Basic Installation**

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

SIPQ-Interconnection 1: -  
SIPQ-Interconnection 2: -  
Application Suite is not configured.

Please press 'Ok & Next' for skipping this page or press 'Execute function' to proceed with the automatic Application Suite configuration.  
Note that by pressing 'Execute function' SIPQ-Interconnection 1 will be overwritten and assigned to Application Suite profile.

Help Abort Back **OK & Next** **Execute function**

Wait until all configuration steps are done (may take several minutes)

100%

Clear SIPQ-Interconnection 1: **done**  
Add 46 trunks to SIPQ-Interconnection 1: **done**  
Application Suite Configuration: **done**  
Smart VM deactivation: **done**

Press “OK & Next”

The configuration on the next pages is not needed for the certification tests

Setup - Wizards - Basic Installation - Basic Installation

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

Call number: 7700

Direct inward dialing: -

(Number for Direct Inward Dialing)

Help Abort Back OK & Next

Press “OK & Next”

Setup - Wizards - Basic Installation - Basic Installation

1 System Overview 2 Central Functions for Stations 3 ISDN Configuration 4 Configure Internet Access 5 Provider configuration and activation for Internet Telephony 6 Select a station 7 Configured Stations 8 Automatic Configuration of Application Suite 9 Configure MeetMe Conference 10 Configure E-Mail Forwarding

**Server Information**

Outgoing Mail Server (SMTP)

Outgoing mail server port

This server requires an encrypted connection (TLS/SSL) ☐

**Logon Information**

User Name

Password

Confirm Password

**User Information (Sender)**

E-Mail Address: root@hostname.xyz

**All change notification recipients**

E-Mail Address 1

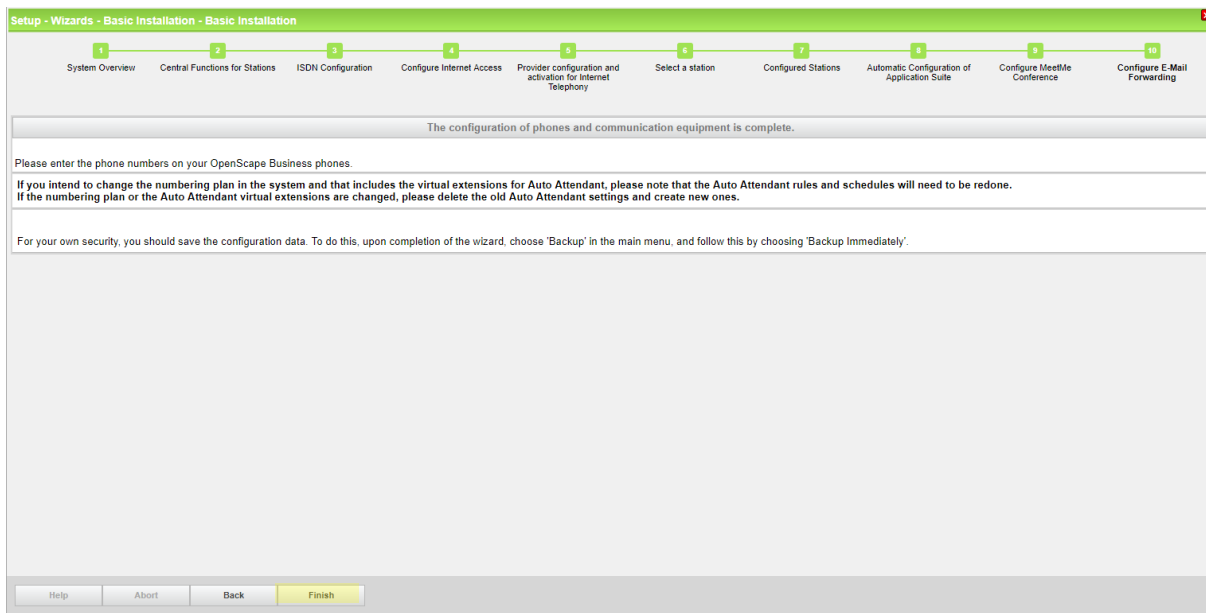
E-Mail Address 2

Help Abort Back OK & Next Check e-mail forwarding

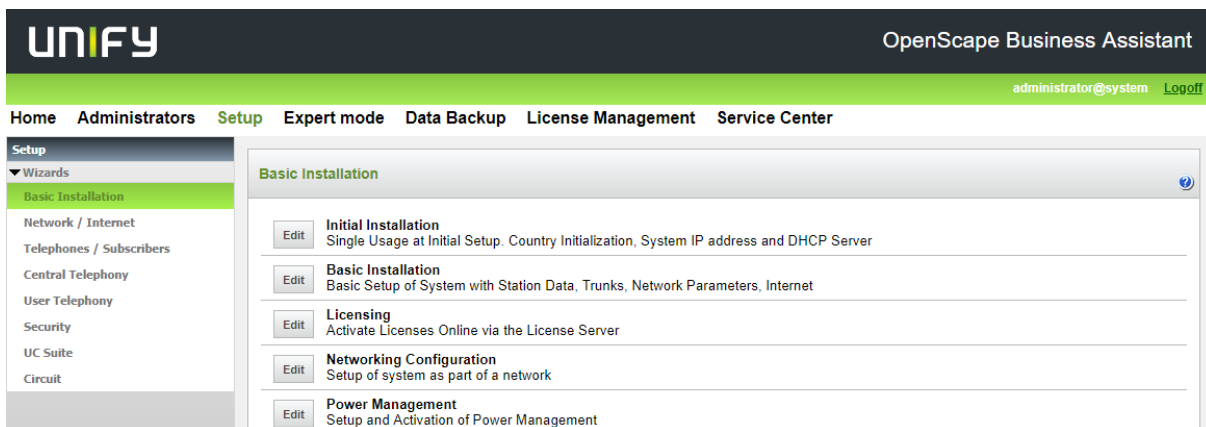
Press “OK & Next”

You're now done with the basic configuration





Press “Finish” and return to the Basic Installation Wizards overview



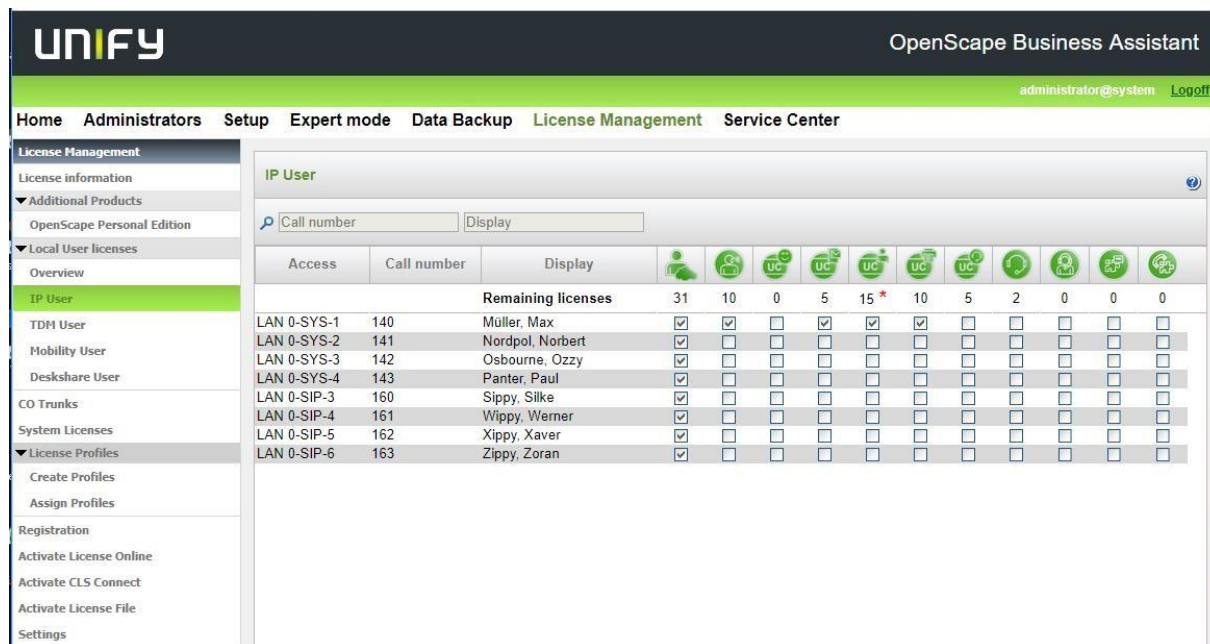
## 2.4. License configuration

To allow external calls all endpoints must have assigned licenses

All IP endpoints must have an **OpenScape Business IP User** license assigned

The endpoint used for the UC application tests must have the following licenses in addition

- **OpenScape Business Voicemail**
- **OpenScape Business UC User**
- **OpenScape Business Fax.**



**UNIFY** OpenScape Business Assistant

administrator@system Logoff

Home Administrators Setup Expert mode Data Backup **License Management** Service Center

**License Management**

License information

▼ Additional Products

OpenScape Personal Edition

▼ Local User licenses

Overview

**IP User**

TDM User

Mobility User

Deskshare User

CO Trunks

System Licenses

▼ License Profiles

Create Profiles

Assign Profiles

Registration

Activate License Online

Activate CLS Connect

Activate License File

Settings

IP User

Call number Display

Access	Call number	Display	Remaining licenses	31	10	0	5	15 *	10	5	2	0	0	0
LAN 0-SYS-1	140	Müller, Max		✓	✓		✓	✓	✓					
LAN 0-SYS-2	141	Nordpol, Norbert		✓										
LAN 0-SYS-3	142	Osbourne, Ozzy		✓										
LAN 0-SYS-4	143	Panter, Paul		✓										
LAN 0-SIP-3	160	Sippy, Silke		✓										
LAN 0-SIP-4	161	Wippy, Werner		✓										
LAN 0-SIP-5	162	Xippy, Xaver		✓										
LAN 0-SIP-6	163	Zippy, Zoran		✓										

Press “OK & Next” and wait until license status is displayed (should be green)

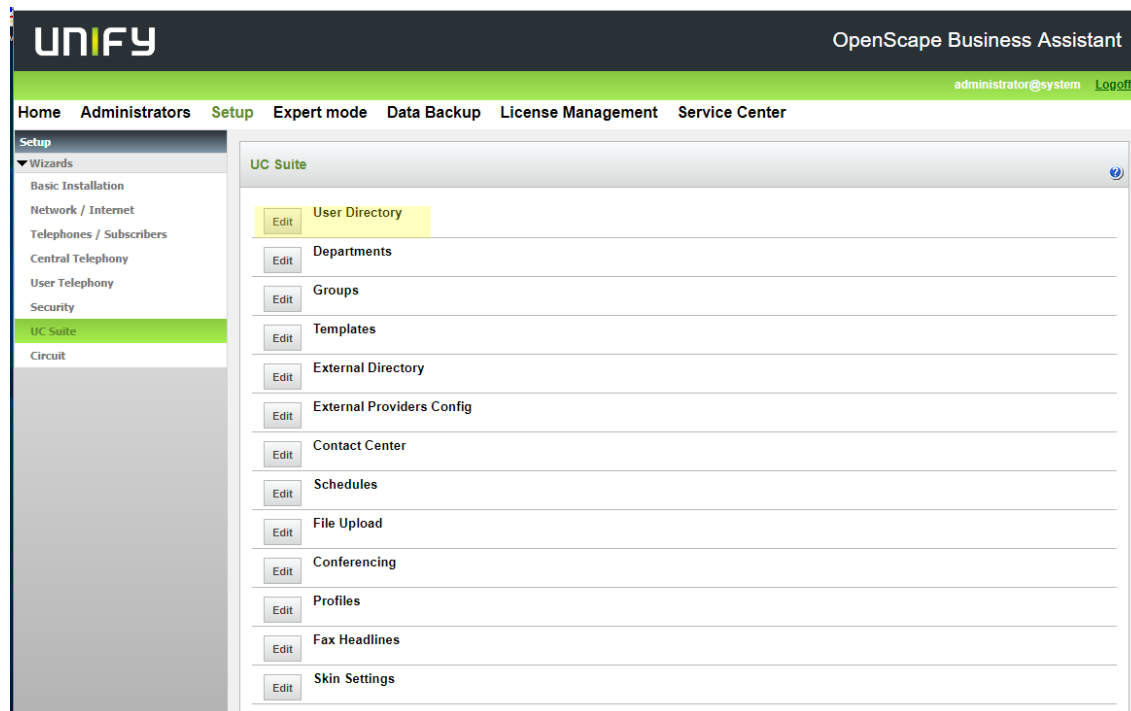
Access	Call number	Display												
		Remaining licenses	23	9	0	4	13 *	9	5	2	0	0	0	0
LAN 0-SYS-1	140	Müller, Max	✓	✓		✓	✓	✓						
LAN 0-SYS-2	141	Nordpol, Norbert	✓											
LAN 0-SYS-3	142	Osbourne, Ozzy	✓											
LAN 0-SYS-4	143	Panter, Paul	✓											
LAN 0-SIP-3	160	Sippy, Silke	✓											
LAN 0-SIP-4	161	Wippy, Werner	✓											
LAN 0-SIP-5	162	Xippy, Xaver	✓											
LAN 0-SIP-6	163	Zippy, Zoran	✓											

Licenses must be assigned to TDM and analog users as well

Now the basic system setup is done and you should be able to setup internal calls between your configured devices (with appropriate device setup)

## 2.5. UC Suite configuration

Start the UC Suite wizard and



Press Edit User Directory



Select the user to be configured (e.g. 140) and press “Edit”

Select “My Personal Details” and press Password “Change”:

**Edit User**

- Personal Details
  - My Personal Details**
  - My Picture
  - User Level
- My Preferences
  - Appearance
  - Notifications
  - Presence
  - Outlook Connectivity
  - Hot Keys
  - Miscellaneous
- Call Rules
  - Forwarding Destinations
  - Rules Engine
- Communications
  - VoiceMail Settings
  - VM Notification
  - Fax Notification

**My Personal Details**

Login Name: 140 Extension: 140

Password: **Change** First Name: Max

Last Name: Müller

VoiceMail Number: 70 Mobile Number:  ☐ Visibility

Fax Number: 240 External Number 1:  ☐ Visibility

Assistant Number: **160** External Number 2:  ☐ Visibility

Email:  Home Number:  ☐ Visibility

XMPP ID:  Domain:

Department:

**Reset Password**

New password:

Confirm password:

**Save** **Cancel**

**Save** **Cancel**

enter the Assistant number (is needed for Testcase 5.3) with one of the configured stations

**Edit User**

- Personal Details
  - My Personal Details**
  - My Picture
  - User Level
- My Preferences
  - Appearance
  - Notifications
  - Presence
  - Outlook Connectivity
  - Hot Keys
  - Miscellaneous
- Call Rules
  - Forwarding Destinations
  - Rules Engine
- Communications
  - VoiceMail Settings
  - VM Notification
  - Fax Notification

**My Personal Details**

Login Name: 140 Extension: 140

Password: **Change** First Name: Max

Last Name: Müller

VoiceMail Number: 70 Mobile Number:  ☐ Visibility

Fax Number: 240 External Number 1:  ☐ Visibility

Assistant Number: **160** External Number 2:  ☐ Visibility

Email:  Home Number:  ☐ Visibility

XMPP ID:  Domain:

Department:

**Save** **Cancel**

Select “Miscellaneous” and check that Transfer Method is set to “Blind Transfer” (needed for Testcase 5.3)

**Edit User**

- Personal Details
  - My Personal Details
  - My Picture
  - User Level
- My Preferences
  - Appearance
  - Notifications
  - Presence
  - Outlook Connectivity
  - Hot Keys
  - Miscellaneous**
- Call Rules
  - Forwarding Destinations
  - Rules Engine
- Communications
  - VoiceMail Settings
  - VM Notification
  - Fax Notification

**Miscellaneous**

☐ Change status automatically to 'Office'

☒ Log Debug Messages (Verbose)

Transfer Method: **Blind Transfer**

Keep call history for: 30 Day(s)

[Program Phone Keys](#)

☒ Enable live search

☐ Include LDAP contacts in live search

Answer with message:

Save Cancel

Press “Save”

Setup the external directory of UC-Suite. This will help to perform the Fax-Test (5.5/5.6)

**UNIFY** OpenScape Business Assistant

administrator@system Logoff

Home Administrators Setup Expert mode Data Backup License Management Service Center

**Setup**

- Wizards
  - Basic Installation
  - Network / Internet
  - Telephones / Subscribers
  - Central Telephony
  - User Telephony
  - Security
  - UC Suite**
  - Circuit

**UC Suite**

- Edit User Directory
- Edit Departments
- Edit Groups
- Edit Templates
- Edit External Directory**
- Edit External Providers Config
- Edit Contact Center
- Edit Schedules
- Edit File Upload
- Edit Conferencing
- Edit Profiles
- Edit Fax Headlines
- Edit Skin Settings

Press “Edit” External Directory

https://172.16.1.220/VSAdmin/jsp/externaldirectory/ExternalDirectory.jsp - Google Chrome

Nicht sicher | https://172.16.1.220/VSAdmin/jsp/externaldirectory/ExternalDirectory.jsp

External Directory    Import External Directory    Export External Directory

External Directory

First Name	Last Name	Company	Business 1	Mobile	Email

Add    Edit    Remove

Press “Add” to add a new contact:

Enter First Name, Last Name and Fax-number of the fax destination you want to use in the test:

Add Contact

Title    City

First Name    Last Name

Business 1    Business 2

Mobile    Home Ph

Company    Email

Fax    XMPP ID

Postal Address

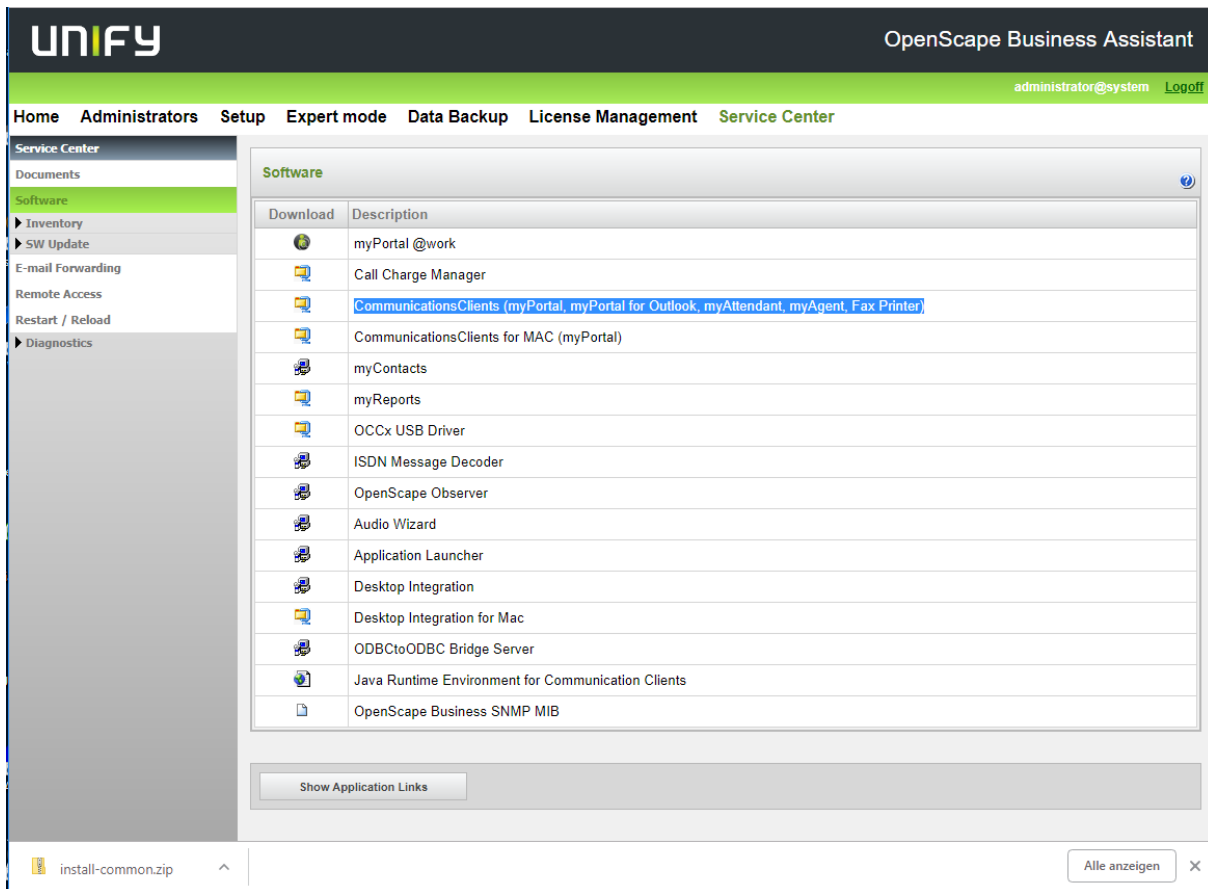
Save    Cancel

Press “Save” and close the User Directory Window

System configuration is now complete and we can continue with the UC-Client setup on your PC

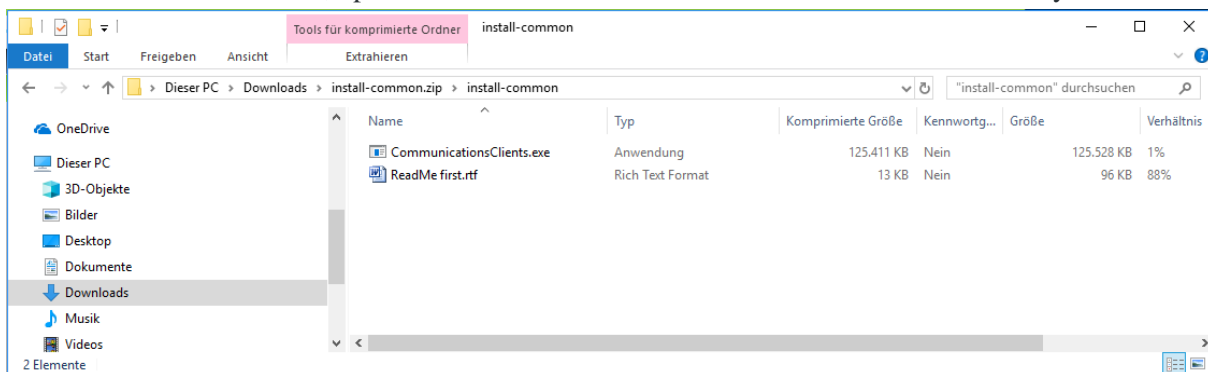
## 2.6. UC client setup on PC

For the application tests a UC user on a windows PC needs to be setup. The software is available on your OpenScope business system. Open the Software page in the Service Center



Select **CommunicationsClients (myPortal, myPortal for Outlook, myAttendant, myAgent, Fax Printer)** for download

When download is finished, open the archive and extract CommunicationsClients.exe on your PC



Start CommunicationsClients.exe. You may get a warning that you open a program of an unknown source,

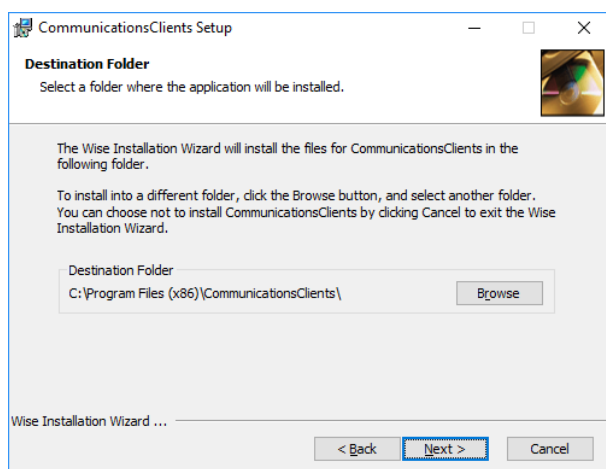


ignore the warning and continue with installation

Installation Wizard starts:

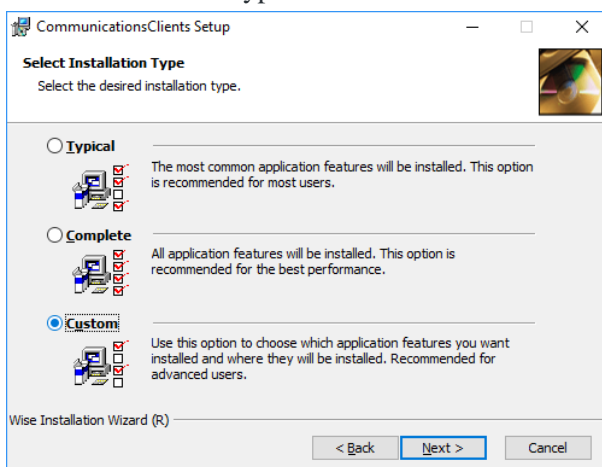


Press "Next"

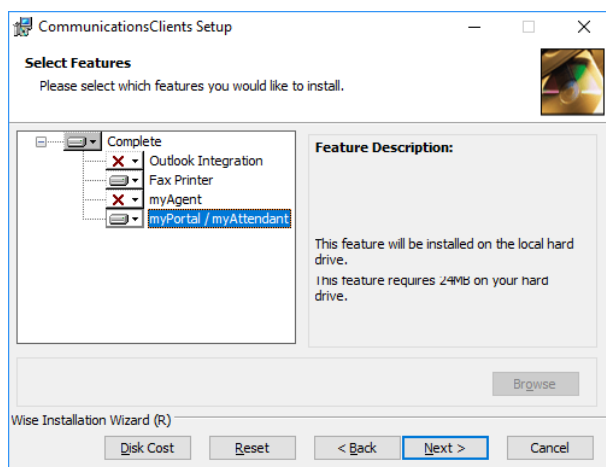


Press "Next"

Select Installation Type: Custom



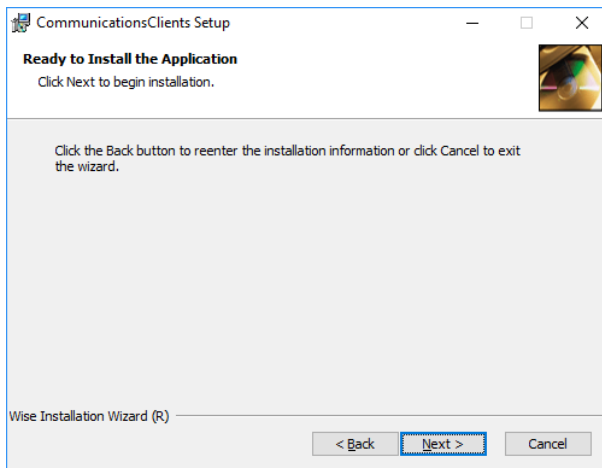
Press "Next"



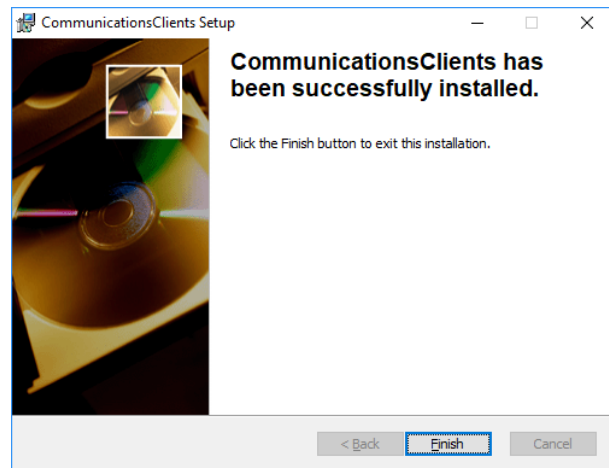
Select Fax Printer

Press "Next"



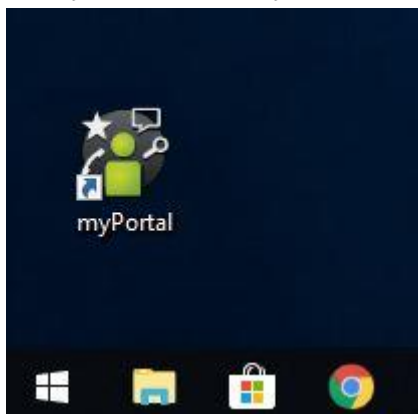


Press “Next”



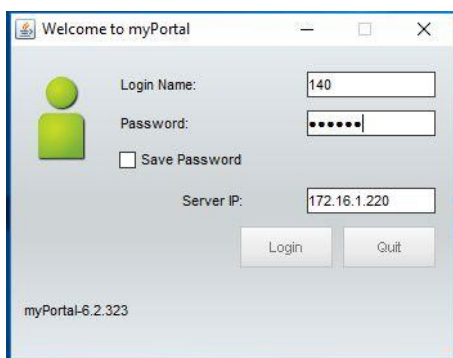
Press “Finish”

Now you will find a myPortal icon located on the desktop



Start myPortal

On the login screen you have to enter the call number of the configured user and the IP-address of the OCAB board.



If your login is successful myPortal is now prepared for the tests.

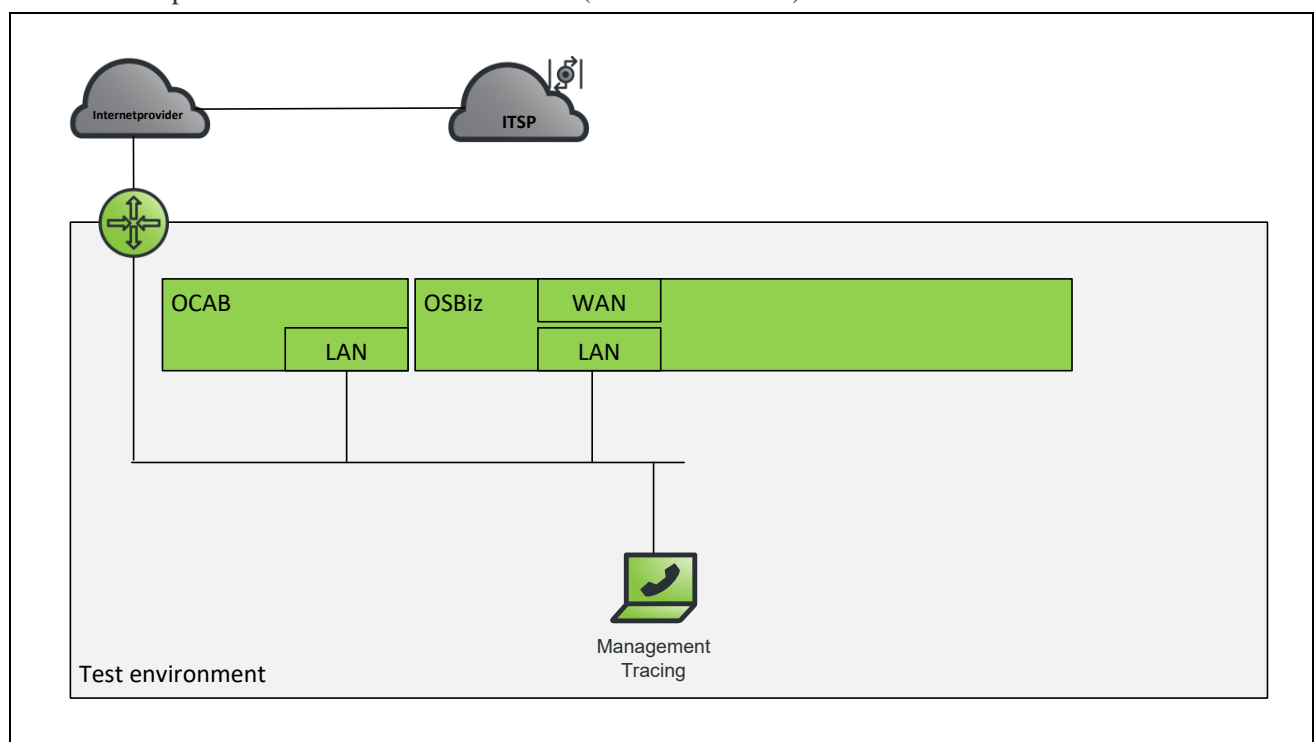
## 3. Test execution

All examples in this chapter show an OpenScape Business X connected to the LAN interfaces. Nevertheless the tests can be performed with OSBis S or system could be connected via WAN.

### 3.1. Test chapter 1: Registration

Goal	Check registration at ITSP
Checkpoints	DNS resolution format of request line and From: / To: / Via: header fields used addresses in Contact: authentication of REGISTER message
Status	This test must be executed only if the ITSP use registration. If registration is not used, mark the test case with N/A
Filter	sip or dns or classicstun
Hints	Use the “Restart ITSP” function to trigger a registration. Wait until reregistration is performed and stop the trace.

Involved components from the test environment (LAN case shown)

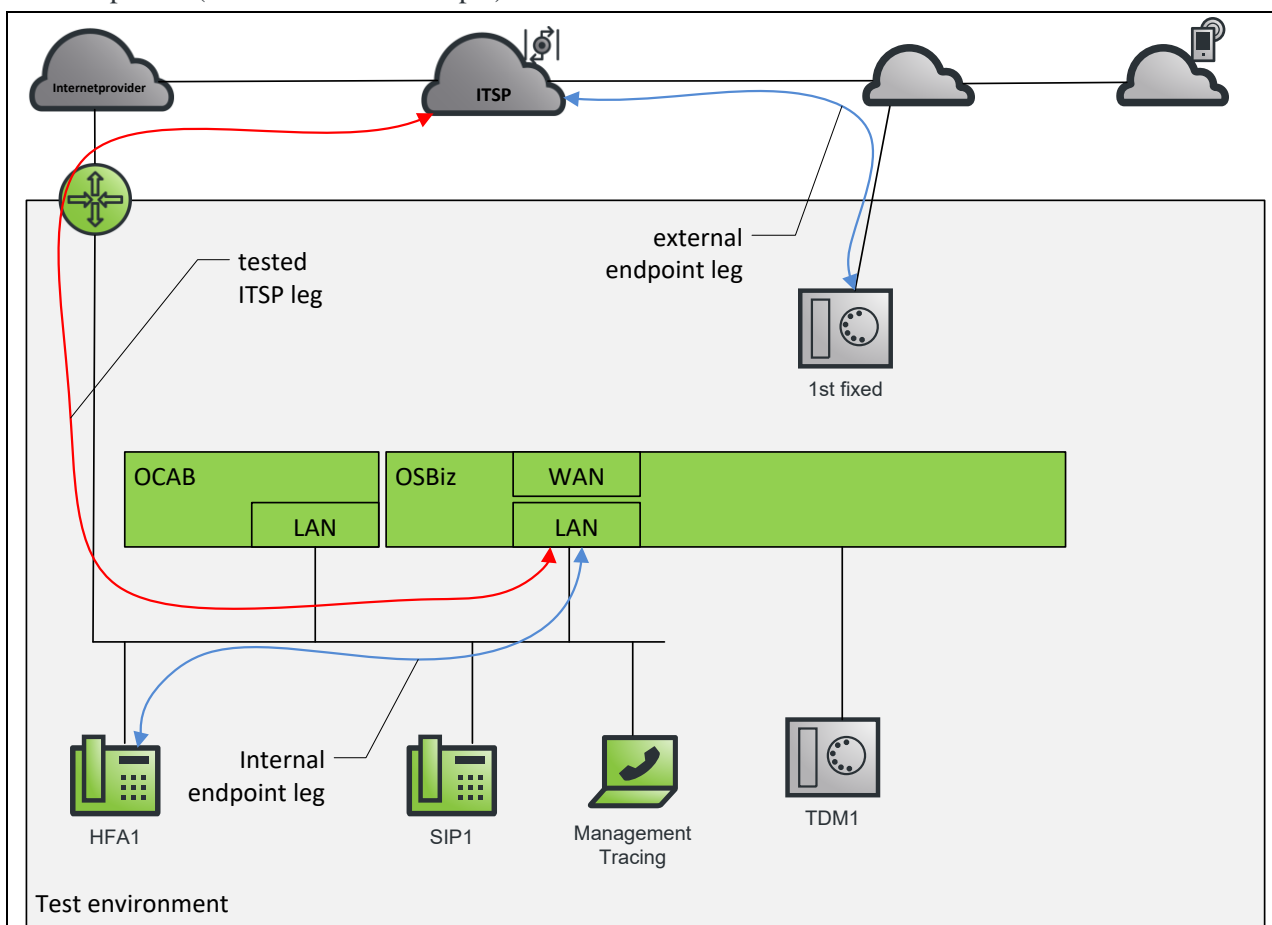


### 3.2. Test chapter 2: Basic Tests

Goal	Perform basic outgoing and incoming test calls.
Checkpoints	DNS resolution format of request line and From: / To: / Via: header fields authentication of INVITE message

	SDP in provisional responses ringback tone (local or early media) selected codec for media transport for incoming calls (from ITSP) check SDP in initial offer and note special codecs check for additional headers and note any special requirements
Status	Test with TDM are skipped for OSBiz-S Test with IP endpoints are mandatory
Filter	sip or rtp or dns or classicstun

Involved parties (Fixed <-> HFA example)



### 3.3. Test chapter 3: Feature Tests

- Hold, Consultation and Toggle, Call Waiting
- Attended Transfer, Semi Attended Transfer

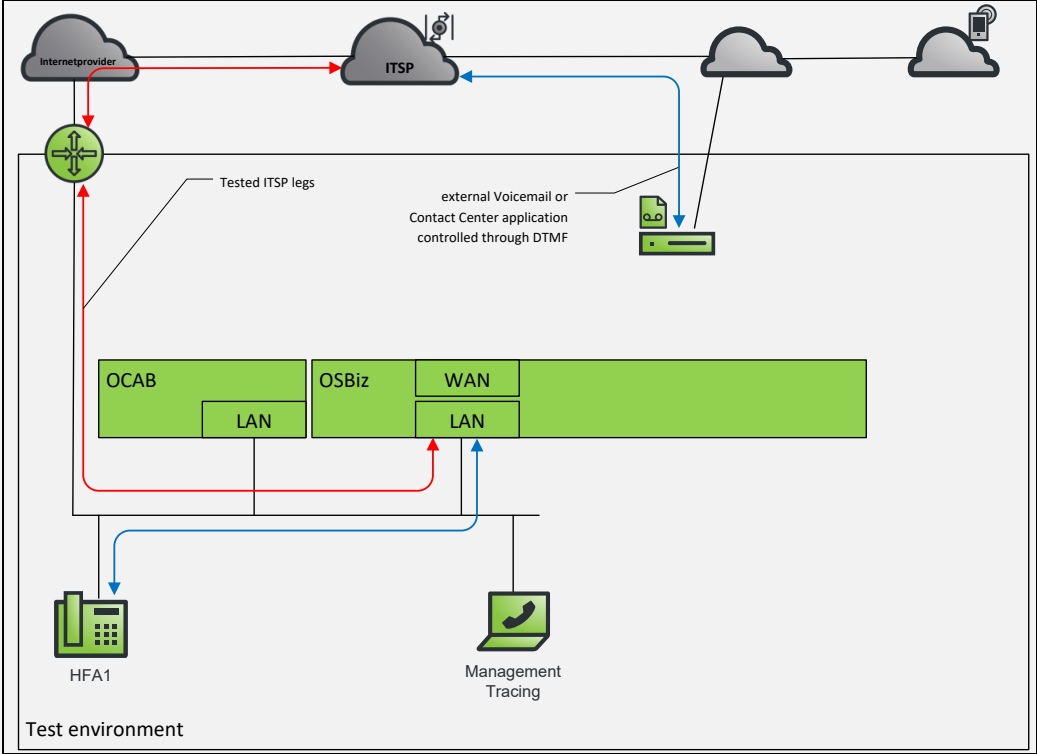
Goal	Perform call features and check feature signalling and payload transport.
Checkpoints	Establishment of the basic calls Is Media renegotiation signaled to ITSP is MOH provided

	<p>Is reINVITE(no SDP) treated correctly payload transport after feature invocation Display signaling after feature invocation</p>
Status	<p>Test with codec-Switch is optional for ITSP supporting no G.729 If G.729 is not supported, mark the test case with N/A</p>
Filter	<p>sip or rtp</p>
Hints	<p>Test 3.3.4: This is an internal trombone test. The goal is to verify if the ITSP offers media termination. If yes then RTP packets should always be routed to the ITSP's Media endpoint and come back into OSBiz again.</p> <p>If ITSP does not terminate the media there is a chance that some environments (Router, NAT implementation) may not support this loop of sending RTP packets with source/destination containing its own IP.</p>

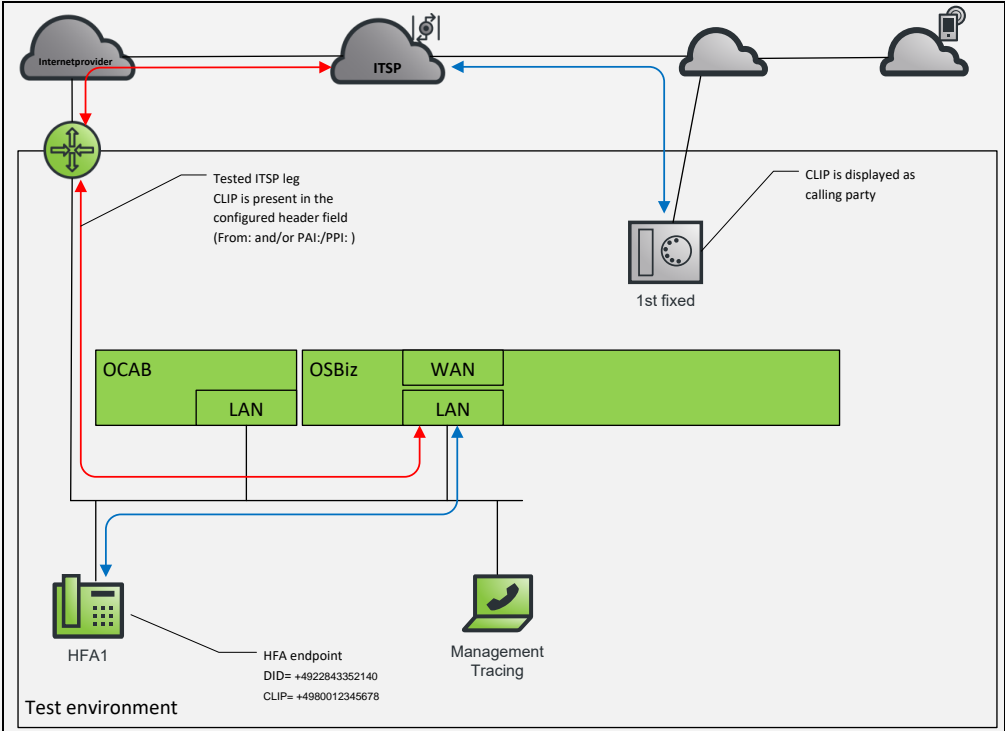
- Ringing Group
- Call forwarding

Goal	Perform call forwarding and check feature signalling and payload transport.
Checkpoints	Establishment of the basic and forwarded call Display signaling at final destination: is A's number displayed as caller ?(depends on ITSP support and settings in profile) Is reINVITE(no SDP) treated correctly payload transport after feature invocation
Status	Test with 302 is optional for ITSP supporting call deflection If 302 is not supported, mark the test case with N/A
Filter	sip or rtp
Hints	<p>If 302 is supported by ITSP all 4 Call forwarding tests must be performed. Example of RTP flow in case of call forwarding with forward switching (connection between 1<sup>st</sup> and 2<sup>nd</sup> fixed via OSBiz)</p> <p>Test environment</p>

- DTMF

Goal	Control of applications through DTMF dialing.
Checkpoints	payload type for telephone-event RTPEVENT in RTP stream Check payload type negotiation
Status	Test with incoming call can be skipped if UC tests are performed
Filter	sip or rtp
Hints	<p>Use the call number of an external voicemail system or a contact center application which can be controlled by DTMF digits.</p>  <p>It needs to be checked if the ITSP requires a dedicated RFC2833 payload-type (e.g. 101). If the ITSP cannot work with the default of the system (98) this needs to be documented</p>

- Display Functions

Goal	Test display features: Call number restriction, CLIP no Screening.
Checkpoints	Check relevant header fields in SIP Check display at involved endpoints
Status	Test with COLP is optional if not supported by ITSP If COLP is not supported, mark the test case with N/A
Filter	sip
Hints	<p>COLP: if ITSP does not sent P_Asserted_Identity header in 200 OK for an outgoing call, COLP is not supported</p> <p>CLIP no Screening:</p> <p>For this test case a CLIP number different from the numbers assigned to the access must be configured for the endpoint initiating the call.</p> 

- FAX

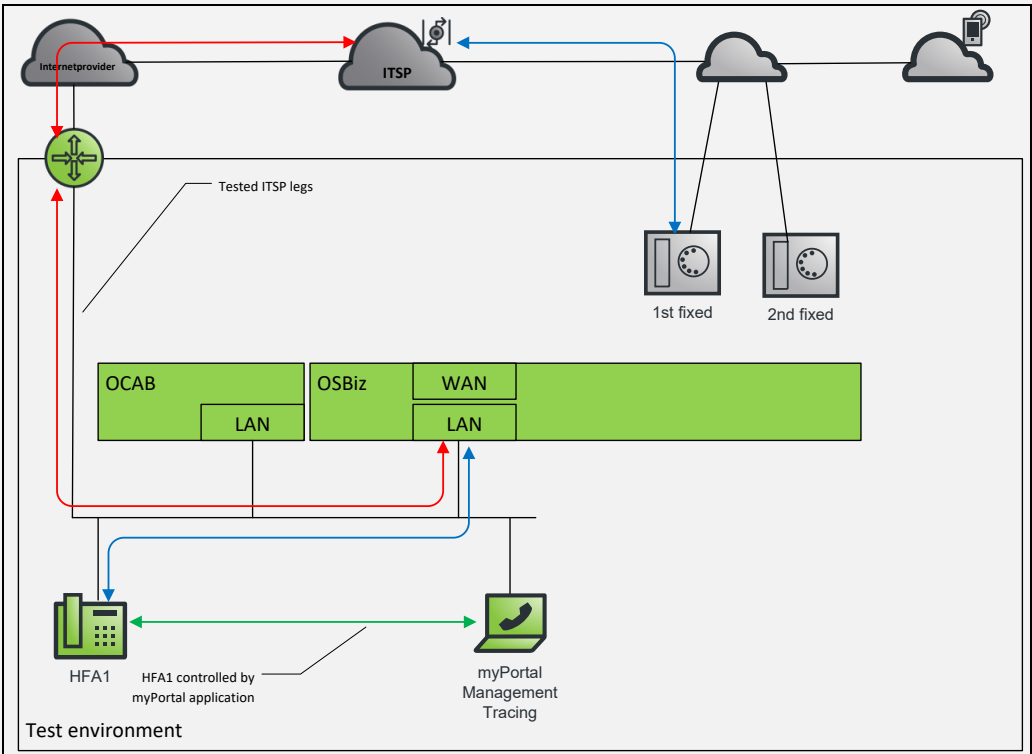
Goal	Fax transmission, Fax protokoll
Checkpoints	Check negotiation of T.38 Check display at involved endpoints
Status	Fax tests are optional If T.38 is not supported by ITSP, mark the test case with N/A If no G711 fax are performed leave them as “open” If no tests with fax are performed a hint will be added to the release note that fax is not supported (and as a consequence not support on fax issues will be given by UNIFY)
Filter	Sip or rtp or t.38
Hints	If T.38 is not supported by ITSP it is important to check if the system can work with the default settings (T.38 enabled) and the fax fallback to G.711 is used. If T.38 must be disabled in the settings his needs to be documented as important hint in the release notes.

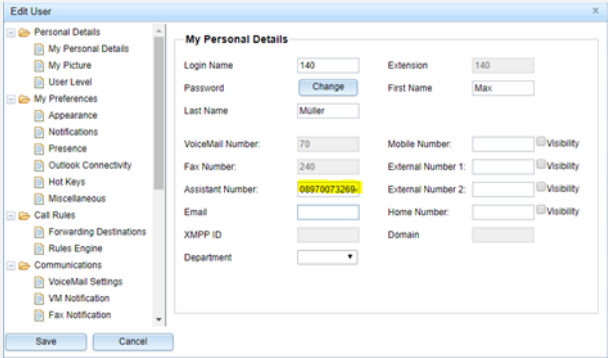
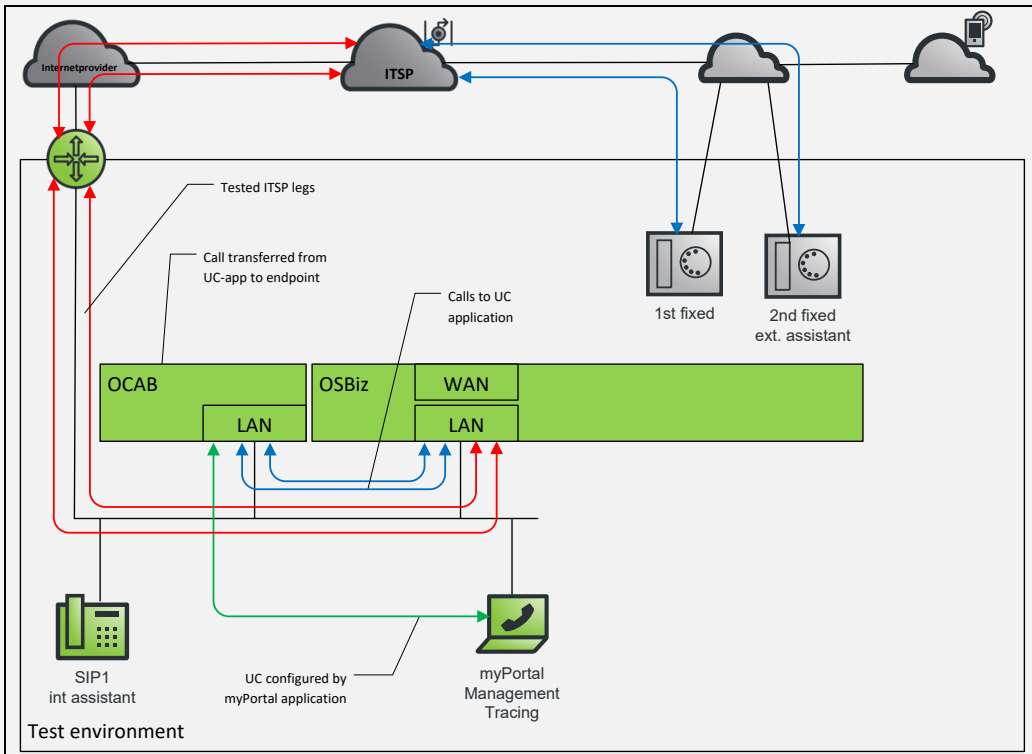
### 3.4. Test chapter 4: Special Tests

Goal	Emergency calls / Special call numbers / long duration calls
Checkpoints	Check call number format in headers Check call establishment
Status	<p><b>Emergency call tests</b> are optional as they are not allowed in all countries. Nevertheless it must be documented if there are special requirements for emergency numbers normal dialing is in E.164 format (e.g. +4921147111234) emergency numbers are in short format (e.g. 112 or 911) If emergency calls cannot be done, mark the test case with N/A and provide an explanation why it could not be performed.</p> <p><b>Service calls</b> Some ITSPs do not support calls to special service numbers. If your ITSP does not have any restrictions on the dialed call number this test can be marked with N/A</p> <p><b>Long duration tests</b> If the ITSP is performing session refresh the test <b>MUST</b> cover a time period of at least the session refresh period. This period can be seen in the relevant SIP signaling (session expires in INVITE or 200 OK) If the session refresh period is not known a call of at least 30 min. should be tested.</p>
Filter	Sip
Hints	

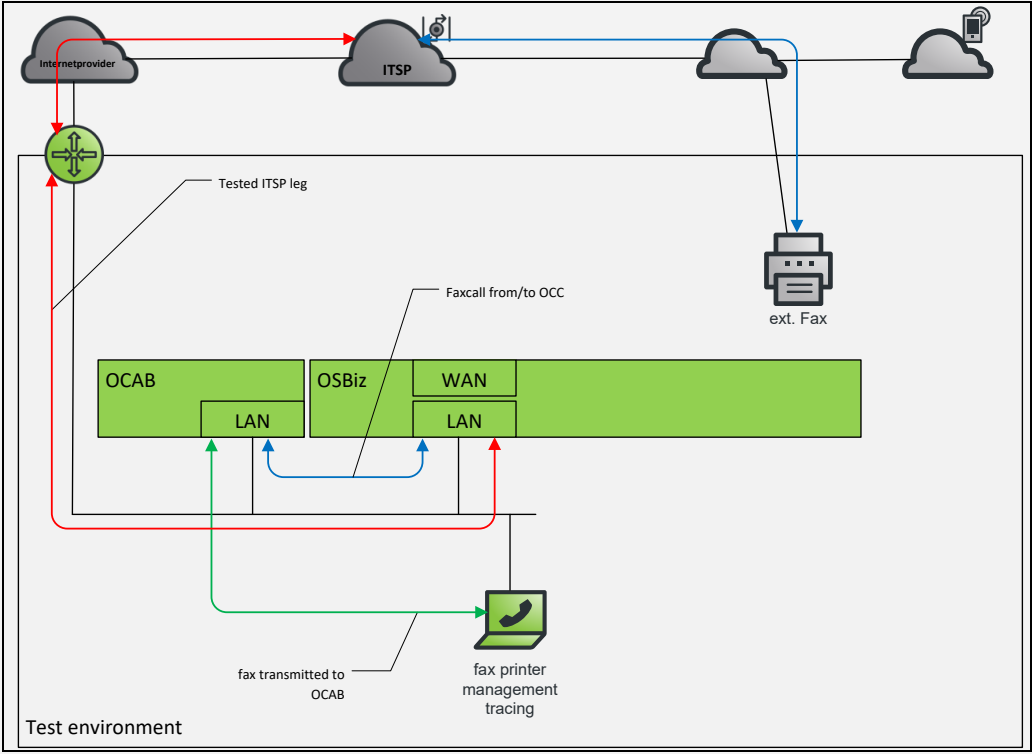


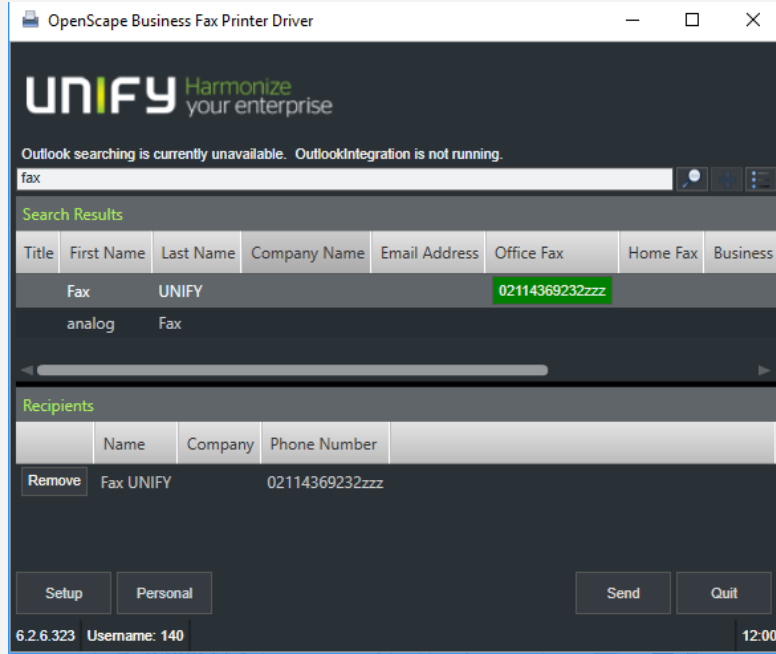
### 3.5. Test chapter 5: myPortal Tests

Goal	5.1/5.2: Control of devices through myPortal application
Checkpoints	Check call establishment Check for correct MOH Check reINVITE(no SDP) is sent, check SDP exchange in 200OK and ACK Check if reINVITE is sent on second leg as well Check payload transport Check the Caller's display at called station
Status	If UC Tests are skipped this will be documented in the certification results and no support of UC will be given
Filter	Sip or rtp
Hints	<p>Test call establishment and feature controlled by myPortal.</p> <p>One or two external calls are established</p>  <p>Test environment</p>

Goal	5.3/5.4: Control of UC Application through DTMF digits received on the ITSP trunk
Checkpoints	Check payload transport Check the Caller's display at called station
Status	
Filter	Sip or rtp
Hints	<p>The test is done with the Assistant assigned to the controlled phone. In default the assistant is assigned to an internal number</p> <p>Test 5.3 one external call to internal assistant is established</p> <p>For Test 5.4 the assistant number must be reconfigured to “2nd Fixed” in the myPortal client:</p>  <p>Test 5.4 two external calls to external assistant are established:</p> 

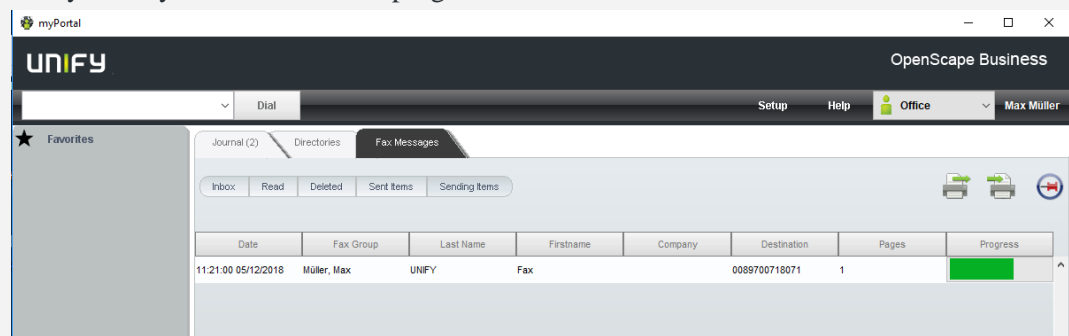
### 3.6. Test chapter 6: UC-Fax Tests

Goal	Send and receive a fax with the UC application
Checkpoints	Check payload transport / check if T.38 or G711 is used
Status	
Filter	Sip or rtp or t.38
Hints	<p>The test is done with communication client fax printer:</p>  <p>Test environment</p> <p>Use a multipage document for the fax test.  Open the document in your favorite application and choose print.  Select the Communication Client Fax printer  The Fax Printer Driver dialog opens:  In the printer dialog:</p> <ul style="list-style-type: none"> <li>enter the name of the destination fax in the search box (if destination is in directory)  Wait until the Search Results are displayed and click on the “Office Fax” number The Number will be added to the recipients list</li> <li>enter the destination number in the search field and press “add” ((if destination is NOT in directory)</li> </ul>



Press “Send” to start the transmission

In myPortal you can control the progress of the fax transmission:



## 4. Frequently Asked Questions

### 4.1. General

#### 4.1.1. Which licenses are needed for ITSP testing with OpenScape Business?

Every new system has an activation period of 30 days where no licenses are necessary.

After expiration of the activation period the following licenses have to be ordered and installed:

- OpenScape Business Base License
- OpenScape Business IP User
- OpenScape Business TDM User
- OpenScape Business S2M/SIP Trunks
- OpenScape Business Voicemail

For OpenScape UC Suite a 90 day free of charge evaluation license can be ordered and installed on a licensed base system.

After expiration of the evaluation period the following licenses will be needed:

- OpenScape Business UC User
- OpenScape Business Fax.
- OpenScape Business Groupware User

#### 4.1.2. I have enabled my ITSP but I cannot make or receive a second call

- verify that you have configured sufficient amount of ITSP calls.

### 4.2. Registration issues

#### 4.2.1. ITSP is not registering, status color is orange.

Check the diagnostic output of the WBM status page. Depending on the displayed information try the following measures:

1. If nothing is shown in the “last response” section:
  - a. Verify that Default Router and DNS server are configured properly
  - b. Check your internet connection. Try an ICMP (Ping) request to the ITSP’s proxy.
  - c. Verify that the Router is not blocking SIP signaling (Firewall).
2. If negative response is received
  - a. Verify correct user account has been configured
  - b. Verify that account credentials are correct (if authentication is used).
3. If 200 OK is received
  - a. Check status message if “contact failure” is reported
4. Check signaling activity in Wireshark. Verify that you can see Register messages originated by PBX.
  - a. If messages are sent, but nothing received:
  - b. Check if ITSP needs public IPs. In this case you need to check the STUN settings
  - c. If he supports far end NAT traversal check your firewall/router

#### 4.2.2. ITSP does not use registration but static IP authentication.

In this case the configuration depends on the needs of the ITSP:

1. Check if ITSP needs public IPs. In this case you need to check the STUN settings
2. If the ITSP supports far end NAT traversal no special configuration is necessary. Check router/firewall when no traffic arrives at the OSBiz system

3. If the ITSP need the public IP to be sent out in SIP/SDP headers you need to take care about the right configuration.
  - a. If the WAN interface is used with a transport network assigned by the ITSP (usually together with an access device) no special configuration is necessary. Configure the WAN interface with the addresses assigned by the ITSP
  - b. If the LAN interface is used you need to configure STUN to determine the public IP.
    - b1) If a static IP is assigned to the access: configure STUN using static IP
    - b2) If a dynamic IP is assigned to the access configure STUN in automatic mode and configure an appropriate STUN server in the ITSP profile

### 4.3. Payload-MoH Issues

#### 4.3.1. I have one way (or no way) payload or I have problems with MoH.

1. One way payload (no incoming payload) is usually caused by network/firewall. In this case please check the firewall in the router
2. Check the STUN mode, if signaling is not working correctly due to STUN issues payload will not work as well.
3. Verify the correct codecs configuration and priorities. Codec configuration in Voice Gateway is regarding HFA-phone and gateway calls (TDM/analog devices).
4. For the SIP devices the codec configuration is done directly in the device (either in device menu or in device web page).
5. Please check also the codec specific parameters: VAD -Voice Activity Detection mechanisms like “silence suppression” and also the codec Frame size (ptime).

#### 4.3.2. Codec priorities in SDP data are not correct.

- Codec configuration in Voice Gateway is regarding HFA-phone and gateway calls (TDM/analog devices).
- For the SIP devices the codec configuration is done directly in the device (either in device menu or in device web page).

### 4.4. Call Routing Issues

#### 4.4.1. Incoming calls are routed to the intercept/attendant station / dropped

1. Check in which header field the called party number is sent by ITSP: verify that the profile has the corresponding setting.
2. DID / “non mapping” ITSPs: check the right call number format. (with/without prefix, international/national) The configured call number format in the profile MUST match with the format used by the ITSP. If necessary change the setting in profile and run through the ITSP wizard again
3. MSN / “mapping” ITSP: the configured MSN in the ITSP configuration MUST match exactly the number presented in the SIP message of the ITSP.

#### 4.4.2. Incoming calls show the wrong caller number

4. Check in which header field the calling party number is sent by ITSP: verify that the profile has the corresponding setting.

