



OpenScape Cordless IP V2

Service Guideline

[IDM CCS PPM SOL](#)

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Summary, key aspects of this issue

Update on Product Models (3.9)

Update Service documentation (5.1)

1 Introduction

1.1 General

This service guideline describes product-specific features regarding installation, setup and maintenance of the product *OpenScape Cordless IP V2*.

This document does not contain descriptions of the global processes and structures of the Unify service organizations. We assume that the users at whom this document is aimed have a sound working knowledge of the general service procedures.

This document is subject to the requirements of DIN ISO 9001 and in this respect is a controlled document. For certification in accordance with DIN ISO 9001 it is necessary to inform all organizational units concerned without exception.

This document is subject to the CIP (Continuous Improvement Process). Suggestions for improvement are welcome and should be sent to your contractual agreed contact partner.

1.2 Country specifics

Country specifics will be dealt with in the individual sections if necessary.

2 Product information

2.1 Product description

OpenScape Cordless IP V2 is the DECT over IP solution for pure IP and hybrid platforms. It enables the customer to use DECT handsets on all Unify platforms.

Unlike the long-established OpenScape Cordless Office/OpenScape Cordless Enterprise solutions, the DECT over IP base stations used in the OpenScape Cordless IP V2 solution have an Ethernet connector and are operated in the LAN.

As OpenScape Cordless IP V2 uses a SIP interface to the communication server, the feature set differs from OpenScape Cordless Office/Enterprise.



You will find details in the corresponding sections of the Sales Information. For more detailed information about core features of the product please refer to Sales Information. Technical details are listed in the related data sheet.

2.2 Limitations / dependencies

The OpenScape Cordless IP V2 solution is released on the following platforms:

Small and medium OpenScape Cordless IP V2 Solution
(OpenScape Cordless IP V2/DECT Manager and Integrator SW running on a base station)

- OpenScape Business, from V2
- OpenScape Voice, from V9
- OpenScape 4000 Softgate from V8

The release of the large solution (Integrator SW on VMWare and support of multiple sites with central administration and roaming) will be done later in 2018.

For details regarding the stepwise release of OpenScape Cordless IP V2 please see the Sales Information.

The following handsets are supported with the OpenScape Cordless IP V2 solution with the full range of features:

- OpenScape DECT Phone S5
- OpenScape DECT Phone SL5
- OpenStage SL4 professional
- Gigaset S4 professional
- OpenStage M3 family

In addition, the DECT GAP standard is also available with a limited range of features for DECT handsets with GAP capability. Some functions may be restricted when GAP-capable mobile devices are connected. Product Support only supports the Unify DECT handsets mentioned above.

Detailed information to the DECT handsets can be obtained via Experts Wiki: [please click here](#)
For dependencies on other versions or products, see Sales Information.

2.3 Product introduction

2.3.1 Client information, product introduction

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

2.4 Delivery

2.4.1 Scope

OpenScape Cordless IP V2 - Base Station BSIP2

- One BSIP2
It can be used as DECT management system or as base station
- Two antennas
- Security leaflet

OpenScape Cordless IP V2 – Base

This base position must be ordered once per system and is mandatory for all installations
This base license has to be activated in the system in any case.

- 1 x Base License for SIEL
- 1 x License for DECT-Manager

Single-Port PoE Injector

The OpenScape Cordless IP V2 Base Station (BSIP2) is designed to be powered by PoE (Power over Ethernet, according to IEEE 802.3af), and has no local power supply. If PoE is not available the unit can inject the required power into the Ethernet connection to the device from an external source.

The delivery package does not include a mains power cord, so this must be ordered separately.

Outdoor Housing for a Base Stations (Neutral), without Heating

Protective outdoor housing for base stations, unheated, with an ambient temperature range from +50°C to -20°C.
Pole mounting kit must be ordered separately.

| Ordering Structure Germany and International Markets | PST-NR: | LM-No: | Category/TKZ |
|--|---------|------------------|--------------|
| OpenScape Cordless IP V2 Base | BFA220 | L30280-F600-A220 | DECTIPSW |
| OpenScape Cordless IP V2 – Base Station BSIP2 | BFA221 | L30280-F600-A221 | CORDLESS |
| One- Port Power over Ethernet Injector | BFA184 | L30280-F600-A184 | MOBIDEV |
| Mains Power Cord EU 2,5m | DUA389 | L30251-U600-A389 | HIPA1000 |
| Mains Power Cord UK 2,5m | DUA235 | L30251-U600-A235 | 33X035X0 |
| Mains Power Cord SWZ 2,5m | BZF103 | L30280-Z600-F103 | 33X035X0 |
| Outdoor Housing | BBB212 | L30280-B600-B212 | CORDLESS |
| Mast Mounting Kit for Outdoor Housing | DUA910 | L30251-U600-A910 | CORDLESS |

2.4.2 License handling

Unify's Central License Server (CLS) is the central tool for both product and service license management, respectively. When products and/or software support services have been ordered at Unify, the CLS will provide the corresponding licenses. License activation, thereby, follows defined rules that are described in detail in the CLS User Guide.

Initially, licenses are shown at the CLS account of the partner who has ordered the respective products and services. Licenses can be easily identified or searched for by using their corresponding LAC which has been sent to the Partner in the Delivery note.

At the CLS, product licenses and service licenses are associated by defined numbers. Additionally, each product base and each service base license carry their own SIEL-ID before license activation.

OpenScape Cordless IP V2 comprises three SW licenses:

1. A base license which is necessary in any case and contains the SIEL ID
2. A license for the Integrator SW in the large solution
3. (N-1) DECT Manager licenses for the N DECT Manager in the large solution (one DECT Manager license is already contained in the base license).

In addition licensing for SIP subscribers in the communication servers may be necessary.

2.5 Reporting

2.5.1 GSI.Flow data

| | |
|-----------------|-----------------------|
| Product Family | Communication Systems |
| Product Group | OpenScape Cordless IP |
| Product Type | OpenScape Cordless IP |
| Product Version | V2 |
| SW Version | |

2.5.2 Service Knowledge Base data

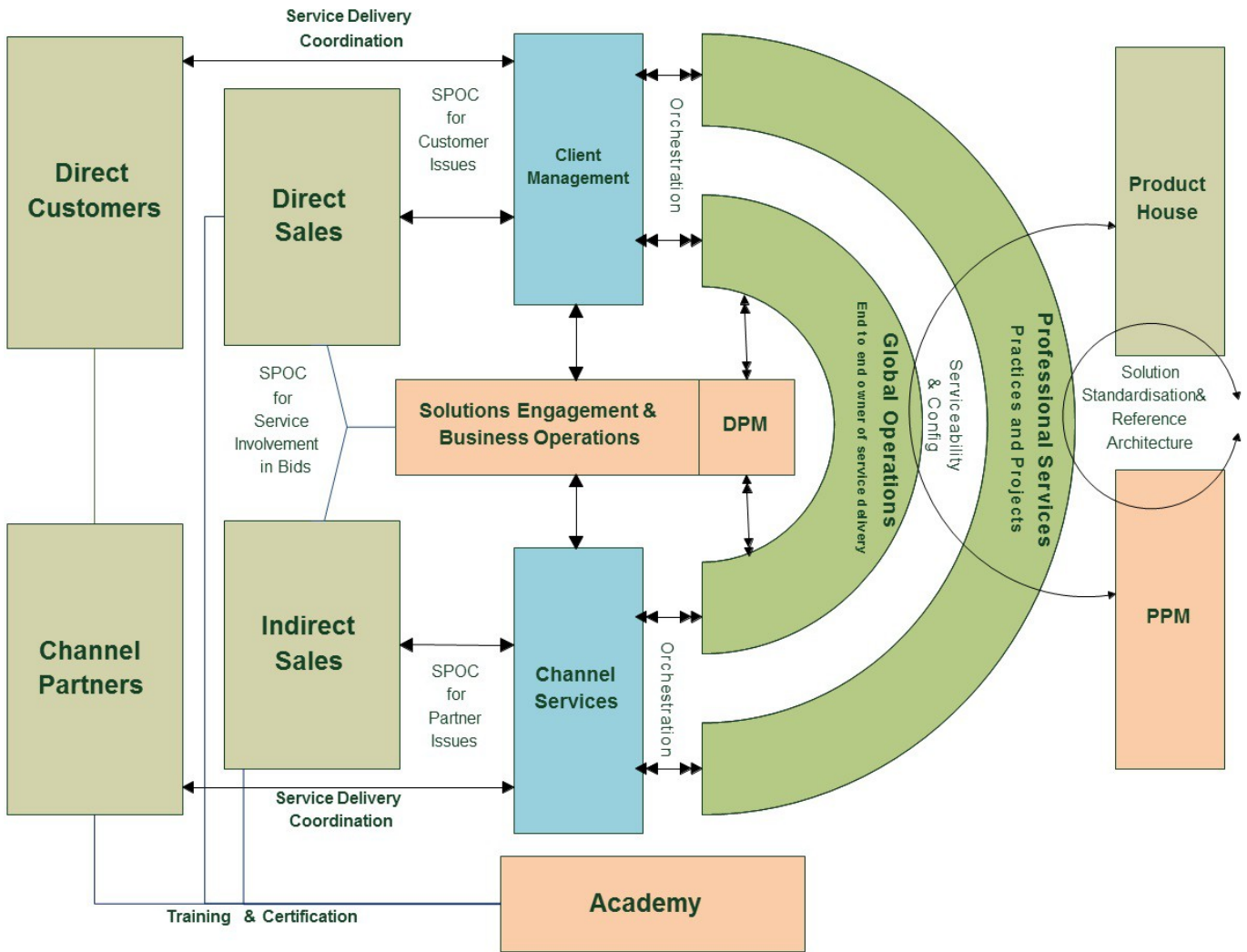
| | |
|---------------------|--------------------------|
| Main Category | Communication Systems |
| Product Family | OpenScape Cordless IP |
| Product | OpenScape Cordless IP |
| Product Version | OpenScape Cordless IP V2 |
| Product Item Number | |

2.6 Services

2.6.1 General

Global Services deliver world class services and solutions that delight our customers, drive business value for them and profitable growth for us. We constantly evolve our offerings and develop our people to position our organization for the future.

Service Operating Model



2.6.2 Professional Services

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

2.6.3 Support and Maintain Services, Managed Services

The following Offerings for Support and Maintain as well as Managed Service respectively Service Elements apply for this product.
Regional availability may differ and shall be verified.

| | Info | 8x5 | 10x5 | 12x6 | 24x7 | PSR only |
|---------------------------------------|-------------|------------|-------------|-------------|-------------|-----------------|
| Software Support (co-delivery) | | | | | X | |
| Software Support Resale | | | | | X | |
| Hardware Support Resale | | | | | X | |
| Remote Service Platform | | | | | X | |
| Partner Support Package | | | | | | |
| Openscale Support | | | | | | |
| Total Care | | | | | X | |
| Managed Service Desk | | | | | X | |
| Service Level Management | | | | | X | |
| ProActive Fault Monitoring | | | | | | X |
| Backup & Recovery Services | | | | | | X |
| Proactive Patch Management | | | | | | X |
| Firewall Patching Services | | - | - | - | - | - |

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

2.6.4 Customer Network Analysis

When marketing VoIP solutions, it is essential to be familiar with the type of infrastructure the customer has so that the VoIP solutions can be integrated into an existing network. This means that it is imperative to perform a network assessment during the pre-sales phase or, alternatively, for the customer to guarantee (in writing) observation of the required IP network criteria. This guarantees that the customer communication network is suitable for the installation of the planned solution, therefore avoiding foreseeable problems when implementing VoIP solutions and in turn leading to improved customer satisfaction.

If this analysis is not authorized by the customer and, despite customer assurance, the required IP network criteria are not fulfilled, any service expenses and/or additional customer apparatus costs incurred as a result of this will be added to the invoice.

The Service Tool „OpenScape IP Service V6” shall be used to perform the above mentioned Services.

3 Installation / start-up / maintenance

3.1 Requirements placed on service personnel / skills

3.1.1 General skill requirements

As defined for Service personnel which works at Call Desk, Service Desk, Incident Management / Back End Support / Problem Management and Onsite.

3.1.2 Product specific skill requirements

3.1.2.1 Installation

Skill requirements for installation tasks:

- Adequate skills for working with low-voltage (100 to 240 VAC)
- Basic knowledge in dealing with twisted-pair cables (Ethernet, 10/100/1000BaseT)
- Experience with the installation of OpenScape Cordless IP Basestations
- Knowledge base of LAN / WAN technology and Internet Working
- Good technical understanding
- Good communication skills spoken and written

Prerequisites for education and how the above skills can be acquired:

3.1.2.2 Start-up of standard features

Skill requirements for commissioning tasks:

- Solid practical experience with various voice protocols and network services (ISDN, analog and digital voice communications, modulation, compression, etc.)
- Practical experience with OpenScape DECT systems.
- Basic knowledge of network hardware (e.g. hub, switch, router, firewall, Ethernet, Gigabit-LAN, CAT5/CAT6)
- Basic knowledge of LAN environments and network protocols (e.g. TCP / IP, UDP, FTP, workgroups, domains, DNS, VLAN (801.1Q), QoS, ARP, Telnet, SSH, SNMPV2/V3, HTTP, DHCP)
- At least one year experience with technical support, network installation and implementation
- Very good technical understanding.
- Good communication skills spoken and written

Prerequisites for education and how the above skills can be acquired:

3.1.2.3 Integration in networks, special features, solutions

Additional skill requirements for integration tasks:

- Broad knowledge of network hardware (e.g. hub, switch, router, firewall, Ethernet, Gigabit-LAN, CAT5/CAT6)
- Very good knowledge of LAN environments and network protocols (e.g. TCP / IP, UDP, FTP, workgroups, domains, DNS, VLAN (801.1Q), QoS, ARP, Telnet, SSH, SNMPV2/V3, HTTP, DHCP).
- Basic knowledge of RF, such as frequency, channels, and antennas
- Broad knowledge of the implementation of a wireless coverage at customer companies: to the business requirements to establish the institution, to analyze the bandwidth and performance requirements, to determine the limits of RF coverage set, to determine interference, etc.
- Solid practical experience with various voice network protocols and services (ISDN, analog and digital voice communications, modulation, compression, etc.)
- At least one year experience with technical support, network installation and implementation.
- Very good technical understanding
- Very good communication skills (both orally and in writing)
- Practical experience with LAN protocol analysers and testers
- English skills

Prerequisites for education and how the above skills can be acquired:

3.1.2.4 Maintenance On-Site

Skill requirements for On-Site maintenance tasks:

- Adequate qualification for working with low-voltage (100 to 240 VAC)
- Basic knowledge in dealing with twisted-pair cables (Ethernet, 10/100/1000BaseT)
- Extensive experience with network hardware (e.g. hub, switch, router , firewall, Ethernet, Gigabit-LAN, CAT5/CAT6)
- Very good knowledge of LAN environments and network protocols (e.g. TCP / IP, UDP, FTP, workgroups, domains, DNS, VLAN (801.1Q), QoS, ARP, Telnet, SSH, SNMPV2/V3, HTTP, DHCP)
- Basic knowledge of RF, such as frequency, channels, and antennas
- implementation of a radio coverage as part of an error analysis
- Experience with installation and commissioning of the HiPath Cordless IP
- Practical experience with LAN protocol analysis and test equipment
- Basic knowledge on UNIX / Linux
- Solid practical experience with various voice protocols and network services (ISDN, analog and digital voice communications, modulation, compression, etc.)
- At least one year experience with technical support, network installation and implementation
- Very good technical understanding
- Very good communication skills (both oral and written)
- Practical experience with LAN-/WAN-Protocol analysers and test equipment.
- English skills

Prerequisites for education and how the above skills can be acquired:

3.1.2.5 Maintenance Remote

Skill requirements for remote maintenance tasks:

- Adequate qualification for working with low-voltage (100 to 240 VAC)
- Basic knowledge in dealing with twisted-pair cables (Ethernet, 10/100/1000BaseT)
- Extensive experience with network hardware (e.g. hub, switch, router , firewall, Ethernet, Gigabit-LAN, CAT5/CAT6)
- Very good knowledge of LAN environments and network protocols (e.g. TCP / IP, UDP, FTP, workgroups, domains, DNS, VLAN (801.1Q), QoS, ARP, Telnet, SSH, SNMPV2/V3, HTTP, DHCP)
- Basic knowledge of RF, such as frequency, channels, and antennas
- implementation of a radio coverage as part of an error analysis
- Experience with installation and commissioning of the HiPath Cordless IP
- Practical experience with LAN protocol analysis and test equipment
- Basic knowledge on UNIX / Linux
- Solid practical experience with various voice protocols and network services (ISDN, analog and digital voice communications, modulation, compression, etc.)
- At least one year experience with technical support, network installation and implementation
- Very good technical understanding
- Very good communication skills (both oral and written)
- Practical experience with LAN-/WAN-Protocol analysers and test equipment.
- English skills

Prerequisites for education and how the above skills can be acquired:

3.2 Installation and start-up

3.2.1 Prerequisites

Perform DECT measurement and site planning

During the planning phase of your DECT network you should have created an installation plan for the DECT managers and base stations. The service department must have all necessary customer data (e.g. installation checklist, Customers data collection ...) before the system installation can be started.

If the specification sheet on the requirements or the tender does not contain the necessary configuration data sets, this can be prorated by LC Service and charged to LC sales. No flat-rate billing plans are expected.

From a size of the DECT network of about 3 BSIP2 DECT base stations a Site Survey at the customer environment is necessary. This ensures the availability of a DECT radio network in which a cordless telephony should be possible. This measurement is separately to be market. The radio coverage is determined by the local service units or by other departments.

L30280-F613-A8 BFA8 Analysis of RF Environment for Cordless Systems (Base Station Requirements)

3.2.2 Installation

- Unboxing of all components
- Mounting of the base-stations at the planned locations
- Connecting to LAN
- Mounting the antennas

3.2.3 Start-up

To use the telephone system the following steps must be performed:

- The device is shipped as a base station.
Configure at least one device as Integrator/DECT
- Configure the local network settings via web configurator
- Perform a firmware update
- Register the base stations to the DECT manager
- Configure the base station synchronization
- Configure VoIP Communication System or provider
- Register handsets and perform handset configuration
- Create a backup to save your configuration

For more information, please see Administrator Documentation.

Notice regarding revision of the delivered SW version:

Before installing the application, basic PC SW like OS, IE or JRE has to be updated with the newest update/patches to cover late upcoming security issues.

HW deliveries with preinstalled SW contain the most reasonable version from a technical and economical point of view at least the actual minor release. It needs to be proved in individual cases whether to update the product with the latest release which has been provided by SWS server or not.

In case of IP-endpoints it has to be checked in either case if the actual version has been delivered.

Otherwise the product has to be updated with the latest release which has been provided by SWS server using DLS. This task is already covered by the calculated installation time.

3.3 Maintenance process

3.3.1 Software corrections

Software errors/problems will be addressed via software update, provided that a version which includes the fix is available. Required SW corrections will be provided as Minor Release / Fix Release / Hotfix as Delta and/or Fullrelease versions.

Available and released corrections are documented with Release Notes in the Service Knowledge Base (G-DMS).

3.3.2 Hardware corrections

3.3.3 Software supply

Required SW corrections will be provided via the global SWS Supply System.

Additional information is described in the SW-Release Management Concept. Detailed Information you'll find at the Academy for Professional Training (APT). In the web based training (WBT) "SIRASWRM" (HiPath Software Release Management SVU on Demand) the new concept will be presented and explained. The WBT can be booked free of charge by everybody.

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

3.3.4 Problem escalation to GO / GVS

If it is necessary to exchange troubleshooting information like error log files or trace files and the file size is above the limit of your email system it is recommended to use „File Exchange Service“ provided by Unify IT (for further information please see [FileEx Home Page](#)).

3.4 On-site system access

3.5 Remote system access

The purpose of RSP is to provide a cost-effective toolset to help Partner enterprises to achieve operational advantages and enrich their service processes. Unify offers a solution for standard remote access in order to reduce the installation and maintenance costs regarding the Partner's time and travelling expenses, and to amend response and resolution times for the Partner and for Unify SER. This will gain trust and therefore raise the acceptance of the Unify product portfolio.

3.5.1 Description of remote system access

User Interface: The Remote Users are entitled to work on the Windows Terminal Server (WTS) and use the Equipment Explorer (EqE) as main User Interface. The EqE provides a powerful and detailed search machine to find customer devices and build up secured RSP connections. The additional SSDP GUI will be available as long SSDP is on duty.

Toolset on RSP: A powerful Service toolset enables the Remote User to maintain the whole Unify portfolio in an efficient way. Tools for diagnostic, file transfer, configuration, SW Management and remote MACs are already offered. This toolset will be enhanced continuously.

Security: Best security currently available due to RSP.servicelink connection with Server- and Client certificates and 256 bit AES encryption. RSP.servicelink offers Firewall friendly set up for the customer. Only outgoing Port 443 needs to be open. All incoming ports can be turned off for maximum customer protection. This is currently seen as "gold standard" security solution for VPN transfers and even used by government to protect security relevant transfers. IPSec VPN offers similar security as RSP.servicelink but without Client Certificates.

Usability: The Unify Entitlement enables maximal security and comfortable handling for the Remote User to access the RSP. IC Partners use a special Service Partner Access (SPA) to get access to the RSP. The Single Sign On feature enables Remote Users to access the Customer device without entering Account credentials for the device. Service Automation uses the same access using the stored credentials (if allowed).The EqE provides a quick and very detailed search machine showing a lot of important information about the device, customer or customer access policies.

Connectivity Types: These connectivity methods support the whole Unify portfolio incl. legacy products.

- 1) RSP.servicelink is an easy to install connectivity and is based on OpenVPN technology and SSL VPN protocol. With client and server certificates it offers the highest security standard.
- 2) IPSecVPN is an established industry standard but needs complex configuration.
- 3) Dial-up for legacy products

Data Center: The RSP infrastructure is centralized in a Data center in Germany. High availability will be guaranteed with 2 geo redundant locations. The virtualized and scalable server farm covers the future need of increasing performance.

3.6 Data backup

Product provides standard backup features, no additional description necessary, please see Service documentation.

3.7 Upgrades

OpenScape Cordless IP V2 is not compatible with HiPath Cordless IP V1, therefore a migration from HiPath Cordless IP V1 to OpenScape Cordless IP V2 requires the exchange of HW (base stations) and the related SW. A new site survey is recommended DECT handsets, outdoor box, external antennas and PoE injectors of Hipath Cordless IP V1 can be re-used for OpenScape Cordless IP V2.

OpenScape Cordless IP V2 and HiPath Cordless IP V1 can be used as separate systems with the same communication server. Distortions by overlapping radio coverage should be avoided. Roaming and handover is not possible between OpenScape Cordless IP V2 and HiPath Cordless IP V1 systems.

Customers using HiPath Cordless IP V1 and migrating to OpenScape Cordless IP V2 will get a cash back per BSIP1 that is sent back to Unify within three months after OSCIP V2 was delivered.

For more information, please see Sales Information.

3.8 Tools / test equipment

3.8.1 Installation, generation, and administration systems

3.8.2 Tools / test equipment

3.9 Service times

3.9.1 General

The service times refer to the product models specified below, but not to the terminals or the line network. Background effort, e.g. automatic install scripts or data base generation will not be counted. All times are standard values referring to the average time involved during the built up state. This is achieved as a rule for instance in the 9th month after the market introduction.

Prerequisite for achieving the calculated service times is that all relevant Services like Network Analysis, Planning and Design Workshops or Customer Data Collection are passed. For prerequisites, install and start-up tasks see also chapter 3.2

3.9.2 Product model and service times

Small Product Model

| | |
|--|----|
| | |
| OpenScape Cordless IP V2 – Base Station BSIP2 DECT Manager runs on one of the BSIP2 with DECT | 5 |
| OpenScape Cordless IP V2 - Base (Base License + DECT Manager License) | 1 |
| | |
| Handset | 15 |

Medium Product Model

| | |
|--|----|
| | |
| OpenScape Cordless IP V2 – Base Station BSIP2 DECT Manager runs on one of the BSIP2 with deactivated DECT | 21 |
| OpenScape Cordless IP V2 - Base (Base License + DECT Manager License) | 1 |
| | |
| Handset | 45 |

Large Product Model

| | |
|---|-----|
| | |
| OpenScape Cordless IP V2 – Base Station BSIP2 (BFA221) 2 DECT Manager run on 2 BSIP2 with deactivated DECT | 102 |
| OpenScape Cordless IP V2 – Base (BFA220) Base License + 1 DECT Manager License | 1 |
| OpenScape Cordless IP V2 - DECT Manager License (BFA223) | 1 |
| OpenScape Cordless IP V2 - Integrator Software License Up to 100 DECT Manager (BFA222) | 1 |
| | |
| Handset | 250 |

Initial installation

| Activity | Time in hours small Sol. | Time in hours medium Sol. | Time in hours large Sol. | Cat. |
|----------|-----------------------------|------------------------------|-----------------------------|------|
| Sum | 5 | 18 | 84 | |

Maintenance

| Activity | Time in hours small Sol. | Time in hours medium Sol. | Time in hours large Sol. | Category |
|---|-----------------------------|------------------------------|-----------------------------|----------|
| Debugging expenditures per product model and year incl. Make-ready time | 4,15 | 9,4 | 20,75 | |
| Debugging expenditures per incident | 1,5 | 1,5 | 1,5 | |
| Remote handling rate in % | 48 | 48 | 48 | |

Upgrades

An upgrade is a new installation

4 Training

4.1 General

The service market introduction training is the intellectual property of Unify MS CCS PPM SOL and the further use (also internally) requires the agreement of Unify MS CCS PPM SOL.

4.2 Client information on the training offer

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

5 Documentation

5.1 Service documentation

| Title | Language | Medium | Order number |
|--|----------------------|----------|------------------------------|
| OpenScape Cordless IP V2 Administrator Documentation | English | PDF | P31003-C1020-M100-01-7620 EN |
| OpenScape Cordless IP V2, Data Sheet | de/en/fr | PDF | A31002-C1020-D100-1-7629 |
| OpenScape Cordless IP V2, Service Documentation | English | HTML/PDF | P31003C1020S101RQ7620 |
| OpenScape Cordless IP V2 Base station BSIP2 Security Leaflet | de/en/es/fr/it/nl/pt | PDF | A31003-C1020-G101-01-LL31 |
| Security Checklist Planning Guide | English | PDF | A31003-C1020-P101-01-76A9 |

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

6 Spare parts / logistics

6.1 Initial spare parts - crash parts

Crash part = part the failure of which has serious repercussions, including system shutdown!

| Name | Part number | MTBF | Repair code (y / n / r)* |
|------|-------------|------|----------------------------|
| | | | |
| | | | |

* y = repairable / n = not repairable > discard! / r = not repairable but return!

6.2 Spare parts

| Name | Part number | Repair code (y / n / r)* |
|---|-------------------|----------------------------|
| OpenScape Cordless IP V2 – Base Station BSIP2 | S30852-H2717-R102 | r |
| One - Port Power over Ethernet Injector | S30122-X8009-X20 | n |
| One - Port PoE Injector - Power Cord UK | C39195-Z7001-C32 | n |
| One - Port PoE Injector - Power Cord EU | C39195-Z7001-C11 | n |
| One - Port PoE Injector - Power Cord CH | C39195-Z7001-C38 | n |
| Outdoor Housing | S30122-X7469-X2 | n |

* y = repairable / n = not repairable > discard! / r = not repairable but return!

6.3 Spare parts supply

For more information about Service Logistics and ordering login to the [Partner Portal](#).

6.4 Ordering procedure

All users (internal / Partner) may access the Order Entry tool using the [Partner Portal \(SEBA\)](#). After login to SEBA the Order Entry Logon will be reached via "Ordering / Spare Parts Logistics"

7 Data protection and information security

It is mandatory to adapt the systems default settings. The Security Checklist gives recommendations how to harden the product according to best-practice security measures. It presents a checklist to ensure all necessary installation and configuration steps can be taken and adapted to the individual customer's environment and security policy.

A print-out of the Security Checklist can be used to document the deviations of the security settings on customer wish.

The latest Security Checklist should be used with every update of a product to a newer major or minor version. The document can be found via Partner Portal in e-docu, see [5.1 Service Documentation](#)

Country-specific regulations must be observed.

8 Abbreviations

| | |
|---------|---|
| APT | Academy for Professional Training |
| BES | Back End Support |
| CSC | Common Service Catalog |
| ELM | Enterprise Line Manager |
| EMEA | Europa / Naher Osten / Afrika |
| ENScore | Enterprise Networks Service Configuration and Pricing System |
| FE | Front End |
| FSE | Field Service Engineer |
| GBK | Division code (Geschäfts - Bereichs - Kennzeichen) |
| G-DMS | Global Document Management System |
| GO | Global Operations |
| GVS | Global Vendor Support |
| HiSPA | HiPath Serviceability Platform for Applications |
| ICTS | International Case Tracking System |
| IMT | Incident Management |
| JRE | Java Runtime Environment |
| MAC | Move, Add, Changes |
| MTBF | Mean Time Between Failure |
| PMT | Problem Management |
| RAS | Remote Access Server |
| RDP | Remote Desktop Protocol |
| RSE | Remote Service Engineer |
| RSP | Remote Service Platform |
| RuAD | Repair and Replacement Service (Reparatur und Austausch Dienst) |
| SCM | Supply Change Management |
| SE | Service Elements |
| SEBA | Partner Portal |
| SESAP | Secured Enterprise Service and Administration Platform |
| SIRA | Secured Infrastructure for Remote Access |
| SLM | Service Line Manager |
| SPoA | Single Point of Access |
| SSDP | Smart Services Delivery Platform |
| STM | Service Time Management |
| SVU | Synchronous Virtual University |
| SWS | Software Supply |
| VPN | Virtual Private Network |
| WTS | Windows Terminal Server |
| ZOC | SSH/telnet client and terminal emulator |
| | |