OpenScape Business

OpenScape Business is the most flexible, unified and future proof Unified
Communication and Collaboration (UCC) solution designed for small and medium-
sized enterprises (SMB) with:

- UCC for Standalone and Multisite environments
- Voice, Presence, Conferencing, Contact Center, Messaging, IM, Mobility, Fax
- UI Integration of OpenScape Web Collaboration

Overview

OpenScape Business offers SMB enterprises the answer to their demands in one solution, providing the easy way from Voice to UCC, from
hybrid TDM to full IP, incl. Web Collaboration, voice and fax message boxes, notification service, mobility, a Multimedia Contact Center and
presence status functions.

As standalone system up to 500 subscribers and in networked systems up to 1000 subscribers can be connected.

New Features

Since market introduction the feature set of OpenScape Businsse has been enhanced and improved step by step.
The following link contains an overview about the SW versions and the enhancements.

OpenScape Business Feature Enhancements

OpenScape Business Models

Different models are available for the use of telephony and UC functionality.

	OpenScape Business X1	OpenScape Business X3	OpenScape Business X5	OpenScape Business X8	OpenScape Business S
Rack systems					
Wall systems					
Server systems					

Hardware Platforms

OpenScape Business X1, X3, X5 or X8 are "All-In-One" HW platforms with onboard IP access and support for up to 500 subscribers with IP, digital (UP0E), ISDN (BRI), analog (a/b), cordless (DECT) devices. UC Smart application is fully embedded. Connection to public WAN is done via SIP (LAN), ISDN (BRI and PRI) or analog trunks.

UC Booster Platforms

Two UC Booster options are available for OpenScape Business X3/X5 or X8:

- OpenScape Business UC Booster Card is a Plug-In module for OpenScape Busness X3,X5 and X8. It is required for the UC Suite solution up to 150 UC users
- OpenScape Business UC Booster Server is required for OpenScape Business X3/X5/X8 in case of of more than 150 UC users. The UC Booster Server is based on Linux (Novell SLES) and can be operated either on a server HW directly or in vitualized environment using VMware vSphere.

By using the UC Booster options the X3R, X5R and X8 models also can be enhanced with the following functions:

- OpenStage Gate View with up to two cameras
- Open Directory Service
- CSTA interface for connecting external applications

Software Platforms

OpenScape Business S is the server-based "All-In-One" telefony and UC platform, which supports up to 500 IP subscribers and IP (SIP) connection to the public network (WAN). It is designed for Linux (Novell SLES) operating system and can be operated either on a physical or on virtual machines with VMware vSphere. OpenScape Business S can be networked with OpenScape Business X1, X3, X5 or X8 as gateway for ISDN or anlog trunks or TDM / analog devices.

Features

OpenScape Business combines the best of the HiPath 3000 and OpenScape Office in a unified software solution architecture based on modern and innovative communication technologies.

- All-In-One Unified Communication solution for small and medium enterprises
  - Integrated voice services
  - Presence management (presence status)
  - Drag and Drop Conference
  - Visual voicemail
  - Instant Messaging (IM)
  - Mobility
  - Directory access with database connection
  - Fax support
  - Integration into business processes
  - etc.

- Multichannel Contact Center

- Integration of OpenScape Web Collaboration

- Multiple Sites support

- Unified solution architecture
  - Scalable and flexible HW / SW and licensing
  - Easy to handle migration from HiPath 3000 to OpenScape Business

System box and almost all existing devices can be reused only the motherboard and the SW has to be replaced.

For detailed feature descriptions have a look into the OpenScape Busieness datasheet or feature description Documentation.

Voice features

- Making calls: Setting up a connection, e.g., via speed dialing or directories
- Call Signaling, Calling Line ID: CLIP, CLIR, COLP und COLR.
- Functions during the call: Holding, redirecting and transferring calls
- Controlling availability: Call forwarding and call forwarding - no answer
- Conferencing: Different types of application-controlled and phone-controlled conferences
- Optimizing communication: Handling calls more efficiently and sending texts to internal subscribers
- Easy Operation: Resetting activated features, Direct Inward System Access (DISA) and multilingual text output

- Working in a team (groups): Multiple subscribers and phones can be reached under one station number
- UCD (Uniform Call Distribution): Uniform distribution of incoming calls to a group of subscribers (UCD group).
- Emergency Calls: Hotline/Hotline after timeout or an emergency service
- etc.

Supported phones and devices

- **OpenStage phones (IP/HFA, SIP and T)**
  - OpenStage 5, 10 T, 15,15 T, 20, 20 E, 20 G, 20 T, 40, 40 G, 40 T, 60, 60 G, 60 T, 80 G, 80 T
- **OpenScape Desk Phone (SIP)**
  - OpenScape Desk Phone IP 35G and OpenScape Desk Phone IP 55G
- **OpenStage Key Modules**
  - OpenStage Key Module 40, 60 and 80 for OpenStage 40 and 60
  - OpenStage Key Module 15 only for OpenStage 15
  - OpenStage Busy Lamp Field 40 only for OpenStage 40
- **Cordless CMI/DECT - IP/DECT telephones**
  - OpenStage S4 professional; OpenStage SL4 professional; OpenStage M3
- **PC Clients (HFA, SIP)**
  - OpenScape Personal Edition (including Video support for SIP)
- **SIP phones (UC Suite) / AP adapter**
  - SIP phones with RFC 3725 support.
  - Mediatrix 4102S (for connecting 2 Analog phones or G.3 FAX devices)

More information about supported features of SIP phones and their configurations are available could be found by reading Features and Configuration of SIP Devices page.

- **WLAN phones**
  - OpenStage WL3
- **Analog and ISDN phones**
  - Analog (a/b) phones
  - Digital (S0) ISDN phones

Please note:
Older devices (such as optiPoint 410/420/500, Gigaset SL3/S3/M2 and optiPoint WL2 SIP only) are supported. For further details such as the required Software versions for each device, please refer to the respective technical release notes.
Optiset E devices cannot be operated.

Unified Communications

OpenScape Business provides two alternativ flavours of Unified Communications, depending on the needs:

UC Smart
UC Smart SW is fully embedded within the OpenScape Business SW running on the motherboard of OpenScape Business X3/X5 and X8. It comprises the Unified Communications and Collaborations features of the HiPath 3000 WebServices.

- Presence incl. status based announcements
- Favorites incl. Call Status
- Visual VoiceMail Control
- CTI incl. Ad Hoc Conferencing
- Directory Access
- Chat
- Call Journals incl. Reminder

The UC Smart solution offers several UC clients:

- myPortal Smart
- myPortal to go
- my Portal for Mobile

UC Suite
UC Suite provides the Unified Communications and Collaborations solution known from OpenScape Office LX/MX/HX. UC suite comprises extensive functions for such as presence management (Presence status), drag and drop conferencing, visual voicemail (Voicemail), multichannel contact center, IM (Instant Messaging IM), Mobility, directory access with database connection, fax, integration into Business processes and the connection of OpenScape Web Collaboration.

Operation of UC Suite requires the "UC Booster Card", which is plugged on the motherbord of OpenScape Business. As an alternative, in case of extended number of Unified Communications users, an external "UC Booster Server" has to be connected to Open Scape Business.

The UC Suite solution offers several Unified Communbications clients:

- myPortal for Desktop
- myPortal for Outlook as Add On for Microsoft Outlook
- myPortal for Mobile
- myPortal for Tablet
- myPortal to go

- myAttendant

Multichannel Contact Center

The Multichannel Contact Center option is available for OpenScape Business UC Suite

Additional information about the OpenScape Business contact center versions can be found within this Wiki using the following link:

- OpenScape Business Contact Center

The Contact Center option offers two clients for use within the contact center environment:

- myAgent as agent and supervisor desktop application
- myReports as client for report creation

Mobility options for mobile employees

OpenScape Business offers embedded mobility services and solutions for any enterprise. These comprise:

- Integration of smartphones of mobile workers
- Support of cordless and WLAN telephones within the office
- DeskSharing solutuon
- Teleworking solution

OpenScape Business Mobility provides features like:

- SmartPhone and tablet PC integation into UC solution
- One Number Service regardless of location and used device
- Dual mode telephony (UMTS / WLAN) support at public hotspots
- Mobile Logon
- CallMe function
- VPN support
- etc.

OpenScape Business clients

Solution	Client	Recommended	for	Remarks
		UC Smart	UC Suite	
UC	myPortal Smart	x		UC-Desktop-Client
	myPortal for Desktop		x	Enhanced UC-Desktop-Client
	myPortal for Outlook		x	UC-Outlook-Integration
	myPortal for OpenStage	x	x	For OpenStage 60 HFA
Mobility	myPortal for Mobile	x	x	Mobility-Client for Smartphones Web-based
	myPortal to go	x	x	Mobility-Client for Smartphones App-based
	myPortal for Tablet	x	x	Like my myPortal for Mobile but optimized for Tablet PC and slightly different feature set
Attendant	OpenScape Business Attendant	x	x	Attendant optional with UC presence
	myAttendant		x	UC Attendant
	Company Auto Attendant	x	x	Slightly differnt featureset within UC Smart and UC Suite
Contact Center	myAgent		x	Contact Center Client
	myReports		x	myReports can also be used for Contact Center independent UC user reports

myPortal Smart
is the desktop client for the UC Smart solution. myPortal Smart is available for For Apple MAC OS & Windows
Additional information about the myPortal Smart featureset can be found within the following link:

myPortal Smart

myPortal for Desktop
presents the full suite of OpenScape Business UC features from a single window
Additional information can be found within this Wiki using the following links:
myPortal for Desktop

myPortal for Outlook

- all of the functionality in myPortal for Desktop available as an MS Outlook toolbar!
- enables users to access all of their communications - voice, conferencing, voicemail, fax, IM, email, and contacts - directly from within MS Outlook
- Users can click to dial any number from any Microsoft application

Additional information can be found within this Wiki using the following link:
myPortal for Outlook

myPortal for Mobile/Tablet

- delivers OpenScape Business UC features onto your Smartphone or Tablet PC
- manages and shows presence status of contacts, set connection control of your office extension, and access to directories, favorites, voicemail and journals

Additional information can be found within this Wiki using the following link:
myPortal for Mobile/Tablet

myPortal to go

- delivers OpenScape Business UC features onto your Smartphone
- manages and shows presence status of contacts, set connection control of your office extension, and access to directories, favorites, voicemail and journals

Additional information can be found within this Wiki using the following link:
myPortal to go

myPortal for OpenStage

- OpenScape Office UC presence and visible voicemail features to OpenStage 60/80 desktop phones
- easy changes of OpenScape Business presence status
- visually access, query and control personal voicemail-box

Additional information can be found within this Wiki using the following link:
myPortal for OpenStage

myAttendant

- presence-aware switchboard application used by administrators, dispatchers or supervisor
- presents a single, consolidated view of all of the company's users and their presence status, making it easy to transfer calls to employees when they are available

Additional information can be found within this Wiki using the following link:
myAttendant

myAgent
Presents the full suite of contact center features from a single desktop view (call queue information, relevant customer information pop-ups accompany incoming calls, access customer data and call history)
Additional information can be found within this Wiki using the following link:
myAgent

myReports
myReports provides over 100 predefined standard reports. The historical reports are provided as graphs and/or table views.
Additional information can be found within this Wiki using the following link:
myReports

Embedded applications

OpenScape Business provides some embedded applications, which are running optionally within the OpenScape Business system.

OpenStage Gate View

OpenStage Gate View is a user-friendly, security solution that offers real-time video surveillance to observe, control and grant access to entrance areas all from your OpenStage Business phone, PC or your Smart Phone.
IP-capable video cameras send video streams to the OpenScape Business, which enables authorized Gate View users to display this video streams. The video image associated with an activated entrance telephone (door opener) can be automatically displayed on an assigned OpenStage phone. In addition the video can also be displayed on mobile devices by using the web client or in case of Apple´s iPhone using the appropriate App.
OpenStage GateView supports also scheduled recording of a video stream and the saving of recordings to a network drive.

Suiteable video cameras are not included in the ordering process Depending on the customer's requirements (e.g., LAN, WLAN, indoor/outdoor, PoE), cameras can be purchased on the open market. Instructions on integrating user-defined cameras together with a list of certified cameras as well as the technical specifications can be found at:
OpenStage Gate View FAQ.

Administration of Gate View is done via the administration portal of OpenScape Business.

As a prerequisite a UC Booster Card or OC Booster Server is required for OpenScape Buisness. Capacities of Gatev View in terms of number supported cameras and phones etc. depends on the choosen UC Booster HW. Details are decribed within the administartion manual.

The use of Gate View is licensed controlled.

General configuration

Single Node

Networked System

Networking "OpenScape Business" OpenScape Business offers the opportunity to build networks with up to 1000 participants. Within an OpenScape Business Network a broad range Unified communcation feature are available for all useres beneath the normal telephony features e.g:

- Presence management with voice support(visibility of presence status)
- Network-wide call status (e.g. subscriber is being called, subscriber has an active call)
- Call pickup via myPortal for Desktop
- Instant messaging with Multi-User-Chat
- Drag&Drop conferences in the network
- Network-wide Web Collaboration (for example, desktop sharing and video)
- myAttendant – change the presence status for all users in the network
- Integrate external directories with OpenScape Office Directory Services
- Integration in the Microsoft Exchange calendar and in the public directory
- Forwarding of voicemails in the network
- Support of XMPP presence & chat with external partners

An OpenScape Business network is controlled by the so called Master Node, which does not require necessarily additional HW/SW depending on the size of the network. An administrator can access all network subscribers via the Single Point of Administration within the Master Node. When changes are made within the Master Node administration, the databases of the individual network nodes are automatically synchronized.

A LAN/WAN based IP network is required as prerequisite for networking. OpenScape Business systems can be networked with one another also via digital trunks. Both S0 as well as S2M lines with QSIG protocol can be used for the connection.

Within the following some essentiall networking scenarios are shown. Details, prerequisites and even more scenarios are decribed within the administration manual of OpenScape Business Documentation.
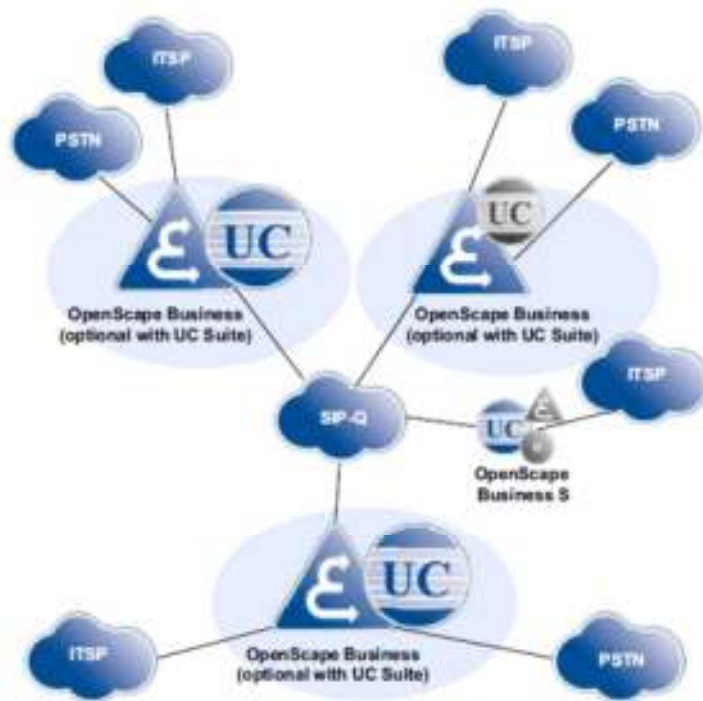
Networking Multiple OpenScape Business X3/X5/X8 Systems
Up to 32 OpenScape Business communication systems can be networked with each other.
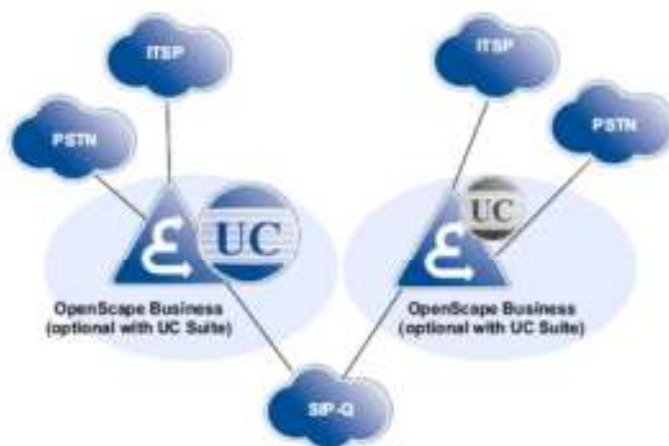
Networking OpenScape Business and OpenScape Business S (Single Gateway)
Up to 32 OpenScape Business X3/X5/X8/S communication systems can be networked with one another. Multiple OpenScape Business S systems are allowed in an internetwork. Single Gateway means that all IP stations registered at OpenScape Business S only use ONE gateway to the PSTN.

Networking OpenScape Business and OpenScape Business S (Multi Gateway)
Up to 32 OpenScape Business X3,X5,X8,S communication systems can be networked with one another. Multi-gateway means that every IP station registered at OpenScape Business S is assigned to exactly one specific gateway.
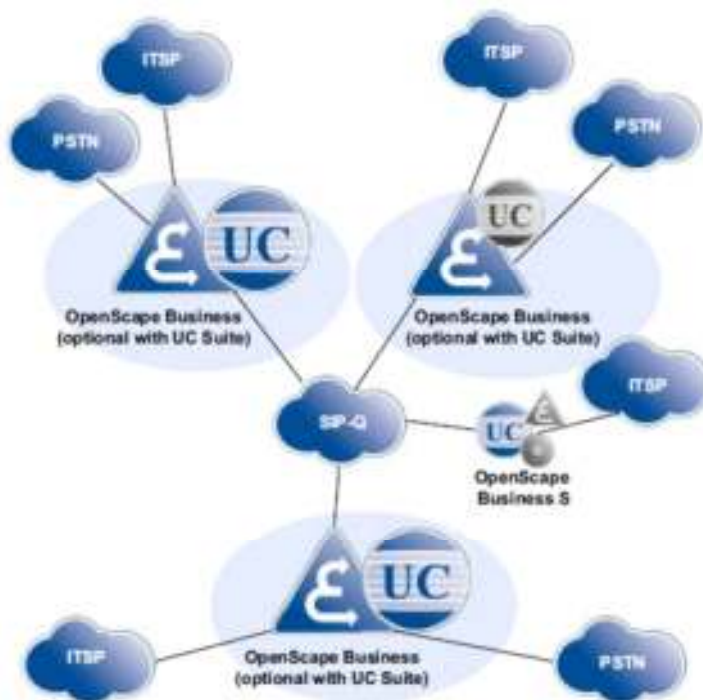
SIP / ITSP Connectivity

Information about connection of SIP devices and SIP trunks and certified VoIP service providers can be found within the following links

- Features and Configuration of SIP Devices
- Collaboration with VoIP Providers
- OSBiz V1 Configuration for ITSP
- OpenScape Business Config Guide CLIP

Miscellaneous SIP related topics

- SIP Attack Protection - Diagnostics and Configuration Hints
- OSBiz SIP Attack Protection
- Network Configuration for VoIP Providers

- 🖥 SIP Gateway test List Version 2012-03-07

Integration in business application and processes

OpenScaoe Business supports many interfaces, protocols and standards for integration into business process or connection to 3rd party applications. Details are listed in the the datasheet or feature description. Within the following section only the most relevant interfaces and integrations are described. Nearly all connections, except TDM telefony, uses the Ethernet LAN interface of OpenScape Business.

Windows Terminal Server and Citrix support

The following document describes how to operate OpenScape Business client within Windows Remote Desktop Services and Citrix XenApp environment

- 📄 OSBiz_V1_CitrixXENApp_6.5_Win2008R2

Microsoft Exchange Server

The following documents describe how to connect OpenScape Business to "Microsoft Exchange"

- 📄 OSBizV1_MSExchange_2007
- 📄 OSBizV1_MSExchange_2010
- 📄 OSBizV1_MSExchange_2013

Microsoft Office 365

The following document describes how to connect a local OpenScape Business to "Microsoft Office 365"

- 📄 OSBizV1_MSOffice_365

Access to external directories and data sources

OpenScape Business can access data within external directories or databases via:

- Open Directory Service
- LDAP
- Data replication via CSV file import

Open Directory Service

is fully embedded within OpenScape business. It allows access to internal User Data, Speed Dials and the UC-Suite Directory as well as to following external SQL database servers:

- Microsoft SQL server,
- Postgres SQL server,
- Sybase SQL server

More information is given within the link:

- How to connect a SQL database to Open Directory Service (ODS)

LDAP - Lightweigt Data Access Protocol allows direct data querey from external LDAP capable directories.
The administration of the LDAP interface within OpenScape Business is described within the link:

- How to connect OpenScape Business to LDAP Server

CTI - Computer Telephony Integration

OpenScape Business offers several protocols and API´s to application programmers to integrate telephony and UC functions of OpenScape Business into their applications.

Interface Description

The descriptions of the CTI interfaces are provided within the following link:

- OpenScape Business V1 Open Interfaces

TAPI Service Provider

Due to the importance of TAPI two new and powerful TAPI Service Providers (TSP) have been developed for OpenScape Business in addition to the existing CallBridge Collection.

- OpenScape Business TAPI 120
- OpenScape Business TAPI 170

Differences between OSBiz TAPI 120/170 and HiPath TAPI 120/170
In contrast to the handling of the HiPath TAPI 120/170 V2 TAPI Service Providers for HiPath 3000, the following changes apply in the OpenScape Business environment:

- OpenScape Business TAPI 120 and TAPI 170 are new software components that were developed exclusively for OpenScape Business. The software versioning begins with Version 1.

- The OpenScape Business TAPI 120 or 170 software and the licenses can only be used in conjunction with OpenScape Business.
- The connection to OpenScape Business takes place exclusively via the LAN.
- Additional hardware and software components such as the CSTA Message Dispatcher (CMD), CSTA Service Provider (CSP), HG 1500 board or HiPath 5000 RSM System are no longer required for OpenScape Business TAPI 120/170.
- The licensing is station based and no longer distinguishes between OpenScape Business TAPI 120 or TAPI 170 stations. The licensing requirement begins with the first TAPI station.
- Existing HiPath TAPI 120 or 170 user licenses cannot be used in conjunction with OpenScape Business TAPI 120 or 170

Integration of Vertical Solutions

Hotel / Hospitality Solutions

OpenScape Business can be connected to Hospitality Solutions. On Overview about Hospitality Solutions in general and theit connectivity to OpenScape Business is shown within the following link.

- Hospitality Solutions

Capacities

	OpenScape Business X1	OpenScape Business X3	OpenScape Business X5	OpenScape Business X8	OpenScape Business S
BRI Trunks	4	20	52	128	N/A
PRI Trunks	0	0	30	128	N/A
ITSP Trunks	30	60	60	60	128
Analog Stations	4	20 Rack system 36 Wall system	56 Rack system 68 Wall system	384	N/A
Digital Phones	8	24	56	384	N/A
IP Phones	20	500	500	500	500
Cordless/DECT Phones	16	32	32 Rack system 64 Wall system	250	N/A
Max.# of Phones	30	500	500	500	500

Remarks: Figures are subject to change. For actual figures refer to the latest version of OpenScape Business Sales Information and Datasheet.

Administration

Administration of OpenScape Business is done mainly via Web Based Management (OpenScape Business Assistant). Manager E tool, known from HiPath 3000, can also be used for administration alternatively.

Documentation

Documentation is available from different sources depending on the type of documentation.
Main source for technical documentation and user guides is the OpenScape Business systems itself. Documents are available either as download from the system SW via the administration tool or can be accessed direcly as file on the SW storage media.
All available documents can be obtained via the Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx) .

The following table gives an overview about the provided documents.

- **Declaration of Conformity**

Target Group	Documentation	Content	Medium	Source of supply
Sales and Project Planners	Data Sheet	System Overview	e-Docu	Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Feature Description	This document describes all features	e-Docu	

				Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Planning Guide	This document provides guidelines for planning	e-Docu	Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
Administrators and Technicians	Installing the Hardware, Service Documentation	This document describes the hardware for OpenScape Business X3/X5/X8 (including the hardware installation)	e-Docu	Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Installing OpenScape Business X3/X5/X8	This document describes the installation of OpenScape Business X3/X5/X8	e-Docu	Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Installing the Linux Server	The document describes how to install Linux on a separate server PC as a platform for the OpenScape Business S Softswitch and the Application Server OpenScape Business UC Booster Server	e-Docu	Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Installing OpenScape Business S	This document describes the installation of the communication software for the OpenScape Business S Softswitch (incl. UC Suite) on a separate Linux server	e-Docu	Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Installing the OpenScape Business UC Booster Server	This document describes the installation of the communication software for the Application Server OpenScape Business UC Booster Server (incl. UC Suite) on a separate Linux server	e-Docu	Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Administrator Documentation	This document describes the installation, configuration, operation, administration and features of OpenScape Business	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Manager E, Administrator Documentation	This document describes the configuration of features using Manager E	e-Docu	Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
Users, Technicians, Administrators	myPortal Smart, User Guide	This document describes the configuration and operation of the myPortal Smart application	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	myPortal for OpenStage, User Guide	This document describes the configuration and operation of myPortal for OpenStage	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	myPortal for Desktop, User Guide	This document describes the installation, configuration and operation of the myPortal for Desktop application	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	myPortal for Outlook, User Guide	This document describes the installation, configuration and operation of the myPortal for Outlook application	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	Fax Printer, User Guide	This document describes the installation, configuration and operation of Fax Printer	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)

	myPortal for Mobile/Tablet, User Guide	This document describes the configuration and operation of myPortal for Mobile	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	myAgent, User Guide	This document describes the installation, configuration and operation of the myAgent application	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	myReports, User Guide	This document describes the installation, configuration and operation of the myReports application	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	myAttendant, User Guide	This document describes the installation, configuration and operation of the myAttendant attendant console	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	OpenScape Business Attendant, User Guide	This document describes the installation, configuration and operation of the attendant console OpenScape Business Attendant	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	UC Smart Telephone User Interface (TUI), Quick Reference Guide	This document describes the phone menus of the voicemail box (UC Smart)	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)
	UC Suite Telephone User Interface (TUI), Quick Reference Guide	This document describes the phone menu of the voicemail box (UC Suite)	e-Docu	System, Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx)

Software Delivery / Deployment

SW deployment depends on the OpenScape Business models. SW is either deployed as embedded SW or has to be ordered separately on a storage media. SW corrections are available at the Central Software Download Server of Unify, which can be accessed via the Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx) .

OpenScape Business X models The SW of OpenScape Business X models is delivered on a SDHC card together with the main board. SW needs not be ordered separately. In case that a UC Booster Card is required the SW is delivered on its internal storage device.

OpenScape Business UC Booster Server or OpenScape Business S The SW of OpenScape Business Booster Server or OpenScape Business S has to be ordered separately. The SW is delivered on DVD as data media.
The required operating system (Suse Linux Enterprise system (SLES)) can be obtained also from Unify.
In case, that the SLES SW is ordered from Unify, an registration key for a 3 year SW update period, granted by Novell, is included.

OpenScape Business S SW (incl. SLES) is also available as .OVA Image for virtualized machines via the software Supply Server.

Licensing

Use of OpenScape Business features is licensed. Starting with the basic system licence, additional features can be easily added, by importing appropriate license keys. License keys are providedby the Central License Server order dependent and are managed by the administration tools of OpenScape Buisness.

Activation Period
OpenScape Business supports a Licence Activation Period with full feature functionality for a time period of 30 days after first installation. After 30 days system functionality is restricted to emergency operation in case that no valid license keys have been uploaded to the system.

Evaluation Licenses
If specific functions should be tested for a time period of 90 days, so called Evaluation Licenses can be ordered.

Migration

OpenScape Business offers an easy migration path from HiPath 3000 to OpenScape Business.
Depending on the HW / SW version of HiPath 3000 existing housing, power supply and also many peripherial boards and devices can be reused.
Within many migration cases only the mainboard, System SW and license file need to be replaced by OpenScape Business components.
Conversion of system configuration data is also supported.

Details are described within the OpenScape Business Sales Information and the Administration Manual

Further Technical Information / Links

Supported Standards

Ethernet

- RFC 894 Ethernet II Encapsulation
- IEEE 802.1Q Virtual LANs
- IEEE 802.2 Logical Link Control
- IEEE 802.3u 100BASE-T
- IEEE 802.3ab Gigabit Ethernet
- IEEE 802.3X Full Duplex Operation

IP/Routing

- RFC 768 UDP
- RFC 791 IP
- RFC 792 ICMP
- RFC 793 TCP
- RFC 2822 Internet Message Format
- RFC 826 ARP
- RFC 2131 DHCP
- RFC 1918 IP Addressing
- RFC 1332 The PPP Internet Protocol

Control Protocol (IPCP)

- RFC 1334 PPP Authentication Protocols
- RFC 1618 PPP over ISDN
- RFC 1661 The Point-to-Point Protocol (PPP)
- RFC 1877 PPP Internet Protocol Control Protocol
- RFC 1990 The PPP Multilink Protocol (MP)
- RFC 1994 PPP Challenge Handshake Authentication Protocol (CHAP)
- RFC 2516 A Method for Transmitting PPP Over Ethernet (PPPoE)
- RFC 3544 IP Header Compression over PPP

NAT

- RFC 2663 NAT

IPsec

- RFC 2403 IPsec Authentication - MD5
- RFC 2404 IPsec Authentication - SHA-1
- RFC 2404 IPsec Authentication - SHA-2
- RFC 2405 IPsec Encryption 3DES
- RFC 2407 IPsec DOI
- RFC 2408 ISAKMP
- RFC 2409 IKE
- RFC 2410 IPsec encryption - NULL
- RFC 2411 IP Security Document Roadmap
- RFC 2412 OAKLEY
- RFC 3602 IPSec encryption with AES
- RFC 4301 Security Architecture for the IP
- RFC 4303 IP Encapsulating Security Payload (ESP)

SNMP

- RFC 1213 MIB-II

QoS

- IEEE 802.1p Priority Tagging
- RFC 1349 Type of Service in the IP Suite
- RFC 2475 An Architecture for Differentiated Services
- RFC 2597 Assured Forwarding PHB Group
- RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior) Services
- RFC 2597 Assured Forwarding PHB Group
- RFC 3246 An Expedited Forwarding PHB (Per-Hop Behavior)

Codecs

- G.711
- G.729

CTI

- CSTA Phase III
- TAPI Service Provider for TAPI 2.1

SIP

The table below indicates which RFCs are implemented on the SIP interfaces of the system:

- ITSP: Internet Telephony Service Provider interface
- SIP SUB: SIP interface for connection of SIP- phones
- SIP TRK: SIP interface for connection to external SIP servers
- SIP-Q: SIP interface for connection of OpenScape Business systems

Within the SIP interface columns following information are given:

- yes: The main content of the RFC is implemented in the system. There might be options in the RFC which are not implemented. No details are given in the list
- no RFC is NOT implemented on that interface
- n/a RFC is not applicable to that interface

The information applies to OpenScape Business Version V1R3.2

RFC number	Title	Remarks	ITSP	SIP-SUB	SIP-TRK	SIPQ
RFC 1889	RTP: A Transport Protocol for Real-Time Applications	Obsoleted by RFC3550	yes	yes	yes	yes
RFC 2198	RTP Payload for Redundant Audio Data	Used in conjunction with RFC 2833	no	no	no	no
RFC 2246	The TLS Protocol Version 1.0	Obsoleted by RFC4346, Updated by RFC3546	yes	yes	no	yes
RFC 2327	SDP: Session Description Protocol (obsoleted by RFC4566)		yes	yes	yes	yes
RFC 2396	Uniform Resource Identifiers (URI): Generic Syntax	Obsoleted by RFC3986	yes	yes	yes	yes
RFC 2560	X.509 Internet Public Key Infrastructure Online Certificate Status Protocol - OCSP		no	no	no	no
RFC 2617	HTTP Authentication: Basic and Digest Access Authentication		yes	yes	no	no
RFC 2782	DNS RR for specifying the location of services (DNS SRV)		yes	n/a	yes	yes
RFC 2833	RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals	Obsoleted by 4733	yes	yes	yes	yes
RFC 2976	The SIP INFO Method	Used for SIPQ trunking only	no	no	no	yes
RFC 3204	MIME media types for ISUP and QSIG Objects	QSIG only	no	no	no	yes
RFC 3261	SIP: Session Initiation Protocol	SIP Core RFC	yes	yes	yes	yes
RFC 3262	Reliability of Provisional Responses in the Session Initiation Protocol (SIP)	provisional Response Acknowledgement (PRACK) Early Media	no	yes	no	no
RFC 3263	SIP Locating Servers		yes	yes	yes	yes
RFC 3264	An Offer/Answer Model with SDP		yes	yes	yes	yes
RFC 3265	Session Initiation Protocol (SIP)-Specific Event Notification	used for MWI and GroupPickup	no	yes	no	no
RFC 3268	Advanced Encryption Standard (AES) Cipher suites for Transport Layer Security (TLS)		no	no	no	no

RFC 3280	Internet X.509 Public Key Infrastructure Certificate and Certificate Revocation List (CRL) Profile		no	no	no	no
RFC 3310	HTTP Digest Authentication		yes	yes	no	no
RFC 3311	Session Initiation Protocol (SIP) UPDATE Method		yes	yes	yes	yes
RFC 3312	Integration of Resource Management and Session Initiation Protocol (SIP)		no	no	no	no
RFC 3323	A Privacy Mechanism for the Session Initiation Protocol (SIP)		yes	yes	no	no
RFC 3324	Short Term Requirements for Network Asserted Identity		no	no	no	no
RFC 3325	Private Extensions to the Session Initiation Protocol (SIP) for Asserted Identity within Trusted Networks		yes	yes	yes	no
RFC 3326	The Reason Header Field for the Session Initiation Protocol (SIP)		yes	yes	yes	yes
RFC 3327	Session Initiation Protocol (SIP) Extension Header Field for Registering Non-Adjacent Contacts		no	no	no	no
RFC 3329	Security Mechanism Agreement for the Session Initiation Protocol		no	no	no	no
RFC 3389	Real-time Transport Protocol (RTP) Payload for Comfort Noise (CN)		no	no	no	no
RFC 3420	Internet Media Type message/sipfrag		no	no	no	no
RFC 3428	Session Initiation Protocol (SIP) Extension for Instant Messaging		no	no	no	no
RFC 3489	STUN - Simple Traversal of User Datagram Protocol (UDP) Through Network Address Translators (NATs)		yes	yes	no	no
RFC 3515	The Session Initiation Protocol (SIP) Refer Method		no	yes	no	no
RFC 3550	RTP: Transport Protocol for Real-Time Applications		yes	yes	yes	yes
RFC 3551	RTP Profile for Audio and Video Conferences with Minimal Control		yes	yes	yes	yes
RFC 3581	An Extension to the Session Initiation Protocol (SIP) for Symmetric Response Routing	rport	yes	yes	yes	no
RFC 3605	Real Time Control Protocol (RTCP) attribute in Session Description Protocol (SDP)		no	no	no	no
RFC 3665	Session Initiation Protocol (SIP) Basic Call Flow Examples		yes	yes	yes	N/A
RFC 3666	Session Initiation Protocol (SIP) Public Switched Telephone Network (PSTN) Call Flows		yes	yes	yes	N/A
			no	no	no	no

RFC 3680	A Session Initiation Protocol (SIP) Event Package for Registrations					
RFC 3711	The Secure Real-time Transport Protocol (SRTP)		no	no	no	yes
RFC 3725	Best Current Practices for Third Party Call Control (3pcc) in the Session Initiation Protocol (SIP)		no	yes	no	no
RFC 3761	The E.164 to Uniform Resource Identifiers (URI) Dynamic Delegation Discovery System (DDDS) Application (ENUM)		no	no	no	no
RFC 3830	MIKEY: Multimedia Internet KEYing	MIKEY0 only	no	no	no	yes
RFC 3842	A Message Summary and Message Waiting Indication Event Package for the Session Initiation Protocol (SIP)		no	yes	no	no
RFC 3891	The Session Initiation Protocol (SIP) Replaces Header	passive usage only	no	yes	no	no
RFC 3892	The Session Initiation Protocol (SIP) Referred-By Mechanism		no	yes	no	no
RFC 3959	The Early Session Disposition Type for the Session Initiation Protocol (SIP)		no	no	no	no
RFC 3960	Early Media and Ringing Tone Generation in the Session Initiation Protocol (SIP)		no	no	no	no
RFC 3966	The tel URI for Telephone Numbers		yes	no	no	no
RFC 3968	The Internet Assigned Number Authority (IANA) Header Field Parameter Registry for the Session Initiation Protocol (SIP)	As this RFC describes rules for assigning new parameters etc. it is not applicable for a certain product	N/A	N/A	N/A	N/A
RFC 3969	The Internet Assigned Number Authority (IANA) Uniform Resource Identifier (URI) Parameter Registry for the Session Initiation Protocol (SIP)	As this RFC describes rules for assigning new parameters etc. it is not applicable for a certain product	N/A	N/A	N/A	N/A
RFC 4040	RTP Payload Format for a 64 kbit/s Transparent Call		yes	yes	yes	yes
RFC 4028	Session Timers in the Session Initiation Protocol (SIP)		yes	yes	no	yes
RFC 4123	Session Initiation Protocol (SIP)-H.323 Interworking Requirements		no	no	no	no
RFC 4235	An INVITE-Initiated Dialog Event Package for the Session Initiation Protocol	Used for GroupPickup	no	yes	no	no
RFC 4244	An Extension to the Session Initiation Protocol (SIP) for Request History Information		no	no	no	no
RFC 4320	Actions Addressing Identified Issues with the Session Initiation Protocol's (SIP) Non-INVITE Transaction		no	no	no	no
RFC 4504	SIP Telephony Device Requirements and Configuration		no	no	no	no
			no	no	no	no

RFC						
RFC 4538	Request Authorization through Dialog Identification in the Session Initiation Protocol (SIP)					
RFC 4566	SDP: Session Description Protocol; M. Handley, V. Jacobson. (obsoletes RFC 2327)		yes	yes	yes	yes
RFC 4568	Session Description Protocol (SDP) Security Descriptions for Media Streams		no	no	no	no
RFC 4733	RTP Payload for DTMF Digits, Telephony Tones, and Telephony Signals		yes	yes	yes	yes
RFC 4856	Media Type Registration of Payload Formats in the RTP Profile for Audio and Video Conferences	Obsoletes RFC3555	yes	yes	yes	yes
RFC 4967	Dial String Parameter for the Session Initiation Protocol Uniform Resource Identifier		no	no	no	no
RFC 5031	A Uniform Resource Name (URN) for Emergency and Other Well-Known Services		no	no	no	no
RFC 5245	Interactive Connectivity Establishment (ICE):		no	no	no	no
	A Protocol for Network Address Translator (NAT) Traversal for Offer/Answer Protocols					
RFC 5280	Internet X.509 Public Key Infrastructure Certificate and Certificate Revocation List (CRL) Profile		no	no	no	no
RFC 5589	Session Initiation Protocol Call Control – Transfer		no	yes	no	no
RFC 5806	Diversion Indication in SIP	Diversion header field	yes	yes	no	no
RFC 5876	Updates to Asserted Identity in the Session Initiation Protocol (SIP)		no	no	no	no
RFC 5923	Connection Reuse in the Session Initiation Protocol		no	no	no	yes
RFC 6140	Registration for Multiple Phone Numbers in the Session Initiation Protocol (SIP)	SIP connect registration	yes	no	no	no

VoIP Security

- RFC 2459 X.509 PKI Certificate and CRL Profile

XMPP

- RFC 3920 Extensible Messaging and Presence Protocol (XMPP): Core
- RFC 3921 Extensible Messaging and Presence Protocol (XMPP): Instant Messaging and Presence

Others

- RFC 959 FTP
- RFC 1305 NTPv3
- RFC 1951 DEFLATE

Supported Server based Hardware

Unify does not provide any Server based Hardware platform for deploying OpenScape Business S Server and/or OpenScape Business UC Booster Server applications.

All necessary Server based Hardware (especially in a customer scenario without any suitable Virtualization environment) must be purchased and installed separately according to the Operating System's requirements and restrictions which is requested to deploy OpenScape Business S Server and/or OpenScape Business UC Booster Server applications (actually this Operating System is SuSE Linux Enterprise Server 11 SP2 64 bit).

Frequently asked questions

Frequently asked questions about OpenScape Business

How To Collection

How to collection and tutorials for OpenScape Business

Useful Tools

Other Information Sources

Technical Newsletter

With the technical newsletter you get essential service related information for our products, such as information about technical functionalities, configuration hints and service related issues.

Registration form for the technical newsletter (http://www.unify.com/us/partners/technical-newsletter.aspx)

Marketing Information

Sales and marketing oriented documents and presentations can be obtained using the following links:

- Partner Portal (http://www.unify.com/us/partners/partner-portal.aspx) (login required).

CSTA schema

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