

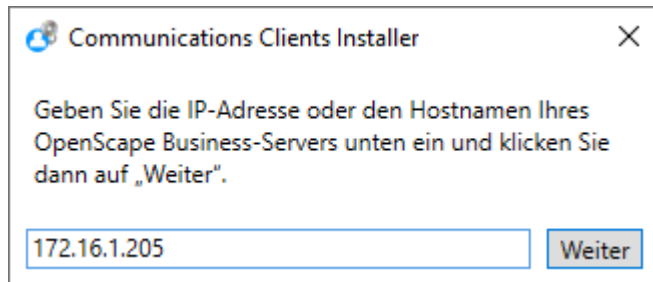
Client installations

Table of History

Date	Version	Changes
2023-08-16	3.3	general update for OpenScape Business V3R3
2024-02-08	3.3.1	update for OpenScape Business V3R3 FR1 • info about virus scanner
2024-04-24	3.3.2	update for OpenScape Business V3R3 FR2 • new icons

New Installations or manual update of the Communications Clients on Microsoft Windows

- For all installation procedures local Administrator privileges are required.
- On all environments: Run the “CommunicationsClients.exe” or “FaxPrinterDriver.exe” setup with desired components.
- Upon initial start of the BootStrappers (CommunicationsClients.exe or FaxPrinterDriver.exe) a dialog will be displayed asking the user to enter the IP address or name of the OpenScape Business UC server:



The IP address dialogue will be skipped in case the repository file from the offline installer is present on the communication clients.exe directory. In that case Server IP address will be requested on client login

The IP address will be automatically filled in if:

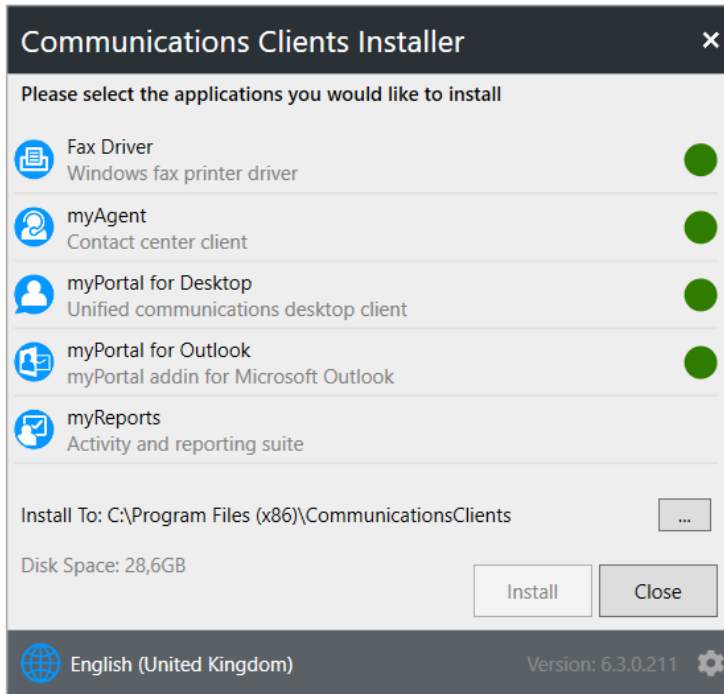
- An older version of CommunicationsClients was previously installed or
- The new version of CommunicationsClients/FaxPrinterDriver was previously installed or
- The /repository= flag was passed in the command line or
- DHCP option 176 was configured and found.

Once the IP address has been entered, and confirmed to be a valid repository, the bootstrapper will check and download if required .NET 4.8 and then display the main installer window.

Click on each product that you would like to install. Clicking on an installed application will toggle between installed / repair / remove. In the screenshot below:

- Fax Printer Driver has been selected to be removed.
- myAgent has been selected to be repaired.
- myPortal for Outlook has been selected to be installed.
- myPortal for Desktop and myReports have no action. They cannot be installed because a supported JAVA distribution could not be found.

Communications Clients: supported operating systems and scenarios



Alternatively, Communications Clients can be installed and uninstalled with command line, i.e.:
CommunicationsClients.exe /ALL to install all applications.

The following command line arguments are supported during install:

Switch	Meaning
/i	Selects a product to be installed: OLI, myPortal, myAgent, FPD, myReports e.g. /i="OLI,FPD"
/u	Selects a product to be removed: OLI, myPortal, myAgent, FPD, myReports e.g. /u="OLI,FPD"
/set	Selects the products that should be installed on the system. This switch will install the selected products, or modify them if they are already installed. It will also remove installed products that are not listed in the provided set. The set is a comma separated list in quotation marks: eg: /set="OLI,FPD"
/repository	Sets the IP address or the hostname to use during install. eg: /repository=192.168.50.42
/installpath	Sets the path of the installed clients. Defaults to c:\program files(x86)\communicationsclients\
/repair	Repairs the specified products. eg: /repair="OLI,FPD"

All used names and registered trademarks are the property of their respective owners.

Communications Clients: supported operating systems and scenarios

/autostart	Starts the installation procedure without user intervention. Requires that the repository is already found.
/quiet	Starts the installation procedure without user intervention and without a user interface. Requires that the repository is already found.

These parameters can also be used for diagnostic or support cases. For more details about this function, please have a look into the administrator documentation.

Example for command line silent installation with all applications and logging of the installation:

```
"C:\Test\CommunicationsClients.exe" /I /quiet /set=all
```

Example for command line silent uninstallation with all applications and logging of the uninstallation of all features:

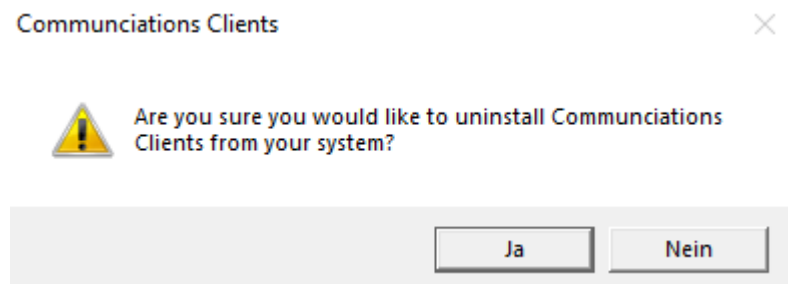
```
"C:\Test\CommunicationsClients.exe" /I /quiet /uninstall
```

Example of quite offline uninstall of features:

```
"C:\Test\CommunicationsClients.exe" /quiet /uninstall
```

Example for command line uninstallation

```
"C:\Program Files (x86)\CommunicationsClients\AutoUpdate\AutoUpdate.Client.exe" /uninstall
```



Note: The quiet flag can also be passed here to prevent any dialogs being shown to the user.

- On Microsoft Terminal Server environment install the package with the command line: "change user /install" >>> start and run setup to the end >>> "change user /execute"
- On Citrix XenApp it is mandatory to use the following syntax for the application path in Citrix:
<C:\Windows\SysWOW64\javaw.exe> -jar "<Path to the myPortal.jar>"

For more details please visit: <http://wiki.unify.com>

New Installations or manual update of myPortal on Apple macOS

- Run the "myPortal.dmg", use the installer in the Finder and follow the setup to install myPortal.
- To be able to use the functions of myPortal, the "Secondary" mouse button must be activated in the operating systems settings to use context menus.
- AutoUpdate for myPortal on Apple macOS is supported. Apply the AutoUpdate message that will be shown after a start of the client to update to the new deployed version.
- myPortal for Desktop used on Apple macOS requires for "dial via clipboard" the set option "Enable access for assistive devices" in the "System Preferences" in "Accessibility".
- Apple macOS has enhanced security features for application access. Please apply and follow the messages to allow myPortal the access to Contacts, Calendar, and Accessibility

Notes

- The Auto Update functionality is implemented as a Windows Service, so the user itself will not need local Administrator privileges after first installation.
- Tested with default active User Account Control (UAC) in Microsoft Windows 10, Windows 11 and Microsoft Windows Server 2019, Windows Server 2022.
- For myPortal for Outlook used in Microsoft Outlook 2021/2019/2016 and myAgent a Microsoft .Net Framework 4.8 installation in Microsoft Windows is required. Both the installer and auto update mechanism will ensure that the minimum required Microsoft .Net Framework version is installed.
- For systems that are being upgraded from V2 mainboard family with OCAB to the new V3 mainboard family, CommunicationsClients.exe should be re-installed, and during the re-installation, the new server IP address should be entered. This is mandatory to redirect the update service to the new repository.
- Virus scanners like Bit Defender might restrict access to CommunicationsClients\AutoUpdate
Due to the way that the AutoUpdate works, by connecting to the central server and downloading update files; some virus scanners may falsely identify this as a threat. In these cases, we recommend adding an exception for the AutoUpdate path, typically found in
c:\Program Files (x86)\CommunicationsClients\AutoUpdate.

Communications Clients: supported operating systems and scenarios

PC Client Software	myPortal for Desktop	myPortal for Outlook	myAgent	myReports	myAttendant	Fax Printer
Client Operating System						
Microsoft Windows 11 (64 Bit) all versions	■	■	■	■	■	■
Microsoft Windows 10 (64 Bit) all versions	■	■	■	■	■	■
Apple macOS 13	■	□	□	□	■	□
Apple macOS 12	■	□	□	□	■	□
Apple macOS 11	■	□	□	□	■	□
Terminal Server for Clients						
Microsoft Windows 2019 Server 64 Bit	■	■	■	■	■	■
MS Terminal Server 2019	■	■	■	■	■	■
Microsoft Windows 2022 Server 64 Bit	■	■	■	■	■	■
MS Terminal Server 2022	■	■	■	■	■	■
SW Components in general						
Microsoft Outlook / Office	□	■	□	□	□	■
2021 (32 / 64 Bit) + Office 365	□	■	□	□	□	■
2019 (32 / 64 Bit)	□	■	□	□	□	■
2016 (32 / 64 Bit)	□	■	□	□	□	■
.NET Framework	n/a	>= 4.8	>= 4.8	n/a	n/a	>= 4.8
Webbrowser						
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)	■	□	□	■	■	□
SW Components for specific functions						
Microsoft Exchange (Calendar and Contact Integration)	■	■	n/a	n/a	■	n/a
Exchange Server with Office 365 (Cloud)	■	■	n/a	n/a	■	n/a
Exchange 2019 (64 bit)	■	■	n/a	n/a	■	n/a
Exchange 2016 (64 bit)	■	■	n/a	n/a	■	n/a
Adobe Reader	n/a	n/a	>= 9.3	>= 9.3	n/a	n/a

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