

Oracle® Beehive

Concepts

Release 1 (1.4)

E13794-02

December 2008

Oracle Beehive Concepts, Release 1 (1.4)

E13794-02

Copyright © 2008, Oracle. All rights reserved.

Primary Author: Joe Paradise

Contributing Authors: Raymond Gallardo, Andrew Mitchell, Valarie Moore, Jay Rajiva, Josh Stanley

Contributors: Henrik Blixt, Travis Bowles, Ryan Brueske, Vimal Chopra, Jason Davis, Jia-Der Day, Brennan Gaunce, Richard Hall, Marc-Andre Houle, Indira Iyer, Duane Jensen, Lenny Karpel, Tait McCarthy, Dave Mor, Paul Nock, Amar Padmanabha, Mark Paterson, Francois Perrault, Dan Rabe, Jamie Rancourt, Reza Rokni, Sudip Roy, Indira Vidyaprakash, Chen Zhou

The Programs (which include both the software and documentation) contain proprietary information; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs, except to the extent required to obtain interoperability with other independently created software or as specified by law, is prohibited.

The information contained in this document is subject to change without notice. If you find any problems in the documentation, please report them to us in writing. This document is not warranted to be error-free. Except as may be expressly permitted in your license agreement for these Programs, no part of these Programs may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose.

If the Programs are delivered to the United States Government or anyone licensing or using the Programs on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the Programs, including documentation and technical data, shall be subject to the licensing restrictions set forth in the applicable Oracle license agreement, and, to the extent applicable, the additional rights set forth in FAR 52.227-19, Commercial Computer Software--Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

The Programs are not intended for use in any nuclear, aviation, mass transit, medical, or other inherently dangerous applications. It shall be the licensee's responsibility to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of such applications if the Programs are used for such purposes, and we disclaim liability for any damages caused by such use of the Programs.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

The Programs may provide links to Web sites and access to content, products, and services from third parties. Oracle is not responsible for the availability of, or any content provided on, third-party Web sites. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Oracle is not responsible for: (a) the quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Oracle is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

Contents

Preface	xi
Audience	xi
Documentation Accessibility	xi
Related Documents	xii
Conventions	xii
1 Overview of Oracle Beehive	
Introduction to Oracle Beehive	1-1
Challenges of Enterprise Collaboration	1-1
Disjointed Collaboration Tools	1-2
Explosive Information Growth	1-2
Collaboration Among Geographically Dispersed Teams	1-3
Disparate Data Silos.....	1-3
Regulatory Compliance.....	1-3
Key Features of Oracle Beehive	1-4
Comprehensive Set of Collaboration Services	1-4
In-Context Workspaces	1-4
Integration with Collaborative Applications and Other Components	1-5
Custom Development.....	1-5
Centralized Administration.....	1-5
Flexible Deployment Options.....	1-5
Clients for Accessing Oracle Beehive.....	1-5
Delegation	1-6
Fundamental Oracle Beehive Terms and Concepts	1-6
Services	1-6
Enterprises and Organizations.....	1-7
Workspaces	1-7
Entities, Actors, and Artifacts.....	1-7
2 Oracle Beehive Architecture	
Overview of the Oracle Beehive Tiers	2-1
Overview of the Client Tier	2-2
Overview of the Application Tier.....	2-2
Overview of the Data Tier.....	2-3
Overview of the Ancillary Tier	2-3

Connections Between Oracle Beehive Tiers	2-4
Overview of the Database Access Framework	2-4
Overview of the Beehive Transport Infrastructure	2-4
Overview of the Event Framework	2-5
Overview of Oracle Beehive Schemas.....	2-5
Code Schema	2-6
Data Schema	2-6

3 Oracle Beehive Services

Overview of Oracle Beehive Services	3-1
Difference Between a Service and a Service Instance	3-1
Types of Services Provided by Oracle Beehive.....	3-1
How Oracle Beehive Services Leverage Each Other.....	3-2
How Oracle Beehive Services are Exposed to Users.....	3-2
Core Services	3-2
Access Control Service	3-3
Audit Service.....	3-3
Authentication Services.....	3-3
Authentication Service	3-3
Identity Provider Service	3-4
Client Management Service.....	3-4
Device Management Service.....	3-4
Event Services	3-5
Events Service.....	3-5
Object Event Publisher Service	3-5
Management Service.....	3-5
Policy Service	3-6
Presence Service	3-6
User Directory Service.....	3-7
Overview of the User Directory Service	3-7
Features Provided by the User Directory Service	3-7
User Directory Servers Supported by the User Directory Service.....	3-8
Contact Management Features Supported by the User Directory Service.....	3-8
Ways that Users Can Leverage the User Directory Service.....	3-9
Workflow Service	3-9
Collaboration Services	3-9
Content Management Services.....	3-9
FTP Service.....	3-10
WebDAV Service.....	3-10
Discussions Service	3-11
E-mail Service	3-11
Instant Message Services.....	3-11
Instant Message Service	3-12
XMPP Service	3-12
Meeting Services.....	3-12
Conference Service.....	3-13
Conference Session Service.....	3-13

OWC Streaming Service.....	3-13
Transcoding Service.....	3-14
Time Management Services.....	3-14
Alarm Service	3-14
CalDAV Service.....	3-15
Resource Directory Service.....	3-15
Time Management Service	3-15
Time Zone Service.....	3-16
Voice Message Service.....	3-16
Enterprise Services	3-16
Mobility Services	3-17
Mobile Device Management Service.....	3-17
Mobile Data Sync Service.....	3-18
Mobile Mail Service	3-18
Mobile Push Service	3-18
Records Management Service	3-19
Search Service	3-19
Subscription and Notification Services	3-19
Notification Service.....	3-20
SMS Service.....	3-20
Subscription Service	3-20
Workspace Service	3-20
Platform Services	3-21
API Services	3-21
Web Services API Service	3-21
Coexistence Service.....	3-22

4 Oracle Beehive Deployment Concepts

Key Oracle Beehive Deployment Terms and Concepts	4-1
Sites	4-1
Instances	4-1
Enterprises and Organizations.....	4-1
Coexistence.....	4-2
Oracle Beehive System Deployment Scenarios	4-2
Deployments with Oracle Beehive on a Single Computer.....	4-2
Deployments with Multiple Oracle Beehive Instances on Multiple Computers.....	4-3
Deployments with Oracle Beehive Across Network Zones.....	4-3
Oracle Beehive Client Deployment Options	4-4
Oracle Beehive Deployments with Oracle Beehive Integration for Outlook (OBIO).....	4-4
Oracle Beehive Deployments with Oracle Beehive Integration for Zimbra.....	4-4
Oracle Beehive Deployments with Oracle Beehive Central.....	4-5
Oracle Beehive Deployments with Oracle Beehive Conferencing.....	4-5
Oracle Beehive Deployments with Standards-based and Open Source Clients.....	4-5
Oracle Beehive Deployments with Mobile Devices	4-5
Microsoft Windows Mobile-based Device Clients.....	4-5
Standards-based Mobile Device Clients	4-6

5 Oracle Beehive Workspace Concepts

Overview of Oracle Beehive Workspaces	5-1
Accessing Oracle Beehive Workspaces	5-1
Types of Workspaces Provided by Oracle Beehive.....	5-2
Team Workspaces	5-2
Personal Workspaces.....	5-2
Properties Associated With Oracle Beehive Workspaces	5-2
Templates for Oracle Beehive Workspaces.....	5-3
Roles Provided by Oracle Beehive Workspaces	5-4
Tasks Administrators Can Perform in Oracle Beehive Workspaces.....	5-4
Tasks End Users Can Perform in Oracle Beehive Workspaces.....	5-4

6 Oracle Beehive Management and Administration Concepts

Key Oracle Beehive System Management and Administration Features	6-1
Tools for Oracle Beehive Administrators	6-1
The beect1 Utility	6-2
Oracle Beekeeper	6-2
Oracle Enterprise Manager Grid Control	6-3
Management and Administration Domains and Activities in Oracle Beehive	6-3
Access Control	6-4
Auditing.....	6-4
Client and Device Applications	6-5
Cloning	6-5
Coexistence.....	6-5
Configuration (General).....	6-6
Content	6-6
Devices.....	6-7
Enterprises and Organizations.....	6-7
Messaging.....	6-7
Policies	6-7
Process Control.....	6-8
Records Management	6-8
Resources.....	6-8
Search.....	6-8
Subscriptions and Notifications	6-8
System Information.....	6-9
Time Management	6-9
Users.....	6-9
Workflows	6-10
Workspaces	6-10

7 Oracle Beehive End-User Clients

Oracle Beehive Integration for Outlook (OBIO).....	7-1
Oracle Beehive Integration for Zimbra.....	7-2
Oracle Beehive Central.....	7-2
Oracle Beehive Conferencing	7-2

Mobile Devices Supported by Oracle Beehive	7-3
Apple Mobile Devices	7-3
Microsoft Windows Mobile-based Devices.....	7-3
Supported Microsoft Windows-based Mobile Devices.....	7-4
Nokia Mobile Devices.....	7-4
Supported Nokia Mobile Devices.....	7-4
Palm Mobile Devices	7-5
Supported Palm Mobile Devices	7-5
Research In Motion (RIM) Mobile Devices	7-5
Supported RIM Mobile Devices.....	7-5
Sony Ericsson Mobile Devices.....	7-6
Supported Sony Ericsson Mobile Devices.....	7-6
Standards-based and Open Source Clients Supported by Oracle Beehive	7-6
Telephony Clients Supported by Oracle Beehive	7-7
Standard Phones.....	7-8
VoIP Products	7-8

8 Oracle Beehive Security Concepts

Goals of Security in Oracle Beehive	8-1
Key Security-related Terms and Concepts in Oracle Beehive	8-2
Privileges	8-2
Roles	8-2
Authentication in Oracle Beehive	8-2
Authorization and Access Control in Oracle Beehive	8-3
Access Control Lists (ACLs).....	8-3
Local ACLs (LACLs).....	8-3
Sensitivity ACLs.....	8-3
Access Control Entries (ACEs)	8-3
Access Types	8-4
Auditing in Oracle Beehive	8-4
Anti-virus Support in Oracle Beehive	8-4
Scan Types and Modes in Oracle Beehive	8-5
Inline Scanning.....	8-5
In-Place Scanning	8-5
Streamed Scanning	8-5
Quarantines and Other Virus Resolution Features.....	8-5
Filtering.....	8-6
Deployment- and Network-level Security in Oracle Beehive	8-6
Policy-based Security in Oracle Beehive	8-6
Standards-based Security in Oracle Beehive	8-7
User Account Security in Oracle Beehive	8-7
Mobile Device Security in Oracle Beehive	8-7
Secure Communications Over HTTPS.....	8-7
Authentication Requirements for Mobile Devices	8-8
Clearing Data on Mobile Devices	8-8
Blocking Mobile Devices	8-8

9 Oracle Beehive Integration Concepts

Oracle Beehive Integration with External User Directories	9-1
Mastering User Accounts in External User Directories.....	9-2
Importing User Account Data from External User Directories.....	9-2
Synchronizing User Account Data Between Oracle Beehive and External User Directories .	9-2
Oracle Beehive Integration with Oracle BPEL Process Manager	9-2
Types of Workflows Supported by Oracle Beehive	9-3
Oracle Beehive Integration with Oracle Database	9-3
Oracle Beehive Integration with Oracle Real Application Clusters (RAC)	9-4
Oracle Beehive Integration with Oracle Secure Enterprise Search 10g	9-4
Oracle Beehive Integration with Oracle Universal Records Management (URM)	9-4
Oracle Beehive Integration with Oracle Wallet	9-5
Oracle Beehive Integration with Microsoft Exchange Server	9-5
Features Provided by Oracle Beehive Collaboration Coexistence.....	9-5
Configuration Options for Oracle Beehive Coexistence.....	9-6
Cross-scheduling Coexistence with Microsoft Exchange Server	9-6
Team Collaboration-enabled Coexistence with Microsoft Exchange Server	9-6
User Types Supported by Oracle Beehive Coexistence.....	9-6
Active Directory Contacts.....	9-7
Active Directory Users	9-7
Coexisting Third-Party Users.....	9-7
Non-Coexisting Third-Party Users.....	9-7
Oracle Beehive Users	9-7
Team Collaboration-Enabled Users	9-7
Overview of the Oracle Collaboration Coexistence Gateway	9-8
Oracle Beehive Coexistence Service	9-8
Oracle Change Notification Service for Exchange	9-9
Oracle Communication Service	9-9
Oracle Connector for Exchange	9-9
Oracle Beehive Integration with Symantec Scan Engine	9-9

10 Oracle Beehive Platform Development Concepts

Overview of Oracle Beehive Web Services	10-1
Benefits of Oracle Beehive Web Services	10-1
Building Custom Solutions with Oracle Beehive Web Services	10-2

Glossary

Index

List of Figures

2-1	Oracle Beehive Logical Architecture.....	2-2
9-1	Oracle Collaboration Coexistence Gateway Architecture	9-8

Preface

This guide describes the high-level concepts and features associated with Oracle Beehive.

This preface contains the following topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Documents](#)
- [Conventions](#)

Audience

This guide is intended for anyone who wants to learn more about Oracle Beehive, especially the fundamental terms and concepts associated with the product and platform. This guide is particularly useful to administrators and other resources who are planning to deploy and manage Oracle Beehive.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at

<http://www.oracle.com/accessibility/>

Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

Accessibility of Links to External Web Sites in Documentation

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

TTY Access to Oracle Support Services

Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, 7 days a week. For TTY support, call 800.446.2398. Outside the United States, call +1.407.458.2479.

Related Documents

For more information, refer to the following documents in the Oracle Beehive documentation library:

- *Oracle Beehive Administrator's Guide*
- *Oracle Beehive Administrator's Reference Guide*
- *Oracle Beehive Application Developer's Guide*
- *Oracle Beehive Deployment Guide*
- *Oracle Beehive End-User Information*
- *Oracle Beehive Installation Guide for Linux*
- *Oracle Beehive Installation Guide for Microsoft Windows*
- *Oracle Beehive Installation Guide for Solaris Operating System (SPARC 64-Bit)*
- *Oracle Beehive Licensing Information*
- *Oracle Beehive Release Notes*
- *Oracle Beekeeper Online Help*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Overview of Oracle Beehive

This module provides an overview of several high-level concepts and challenges related to enterprise collaboration, and discusses how Oracle Beehive addresses these challenges from the conceptual and feature perspectives.

This module contains the following topics:

- [Introduction to Oracle Beehive](#)
- [Challenges of Enterprise Collaboration](#)
- [Key Features of Oracle Beehive](#)
- [Fundamental Oracle Beehive Terms and Concepts](#)

Introduction to Oracle Beehive

Oracle Beehive is the next generation of Oracle's enterprise collaboration technologies. Oracle Beehive provides a unified collaboration application and platform comprised of a comprehensive set of integrated Java-based services, offering a new paradigm for enterprise collaboration solutions.

Oracle Beehive unifies common yet typically disjointed collaborative services, such as e-mail, time management, instant messaging, and content management, among others, and delivers them through standard protocol clients, integrated Web services, and familiar desktop tools such as Microsoft Outlook. This unified offering enables teams, individuals, and organizations to more easily collaborate, generate new information, make timely decisions, and, ultimately, take action.

Oracle Beehive allows IT departments to consolidate their collaboration-enabling infrastructures and implement people-centric, rather than tool-centric, applications in a centrally managed, secure, and compliant environment. The Oracle Beehive platform is built on proven and cost-effective Oracle technologies, such as Oracle Database and Oracle Application Server, which provide reliability, manageability, scalability, and performance.

Challenges of Enterprise Collaboration

There are many challenges to achieving consistent and effective collaboration throughout an enterprise. Some of the most common and far-reaching challenges that Oracle Beehive addresses include the following:

- [Disjointed Collaboration Tools](#)
- [Explosive Information Growth](#)
- [Collaboration Among Geographically Dispersed Teams](#)

- [Disparate Data Silos](#)
- [Regulatory Compliance](#)

Disjointed Collaboration Tools

To collaborate, users must typically leverage a patchwork of separate and quite distinct tools for e-mail, time management, content management, and telecommunications. While each tool has its inherent strengths and benefits for its intended purpose, especially in the context of personal productivity, there is little or no cohesion among them when engaging in collaboration that is project-based, or that is within the context of a team, department, or line of business. As a result, users waste time and lose the contexts of their efforts when switching between different applications.

Oracle Beehive provides cohesive, team workspaces that simplify and unify the user experience, empowering team members to collaborate effectively each from a client of their choosing. Even phones and voicemail no longer must be separated from computers and collaborative applications, and, instead, can consume Oracle Beehive services.

The unity provided by Oracle Beehive centralizes and streamlines many aspects of system administration, including hardware and software administration. System administrators no longer need to manage each application and its associated hardware separately, but can perform their day-to-day tasks from a single vantage point. And, existing and previously incompatible third-party collaborative components can now integrate easily by leveraging the open nature of the Oracle Beehive platform for a truly unified, cost-efficient, and effective solution.

Explosive Information Growth

Since the advent of the Internet and the communications technologies that it enables, enterprises have experienced an exponential growth of information that has led to information overload. With so much content being created and distributed, it is often difficult to organize it intuitively, and then quickly find it when needed. Workers commonly ask, "Where is that e-mail my colleague sent me regarding a recent project?" or "Can I find the document my manager distributed last month?". Quite often the answers to these questions are "I don't know" and "No, I can't."

Also, despite the ubiquity and ease in which e-mail and instant messaging applications are used to communicate and exchange ideas, they often fail to capture the context of communications and information. That is, although they capture basic information such as the sender and the subject of a particular communication, they rarely, if ever, capture other important aspects such as the original creator of the content, the names of other contributors to the content or those who need to know about it, and the name of the project or the business unit to which it is associated. As a result, team members waste time searching for the supporting information and people that provide the contexts for their collaborative efforts, including the current and historical perspectives. Ultimately, this translates into productivity losses and inefficiencies.

Oracle Beehive solves these challenges by providing a platform that captures the context of all enterprise content and communications, and that enables users to organize it intuitively for future retrieval. Oracle Beehive also provides powerful enterprise search features that enable users to quickly find content of various data types, including e-mail, documents, and calendar entries, from a single entry point. This is useful in cases where the content hierarchy is unfamiliar or the exact location of the content is unknown.

Collaboration Among Geographically Dispersed Teams

Despite the recent technological advances in communications, there is still a disconnect between enterprise teams, especially among members distributed geographically across global locations. In fact, despite attempts to connect people, many collaborative tools and solutions are inadequate for the challenges of geographically dispersed teams. Factors such as team members working in different time zones and countries, integrations of dissimilar applications, and the system administration resources required to support distributed teams, solutions, and infrastructures, all undermine the effectiveness and efficiencies of collaborative technologies.

Oracle Beehive resolves these issues by providing a new paradigm of an open, yet unified collaborative platform. With Oracle Beehive, team members can work from anywhere and at anytime, and can stay connected to their projects and colleagues by leveraging any of Oracle Beehive's integrated collaborative services, including e-mail, instant messaging, voicemail, time and task management, and collaborative content management. Furthermore, Oracle Beehive's presence features allow individual team members to broadcast their current whereabouts and preferred methods of communication, enabling colleagues to contact each other instantly regardless of their locations.

With Oracle Beehive, team members distributed among various departments can share their documents easily. They can also subscribe to documents so that they are notified automatically when those documents change. This system-generated notification feature eliminates the need for other team members to manually create e-mail messages, both as a notification medium and as a document distribution mechanism. This also eliminates the risk of colleagues not being notified when important changes occur.

Finally, because Oracle Beehive is a unified platform, **system administrators** can centrally manage their dispersed user populations and all aspects of the system, including services, servers, integrated third-party components, and hardware.

Disparate Data Silos

In addition to providing disjointed functionality, disparate collaboration tools create disparate silos of data, even when much of that data is actually related. For example, consider a team member who sends an e-mail to several colleagues to schedule a meeting, with the goal of discussing a project that is described in a document. In this case, the e-mail message may be stored on an e-mail server, the meeting entry on a time management server, the document on a file server, and so on. And, as a result, team members may have no way to relate or bind these items together, resulting in a loss of both organizational efficiencies and future retrieval capabilities. Since all these items are related, the applications that enable and manage them should also be related.

The unified approach of Oracle Beehive results in a single, virtual data silo, in which users can create and manage all of their personal and team-based content easily in one place.

Regulatory Compliance

The ability to implement and enforce corporate policies and control over content is critical for enterprises, not only to protect intellectual property, but also to comply with government regulations. Again, in cases where disjointed tools are the norm, and content and workflow processes are highly unorganized, it can be extremely difficult to achieve this goal. This is especially true when attempting to discover and audit records, as well as to initiate and enforce mandatory retention and disposition policies.

Oracle Beehive provides powerful core services and flexible integration capabilities to support stringent and dynamic compliance needs. With Oracle Beehive, enterprises can leverage the system to manage all content and communications, including e-mail, documents, instant messages, and voicemail. For additional policy enforcement and workflow control, enterprises can leverage the openness of the Oracle Beehive platform to integrate Oracle Business Process Execution Language (BPEL) processes and other workflow solutions.

Key Features of Oracle Beehive

Oracle Beehive provides many features and benefits for enabling effective enterprise collaboration, including:

- [Comprehensive Set of Collaboration Services](#)
- [In-Context Workspaces](#)
- [Integration with Collaborative Applications and Other Components](#)
- [Custom Development](#)
- [Centralized Administration](#)
- [Flexible Deployment Options](#)
- [Clients for Accessing Oracle Beehive](#)
- [Delegation](#)

Comprehensive Set of Collaboration Services

Oracle Beehive provides the full range of collaborative services for enterprise users, including:

- Time management
- Content and document management
- Task management
- Instant messaging
- E-mail
- Voicemail
- Discussion forums
- Online presence
- Contact management
- Mobile device support

In-Context Workspaces

An Oracle Beehive [workspace](#) is a virtual location and container that provides users a place and context for collaboration, and enables them to store the artifacts related to their collaborative activities. Oracle Beehive workspaces present features and information to users in context, that is, each workspace is created for a particular purpose, such as for a team, a project, a process, and so forth. The result is that users are always presented information that is relevant to them and their current activities.

Through workspaces, users can seamlessly collaborate with their colleagues, search intuitively to quickly find needed information, and subscribe to content so that they receive notifications when that content changes.

Integration with Collaborative Applications and Other Components

Oracle Beehive is a powerful and flexible platform that can seamlessly coexist with other collaborative applications and technologies. The wide range of supported integrations include: e-mail and time management technologies such as Microsoft Exchange Server; **Lightweight Directory Access Protocol (LDAP)** and user directory servers, such as Oracle Internet Directory and Microsoft Active Directory; and enterprise anti-virus applications, such as Symantec Scan Engine. Oracle Beehive also exposes APIs and Web services that enable developers to leverage the platform and integrate it with their own focused solutions.

Custom Development

Oracle Beehive provides APIs that enable developers to create custom solutions that leverage the platform. These APIs include Oracle Beehive Web services.

The Oracle Beehive platform also provides key integration points for leveraging existing systems and components, including custom policies and workflows. Policies and workflows can be triggered by any of the system's more than 350 unique business events, such as when a user modifies a document or deletes an e-mail message.

Centralized Administration

Oracle Beehive provides system administrators with simplified and centralized Web-based administration capabilities through Oracle Beekeeper. Administrators can also leverage Oracle's command line tool (`beectl`) for streamlined execution of administrative functions. Features provided through these tools include:

- System configuration
- User and group management
- Client application management (installs, upgrades, and patches)
- Diagnostics
- Metrics

Flexible Deployment Options

Oracle Beehive supports a variety of flexible deployment options including:

- Single-server deployments
- Multi-server deployments
- Deployments across multiple network zones

Clients for Accessing Oracle Beehive

Users can access Oracle Beehive with a variety of clients, including:

- **Microsoft Outlook:** Through Oracle Beehive Integration for Outlook (OBIO), Oracle Beehive leverages the e-mail, calendar, task, and contact management capabilities provided by Microsoft Outlook as well as exposes other capabilities,

such as team workspaces and document access. OBIO is a Messaging Application Programming Interface (MAPI) service provider for Microsoft Outlook.

- **Zimbra Web client:** Oracle Beehive provides Web-based access to the system through Oracle Beehive Integration for Zimbra. Oracle Beehive Integration for Zimbra enables users to manage their e-mail, calendars, and contacts in a simple-to-use and Web-accessible interface.
- **Standards-based clients:** Users can access Oracle Beehive with standard protocol clients based on Web-based Distributed Authoring and Versioning (WebDAV), Extensible Messaging and Presence Protocol (XMPP), Internet Message Access Protocol (IMAP), Simple Mail Transfer Protocol (SMTP), and Calendaring Extensions to WebDAV (CalDAV), to name a few. Oracle Beehive supports many proprietary and open source clients including Apple Mail, Microsoft Windows WebFolders, Mozilla Thunderbird, and Pidgin, among others.
- **Mobile clients:** Users can access Oracle Beehive with common standards-based mobile clients, and also through push e-mail for devices running Microsoft Windows Mobile.
- **Custom applications and portals:** Oracle Beehive Web Services APIs enable users to access the system through portals and custom applications.

Delegation

Oracle Beehive supports **delegation**, which is the ability of a user to grant another user the privileges necessary to act on his or her behalf. This includes the ability for the delegated user to read, write, and delete the original user's calendar entries, e-mail messages, documents, and contacts through a supported client, such as Oracle Beehive Integration for Outlook.

Fundamental Oracle Beehive Terms and Concepts

Before delving into the functional and technical details of Oracle Beehive, it is important to understand several fundamental terms and concepts. Together, the following terms and concepts form the foundation of the system, enabling many of the collaboration-based features that it provides:

- [Services](#)
- [Enterprises and Organizations](#)
- [Workspaces](#)
- [Entities, Actors, and Artifacts](#)

Services

A service is a discrete implementation of specific functionality that users and other services can leverage to accomplish a task. The capabilities and interactions of services enable the full scope of functionality that Oracle Beehive provides.

Through supported client devices and graphical user interfaces (GUIs), Oracle Beehive visually exposes to users the features and functions of some services. Other services operate in the background and play low-level roles within the system such as enabling key integrations with other systems. Examples of services whose features Oracle Beehive exposes visually to users include the E-mail Service, the Time Management (Calendar) Service, and the Content Management Service. Examples of services whose roles enable underlying system functionality and are, therefore, mostly hidden from

users include the Authentication Service, the Policy Service, and the Coexistence Service.

Enterprises and Organizations

An **enterprise** is a logical collection of the entities that comprise an Oracle Beehive deployment, such as organizations, workspaces, and users. Organizations are narrowly defined groups within an enterprise. Typically, an **organization** is defined by a department or line of business, but it can also be based on a project or other criteria.

The hierarchical relationship between enterprises and organizations in Oracle Beehive provides a logical structure for organizing users, groups, and workspaces, while enabling many aspects of the collaborative functionality offered by the system. This structure also enables system administrators to more easily manage users and workspaces through their organizational associations.

Workspaces

A **workspace** is both a virtual location and a container that provides Oracle Beehive users a place to collaborate, and enables them to create, view, store, access, and manage the artifacts related to their collaborations. From the user perspective, workspaces appear in supported Oracle Beehive clients.

Workspaces expose to users the many collaborative services that Oracle Beehive provides, enabling users to seamlessly perform a wide range of collaborative activities in a single, intuitive place. In workspaces, users can create, view, and manage e-mail messages, calendar appointments, meetings, tasks, contacts, instant messages, and documents, and so forth.

Oracle Beehive provides two types of workspaces: team workspaces and personal workspaces. A team workspace is a workspace that is shared by a team or group, and that supports the content and collaborative activities of its members. A personal workspace is a workspace that is primarily used by an individual user and that contains a mix of a user's private content and content from the team workspaces in which the user is a member.

Workspaces can be created for specific teams, projects, processes, or whatever criteria that makes sense. Based on this, workspaces are always in context for users and present only the features and content that are relevant to their particular activities.

Entities, Actors, and Artifacts

An **entity** is a securable, identifiable object in Oracle Beehive, such as a service, user, workspace, and **artifact**. In essence, every object in Oracle Beehive is an entity.

An **actor** is an entity, such as a user or service, that acts upon other entities.

Artifacts are another entity sub-class and represent objects that users can view, create, modify, or delete. Artifacts are the results of communications and other collaborative activities, and include e-mail messages, appointments, meetings, tasks, online discussions, notes, and documents. Oracle Beehive stores artifacts in Oracle Database.

Oracle Beehive Architecture

Built on Java 2 Platform Enterprise Edition (J2EE), Oracle Beehive provides a multitier architecture that leverages proven Oracle technologies, such as Oracle Database and Oracle Application Server, as well as other key Oracle and third-party components.

This module provides a high-level overview of the Oracle Beehive architecture and its supported components, and includes the following topics:

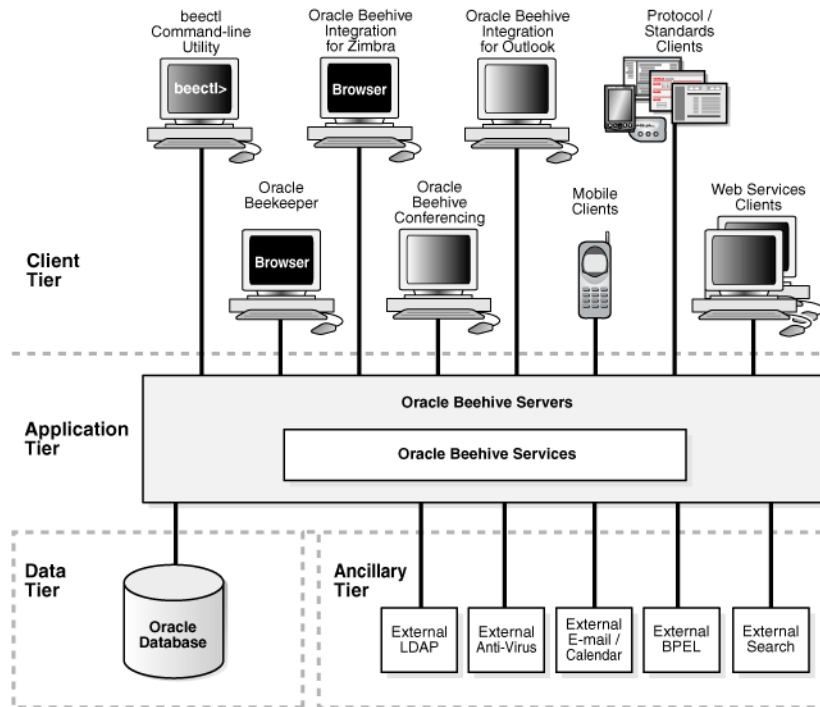
- [Overview of the Oracle Beehive Tiers](#)
- [Connections Between Oracle Beehive Tiers](#)

Overview of the Oracle Beehive Tiers

The Oracle Beehive architecture is divided into the following logical tiers:

- The Client Tier, which contains Oracle Beehive clients, as well as other supported clients and devices. For more information, refer to "[Overview of the Client Tier](#)".
- The Application Tier, which contains Oracle Beehive services and application server components. For more information, refer to "[Overview of the Application Tier](#)".
- The Data Tier, which contains Oracle Database to store system configuration and collaboration data. For more information, refer to "[Overview of the Data Tier](#)".
- The Ancillary Tier, which contains optional Oracle and third-party components that enhance or coexist with certain aspects of the system. For more information, refer to "[Overview of the Ancillary Tier](#)".

Figure 2–1 Oracle Beehive Logical Architecture



Overview of the Client Tier

The Client Tier is the face of the system and includes all supported clients and devices, including end-user clients, such as integration with Microsoft Outlook, and system administration clients, such as Oracle Beekeeper and `beectl`. Oracle Beehive also supports clients and devices that leverage the following standardized protocols:

- Calendaring Extensions for WebDAV (CalDAV)
- Extensible Messaging and Presence Protocol (XMPP)
- File Transfer Protocol (FTP)
- Internet Message Access Protocol (IMAP)
- Push Internet Message Access Protocol (P-IMAP)
- Open Mobile Alliance Data Synchronization (OMA-DS)
- Simple Mail Transfer Protocol (SMTP)
- Web-based Distributed Authoring and Versioning (WebDAV)

The open nature of the Oracle Beehive platform also enables developers to build and implement custom clients in the Client Tier using Oracle Beehive Web services.

Overview of the Application Tier

The Application Tier is the core of the system and includes all Oracle Beehive server components, including interoperable, function-specific services that provide the system’s enterprise collaboration features.

The Application Tier supports multiple Oracle Beehive server instances. Each Oracle Beehive server instance includes required components of Oracle Application Server 10g, which itself hosts the Oracle Beehive services, including:

- **Oracle HTTP Server:** The Web server component of Oracle Application Server 10g. Enables connections between supported clients over HyperText Transport Protocol (HTTP) and Secure HyperText Transport Protocol (HTTPS).
- **Oracle Application Server Containers for J2EE (OC4J):** J2EE v1.4 -compliant containers that provide an infrastructure for deploying, undeploying, and redeploying J2EE-compliant applications and modules. Oracle Beehive services are deployed in OC4J containers.

When you install Oracle Beehive, the required Oracle Application Server 10g components are pre-bundled and installed by default.

Each Oracle Beehive server instance also includes the Beehive Transport Infrastructure (BTI), which enables connectivity between supported clients and Oracle Beehive through its proprietary multiplexor protocol (MX). For more information, please refer to "[Overview of the Beehive Transport Infrastructure](#)".

Overview of the Data Tier

The Data Tier is the information store for Oracle Beehive and contains Oracle Database, either as a single, standalone database instance or an Oracle Real Application Cluster (Oracle RAC). All system configuration and collaborative data for Oracle Beehive is stored in Oracle Database.

The Data Tier provides Oracle Database a layer of separation from the other tiers, ensuring, among other things, optimized security and system performance. Only the Database Access Framework (provided by Oracle Beehive) can access the Data Tier. Oracle Beehive services cannot access the Data Tier directly and must make all connections through the schemas provided by the Database Access Framework. For more information on the Database Access Framework, please refer to "[Overview of the Database Access Framework](#)".

Overview of the Ancillary Tier

The Ancillary Tier contains any optional servers and applications that are external to the Oracle Beehive server. Typically, components in this tier are optional because Oracle Beehive already provides many of these capabilities, such as user directories, e-mail, and time management.

Oracle Beehive supports Ancillary Tier components to provide enterprises flexibility in their deployment choices, especially for those that want to leverage existing or specialized component investments. In either case, enterprises can choose to implement the components of this tier to coexist with or access key aspects of Oracle Beehive.

Examples of supported Oracle and third-party components in the Ancillary Tier include:

- Oracle Internet Directory
- Oracle BPEL Process Manager

Note: Out of the box, Oracle Beehive comes pre-bundled with one Oracle BPEL Process Manager instance, although organizations can leverage other Oracle Beehive BPEL Process Manager instances if they exist.

- Oracle Secure Enterprise Search

- IBM Tivoli
- Microsoft Active Directory Server
- Microsoft Exchange Server
- OpenLDAP Directory Server
- Sun Java Directory Server
- Symantec Scan Engine

Connections Between Oracle Beehive Tiers

Components in the Oracle Beehive tiers connect through the following system frameworks and components:

- The Database Access Framework, which supports connections between the Application and Data Tiers. For more information, refer to "[Overview of the Database Access Framework](#)".
- The **Beehive Transport Infrastructure (BTI)**, which supports client connectivity between the Client and Application Tiers. For more information, refer to "[Overview of the Beehive Transport Infrastructure](#)".
- The Event Framework, which manages all system events, as well as the workflows and notification logic that they initiate. For more information, refer to "[Overview of the Event Framework](#)".
- Oracle Beehive schemas, which segregate system, configuration, and collaborative data, and application code. For more information, refer to "[Overview of Oracle Beehive Schemas](#)".

Overview of the Database Access Framework

The Application and Data Tiers connect through the Database Access Framework, which provides a logical data structure and an optimized data management resource for Oracle Beehive. The Database Access Framework improves system performance and scaling capabilities, while reducing overall system complexity.

The Database Access Framework controls all access to the database through a connection pool that it manages. Services request connections to the database through the connection pool. Once a service receives the requested information, it returns the connection back to the connection pool. The Database Access Framework leverages Java Database Connectivity (JDBC) for these connections.

The Database Access Framework enables centralized management of data store resources and utilizations. It also simplifies database administration tasks that are external, yet related, to Oracle Beehive, including:

- Changing database connection information, such as database host names and Oracle RAC nodes
- Managing database connection pool sizes
- Gathering database usage metrics

Overview of the Beehive Transport Infrastructure

The **Beehive Transport Infrastructure (BTI)** enables connectivity between the Client and Application Tiers by providing the network-level infrastructure for both client-to-server and server-to-server communications. Specifically, the BTI provides

port and connection management for Microsoft Outlook (with Oracle Beehive Integration for Outlook) and non-HTTP, standard-based clients through its proprietary multiplexor protocol (MX).

In a typical enterprise client/server deployment, clients connect through a series of networks to a known port on a known server. However, in many cases, the communication channels must traverse firewalls, load balancing routers, forward and reverse proxies, and demilitarized zones (DMZs). The BTI is designed for deployment in these complex network infrastructures, while providing optimal port and connection management.

The BTI is a bundled component of the Oracle Beehive server so it is always provided whether you deploy Oracle Beehive in the Application Tier or in a DMZ. The latter case provides another layer of security between clients connecting to the system and internal components such as Oracle Database. This increased level of security and control over client connections is particularly beneficial when client connections are expected to originate from points outside of your network, such as from the Internet or from other private networks.

Oracle Beehive also provides Oracle HTTP Server, which enables client connectivity over HTTP/HTTPS. This can be leveraged in cases where HTTP/HTTPS is the preferred method of enabling client connections that originate from external locations.

Overview of the Event Framework

Oracle Beehive is an event-driven platform. Many aspects of system functionality and service interoperability stem from the event-based design of the platform. To manage this complex and powerful design implementation, Oracle Beehive provides the Event Framework. The Event Framework manages all events that occur in the system, which includes initiating any notification logic, workflows, and policies that may apply.

Oracle Beehive supports business events, which are events that trigger business logic, such as initiating workflows or applying policies. Business events provide a unique integration point for Oracle Beehive that allows customers to customize business processes or initiate external processes based on specific activities or occurrences. An example of a business event is when a user creates a document and it initiates a specific approval and notification process.

The open design of Oracle Beehive enables organizations to customize and extend the Event Framework by integrating workflows and policies. For example, developers can write and integrate custom business logic that executes when corresponding events are triggered in the system. Or, organizations can extend Oracle Beehive functionality by attaching custom programs to workflows that result from events. Oracle Beehive administrators can also customize Oracle Beehive business logic to suit their specific requirements.

Overview of Oracle Beehive Schemas

Oracle Beehive schemas logically segregate system, configuration, and collaborative data, and application code. In addition to organizing system, data, and configuration management, Oracle Beehive schemas also provide a significant security benefit by isolating each of the major data components that drive the system. Each Oracle Database in an Oracle Beehive deployment must contain one Oracle Beehive schema set.

An Oracle Beehive schema set consists of the following schema types:

- [Code Schema](#)

- [Data Schema](#)

Code Schema

The Code Schema contains all Procedural Language/Structured Query Language (PL/SQL) code used by Oracle Beehive. The Code Schema enables application-level cloning and code updates separate from system data. Benefits of these capabilities include easier and seamless patches and upgrades, since these tasks can be performed without any system downtime. The separation of PL/SQL code from system data also reduces the amount of time required for system backups, as code backups are required less frequently.

The Code Schema also controls the access requests made by Oracle Beehive services to data residing in the Data Tier, as well as the connections from services to other Oracle Beehive schemas, which the services cannot connect to directly. Connections between Oracle Beehive services and the Code Schema are managed by the Database Access Framework.

Data Schema

The Data Schema is the primary repository of collaborative data for Oracle Beehive. In Oracle Beehive, each service owns specific tables and views for the data that it manages. However, a service can request data from the tables or views owned by another service. For example, the Calendar Service may request data from a table belonging to the E-mail Service, which, in turn, may refer to and request information from tables owned by the User Directory Service.

Oracle Beehive Services

This module provides an overview of the services provided by Oracle Beehive, and contains the following topics:

- [Overview of Oracle Beehive Services](#)
- [Core Services](#)
- [Collaboration Services](#)
- [Enterprise Services](#)
- [Platform Services](#)

Overview of Oracle Beehive Services

Oracle Beehive offers discrete, function-specific services that interoperate seamlessly to provide a wide range of features for enterprise collaboration, compliance, third-party component connectivity, coexistence, user and system administration, and security. The services-oriented design of the system enables administrators to start and stop services as well as service instances.

This section provides a general overview of Oracle Beehive services, and includes the following topics:

- [Difference Between a Service and a Service Instance](#)
- [Types of Services Provided by Oracle Beehive](#)
- [How Oracle Beehive Services Leverage Each Other](#)
- [How Oracle Beehive Services are Exposed to Users](#)

Difference Between a Service and a Service Instance

In Oracle Beehive, the term *service instance* refers to a single instantiation of a service on a particular server. The term *service* typically refers to the collection of all instances of a particular service across all of the servers that host them.

You can control services at both the service and service instance levels. For example, you can start and stop a single instance of a service (the service instance) or all instances of a service (the service). Note, in cases where only one instance of a service exists in an Oracle Beehive deployment, you, in effect, manage both the service and the service instance concurrently.

Types of Services Provided by Oracle Beehive

Oracle Beehive provides the following types of services:

- **Core Services:** Core Services perform fundamental system functions such as user management and **authentication**.
- **Collaboration Services:** Collaboration Services provide collaboration-specific functionality that is leveraged by teams and individuals, including e-mail, time management, and instant messaging.
- **Enterprise Services:** Enterprise Services provide functionality that is leveraged across the enterprise such as workspaces, mobile connectivity, event subscriptions and notifications, and search.
- **Platform Services:** Platform Services enable organizations to integrate Oracle Beehive with existing environments and third-party components, and customize the platform to suit their needs.

How Oracle Beehive Services Leverage Each Other

Oracle Beehive is built so that its services can leverage the platform and each other in a way that insulates each service from the implementation details of the others. For example, users can be maintained in Oracle Internet Directory, but the Instant Message Service doesn't need to be aware of this because the User Directory Service provides the required abstraction. Similarly, calendar information can be maintained in Microsoft Exchange Server, with only the Time Management Service having the configured awareness because it provides the required abstraction for that information. This approach also allows for the modular development and deployment of services.

How Oracle Beehive Services are Exposed to Users

The features and functions of some services are exposed visually to users through supported Oracle Beehive clients and devices, while others operate in the background supporting key integrations, workflows, and low-level roles within the system. For example, most features of the E-mail Service, the Time Management Service, and the Instant Messaging Service are exposed visually to users in workspaces, while features of the Authentication Service, the Policy Service, and the User Directory Service are not exposed as explicitly.

Also, the features and data of some services are exposed through other services. For example, the features of the Presence Service, which detects and displays to others a user's current availability, are exposed through the Instant Messaging Service. Through the Instant Messaging Service, the Presence Service displays whether or not a user is currently available, and it may also provide additional user-configured details such as the user's contact information, preferred method of communication, or current location.

Similarly, Presence Service-based data can originate from other services. For example, when a user attends a scheduled meeting, the Time Management Service can notify the Presence Service of this. The Presence Service can then expose that information through the Instant Messaging Service, and so forth.

Core Services

Core Services perform fundamental system functions such as user management and **authentication**. Core Services are essential to Oracle Beehive, that is, they enable the operational functioning and management of the system.

Oracle Beehive provides the following Core Services:

- [Access Control Service](#)
- [Audit Service](#)
- [Authentication Services](#)
- [Client Management Service](#)
- [Device Management Service](#)
- [Event Services](#)
- [Policy Service](#)
- [Presence Service](#)
- [Management Service](#)
- [User Directory Service](#)
- [Workflow Service](#)

Access Control Service

The Access Control Service supports and manages all aspects of user access to Oracle Beehive entities, including granting, restricting, and denying access. The Access Control Service provides its features and functions through a variety of mechanisms such as access control lists (ACLs), roles, privileges, and inheritance.

System **administrators** can define **access control** rules at the role, group, and user levels, and can include such privileges as create, read, update, and delete. Custom access control parameters, definitions, and rules are also supported.

In Oracle Beehive, access control is based on an authenticated user's identity, as well as the entity or operation being requested. For example, system administrators have full access and privileges for most system entities, whereas users typically only have the similar rights for the entities that they own or that are owned by the groups and workspaces to which they are members.

Audit Service

The Audit Service is the service interface to the Oracle Beehive Audit Framework, which supports and manages all aspects of auditing for system and business events.

Authentication Services

The Authentication Services manage all aspects of user **authentication** for Oracle Beehive, including single sign-on (SSO), user repository authentication, authentication policies, and encryption. The Authentication Services leverage the components and protocols that support Java Authentication and Authorization Service (JAAS) and Simple Authentication and Security Layer (SASL). Client-specific authentication libraries can be supported as well.

The Authentication Services include the following services:

- [Authentication Service](#)
- [Identity Provider Service](#)

Authentication Service

The Authentication Service manages and supports a variety of authentication providers, including local authentication providers, existing LDAP servers, native

Windows authentication providers, and Web-based SSO providers. The Authentication Service enables administrators to configure authentication modes. It also provides the following user-based authentication features:

- Session timeout
- Account lockout on repeated authentication failures
- Password modification, such as changing and resetting passwords
- Automatic login

Components and technologies supported by the Authentication Service include:

- Oracle Database
- Oracle Internet Directory (OID)
- Oracle Single Sign-On (OSSO)
- IBM Tivoli
- Microsoft Active Directory
- OpenLDAP Directory Server
- Sun Java System Directory Server

Identity Provider Service

The Identity Provider Service provides certificate authority features for Oracle Beehive, enabling the system to manage digital certificates and other related security credentials.

Client Management Service

The Client Management Service enables administrators to manage client software settings related to client connections, notification thresholds, and debugging.

The Client Management Service enables administrators to:

- Set session timeout values
- Enable trace logs and debug mode
- Set the node address on which to listen for incoming client requests
- Set the maximum number of pending notifications that the Client Management Service will hold for supported clients
- Suspend the threshold for the client notifications queue

Device Management Service

The Device Management Service enables system administrators to manage supported client software installed on computers, such as Oracle Beehive Integration for Outlook, and mobile devices.

Key features provided by the Device Management Service include:

- Upload new client versions, paths, and property files
- Search and list client versions
- Delete client versions and patches
- Specify target versions of clients for user groups

- Edit client properties
- Export client property files
- Manage cross-platform client applications, including versions, patches, and modules
- Define installable clients applications
- Upgrade, download, and enable client applications
- Execute remote commands such as data wipes, and requests for configuration information and client-side logs
- Manage device-based profiles and configurations

Event Services

The Event Services are the service interfaces to the Oracle Beehive Event Framework, and include the following:

- [Events Service](#)
- [Object Event Publisher Service](#)

Events Service

The Events Service manages business events and related configuration settings, including:

- Handles requests from the [Subscription Service](#) regarding subscriptions on business events
- The log level for business events processing
- The number of times the system should retry failed actions that result from business events

Object Event Publisher Service

The Object Event Publisher Service handles the notification logic for object-level events in Oracle Beehive.

Management Service

The Management Service enables administrators to manage a variety of aspects of the system through both Oracle Beekeeper and the command line utility (`beectl`), including scripting support for automated administration.

Administrative functions supported by the Management Service include:

- On-the-fly system and infrastructure configuration (host names, ports, connections, memory, and so on) and management (start, stop, refresh, and restart)
- Real-time usage and performance monitoring
- Trace parameter configuration, including attaching probes to transactions
- Identifying and examining errors in transactions
- Linking trace errors to log records
- Log level management
- Log file management including rotation and disposition functions (parameter and qualifier definitions)

- Log file repository management, including size management and truncation schedules
- Input file consumption, allowing more complex tasks and configuration without repetitive commands
- Integration with Oracle Enterprise Manager Grid Control, providing familiar administrative operations for root cause analysis, dashboards, baselining, and trending
- Remote monitoring through integration with existing Oracle and third-party system management tools and standardized protocols

Policy Service

The Policy Service enables organizations to centrally apply, manage, and store business logic for Oracle Beehive events. Administrators can create and apply policies in Oracle Beehive for a variety of business needs, including:

- To facilitate business processes in collaborative activities.
- To enforce business process and compliance requirements.
- To reduce system administration time and effort.

A policy is a set of server-side rules that defines what actions the system must take when one or more events occur. Policies can apply to any Oracle Beehive entity, including users, [artifacts](#), services, and workspaces. Out of the box, the Policy Service provides functional policies that enforce defined logic on password creation, user provisioning and deprovisioning, and auditing.

Administrators with the appropriate privileges can view, create, enable, disable, update, and delete policies through the Oracle Beehive `beectl` utility. Administrators can also export policy definitions as XML files.

The Policy Service leverages the Oracle Beehive Event Framework, facilitating policy delegation for other services, and also provides the following key features:

- Policy and policy schema extensibility.
- An inheritance model that supports enterprise-level policies with exceptions and extensions for specified groups, levels, and entities.
- Policy templates that enable organizations to define the extensible characteristics of policies and the business rules that they contain.

Presence Service

The Presence Service supports and manages all aspects of user and resource presence for Oracle Beehive. Presence is the ability to detect and identify the status of a user or resource, and then display that status to other users and resources in one or more clients or applications. In other words, presence determines whether or not a user is or will be online and available, and, if so, to what capacity and in what location. Oracle Beehive provides a rich presence model that is exposed to users through supported clients and, most notably, through the [Instant Message Services](#), although this model goes beyond the basic presence capabilities typically associated with instant messaging applications.

With the Presence Service, users can set their current statuses manually in supported clients or have Oracle Beehive automatically determine and display their statuses for them. For example, Oracle Beehive can automatically change a user's status to "In a Meeting" when a meeting is scheduled to start and "Available" when the meeting is

scheduled to end. Once set, other users will know whether a user is available, away (temporarily), or should not be disturbed, among other conditions.

Oracle Beehive supports presence settings that specify a user's current activity, such as attending a meeting, engaged in a personal activity, or the time of last input. Users can customize their presence settings and can also specify multiple presence sources, such as computers, applications, phones, and mobile devices.

The Presence Service is based on the Rich Presence Information Data (RPID) format. Developers can customize, integrate with, and extend the Presence Service through the Oracle Beehive API. Developers can also customize data provided by the Presence Service, such as status messages for users.

User Directory Service

This section discusses the User Directory Service, which provides comprehensive user and group management capabilities for Oracle Beehive. This section is divided into the following topics:

- [Overview of the User Directory Service](#)
- [Features Provided by the User Directory Service](#)
- [User Directory Servers Supported by the User Directory Service](#)
- [Contact Management Features Supported by the User Directory Service](#)
- [Ways that Users Can Leverage the User Directory Service](#)

Overview of the User Directory Service

The User Directory Service manages all aspects of user directory management for Oracle Beehive and supports a variety of implementations including local storage of users and groups as well as integrations with existing Oracle and third-party user directories.

The User Directory Service enables Oracle Beehive administrators to intuitively manage users and groups, including the ability to add, modify, and delete them. The User Directory Service supports the Beehive Directory (either natively or through coexistence with external directories). It also enables static and dynamic group memberships that are based on integrations with query-based groups defined in external directories.

Features Provided by the User Directory Service

Key user directory management features provided by the User Directory Service include:

- Native user directory capabilities
- Optional integration with supported Oracle and third-party user directory servers

Note: For the list of supported user directory servers, please refer to ["User Directory Servers Supported by the User Directory Service"](#).

- Support for static and dynamic group memberships
- Contact management features such as address books and people lists

Note: For more information, please refer to "[Contact Management Features Supported by the User Directory Service](#)".

- Support for National Language Support (NLS) user aliases
- Customizable user attribute fields
- Attribute mapping with existing user directories
- User creation through pre-defined templates
- Import capabilities of directory data based on Extensible Markup Language (XML) files
- Bulk user management functions including create, delete, and modify users

Oracle Beehive provides additional user directory management features, including:

- Automatic addition of managers, direct reports, and peers to People lists
- Ability to store and retrieve large-valued properties for contacts, such as file attachments and descriptions

User Directory Servers Supported by the User Directory Service

The User Directory Service supports integration with the following user directory servers:

- Oracle Internet Directory
- IBM Tivoli
- Microsoft Active Directory
- OpenLDAP Directory Server
- Sun Java System Directory Server

Contact Management Features Supported by the User Directory Service

The User Directory Service supports and manages all aspects of contact management for Oracle Beehive users in the form of address books and people lists. In Oracle Beehive, a contact is a person or group with which users can interact. For each contact, Oracle Beehive supports a variety of information such as the contact's name, alias, job title, phone number, address, e-mail address, and photo. Oracle Beehive also supports large-valued properties for contacts, such as file attachments and descriptions.

The User Directory Service provides the following address book types:

- **Directory:** The collection of all the groups and contacts within an enterprise, typically based on the organization's complete user directory.
- **Workspace:** A collection of groups and contacts that are specific to a workspace. Each workspace can have one or more workspace address books. The contacts in workspace address books may be shared with other workspaces and users.
- **Personal:** A collection of groups and contacts that are defined by and specific to a user. Each user can have only one personal address book. The contacts in personal address books may be shared with other users and workspaces.

Note: The User Directory Service enables system administrators to define quotas for all address book types.

All address book types and user groups in Oracle Beehive also support external contacts, which are people who, although external to an enterprise, can be contacted by and collaborate with users. By default, all Oracle Beehive users are contacts, but not all contacts are users, such as in the cases of external contacts.

The User Directory Service also supports the contact-related needs of other Oracle Beehive services, such as the [E-mail Service](#), the [Instant Message Services](#), the [Presence Service](#), and the [Workspace Service](#), facilitating seamless communication and collaboration. The User Directory Service provides standardized contact management features, such as sending and importing vCards, as well as support for the contact management features of Microsoft Outlook, such as Global Address Lists.

Ways that Users Can Leverage the User Directory Service

The User Directory Service enables users to manage their workspace and personal address books, including the ability to import address books and add external contacts. Additionally, users can apply tags (referred to as "categories" in Microsoft Outlook) to their contacts, to further differentiate contact attributes for their convenience and productivity. Tags are typically user-defined and can include such names as "Colleagues", "Family and Friends", and "Customers", among others.

Workflow Service

The Workflow Service supports and manages for Oracle Beehive all workflow settings and other aspects that are related to integrations with Business Process Execution Language (BPEL) components. Out of the box, Oracle Beehive contains an internal Oracle BPEL Process Manager instance and provides two default workflows for content management, which allow either serial or parallel approval-based capabilities for content. Integration with external Oracle BPEL Process Manager instances and workflows is also supported.

Collaboration Services

Collaboration Services provide team-based collaborative functionality such as e-mail, time management, and instant messaging.

Oracle Beehive provides the following Collaboration Services:

- [Content Management Services](#)
- [Discussions Service](#)
- [E-mail Service](#)
- [Instant Message Services](#)
- [Meeting Services](#)
- [Time Management Services](#)
- [Voice Message Service](#)

Content Management Services

Content management is an essential part of team collaboration, enabling users to share and distribute documents throughout their organizations while concurrently maintaining control and tracking changes. Collaborative content management improves an organization's knowledge sharing and communication capabilities by making content more readily available to users in a structured and secure way.

The Content Management Services support all aspects of file and document life cycle management, especially for unstructured content. The Content Management Services also support integration with the [Records Management Service](#) as well as business process automation technologies, such as Oracle BPEL Process Manager, for improved efficiencies, control, and compliance.

The Content Management Services provide the following key features:

- Real-time status including whether the content is checked in or out, or currently in review
- Versioning, including the time of the last change and by whom
- Integration with workspaces, enabling users to post documents in workspaces for reviews and editing by other members
- Content locking at the user level (explicit) and system level (implicit)
- Support from desktop applications such as Microsoft Windows Explorer through WebDAV
- Ability to edit a document in place (in its current location)
- Standards and protocol support including WebDAV, JSR-170, File Transfer Protocol (FTP), and FTP over Transport Layer Security (TLS).

The Content Management Services include the following services:

- [FTP Service](#)
- [WebDAV Service](#)

FTP Service

The FTP Service supports and manages all content management-related features and settings that the system leverages through FTP and FTP over TLS, including:

- Support for FTP clients such as CuteFTP, WS_FTP, and SmartFTP
- Whether or not the specified FTP server is enabled for Oracle Beehive
- The port number at which the FTP Service will listen for requests
- The maximum number of ports the FTP Service can use for passive listening
- The buffer size between streams during content uploads
- The amount of time (in seconds) the service will allow a user session to remain inactive before terminating the session (timing out)

WebDAV Service

The WebDAV Service supports and manages all content management-related features and settings that the system leverages over the Web-based Distributed Authoring and Versioning (WebDAV) protocol, including:

- Support for WebDAV clients such as Microsoft Windows WebFolders
- Whether or not the specified WebDAV server is enabled for Oracle Beehive
- The default authentication scheme for WebDAV clients
- Length of time (in minutes) before Web browser-based and WebDAV-based client cookies expire
- The minimum value (in minutes) allowed for content locks

- Length of time (in minutes) before the system refreshes each active user's preferences
- The buffer size between streams during content uploads and downloads
- Shortcuts for content

Discussions Service

The Discussions Service enables organizations to host threaded, online discussion forums in which users can browse message boards, and post and respond to messages. Through the Discussions Service, users post messages about a topic within a forum. Other users can then browse and reply to these messages. The Discussions Service manages the relationships of these messages (peer, parent, or child) and organizes them accordingly for intuitive search, presentation, and navigation.

Key features provided by the Discussions Service include:

- Policy- and security-based filters including anti-spam capabilities
- Pre-defined roles (moderator, reader, contributor, editor)
- Permissions for users and groups
- Programmatic access through Web Services

E-mail Service

The E-mail Service supports all aspects of e-mail creation, delivery, and management for Oracle Beehive, including by exposing e-mail from coexisting systems to supported clients. The E-mail Service enables users to organize and manage their e-mail messages in the context of Oracle Beehive workspaces. Users can create, send, receive, read, mark (flag), copy, move, delete, and save drafts of e-mail messages.

The E-mail Service also provides or supports the following features:

- Delivery of voicemail messages and faxes as e-mail (leveraged through the [Voice Message Service](#)).
- Delivery of e-mail messages to groups and distribution lists (leveraged through the [User Directory Service](#)).
- Server-side rules (provided by the [Subscription and Notification Services](#)) for automated e-mail message management, enabling administrators and users to define a variety of actions, such as server-side sorting and categorization, for a wide range of events and conditions.
- Managing e-mail messages as records through integration with the [Records Management Service](#).
- Anti-virus and anti-spam capabilities provided through supported applications.
- Automated delivery receipts for e-mail messages.
- Inclusion of custom and standardized disclaimers in e-mail messages.
- Administration capabilities, including message monitoring, logging, and reporting, as well as queue and quota management.

Instant Message Services

The Instant Message Services support all aspects of instant messaging for Oracle Beehive. With the Instant Message Services, users can send text-based messages in real

time. Users can also attach files to messages, and can **broadcast** messages to multiple recipients simultaneously, including to entire groups.

Through supported Oracle Beehive clients, the Instant Message Services also enable seamless transitions between instant messaging modes and conference types, including persistent chats, text conferences, and voice chats and conferences.

The Instant Message Services include the following services:

- [Instant Message Service](#)
- [XMPP Service](#)

Instant Message Service

The Instant Message Service provides core instant messaging features, including:

- Message encryption
- Rosters (buddy lists) based on Oracle Beehive address books and People lists
- Presence support (provided by the [Presence Service](#)) with customizable status settings
- Offline capabilities, such as sending an instant message through e-mail
- Server-side message transcripts

XMPP Service

The XMPP Service supports and manages all the features and settings that the system exposes through the Extensible Messaging and Presence Protocol (XMPP) v 0.9 and 1.0, including:

- Support for XMPP clients such as Pidgin (formerly Gaim), iChat, and Trillian Pro
- Multiple authentication methods
- Persistent chat rooms
- The list of all supported messaging agents
- The port number at which all XMPP servers will communicate
- The port number at which the system will encrypt messages over Secure Sockets Layer (SSL)
- The default language for messages

Meeting Services

The Meeting Services support and manage all aspects of online meetings including Web-based voice conferences and chat rooms, enabling meeting organizers and participants to conduct collaborative sessions online through Oracle Beehive Conferencing.

The Meeting Services provide the following key features:

- Simultaneous voice and audio support (full duplex)

Note: Although Oracle Beehive Conferencing supports Microsoft Windows Vista, the Oracle Beehive voice conferencing features are not yet certified for that operating system. Therefore, the quality and performance of Oracle Beehive voice conferencing on Microsoft Windows Vista is not guaranteed.

- Customizable client viewing window, including zooming and window resizing
- Ability to manage meeting attendees online
- Ability to share and control desktops, documents, and applications
- Persistent chat rooms

The Meeting Services include the following services:

- [Conference Service](#)
- [Conference Session Service](#)
- [OWC Streaming Service](#)
- [Transcoding Service](#)

Conference Service

The Conference Service supports and manages many aspects of the Web conferencing features and settings provided by Oracle Beehive, including:

- Default length of time (in seconds) after which external Public Switched Telephone Network (PTSN) and Session Initiation Protocol (SIP) calls will time out of a conference.
- The default codecs for Oracle Web Conference-based (OWC) voice and SIP-based participants.
- The default mode (speaker or listener) of voice participants.
- The default length of time (in seconds) after which a conference will end if the host doesn't join it.
- The interval (in seconds) at which Oracle Beehive will push conference log records to persistent storage. These logs are used to restore sessions in the cases of service disruptions, therefore smaller intervals equate to more recent states.
- Various SIP-based configuration settings such as the gateway port, gateway Internet Protocol (IP) address, and the SIP container transport (User Datagram Protocol or Transmission Control Protocol).

Conference Session Service

The Conference Session Service manages various aspects of the sessions for Oracle Beehive voice and Web conferences including the transport layer and flow of live information.

OWC Streaming Service

The OWC Streaming Service manages the settings for HTTP tunneling, the Real Time Message Protocol (RTMP), and the Real Time Streaming Protocol (RTSP), including whether or not these services are enabled, their associated port numbers, and how many client connections are allowed.

Transcoding Service

The Transcoding Service supports and manages all the data- and audio-conversions for Oracle Beehive voice and Web conferences.

Time Management Services

The Time Management Services support all aspects of time and task management, as well as user, team, and resource scheduling for Oracle Beehive. The Time Management Services maintain and provide access to the latest calendar-based schedule information for all Oracle Beehive users, teams, and resources. This ensures that users can schedule meetings and presentations with each other easily and accurately, as well as reserve meeting rooms and equipment, all with minimal coordination efforts and schedule conflicts.

When creating a meeting, a task, or event with a specified timeframe, the Time Management Services enable users to invite other users, add details such as objectives and agendas, and attach documents.

Through workspaces, users can also leverage the Time Management Services to create notes and entries that inform others of upcoming dates, such as scheduled holidays and birthdays, and if they will be out of the office or otherwise unavailable. Users can also expose calendar entries in both their personal and team workspaces.

The Time Management Services provide the following key features:

- Support for daily, weekly, and monthly calendar views
- Automated reminders and [alerts](#)
- Recurring tasks and meetings
- Import and export of iCalendar data
- Invitations for meeting or event participants, including external contacts (through iCalendar)
- Designations for required and optional attendees
- Real-time schedule conflict checking and resolution capabilities
- Time zone support and synchronization
- Support for holiday calendars
- Support for the Calendaring Extensions to WebDAV (CalDAV) protocol

The Time Management Services include the following services:

- [Alarm Service](#)
- [CalDAV Service](#)
- [Resource Directory Service](#)
- [Time Management Service](#)
- [Time Zone Service](#)

Alarm Service

The Alarm Service handles all time management-related [alerts](#) for the system. The Alarm Service enables users to configure and receive alerts, such as reminders prior to meeting start times. The Alarm Service is also responsible for signaling the activation of other services at preconfigured times.

CalDAV Service

The CalDAV Service supports and manages all time management-related features and settings that the system leverages over the Calendaring Extensions to WebDAV (CalDAV) protocol, including:

- Support for CalDAV clients, such as Apple iCal, Mozilla Lightning, and Mozilla Sunbird.
- Session cache settings, such as the maximum number of entries allowed in the authentication token table and the amount of time (in seconds) an authentication token is valid.
- Directory cache settings, such as the maximum number of entries allowed in the directory cache and the amount of time (in seconds) an entry is valid.
- Collection-related settings, such as whether or not browsing on collections is enabled and the default media type for collections if none is specified in client requests.

The CalDAV Service supports Internet Calendar Subscription, also known as WebCal Subscription. Internet Calendar Subscription can provide users with read access to collections of calendar entries through client applications that do not support the CalDAV protocol.

Resource Directory Service

The Resource Directory Service provides a common definition for all Oracle Beehive resources as well as a centralized location to access and manage resource entries. The Resource Directory Service manages all aspects of the resources provided in Oracle Beehive directories, enabling users to view and schedule resources through supported time management features. This includes related settings such as the total number of resources returned in search results. Resources typically include reservable, non-human entities such as a meeting rooms, computers, and projectors.

The Resource Directory Service enables administrators to define a variety of resources, including physical locations and equipment. Examples of physical locations that can be defined include classrooms, training rooms, conference rooms, offices, and cubicles. Examples of equipment that can be defined include projectors, monitors, and computers.

The Resource Directory Service enables users to perform the following tasks:

- Search for resources by name, type, capacity, or tag
- Manage resources and configure resource booking behavior
- Reserve resources through meeting invitations

Time Management Service

The Time Management Service provides the coordination services for the core aspects of Oracle Beehive calendars, scheduling, task management, and reminders. This includes support for multiple calendars and task lists in workspaces, automatic updates of group-based invitations and task assignments resulting from group definition changes, and the integration of BPEL-based tasks and processes.

Through the features provided by the Time Management Service, users can perform the following tasks:

- Manage team and personal calendars, tasks, and events
- Self-enroll in calendars

- Specify designates for calendars
- Verify free/busy status of other users and teams
- Invite users, teams, and workspace members to meetings
- Respond to invitations and task assignments
- Assign roles to meeting attendees such as "required", "optional", and so forth
- Manage subscriptions to calendars of interest and automatically receive invitations to new events
- Initiate user presence changes based on calendar events
- Assign tasks to users, groups, and workspaces

Time Zone Service

The Time Zone Service supports and manages all aspects of synchronizing user schedules and calendar entries across global time zones. The Time Zone Service, in effect, is the central authority that unifies the coordination of all time zone-related components and activities in Oracle Beehive.

Voice Message Service

The Voice Message Service supports all aspects of voicemail and fax management for Oracle Beehive.

Through the Voice Message Service, users can perform the following tasks:

- Manage their voicemail messages and faxes (retrieve, archive, and delete).
- Record multiple voicemail greetings.
- Search their corporate directories through phones.
- Transfer calls to voicemail mailboxes, auto-attendants, and external numbers.

The Voice Message Service can be leveraged by the [E-mail Service](#), enabling delivery of voicemail messages and faxes as e-mail. The Voice Message Service also supports multiple locations, including private branch exchanges (PBXs), and multiple languages, enabling enterprises to support a variety of network and user needs all within a single Oracle Beehive instance. Supported options include integration of existing telephony infrastructures with Oracle Beehive.

Enterprise Services

Enterprise Services provide extensions to functions that are leveraged at the enterprise level, such as search, mobile connectivity, and subscription and notification.

Oracle Beehive provides the following Enterprise Services:

- [Mobility Services](#)
- [Records Management Service](#)
- [Search Service](#)
- [Subscription and Notification Services](#)
- [Workspace Service](#)

Mobility Services

Ideally, a user should be able to purchase the mobile device of his or her choosing, take it out of the box, set it up quickly, and then make use of the collaborative capabilities that it provides. To ensure quick set up, continued ease of use, and increased user productivity, enterprises require successful mobile device strategies. The Mobility Services provided by Oracle Beehive can be a key part of such a strategy, as they:

- Extend collaborative capabilities to the mobile device users.
- Provide key device management capabilities, such as enabling easy self-serve user setup where software and configuration settings can be pushed to devices automatically.
- Comply with open standards, protecting current investments for future generations of devices.

Oracle Beehive's Mobile Services along with a large partner community of device manufacturers and third-party vendors allow for a complete, secure, device- and network-agnostic mobile solution that supports a wide variety of mobile devices.

The Mobility Services provide the following key features:

- Automatic synchronization of e-mail, calendar, task, and address book data
- User-defined preferences including device behavior and control
- Self-service user provisioning
- Protocol server support and administration
- Support for Microsoft Windows Mobile Outlook through the Oracle Beehive Mobile Outlook Plug-in
- Support for third-party IMAP, OMA-DS, and XMPP clients
- Security features such as data wipes

The Mobility Services include the following services:

- [Mobile Device Management Service](#)
- [Mobile Data Sync Service](#)
- [Mobile Mail Service](#)
- [Mobile Push Service](#)

Mobile Device Management Service

The Mobile Device Management Service manages the communications and configuration settings for the Mobile Device Management Server, which enables connections between the [Device Management Service](#) and supported device-resident Mobile Device Management clients.

The Mobile Device Management Service supports the following settings:

- The maximum number of concurrent connections supported by the Mobile Device Management Server.
- The amount of time (in minutes) the service will allow a mobile session to remain inactive before terminating the session (timing out). Settings provided for both authenticated and non-authenticated sessions.
- The number of invalid commands a mobile client may send to the Mobile Device Management Server before the system terminates the session.

Mobile Data Sync Service

The Mobile Data Sync Service is based on OMA-DS 1.2 and provides for automatic synchronization of e-mail, calendar, task, and address book data for any mobile device with an OMA-DS compliant client. The service supports suspend/resume functionality, compression, one-way synchronization, and default address books. The service also manages all mobile-related features and settings for OMA-DS standard clients, including:

- Whether or not support for OMA-DS is enabled.
- Whether or not synchronization is enabled for each mobile data type, including calendar, e-mail, and contact data.
- Whether or not MD5 authentication is enabled for connections between mobile clients and the Mobile Data Sync Server.
- Log file creation settings, including whether or not the system will create log files for synchronization sessions, and the number of days the system will retain these logs files.
- The maximum number of concurrent requests that the Mobile Data Sync Server will allow.
- The amount of time (in minutes) the service will allow a synchronization session to remain inactive before terminating the session (timing out).

Mobile Mail Service

The Mobile Mail Service provides a complete Push IMAP (P-IMAP) v0.6 implementation for real-time delivery of e-mail to users' mobile devices. The service also manages the features and settings related to push mail, including:

- The maximum number of concurrent users that the Mobile Mail Service will allow.
- The maximum number of e-mail messages that the Mobile Mail Service will allow in each user's mobile device inbox.
- The number of invalid login attempts that the Mobile Mail Service will allow each mobile user to make before closing a connection.
- Whether or not connections to the specified IMAP server are enabled.

Mobile Push Service

The Mobile Push Service is responsible for delivering notifications to push clients running on end users' mobile devices. It is, in essence, an event dispatcher for those devices. For example, Mobile Push Service alerts can indicate changes in users' inboxes, calendars, task lists, and address books. Alerts can also prompt users to take action on corresponding device management events.

In addition, the Mobile Push Service manages the following features and settings:

- The Internet-accessible address, port number range, and type of the listener for the Mobile Push Server. Supported types include HTTP, TCP, and the Oracle Beehive Transport Infrastructure (BTI).
- The amount of time (in minutes) of inactivity the service will allow before terminating an unauthenticated session.
- The maximum number of concurrent connections that the Mobile Push Service will allow.

- The number of invalid login attempts that the Mobile Push Service will allow before closing a connection.

Records Management Service

The Records Management Service supports all aspects of records management of documents and e-mail for Oracle Beehive through integration with Oracle Universal Records Management (URM). Oracle URM enables organizations to manage their records and retention policies, disposition processes, and litigation holds or freezes in a central repository known as a Universal Records Management (URM) server. Organizations can then apply their policies, dispositions, and holds to content stored in other systems, such as Oracle Beehive. Although the lifecycles of records associated with e-mail messages and documents are managed by Oracle URM, the artifacts themselves exist in the Oracle Beehive content and message repositories.

Search Service

The Search Service supports and manages all aspects of user-initiated, text-based searches for Oracle Beehive.

The Search Service enables users to search for e-mail messages, documents, and meeting entries through the following search features:

- Basic keyword searches
- Advanced, multiple criteria-based searches including tags and extended properties
- Directed searches limited to specific folders and folder hierarchies
- Wildcard searches
- Streaming results
- Search results manipulation, including sorting based on relevance and metadata
- Snippets presented with search results

The Search Service is optimized to maintain a complete up-to-date index for Oracle Beehive artifacts, which ensures sub-second response times and superior relevancy. To allow for searches across all enterprise information repositories, such as those outside of Oracle Beehive, the Search Service can be integrated with Oracle Secure Enterprise Search. In this case, Oracle Beehive is configured in Oracle Secure Enterprise Search as a federated data source.

For more information on this option, please refer to one or both of the following topics:

- "Deploying Oracle Beehive with Oracle Secure Enterprise Search 10g" in the *Oracle Beehive Deployment Guide*.
- "Setting up Federated Sources" in the *Oracle Secure Enterprise Search 10g Administrator's Guide*.

Subscription and Notification Services

The Subscription and Notification Services support and manage all aspects of user-based subscriptions to business events and the resulting notifications. The Subscription and Notification Services enable users to subscribe to specific business events, such as document updates, and to be notified through one or more channels when those events occur. Supported notification channels include e-mail, instant message, and Simple Message Service (SMS).

Users can manage their subscriptions and notifications for a full range of important business events, including:

- Meeting invitations
- Task assignments
- Workflow initiations
- Resource approvals
- Document changes

The Subscription and Notification Services supports user-defined delivery rules for each subscription and notification, including user-based notification preferences such as delivery to one or more notification channels as well as requests for additional information. Support for cloning and copying subscriptions can also be provided through custom development leveraging the [Web Services API Service](#).

The Subscription and Notification Services include the following services:

- [Notification Service](#)
- [SMS Service](#)
- [Subscription Service](#)

Notification Service

The Notification Service handles all aspects of creating and delivering messages and notifications for Oracle Beehive, including notifications on which users can take actions (referred to as "actionable" notifications). Message support includes e-mail and instant messages.

SMS Service

The SMS Service is responsible for the delivery of SMS messages over the Short Message Peer-to-Peer (SMPP) protocol.

Subscription Service

The Subscription Service handles all aspects of subscription logic for Oracle Beehive subscriptions.

Workspace Service

The Workspace Service supports all the features and functionality provided by Oracle Beehive personal and team workspaces. Workspaces are the core of the user experience with Oracle Beehive, especially in regard to the collaborative activities of teams.

Therefore, the Workspace Service is responsible for consolidating and exposing, in a single location, the collaborative functionality provided by the other Oracle Beehive services, including:

- [Time Management Services](#)
- [Content Management Services](#)
- [Discussions Service](#)
- [E-mail Service](#)
- [Instant Message Services](#)
- [Search Service](#)

- [Voice Message Service](#)

Within workspaces, users can manage their artifacts in a way so that they are stored once but can be referenced by multiple workspaces. The Workspace Service also enables users to associate, categorize, and manage their artifacts using bonds, tags, metadata, and folders, as well as discard artifacts in trash folders, with archive, restore, and purge capabilities. Workspace folder features that users can leverage include inheritance, versions, locks, and workflows. Users can also create associations, or bonds, between artifacts for intuitive organization and retrieval.

In addition to collaborating with other workspace members and managing their artifacts, the Workspace Service provides users with self-service administrative features, such as the ability to:

- Create new workspaces
- Edit workspace names and descriptions
- Specify workspace memberships
- List workspaces in the Workspace Directory
- Enable "open" or "invite-only" membership modes

The Workspace Service provides XML-based templates that serve as blueprints for creating workspaces, as well as for specifying default folder hierarchies and content, custom roles, and pre-seeded calendar events, tasks, contacts, and more. The Workspace Service also enables administrators to configure workspace settings, such as soft and hard quotas as well as default content versioning.

Platform Services

Platform Services enable organizations to leverage the Oracle Beehive platform and its APIs, and support integration and coexistence with third-party components, Web services, and custom solutions.

Oracle Beehive provides the following Platform Services:

- [API Services](#)
- [Coexistence Service](#)

API Services

The API Services enable organizations to build and integrate custom solutions that leverage the APIs that Oracle Beehive supports or provides, and include the following:

- [Web Services API Service](#)

Web Services API Service

The Web Services API Service enables organizations to build and integrate custom solutions with Oracle Beehive through Web Services. The Web Services API Service exposes Web Services Description Language (WSDL) 1.2 Simple Object Access Protocol (SOAP) interfaces and leverages the Web Services Security (WS-Security) standard of the Oracle Application Server. The Web Services API Service provides an abstraction of the Oracle Beehive Object Model, or BOM, which is what Oracle Beehive is built around and which exposes all user-facing collaboration functionality.

Coexistence Service

The Coexistence Service enables organizations to integrate and leverage existing, third-party systems and components, such as Microsoft Exchange Server 2003, with Oracle Beehive for maximum interoperability. This enables users of Oracle Beehive and users of other systems to collaborate with each other beyond the limited capabilities of e-mail.

The Coexistence Service also provides for a non-intrusive deployment approach, giving users a choice in how they access their data, either from Oracle Beehive or from other clients, such as Microsoft Outlook. With this approach, users can be introduced to Oracle Beehive and its contextual environment without needing to immediately adopt and adapt to it.

With the Coexistence Service, users can leverage the following functions transparently for interoperability between Oracle Beehive and Microsoft Exchange Server:

- **Time management:** Users can create, view, and manage meeting entries in both Oracle Beehive and Microsoft Outlook. This includes inviting users hosted by either system to meetings.
- **Task management:** Users can create, view, and manage tasks in both Oracle Beehive and Microsoft Outlook. This includes assigning tasks to users hosted by either system.
- **E-mail management:** Users can create, view, and manage e-mail messages in both Oracle Beehive and Microsoft Outlook.
- **Contact management:** Users can create, view, and manage contacts in both Oracle Beehive and Microsoft Outlook.

Oracle Beehive Deployment Concepts

This module provides an overview of several concepts related to deploying Oracle Beehive, and contains the following topics:

- [Key Oracle Beehive Deployment Terms and Concepts](#)
- [Oracle Beehive System Deployment Scenarios](#)
- [Oracle Beehive Client Deployment Options](#)

Key Oracle Beehive Deployment Terms and Concepts

This section provides an overview of several fundamental terms related to deploying Oracle Beehive, including:

- [Sites](#)
- [Instances](#)
- [Enterprises and Organizations](#)
- [Coexistence](#)

Sites

A site is a collection of hardware in a specific geographic location and on which Oracle Beehive runs. A site can support multiple instances of a variety of components including Oracle Beehive servers and Oracle Database instances. Oracle Beehive currently supports only one site per deployment.

Instances

An instance is an Oracle Beehive server that is running on a computer in an Oracle home (ORACLE_HOME). An instance may respond to requests from a specific enterprise. Oracle Beehive supports one server instance on each computer.

Enterprises and Organizations

An enterprise is a container for all of the users, groups, and resources that are a part of a single Oracle Beehive deployment. Typically, an enterprise includes all of the users, groups, and resources within a company. Oracle Beehive supports one enterprise for each deployment.

Enterprises are the containers for organizations, which are groups defined by a department, line of business, project, or other criteria.

The hierarchical relationship between enterprises and organizations in Oracle Beehive provides a logical structure for organizing users, groups, and resources. This structure also allows system administrators to more easily manage users, groups, and resources through their organizational associations.

Coexistence

Coexistence is the ability to integrate Oracle Beehive with another system (or application) so that certain data from each system is exposed to the users of the other system. Currently, Oracle Beehive supports coexistence with Microsoft Exchange Server 2003, which enables users of Oracle Beehive and Microsoft Exchange Server to seamlessly collaborate in a variety of ways. This includes sending e-mail messages, scheduling meetings, and creating tasks in one system and viewing or receiving the results of those actions in both systems. Coexistence also enables Microsoft Exchange Server users to access Oracle Beehive workspaces.

Through its coexistence features, Oracle Beehive provides enterprises a non-intrusive deployment approach by giving users a choice in how they access their data, either from Oracle Beehive or other clients such as Microsoft Outlook (with Oracle Beehive Integration for Outlook and connected to Microsoft Exchange). With this approach, users can be introduced to Oracle Beehive and its contextual environment without needing to immediately adopt and adapt to it. This approach also enables users of third-party systems to leverage Oracle Beehive functionality through their existing applications.

Coexistence in Oracle Beehive is supported and managed by the Oracle Collaboration Coexistence Gateway, which is a logical part of the Coexistence Service. For more information on the Oracle Collaboration Coexistence Gateway, please refer to "[Overview of the Oracle Collaboration Coexistence Gateway](#)".

Oracle Beehive System Deployment Scenarios

Oracle Beehive provides a flexible system deployment model that supports several distinct scenarios, including:

- [Deployments with Oracle Beehive on a Single Computer](#)
- [Deployments with Multiple Oracle Beehive Instances on Multiple Computers](#)
- [Deployments with Oracle Beehive Across Network Zones](#)

Deployments with Oracle Beehive on a Single Computer

Oracle Beehive can be deployed on a single computer. In this case, the system can leverage a single Oracle Database instance that may be located on the same computer or on a different computer, although the latter is recommended. The system can also leverage a database cluster, located among several other computers, using Oracle Real Application Clusters (Oracle RAC).

Out of the box, Oracle Beehive provides all required user directory components so it can function as an independent system. It can also integrate with external corporate directories, if preferred or required.

Deploying Oracle Beehive on a single computer is suitable for test environments, development environments, and small production environments. Due to the lack of its failover capabilities, this deployment scenario is unsuitable in cases where very high levels of guaranteed services are required.

For more information on these scenarios and the considerations that each entail, please refer to "Oracle Beehive Deployment Configurations" in the *Oracle Beehive Deployment Guide*.

Deployments with Multiple Oracle Beehive Instances on Multiple Computers

Oracle Beehive supports deployments where multiple Oracle Beehive server instances are distributed across multiple computers. In this scenario, each computer hosts one Oracle Beehive server instance, which can be accessed through a load balancing router (LBR).

In this scenario, each instance runs all available services provided with Oracle Beehive. For example, if you have 5 computers, each with a Oracle Beehive server instance, you will 5 instances of the User Directory Service, the E-mail Service, the Workflow Service, and so forth. However, each service is instantiated as a single instance, or as a collection of all of the available instances.

This deployment scenario requires either a single database instance or an Oracle RAC cluster. From the user directory standpoint, you can integrate Oracle Beehive with an external corporate directory, or you can deploy it as a standalone system that leverages its own user directory capabilities and features.

Typically, a deployment with multiple Oracle Beehive instances across multiple computers is used in test environments, large production environments, or in situations where a higher level of service (high availability) is required. Test environments in this scenario can either be replicas of their associated production environments (recommended) or they may be scaled-down versions that mimic production environment topologies but with less hardware. Cloning of Oracle Beehive instances is supported to facilitate this process.

For more information on these scenarios and the considerations that each entail, please refer to "Oracle Beehive Deployment Configurations" in the *Oracle Beehive Deployment Guide*.

Deployments with Oracle Beehive Across Network Zones

Oracle Beehive supports deployments across networks zones, which are used to logically split the different layers of Oracle Beehive into the following areas:

- Client Access Zone
- Application Zone
- Data Zone

Firewalls and multiple network zones are supported in this deployment scenario, providing increased security measures where user access to the system is required from corporate networks and the Internet. Network zones such as corporate intranets or demilitarized zones (DMZs) are also supported. Oracle Beehive services may have a dedicated system on which they run so that only the required services are exposed in the DMZ.

In this scenario, the Client Access Zone is separated from the other zones and their services, and resides in a separate network layer such as a DMZ. Firewalls may exist between the different zones, and a reverse proxy may also be present in the Client Access Zone. To provide higher levels of service (high availability), this deployment scenario may also consist of multiple computers each running an Oracle Beehive server instance. For more information, refer to ["Deployments with Multiple Oracle Beehive Instances on Multiple Computers"](#).

Typically, organizations deploy Oracle Beehive in this scenario for the increased security that it provides. This scenario protects core data (in the Data Zone) behind several layers (zones) and barriers. Similarly, this scenario also protects application logic while seamlessly providing users needed access and functionality. Network connectivity layers are thin but, upon successful authentication, allow full access to available services.

For more information on these scenarios and the considerations that each entail, please refer to "Oracle Beehive Deployment Configurations" in the *Oracle Beehive Deployment Guide*.

Oracle Beehive Client Deployment Options

The Oracle Beehive platform provides a unified client implementation model that supports the following end-user client and device deployments:

- [Oracle Beehive Deployments with Oracle Beehive Integration for Outlook \(OBIO\)](#)
- [Oracle Beehive Deployments with Oracle Beehive Integration for Zimbra](#)
- [Oracle Beehive Deployments with Oracle Beehive Central](#)
- [Oracle Beehive Deployments with Oracle Beehive Conferencing](#)
- [Oracle Beehive Deployments with Standards-based and Open Source Clients](#)
- [Oracle Beehive Deployments with Mobile Devices](#)

Oracle Beehive Deployments with Oracle Beehive Integration for Outlook (OBIO)

Oracle Beehive Integration for Outlook (OBIO) requires installation on the computers of individual users. To access, download, and install on users' computers, Oracle Beehive provides a download agent that administrators can make available to users on internal websites. Upon execution, the download agent connects users to Oracle Beehive, challenges them for their credentials, and enables them to download and install OBIO. Users can delete the download agent once they complete the OBIO installation.

Note: In addition to the download agent distribution model, administrators can manage and distribute the OBIO installation package through Microsoft Windows Server 2003 SP 2 for Windows Terminal Services. OBIO can also leverage Windows Terminal Services once it is installed.

By default, Oracle Beehive provides the OBIO installation package as a zip file (.zip) in the Device Management Application Repository. The contents of the zip file include a Windows executable installation program (.msi) and an Extensible Markup Language (XML) file that describes the installation program.

Oracle Beehive also provides a language pack application module for OBIO as well as a profile migration tool that enables users to migrate certain preferences and settings, such as LDAP settings and personal folders files (.pst), from previous Microsoft Outlook installations.

Oracle Beehive Deployments with Oracle Beehive Integration for Zimbra

Deploying Oracle Beehive Integration for Zimbra requires installation on an Oracle Beehive server instance, in an Oracle home designated for Zimbra only. The Oracle

Beehive Integration for Zimbra installation is bundled with the Oracle Beehive installation and can be performed as part of the latter's installation procedure. Once installed and configured on an Oracle Beehive server instance, users can access and leverage Oracle Beehive Integration for Zimbra simply by launching a supported Web browser and entering the URL configured for the client.

Oracle Beehive Deployments with Oracle Beehive Central

Oracle Beehive Central is automatically deployed during the Oracle Beehive installation process. To access Oracle Beehive Central, users need only to launch a supported Web browser and enter the URL designated for Oracle Beehive Central for their deployment. Oracle Beehive Central supports Mozilla Firefox 2.0 in the Windows, Linux, Mac OS X, and Solaris operating systems, and Microsoft Internet Explorer 7.0 in the Windows operating system only.

Oracle Beehive Deployments with Oracle Beehive Conferencing

Oracle Beehive Conferencing requires a client installation on the computers of individual users. Administrators can make the Oracle Beehive Conferencing client installation package available to users through internal websites or Oracle Beehive Central. Users can then download and install the Oracle Beehive Conferencing client on their computers.

Oracle Beehive Deployments with Standards-based and Open Source Clients

Oracle Beehive supports several standards-based protocols, enabling users to access Oracle Beehive information with commonly available clients. For the list of standards-based and open source clients that Oracle Beehive supports, refer to ["Standards-based and Open Source Clients Supported by Oracle Beehive"](#).

Typically, standards-based and open source clients require installation on the computers or devices of individual users. For details on how to install a particular client, please refer to the documentation provided with the client that you want to install. For details on how to configure a particular client for Oracle Beehive, please refer to the *Oracle Beehive End-User Help*.

Oracle Beehive Deployments with Mobile Devices

Oracle Beehive enables users of supported mobile devices to receive and send collaborative data. For administrators managing these users and their devices, Oracle Beehive provides many useful functions including the ability to create configuration files for client application installations, provision client applications, and upload device logs, among others.

Before being able to access their collaborative data from mobile devices, users must register their devices with Oracle Beehive's Device Management Service. Once registered, users can take advantage of clients supported by their devices and Oracle Beehive. Broadly speaking, mobile device clients supported by Oracle Beehive fall into the following categories:

- [Microsoft Windows Mobile-based Device Clients](#)
- [Standards-based Mobile Device Clients](#)

Microsoft Windows Mobile-based Device Clients

For Microsoft Windows Mobile devices, Oracle Beehive provides a plug-in for Microsoft Windows Mobile Outlook that enables real-time push mail. To install,

provision, and manage the plug-in, Oracle Beehive provides the Mobile Management Console. Users must first install the Mobile Management Console, provided as a cabinet file (.cab), on their mobile devices through one of the following methods:

- **Over-the-air (OTA):** Users open a preassigned Web page or URL from their mobile devices, or they receive a Short Message Service (SMS) message that contains the URL, enabling them to access, download, and install the .cab file. For more information on these options, please refer to "Over-the-Air Configuration Using SMS" and "Over-the-Air Configuration Without SMS" in *Oracle Beehive End-User Information*.
- **Active synchronization (ActiveSync):** Users download the .cab file to their computers through a Windows-based utility provided with Oracle Beehive. Users then synchronize their mobile devices with their computers to install the .cab file. For more information on this option, please refer to "Configuration Using ActiveSync" in *Oracle Beehive End-User Information*.
- **Storage card:** Administrators or support personnel download the .cab file to their computers through a Windows-based utility provided with Oracle Beehive. Then, they run the utility from the command line to install the .cab file on storage cards. Users can then insert the storage cards into their devices.

After the Mobile Device Management Console is installed, it automatically starts up, connects to the Oracle Beehive Mobile Device Management Service, and requests a list of all available mobile software for the user. This list contains the default Mobile Outlook plug-in, but it can also contain other third-party mobile software managed by Oracle Beehive. The user may then choose which software to install on the mobile device, including the Mobile Outlook plug-in.

To upgrade the Mobile Outlook plug-in or other third-party mobile software managed by Oracle Beehive, users can periodically check for updates on their mobile devices or they can wait for their Oracle Beehive administrators to provide alerts informing them of available updates.

Standards-based Mobile Device Clients

Oracle Beehive supports a variety of standards-based clients for mobile devices. For the list of standards-based clients that Oracle Beehive supports, please refer to ["Standards-based and Open Source Clients Supported by Oracle Beehive"](#).

To deploy standards-based clients with Oracle Beehive, administrators should provide their users all required third-party software and configuration information on a preassigned Web page, such as on their organization's intranet, or from another internally accessible location. They can also upload client applications to the Device Management Application Repository using the `beectl` utility. However, for third-party clients, this last option requires a bootstrap application preinstalled on users' machines and devices, which can then be used to connect to the Device Management Application Repository and download any associated client installation packages. For more information on these options, please refer to the *Oracle Beehive Deployment Guide*.

Oracle Beehive Workspace Concepts

This module provides an overview of Oracle Beehive workspaces and contains the following topics:

- [Overview of Oracle Beehive Workspaces](#)
- [Accessing Oracle Beehive Workspaces](#)
- [Types of Workspaces Provided by Oracle Beehive](#)
- [Properties Associated With Oracle Beehive Workspaces](#)
- [Templates for Oracle Beehive Workspaces](#)
- [Roles Provided by Oracle Beehive Workspaces](#)
- [Tasks Administrators Can Perform in Oracle Beehive Workspaces](#)
- [Tasks End Users Can Perform in Oracle Beehive Workspaces](#)

Overview of Oracle Beehive Workspaces

A workspace is a virtual location where Oracle Beehive users collaborate and create, view, manage, and search for the content related to their collaborative efforts. Each workspace is created for a particular purpose or objective, such as for a project, a team, or an activity, or some combination thereof. Based on this, workspaces are always in context for the members who belong to them, presenting only the features and content that are relevant.

A workspace enables its members to seamlessly perform a wide range of collaborative activities in a single, intuitive place. In workspaces, members can create, view, and manage e-mail messages, calendar entries, meetings, tasks, [address books](#) and [contacts](#), instant messages, and documents.

From the user perspective, workspaces are listed in an enterprise-level workspace directory. Users access the workspaces to which they belong, as well as other public workspaces that appear in the workspace directory, through supported Oracle Beehive clients and devices.

Accessing Oracle Beehive Workspaces

Users and systems can access workspace content and functions through one or more of the following:

- Supported Oracle Beehive clients, including standards-based clients
- Oracle Beehive Platform Software Developer's Kit (SDK)

Types of Workspaces Provided by Oracle Beehive

Oracle Beehive provides the following types of workspaces:

- [Team Workspaces](#)
- [Personal Workspaces](#)

Team Workspaces

A team workspace is a workspace that is shared by a team or group, and that supports the content and collaborative activities of its members. A team workspace can only be accessed by its members.

Team workspaces enable members to collectively organize and manage the content and activities that are related to their collaborative efforts for a particular project, line of business, or another common goal. Examples of the activities facilitated by team workspaces include scheduling team meetings, creating and assigning tasks, and distributing documents for review by other team members.

Personal Workspaces

A personal workspace is a workspace that is primarily used by an individual user, although users can share with others information from their personal workspaces. A personal workspace contains a mix of a user's private content and content from the team workspaces in which the user is a member. By default, Oracle Beehive provides one personal workspace for each user.

Personal workspaces enable users to view and manage all of their content and collaborative activities in one primary location, including those that fall outside the scope of their team workspaces. Examples of additional activities supported by personal workspaces include scheduling a personal appointment, creating a personal task or reminder, and writing and sending an e-mail to someone outside the enterprise.

Properties Associated With Oracle Beehive Workspaces

Oracle Beehive workspaces contain properties, the values of which are user-defined. Common workspace properties include the following:

- **Name:** The name of the workspace.
- **Description:** A brief description or summary of the workspace.
- **Primary contact:** The person who is the primary point of contact for requests or issues related to the workspace. Typically, this person is the workspace coordinator.
- **Directory Listed:** Whether or not the system displays the workspace in the workspace directory. If listed, any user with access rights to view the workspace directory will be able to see the workspace, communicate with its Primary Contact, and view its Public Summary.
- **Membership Mode:** The method by which users can become workspace members. Settings include Open and Invitation Only. If Open, then users can add themselves as members to a workspace. (If a workspace is also Directory Listed, then users can add themselves from the workspace directory.) If Invitation Only, users must receive an invitation to join the workspace.

- **Summary:** The URL for a document that provides additional details about the workspace to workspace members. Typically, the Summary document is private and can only be viewed by workspace members.
- **Public Summary:** The URL for a document that is available outside of a workspace and that provides additional details about the workspace. Typically, the Public Summary document is public and can be viewed by all users in an enterprise.

Workspaces also support tags, which are predefined labels users can apply to the [artifacts](#) in a workspace.

Templates for Oracle Beehive Workspaces

Oracle Beehive supports templates that enable system and workspace administrators to quickly apply specific features, processes, and designs to their workspaces. Workspace templates provide a convenient way to apply properties that are specific to a company, group, project, or function.

Oracle Beehive provides the following workspace templates out of the box:

- **Standard:** The Standard workspace template is designed for general use in team-based workspaces. This template provides the broadest coverage of collaborative features and options, and it is not specific to any particular type of group or function.

By default, workspaces that are based on the Standard workspace template are listed in the system's public workspace directory, although users must receive invitations to join them.

- **Community:** The Community workspace template is designed for workspaces where users who share common interests can post topics or discussions of interest and share best practices. Workspaces that are based on the Community workspace template are listed in the system's public workspace directory and any enterprise user can join them, with or without an invitation.

By default, the Community workspace template provides a best practices folder hierarchy for optimized content management. The Community template, like other workspace templates, also exposes the [Discussions Service](#), enabling organizations to host threaded, online discussion forums in which users can browse message boards, and post, respond to, and search for messages.

- **Project:** The Project workspace template is designed for time-constrained or date-defined projects. This template provides the Oracle Beehive features and options that facilitate collaborative, team-based projects, such as repeating status meetings and a best practices folder hierarchy for optimized management of project content.

By default, workspaces that are based on the Project workspace template are not listed in the system's public workspace directory and members may join them by invitation only.

- **Personal:** The Personal workspace template is designed for personal workspaces, which are used solely by individual users to view and manage all of their content and collaborative activities in one primary location, including those that fall outside the scope of their team workspaces.

By default, workspaces that are based on the Personal workspace template are not listed in the system's public workspace directory. Also, although a user may not

join another user's personal workspace, users can grant access to each other's personal workspaces.

Roles Provided by Oracle Beehive Workspaces

To help control access to workspaces and to coordinate the management of team workspace activities and tasks, Oracle Beehive provides workspace roles. Roles are predefined permission sets that determine what features and content users can or cannot access within a given team workspace. Users may be assigned more than one role for each team workspace.

Oracle Beehive provides standard roles as well as support for custom roles. Standard roles are provided out of the box and offer common delineations of user privileges that can be leveraged by most organizations. Custom roles are defined by administrators and can be based on existing organizational roles or on any other criteria that fits the particular hierarchical structure or division of responsibilities within an enterprise.

Oracle Beehive provides the following standard workspace roles out of the box:

- **Coordinator:** A user with full administrator-level privileges for the workspace and who is responsible for its creation and on-going maintenance.
- **Member:** A user with full access to workspace content and who can create, read, update, and delete that content.
- **Viewer:** A user who can only access and read workspace content that has been designated as publicly available.
- **Participant Coordinator:** A user with limited administrator-level privileges for the workspace. Participant Coordinators can invite new members, approve new membership requests, and apply roles to new and existing members.
- **Document Coordinator:** A user with limited administrator-level privileges for the workspace. Document Coordinators can manage workspace content, such as by locking or unlocking folders and files.

Tasks Administrators Can Perform in Oracle Beehive Workspaces

Administrators can perform a variety of workspace-related tasks, including:

- Create and delete workspaces.
- Apply predefined templates, policies, processes, and workflows to workspaces.
- Manage workspace groups and members such as adding users to or deleting users from workspaces, or by assigning roles.
- Manage access to workspaces by locking workspaces or by applying grant or deny settings at the workspace, user, and artifact levels.
- Manage workspace quotas.

Tasks End Users Can Perform in Oracle Beehive Workspaces

In workspaces, users can perform the full range of collaborative tasks including creating and managing e-mail messages, calendar appointments, meetings, tasks, contacts, instant messages, discussions, and documents.

Users can also perform the following workspace-related tasks:

- Join or leave workspaces.

- Create bonds between content and other artifacts.
- Search for content and other artifacts.
- Create personal tags, which enable users to organize personal workspaces and artifacts using custom, commonly-used tags that are based on individual needs and preferences.

Application developers can also leverage the Oracle Beehive Platform SDK to create solutions that enable users to perform these and other collaborative tasks through supported and custom end-user clients. For more information, please refer to the *Oracle Beehive Application Developer's Guide*.

Oracle Beehive Management and Administration Concepts

This module provides an overview of several concepts related to the management and administration of Oracle Beehive, and includes the following topics:

- [Key Oracle Beehive System Management and Administration Features](#)
- [Tools for Oracle Beehive Administrators](#)
- [Management and Administration Domains and Activities in Oracle Beehive](#)

Key Oracle Beehive System Management and Administration Features

Oracle Beehive provides the following key system management and administration features:

- Scriptable command-line administration with support for input file consumption
- Central configuration repository
- Hierarchical process control, configuration, and tuning
- Client provisioning and automatic remote updates
- Support for integration with existing Lightweight Directory Access Protocol (LDAP) servers, facilitating flexible group and user provisioning and management
- Flexible quota management
- Audit and logging policies
- Log file management including rotation and disposition
- Centralized log repository with the ability to export log records
- Ability to configure trace parameters and trace repository, and export trace results
- Transaction-level error examination and identification, including linking trace errors to log records

Tools for Oracle Beehive Administrators

Oracle Beehive is a powerful and flexible platform that can be completely functional with a single Oracle Database instance. It can also seamlessly interoperate with other key technologies, such as LDAP and e-mail servers, and leverage the specialized capabilities that those solutions provide.

To manage this offering, [administrators](#) have several options, from tools that enable them to manage Oracle Beehive specifically, to the tools that are provided with and

designed for the other supported components. Management tools for these supported components include Oracle Database Control and Oracle Enterprise Manager Grid Control, among others.

This section contains details on the tools that administrators can use to manage and monitor Oracle Beehive. For details on the tools that enable administrators to manage and monitor other supported components, please refer to the documentation provided with those components.

Oracle Beehive supports the following tools for administrators:

- [The beectl Utility](#)
- [Oracle Beekeeper](#)
- [Oracle Enterprise Manager Grid Control](#)

The beectl Utility

Oracle Beehive provides a command-line utility, `beectl`, for streamlined and automated execution of administrative functions. Administrators execute commands in a supported operating system shell. The utility provides visual enhancement features, such as column text-wrapping, staggering, and display width options as well as functional aids, such as search features for quick retrieval of commands.

The `beectl` utility provides the following modes of operation:

- **Prompt mode:** Enables administrators to issue one-time commands. Useful for writing custom scripts where the output from one command might impact later invocations.
- **Shell mode:** Enables administrators to set common options to avoid repeating them for every command. Provides slightly faster execution than prompt mode since common data structures are initialized once instead of repeatedly.
- **File input mode:** Enables administrators to specify a file or batch to execute commands. Provides faster execution since common data structures are initialized once. Executions will halt if any command fails although previously executed commands will not roll back unless explicitly requested using the `-continue` command.

The `beectl` utility is installed automatically with Oracle Beehive and does not require a separate desktop installation. The utility is located in the `$ORACLE_HOME/bee hive/bin` directory and is accessible by the user account that was used to install Oracle Beehive.

Oracle Beekeeper

The Oracle Beehive administration client, Oracle Beekeeper, is a secure, browser-based client built on Oracle ADF Faces technology. Oracle Beekeeper provides Oracle Beehive administrators centralized and role-based access to system configuration and management, user and group administration, and monitoring functions.

Oracle Beekeeper provides a wide range of functions for managing Oracle Beehive, including those that are related to Oracle Application Server infrastructure components and Oracle Database. However, Oracle Beekeeper only supports elementary administrative functions for these underlying components, such as initial configuration functions. Advanced functions for these underlying components are provided through other tools.

Oracle Beekeeper requires a server-based installation that is separate from the Oracle Beehive installation. Oracle Beekeeper installation program is provided with the Oracle Beehive installation kit. Once installed and configured, administrators simply need to access the configured URL to launch Oracle Beekeeper, log on to the system, and access the administrative features and information that it provides. Oracle Beekeeper supports the Hypertext Transfer Protocol Over Secure Socket Layer (HTTPS) for secure communications.

Note: For security reasons, Oracle strongly recommends using SSL encryption in your Oracle Beekeeper installation.

Oracle Beekeeper supports the following Web browsers in the Windows, Linux, and Mac OS X operating systems:

- Mozilla Firefox 2.0
- Microsoft Internet Explorer 6.0
- Microsoft Internet Explorer 7.0

Oracle Enterprise Manager Grid Control

Oracle Enterprise Manager Grid Control offers a centralized environment with which organizations can manage their complete Oracle IT infrastructure, including systems running Oracle and non-Oracle technologies. Oracle Enterprise Manager Grid Control provides a broad set of administration, configuration management, provisioning, end-to-end monitoring, and security capabilities.

With Oracle Enterprise Manager Grid Control, administrators can monitor Oracle Beehive availability, performance, and usage. Administrators can also define performance metrics and thresholds, and receive alerts when metrics exceed these thresholds.

Additionally, Oracle Enterprise Manager Grid Control can be used to install Oracle Beehive. This option requires the Oracle Beehive Provisioning Application, which is provided with Oracle Beehive. However, Oracle Enterprise Manager Grid Control is not provided with the Oracle Beehive media package and must be installed separately.

Oracle Beehive supports Oracle Enterprise Manager 10g Release 4 Grid Control (10.2.0.4) and later.

Management and Administration Domains and Activities in Oracle Beehive

This section provides details on the following Oracle Beehive domains, components, and activities, of which administrators should be aware to successfully manage the system:

- [Access Control](#)
- [Auditing](#)
- [Client and Device Applications](#)
- [Cloning](#)
- [Coexistence](#)
- [Configuration \(General\)](#)

- [Content](#)
- [Devices](#)
- [Enterprises and Organizations](#)
- [Messaging](#)
- [Policies](#)
- [Process Control](#)
- [Records Management](#)
- [Resources](#)
- [Search](#)
- [Subscriptions and Notifications](#)
- [System Information](#)
- [Time Management](#)
- [Users](#)
- [Workflows](#)
- [Workspaces](#)

Access Control

Oracle Beehive provides a robust and highly-configurable model for controlling users' access to various system features and content such as files, folders, workspaces, and calendars. The Oracle Beehive model includes access control entries (ACEs), access control lists (ACLs), access control fields, access type names and identifiers, roles, and sensitivities.

Using the `beectl` command-line utility, administrators can manage these aspects of **access control** in the following ways:

- **Access control fields for entities:** List and modify access control fields for entities.
- **Access type names and identifiers:** List available access type names and identifiers.
- **ACEs in local ACLs:** Add, modify, list, and delete ACEs, in respect to the local ACLs of entities.
- **ACEs in the ACLs of sensitivity entities:** Add, modify, list, and delete ACEs, in respect to the ACLs of sensitivity entities.
- **Assigned roles:** Add, modify, list, and delete assigned roles.
- **Delegated roles:** Add, modify, list, and delete delegated roles.
- **Role definitions:** Add, modify, list, and delete role definitions.
- **Sensitivities:** Add, modify, list, and delete sensitivities.

Auditing

Oracle Beehive provides the Audit Service as part of the Audit Framework, which enables administrators to track system- and user-level activities for the purposes of increased security, compliance, and data integrity. This includes the ability to conduct focused user audits and other reporting options.

Using the `beectl` command-line utility, administrators can manage auditing in the following ways:

- **Audit events:** List audited events.
- **Audit policies and audit policy templates:** Add, modify, list, and delete audit policies and audit policy templates.
- **Audit trails:** Add, modify, export, list, and delete audit trails.

Client and Device Applications

Oracle Beehive supports a variety of client applications, including Oracle Beehive Integration for Outlook (OBIO), standards-based clients, and auto-attendants for supported phones and Voice over Internet Protocol (VoIP) products.

Through its robust and granular support of client applications, Oracle Beehive simplifies and centralizes for administrators client application management. This includes the ability to manage application versions, patch sets, and the modules that they contain. This also includes the ability to manage client configurations through application configuration files.

Using the `beectl` command-line utility, administrators can manage client applications in the following ways:

- **Auto-attendant prompts:** Upload, list, and delete auto-attendant prompts.
- **Auto-attendant documents:** Print Auto-attendant Markup Language (AAML) documents.
- **Auto-attendants:** Add, modify, update, rename, list, and delete auto-attendants.
- **Client application configurations:** Create, download, upload, list, and delete client application configuration files.
- **Client application modules:** List client application modules.
- **Client application patch sets and versions:** List and delete client application patch sets and versions.
- **Client applications:** Provision, list, and delete client applications.
- **Seeds for Internet Protocol (IP) phone password generators:** Reset the seeds for IP phone password generators.

Cloning

Using the `beectl` command-line utility, administrators can clone existing Oracle Beehive Application Tier instances and OC4J instances.

Coexistence

Oracle Beehive supports coexistence with Microsoft Exchange Server 2003, enabling users of Oracle Beehive and Microsoft Exchange Server to seamlessly collaborate using e-mail, time management features, and workspaces.

The Oracle Beehive coexistence solution leverages the Oracle Collaboration Coexistence Gateway, which provides, among other things, coexistence connectors between Oracle Beehive and Microsoft Exchange Server. Coexistence connectors handle all of the conversions, deliveries, and updates of e-mail, calendar entries, contacts, and user availability (free/busy) information between Oracle Beehive and Microsoft Exchange Server.

To implement the Oracle Beehive coexistence solution, administrators must add and configure coexistence connectors based on the requirements of their deployments. Typically, there is one connector between each Oracle Beehive server and Microsoft Exchange Server routing group.

Administrators must also provision user accounts to individual coexistence connectors. Each user account may only be provisioned to one connector. This requirement applies to all user accounts that want to leverage the coexistence solution, regardless of whether they are mastered in Oracle Beehive or Microsoft Exchange Server.

Using the `beectl` command-line utility, administrators can manage the following aspects of coexistence:

- **Coexistence connectors:** Add, modify, list, and delete coexistence connectors.
- **Coexistence user accounts:** Modify (provision and deprovision) and list coexistence user accounts.

Configuration (General)

Using the `beectl` command-line utility and the common framework for all services, administrators can configure the following aspects of the system:

- **Components:** List components.
- **Component configuration:** Activate, clear, list versions of, modify, and validate configurations for various components.
- **Configuration repository:** Modify and list the configurations of Oracle Beehive central configuration repositories.
- **Connection pools:** Modify and list connection pools.
- **Database views and parameters:** Modify Oracle Beehive-based views of databases and related parameters.
- **DMZ configuration:** Add Oracle Beehive DMZ instances.
- **Port numbers:** List and modify available port numbers.
- **Properties:** Modify, list, and delete properties.
- **Property metadata:** List metadata for properties.
- **Search:** Modify search configurations.
- **Secure properties:** Modify secure properties.
- **Virus scan engine configuration:** Add, delete, modify policies for, and test connectivity with virus scan engines.

Content

Oracle Beehive provides the [Content Management Services](#), which support all aspects of file and document life cycle management, especially for unstructured content. Using the `beectl` command-line utility, administrators can manage content in the following ways:

- **Documents:** Import documents.
- **File system directories:** Add, list, and delete file system directories and other locations where BFILES can be stored and accessed.

- **File system directory references:** Add, list, and delete references to file system directories and other locations where BFILEs can be stored and accessed.

Devices

Oracle Beehive supports a variety of mobile devices, and enables administrators to manage those devices centrally. Using the `beectl` command-line utility, administrators can manage user devices and related aspects in the following ways:

- **Device commands:** Add and list device commands.
- **Device profiles:** Upload, list, and delete device profiles.
- **Device types:** List and delete device types.
- **Devices:** List and block devices.
- **Log files:** Upload device log files.
- **SyncML messages:** Download SyncML messages from end-user sessions (for troubleshooting purposes).

Enterprises and Organizations

An enterprise is the container for all of the users, groups, and resources that are a part of a single Oracle Beehive instance. An enterprise is also the container for organizations, which are groups that are typically defined by a department, line of business, project, or other criteria.

Using the `beectl` command-line utility, administrators can manage enterprises and organizations in the following ways:

- **Enterprises:** List and modify an enterprise.
- **Organizations:** Add, modify, list, and delete organizations.

Messaging

Oracle Beehive provides a robust messaging framework that supports all messaging needs through a variety of channels including e-mail, faxes, instant messages, voicemail, and newsgroup discussions. Using the `beectl` command-line utility, administrators can manage the following aspects of messaging for the system:

- **E-mail Service port numbers:** Specify port numbers for the [E-mail Service](#).
- **E-mail Service queue:** Enable or disable asynchronous queue processing for the [E-mail Service](#).

For more information about managing these settings, see "Managing the E-mail Service" in the *Oracle Beehive Administrator's Guide*.

Policies

Oracle Beehive provides and supports templates that leverage XML-based schemas to define policies and apply them to business events. Using the `beectl` command-line utility, administrators can manage policies and their related aspects in the following ways:

- **Policies (general):** Add, download, modify, list, export, and delete policies.
- **Policy actions:** Add, list, and delete actions for policies.
- **Policy schemas:** Add, modify, list, and delete schemas for policies.

- **Policy templates:** Add, modify, list, and delete templates for policies.
- **Events:** List business events and event details, such as payload and current subscriptions.

Process Control

Oracle Beehive allows administrators to control system processes and related components such as service instances, OC4J instances, Oracle Beehive Infrastructure Monitors, and Oracle Beehive HTTP server components. Using the `beectl` command-line utility, administrators can start, restart, stop, shut down, and get the statuses of these and other processes and components.

Records Management

Oracle Beehive provides records management capabilities for documents and e-mail through the [Records Management Service](#) and integration with Oracle Universal Records Management (URM). Using the `beectl` command-line utility, administrators can manage the following aspects of records management:

- **Configuration:** Configure records management settings for documents and e-mail.
- **Connections:** Create and edit connections to URM instances.
- **File plans:** Retrieve and display file plans from URM instances.
- **Policies:** Create and edit records management policies.

Resources

Oracle Beehive supports resources, which typically include reservable, non-human entities such as meeting rooms, computers, projectors, and so forth. Using the `beectl` command-line utility, administrators can manage resources in the following ways:

- **Resource root classifications:** Modify resource root classifications.
- **Resources:** Add, modify, list, and delete resources.

Search

Oracle Beehive provides powerful search capabilities that enable users to search for content across [artifacts](#), such as e-mail, calendar entries, and documents. Using the `beectl` command-line utility, administrators can start and stop search crawl processes for specific artifact types.

Subscriptions and Notifications

Oracle Beehive provides the [Subscription and Notification Services](#), which support user- and administrator-defined subscriptions to business events and the resulting notifications through one or more channels. To help support and manage this wide-ranging and potentially complex offering, Oracle Beehive provides subscription and notification templates out of the box, which explicitly define the rules associated with each for defined events. Administrators can also upload new and updated templates, as needed. The system also provides commands for copying and cloning individual subscriptions.

Using the `beectl` command-line utility, administrators can manage the following aspects of subscriptions and notifications for the system:

- **Notification templates:** Upload user notification templates.

- **Subscription templates:** Upload user subscription templates.
- **Subscriptions:** Add, copy, clone, and modify user subscriptions.

System Information

Using the `beectl` command-line utility, administrators can perform the following system information-related tasks:

- **Commands:** List commands and the metadata for commands.
- **Entity types:** List supported entity types.
- **Error codes:** Export error codes and list error code catalogs.
- **Logs:** Export logs.
- **Statistics:** List statistics.
- **Version:** List Oracle Beehive version information.

Time Management

Oracle Beehive provides the [Time Management Services](#), which support all aspects of calendar-based time and task management for the system. These services enable user and resource scheduling that is synchronized across global time zones. Using the `beectl` command-line utility, administrators can manage the following aspects of the time management features that the system provides:

- **Calendars:** List calendars.
- **iCalendar files:** Import and export iCalendar files.
- **Task lists:** List task lists.
- **Time zones:** Import, modify, and list time zones.

Users

Oracle Beehive enables administrators to easily and centrally manage users and their user accounts in many ways. This includes the ability to create user preference profiles and apply them to user accounts. User preference profiles consist of sets of predefined preferences or settings such as the maximum number of addresses allowed in a user's [personal address book](#).

Using the `beectl` command-line utility, administrators can manage users in the following ways:

- **Address counts:** List and modify (set) maximum address counts.
- **Coexistence users:** Modify and list coexistence users.
- **Custom attributes:** Add, list, and delete custom user attributes.
- **Directory profiles:** Add, list, and delete directory profiles.
- **External user data:** Download user data from external directories.
- **Groups:** Add, modify, list, purge, and delete groups.
- **Preference profiles:** Add and list preference profiles.
- **Preference properties:** Add, list, and delete preference properties.
- **Preference sets:** Add, modify, list, and delete preference sets.

- **Public user attributes:** Add, list, and delete public user attributes.
- **Users:** Add, list, modify, purge, and delete users.

Workflows

Oracle Beehive supports workflows and other related aspects of integrations with Business Process Execution Language (BPEL) components. Oracle Beehive comes pre-bundled with one Oracle BPEL Process Manager instance that is configured with a few default workflows through the Workflow Service. Organizations also have the option to integrate Oracle Beehive with existing Oracle Beehive BPEL Process Manager instances. Organizations can also integrate their custom workflows with Oracle Beehive tasks.

Using the `beectl` command-line utility, administrators can manage the following aspects of workflows:

- **Workflows:** List, modify, and deploy BPEL workflows.
- **Workflow schemas:** Add, list, and delete workflow schemas.
- **Workflow templates:** Add, download, list, export, and delete workflow templates.

Workspaces

A workspace is a virtual location where Oracle Beehive users collaborate and create, view, manage, and search for the content related to their collaborative efforts. Each workspace is created for a particular purpose or objective such as for a project, a team, or a reoccurring activity.

Oracle Beehive provides workspace templates that leverage XML-based schemas to define the specific features, processes, and designs for workspaces. Workspace templates and their associated schemas provide convenient ways to apply properties that are specific to a company, group, project, or function.

Oracle Beehive workspaces support tags, which are predefined labels that administrators and users can apply to artifacts.

Using the `beectl` command-line utility, administrators can manage the following aspects of workspaces:

- **Tags:** Add, apply, delete, remove, and list tags in workspaces.
- **Organizations:** Add organizations to workspaces.
- **Personal workspaces:** Modify personal workspaces.
- **Team workspaces:** Add, delete, and modify team workspaces.
- **Workspaces (general):** List workspaces.
- **Workspace templates:** Add, delete, list, and modify workspace templates.
- **Workspace template schemas:** Download workspace template schemas.

Oracle Beehive End-User Clients

Oracle Beehive provides a common model that enables a wide variety of clients and devices to connect with the platform. Once connected to the platform, supported clients and devices can access and leverage the collaborative services and data that it provides.

Oracle Beehive provides several out-of-the-box client options for enterprise users. Oracle Beehive also supports several standardized protocols, enabling organizations to integrate and deploy standards-based clients, as well as mobile devices, easily with the platform. Organizations can also integrate and deploy custom clients or incorporate Oracle Beehive clients into existing interfaces such as portals.

This module provides an overview of the end-user clients and devices that Oracle Beehive supports, and includes the following topics:

- [Oracle Beehive Integration for Outlook \(OBIO\)](#)
- [Oracle Beehive Integration for Zimbra](#)
- [Oracle Beehive Central](#)
- [Oracle Beehive Conferencing](#)
- [Mobile Devices Supported by Oracle Beehive](#)
- [Standards-based and Open Source Clients Supported by Oracle Beehive](#)
- [Telephony Clients Supported by Oracle Beehive](#)

Oracle Beehive Integration for Outlook (OBIO)

Oracle Beehive Integration for Outlook (OBIO) is a Messaging Application Programming Interface (MAPI) service provider for Microsoft Outlook. OBIO extends the functionality of Microsoft Outlook by providing Outlook users with unified access to Oracle Beehive-based collaborative features and data, including team and personal workspaces, in a familiar environment.

Through OBIO, users can leverage advanced personal productivity features for e-mail, time management, tasks, contacts, notes, and journals. Basic collaborative capabilities are provided for workspaces, documents, and notifications. OBIO also supports multiple languages, server-side rules, and the ability to update documents in place (overwrite rather than replace).

OBIO is supported in Windows 2000, XP, and Vista operating systems with the following versions of Microsoft Outlook:

- Microsoft Outlook 2000
- Microsoft Outlook 2002

- Microsoft Outlook 2003
- Microsoft Outlook 2007

OBIO requires installation on the computers of individual users. Access to the OBIO installation package can be provided to users as a download from internal websites or Oracle Beehive [administrators](#) can push the package to users by leveraging the Device Management Service (DMS), which is exposed through the `beectl` command-line utility.

Oracle Beehive Integration for Zimbra

Oracle Beehive Integration for Zimbra is a Web-based client that enables Oracle Beehive users to access, view, and manage their e-mail, calendars, and address books.

Oracle Beehive Integration for Zimbra supports the following Web browsers in the Windows, Linux, and Mac OS X operating systems:

- Mozilla Firefox 2.0
- Mozilla Firefox 3.0
- Microsoft Internet Explorer 6.0
- Microsoft Internet Explorer 7.0

Oracle Beehive Central

Oracle Beehive Central is a Web-based client that provides users a central location to download supported clients and set their preferences for Oracle Beehive functionality. This includes the ability to delegate privileges for users' e-mail, calendars, tasks, notes, journals, and contacts.

Oracle Beehive Central supports Mozilla Firefox 2.0 in the Windows, Linux, Mac OS X, and Solaris operating systems, and Microsoft Internet Explorer 7.0 in the Windows operating system only.

Oracle Beehive Conferencing

Oracle Beehive Conferencing is a feature-rich client that enables Oracle Beehive users to conduct Web-based meetings and presentations. Oracle Beehive Conferencing provides the following features and capabilities:

- Ad-hoc and scheduled meetings
- Voice conferencing

Note: Although Oracle Beehive Conferencing supports Microsoft Windows Vista, the Oracle Beehive voice conferencing features are not yet certified for that operating system. Therefore, the quality and performance of Oracle Beehive voice conferencing on Microsoft Windows Vista is not guaranteed.

- Presentation management
- Desktop sharing
- Attendee list management

- Intra-conference instant chats
- Meeting alerts and requests

Mobile Devices Supported by Oracle Beehive

Oracle Beehive supports a variety of mobile devices, including:

- [Apple Mobile Devices](#)
- [Microsoft Windows Mobile-based Devices](#)
- [Nokia Mobile Devices](#)
- [Palm Mobile Devices](#)
- [Research In Motion \(RIM\) Mobile Devices](#)
- [Sony Ericsson Mobile Devices](#)

Apple Mobile Devices

Oracle Beehive supports the Apple iPhone, providing users mobile e-mail through IMAP and access to online documents through Mobile Safari. With Oracle Beehive Integration for Outlook installed, iPhone users can also maintain up-to-date calendar entries, tasks, and contacts through iTunes.

Microsoft Windows Mobile-based Devices

Oracle Beehive provides the following features for supported mobile devices running Microsoft Windows Mobile:

- Oracle Mobile Management Console can be used to push and install Oracle and third-party software onto mobile devices.
- True push mail capabilities through the Oracle Mobile Outlook plug-in
- Up-to-date calendar entries, tasks, and contacts through Synthesis SyncML client
- Mobile instant messaging support through SHAPE Services IM+
- Access to online documents through Mobile Explorer
- Automatic upgrades and device wipe-out capabilities

Oracle Beehive provides these features to users of Microsoft Windows-based mobile devices through a plug-in for Microsoft Windows Mobile Outlook, which is supported in the following operating systems:

- Microsoft Windows Mobile 5.0 for Pocket PC Phone Edition
- Microsoft Windows Mobile 5.0 for Smartphone
- Microsoft Windows Mobile 6 Standard
- Microsoft Windows Mobile 6 Professional

To install and leverage the Oracle Beehive mobile device plug-in, users must first download and install the Mobile Device Management Console on their mobile devices. The Mobile Device Management Console connects to the Mobile Device Management server and determines what should be installed on the mobile devices, including the Oracle Beehive mobile device plug-in.

After installing the Mobile Device Management Console and connecting to the Mobile Device Management server, users can download the Oracle Beehive mobile device

plug-in and initiate the installation through a bootstrap process. To upgrade the plug-in, users have the option to check for updates periodically from their supported mobile devices, or they can wait for the administrators of their Oracle Beehive instances to initiate alerts that inform them of available updates.

Supported Microsoft Windows-based Mobile Devices

- AT&T 3125
- AT&T 8125/8525
- AT&T Tilt
- HTC Touch
- HTC TyTN
- HTC Wizard
- i-mate K-Jam
- Moto Q music 9m/9c
- Motorola Q/Q Global
- Palm Treo 750/700w
- Samsung Blackjack SGH-i607
- Samsung SCH-i760
- T-Mobile Dash
- T-Mobile Wing
- Any Windows Mobile 5, 6, or 6.1 PocketPC or SmartPhone

Nokia Mobile Devices

Oracle Beehive supports Nokia mobile devices, enabling users to leverage the following features:

- Mobile e-mail support through IMAP
- Up-to-date calendar entries, tasks, and contacts through built-in OMA-DS clients
- Mobile instant messaging support through SHAPE Services IM+
- Access to online documents through Nokia Series 60 mobile browser
- Over-the-air (OTA) access to third-party software and configuration information, which can be customized according to your organization's deployment needs.

Supported Nokia Mobile Devices

- Nokia 40 (all 3rd and 5th edition devices)
- Nokia E50
- Nokia E60
- Nokia E61
- Nokia E61i
- Nokia E62
- Nokia E65

- Nokia E70
- Nokia E90 Communicator
- Nokia S60
- N-Series devices
- All 3rd and 5th edition FP1 devices

Palm Mobile Devices

Oracle Beehive supports Palm mobile devices, enabling users to leverage the following features:

- Up-to-date e-mail, calendar entries, tasks, and contacts through Synthesis SyncML client
- Advanced e-mail capabilities through Palm ChatterMail
- Mobile instant messaging support through SHAPE Services IM+
- Access to online documents through Palm mobile browser
- OTA access to third-party software and configuration information, which can be customized according to your organization's deployment needs.

Supported Palm Mobile Devices

- Palm Centro
- Palm Treo 680 (running Palm OS 5.4.9)
- Palm Treo 700p (running Palm OS 5.4.9)
- Palm Treo 755p (running Palm OS 5.4.9)
- Any device running Palm OS 4.x

Research In Motion (RIM) Mobile Devices

Oracle Beehive supports RIM mobile devices, enabling users to leverage the following features:

- Up-to-date e-mail, calendar entries, tasks, and contacts through Notify Link Enterprise Edition
- Mobile instant messaging support through SHAPE Services IM+
- Access to online documents accessible through BlackBerry mobile browser

Supported RIM Mobile Devices

- BlackBerry 7100 and 7200 series
- BlackBerry 8200, 8700, and 8800 series
- BlackBerry 8830 World Edition
- BlackBerry Curve 8300
- BlackBerry Pearl 8100

Sony Ericsson Mobile Devices

Oracle Beehive supports Sony Ericsson mobile devices, enabling users to leverage the following features:

- Mobile e-mail support through IMAP
- Up-to-date calendar entries, tasks, and contacts through built-in OMA-DS client
- Mobile instant messaging support through SHAPE Services IM+
- Access to online documents through Symbian mobile browser
- OTA access to third-party software and configuration information, which can be customized according to your organization's deployment needs.

Supported Sony Ericsson Mobile Devices

- JP-7
- JP-8
- M600i
- P1
- P990i
- UIQ devices
- W960i

Standards-based and Open Source Clients Supported by Oracle Beehive

Oracle Beehive supports several standards-based protocols, enabling organizations to deploy and integrate commonly-available, as well as custom, clients to access Oracle Beehive data and leverage its robust feature set for the following needs:

- **File access and document management:** Provided through support for Web-based Distributed Authoring and Versioning (WebDAV), File Transfer Protocol (FTP), FTP over Transport Layer Security (TLS), and JSR-170.
- **E-mail:** Provided through support for Internet Message Access Protocol (IMAP) and Simple Mail Transfer Protocol (SMTP).
- **Time management:** Provided through support for Calendaring Extensions to WebDAV (CalDAV).
- **Instant messaging:** Provided through support for Extensible Messaging and Presence Protocol (XMPP).
- **Mobile e-mail and data synchronization:** Push Internet Message Access Protocol (P-IMAP) and Open Mobile Alliance Data Synchronization (OMA-DS).

Oracle Beehive currently supports a variety of proprietary and open source clients that leverage the following standards-based protocols:

Extensible Messaging and Presence Protocol (XMPP)

- Pidgin (formerly Gaim)
- iChat
- Trillian Pro
- SHAPE Services IM+ (for mobile devices)

Web-based Distributed Authoring and Versioning (WebDAV)

- Apple Mac OS X 10.4
- Cadaver (Linux)
- Microsoft Windows WebFolders and Microsoft Internet Explorer 6.x (Microsoft Windows XP)
- Microsoft Windows Internet Explorer 7.x (Windows Vista)

Calendaring Extensions to WebDAV (CalDAV)

- Apple iCal
- Mozilla Lightning
- Mozilla Sunbird

Internet Message Access Protocol (IMAP) and Simple Mail Transfer Protocol (SMTP)

- Apple Mail
- Microsoft Outlook and Microsoft Outlook Express

Note: Deploying Microsoft Outlook or Microsoft Outlook Express with Oracle Beehive through IMAP and SMTP does not provide the same functionality as Oracle Beehive Integration for Outlook (OBIO). Deploying Microsoft Outlook or Microsoft Outlook Express through IMAP and SMTP only provides access to Oracle Beehive e-mail, while deploying Microsoft Outlook with OBIO provides access to Oracle Beehive e-mail, calendar entries, contacts, and tasks. For more information, please refer to "[Oracle Beehive Integration for Outlook \(OBIO\)](#)".

- Mozilla Thunderbird

File Transfer Protocol (FTP)

- CuteFTP
- WS_FTP
- SmartFTP
- Microsoft Windows Explorer FTP

Open Mobile Alliance Data Synchronization (OMA-DS), formerly SyncML

- Synthesis SyncML client (Palm and Windows Mobile devices)
- Nokia E-Series SyncML client
- Sony Ericsson UIQ-based SyncML clients

Telephony Clients Supported by Oracle Beehive

Oracle Beehive provides interfaces to voicemail, auto-attendant, and user directory features for the following telephony client types:

- [Standard Phones](#)
- [VoIP Products](#)

Standard Phones

Oracle Beehive provides interfaces that enable users to manage their Oracle Beehive voicemail and access auto-attendant features from any phone.

VoIP Products

Oracle Beehive provides interfaces to voicemail, auto-attendant, and user directory features for the following Voice over Internet Protocol (VoIP) products:

- Cisco IP Communicator
- Cisco Unified IP Phones 7900 Series

The interfaces provide text-based menus that enable users to leverage these supported products to manage their voicemail and to browse the user directories for their enterprises.

Oracle Beehive Security Concepts

This module provides a high-level overview of the Oracle Beehive features and concepts related to several aspects of security, and includes the following topics:

- [Goals of Security in Oracle Beehive](#)
- [Key Security-related Terms and Concepts in Oracle Beehive](#)
- [Authentication in Oracle Beehive](#)
- [Authorization and Access Control in Oracle Beehive](#)
- [Auditing in Oracle Beehive](#)
- [Anti-virus Support in Oracle Beehive](#)
- [Deployment- and Network-level Security in Oracle Beehive](#)
- [Policy-based Security in Oracle Beehive](#)
- [Standards-based Security in Oracle Beehive](#)
- [User Account Security in Oracle Beehive](#)
- [Mobile Device Security in Oracle Beehive](#)

Goals of Security in Oracle Beehive

In Oracle Beehive, security is a critical, and perhaps the most important, aspect of the system. Oracle Beehive provides a comprehensive approach to security that encompasses all levels of the system and that is designed to achieve the following goals:

- Ensure that Oracle Beehive remains secure and available at all times.
- Prevent Oracle Beehive as well as its services, data, and user accounts from being compromised in any way regardless of intent, malicious or otherwise.
- Protect the integrity of Oracle Beehive data and ensure that it remains private and secure at all times.
- Prevent unauthorized users from accessing the system, its services, or its data at all times.
- Allow Oracle Beehive users to access only the services, workspaces, and data for which they are authorized.
- Enable administrators and users to easily leverage and configure the security features of the system for their particular needs.

- Provide administrators relevant, real-time information and tools to quickly address security-related issues if they occur.

Key Security-related Terms and Concepts in Oracle Beehive

This section provides an overview of fundamental terms related to security in Oracle Beehive, including:

- [Privileges](#)
- [Roles](#)

Privileges

Privileges are system-defined access rights to various functions within Oracle Beehive. Some privileges grant users access to services such as e-mail, instant messaging, and time management. Other privileges grant administrators access to auditing, user administration, and role management functions. By default, the system grants users privileges to a core set of functions encapsulated by roles.

Roles

Roles are predefined sets of privileges, or role definitions, that may be assigned to users and groups within team workspaces. Roles determine what privileges assignees may possess, such as the workspace features and content that users can or cannot access. Roles are convenient because they enable administrators and users to provide several different layers of privileges to heterogeneous user populations.

Roles may be assigned manually to specific users. Users and groups may also be associated with role definitions for specific scopes, such as a workspace. This is referred to as an assigned role.

Users may be assigned more than one role per team workspace. Typically, workspace coordinators are responsible for creating and assigning roles.

Authentication in Oracle Beehive

Authentication is the process of identifying a user for the purpose of granting or denying the user access to the system. Typically, authentication is achieved through verification of user-provided credentials, such as a username and password.

Authentication is a prerequisite for other Oracle Beehive security measures, such as access control, authorization, and accountability.

Oracle Beehive supports and manages robust and stringent user authentication through the Authentication Service. The Authentication Service provides support for a variety of authentication providers, including local authentication providers, existing LDAP servers, and Web-based SSO providers. It also provides user-based authentication features such as automatic login and account lockout on repeated authentication failures.

Oracle Beehive also supports Simple Authentication and Security Layer (SASL), which is a method for adding authentication support to connection-based protocols. To use SASL, a protocol includes a command for identifying and authenticating a user to a server and for optionally negotiating protection of subsequent protocol interactions. If the use of SASL is successfully negotiated, then a security layer is inserted between the protocol and the connection.

Authorization and Access Control in Oracle Beehive

Authorization is the process of granting or denying a user access to services, features, and entities, such as artifacts. Authorization ensures that the system grants actors access to entities in compliance with the security policies defined for those entities. Access decisions are based on the authenticated identity and the privileges given to the requesting user.

Authorization is a superset of access control, which is the mechanism that grants or denies Oracle Beehive users the ability to perform various actions such as to create, view, modify, or delete entities. With Oracle Beehive, access control can be applied explicitly on entities through access control list (ACLs). For example, a user can specify that a particular piece of content (a text file) can only be viewed by a particular group of users, while it can be viewed, modified, and deleted by another group of users. Additionally, access control can be applied to users implicitly through the use of roles.

For more information, refer to one or more of the following related topics:

- [Access Control Lists \(ACLs\)](#)
- [Access Control Entries \(ACEs\)](#)
- [Access Types](#)

Access Control Lists (ACLs)

An ACL is a list of one or more access control entries (ACEs) that applies to a specific entity in Oracle Beehive and that defines who can access the entity and with what privileges. ACLs can also be used to explicitly *deny* certain users or groups access to entities.

Oracle Beehive supports the following types of ACLs:

- [Local ACLs \(LACLs\)](#)
- [Sensitivity ACLs](#)

Local ACLs (LACLs)

LACLs are unnamed access control lists that apply to individual entities. When an administrator or user specifies who can access an entity and how they may access it, Oracle Beehive creates a LACL and applies it to the entity.

Sensitivity ACLs

A sensitivity ACL (or sensitivity) is a named ACL that administrators and users can define and apply to entities within a given workspace. Sensitivities solve the usability problem of having too fine-grained control or not enough control. Common sensitivities include private, confidential, normal, and public.

A sensitivity can be applied to multiple entities in a workspace simultaneously, enabling users to group multiple entities into the same access control category. Oracle Beehive allows administrators and users to define and apply any number of sensitivities, although Oracle Beehive Integration for Outlook (OBIO) users may only apply existing sensitivities defined by users provisioned in Oracle Beehive.

Access Control Entries (ACEs)

An ACE is an entry in an ACL of an Oracle Beehive entity, such as a file, folder, workspace, or calendar. Each ACE contains the following values:

- **Accessor:** The other entities, such as users or groups, whose access to an entity is explicitly defined.
- **Access type:** The allowable methods for accessing an entity, such as read, write, discover, execute, and delete.
- **Access qualifier:** Whether each defined accessor is granted or denied access to the entity for each supported access type.

Access Types

The access type is the component of an ACE that specifies how a user may access an object, if at all. An ACE can include one or more of the following access types:

- Read
- Write
- Discover
- Execute
- Delete

Auditing in Oracle Beehive

Auditing is the act of capturing and evaluating historical records of system events to assess system performance, track user activities, and identify issues, among other goals. The results of effective auditing include timely and informed decisions and actions, especially when resolving security threats or preventing them from occurring.

Auditing user-, administrator-, and content-related activities is critical for compliance, security forensics, and legal discovery purposes in today's information technology-enabled environments. Moreover, auditing is no longer a matter of best practices. Increasingly, enterprises need to comply with regulatory measures and legal requirements to ensure that granular system use is reportable and presentable.

For these purposes, Oracle Beehive provides a robust and highly-configurable Audit Framework and its interface, the [Audit Service](#). Combined, these components enable administrators to fulfill their organizations' regulatory compliance and legal requirements, and ensure the secure day-to-day operations of their Oracle Beehive deployments. Within this framework, administrators can monitor and trace a wide range of system events including user activities and changes to system configuration settings.

Anti-virus Support in Oracle Beehive

Computer-based viruses, especially those transmitted through e-mail messages, have long been a concern in any IT-enabled environment. Viruses negatively impact productivity, which can result in lost revenue for organizations. Therefore, it is critically important to prevent and eliminate viruses wherever and whenever possible.

To mitigate threats from viruses, Oracle Beehive provides the Oracle Beehive Virus Scanner. The Oracle Beehive Virus Scanner provides the following key features:

- Integration with the [E-mail Service](#) and the [Device Management Service](#)
- Integration with Symantec Scan Engine v5.1.2 and v5.1.4
- Support for Internet Content Adaptation Protocol (ICAP) 1.0

Administrators can manage the Virus Scanner through `beectl`. To manage supported third-party scanners, such as Symantec Scan Engine, administrators should leverage the tools provided with or for those products.

The Oracle Beehive Virus Scanner also provides the following features:

- [Scan Types and Modes in Oracle Beehive](#)
- [Quarantines and Other Virus Resolution Features](#)
- [Filtering](#)

Scan Types and Modes in Oracle Beehive

Oracle Beehive supports the following scan types and modes, either natively in the Virus Scanner or by leveraging a third-party scanner such as Symantec Scan Engine:

- [Inline Scanning](#)
- [In-Place Scanning](#)
- [Streamed Scanning](#)

Inline Scanning

Inline scanning refers to automatic scanning of artifacts, such as e-mail messages, at the time they are created or introduced to the system. That is, before they are accessible to users.

In-Place Scanning

In-place scanning refers to the scanning of artifacts on a file system that is accessible to Virus Scanner and a supported third-party scanner.

Streamed Scanning

Streamed scanning refers to the scanning of data that is streamed over a network to a supported third-party scanner. Typically, this type of scanning is performed in conjunction with inline scanning.

Quarantines and Other Virus Resolution Features

Oracle Beehive supports quarantines and other resolutions for artifacts that are found to contain viruses. For most artifacts, if the Oracle Beehive Virus Scanner discovers a virus, it quarantines the artifact. While quarantined, the artifact may be visible to users, that is, it may appear in search results or when a user browses its location. However, the system will deny read access to the artifact until the issue is resolved. Resolutions can include repairing the artifact by removing the virus, overwriting the artifact, or deleting the artifact from the system entirely.

Note: Oracle Beehive handles infected e-mail messages in a different manner than other artifacts. If the Oracle Beehive Virus Scanner discovers an inbound e-mail message that is infected with a virus, it replaces the infected portion of the message with predefined text. Typically, the replacement text indicates to the recipient of the e-mail that the e-mail contained a virus, that the virus has been removed, and that the resulting e-mail message has been altered so that its original meaning may have changed.

For infected client applications, such as for mobile devices, Oracle Beehive provides additional measures that include blocking infected modules from being uploaded to or downloaded from the system. For example, if an administrator inadvertently attempts to upload an infected client application to the system, the Oracle Beehive Virus Scanner will block the attempt by aborting the procedure. Or, if a previously uploaded client application is later found to be infected, say after an administrator updates the system's virus definitions, then Oracle Beehive will lock the client application on the server and prevent users from downloading it to their mobile devices. During this time, the infected client application remains visible to administrators so that they can resolve the issue appropriately.

Filtering

Administrators can configure the Oracle Beehive Virus Scanner for integration with external scan servers, such as Symantec Scan Engine, to filter artifacts. Filtering is essentially the ability to treat certain artifacts differently based on specific criteria, including:

- File name
- File or e-mail message size
- E-mail subject line
- E-mail origination, such as a specific domain or address

Deployment- and Network-level Security in Oracle Beehive

Oracle Beehive is built on top of proven and secure Oracle technologies, such as Oracle Database and Oracle Application Server, so it offers the highest levels of security.

The network architecture for Oracle Beehive allows information technology departments to set up multiple security zones. Typically, this consists of an intranet, a demilitarized zone (DMZ), and external networks such as the Internet. Each zone can be separated by firewalls that are configured to monitor other firewalls, so that if one firewall fails, another assumes its duties.

Oracle Beehive is designed to support the full range of secure deployment options. Security mechanisms in Oracle Beehive are aimed at ensuring that practical, real-world deployment constraints can be achieved easily to minimize security risks. These constraints may include the need to securely deploy Oracle Beehive in a DMZ, with other aspects of the system and especially Oracle Database, existing in the corporate intranet protected by firewalls and other security components and measures.

Policy-based Security in Oracle Beehive

A policy is a set of rules and associated actions that restricts or modifies system behavior based on specified events. Typically, policies are applied to events or collections of events. A policy dictates how Oracle Beehive should respond whenever an event occurs, such as the restrictions that apply to a particular user in a specific situation.

Policies can also trigger workflows, which are defined sets of approvals or actions that must be taken to complete events. Oracle Beehive policies and workflows ensure that the system or authorized users take the appropriate actions to securely fulfill business requirements.

Examples of security-based policies and workflows include the following:

- A password policy that dictates what rules must be followed when creating a password, such as the minimum, maximum, and types of characters allowed (or required) for all user passwords.
- An auditing policy that dictates when auditing records should be written to the audit repository.
- A policy for documents that triggers an approval process requiring an action by one or more authorized users.

Standards-based Security in Oracle Beehive

Oracle Beehive is built on Java 2 Platform Enterprise Edition (J2EE) and supports standards-based protocols, such as HTTP, and markup languages, such as HTML and XML. Oracle Beehive security features also support proven security-based open standards, such as Security Assertions Markup Language (SAML), secure Sockets Layer (SSL), Transport Layer Security (TLS), and X.509, to name a few. This support enables secure client-server communications, as well as service-to-service authentication, and facilitates interoperability with third-party products for added security measures.

User Account Security in Oracle Beehive

Oracle Beehive provides the following features related to the security of user accounts:

- Session timeout due to inactivity (specified by administrators)
- Account locking (facilitated by administrators)
- Password expiration after a specified number of days
- Password history, to ensure that passwords are not reused for a specified amount of time or for a specified number of password changes.

Mobile Device Security in Oracle Beehive

Oracle Beehive provides several security-based features that prevent malicious and unintentional actions through supported mobile devices, as well as the potentially negative consequences for those devices and the system itself.

Oracle Beehive's security-based features for mobile devices include the following:

- [Secure Communications Over HTTPS](#)
- [Authentication Requirements for Mobile Devices](#)
- [Clearing Data on Mobile Devices](#)
- [Blocking Mobile Devices](#)

Secure Communications Over HTTPS

By default, Oracle Beehive transmits and receives all communications between supported mobile devices and the system using Hypertext Transfer Protocol over Secure Sockets Layer (HTTPS). In fact, to transmit communications between devices and the system over less secure methods, such as HTTP, requires Oracle Beehive administrators to explicitly enable those connections, which Oracle does not recommend. Leveraging HTTPS ensures that transmissions of mobile e-mail messages and other confidential information are always encrypted and are, therefore, secure.

Authentication Requirements for Mobile Devices

Due to the portability of mobile devices and their potential for exposure to unauthorized users, especially through theft or loss, it is critical that they support reliable and secure authentication features. Typically, these features are designed for and implemented on mobile devices by mobile device manufacturers.

Oracle Beehive provides support for many common mobile device authentication methods, including SyncML MD5 authentication. However, this support depends on the methods that each mobile device manufacturer provides and the available options that your enterprise subsequently chooses. For example, in some cases, users may be required to provide their credentials for actions related to system connectivity only, such as logging in to Oracle Beehive or installing supported client updates. In other cases, users may be required to authenticate for all actions including whenever they power on their devices.

For more information on the authentication features supported by the mobile devices that your enterprise wants to deploy with Oracle Beehive, please refer to the documentation provided with those devices.

Clearing Data on Mobile Devices

Loss of mobile devices, especially through theft, is always a risk and concern for device owners and the IT departments. In cases where Windows-based mobile devices are lost, stolen, or must be deprovisioned, such as when an employee leaves a company, Oracle Beehive enables administrators to perform data wipes remotely, to clear all of the programs and data from the devices.

Blocking Mobile Devices

Oracle Beehive enables administrators to prevent individual mobile devices from accessing the system. Again, this can be very useful in cases where mobile devices are lost, stolen, or must be deprovisioned. To block a specific mobile device, an administrator only needs to specify the ID for the mobile device through the appropriate `beectl` command.

For example:

```
beectl add_blocked_device --device 123456
```

Oracle Beehive Integration Concepts

This module provides an overview of the various Oracle and third-party software components that organizations can integrate with Oracle Beehive. This module includes the following topics:

- [Oracle Beehive Integration with External User Directories](#)
- [Oracle Beehive Integration with Oracle BPEL Process Manager](#)
- [Oracle Beehive Integration with Oracle Database](#)
- [Oracle Beehive Integration with Oracle Real Application Clusters \(RAC\)](#)
- [Oracle Beehive Integration with Oracle Secure Enterprise Search 10g](#)
- [Oracle Beehive Integration with Oracle Universal Records Management \(URM\)](#)
- [Oracle Beehive Integration with Oracle Wallet](#)
- [Oracle Beehive Integration with Microsoft Exchange Server](#)
- [Oracle Beehive Integration with Symantec Scan Engine](#)

Oracle Beehive Integration with External User Directories

Oracle Beehive provides flexible user account management and provisioning by supporting both native and system-external user directory options. With Oracle Beehive, administrators can manage user account data either natively in Oracle Beehive itself or externally through integration with a supported LDAP-based user directory server. Oracle Beehive, which provides this flexibility for user account management through the [User Directory Service \(UDS\)](#), supports the following user directory servers:

- Oracle Internet Directory
- IBM Tivoli
- Microsoft Active Directory Server
- Sun Java System Directory Server

In addition to configuring UDS for integration with these supported external user directory servers, administrators have the option to configure the [Authentication Service](#) to leverage the same external users directories for authentication attributes such as user names and passwords.

To learn more about how Oracle Beehive integrates with external user directories, refer to the following topics:

- [Mastering User Accounts in External User Directories](#)

- [Importing User Account Data from External User Directories](#)
- [Synchronizing User Account Data Between Oracle Beehive and External User Directories](#)

Mastering User Accounts in External User Directories

When you integrate Oracle Beehive with an external user directory server, the external directory becomes the master source for user account attributes. In other words, the external directory is the "point of reference" or "source of truth" for those attributes. All external user directory servers that integrate with Oracle Beehive are considered master sources.

Oracle Beehive supports user account mastering on a field by field basis. Mastering user accounts refers to managing account attributes in a specific location, such as an external user directory. However, even when an external user directory is present and is used as a master source, it is possible to master certain user account attributes in UDS. In fact, this is a requirement for certain Oracle Beehive-based attributes, such as voicemail passwords and instant messaging user names.

Importing User Account Data from External User Directories

Prior to integrating Oracle Beehive with an external user directory, administrators must import user account data from the external user directory to UDS. This is a straightforward process that involves creating two XML files. The first file contains the mappings between the user account attributes in the external user directory and UDS. The second file contains the list of user accounts that will be synchronized between the external user directory and UDS.

For more information, please refer to the section entitled "Preparing to Deploy Oracle Beehive with an External User Directory" in the *Oracle Beehive Deployment Guide*.

Synchronizing User Account Data Between Oracle Beehive and External User Directories

To maintain data consistency between Oracle Beehive and an external user directory, UDS synchronizes with the external user directory server at regular intervals. The default interval period is 30 seconds, although Oracle Beehive administrators can change this setting to suit their organizations' needs. Every time UDS synchronizes with an external user directory server, it obtains only the records that changed during the previous interval. UDS then updates its records accordingly.

Note: The directory synchronization process is unidirectional, that is, changes in an external user directory are imported into UDS only. User account data in UDS is never promoted to external user directories.

Oracle Beehive Integration with Oracle BPEL Process Manager

Oracle BPEL Process Manager enables enterprises to quickly build and deploy standards-based business processes, or workflows, for a variety of applications, including Oracle Beehive. Oracle BPEL Process Manager provides a comprehensive and easy-to-use infrastructure for creating, deploying, and managing Business Process Execution Language (BPEL) workflows, including an engine for executing workflows,

a console to monitor, manage, and debug workflows, and a rich graphical interface to design and build workflows.

Out of the box, Oracle Beehive comes pre-bundled with one Oracle BPEL Process Manager instance. Organizations may leverage the internal instance or they may integrate Oracle Beehive with an existing Oracle Beehive BPEL Process Manager instance, if it exists.

The pre-bundled Oracle BPEL Process Manager instance is installed, configured, and seeded with a few default workflows during the Oracle Beehive installation process. For more information on the types of workflows supported by Oracle Beehive, please refer to "[Types of Workflows Supported by Oracle Beehive](#)".

Types of Workflows Supported by Oracle Beehive

Oracle Beehive workflows are event-based, that is, they are triggered by defined [business events](#). Once triggered, Oracle Beehive exposes workflows to users as Oracle Beehive tasks. When a workflow requires user input, such as an approval, the system creates a task and sends it to the user through a supported client. The user can open the task and interact with it, such as by checking an approval box, to satisfy the requirements of the task. The system then automatically updates Oracle BPEL Process Manager, which continues to process the workflow until completion.

Through its integration with Oracle BPEL Process Manager, Oracle Beehive supports the following types of workflows:

- **Blocking workflows:** A workflow that requires action for completion. For example, a workflow that requires a user to approve a document before it is published. Oracle Beehive provides several blocking workflows out of the box.
- **Non-blocking workflows:** A workflow that does not require action for completion. For example, a workflow that sends out a notification to certain users whenever a document is published. Administrators and developers can create and configure custom non-blocking workflows using the XML-based workflow templates that Oracle Beehive provides.
- **Serial workflows:** A workflow that requires each user to review a submitted request or task, one user at a time. All users must approve the request in succession to complete the approval process. Serial workflows include one or more user-based tasks, but each task applies to only one user.
- **Parallel workflows:** A workflow that has a voting mechanism, so that several users collectively make a decision to approve or disapprove a request or task. In this type of workflow, all users review the request at the same time.

Administrators can manage certain aspects of Oracle BPEL Process Manager and Oracle Beehive workflows using `beectl`. For example, through `beectl`, administrators can import custom workflow templates or use the start and stop commands to start and stop Oracle BPEL Process Manager along with other Oracle Beehive processes.

Oracle Beehive Integration with Oracle Database

Oracle Beehive stores all of its data—collaborative, configuration, and audit data, as well as its log archives—in Oracle Database. Every Oracle Beehive deployment must have at least one Oracle Database instance installed and available prior to installing Oracle Beehive. Oracle Beehive supports Oracle Database 10g Release 2 (10.2.0.3) Patch Set 2 and Oracle Database 11g Release 1 (11.1.0.6).

Note: Oracle Beehive supports the option to deploy a secondary database instance dedicated to the system's search functions. This option should be considered in large deployments as it may provide significant performance improvements for search-related features. For more information on this option, please contact Oracle Support.

Oracle Beehive Integration with Oracle Real Application Clusters (RAC)

Oracle Beehive supports Oracle Real Application Clusters (Oracle RAC). With Oracle RAC, you can deploy Oracle Database across multiple computers so that they each share a single physical database. This is useful for deployments that need to achieve high availability and scalability, especially on low cost hardware. With Oracle RAC, the number of computers across which Oracle Database is distributed is invisible to Oracle Beehive and its users.

Oracle Beehive supports affinity toward Oracle RAC database instances, providing more efficient user sessions and balanced database workloads. Currently, database instance affinity is supported by the E-mail Service and the Event Framework only. With the E-mail Service, affinity is based on the instance associated with a user's Internet Message Access Protocol (IMAP) session. Support for other Oracle Beehive services and affinity types will be provided in later releases.

For more information on integrating Oracle Beehive with Oracle RAC, please refer to the *Oracle Beehive Deployment Guide*.

Oracle Beehive Integration with Oracle Secure Enterprise Search 10g

Oracle Beehive maintains its own optimized search index enabling users to perform comprehensive searches across all Oracle Beehive artifacts. At the enterprise level, however, other information repositories might exist and contain information that users need. For example, depending on their roles, knowledge workers might need to find expense reports or purchase requisitions stored outside of Oracle Beehive. This level of search across all enterprise information repositories is provided by Oracle Secure Enterprise Search 10g.

Oracle Secure Enterprise Search has been designed as a stand-alone enterprise search solution. It incorporates best-in-class indexing, crawling, and security capabilities to create a reliable and comprehensive search solution for any organization. To leverage this powerful option, organizations can integrate Oracle Beehive with Oracle Secure Enterprise Search 10g. With this integration, Oracle Beehive becomes a federated data source of Oracle Secure Enterprise Search 10g.

For more information on integrating Oracle Beehive with Oracle Secure Enterprise Search 10g, please refer to the *Oracle Beehive Deployment Guide*.

Oracle Beehive Integration with Oracle Universal Records Management (URM)

Oracle Universal Records Management (Oracle URM) enables organizations to manage their records and retention policies, disposition processes, and litigation holds or freezes in a central repository known as a Universal Records Management (URM) server. Organizations can then apply those policies, dispositions, and holds to content stored in other systems, such as Oracle Beehive. Oracle Beehive provides integration with Oracle URM through the [Records Management Service](#).

For more information on integrating Oracle Beehive with Oracle URM, please refer to the *Oracle Beehive Deployment Guide*.

Oracle Beehive Integration with Oracle Wallet

Oracle Wallet is a component of Oracle Application Server 10g that provides important authentication capabilities. A wallet is a password-protected container that stores authentication and signing credentials, including private keys, certificates, and trusted certificates, all of which are used by Secure Sockets Layer (SSL) for strong authentication.

Oracle Wallet provides an encrypted Transport Layer Security (TLS) communication channel that some Oracle Beehive services require, such as the [XMPP Service](#) and the [Workflow Service](#). Oracle Wallet is also required when configuring Oracle Beehive Web Services for Security Assertions Markup Language (SAML) authentication.

For more information on integrating Oracle Beehive with Oracle Wallet, please refer to the *Oracle Beehive Deployment Guide*.

Oracle Beehive Integration with Microsoft Exchange Server

Through the [Coexistence Service](#), enterprises can integrate Oracle Beehive with existing instances of other applications that provide collaborative functionality. This integration includes the ability to leverage the features of one or both systems, or some combination thereof, for maximum interoperability. This capability is referred to as Oracle Beehive collaboration coexistence.

This section discusses Oracle Beehive coexistence as it relates to Microsoft Exchange Server 2003, and includes the following topics:

- [Features Provided by Oracle Beehive Collaboration Coexistence](#)
- [Configuration Options for Oracle Beehive Coexistence](#)
- [User Types Supported by Oracle Beehive Coexistence](#)
- [Overview of the Oracle Collaboration Coexistence Gateway](#)

Features Provided by Oracle Beehive Collaboration Coexistence

Oracle Beehive collaboration coexistence with Microsoft Exchange Server 2003 enables users of both systems to collaborate transparently with each other beyond the limited capabilities of e-mail. This includes the ability to leverage the following features through clients of both Oracle Beehive and Microsoft Exchange Server 2003:

- **Time management:** Users can create, view, and manage meeting entries through Oracle Beehive or Microsoft Exchange Server 2003. This includes inviting users hosted by either system to meetings.
- **Task management:** Users can create, assign, view, and manage tasks in both Oracle Beehive and Microsoft Exchange Server 2003. This includes assigning tasks to users hosted by either system.
- **E-mail management:** Users can create, view, and manage e-mail messages through Oracle Beehive or Microsoft Exchange Server 2003.
- **Contact management:** Users can create, view, and manage contacts through Oracle Beehive or Microsoft Exchange Server 2003.

Configuration Options for Oracle Beehive Coexistence

Oracle Beehive coexistence provides a non-intrusive configuration approach, giving users a choice in how they access their data, either natively from Oracle Beehive or from Microsoft Exchange Server 2003. With this approach, users can be introduced to Oracle Beehive and its contextual environment without needing to immediately adopt and adapt to it. It is also possible to configure Oracle Beehive coexistence so that users of Oracle Beehive and Microsoft Exchange Server can collaboratively schedule meetings, view free/busy information, and receive post-invitation event updates without being aware of each other's systems.

Enterprises can leverage Oracle Beehive collaboration coexistence with Microsoft Exchange Server 2003 by configuring their users for it in one of the following ways or in some combination thereof:

- [Cross-scheduling Coexistence with Microsoft Exchange Server](#)
- [Team Collaboration-enabled Coexistence with Microsoft Exchange Server](#)

Note: Both of these collaboration coexistence options require installation of the Oracle Collaboration Coexistence Gateway on Microsoft Exchange Server. For more information, please refer to "[Overview of the Oracle Collaboration Coexistence Gateway](#)".

Cross-scheduling Coexistence with Microsoft Exchange Server

Cross-scheduling coexistence with Microsoft Exchange Server 2003 enables two distinct user sets to schedule meetings with one leveraging Microsoft Exchange Server through Microsoft Outlook, and the other leveraging Oracle Beehive through a supported client. This includes cross-scheduling with visibility of free/busy information for users of both systems.

Team Collaboration-enabled Coexistence with Microsoft Exchange Server

Team collaboration-enabled coexistence allows Microsoft Exchange Server-based users to access Oracle Beehive and its features through supported clients. Users can manage their e-mail messages, calendar entries, and contacts through their Oracle Beehive personal workspaces, although the information is stored in Microsoft Exchange Server 2003.

User Types Supported by Oracle Beehive Coexistence

Oracle Beehive coexistence with Microsoft Exchange Server 2003 supports the following user types:

- [Active Directory Contacts](#)
- [Active Directory Users](#)
- [Coexisting Third-Party Users](#)
- [Non-Coexisting Third-Party Users](#)
- [Oracle Beehive Users](#)
- [Team Collaboration-Enabled Users](#)

Active Directory Contacts

A Microsoft Active Directory contact is a user who does not have a Microsoft Exchange Server mailbox, and who resides on a different system. For example, an Active Directory contact could be an Oracle Beehive user.

Active Directory Users

A Microsoft Active Directory user resides on Microsoft Exchange Server and has an Exchange mailbox. Among other objects, the Exchange mailbox can contain e-mail, calendar, and task items.

Coexisting Third-Party Users

A coexisting third-party user resides on a third-party system, such as Microsoft Exchange Server, but has the ability to schedule meetings with and view free/busy information of Oracle Beehive users. Conversely, Oracle Beehive users are able to schedule meetings with and view free/busy information of coexisting third-party users. These users can perform the following tasks:

- Collaborate with other users on the same system
- View Oracle Beehive users as users native to Microsoft Exchange Server
- Collaborate with Oracle Beehive users as if they are users native to Microsoft Exchange Server

Non-Coexisting Third-Party Users

A non-coexisting third-party user resides solely on an existing third-party system. These users are not aware of the existence of Oracle Beehive. No coexistence solution has been provided to this group of users. Although these users may exist in the Oracle Beehive Global Address List, an Oracle Beehive user cannot view the free/busy information or cross-schedule with these users. All communication between Oracle Beehive users and non-coexisting third-party users is accomplished using e-mail. Non-coexisting third-party users can perform the following tasks:

- Collaborate with other users on their systems
- View Oracle Beehive users as external users
- Collaborate with Oracle Beehive users through e-mail

Oracle Beehive Users

An Oracle Beehive user leverages Oracle Beehive for all content types and can perform the following tasks:

- Use all available Oracle Beehive services
- Collaborate with other Oracle Beehive users
- Collaborate with coexisting third-party users as if they are Oracle Beehive users
- Collaborate with team collaboration-enabled users as if they are Oracle Beehive users

Team Collaboration-Enabled Users

A team collaboration-enabled user resides on an existing third-party system, but uses Oracle Beehive for added features and content types. The legacy data for these users may be exposed and manipulated using Oracle Beehive clients. These users can perform the following tasks:

- Use all available Oracle Beehive features
- Collaborate with Oracle Beehive users as though they are users of the same system
- Use Oracle Beehive clients to access the additional capabilities available in Oracle Beehive
- Use Oracle Beehive clients to manage select personal third-party data
- Continue collaborating with native users on the third-party system

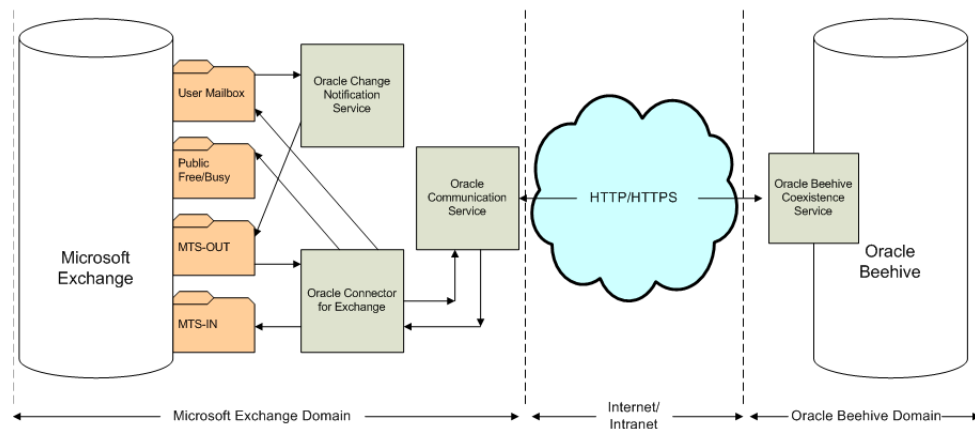
Overview of the Oracle Collaboration Coexistence Gateway

The Oracle Collaboration Coexistence Gateway is an Oracle proprietary solution that enables Oracle Beehive collaboration coexistence by providing the connection between Oracle Beehive and Microsoft Exchange Server 2003. Oracle Collaboration Coexistence Gateway contains the following components:

- [Oracle Beehive Coexistence Service](#)
- [Oracle Change Notification Service for Exchange](#)
- [Oracle Communication Service](#)
- [Oracle Connector for Exchange](#)

These components update and propagate data between Oracle Beehive and Microsoft Exchange Server 2003, which may include meeting entries, contacts, e-mail messages, and folders. [Figure 9-1](#) depicts these components as they relate to the Oracle Collaboration Coexistence Gateway architecture, which includes Microsoft Exchange Server, third-party software, and related information flows.

Figure 9-1 Oracle Collaboration Coexistence Gateway Architecture



Oracle Beehive Coexistence Service

The Oracle Beehive Coexistence Service runs in an OC4J container that is installed with Oracle Beehive. The service is automatically enabled when Oracle Beehive is installed and it is required in order to implement the Oracle Collaboration Coexistence Gateway. The Oracle Beehive Coexistence Service relays data between the Oracle Connector for Exchange and Oracle Beehive.

Oracle Change Notification Service for Exchange

The Oracle Change Notification Service for Exchange is the Oracle Collaboration Coexistence Gateway service that is responsible for the following tasks:

- Detecting changes to the personal data (e-mail, contacts, and calendar events) of team collaboration-enabled users
- Detecting changes to free/busy information for third-party coexisting users
- Dispatching changes to Oracle Connector for Exchange

Oracle Communication Service

The Oracle Communication Service plays a vital role in facilitating the exchange of information between Oracle Beehive and Microsoft Exchange Server. The Oracle Communication Service is responsible for the transmission of all messages between the two systems and distinguishes between different message types, including e-mail messages, calendar entries, and contacts.

Oracle Connector for Exchange

The Oracle Connector for Exchange is an Oracle Collaboration Coexistence Gateway service that is responsible for the following tasks:

- Converting outgoing messages to an accepted Oracle Beehive format and dispatching the delivery to the Oracle Communication Service
- Delivering Oracle Beehive meeting requests, responses, and cancellations to Microsoft Exchange users
- Updating free/busy information

Oracle Beehive Integration with Symantec Scan Engine

Oracle Beehive supports integration with Symantec Scan Engine. This provides another option for organizations that want to leverage existing Symantec Scan Engine instances or that want anti-virus features beyond what the Oracle Beehive Virus Scanner provides. Through this integration, organizations can leverage the scan types and modes that Symantec Scan Engine provides, as well as its artifact and message filtering capabilities. Oracle Beehive supports Symantec Scan Engine version 5.1.2 and later.

For more information on the anti-virus capabilities of the Oracle Beehive Virus Scanner, please refer to "[Anti-virus Support in Oracle Beehive](#)". For more information on integrating Oracle Beehive with Symantec Scan Engine, please refer to the *Oracle Beehive Deployment Guide*.

Oracle Beehive Platform Development Concepts

Oracle Beehive enables developers to build and integrate applications with the platform through its Web services interface, Oracle Beehive Web Services. This module provides high-level details on Oracle Beehive Web Services, and includes the following topics:

- [Overview of Oracle Beehive Web Services](#)
- [Benefits of Oracle Beehive Web Services](#)
- [Building Custom Solutions with Oracle Beehive Web Services](#)

Overview of Oracle Beehive Web Services

Oracle Beehive Web Services provides an abstract representation of Oracle Beehive data and metadata. It provides Web Services Description Language (WSDL) files, enabling developers to invoke its services from custom applications through open standards such as Simple Object Access Protocol (SOAP) 1.2 and Web Services Security (WS-Security), which is based on SOAP and includes Security Assertions Markup Language (SAML).

With Oracle Beehive Web Services, developers can build and integrate Web applications with Oracle Beehive in any environment that can generate a proxy implementation from WSDLs, including non-OC4J environments such as Microsoft .NET. To build such applications, developers can use whatever development tools that suit their needs, such as Oracle JDeveloper, Eclipse IDE, and Microsoft Visual Studio.

Benefits of Oracle Beehive Web Services

Oracle Beehive Web Services provides the following benefits:

- Shields developers from the complexities of the underlying Oracle Beehive data model by exposing only relevant data objects
- Provides Web services that expose user-focused methods
- Provides data accessors, manipulators, and collaborative actions through relevant types and methods
- Provides a unified abstraction of the Oracle Beehive collaboration model and system functionality
- Supports solutions that interoperate with and consume Oracle Beehive services without requiring them to be on the same application server

Building Custom Solutions with Oracle Beehive Web Services

With Oracle Beehive Web Services, developers can build a variety of custom solutions on the Oracle Beehive platform. These solutions can leverage the full range of the platform's collaborative offerings including its entities (users, groups, artifacts, workspaces, and so forth) and functionality (time management, e-mail, content management, instant messaging, notification, presence, and so forth).

Examples of custom solutions that can be implemented with Oracle Beehive Web Services include:

- A consumer-oriented solution that automatically creates workspaces whenever customers contact a company's customer service department to report issues. Each workspace remains open and accessible until its associated issue is resolved.
- A contact management application that imports a user's contacts and their contact information from a spreadsheet or comma-delimited text file to the user's Oracle Beehive personal address book.
- A self-service workspace solution that enables users to create, list, and join workspaces through a designated Web page. When creating workspaces, the solution enables users to specify new workspace members. When a user requests to join a workspace, the solution initiates a custom workflow that sends a notification to the coordinator for the workspace. If the coordinator approves the request, the workflow adds the user to the workspace and notifies the user.
- A solution that graphically represents the relationships between Oracle Beehive artifacts based on one or more attributes, such as entity ID. This solution would enable users to intuitively traverse the relationships of all of the artifacts to which they have access.

Glossary

access control

The mechanism that grants or denies Oracle Beehive users the ability to perform various actions, such as add, view, modify, or delete entities. Access control can be applied explicitly on objects through access control lists (ACLs) containing access control entities (ACEs). Additionally, access control can be applied to users implicitly through the use of roles. See also: [access control entry \(ACE\)](#), [access control list \(ACL\)](#), [access type](#), [privilege](#), [role](#), [sensitivity](#).

access control entry (ACE)

An entry in an [access control list \(ACL\)](#) on an accessible object, such as a file, folder, workspace, or calendar. Each ACE contains three values: the entity, which specifies the object to which the ACE applies; the accessor, which specifies for whom this ACE applies (such as a user or members of a specified group); and a string defining access types (read, write, discover, execute, and delete). See also: [access control](#), [access control list \(ACL\)](#), [access type](#).

access control list (ACL)

A list of one or more access control entities (ACEs) that applies to a specific object in Oracle Beehive and that defines who can access the object and with what privileges. See also: [access control entry \(ACE\)](#), [privilege](#), [sensitivity](#).

access type

The component of an [access control entry \(ACE\)](#) that specifies how a user can access an object, if at all. An ACE can include one or more of the following access types: view, modify, discover, execute, and delete. See also: [access control](#), [access control entry \(ACE\)](#).

actor

An [entity](#), such as a user or a service, that can act upon other entities.

address book

A list of people and their contact information entered or specified by a user or a group of users for facilitating collaboration.

administrator

A user who has special privileges, such as the ability to manage and control aspects of the system. See also: [system administrator](#) and [workspace administrator](#).

alert

A time-sensitive message to one or more users that typically requires the immediate attention of its recipients, sometimes in the form of actionable responses. See also: [notification](#).

artifact

A type of [entity](#) that users can view, create, modify, or delete. Artifacts are the results of communications and other collaborative activities, and include e-mail messages, meeting entries, online discussions, and documents, to name a few. Oracle Beehive stores artifacts in Oracle Database.

authentication

The process of verifying credentials, such as a user name and password, for granting or denying a user access to the system.

authorization

The process of granting or denying a user access to services, features, and artifacts. Authorization is a superset of [access control](#).

Beehive Transport Infrastructure (BTI)

Enables connectivity between Oracle Beehive and supported clients. The BTI enables client connections to navigate and traverse obstacles such as firewalls, forward and reverse proxies, load balancers, virtual hosts, and demilitarized zones (DMZs) while ensuring secure, stable, and persistent connections.

broadcast

A one-way communication, such as an instant message, that a user, an administrator, or the system sends to multiple users simultaneously.

business event

An [event](#) that triggers business logic, such as by initiating workflows or applying policies. An example of a business event is when a user creates a document and it initiates a specific approval and notification process. See also: [object event](#).

chat

An online discussion that occurs between two or more Oracle Beehive users through instant messaging.

coexistence

The ability to integrate Oracle Beehive with another system (or application) so that current data from each system is exposed to the users of the other system. Currently, Oracle Beehive supports coexistence with Microsoft Exchange Server 2003 only.

collaboration

The process of two or more people working together for a common objective.

contact

A person who is associated with Oracle Beehive users. A contact is either an internal contact (an enterprise or extended-enterprise user) or an external contact (outside of an enterprise). By default, all Oracle Beehive users are contacts, but external contacts do not have user accounts. Directories as well as workspace and personal address books can contain internal contacts, however only workspace and personal address books can contain external contacts.

contact list

See [people list](#).

container

A special type of object that can hold other objects within it. Containers include all of the various levels of scope, such as enterprise, organization, and workspace, as well as specialized containers such as folders (which contain files) and calendars (which contain calendar events).

content

A type of [artifact](#) that users can create, edit, delete, share, collaborate on, provide links to, and version. Typically, content refers to documents and images (graphic files) although it can also include e-mail messages, meeting notes, spreadsheets, project plans, reports, transcripts from online chats, and so forth.

demilitarized zone (DMZ)

A computer host or small network that an enterprise inserts as a neutral zone between its internal, private network and the Internet. A DMZ prevents unauthorized users from accessing systems that contain confidential or proprietary data. In effect, DMZs act as proxy servers and provide another layer of network security, especially when used with firewalls.

delegate

A user who has been granted the necessary privileges to act on behalf of another user.

delegation

The act or process of granting a user the necessary privileges to act of behalf of another user.

directory

The collection of all the groups, users, and their associated contact information within an Oracle Beehive deployment. Users can access the directory for their deployment to look up basic contact information about other users. See also: [personal address book](#).

discussion

A threaded, post-based conversation about a particular topic or subject, and that is typically moderated by a user with the appropriate privileges.

distribution list

A contact list whose members are interested in receiving information about a specific topic. Users can subscribe to and unsubscribe from distribution lists, or they can be added and removed by administrators.

enterprise

The top-level container for all entities in an Oracle Beehive deployment, which can include any number of organizations, users, and workspaces. In Oracle Beehive Release 1, each Oracle Beehive deployment can have only one enterprise. See also: [organization](#), [workspace](#).

entity

An object in Oracle Beehive, such as a service, user, workspace, or artifact. In essence, every object in Oracle Beehive is an entity.

event

An occurrence in Oracle Beehive that is the result of a user or system-based action. Examples include when an administrator provisions a new user, a user saves changes to a document, or an allotted disk space quota is reached. Events can trigger rules, policies, workflows, and other events. All events can be logged. See also: [business event](#), [object event](#).

external contact

A person who does not have a user account in Oracle Beehive but who is related to, regularly contacted by, or who potentially collaborates with one or more Oracle Beehive users. Oracle Beehive users can add external contacts to their workspace address books and personal address books.

Global Address List (GAL)

The Microsoft Exchange Server equivalent of an Oracle Beehive [directory](#).

group

A defined collection of users or resources (or some combination thereof) that are related based on a line of business, a project, a location, or another common association.

Lightweight Directory Access Protocol (LDAP)

An Internet protocol that applications use to look up contact information from a server, such as a central directory. LDAP servers index all the data in their entries. Filters can be used to select a specific person or group, and return the precise information that was requested. An example of an LDAP server is Oracle Internet Directory.

meeting

A gathering, whether in-person or online, where users collaborate about a particular subject or project. A meeting is defined by its subject matter, location, mode of communication, attendees, resources, and start and end times.

node

A server in a network deployment of Oracle Beehive. Oracle Beehive supports deployments with multiple nodes that exist in the same site.

notification

A mechanism for informing the user of something that has happened in the system, possibly through an alert. Users subscribe to notifications to track changes such as changes to a document or to a meeting time and location. See also: [alert](#), [subscription](#).

object event

An [event](#) that is based on changes in Oracle Beehive entities, such as users, documents, and workspaces, and that affect low-level aspects of the system only, such as updating a row in a database table. An example of an object event is when a system administrator provisions a user and no other business logic applies, other than enabling the user to log in and use the system. See also [business event](#).

organization

A logical grouping of users, groups, workspaces, and resources at a level lower than the enterprise level. An enterprise can contain any number of organizations, and an organization can contain any number of sub-organizations and workspaces. Users can

be provisioned at an organization level, and they can access entities and collaborate across organizational boundaries if system-based permissions are granted. Also, the system exposes many entities, such as the [directory](#), across all organizations. See also: [enterprise](#).

people list

A set of contacts that an Oracle Beehive user creates for communicating through instant messages. Users can organize their people lists by adding groups and hierarchies.

personal address book

An address book in a user's personal workspace. Personal address books can be shared with other users and workspaces, but can have only one owner.

personal workspace

A workspace for and owned by a single user, and that others cannot access and view unless the user specifically grants them permission. Personal workspaces can contain links to the content from the team workspaces to which a user belongs, but not vice versa. By default, every enterprise and extended-enterprise user in Oracle Beehive has a personal workspace, which is created during user account provisioning. All users can each have only one personal workspace. See also: [team workspace](#), [workspace](#).

policy

A set of rules with associated actions used for restricting or modifying the default behavior of Oracle Beehive. Typically, policies are applied to events or collections of events. A policy dictates how Oracle Beehive should behave whenever an event occurs. Examples of policies include: a password policy dictating what rules must be followed when creating a password; an auditing policy dictating when auditing records should be written to the audit repository. A policy can also trigger an approval process requiring an action through a workflow. See also: [event](#), [workflow](#).

presence

The ability to manually configure or automatically detect the current and future status of a user or resource, and then display that information to other users.

principal

User-provided credentials, such a user name and password, that enable the system to authenticate the user.

privilege

System-defined levels of access to various functions within Oracle Beehive. Some privileges grant user-level access to services such as e-mail, instant messaging, and time management. Other privileges grant administrator-level access, such as access to auditing functions, user administration, and roles management. By default, all users (all members of the ALL_USERS default group) are granted a set of privileges providing user-level access to all Oracle Beehive services.

quota

The amount of available storage space, whether actual (physical) or virtual, allocated for a particular entity such as a workspace.

resource

An entity that users can search for, reserve, and use for a specified period of time, such as a conference room or a projector. In Oracle Beehive, users search for and reserve resources through the features provided by the Time Management Service.

role

Predefined permission sets that can be assigned to users and groups within team workspaces, and that determine what workspace features and content assignees can or cannot access. Users can be assigned more than one role for each team workspace. Typically, workspace coordinators are responsible for creating and assigning roles. See also: [privilege](#).

scope

An organizational level, used for collecting users and managing access. Oracle Beehive supports the following scope types: [enterprise](#), [organization](#), and [workspace](#).

sensitivity

A named [access control list \(ACL\)](#) defined and applied to entities by administrators and users. Sensitivities solve the usability problem of having too fine-grained control or not enough control. Common sensitivities include private, confidential, normal, and public. A sensitivity can be applied to multiple entities simultaneously, enabling users to group multiple entities into the same access control category. Oracle Beehive allows administrators and users to define and apply any number of sensitivities, although Oracle Beehive Integration for Outlook (OBIO) users can only apply existing sensitivities defined by users provisioned in Oracle Beehive.

service

A discrete implementation of specific functionality that users and other services can leverage to accomplish a task. The capabilities and interactions of services enable the full scope of functionality that Oracle Beehive provides.

site

A collection of hardware in a specific geographic location and on which Oracle Beehive runs.

subscription

A special type of policy that allows a user to be informed, through a notification message, whenever a particular event takes place. Oracle Beehive administrators can expose to users various events to which they can subscribe, allowing users to select subscriptions themselves from a client of choice, and manage how they want the system to deliver notifications. For example, a user could subscribe to a folder within a public workspace to receive a notification whenever files within that folder change. See also: [notification](#), [policy](#).

system administrator

An Oracle Beehive user with full system access and privileges, and who is responsible for the deployment, configuration, and maintenance of the Oracle Beehive software as well as the computers and networks on which it resides. System administrators troubleshoot hardware and configuration problems, apply software patches, perform upgrades, monitor system performance, and ensure the smooth operation of the Oracle Beehive deployment. See also: [administrator](#) and [workspace administrator](#).

tag

A mechanism for classifying and organizing artifacts, typically according to business usage. For example, *Request for Proposal (RFP)* or *Monthly Sales Report* can be tags for documents. Tags can be hierarchical with parent-child-sibling relationships and any number of tags can be applied to an artifact. Tags can also contain properties, such that when a user applies a tag to an artifact, the artifact inherits the properties of the tag.

team workspace

A workspace that supports the content and collaborative activities of a particular workgroup, and that can be accessed and viewed by its members. Users can belong to and view more than one team workspace at a time. An example of a team workspace could be a sales workspace for a specific sales account. See also: [personal workspace](#), [workspace](#).

text conference

An online meeting between Oracle Beehive users in which instant messaging features, such as a chat room and text messages, are used.

time management

All of the various functions involving calendars and schedules, including scheduling meetings, assigning tasks, and applying time zones. Oracle Beehive provides its time management features through the Time Management Service.

Web conference

An online meeting between Oracle Beehive users over the Web in which one or more conferencing channels are used such as video, voice, text, or desktop sharing.

whiteboard (verb)

The process of presenting a dedicated window to other Web conference participants for the purposes of drawing or highlighting. Whiteboarding includes the ability to take a screenshot of a computer's desktop to highlight specific areas.

workflow

A series of approvals or actions that must be taken to complete a blocking event. Oracle Beehive is integrated with Oracle BPEL, triggering workflows based on internal system events. An event is tied to a Business Processing Execution Language (BPEL) workflow through the use of policies. See also: [event](#), [policy](#).

workspace

A named entity that defines a place and context for collaboration as well as for storing the artifacts related to the collaborative activities of an individual or a team. Typically, a workspace has two or more members and is created for collaboration on a project or an activity, such as a workspace created by a sales team for a specific account. Oracle Beehive exposes its collaborative services to users through workspaces. Users access and collaborate in workspaces through supported Oracle Beehive clients. See also: [personal workspace](#), [team workspace](#).

workspace administrator

A user who has administrator-level privileges for a workspace, which are typically granted through a role such as a Workspace Coordinator. Some users can have broader workspace administration privileges, such as the ability to create team workspaces at the organization or enterprise level.

Index

A

AAML
 See Auto-attendant Markup Language
access control
 administration of, 6-4
Access Control Service
 about, 3-3
actors
 about, 1-7
address books, 3-8
 directory, 3-8
 personal, 3-8
 types of, 3-8
 workspace, 3-8
administration
 system management
 key features, 6-1
 tools
 beectl utility, 1-5, 3-6, 6-2
 Oracle Beehive Administration Console, 3-5
 Oracle Beekeeper, 1-5, 2-2, 3-5, 6-2, 6-3
administrators
 domains and activities, 6-3
 tasks
 in workspaces, 5-4
 tools for, 6-1
Alarm Service
 about, 3-14
Ancillary Tier, 2-1, 2-3
anti-spam, 3-11
anti-virus, 3-11
API Services
 about, 3-21
Apple iCal, 3-15, 7-7
Apple Mail, 7-7
Application Tier, 2-1, 2-2, 2-4
applications
 for clients and devices
 administration of, 6-5
artifacts
 about, 1-7
Audit Framework, 6-4
Audit Service, 6-4
 about, 3-3
auditing

 administration of, 6-4
authentication
 MD5, 3-18
Authentication Service, 3-2
 about, 3-3
Authentication Services
 about, 3-3
Auto-attendant Markup Language (AAML), 6-5
auto-attendants, 7-8

B

beectl utility, 1-5, 3-6, 6-2
 modes
 File input mode, 6-2
 Prompt mode, 6-2
 path to, 6-2
Beehive Object Model (BOM), 3-21
Beehive Transport Infrastructure (BTI), 2-4, 3-18
 about, 2-4
BFILES, 6-6, 6-7
BOM
 See Beehive Object Model
BPEL
 See Business Process Execution Language (BPEL)
BTI
 See Beehive Transport Infrastructure
business events, 2-5
Business Process Execution Language (BPEL), 2-3, 3-9

C

CalDAV
 See Calendaring Extensions to WebDAV
CalDAV Service
 about, 3-15
Calendaring Extensions to WebDAV (CalDAV), 1-6, 2-2, 3-15, 7-6
clients
 Apple iCal, 7-7
 deploying, 7-7
 Mozilla Lightning, 7-7
 Mozilla Sunbird, 7-7
Cisco IP Communicator, 7-8
Cisco Unified IP Phones 7900 Series, 7-8

- Client Management Service
 - about, 3-4
- Client Tier, 2-1
 - about, 2-2
- clients
 - Apple iCal, 7-7
 - Apple Mail, 7-7
 - application administration, 6-5
 - Calendaring Extensions to WebDAV (CalDAV)
 - clients
 - deploying, 7-7
 - CuteFTP, 7-7
 - deploying, 4-4
 - end-user, 7-1
 - Extensible Messaging and Presence Protocol (XMPP) clients
 - deploying, 7-6
 - File Transfer Protocol (FTP) clients
 - deploying, 7-7
 - Gaim
 - See* Pidgin
 - iChat, 7-6
 - Internet Message Access Protocol (IMAP) clients
 - deploying, 7-7
 - Microsoft Outlook, 7-7
 - Microsoft Outlook Express, 7-7
 - Microsoft Windows Explorer FTP, 7-7
 - Microsoft Windows WebFolders, 7-7
 - mobile devices, 7-3
 - deploying, 4-5
 - Mozilla Lightning, 7-7
 - Mozilla Sunbird, 7-7
 - Mozilla Thunderbird, 7-7
 - Oracle Beehive Integration for Outlook (OBIO), 7-1
 - deploying, 4-4
 - Pidgin, 7-6
 - Simple Mail Transfer Protocol (SMTP) clients
 - deploying, 7-7
 - SmartFTP, 7-7
 - standard-based, 7-6
 - standards-based clients
 - deploying, 4-5
 - telephony, 7-7
 - Cisco IP Communicator, 7-8
 - Cisco Unified IP Phones 7900 Series, 7-8
 - phones (standard), 7-8
 - Voice over Internet Protocol (VoIP), 7-8
 - Trillian Pro, 7-6
 - Web-based Distributed Authoring and Versioning (WebDAV) clients
 - deploying, 7-7
 - WS_FTP, 7-7
- cloning, 4-3, 6-5
- Code Schema
 - about, 2-6
- coexistence, 3-21, 3-22
 - about, 4-2
 - administration of, 6-5
- Coexistence Gateway, 4-2

- Coexistence Service
 - about, 3-22
- Collaboration Services, 3-2
- command-line tools
 - beectl utility, 6-2
- Community workspace template, 5-3
- Conference Service
 - about, 3-13
- Conference Session Service
 - about, 3-13
- conferences
 - Web, 3-13
- configuration
 - system, 6-6
- contacts, 3-8
 - external, 3-9
- content
 - administration of, 6-6
 - content management, 3-9
- Content Management Services, 6-6
 - about, 3-10
- Coordinator workspace role, 5-4
- Core Services, 3-2
- Core services
 - about, 3-2
- CuteFTP, 3-10, 7-7

D

- Data Schema
 - about, 2-6
- Data Tier, 2-1, 2-4
 - about, 2-3
- Database Access Framework, 2-3, 2-4
 - about, 2-4
- delegation, 1-6
- demilitarized zones (DMZs), 2-5
- deployment, 1-5
 - across network zones, 4-3
 - client options, 4-4
 - clients
 - Calendaring Extensions to WebDAV (CalDAV)
 - clients, 7-7
 - Extensible Messaging and Presence Protocol (XMPP) clients, 7-6
 - File Transfer Protocol (FTP) clients, 7-7
 - Internet Message Access Protocol (IMAP)
 - clients, 7-7
 - Simple Mail Transfer Protocol (SMTP)
 - clients, 7-7
 - Web-based Distributed Authoring and Versioning (WebDAV) clients, 7-7
- key terms and concepts, 4-1
- mobile devices, 4-5
- multiple instances on multiple nodes, 4-3
- Oracle Beehive Integration for Outlook (OBIO), 4-4
- scenarios, 4-2
- single computer, 4-2
- standards-based clients, 4-5

Device Management Application Repository, 4-4
Device Management Service, 7-2
 about, 3-4
devices
 administration of, 6-7
 application administration, 6-5
 mobile, 7-3
 deploying, 4-5
 Microsoft Windows-based, 4-5
 standards-based, 4-6
directories, 3-8
Discussions Service
 about, 3-11
DMZs
 See demilitarized zones
Document Coordinator workspace role, 5-4

E

E-mail Service, 3-2, 3-9, 3-16
 about, 3-11
end user tasks
 in workspaces, 5-4
end users
 clients for, 7-1
Enterprise Services, 3-2
Enterprise services
 about, 3-16
enterprises
 about, 1-7, 4-1
 administration of, 6-7
entities
 about, 1-7
Event Framework, 2-4, 3-5, 3-6
 about, 2-5
 extending, 2-5
Event Services
 about, 3-5
events, 3-6
 business events, 2-5
Events Service
 about, 3-5
Extensible Messaging and Presence Protocol
 (XMPP), 1-6, 2-2, 3-12, 7-6
 clients
 deploying, 7-6
 iChat, 7-6
 Pidgin, 7-6
 Trillian Pro, 7-6
external contacts, 3-9

F

File input mode
 for *beecl* utility, 6-2
File Transfer Protocol (FTP), 2-2, 3-10, 7-6
 clients
 CuteFTP, 7-7
 deploying, 7-7
 Microsoft Windows Explorer FTP, 7-7

 SmartFTP, 7-7
 WS_FTP, 7-7
 over Transport Layer Security (TLS), 3-10, 7-6
FTP
 See File Transfer Protocol
FTP Service
 about, 3-10

G

Gaim
 See Pidgin

H

high availability, 4-3
HTTP
 See Hypertext Transfer Protocol
HTTPS
 See Hypertext Transfer Protocol Over Secure
 Socket Layer
Hypertext Transfer Protocol (HTTP), 3-18
Hypertext Transfer Protocol Over Secure Socket Layer
 (HTTPS), 6-3

I

IBM Tivoli, 2-4, 3-4, 3-8, 9-1
iCalendar, 3-14
iChat, 3-12, 7-6
Identity Provider Service
 about, 3-4
IMAP
 See Beehive Transport Infrastructure
 See Internet Message Access Protocol
 See Transmission Control Protocol
instances
 about, 4-1
Instant Message Service
 about, 3-12
Instant Message Services, 3-6, 3-9
 about, 3-11
Instant Messaging Service, 3-2
Internet Message Access Protocol (IMAP), 1-6, 2-2,
 7-6
 clients
 Apple Mail, 7-7
 deploying, 7-7
 Microsoft Outlook, 7-7
 Microsoft Outlook Express, 7-7
 Mozilla Thunderbird, 7-7

J

J2EE
 See Java 2 Platform Enterprise Edition
JAAS
 See Java Authentication and Authorization Service
Java 2 Platform Enterprise Edition (J2EE), 2-1, 8-7
Java Authentication and Authorization Service
 (JAAS), 3-3

Java Database Connectivity (JDBC), 2-4
JDBC
 See Java Database Connectivity
JSR-170, 3-10, 7-6

M

Management Service
 about, 3-5
MD5 authentication, 3-18
Meeting Services
 about, 3-12
Member workspace role, 5-4
messaging
 administration of, 6-7
Microsoft Active Directory, 1-5, 2-4, 3-4, 3-8, 9-1
Microsoft Exchange Server, 1-5, 2-4, 3-22, 4-2, 6-5,
 9-5, 9-6
Microsoft Internet Explorer, 7-7
Microsoft Outlook, 1-1, 1-6, 2-2, 2-5, 3-9, 3-22, 7-1,
 7-2, 7-7, 9-6
Microsoft Outlook Express, 7-7
Microsoft Windows
 mobile devices based on, 4-5
Microsoft Windows 2000, 7-1
Microsoft Windows Explorer, 3-10
Microsoft Windows Explorer FTP, 7-7
Microsoft Windows Mobile, 1-6
Microsoft Windows Mobile 5.0
 for Pocket PC Phone Edition, 7-3
 for Smartphone, 7-3
Microsoft Windows Mobile 6
 Professional Edition, 7-3
 Standard Edition, 7-3
Microsoft Windows Mobile Outlook, 3-17, 4-5, 7-3
 plug-in for, 3-17, 4-5
Microsoft Windows Vista, 7-1
Microsoft Windows WebFolders, 3-10, 7-7
Microsoft Windows XP, 7-1
Mobile Data Synchronization Server, 3-18
Mobile Data Synchronization Service
 about, 3-18
Mobile Device Management Console, 4-6, 7-3
Mobile Device Management Server, 3-17
Mobile Device Management Service, 4-6
 about, 3-17
mobile devices, 7-3
 deploying, 4-5
 Microsoft Windows-based, 4-5
 standards-based, 4-6
Mobile Mail Service
 about, 3-18
Mobile Push Service
 about, 3-18
Mobility Services
 about, 3-17
Mozilla Lightning, 3-15, 7-7
Mozilla Sunbird, 3-15, 7-7
Mozilla Thunderbird, 7-7
multiple instance/multiple node deployments, 4-3

multiplexor protocol (MX), 2-3
MX
 See multiplexor protocol (MX)

N

National Language Support (NLS), 3-8
network zones, 4-3
NLS
 See National Language Support
Notification Service
 about, 3-20
notifications, 3-19
 administration of, 6-8

O

Object Event Publisher Service
 about, 3-5
OC4J, 6-8
OID
 See Oracle Internet Directory (OID)
OMA-DS
 See Open Mobile Alliance Data Synchronization
 See Open Mobile Alliance Data Synchronization
 (OMA-DS)
Open Mobile Alliance Data Synchronization
 (OMA-DS), 2-2, 7-6, 7-7
open standards
 clients based on, 4-5, 7-6
OpenLDAP Directory Server, 2-4, 3-4, 3-8
Oracle Application Server, 2-1, 2-2, 3-21
Oracle Beehive
 administration
 tools for, 6-1
 clients
 Cisco IP Communicator, 7-8
 Cisco Unified IP Phones 7900 Series, 7-8
 end-user, 7-1
 mobile devices, 7-3
 Oracle Beehive Integration for Outlook
 (OBIO), 7-1
 phones (standard), 7-8
 standards-based clients, 7-6
 telephony, 7-7
 Voice over Internet Protocol (VoIP), 7-8
 deployment
 key terms and concepts, 4-1
 schemas, 2-4
 about, 2-5
 Code Schema, 2-6
 Data Schema, 2-6
 services
 about, 3-1
 Collaboration Services, 3-2
 Core Services, 3-2
 Core services, 3-2
 Enterprise Services, 3-2
 Enterprise services, 3-16
 exposure to users, 3-2

- interactions, 3-2
- Platform Services, 3-2
- Platform services, 3-21
- Team services, 3-9
- types of, 3-1
- system management
 - key features, 6-1
- tiers
 - Ancillary Tier, 2-3
 - Application Tier, 2-2
 - Client Tier, 2-2
 - Data Tier, 2-3
- workspaces
 - about, 5-1
 - accessing, 5-1
 - personal workspaces, 5-2
 - properties of, 5-2
 - roles, 5-4
 - tasks in, 5-4
 - team workspaces, 5-2
 - templates, 5-3
 - types of, 5-2
- Oracle Beehive Administration Console, 3-5
- Oracle Beehive Central, 7-2
- Oracle Beehive HTTP Server, 6-8
- Oracle Beehive Integration for Outlook (OBIO), 1-5, 2-5, 6-5, 7-1
 - deploying, 4-4
- Oracle Beehive Integration for Zimbra (OBIZ), 7-1, 7-2
- Oracle Beehive Platform SDK, 5-5
- Oracle Beehive Web Services, 1-6
- Oracle Beekeeper, 1-5, 2-2, 3-5, 6-2, 6-3
- Oracle BPEL Process Manager, 2-3, 3-10, 9-2
- Oracle Collaboration Coexistence Gateway
 - Oracle Change Notification Service for Exchange, 9-8
 - Oracle Communication Service, 9-8
 - Oracle Connector for Exchange, 9-8
- Oracle Database, 2-1, 2-3, 3-4, 8-6
- Oracle Database Control, 6-2
- Oracle Enterprise Manager Grid Control, 6-2
- Oracle Internet Directory, 1-5
- Oracle Internet Directory (OID), 2-3, 3-4, 3-8, 9-1
- Oracle Messenger
- Oracle Real Application Clusters (Oracle RAC), 2-3, 4-2
 - nodes
 - adding, 2-4
 - removing, 2-4
- Oracle Secure Enterprise Search, 2-3
- Oracle Single Sign-On (OSSO), 3-4
- organizations
 - about, 1-7, 4-1
 - administration of, 6-7

P

- Participant Coordinator workspace role, 5-4
- PBXs

- See* private branch exchanges
- people lists, 3-8
- personal address books, 3-8
- Personal workspace template, 5-3
- personal workspaces
 - about, 1-7, 5-2
 - properties of, 5-2
- phones (standard), 7-8
- Pidgin, 3-12, 7-6
- P-IMAP
 - See* Push Internet Message Access Protocol
- Platform Services, 3-2
- Platform services
 - about, 3-21
- policies, 3-6
 - administration of, 6-7
- Policy Service, 3-2
 - about, 3-6
- presence, 3-6
 - settings for, 3-7
- Presence Service, 3-2, 3-9
 - about, 3-6
- private branch exchanges (PBXs), 3-16
- process control
 - administration of, 6-8
- processes
 - managing, 6-8
- Project workspace template, 5-3
- Prompt mode
 - for beectl utility, 6-2
- protocols
 - standardized
 - Calendar Extensions to WebDAV (CalDAV), 1-6, 7-6
 - Extensible Messaging and Presence Protocol (XMPP), 1-6, 7-6
 - File Transfer Protocol (FTP), 7-6
 - Internet Message Access Protocol (IMAP), 1-6, 7-6
 - JSR-170, 7-6
 - Open Mobile Alliance Data Synchronization (OMA-DS), 7-6
 - Push Internet Message Access Protocol (P-IMAP), 7-6
 - Simple Mail Transfer Protocol (SMTP), 1-6, 7-6
 - Web-based Distributed Authoring and Versioning (WebDAV), 1-6, 7-6
- Push Internet Message Access Protocol (P-IMAP), 2-2, 7-6

R

- RAC
 - See* Oracle Real Application Clusters (Oracle RAC)
- Resource Directory Service
 - about, 3-15
- resources
 - administration of, 6-8
 - management of, 3-15
- Rich Presence Information Data (RPID), 3-7

- roles
 - workspace, 5-4
 - Coordinator, 5-4
 - Document Coordinator, 5-4
 - Member, 5-4
 - Participant Coordinator, 5-4
- RPID
 - See* Rich Presence Information Data

S

- SASL
 - See* Simple Authentication and Security Layer
- schemas
 - about, 2-5
 - Oracle Beehive, 2-4
- search
 - administration of, 6-8
- Search Service
 - about, 3-19
- Secure Sockets Layer (SSL), 3-12
- Services
 - Coexistence Service, 9-8
- services
 - about, 1-6, 3-1
 - Access Control Service, 3-3
 - Alarm Service, 3-14
 - API Services, 3-21
 - Audit Service, 3-3, 6-4
 - Authentication Service, 3-3
 - Authentication Services, 3-3
 - CalDAV Service, 3-15
 - Client Management Service, 3-4
 - Coexistence Service, 3-22
 - Collaboration Services, 3-2
 - Conference Service, 3-13
 - Conference Session Service, 3-13
 - Content Management Services, 3-10, 6-6
 - Core Services, 3-2
 - Core services, 3-2
 - Device Management Service, 3-4, 7-2
 - Discussions Service, 3-11
 - E-mail Service, 3-11
 - Enterprise Services, 3-2
 - Enterprise services, 3-16
 - Event Services, 3-5
 - Events Service, 3-5
 - exposure to users, 3-2
 - FTP Service, 3-10
 - Identity Provider Service, 3-4
 - Instant Message Service, 3-12
 - Instant Message Services, 3-11
 - interactions, 3-2
 - Management Service, 3-5
 - Meeting Services, 3-12
 - Mobile Data Synchronization Service, 3-18
 - Mobile Device Management Service, 3-17
 - Mobile Mail Service, 3-18
 - Mobile Push Service, 3-18
 - Mobility Services, 3-17

- Notification Service, 3-20
- Object Event Publisher Service, 3-5
- Platform Services, 3-2
- Platform services, 3-21
- Policy Service, 3-6
- Presence Service, 3-6
- Resource Directory Service, 3-15
- Search Service, 3-19
- SMS, 3-20
- Subscription and Notification Services, 3-11, 3-19
- Subscription Service, 3-20
- Team services, 3-9
- Time Management Service, 3-15
- Time Management Services, 3-14, 6-9
- Time Zone Service, 3-16
- Transcoding Service, 3-14
- types of, 3-1
- User Directory Service, 3-7
- Voice Message Service, 3-11, 3-16
- Web Services API Service, 3-21
- WebDAV Service, 3-10
- Workflow Service, 3-9
- Workspace Service, 3-20
- XMPP Service, 3-12
- SHAPE Services IM+, 7-6
- Simple Authentication and Security Layer (SASL), 3-3
- Simple Mail Transfer Protocol (SMTP), 1-6, 2-2, 7-6
 - clients
 - Apple Mail, 7-7
 - deploying, 7-7
 - Microsoft Outlook, 7-7
 - Microsoft Outlook Express, 7-7
 - Mozilla Thunderbird, 7-7
- Simple Message Service (SMS), 3-19
- Simple Object Access Protocol (SOAP), 3-21
- single computer deployments, 4-2
- sites
 - about, 4-1
- SmartFTP, 3-10, 7-7
- SMS
 - See* Simple Message Service
- SMS Service
 - about, 3-20
- SMTP
 - See* Simple Mail Transfer Protocol
- SOAP
 - See* Simple Object Access Protocol
- Sony Ericsson UIQ-based SyncML clients, 7-7
- SSL
 - See* Secure Sockets Layer
- Standard workspace template, 5-3
- standards
 - Calendaring Extensions to WebDAV (CalDAV), 1-6, 7-6
 - clients based on, 7-6
 - deploying, 4-5
 - Extensible Messaging and Presence Protocol (XMPP), 1-6, 7-6
 - File Transfer Protocol (FTP), 7-6

- Internet Message Access Protocol (IMAP), 1-6, 7-6
- JSR-170, 7-6
- mobile devices based on, 4-6
- Open Mobile Alliance Data Synchronization (OMA-DS), 7-6
- Push Internet Message Access Protocol (P-IMAP), 7-6
- Simple Mail Transfer Protocol (SMTP), 1-6, 7-6
- Web-based Distributed Authoring and Versioning (WebDAV), 1-6, 7-6
- Subscription and Notification Services, 3-11
 - about, 3-19
- Subscription Service
 - about, 3-20
- subscriptions, 3-19
 - administration of, 6-8
- Sun Java Directory Server, 2-4
- Sun Java System Directory Server, 3-4, 3-8, 9-1
- Symantec, 2-4
- Symantec Scan Engine, 1-5, 2-4
- Synthesis SyncML client, 7-7
- system administration
 - beectl utility, 6-2
 - domains and activities
 - access control, 6-4
 - auditing, 6-4
 - client and device applications, 6-5
 - cloning, 6-5
 - coexistence, 6-5
 - configuration, 6-6
 - content, 6-6
 - device management, 6-7
 - enterprise management, 6-7
 - messaging, 6-7
 - notifications, 6-8
 - organizations, 6-7
 - policies, 6-7
 - process control, 6-8
 - resource management, 6-8
 - search, 6-8
 - subscriptions, 6-8
 - time management, 6-9
 - user management, 6-9
 - viewing system information, 6-9
 - workflow management, 6-10
 - workspaces, 6-10
 - tools for, 6-1
- system information
 - viewing, 6-9
- system management
 - domains and activities, 6-3

T

- tags, 3-9
- tasks
 - in workspaces, 5-4
- Team services
 - about, 3-9

- team workspaces
 - about, 1-7, 5-2
 - properties of, 5-2
- telephony clients, 7-7
- templates
 - workspace, 5-3
 - Community template, 5-3
 - Personal template, 5-3
 - Project template, 5-3
 - Standard template, 5-3
- tiers
 - Ancillary Tier, 2-3
 - Application Tier, 2-2, 2-4
 - Client Tier
 - about, 2-2
 - Data Tier, 2-4
 - about, 2-3
- time management
 - administration of, 6-9
- Time Management Service, 3-2
 - about, 3-15
- Time Management Services, 6-9
 - about, 3-14
- Time Zone Service
 - about, 3-16
- tools
 - beectl utility, 6-2
 - for system administration, 6-1
- Transcoding Service
 - about, 3-14
- Transmission Control Protocol (TCP), 3-18
- Trillian Pro, 3-12, 7-6

U

- User Directory Service, 3-2, 3-11
 - about, 3-7
- users
 - administration of, 6-9

V

- vCards, 3-9
- Voice Message Service, 3-11
 - about, 3-16
- Voice over Internet Protocol (VoIP), 6-5
 - clients, 7-8
- voicemail, 7-8
- VoIP
 - See* Voice over Internet Protocol

W

- Web conferences, 3-13
- Web service
 - Oracle Beehive, 1-6
- Web Services API Service
 - about, 3-21
- Web Services Description Language (WSDL), 3-21
- Web-based Distributed Authoring and Versioning (WebDAV), 1-6, 2-2, 3-10, 7-6

- clients
 - Microsoft Windows WebFolders, 7-7
- clients based on
 - deploying, 7-7
- WebDAV
 - See* Web-based Distributed Authoring and Versioning
- WebDAV Service
 - about, 3-10
- Workflow Service
 - about, 3-9
- workflows, 3-9
 - managing, 6-10
- workspace address books, 3-8
- Workspace Service, 3-9
 - about, 3-20
- workspaces, 3-14, 3-20, 3-21
 - about, 1-4, 1-7, 5-1
 - accessing, 5-1
 - administration of, 6-10
 - personal workspaces, 1-7, 5-2
 - properties of, 5-2
 - roles, 5-4
 - Coordinator, 5-4
 - Document Coordinator, 5-4
 - Member, 5-4
 - Participant Coordinator, 5-4
- tasks
 - for administrators, 5-4
 - for end users, 5-4
- team workspaces, 1-7, 5-2
- templates, 5-3
 - Community template, 5-3
 - Personal template, 5-3
 - Project template, 5-3
 - Standard template, 5-3
- types of, 5-2
- WS_FTP, 3-10, 7-7
- WSDL
 - See* Web Services Description Language

X

- XMPP
 - See* Extensible Messaging and Presence Protocol
- XMPP Service
 - about, 3-12