



OpenScape Common Management Platform

The "Single Point of Entry" for administration and maintenance tasks

The OpenScape Common Management Platform combines the Configuration Management of the entire portfolio of Unify. It switches between the product and application-dependent configuration tools and the management applications.

Single Point of Entry

The management concept of OpenScape with the Common Management Platform (CMP) as core component stands out with its standardized management applications and flexible Element Managers. This combines an excellent balance of system-related administration with higher-level administration principles, and provides the administrator with individual procedures based on his state of knowledge.

The cross-application management applications (e. g. OpenScape User Management), the Element Managers (system-specific configuration programs, e. g. OpenScape Voice Assistant), and general services (e. g. alarm indicators) appear in a uniform way in the browser-based administrative and configuration interface of the CMP.

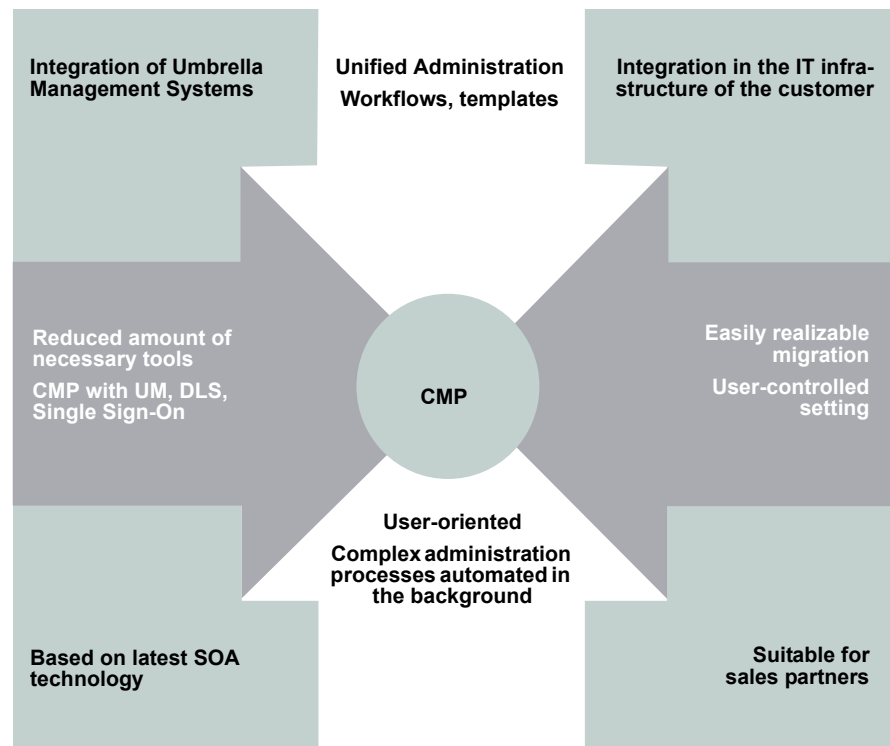
The CMP enables simple and customer-oriented administration because the tasks of the customer administrator are user oriented and not technically oriented. As the CMP follows general configuration rules, the need for system-specific know-how is reduced. The combination of the administration in an application and the joint benefits of general configuration data in different systems simplifies, shortens and assures the configuration against errors.

The administration rights for the Element Managers and the management applications are centrally administrated and can be made available via the workstation login (Single Sign-On) without further access codes.

Through Single Sign-On, Administrator Profiles and Smart Card-supported login in a Public Key Infrastructure (PKI) unauthorized administration can be safely prevented.

In conjunction with Professional Services, CMP can be integrated in customer-specific processes via standardized interfaces. This ensures professional support for long-term concepts and opens the door for the customer to new versions with improved features.

OpenScape Common Management Platform



Basic strategy

Configuration options

The Common Management Platform also provides:

- Integrated user administration for simple assignment and generation of the resources of OpenScope Voice, OpenScope 4000, devices, OpenScope Xpressions and OpenScope UC Application
- Creation and provisioning of user data via Lightweight Directory Access Protocol (LDAP) directories
- Convenient administration of OpenScope Voice, OpenScope UC Application, OpenScope Branch and RG 8700 through integrated Element Managers
- Functions for cross-system management of the OpenScope communication solution:
 - Display of the systems and of the application software with version overview,
 - Assignment of licenses, monitoring of consumption-based licenses,
 - Display of error and alarm messages for several products,
 - Activation of remote maintenance,
 - Import and export of configuration data (e. g., for advance recording of customer data acquisition by Customer Data Collection (CDC))
- Simplified administration due to background processes for the data comparison of various programs. Configuration check (Consistency Checker), Component overview (Inventory Service), Messages on consumption-based licenses (Software Subscription Licensing (SSL) Auto Reporting)

Features

OpenScope User Management

OpenScope User Management is the most important new feature of the Common Management Platform.

In OpenScope User Management, the resources are assigned to the users. Here, ready-to-use configurations, i. e. resource or user templates, are used for individual or multiple resources.

The assignment, modification, and deleting of the following resources is supported:

- OpenScope Voice V7, V8, V9: Telephone connections including telephone preconfiguration (DLS template)
- Unified Communication V7, V9: User accounts (UC Account)
- OpenScope Xpressions V6, V7: Accounts for answering machines (Xpressions Account)
- OpenScope 4000 V7, V8: Telephone connections

Individual user data such as name or telephone number are automatically configured. In addition, users are automatically assigned location-based configuration data to simply configure, e. g., subsidiaries via OpenScope Branch V7, V8, V9.

The data of several users can be administrated at the same time (Bulk Operations).

Creation and comparison via CSV, LDAP or OS ILA V2

The user data can be read-in manually from tables (Comma-Separated Values (CSV) import, e. g., by the CDC Tool) or via LDAP directories (User Provisioning). Permanent automatic comparisons with an LDAP directory are also possible. The LDAP directory is usually used as Master.

For complex comparisons, also in other customer systems – such as personnel administrations – customer-specific adaptations are required. In these cases, Professional Services must be used. If OpenScope Identity Lifecycle Assistant (OS ILA) V2 is used, for example, the OpenScope User Management mainly works through the change orders while OS ILA V2 supports the adaption to customer systems. In such scenarios, the OpenScope User Management is prescribed and is automatically ordered over OS ILA V2.

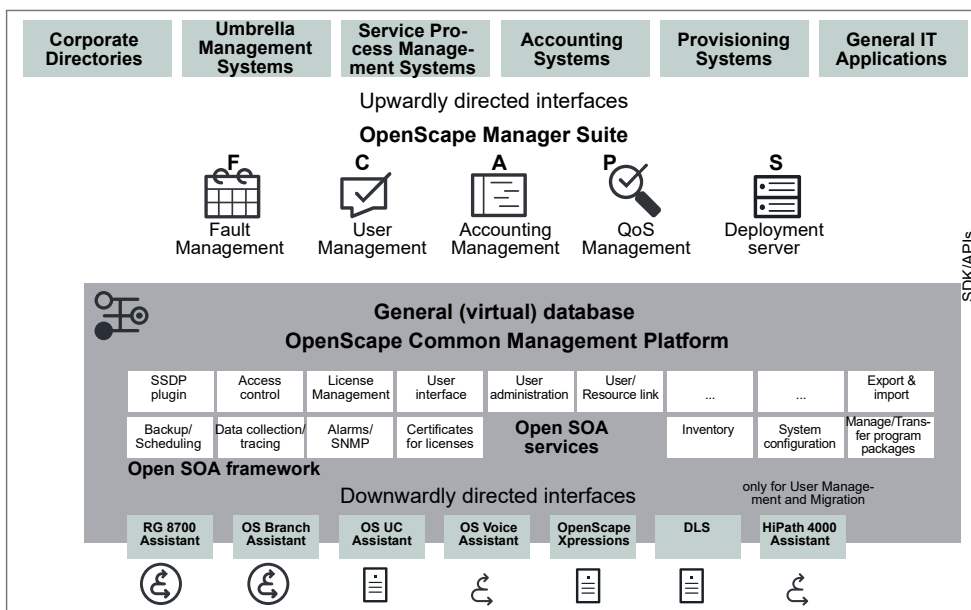
Single Sign-On

The workstation login can be used as an access prerequisite for the CMP if a Kerberos Service (not included in the scope of delivery) is installed. RFC 4120 is supported, see <http://tools.ietf.org/html/rfc4120>.

Example: Kerberos for Windows V 2.3 from Windows Server 2000 <http://web.mit.edu/kerberos/kfw-3.2/kfw-3.2.2/relnotes.html>

The Kerberos installation under Windows is described at:

<http://msdn.microsoft.com/en-us/library/ms995329>



The Common Management Platform as "Single Point of Entry"

Administration profiles

Special administrator profiles can be created for the individual administrators based on the administrator rights of most Element Managers and on the management applications (see administrator manual).

Software Subscription Licensing (SSL)

The Common Management Platform enables the automated recording of the license use as required in the SSL concept for the cost allocation. The monthly determined maximum use is shown for all products with SSL billing for the last 12 months. The OpenScape User Management enables the SSL billing. This means, up to 100,000 users can be created in the User Management without repeat orders. The maximum number of users in the respective month is shown on the monthly statement.

The number of users in the User Management is not always equal to the number of subscribers in OpenScape Voice, e. g., users in the User Management can have no subscribers or several OpenScape Voice subscribers or HiPath 4000 subscribers.

User interface

The user interface of the Common Management Platform has been improved as follows:

- Integration of management applications such as User Management with a convenient user interface
- Increased performance and standardization of the operation
- Convenient search and filter functions
- Convenient navigation

Framework conditions

For the Common Management Platform, the following framework conditions apply:

- The UC Backend Server or an application server is used as CMP server. The operating system is Linux SLES 11 and 12.
- The CMP client is optimized for IE 7.0, 8.0, 9.0, 10.0 (compatibility mode), IE 11.0, Firefox ESR 45 and Google Chrome.
- For the operating system of the CMP Clients, the browser and add-on functions such as Kerberos, are crucial.
- The deployment models described for the communication solution and hardware requirements apply for CMP.
- Virtualizations on VMware are basically possible without project-specific release. Special functions such as Recovery Manager or VMotion are, however, currently only supported on a project-specific basis.
- The deployment of Network Address (and Port) Translation (NA(P)T) between the CMP Server and CMP Client is possible.
- The Internet protocol (IP) V6 is not released. CMP supports the Administration IP V6-enabled products however (see respective product documentation).
- The Common Management Platform supports https and the FIPS 140 standard between CMP server and CMP client.
- The Common Management Platform supports a Public Key Infrastructure with Smart Card login to ensure data security.

Licensing

The basic version of the Common Management Platform is license-free and is delivered together with the OpenScape Voice and OpenScape UC Application products.

In order to demonstrate the functions of the OpenScape User Management to the customer, 50 free user licenses are immediately available after the installation. In order to use the User Management in a regular way, a user license must be ordered for each user.

Special features, such as the integration of an LDAP directory, for example, must be ordered separately once.

Software Assurance User Management

The Software Assurance (SWA) User Management makes it possible to convert the investment costs for upgrades into running costs. Through the purchase, the customer obtains the right to a licensing-cost-free future upgrade. The SWA User Management is identical for OpenScape User Management and HiPath User Management. It enables a changeover from HiPath User Management to OpenScape User Management and a free-of-charge upgrade to a future version of the OpenScape User Management.

Redundant systems

The licensing of the OpenScape User Management included in the Common Management Platform is designed for redundant system as standard.

Professional Services

Besides the normal installation, Professional Services offers special support for the planning and initial start-up of the OpenScape User Management.

The deployment of interfaces to other systems can be enabled with the support of Professional Services.

