

# OSO Directory Service

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TRAINKIT \_A.\_Manin\_24-07-12

# 1 OpenScape Office – Auto Attendant

## 1.1 General information

Use the following entries according to your exercise and infrastructure.

- "Classroom" infrastructure  
or...
- "Flying Classroom" infrastructure

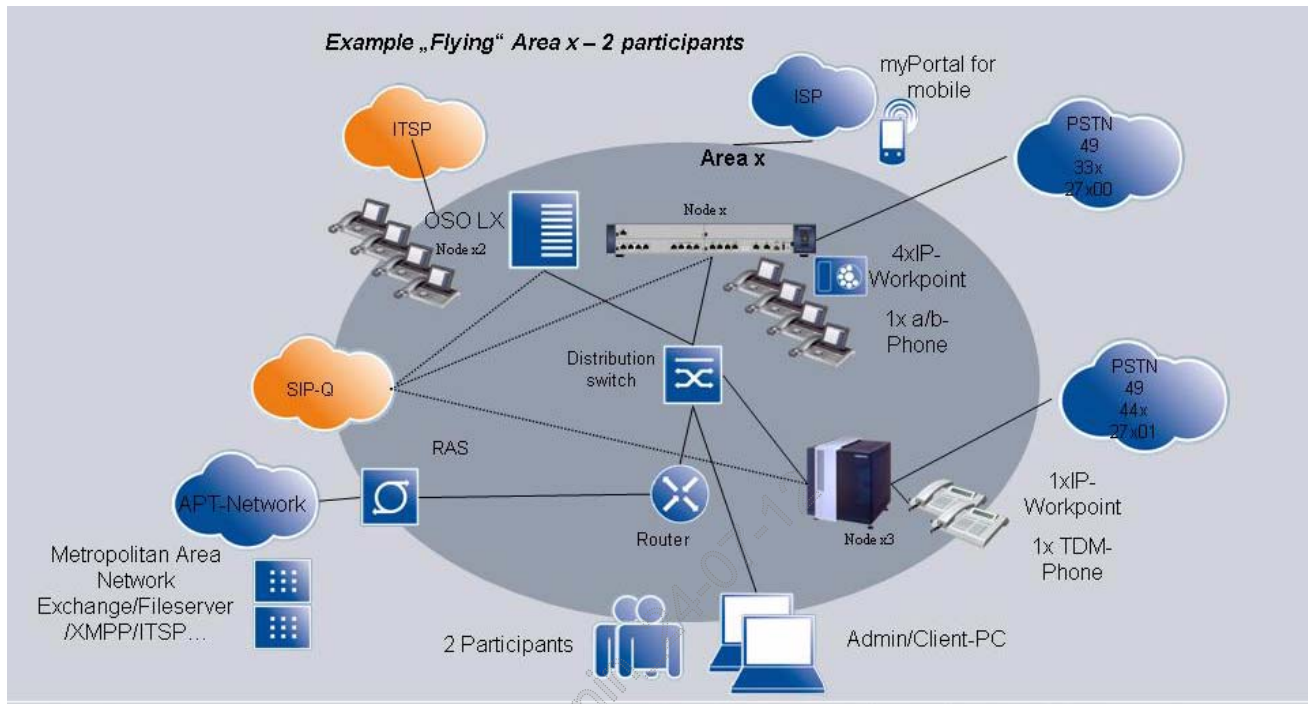
### Aim:

Auto Attendant configuration - incl. exercise.

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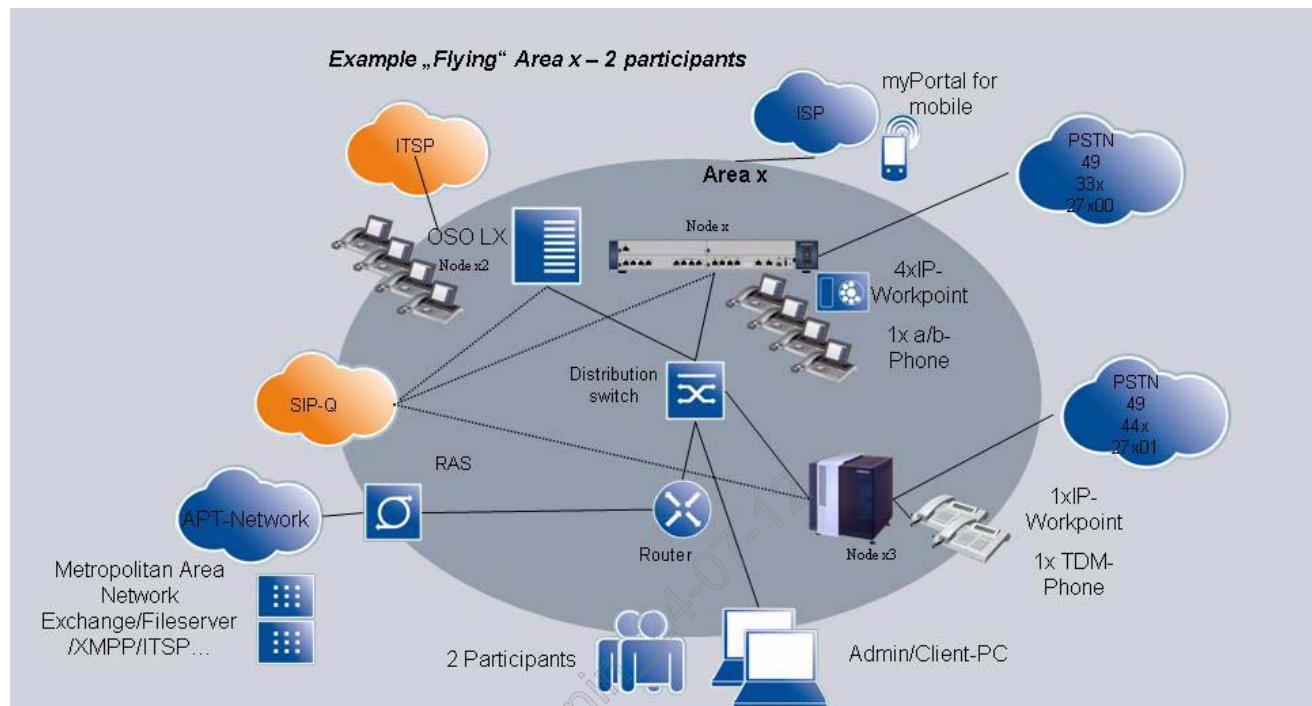
## 1.2 "Classroom" infrastructure (e.g. Munich APT)

Global infrastructure...



### 1.3 "Flying classroom" infrastructure (e.g. Munich APT)

Global infrastructure...



### 1.4 Prerequisites

The course participant can administer the system at the administrator level.

Laboratory environment: Please use the general Module III for numbering plans, IP addresses, routing environment etc.

Preconfiguration:

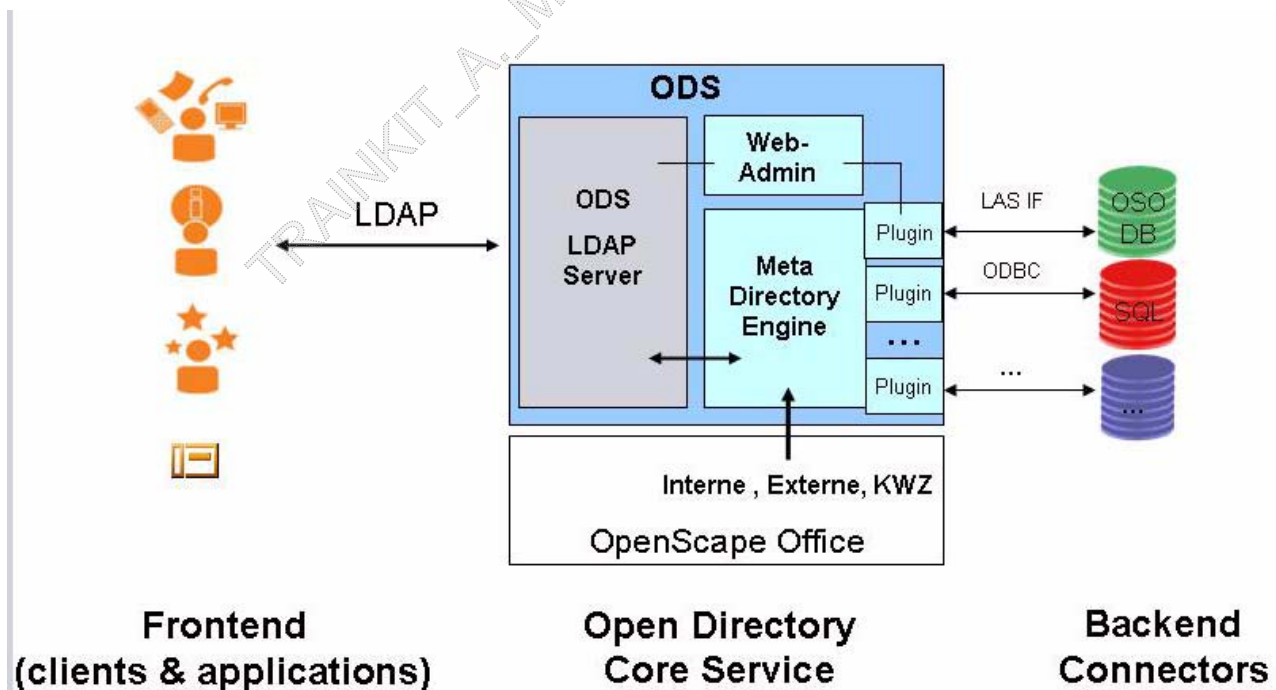
- Systems have been reloaded
- The system can be accessed via IP
- Basic installation has been carried out

## 2 OpenScape Office Directory Service

### 2.1 Functions

- Integrated Meta Directory Service for OpenScape Office MX / LX / HX
  - Standardized access to many directories (OSO and external) also for 3rd party applications
  - Access to external data sources for OSO clients
- Support for a wide range of clients & 3rd party applications:
  - LDAP clients: Terminals (OpenStage & 3rd party), HiPath Cordless IP, PBX, application software, ...
- Various backend interfaces, plug-in concept for future expansions:
  - ODBC, CSV, LDAP, OSO, ...
- Web based Management via OpenScape Office Admin Portal

### 2.2 Architecture



## 2.3 Supported data sources

- OpenScope Office directories
  - Internal directory
  - External directory
  - Speed dial destinations
- SQL databases (via ODBC)
  - MySQL
  - PostgreSQL
  - Microsoft SQL
  - Sybase SQL
  - and others...



*One connector is required per database connection.*

## 2.4 Licensing

- Basic license
  - Required for using the Open Scope Office Directory Service
  - Connectors for the OSO directories are an integral part of the OSO V3 basic license:
    - internal and external directory
    - central speed dial destinations
- Connector license
  - One license required per external database source

## 3 OpenScape Office Directory Service – Exercise

### 3.1 Exercise

#### Starting point:

An external database source is preconfigured.

The following information is required for the connection between the OSO and external database source:

Which type of database should be integrated?

IP address of the database - e.g. 1.27.254.100

Server port of the database - e.g. 3306

Name of the database - e.g. crm

Database login - e.g. crm

Database password - e.g. crm

#### Aim:

Connection of the OSO to a MySQL database source and check of the system speed dialing via myPortal.



## 3.2 Solution

The following exercise shows an example of setting up the OpenScape Office Directory Service.

**Open Directory Assistant**

**Open Directory**

- Basic settings
- Data sources
- Maintenance

**Settings**

**Enable/Disable Open Directory Service**

Active ☒

**LDAP server login credentials**

LDAP Login: uid=ldap,dc=web

LDAP Password: [masked]

Save Cancel

**Activate the ODS LDAP Server**

Please note:  
A password must be configured.  
Please write down the password!

The ODS is having access to the OpenScape Office directories and the System Common Speed dialing

**Open Directory Assistant**

**Open Directory**

- Basic settings
- Data sources
- OpenScape Office
- Speed dials
- Maintenance

**Data sources**

Overview of the configured data sources

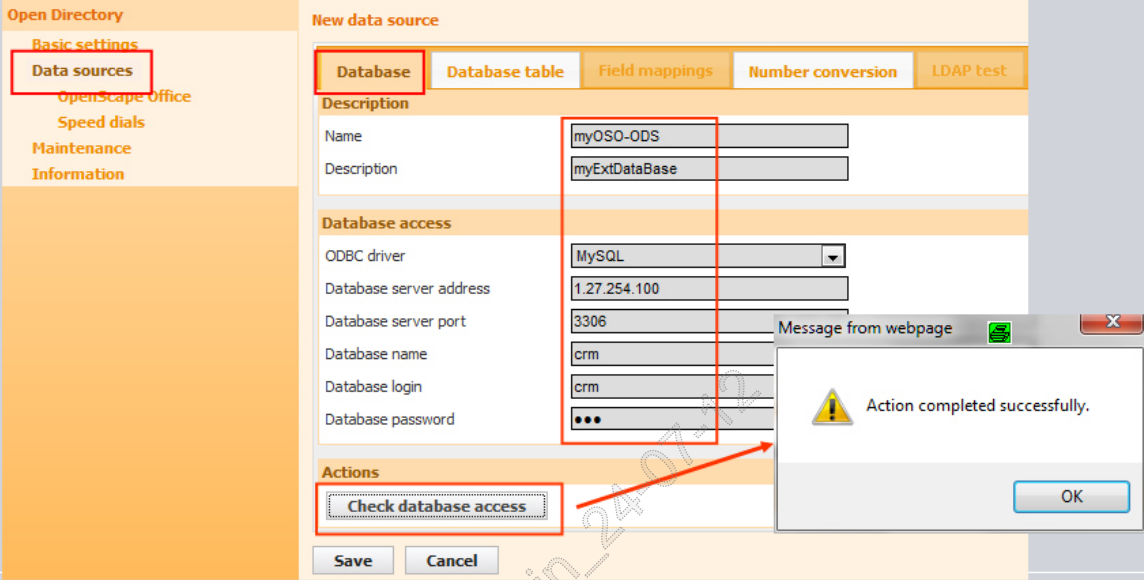
Name	Database	Server	Table	Description	State
OpenScape Office	OSO database			OSO database	●
Speed dials	HPath database			HPath database	●

**Actions**

Add Edit Delete

Add a new data base (ODS Connector)

Configure the data source, ask the responsible administrator for relevant data!



**Open Directory**

- Basic settings
- Data sources**
- OpenScape Office
- Speed dials
- Maintenance
- Information

**New data source**

**Database** | Database table | Field mappings | Number conversion | LDAP test

**Description**

Name: myOSO-ODS

Description: myExtDataBase

**Database access**

ODBC driver: MySQL

Database server address: 1.27.254.100

Database server port: 3306

Database name: crm

Database login: crm

Database password: ...

**Actions**

**Check database access**

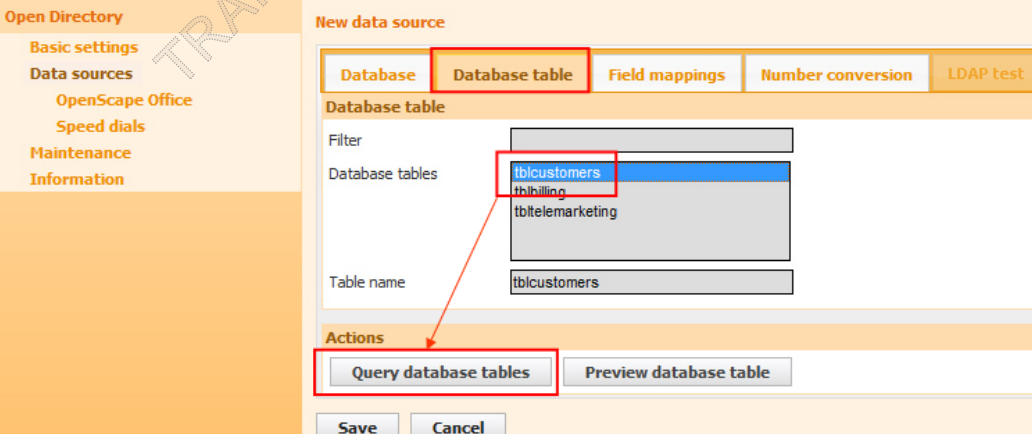
Save Cancel

Message from webpage

! Action completed successfully.

OK

Select the table and query the table



**Open Directory**

- Basic settings
- Data sources**
- OpenScape Office
- Speed dials
- Maintenance
- Information

**New data source**

**Database** | **Database table** | Field mappings | Number conversion | LDAP test

**Database table**

Filter:

Database tables: tblcustomers, tblbilling, tbltelemarketing

Table name: tblcustomers

**Actions**

**Query database tables** | Preview database table

Save Cancel

## Verify the table function, and content

**Open Directory**

- Basic settings
- Data sources
- OpenScape Office
- Speed dials
- Maintenance
- Information

**New data source**

Database Database table Field mappings Number conversion LDAP test

Database table

Filter

Database tables

- tbcustomers
- tbilling
- ttelemarketing

Table name

tbcustomers

**Preview selected database table**

id	firstname	lastname	telbusiness	telmobile	telhome	email	street
1	Alan	Smith	+49-2567-78765	+49-178524526	+49-2302-25527	alan.smith@company.com	Brau
2	Ian	Walters	+49-2453-4644	+49-17243535		ian.walters@company.com	
3	Paula	Paletti	+49 89 7222001	+41 4345 78865443		pp@ragazzi.it	
4	Paul	Breitner	+49 89 33445566			p.breitner@funports.com	
5	Anton	Zanussi	+49 30 356643 67754343	+49 151 44324567543			
6	Anette	Chaposchnik		+49 151 3345672590		ac@muellermich.com	
7	Theodor	Abassi	+49 89 722 2000	+31 553 55678433	+31 45457 3434567999	theo@lodz.pl	

Showing 1 to 7 of 7 entries

First Previous 1 Next Last

**Actions**

Query database tables Preview database table

Save Cancel

## Add the necessary fields

**Open Directory**

- Basic settings
- Data sources
- OpenScape Office
- Speed dials
- Maintenance
- Information

**New data source**

Database Database table Field mappings Number conversion LDAP test

Field mappings

Source field

Field in Open Directory

Sample

id Unique identifier 1

**Actions**

Add Field mapping Remove all field mappings

Save Cancel

Use add field, to mapp the fields from the external data base with the ODS fields.

The screenshot shows the 'New data source' configuration window with the 'Field mappings' tab selected. The window is divided into three main sections: 'External DB', 'ODS fields', and 'Preview'.

**External DB:** A list of source fields including 'id', 'firstname', 'lastname', 'telbusiness', 'telmobile', 'telhome', 'email', 'street', 'city', 'postalcode', and 'companyname'. The 'id' field is currently selected.

**ODS fields:** A list of fields in the Open Directory Service including 'Unique identifier', 'First name', 'Last name', and an empty field. The 'Unique identifier' field is currently selected.

**Preview:** A sample record showing the mapped data: '1' for the Unique identifier, 'Alan' for the First name, and 'Smith' for the Last name.

Arrows indicate the mapping from the 'id' field in the External DB to the 'Unique identifier' field in the ODS fields.

## Example

The screenshot shows the 'New data source' configuration window with the 'Field mappings' tab selected. The window is divided into three main sections: 'External DB', 'ODS fields', and 'Preview'.

**External DB:** A list of source fields including 'id', 'firstname', 'lastname', 'telbusiness', 'email', 'telmobile', and 'telhome'. The 'telbusiness' field is currently selected.

**ODS fields:** A list of fields in the Open Directory Service including 'Unique identifier', 'First name', 'Last name', 'Business phone number', 'E-mail address', 'Mobile phone number', and 'Home phone number'. The 'Business phone number' field is currently selected.

**Preview:** A sample record showing the mapped data: '1' for the Unique identifier, 'Alan' for the First name, 'Smith' for the Last name, '+49-2567-78765' for the Business phone number, 'alan.smith@company.com' for the E-mail address, '+49-178524526' for the Mobile phone number, and '+49-2302-25527' for the Home phone number.

Arrows indicate the mapping from the 'id' field in the External DB to the 'Unique identifier' field in the ODS fields, and from the 'telbusiness' field in the External DB to the 'Business phone number' field in the ODS fields.

At the bottom, there are buttons for 'Add Field mapping', 'Remove all field mappings', 'Save', and 'Cancel'.

## Phone Number Conversion...

**Open Directory**

- Basic settings
- Data sources
- OpenScape Office
- Speed dials
- Maintenance
- Information

**New data source**

Database Database table Field mappings **Number conversion** LDAP test

**Additional number conversion**

The number conversion transforms existing phone numbers into canonical format, e.g. +49 89 1234567.

Active ☐

**Actions**

**Query System Settings**

Save Cancel

**New data source**

Database Database table Field mappings **Number conversion** LDAP test

**Additional number conversion**

The number conversion transforms existing phone numbers into canonical format, e.g. +49 89 1234567.

Active ☒

Country code

Local area code

Dialout prefix

National dial prefix

International dial prefix

Maximum internal number length

Remove dialout prefix ☐

**Actions**

**Query System Settings**

Save Cancel

## Save the new settings ...

**Open Directory**

- Basic settings
- Data sources
- OpenScape Office
- Speed dials
- Maintenance
- Information

**New data source**

Database Database table Field mappings **Number conversion** LDAP test

**Save** Cancel

**Message from webpage**

⚠ Action completed successfully.  
Please restart the service!

OK

## ... restart the service

**Open Directory**

- Basic settings
- Data sources
- Maintenance**
- Information

**Maintenance**










**Check/Restart Open Directory Service**

Status: ● Running

**Restart**

Please wait ...  
Restarting Open Directory Service

## Overview of assigned services

Open Directory	Data sources																								
Basic settings	Overview of the configured data sources																								
Data sources	<table><tr><th>Name</th><th>Database</th><th>Server</th><th>Table</th><th>Description</th><th>State</th></tr><tr><td>OpenScape Office</td><td></td><td></td><td></td><td>OSO database</td><td></td></tr><tr><td>Speed dials</td><td></td><td></td><td></td><td>HiPath database</td><td></td></tr><tr><td>myOSO-ODS</td><td>crm</td><td>1.27.254.100</td><td>tblcustomers</td><td>myExtDataBase</td><td></td></tr></table>	Name	Database	Server	Table	Description	State	OpenScape Office				OSO database		Speed dials				HiPath database		myOSO-ODS	crm	1.27.254.100	tblcustomers	myExtDataBase	
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myOSO-ODS	crm	1.27.254.100	tblcustomers	myExtDataBase																					
Maintenance	Actions																								
Information	<div><div>Add</div><div>Edit</div><div>Delete</div></div>																								

Proceed with...

## External Provider Configuration

Home Administrators Setup **Expert mode** Data Backup Service Center

Expert mode

- Maintenance
- Applications
  - UC Suite
  - Web Services

**Expert mode**

Modules:

- User Directory
- Departments
- Groups
- Templates
- External Directory
- External Providers Config**
- Contact Center
- Schedules
- File Upload
- Recorder
- Site List
- Server

**External Providers Config**

LDAP

Name	Server	Port	LDAP Base Distinguished Name

☒ Search by Phone Number

## LDAP configuration for ODS search

Configuration Example:

Name	myODS-LDAP
Server	local.ldap
Port	389
LDAP Base Distinguished Name	dc=web
User name	uid=ldap,dc=web
Password:	•••••

User uid is ldap or myportal  
Insert the configured password!

Example Fields, dependent  
of the ODS test result.

**Note: Speed dial directory  
searches in the OSO and HiPath  
3000 only with "external provider"  
is possible!**

Name	myODS-LDAP	
Server	local.ldap	
Port	389	
LDAP Base Distinguished Name	dc=web	
User name	uid=ldap,dc=web	
Password:	•••••	
Title	Map to	title
First Name	Map to	givenName
Last Name	Map to	sn
Business 1	Map to	telephoneNumber
Business 2	Map to	otherTelephone
Home Ph	Map to	homePhone
Mobile	Map to	mobile
Company	Map to	company
Company Ph	Map to	telephoneNumberCompan
Postal Address	Map to	postalAddress
State or Province Name	Map to	stateOrProvinceName
Country Name	Map to	countryName
Postcode	Map to	postalCode
Email	Map to	mail
Pager	Map to	pager
Facsimile Phone Number	Map to	facsimileTelephoneNumber
XMPID	Map to	
City	Map to	

Save Cancel