



OpenScape Business

Information / Best Practice

Interoperability Issues Microsoft Applications
in combination with myPortal for Outlook

Version 1.0

About this Document

Descriptions within this document refer to OpenScape Business V2R2 / V2R3 Software Version

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Table of History

Date	Version	Changes
2017-07-28	1.0	Initial Creation
2017-07-28	1.1	Minor Modifications / Enhancements

Information

Due to recent feedback from some Customers reporting functional problems when using MS Outlook in combination with UC Suite myPortal for Outlook we would like to share the following informations based on our experience with you .

1. Update of MS Outlook/Office initiated by Microsoft

Microsoft Updates may cause functional issues with our myPortal for Outlook PlugIn. This is currently under investigation at Microsoft. Findings till now show that a “clean” Microsoft Office version (without updates) works fine with myPortal for Outlook.

Customers have used repair function from Microsoft Windows (control panel, add/remove programs menu) as a workaround that actually removes latest Microsoft updates.

Please read also Microsoft Support Newsletter:

<https://support.microsoft.com/en-us/help/12373/windows-update-faq>

2. Preinstalled Microsoft Office on new PCs

It was identified that in case of a pre-installed Office Evaluation package on a PC sometimes a 2nd “official” Microsoft Office package is installed afterwards .

On other cases the pre-installed Microsoft Office package is upgraded to a full Office version, but this process may lead to different installed Office Versions.

On both cases the pre-installed Office version should be removed including the Language Pack. Afterwards an official MS Outlook version should be installed.

Please read also Microsoft Support Letter (potential problems when having different Office Versions installed):

<https://support.microsoft.com/en-us/help/2782408/potential-problems-if-you-have-outlook-2016-or-2013-and-an-earlier-ver>

Microsoft Support letter of how to uninstall Office:

<https://support.office.com/en-gb/article/Uninstall-Office-from-a-PC-9dd49b83-264a-477a-8fcc-2fdf5dbf61d8?ui=en-US&rs=en-GB&ad=GB>

Supported scenarios for installing different versions of Office:

[https://technet.microsoft.com/en-us/library/mt712177\(v=office.16\).aspx](https://technet.microsoft.com/en-us/library/mt712177(v=office.16).aspx)

3. Interoperability issues between Microsoft Office and different Skype for Business Client Versions

It seems to be when using MS Office in combination with a non compatible Skype for Business Client Version that myPortal for Outlook may has some functional issues.

After the installation of the right and suitable Skype for Business Client Version, myPortal for Outlook works fine again.

Please read also statement from Microsoft Support:

“Office 2013 ships with Lync 2013, however, if automatic update is enabled, Lync is being upgraded to Skype for Business automatically. Since you've installed Skype for Business from Office 365 as well, it has the chances of having conflicts with Skype for Business of Office 2013. Hence the issue occurs. If you're using Skype for Business as single instance, you can uninstall the Office 365 version and use the Office 2013 version, to avoid any conflicts.”

Please see also Microsoft Technet Forum:

<https://social.technet.microsoft.com/Forums/ie/en-US/a6eb39c9-a0ba-43a4-8756-86744e9f2bbf/when-i-run-skype-for-business-2016-with-office-2013?forum=sfbfr>

