A MITEL
PRODUCT
GUIDE

Mitel OpenScape Concierge

OpenScape Concierge V5R0

Server Setup

Installation Guide

09/2025

A31003S2250J101087631

Mitel

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos, and graphics (collectively “Trademarks”) appearing on Mitel’s Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively “Mitel), Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively “Unify”) or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at iplegal@mitel.com for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

Content

1 About this manual

1.1 Terms and notation

This section describes the terms and notation used in this manual.

1.1.1 Style

Table: Style

Convention	Meaning
Bold	Items of the user interface which are clicked on, selected and/or activated, i.e., on-screen buttons, check boxes and menu items Items of the user interface which are named, i.e., names of dialogs/windows, symbols, fields, work areas, tabs, columns
Cursive bold	Database names, variables, file names
UPPERCASE	Buttons (SHIFT, CTRL, ALT)
Italics	Commands and examples
`Courier`	Output texts and error messages, parameters, source texts

1.1.2 Terminology

The following terms describe actions that should be performed using the keyboard or mouse, as well as the command button statuses on the screen.

Table: Terminology

Term	Meaning
Press	Press a key on the keyboard.
Input	Enter letters, numbers, database names, variables.
Enter	Press the confirmation key (ENTER or Return).
Double-click	Click the left mouse button twice quickly.
Right-click / right mouse button	Click the right mouse button once.
Select or highlight	Click an item once with the left mouse button.
Drag	Select an object and click and hold the left mouse button while moving the object to a new position.
Drop	Release the left mouse button to drop the dragged object. This can only occur after you have dragged an item.
Active / released	Active commands are displayed as black text on the screen. This means that they are available to the user. Active icons are displayed in their usual colors if available.
Deactivated / not released	Deactivated command buttons and icons are displayed in grey on the screen, meaning that they are not available to the user.
Button / icon	Buttons for performing functions

1.1.3 Notes

The following notes are used in this manual:

NOTE:
Identifies useful information which is important for the working process.

IMPORTANT:
Indicates a situation that could result in functional disorders or damage to property.

Cross reference: Indicates a branch from the installation process, e.g. to set the parameters of a selected application.

1.2 Abbreviations

Table: Abbreviations

Abbreviation	Name
ACD	Automatic Call Distributor
AD-W	AgentDesktop-Web
ARTV-W	AgentRealTimeView-Web
DB	Database
CRM	Customer Relationship Management
CSTA	Computer-Supported Telephony Application
HiPath	Communication system
IIS	Internet Information Server
MDC	Multisite Data Collector
OS4000 / OS4K	OpenScape 4000
OSC	OpenScape Concierge
OSCC	OpenScape Contact Center
ODCPE	OpenScape Desktop Client Personal Edition
OSV	OpenScape Voice
PABX	Private Automatic Branch Exchange
RAS	Remote Agent Server
SDK	Software Development Kit
SW	Software
UC	Unified Communication

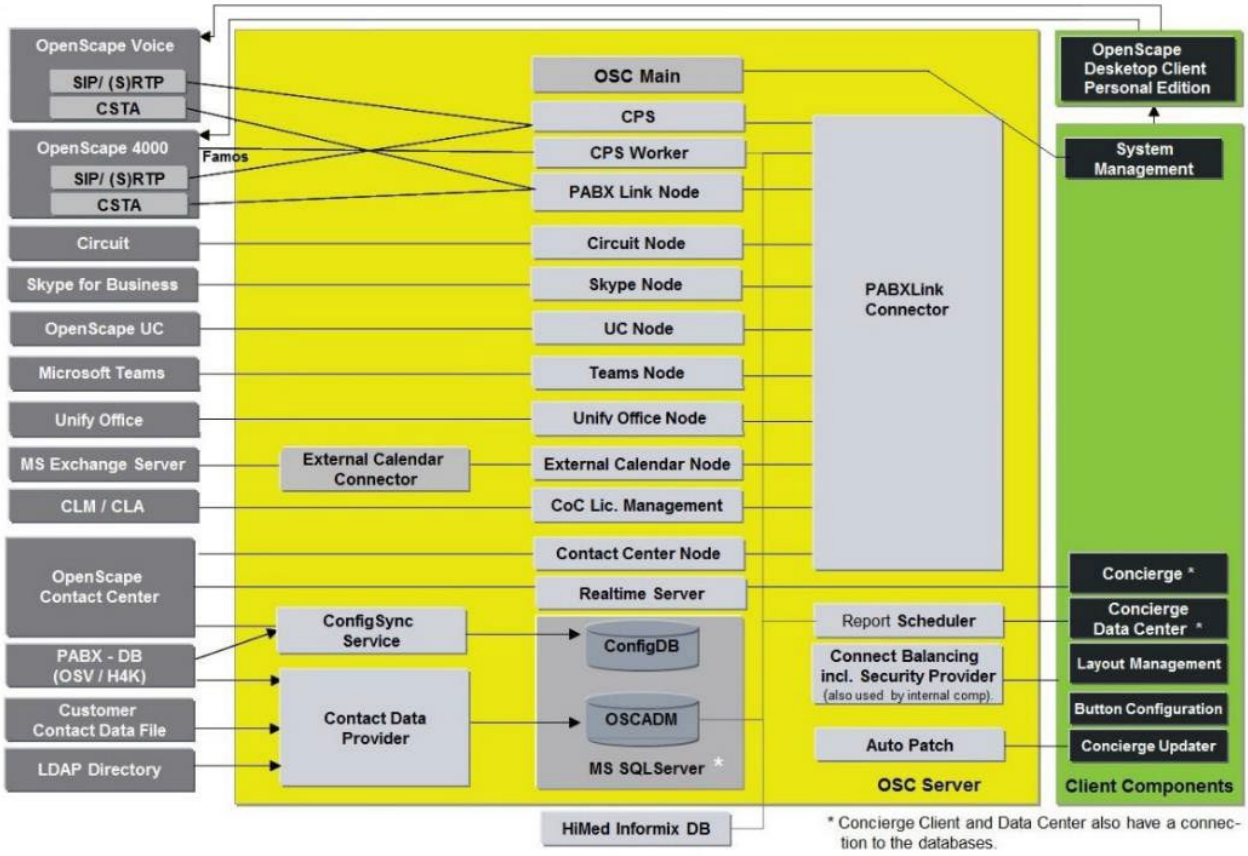
2 General

IMPORTANT:
This manual is subject to change. Before using it, make sure you have the latest version!

This manual provides an overview of server components and installation for **OpenScape Concierge (OSC)** and describes all files and parameters necessary for installing the software.

2.1 OpenScape Concierge components of Server and Clients

The following overviews show the essential software modules and components of OpenScape Concierge.



Description of the most important OSC Server components:

On top of the figure the service **OSC Main** is displayed. It controls all processes on the machine and can be started and stopped using Windows services; it is named "**OpenScape Concierge Service**".

The MS SQL Server Express database on the main machine, with ***OSCADM*** and ***ConfigDB*** for hosting Concierge data.

Processes called *ControlConfigDB* and *ControlOscadmDB* are responsible for creating and maintaining the databases – these are not in the figure. This database can also be swapped out on a dedicated machine.

The central instance is the **PABXLink Connector** where all other function nodes connect to and integrate with each other. PABX Link Connector is responsible for synchronizing and controlling the single components.

The **CPS (Concierge Provider Service)** is responsible for controlling the calls that are handled by the Concierge users / attendants. Without OSCC the CPS is responsible for automatic push of calls to agents (ACD).

CPS is responsible for holding, transferring and parking calls as well as for the pager functionality. When the call is assigned to an attendant and the attendant speaks with the caller CPS is not involved, it comes back to CPS if the agent parks or pages or transfers or holds the contact.

Contact Data Provider (CDP) is responsible for (automatically) importing contact data for the **Electronic Telephone Book (ETB)**. Multiple sources of different types can be used for that data import.

The **Realtime Server** consists of the Realtime Server and the Realtime Node which is part of the Contact Center Node.

The **UC node** connects Concierge with **OpenScape UC** for displaying the presence status and the media state of the UC extension to the attendant.

The **Circuit node** connects Concierge with **Circuit** for displaying the presence status of the Circuit extension to the attendant.

The **Skype node** connects Concierge with **Skype for Business** for displaying the presence status of the Skype extension to the attendant.

The **Teams node** connects Concierge with **Microsoft Teams** for displaying the presence status of the Microsoft teams extension to the attendant.

The **Unify Office** node connects Concierge with **Unify Office** for displaying the presence status of the Unify Office extension to the attendant.

The **External Calendar** node connects Concierge with external calendar systems to provide external calendar information of contacts in ETB to the attendant. Internal calendar information can additionally be stored in the OSCADM by Concierge.

Report Scheduler Worker is responsible to process report schedules.

2.2 Deployment

The deployment of an OSC Server can be distributed on multiple servers (which can reside at different sites). The flexible deployment options are helpful for load sharing amongst multiple servers as well as for flexibly deploying redundant or standby scenarios, depending on the customer's needs.

2.2.1 Sites

A **site** defines a location, where an OSC Server is assigned to. Finally the site corresponds to the PABX the OSC system is connected to.

One **Master Site** is configured, means the Main PABX, where the OSC Server connects to. The system also integrates with an existing OSCC system that belongs to that main PABX.

Additional **Monitored Sites** can be configured for monitoring the extensions on other communication platforms by the actual deployment, like e.g. for the Concierge's busy lamp field feature.

Further server machines can be assigned to a deployment, but only one server can be the **Main Server** in a deployment. The **Main Server** hosts the configuration of the whole deployment and runs central components like licensing and configuration synchronization processes.

2.2.2 PABX Connections

Under PABX Connections you configure the settings for the **communication platform that is associated with a site**. It does not matter if it is a main site or a monitored site.

NOTE:
Each PABX connection in a deployment matches a site.

For communication platforms with multiple exits to Central Office (CO) it is possible to configure additional local trunks/ CO exits for a given PABX connection.

In case multiple local trunks or sites are in use a database routing can be defined that allows Concierge to route calls to target extensions in multiple sites.

2.2.3 Contact Center Connections

The OpenScape Contact Center system that is connected to the Master Site's PABX can be assigned to the given Open Scape Concierge. The OSCC version and its IP parameters are required.

Also an **OSCC high availability** deployment can be integrated, and then both servers are configured.

NOTE:
OSCC can only be assigned to the **Master Site**. Thus **one** Contact Center connects with **one** OSC deployment only!

2.3 Redundancy / Standby deployments

The standby options for OSC are very flexible. OSC provides a two-level concept to realize redundancy – **Solution Level** and **Application Level**.

The **Solution Level** is responsible to provide and keep available basic features and services, such as License Management and access to the configured system resources using the Connect Balancing Server. The relevant for **Solution Level** redundancy components always must run on **Main** and **Standby Server**.

The **Application Level** provides the necessary application resources to keep the respective functionality available for the activated applications. Application redundancy is supported. The necessary components for redundant applications can run on **Main** or **Standby**.

It is essential to observe basic requirements for the planned infrastructure in order to achieve the required redundant functionality:

In a redundant OSC environment a minimum of two servers has to be installed: The **Main Server** and the **Standby Server**!

NOTE:

For the redundant deployment of OSC a special “Standby” license is additionally required and must be included in the Main Server license. No additional license key for the Standby Server is required. The license content is automatically replicated to the Standby Server by internal methods. The Standby Server can work without connection to the Main Server for max. 30 days.

The **Main Server** includes all core components required for the system including License Management, ConfigSync and Connect Balancing processes.

In a two server architecture it also will host the applications Primary server services.

The **Standby Server** also hosts these core components except for the ConfigSync process.

In a two server architecture it also will host the applications Secondary server services.

Both servers are connected with the same external database, which must be installed on an independent server platform. Recommended is to deploy the MS SQL Server also in a redundant mode (as MS SQL cluster).

It is possible to deploy all or single applications in a redundant mode.

Therefore the deployment makes use of ***primary*** and ***secondary application components***. The primary component is where the client usually logs on to, the secondary component takes over client handling in case the primary component or parts of it fail.

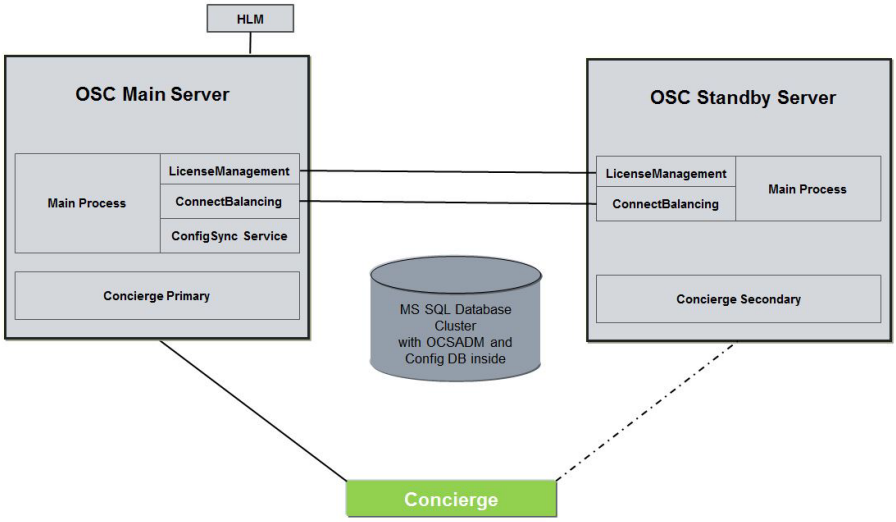
In a redundant scenario the **System Management** application is used to ***assign the primary and secondary components to the available*** servers. This can be the Main Server, but depending on system architectural considerations, the components can also be distributed on the Standby Server**.**

The architecture of deployment is stored in an ***XML file on the Main Server*** and maintained by the System Management application that always connects to the Main server machine of a given deployment.

The ContactDataProvider (CDP) is only allowed to run on the Main Server machine.

NOTE:
The **System Management** tool connected on the **Main Server** is used to configure the whole redundant system environment.

The following figure gives an example of a possible standby installation.



2.3.1 Trigger points for switch over

The Solution Level redundancy in OSC works in a hot standby mode. The respective components on Main and Standby Servers are always active and keep identical information. So Standby Server can take over the service without any interruption, if Main Server fails.

The Application Level redundancy for OSC is designed as a warm standby solution. If a defined “core component” for any redundant application fails, this is recognized by the central **OpenScape Concierge Service** and a switchover is initiated. It is foreseen, that all connections between client and the presently active server will be switched over to the secondary or respective primary server, if the secondary was active before. The switch over can take some time (depending on the environmental conditions up to some minutes).

NOTE:

There will be no automatic switch back to the Primary server after it is available again. This is designed to avoid additional connection lost on client side. A planned switch back can be forced by manual interaction.

The following situations will force a switch over to the Secondary Server:

- Primary Server down (hardware or system level)
- Network Connection lost (i.e. NIC or switch port defect)
- **OpenScape Concierge Service** down
- PABXLink Connector Process down
- PABXLink Node Process down, Connection to the Telephony System lost
- Contact Center Node process down
- Concierge Provider Service (no complete switchover, but reconnect to the Secondary Concierge Provider Service instance, connected to the **OpenScape Concierge** Service on the Secondary server)

The following processes are **not used as triggers** for switch over:

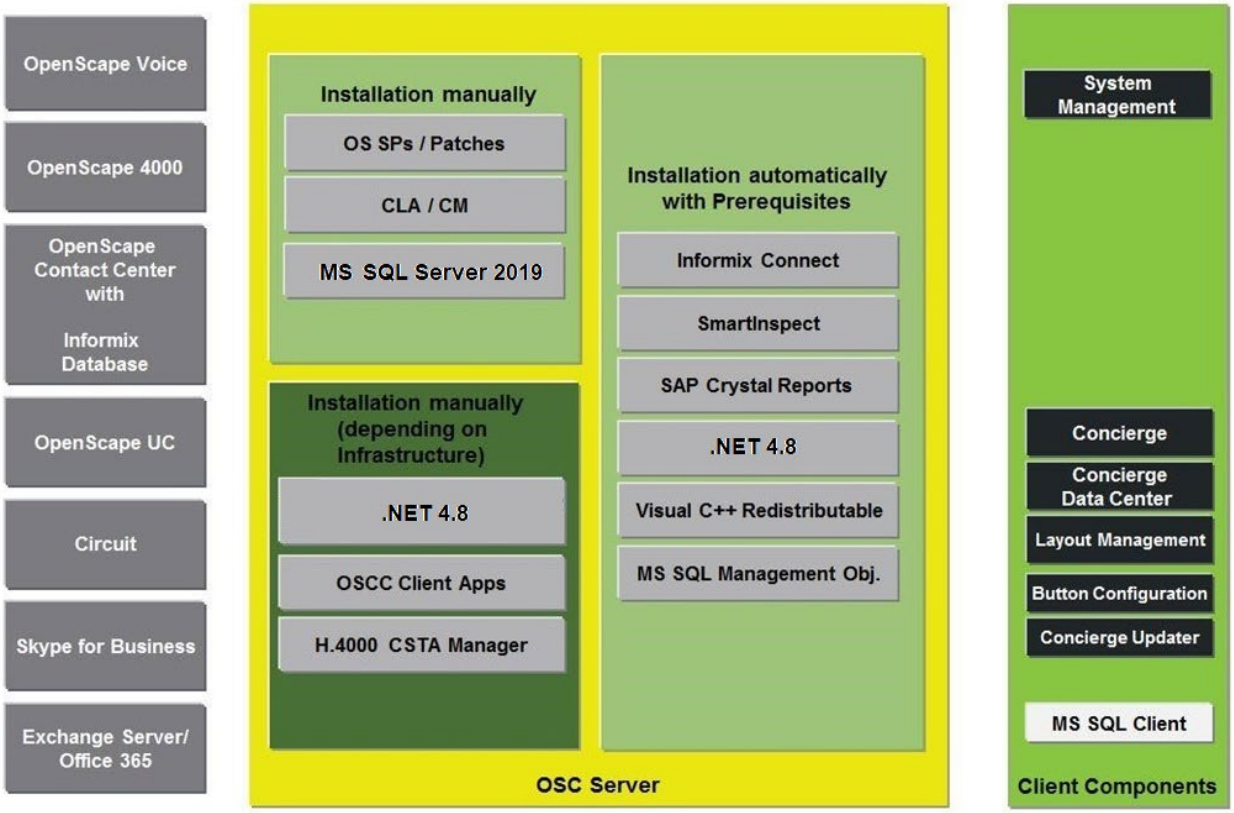
- ConfigSyncServer process
- CpsWorker process
- Realtime Server process
- UCNode process
- External Calendar Connection processes
- ContactDataProvider process

If such a service fails the functions provided by it will not be usable until the connection was successfully re-established, e.g. no UC states if UC service is down.

NOTE:
After an automatic switch over to the standby system it is recommended to execute a manual switch back shortly after the Primary Server is back in service to avoid
- additional communication flow between the Primary and the Secondary Server and
- client connections on both the Primary and the Secondary Server.

For further information see OSC Configuration Concierge, Administration Documentation.

2.4 OSC Utility programs and Tools



2.4.1 Server components

This graphic gives you an overview on all tools and utility programs required for operating an OpenScape Concierge Server.

Most tools and utility programs are automatically installed by the OSC Server Setup, but observe that there are also some programs that need to be installed manually and others that have to be installed manually depending on the given infrastructure.

This documentation guides you through the automatic as well as through the manual installation.

Please observe according notes.

2.4.2 Client components

All client components are automatically installed with the OSC Server Setup. Therefore **do not** install the Client Setup on the server.

For further details see *OpenScape Concierge Client Setup, Installation Guide*.

3 Installation requirements

3.1 Staff prerequisites

The manual was written for technical specialists (e.g. administrators of the OpenScape Contact Center and personnel responsible for integrating, installing and managing the software). The following prerequisites are required:

- Knowledge of administration for OpenScape Contact Center, OpenScape Voice, OpenScape 4000
- Successful OpenScape Concierge service training participation

3.2 Hardware and Software-requirements

IMPORTANT:
For Hard- and Software requirements, please refer to the **OpenScape Concierge Capacity and Sizing Guide** as well as the **Release Note**! Please check carefully which operating systems are supported!

NOTE:
For installations in a virtual environment, please refer to the OpenScape Solution Set, OpenScape Virtual Machine Resourcing and Configuration Guide, Service Documentation, chapter OpenScape Concierge.

3.3 Installation DVD for OpenScape Concierge

The installation DVD for OpenScape Concierge contains the setup routine. Complementary applications like CLA/CLM, MSSQL install Scripts, OSVExport can be found in the Concierge Tools on SWS.

NOTE: for more details, consult the respective Concierge Release Notes

3.4 Procedure for a standard-installation

Nearly all necessary prerequisites and modules are installed by the setup, independent from the customer's environment and infrastructure

Only the SQL Server and - depending on the customer's OSCC - the OpenScape Contact Center client application has to be installed individually

The almost automatic installation provides all components of OpenScape Concierge. With the configuration of the system after installation only the necessary components become activated. The other components stay inactive and can be activated as needed.

The setup differentiates between 2 server types for installation:

- Main Server (active) or

- Standby (passive server in redundant infrastructure)

After successful installation the connections of the server modules are configured with the installed **System Management** application

3.5 Important Notes

3.5.1 Name resolution

IMPORTANT:
Only **Server Host Names** must be entered during installation and configuration – DO NOT enter IP addresses**!**

Make sure that name resolution is guaranteed within the network. This can be achieved in two ways.

1. Configure the host names and IP-address in the ***hosts*** file.
2. Use a DNS server to translate the host name and IP-address.

FQDN (FullyQualifiedDomainName)

If FQDN is used in the network, make sure that the server is also reachable within its host name. For example this can be achieved by:

3. The DNS server is able to resolve the host name.
4. If the DNS server can only resolve a FQDN, the DNS suffix can be attached automatically by the settings of the network card of the client.

3.5.2 Operating systems

All required components are automatically installed by the setup except for following applications:

- OSCC-Client (observe the version and patch level)
- Java (only CLM requires Java – for more information, consult the item 3.6)
- License Management-components (CLA local on server and CLM in network)
- SQL Server

NOTE:
.NET Framework 4.8 is also required for Concierge Server installation.

NOTE:
Even if the Concierge Server is not connected to OSCC and requires the **ConfigSync** service to be executed, the **IBM Informix Connect 3.5** package that comes with the product must still be installed. In addition, for its proper operation, **.NET Framework 3.5** must also be installed on the operating system.

IMPORTANT:
Please always observe the latest release notes!

3.5.3 Client installation

All client applications are automatically installed with the OSC Server Setup. Therefore do not install the Client Setup on the server again.

For further details see *OSC Client Setup, Installation Guide*.

3.5.4 FixReleases/Patches

After patching the OSC Server the user receives a message when logging on to the client applications that a new patch version is available and can initiate the update right away. Administrator rights are not required for an update.

Also see section 8 Install Fix Releases, repair and modify.

NOTE:
For this function the OSC own web service is used. In case it is de-activated the automatic patch function for the clients is not available!

3.6 Crucial checkpoints

IMPORTANT:
The following prerequisites are absolutely necessary for a successful installation and initial operation!

For a successful installation the following components have to be checked and activated. Depending on the installation environment, the preparations on the server have to be done **before the OSC Setup is started**:

Topic	Required preparations	done ✓
Java	CLM requires Java. Please consult the respective CLM Release Notes also available on the Concierge Tools on SWS for the correct version.	
LAN cards	If more than one LAN-card is available on the OSCC- and /or OSC Server, check if the LAN-card used for connection is listed first on both servers: (**Network Connections -> Advanced -> Advanced Settings -> Connections**). A reboot of the server is necessary after changing this setting.	
.NET Framework	Informix Connect and MS SQL Server require specific .NET Framework versions - see NOTE under section 3.5.2 Operating systems. Install them before starting the OSC Setup.	

Topic	Required preparations	done ✓
CLA / CLM	The OSC Server License Management requires a CLA on the Main Server (in a redundant environment also on the Standby Server) with connection to a CLM within the network. If a CLM is available within the network it is sufficient to install the CLA manually onto the Main Server (and Standby Server) and to activate the OSC licenses per CLM. If the customer's infrastructure hosts no CLM, you have to install it manually too. The software components for manual installation of both are on the installation DVD under … \Tools.	
Telephony system	Telephony system is up and running and the resources are available and ready configured – see OSC Configuration Concierge, Administrator manual!	
MS SQL Server	Install MS SQL Server after OSC setup	
In addition – for integrations with OSCC		
OSCC Client	The complete OpenScape Contact Center Client applications with the same software and patch level as the OSCC server (incl. Manager application) have to be installed manually.	
IPv6	Deactivate IPv6 on OSCC V8 – see section 6.1 Deactivate IPv6 on OpenScape Contact Center	
OSCC up and running	OSCC is up and running	
OSCC Routing	OSCC Routing for OSConcierge is prepared and tested (only for installation with OSCC)	
In addition – for Concierge		
CPS resources	CPS resources are configured as required – see OSC Configuration_Concierge Administrator manual!	
DDI	DDI Information / ranges for DDILookupTable configuration is available / defined – OSC Configuration_Concierge Administrator manual!	
Licenses	Licenses for **OpenScape Concierge** Service, Monitor points and Clients are available.	
UC Server	UC Server is up and running and the access information is available (root account, LongLivedStatement)	
Skype for Business	The Skype for Business needs to be accessible and the access information is available.	
Microsoft Teams	The Microsoft Teams needs Internet access and the access information is available.	
Unify Office	The Unify Office needs to be accessible through the Concierge Server machine and the access information is available.	

Topic	Required preparations	done ✓
Exchange Server	Exchange Server access information is available and the required preparation on Exchange side is finished	
Import file	Import file for OSConcierge Contact Data Importer is available	
SoapExport	SoapExport is configured on OSV Telephony System	
In addition – for integrations with Circuit		
Internet	Internet access	
In addition – for integrations with Skype		
Trusted Server	Check with the Skype for Business administrator that the required Trusted Application Server is available	

4 Standard installation

IMPORTANT:

Check and provide the following prerequisites which are absolutely required for a successful setup:

- Make sure you have sufficient rights for installing the server. Observe that you must work in a console (session) no matter if you are directly installing or from a remote installation (check in Windows Task manager / “Users“ tab).
- You must work as a local user with administration rights.
- A local user with the name "administrator" must exist, even if you carry out the installation as another local user (with administration rights).
- Use the checklists from section 3.6 Crucial checkpoints for the installation. Check every single checkpoint before starting the installation of OpenScape Concierge.

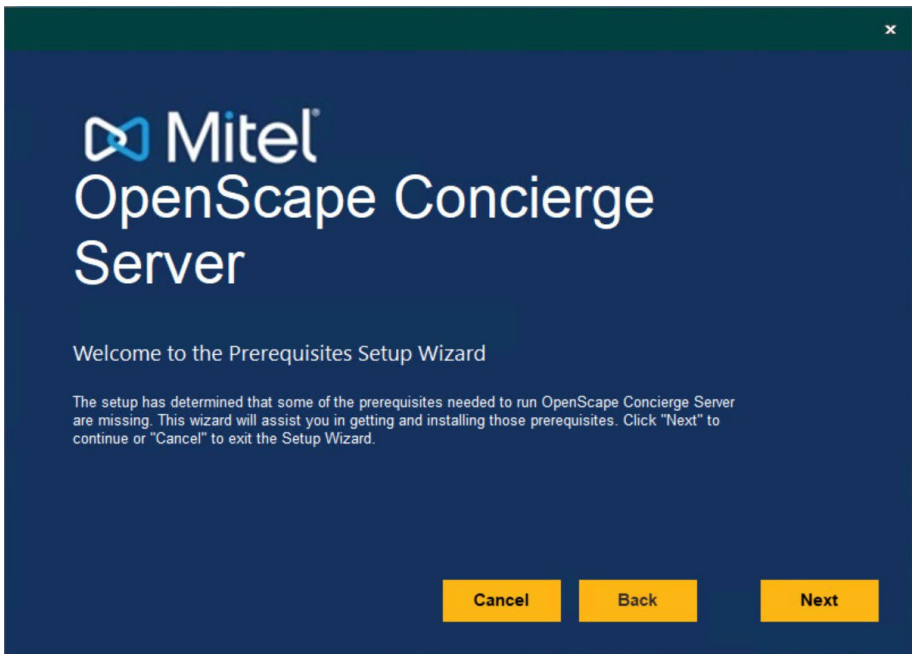
NOTE:
Standby Server installation is identical to Main Server installation. Only the Server Type is different and the Main Server Name and Port is required. See section 4.2 Server-Installation – Standby Server.

4.1 Server installation – Main Server

4.1.1 Installation Prerequisites (automatically)

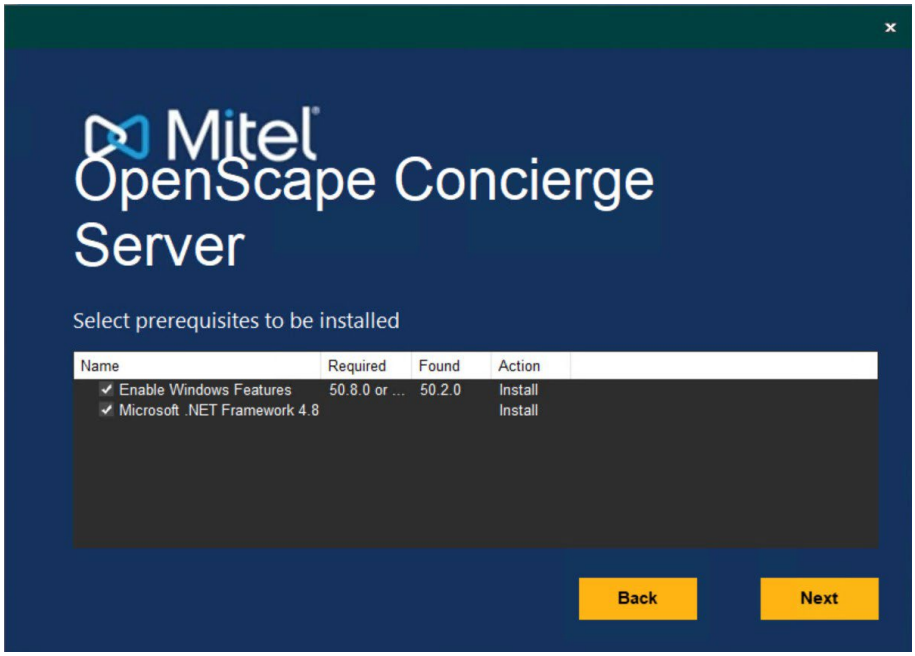
Procedure

1. Make sure you observed the checkpoints under section 3.6 Crucial checkpoints!
2. Start the Setup program from installation DVD per double click on `OSC DVD Image V5 Rxxx\OpenScape Concierge Server Setup\OpenScape Concierge Setup.exe`
   The wizard for Prerequisites installation comes up:



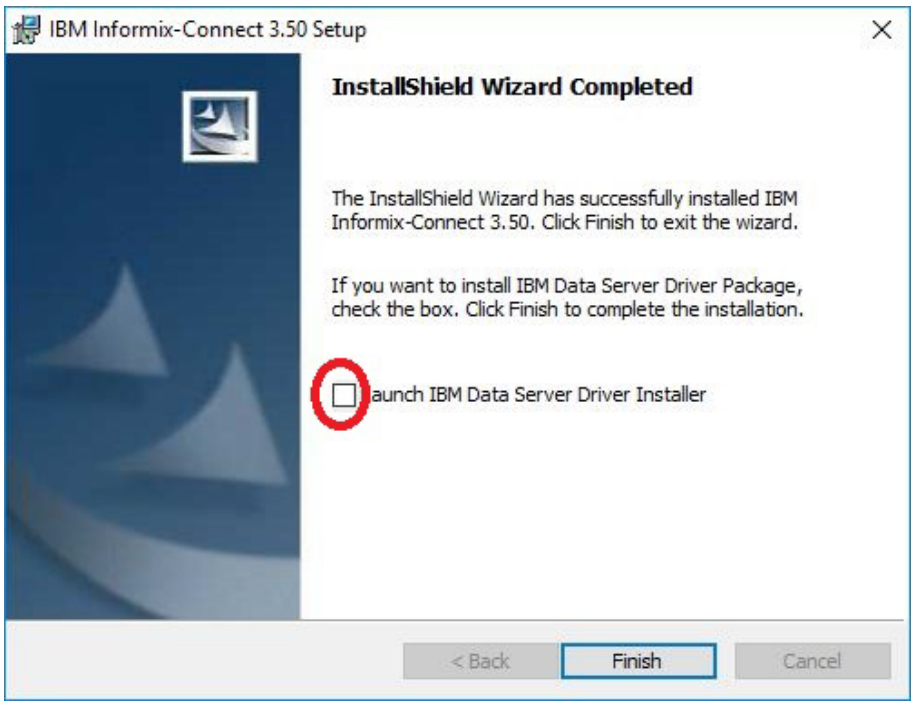
3. Click **Next** to start the installation for the required prerequisites. The Setup checks the server and displays a list of required software components that are not available on the server at that time.

Depending on the basic server installation this list might show less items as they migth be installed already.



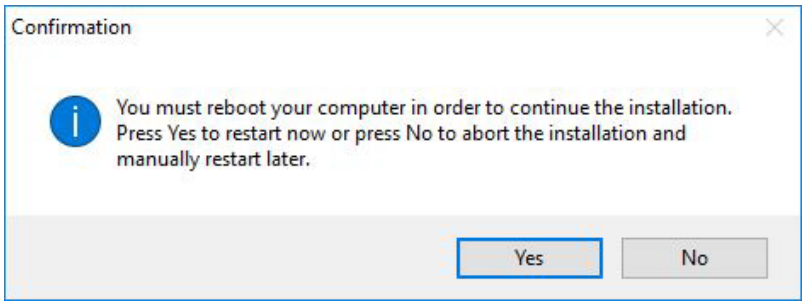
4. Click **Next** to acknowledge the list and installation of the displayed components starts to run automatically.
5. Please follow the setup routine steps with the standard settings for the listed components (acknowledge the up coming messages with **Yes** and/or **Next,** accept the license agreement and only enter customer specific data in Username, Company name).

IMPORTANT:
No **additional checkmarks** or other options have to be activated.
Especially **not** in following window:



6. Subsequent to the Prerequisites installation a reboot is required. Make sure to save data and close open programs.

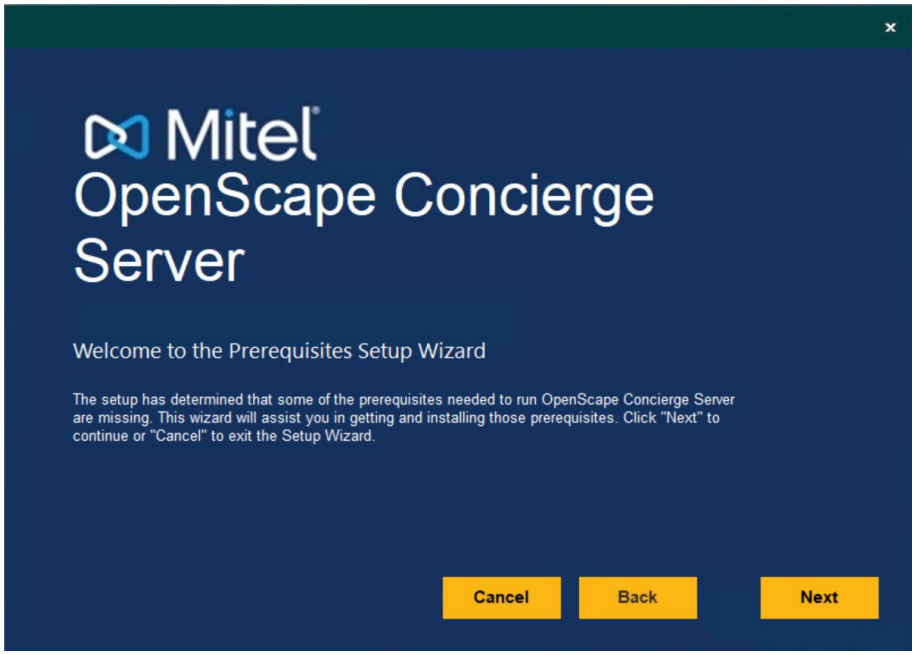
   The installation automatically continues after reboot.



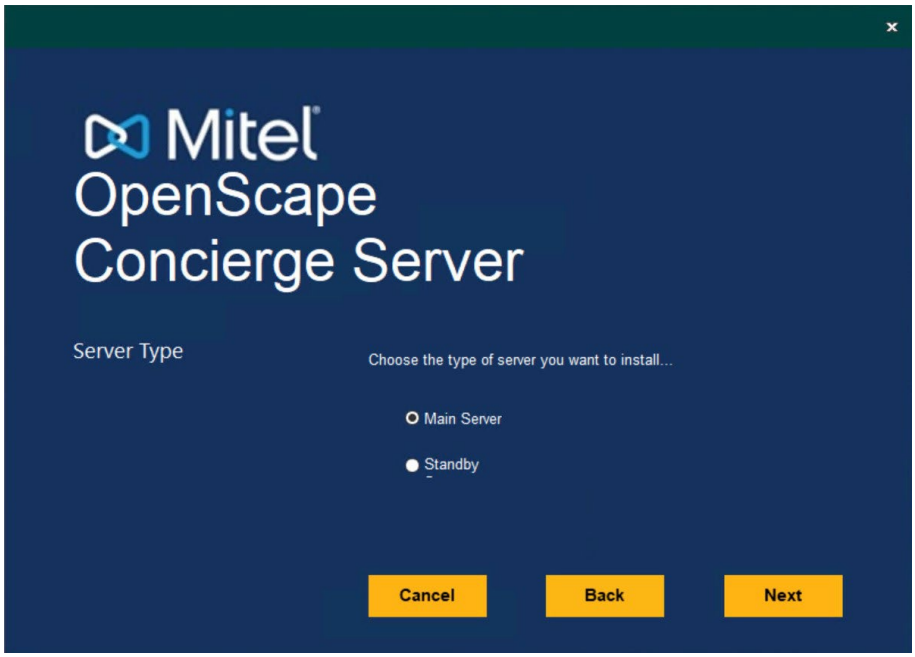
NOTE:
Due to activation of desktop features it might take some minutes before the system is available again.

In case the installation does not continue automatically after reboot, start the Setup program on the installation DVD per double click on `OSC DVD Image V5 Rxxx\OpenScape Concierge Server Setup\OpenScape Concierge Setup.exe` again.

4.1.2 Installation OSC (automatically)



7. Acknowledge the OSC Setup welcome window with **Next**.

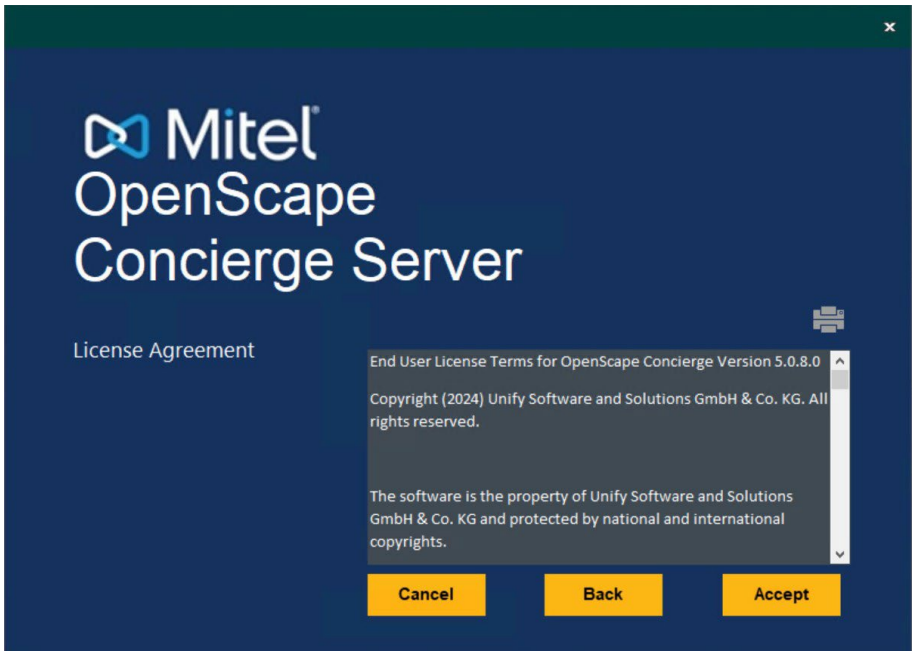


8. Choose the type of server you want to install. For a standard installation choose **Main Server** and acknowledge your setting with **Next**.

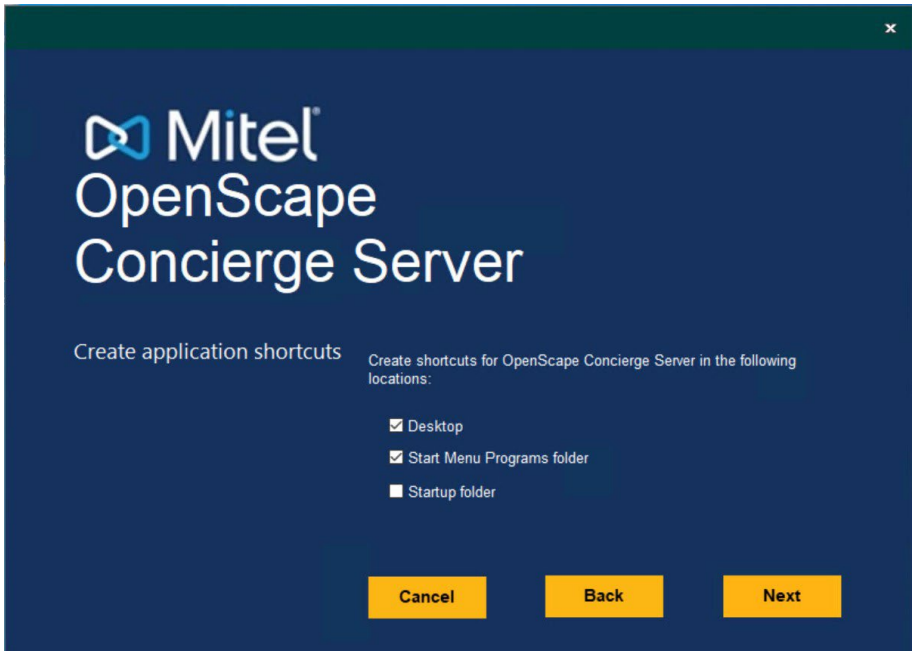
In case you install a **Standby** see section 4.2 Server-Installation – Standby Server

---

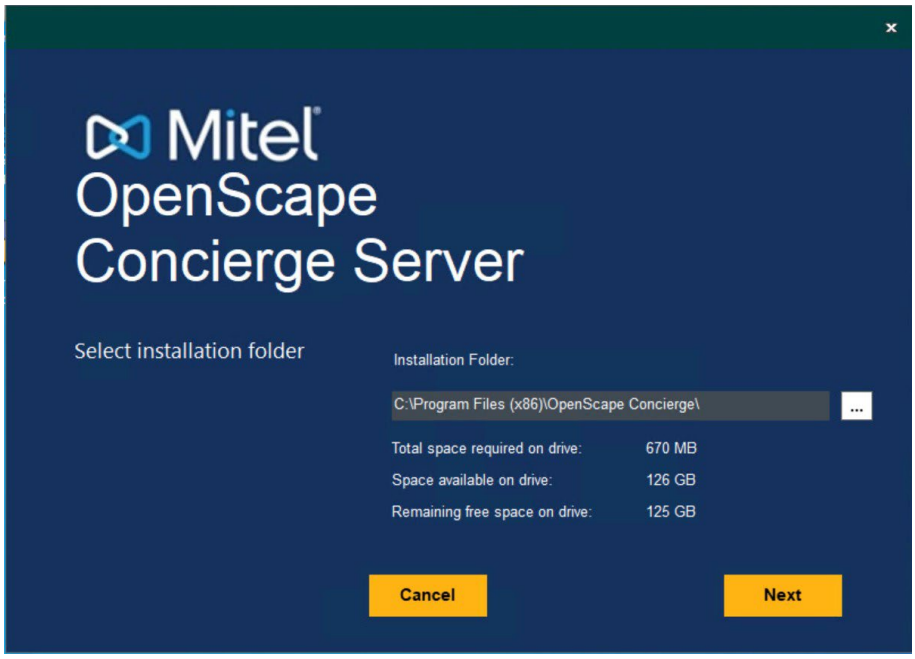
NOTE:
One **Main Server** is required within an OSC infrastructure and has to be installed as first server in line. **Standby Server** is inoperable without a connected **Main Server**.



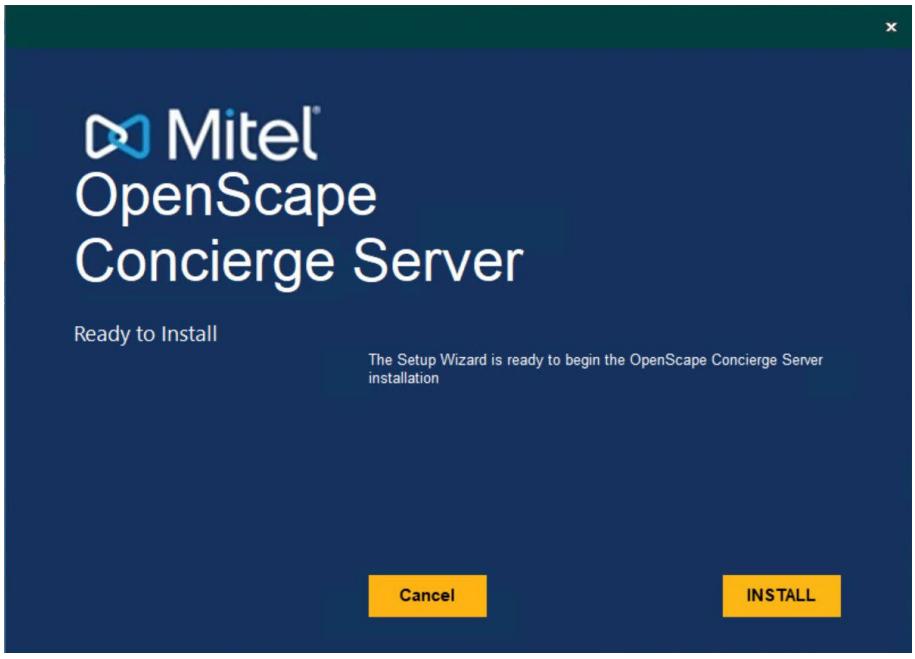
9. Read the license agreement and acknowledge with **Accept** to continue.



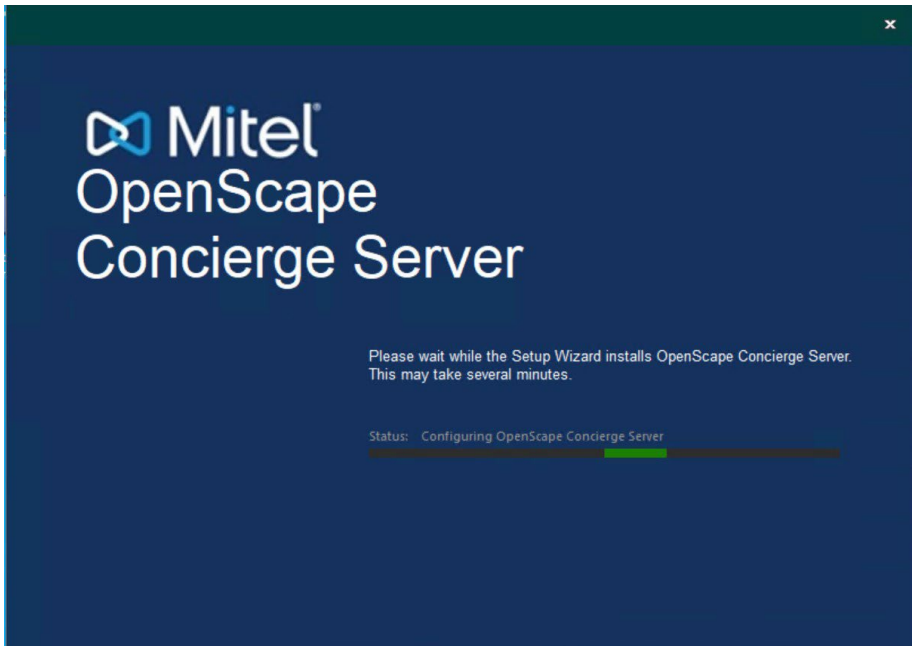
10. Choose in which locations shortcuts for OpenScape Concierge should be created and continue with **Next**.



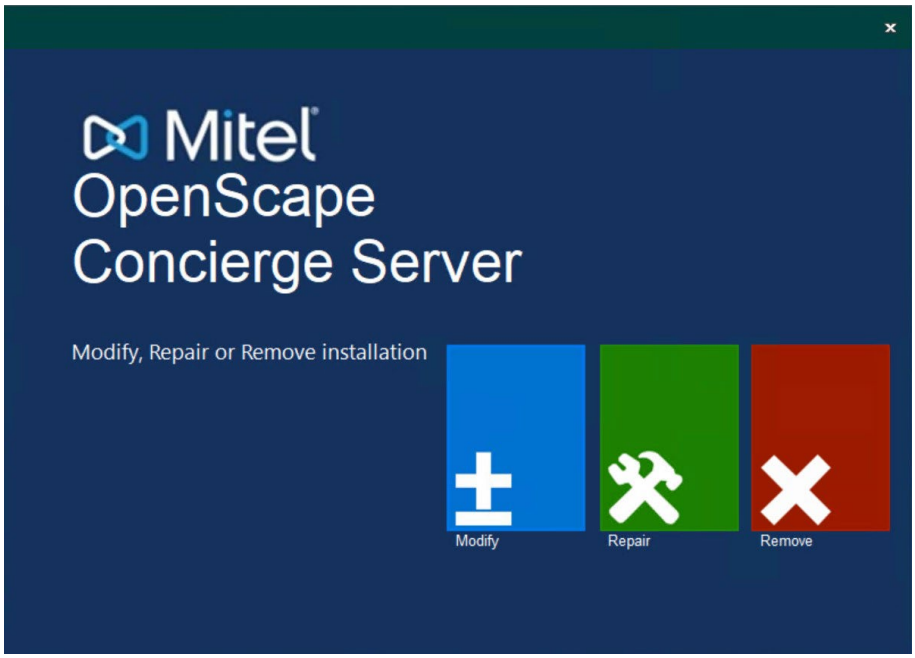
11. Click **Next** to confirm the standard installation folder for OpenScape Concierge.



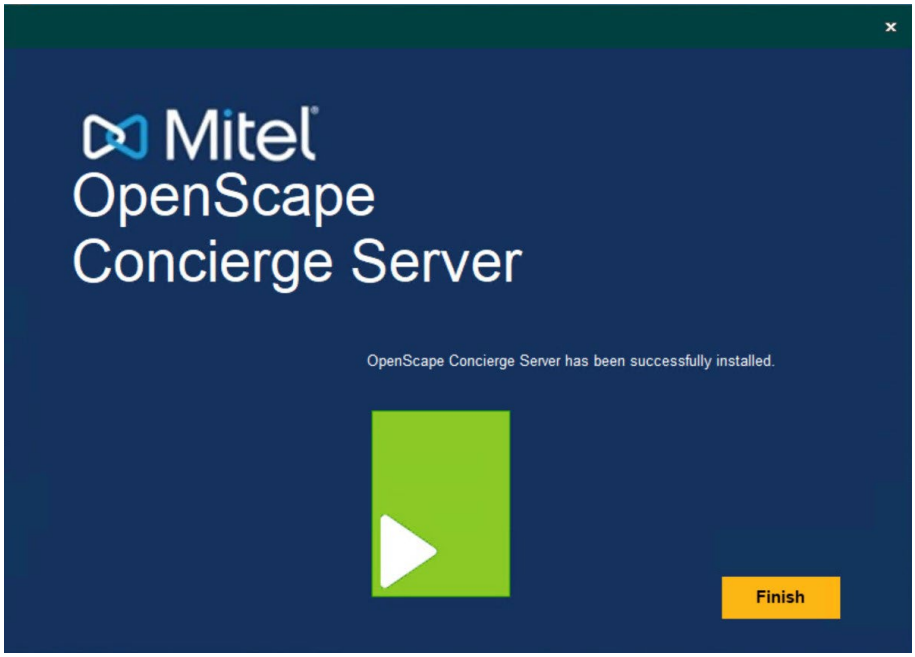
12. Start continued installation by clicking **Install**.



Then the OSC Setup is shown with the current status display.



Once the Setup has finished:



13. Confirm by clicking **Finish**.
14. Subsequent to the OSC Server installation **a reboot is required**. Make sure to save data and close open programs. Then reboot the server.
15. Download **MS SQL Server** (MSSQL Express 2016 with latest ServicePack) from Microsoft Download center. Choose **Express Core** (SQLEXPR_x64_ENU.exe) and MSSQL Studio (SSMS-Setup-ENU.exe).
16. Copy the batch file (**installSQLExpressWithDB-RunAsAdmin**) and ini file (**ConfigurationWithDB**) from `OSC DVD Image V5 Rxxx\Tools\MSSQL Express 2016` into this local directory where downloaded MS SQL files reside.
17. Execute the batch file with administration rights. This installs the MS SQL Server.
    Optionally you can install MS SQL Studio with SSMS-Setup-ENU.exe.
18. Reboot the server again.

>After the final reboot the installation of the Main Server is finished.<

19. Go to section 5 Server installation - manual adaptations

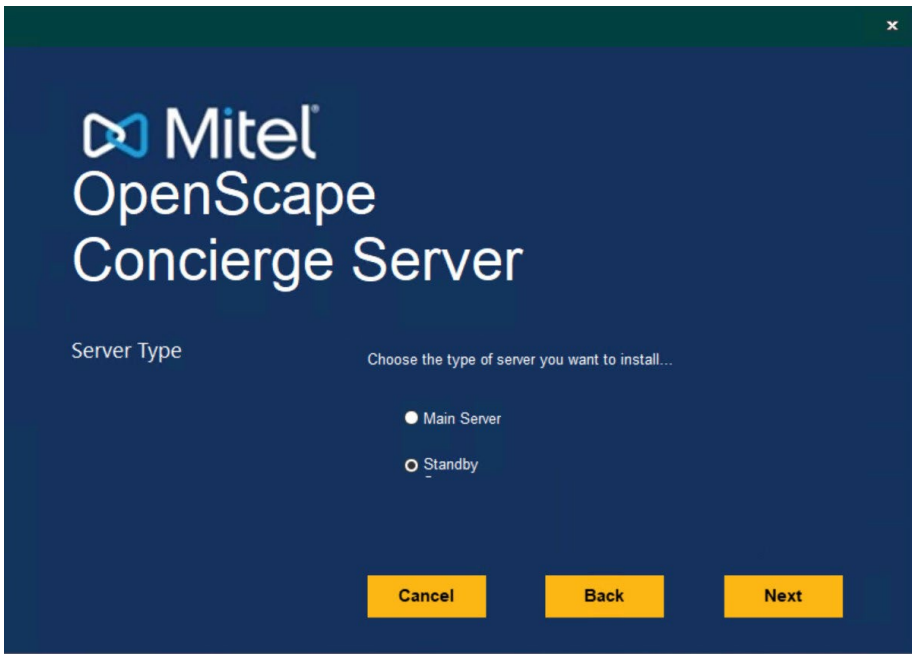
4.2 Server-Installation – Standby Server

As described in section 2.3 Redundancy / Standby deployments **Standby Servers** can be implemented as product redundancy.

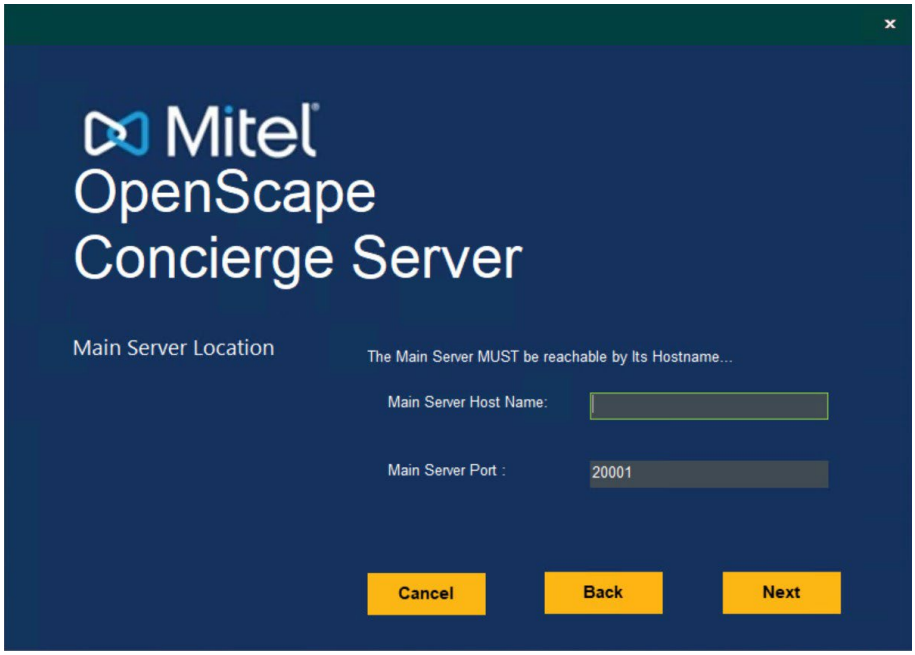
Standby Server installation is identical to **Main Server** installation. Only during OSC installation the Server Type is different and the **Main Server** Name and Port has to be set.

Only the components required for a **Standby Server** are installed. The actual task of this server – the activation of the required components – has to be assigned by the configuration in System Management application on the **Main Server** after installation has finished.

1. **IMPORTANT:** Make sure you observed the procedure description under section 2.3 Redundancy / Standby deployments as well as the checkpoints under section 3.6 Crucial checkpoints!
2. Start the Setup program from installation DVD per double click on `OSC DVD Image V5 Rxxx\OpenScape Concierge Server Setup\OpenScape Concierge Setup.exe`
3. Install Prerequisites
4. When the OSC installation starts after reboot
5. Choose the type of server you want to install. In this case **Standby Server** and acknowledge your setting with **Next**.



6. Enter the **Main Server** Host Name and Port number and choose **Next**.



After this window, the installation routine follows the same pattern as the installation of the **Main Server**.

Continue installation as documented under section 4.1.2. Installation OSC (automatically).

4.2.1 Wrong Host name entry of Main Server in Standby Server configuration

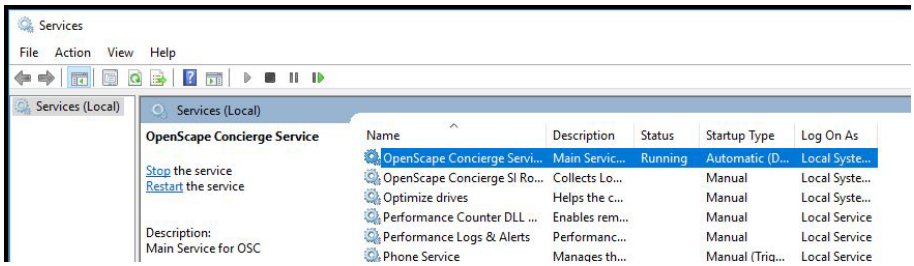
In case the host name of the Main Server was incorrectly entered during installation the following steps are necessary:

1. Stop the **OpenScape Concierge** Service.
2. Open the file *„OscceService.SetupConfiguration.xml“* in following directory <dir>:\Program Files (x86)\OpenScape Concierge\config\runtime“ with a text editor.
3. Search for the entry ***MainServerName***. Exchange the false server name against the correct server name of the Main Server.
4. Re-start the **OpenScape Concierge** Service.

5 Server installation - manual adaptations

5.1 **Start** OpenScape Concierge **Service**

After completion of installation start the **OpenScape Concierge Service** manually for the first time.



5.2 OSC license activation

OpenScape Concierge allows a license-free usage of the system for 30 days. This allows you to implement the system with full functionality during this time range. After 30 days all applications are disabled until a valid license is activated.

Best practice:
Activate the license directly after installation and before you start to configure the system.

5.2.1 Prerequisite

The OSC Server License Management requires a CLA on the Main Server (and in a redundant environment also on the Standby Server) with connection to a CLM within the network.

If a CLM is available within the network it is sufficient to install the CLA manually onto the Main Server (and Standby Server) and to activate the OSC licenses per CLM.

If the customer’s infrastructure hosts no CLM, then you have to install it manually too.

The software components for manual installation of both are in the Concierge Tools on SWS.

For more information, please consult the respective Release Notes.

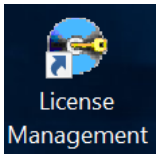
The OSC license file can be activated as soon both (CLA and CLM) are available.

5.2.2 Activate the license

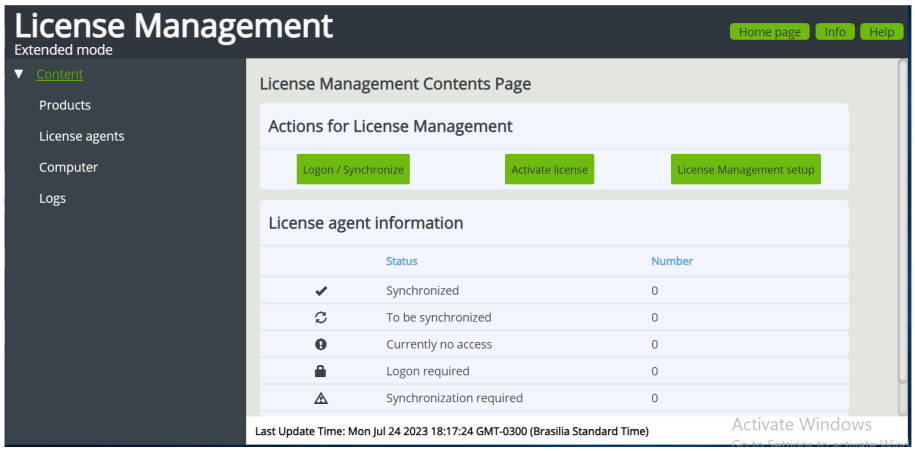
The licenses for OSC can be activated and queried using the License Management.

If you have successfully installed the License Management according to the requirements, the license manager icon is displayed on your desktop.

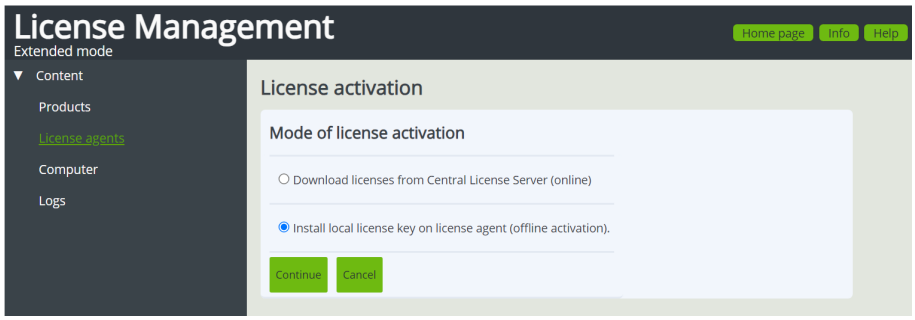
The license is activated using this tool.



When you open the License Management, you will see the option "Activate license" under "Actions for license management".



Select **Install local license key on license agent** and continue with button **Continue.**



You can select the existing license file from a directory by using **Browse…**

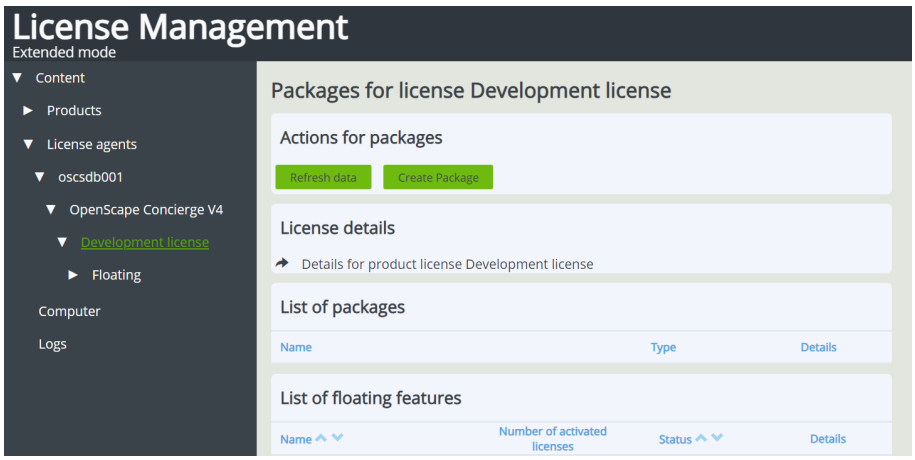
Finally, click **Activate** to activate this license.

NOTE:
After activating a "**Professional**" license while already having a "**Plus**" license, first log in to the Data Center using the Manager account to update the license type in the concierge database.
Only then will the attendants be able to use their Concierge Clients properly.

5.2.3 Querying the license

You can access information about the content of the license file under License agents.

Select the required license in the "License agents" menu. Licenses for the OSC product on the <PC name> license agent should be displayed.



Licenses are shown in overview form in the list of features.
You can view current values by clicking **Refresh data**.

6 Further procedure

In order to configure your server, clients and applications - depending on your environment - continue with:

- **Concierge with OSCC:**
  1. Deactivate IPV6 - see section 6.1 Deactivate IPv6 on OpenScape Contact Center
  2. Refer to OpenScape Concierge Configuration, Administrator documentation

- **Concierge without OSCC:**
  Refer to OpenScape Concierge Configuration, Administrator documentation

6.1 Deactivate IPv6 on OpenScape Contact Center

For integrations with OSCC only:

When installing the OpenScape Contact Center Informix server (IBM) and the OpenScape Contact Center setup might recognize an IPV6-interface than the Informix port 9088 connects to this IPV6 interface.

Therefore this connection must be deactivated!

See OpenScape Contact Center Enterprise, Installation Guide.

7 External database SQL server integration

The OpenScape Concierge databases **ConfigDB** and **OSCADM** can be stored on an external server.

Such a constellation is mandatory when stages of expansions are exceeded or with redundant scenarios.

7.1 Prerequisites

The OSC server is optimized for integrations with MS SQL Server 2016 databases.

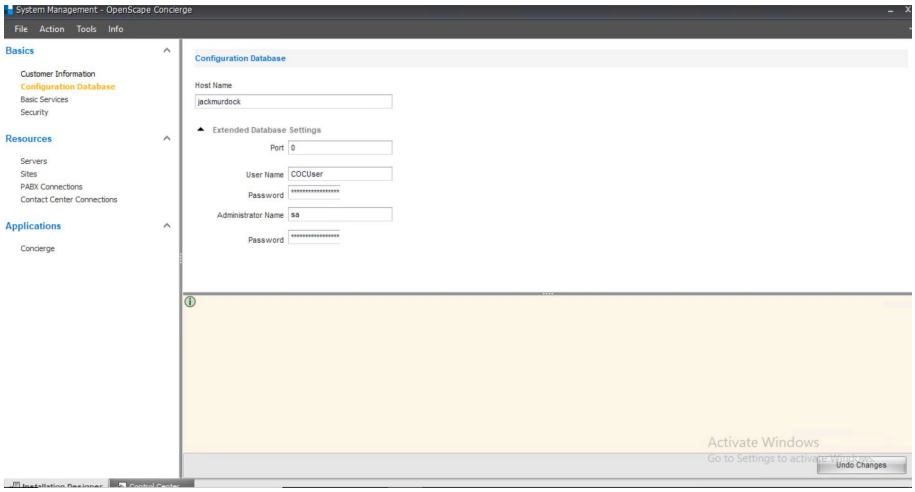
Make sure you do not use older versions.

NOTE:
Please always reference the latest OpenScape Concierge release notes for further details!

When setting up an MS SQL Server 2016 get information about licensing, on the Microsoft download center -> SQL Server Licensing Reference guide.

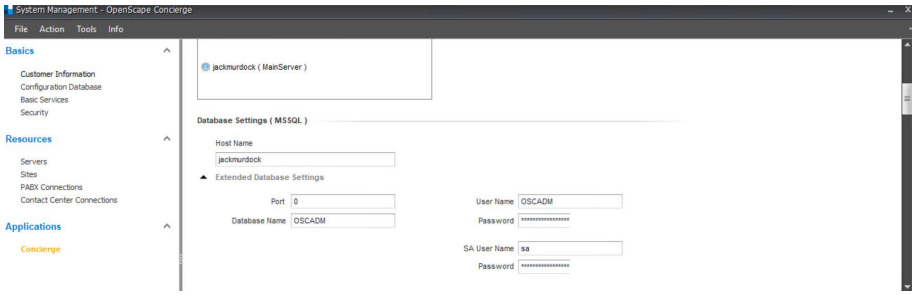
7.2 Installation and configuration

1. Install MS SQL Server according to section 7.1 Prerequisites
2. After installation of OSC Main Server use the System Management application on the Main Server. It allows an almost automated integration of external databases.
3. For database ***configDB:*** Open and log on to the System Management application on your OSC Main Server.
4. Go to section ***Basics/Configurations database.*** Here you find the settings for the local database.



5. Modify the settings by entering server name and port of the external MS SQL server. The default setting for the port is 0 (zero) – this means that the port is dynamically assigned. The default port is 1433.

6. Overwrite the access data for the external MS SQL database. As soon as the access data for the database is entered the system creates the required structures, tables and fields.
7. For database ***OSCADM:*** Under section ***Applications/Concierge*** in the section ***Database Settings (MSSQL)*** you find the settings for the local database.



8. Modify the settings by entering server name and port of the external MS SQL server. The default setting for the port is 0 (zero) – this means that the port is dynamically assigned. The default port is 1433.
9. Overwrite the access data for the external MS SQL database. As soon as the access data for the database is entered the system creates the required structures, tables and fields.

7.2.1 Backup limitation for external databases

NOTE:
There is a backup limitation for external databases.
If the backup option in **System Management** under **Basic Services\Backup Settings** is activated, only the configuration backup files (XML) are created but NOT the database backup files (BAK).

Please discuss this task with your DB administrator, in order to have a daily database backup.

8 Install Fix Releases, repair and modify the installation

8.1 Installing the Server Fix Release

The Server Fix Release updates the server processes, the databases and the client sources. The client applications on the server are also patched with the Server Fix Release.

Procedure

1. To install the Server Fix Release, close all management and client applications on the server machine.
2. Stop the **OpenScape Concierge S**ervice.
3. Make a backup of the databases before patching the server machine (see OpenScape Concierge, Configuration, Administrator Documentation - section “Backup”).
4. Start the executable OSC V5Rxxx Patch.exe.
   The installer window appears and the setup collects required information.
5. Thereafter a dialog window informing you about the required restart. is shown. Click **OK** to proceed.
6. After finishing the installation the server needs to be restarted.
7. Click **Yes** on prompt to restart the server.

8.2 Installing the Client Fix Release

There are two different methods to update the client applications which are described in the following two chapters.

8.2.1 Updating the client applications using auto update function

In a standard installation the OSC web service is running by default.

This web service is used to update the client applications automatically.

After patching the OSC server the user receives a message when logging on to the client applications that a new patch version is available and can initiate the update right away. Administrator rights are not required for an update.

8.2.2 Updating the client applications manually

You can either map a network drive or copy the client setups manually to the client.

The client setups can be found under:
\\<*OSC hostname*>\netsetuposc\

Procedure

Example for Concierge:

1. Map a network drive to client
   \\<server>\netsetuposc
2. Here you will find the Concierge Client Setup.
3. Execute it and follow the installation routine.

4. Finish installation by clicking on **Finish** at the final window.

The same applies for the management applications **Configuration Management** and **System Management.** Only execute the “Management Applications-Setup”.

8.3 Uninstalling a Server Fix Release

Procedure

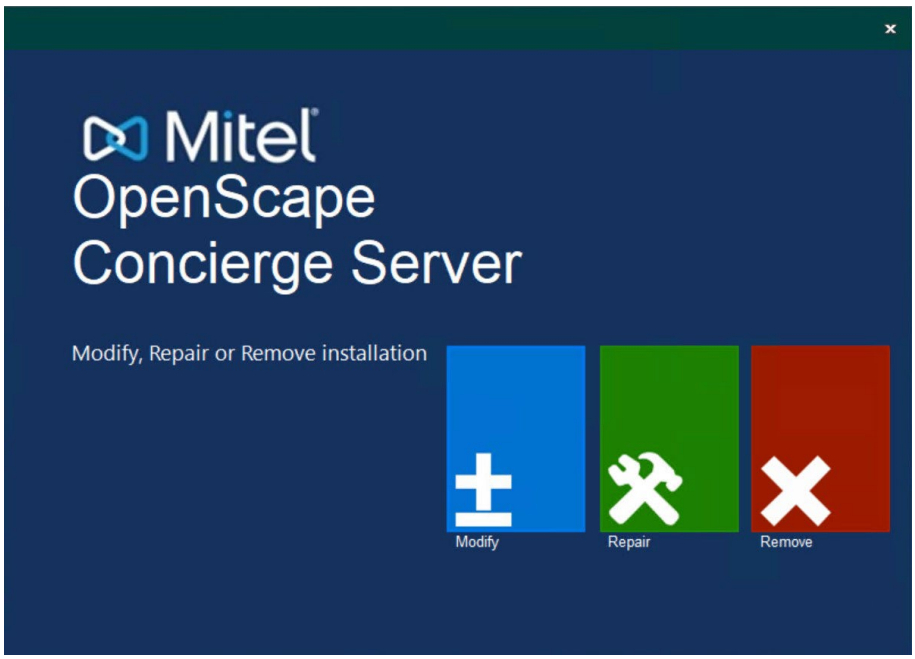
1. To uninstall a Server Fix Release close all management and client applications on the server machine.
2. Stop the OpenScape Concierge Service.
3. Open the **Windows Add or Remove Programs** function and uninstall the corresponding Fix Release.
4. After uninstalling a Server Fix Release, make sure to restore also the databases for the corresponding patch level (see OpenScape Concierge, Configuration, Administrator Documentation – section “Restore database”).
5. When finished - restart the server machine.

NOTE:
Depending on the FixRelease and the content it might be possible that Windows does not allow uninstalling certain FixReleases.

9 Performing program modifications

If setup is started again once installation is complete, program administration starts and allows a modification of the installed files. Proceed as follows:

1. Start the setup program from the installation `OSC DVD Image V5 Rxxx/OpenScape Concierge Server Setup/OpenScape Concierge Setup.exe`.
2. The "Welcome to the OpenScape Concierge Setup Wizard" window opens:



3. Click the **Repair** or **Remove** button to proceed (the **Modify** option is not necessary as there are no further modules to add or remove.
   In the following window choose:

- **Repair** to repair the installed modules on the system or
- **Remove** to uninstall the whole applicatin**.**

10 Upgrade and migration

10.1 V3R1 to V5

NOTE for upgrades from Concierge V3R1.7.1 to Concierge V5:
it is highly recommended to first upgrade the system to V4R2. For more detailed information, please refer to item 10.1 in the V4R2 Concierge Server Installation Guide.

10.1.1 Procedure on OSV, OpenScape 4000, OSCC

There are two different deployment scenarios:

A: Migration of Concierge WITHOUT OSCC

B: Migration of Concierge WITH OSCC

Scenario A (WITHOUT OSCC):

OSCC-E < V3 used Re-Queue targets (DN's forwarded to MLHG) and MLHG's. Up from V3, the pilot numbers are only routing codes pointing to destinations that route to the Concierge CPS endpoint in the GNP. The Concierge Provider Service (CPS) provides all announcements and MOH functionality.

NOTE:
If the used pilot numbers are not in a range but single numbers, you have to create multiple destination codes.
The existing endpoint of CPS can be reused, but the routing to this endpoint should be deleted first.

For migration you have to:

1. Write down the existing pilot numbers
2. Delete all used forwarding DNs and MLHGs
3. Follow the description in OSC Configuration Concierge, Administrator Documentation, section "Switch configuration OSV".

Scenario B (WITH OSCC):

All OSV resources used with OSCC-E V3 are still needed and must not be changed. The same applies for OS4K.

For migration you have to:

Follow the description in OpenScape Concierge Configuration, Administrator Documentation, section "Switch configuration OSV" or section "Switch configuration Open Scape 4000".

NOTE:
When the Concierge client connects to an OpenScape 4000 switch environment configured as VNR, it is essential to use a CSTA port configured as E.164 and other essential configurations. For more details, please consult the respective "**OpenScape Concierge V5.0, Concierge Plus and Professional, Administrator Documentation**" and the "**OpenScape Concierge V5.0, Configuration Concierge, Administrator Documentation**".

10.1.2 Database backup

For backing up the databases a ***.sql*** script (see below) is required that is started via a batch or command in the Windows Power Shell command line interface.

The script must be stored in the folder `C:\backup`; it backs up the data into the folder `C:\backup`.

10.1.2.1 *backup.sql* - example

The following example of a ***backup.sql*** script performs the SQL statements for backing up all databases of an OSC Server:

```
SELECT GETDATE();
GO
USE master;
GO
BACKUP DATABASE configDB TO DISK = 'c:\backup\configDB.bak' WITH INIT;
GO
BACKUP DATABASE OSCADM TO DISK = 'c:\backup\OSCADM.bak' WITH INIT;
GO
```

All various databases that might be available on the local server, like `configDB` or `OSCADM` are backed up one time in one instance.

A previously created backup will be overwritten.

→ Please ensure that this folder with the script is available before proceeding!

10.1.2.2 Starting the backup.sql manually

The backup.sql script can be started via the Power shell command line interface using the following statement:

If Sql Server Instance name is default (MSSQLSERVER):

sqlcmd -U sa -P <password of user SA> -S <ComputerName> -i "c:\backup\backup.sql" > "c:\backup\backup.log"

If Sql Server Instance name is other than default:

sqlcmd -U sa -P <password of user SA> -S <ComputerName>\<InstanceName> -i "c:\backup\backup.sql" > "c:\backup\backup.log"

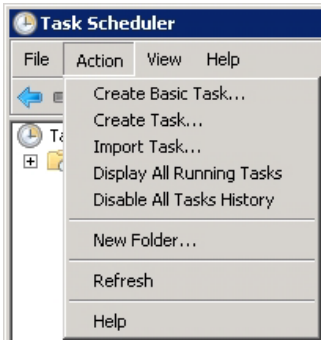
In the folder C:\backup a log file can be found after running the script.

NOTE:
Please ensure that the users involved (here User ***SA***) do have the necessary permissions to access the database and write down data into the `C:\backup` folder.

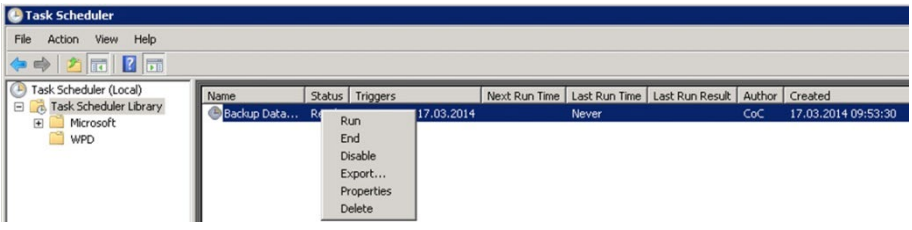
10.1.2.3 Scheduled backup

Create a command file, e.g. `back_me_up.cmd` containing the `Sqlcmd` statement above and create a scheduled task for the job.

1. Open the Task Scheduler under "**Start > Administrative Tools**".
2. Select **Action > Create Task** and use the "**`back_me_up.cmd`**".



3. Change the time when the Backup should start.
4. Change the user account which performs the export, but be sure that the user has enough rights on the Databases and the server.
5. After creation select the task with a right mouse click and run it.



Now all the Databases of the local SQL Server should be exported to `c:\Backup`.

10.1.2.4 Modifying the backup parameters

NOTE:
The script above performs a database backup of all databases on the OSC Server (s); This should be done right on all involved servers after implementation of the system.
One instance of the backup is created.

For backing up multiple versions of the databases please modify the *backup.sql* file correspondingly.

For the ***hppcdb*** on the Reporting server having only one backup instance that is permanently overwritten is useful, as this database can become very large. Furthermore the included data records are still available on the OSCC servers connected to MDC, means data in case of failure is usually not completely lost.

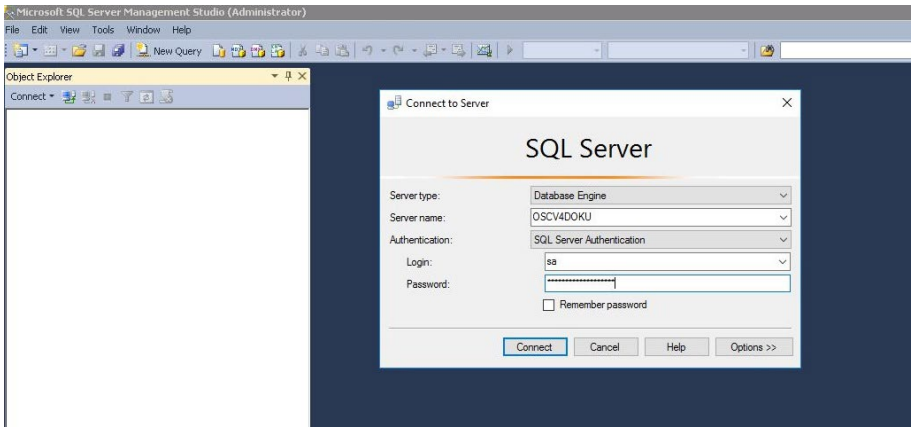
For the other databases it might be useful to modify the corresponding SQL statements in the *backup.sql* file.

NOTE:
Only personal skilled for MS SQL Server is recommended to modify the settings for the automatic backup!

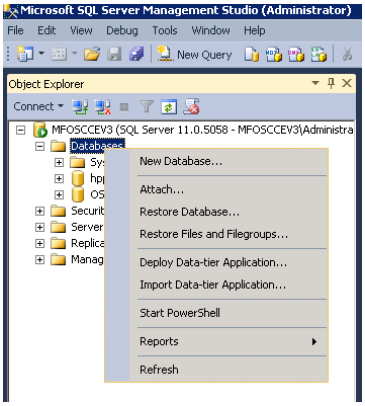
10.1.3 Restore database

The following steps show you how to restore the databases.

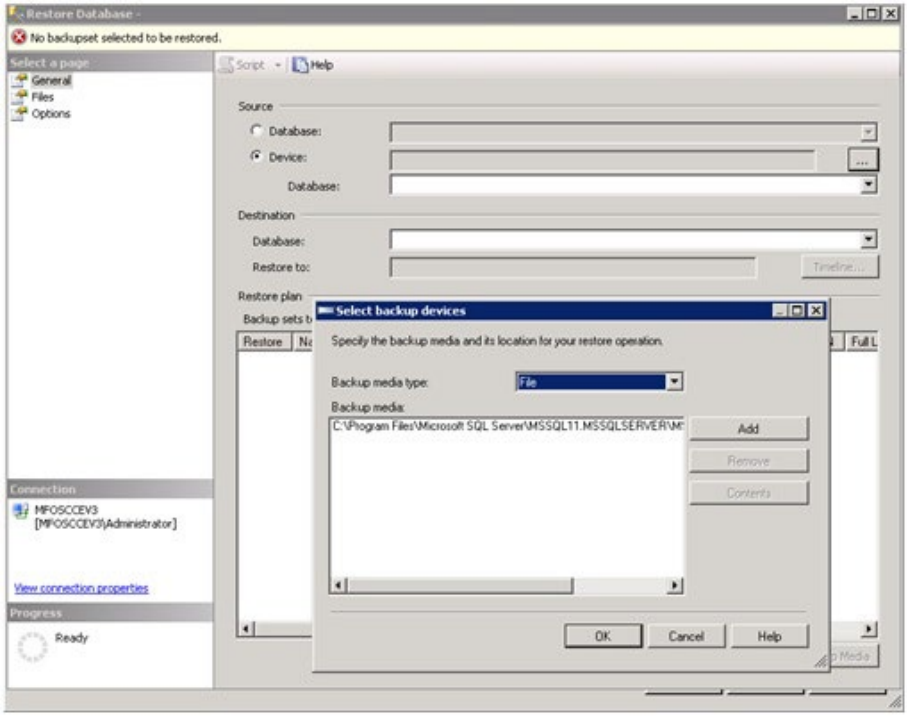
1. Stop the OpenScape Concierge Service on every OSC Server which is connected to the databases.
2. Open the SQL Server Management Studio.
3. Logon with a user that is configured as administrator in the System Management under Basics / Configuration Database, normally the ‘sa’ account.



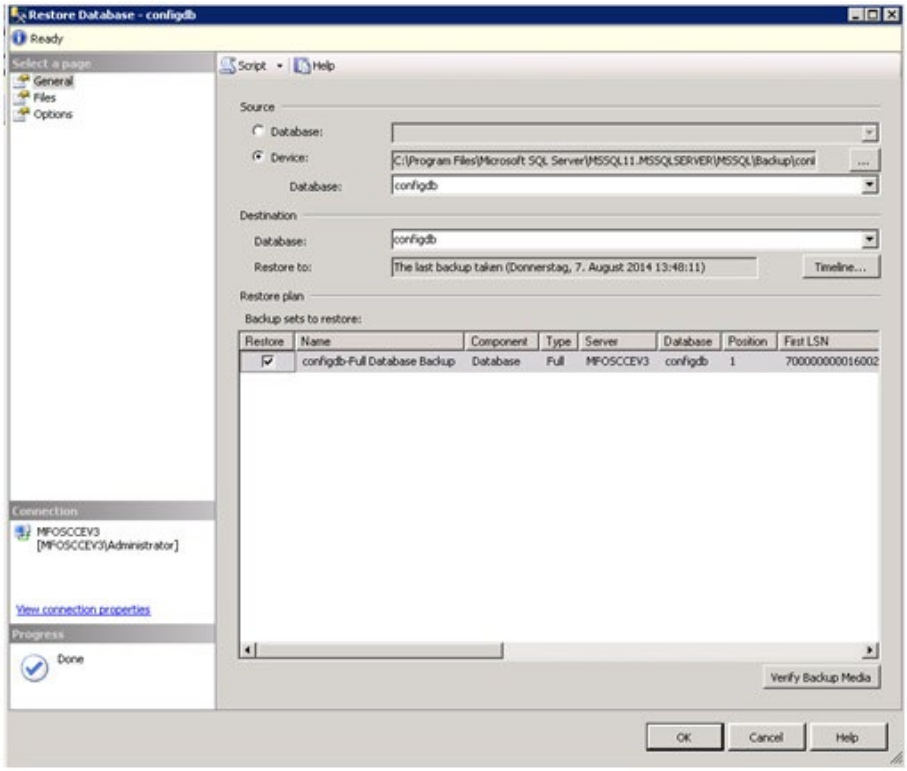
4. Open the Database tree view. With a right-click on **Databases** select **Restore Database**…



5. A new window opens. Select **Device** as Source and choose the backup file of the database which you want to be restored in the “Select Database devices” window.



6. Acknowledge with **OK** and the Destination Database will automatically be filled. If more than one restore set is stored in the backup file, select the appropriate.



7. Click **OK** and the restore process starts.
8. After the restore process has finished, click **OK** to finish the process.
9. Start the OpenScape Concierge Service on every stopped OSC Server again.

10.2 Upgrading OSCC within an OSC V5 environment

When updating an OSCC within an OSC V5 environment you have to make sure to perform the following procedure on all machines where the OSCC Client is installed:

1. Stop the OpenScape Concierge Service
2. Update the OSCC Client
3. Start the OpenScape Concierge Service again.

10.3 Upgrading OSV within an OSC V5 environment

IMPORTANT:
After upgrading/updating an OSV with “Live Upgrade” the script ‚installExportForOscce.sh‘ for OSC has to be manually executed again even though it might have been executed previous to the upgrade/update. This ensures that all required settings/scripts are available.

10.4 Upgrading Concierge V4R2 to V5R0 environment

The OpenScape Concierge V5R0 could be installed on top of OpenScape Concierge V4R2.

NOTE: it is recommended to stop all the OpenScape Concierge Server services before to start the upgrade process.

NOTE: the automatic client upgrade will not work during the upgrade from V4R2 to V5R0. Therefore, the clients should be upgraded manually from V4R2 to V5R0. This functionality will be available only during the new V5R0 next Fixes releases.

mitel.com