PART I

Getting Started
CHAPTER 1

An Overview of Oracle Collaboration Suite 10g
Oracle Collaboration Suite 10g represents a huge paradigm shift not only in the software industry today, but also in the business world. Until recently, if a company wanted its employees to communicate, cooperate, and collaborate on documents, projects, and ideas, and do so on a real-time basis, they had only one choice: incur the travel expense to get all members of the team to a single location to work together on the required deliverables. Add to the mix the propensity of today’s companies to work more closely with business partners—consultants, suppliers, architects, lawyers—on projects as they are defined (“projects” in this context can mean everything from a new product to a commercial high-rise building to a software application to a multibillion-dollar corporate merger), and the requirements to get all their schedules coordinated, location and length of meetings defined, travel expense and loss of productivity covered, and you exponentially increased the cost and complexity of getting projects off the ground. There were many great ideas that were never undertaken because the timing, complexity, and cost of collaboration between necessary parties made the project logistically prohibitive.

Many software companies saw an opportunity to create products to address this functional need for collaboration. However, just as in any evolving market in its early stages, many software vendors were only successful at targeting specific business functions such as conferencing over the web, communicating via chat, or sharing thoughts and documents via email. This left businesses with the daunting task of choosing, implementing, and then managing multiple point solutions from multiple vendors in an attempt to meet a portion of the growing requirements of collaboration from the business users. And unfortunately, this approach only attempted to address the functional side. It didn’t take into account the administrative and technical complexities introduced by trying to protect and synchronize unstructured data in a disconnected group of applications, and make these environments available, scalable, and manageable. Oracle Corporation delivered Oracle Collaboration Suite to the market in the hopes of addressing all requirements—technical as well as functional—in an integrated set of applications, with a standard look and feel, all developed and deployed on the Oracle Database and Oracle Application Server platforms.

It is the framework which changes with each new technology and not just the picture within the frame.

—Marshall McLuhan
Oracle entered the market in 2002 with Release 1 of Oracle Collaboration Suite (Version 9.0.3), not only to address the functional concerns but also to provide a secure, integrated architecture and set of applications that worked together and provided a common access point and look and feel. Although not perfect, Release 1 of the Collaboration Suite defined the next level of product functionality and manageability. Release 2 (Version 9.0.4), which was announced production-ready in 2003, addressed many of the initial shortcomings experienced with any first release product, and convinced many companies to move along the technology adoption lifecycle curve. After almost two years in the market, Release 2 was able to get Oracle to the point where it had enough input and momentum to be able to deliver Oracle Collaboration Suite 10g, a completely redesigned, feature-rich set of applications deployed on Oracle’s latest and greatest 10g technology stack. Oracle Collaboration Suite 10g not only surpasses any competitors in the integrated collaborative solution space, but application by application it can stand toe to toe with point solutions for best-of-breed functionality, ease of management, and scalability.

In this first chapter, I will provide an overview of the two main areas of Oracle Collaboration Suite 10g that are critical for anyone evaluating, implementing, or managing the product: technology components and functional components. This chapter should provide someone who is not intimately familiar with Oracle products a basic understanding of how the Oracle Database and Oracle Application Server platforms are used to deliver the integrated applications. It offers a solid overview of all the technical components and where they reside, and describes what end-user applications are available in Oracle Collaboration Suite 10g and how to navigate through the Collaboration Suite functional map to access their various features and functions. Figure 1-1 illustrates the high-level architecture of Oracle Collaboration Suite 10g, including the technical as well as the application layers.

### Core Technology Components

The core technology products of Oracle Database 10g and Application Server 10g form the foundational base for the Oracle Collaboration Suite 10g architecture. This core infrastructure architecture is what provides the combination of scalability, availability, and manageability for the product,
as well as the security for end-user authentication and application data. These core technology components are also what provide Oracle Collaboration Suite 10g developers with the perfect platform to create functional web-based user interfaces, integration services for desktop applications, and administrative functions.

FIGURE 1-1. Oracle Collaboration Suite high-level architecture

as well as the security for end-user authentication and application data. These core technology components are also what provide Oracle Collaboration Suite 10g developers with the perfect platform to create functional web-based user interfaces, integration services for desktop applications, and administrative functions.
Chapter 1: An Overview of Oracle Collaboration Suite 10g

Oracle Database 10g
Oracle Database 10g provides the repository for Oracle Internet Directory and Oracle Application Server Metadata Repository, as well as for the schemas of the various component applications that make up the Oracle Collaboration Suite 10g Database.

The Enterprise Edition of Oracle Database 10g gives Oracle Collaboration Suite 10g a scalable data platform that will handle large amounts of unstructured data, ranging from emails to discussions to documents and other content. The Oracle Collaboration Suite 10g architecture also takes advantage of various database options such as partitioning and Real Application Clusters to increase the scalability and availability of the database platform within the architecture.

Oracle Internet Directory
Oracle Internet Directory (OID) is a general-purpose Lightweight Directory Access Protocol (LDAP) service, which provides a standard centralized structure for storing all user profile and application management information for Oracle Collaboration Suite 10g. It contains all user authentication information, profile information, and application access and responsibility detail. Because it is stored in Oracle Database 10g, it provides enterprise-scale support of user creation, as well as fast retrieval and centralized management of information about all users and all processes of Oracle Collaboration Suite 10g, regardless of location.

Oracle Collaboration Suite 10g Metadata Repository and Database
Oracle Application Server Metadata Repository is a standard and required component of any Oracle Application Server 10g installation. Oracle Application Server Metadata Repository is a set of schemas preseeded into an Oracle Database 10g instance that support the various components of the Oracle Application Server 10g. These stored schemas are used by Oracle Application Server 10g for organizing metadata in the Oracle Database about the Oracle Application Server 10g installation, configuration, and base function such as Single Sign-On and Portal, as well as details regarding any applications that are deployed on that Application Server platform’s Middle Tier. Each component application of Oracle Collaboration Suite 10g has an associated
schema or set of schemas stored in the Oracle Collaboration Suite 10g Database. These schemas contain structures created for managing the data for the individual component applications of Oracle Collaboration Suite 10g. Email, Content Services, Real-Time Collaboration, Discussions, and other features all have schemas that contain data, index, and logic structures to support their functionality. (Oracle Calendar still resides in its own proprietary database structure.) In most deployment scenarios, both the Application Server 10g Metadata Repository and Oracle Collaboration Suite 10g schemas are created in a single database instance, unless the size of the implementation warrants separation for management and performance reasons.

**Oracle Application Server 10g**

Oracle Application Server 10g provides the components of the architecture for Identity Management, Application Integration, and Application Deployment. The Identity Management components—Oracle Application Server Single Sign-On, Oracle Delegated Administration Services, and Oracle Directory Integration and Provisioning—provide Oracle Collaboration Suite 10g with the ability to manage users, their access, and their privileges in a central location, all stored in the Oracle Database 10g repository as described previously. The Single Sign-On component of Oracle Application Server 10g is utilized throughout Oracle Collaboration Suite 10g to provide secured access to all component applications, features, and accounts within Oracle Collaboration Suite 10g, at the properly defined level, while only requiring the end user to enter a username and password one time. Oracle Delegated Administration Services provides Oracle Collaboration Suite 10g Administrators with the ability to delegate responsibility for managing responsibilities to other administrators or end users. Oracle Directory Integration and Provisioning keeps all the information stored in the Oracle Internet Directory synchronized with other connected directories such as Microsoft Active Directory and the Oracle Collaboration Suite 10g’s individual applications security schemes. All applications within Oracle Collaboration Suite 10g (with the exception of Oracle Calendar) are deployed through the Oracle Containers for Java (OC4J) engine of the Oracle Application Server 10g and can either be accessed via the web through individual URLs or through a Portal that provides a single consistent interface for all functions an end user is allowed to access. Access to Oracle Collaboration Suite 10g functionality such as Content Services, Email, Calendar, and Messaging from client interfaces is also provided for in the infrastructure via standard open protocols such as WEBDAV (Content Services), POP3, IMAP4, and SMTP (Email).
Functional Components

Oracle Collaboration Suite 10g consists of several closely integrated applications, each providing a set of business functions that together give the end user a complete toolkit for collaborating with peers, management, and partners. For example, Email and Discussions allow communication between one or more members of a team. Calendar provides a shared real-time view of schedules and availability, Content Services allows the management of all types of content—structured as well as unstructured—and easy search through that content for finding necessary information quickly. Real-Time Collaboration provides a web-based meeting tool for multiple users to collaborate on documents, presentations, designs, etc., everyone viewing and changing the same information at the same time.

Oracle Collaboration Suite 10g applications have been developed to support end users’ having multiple access methods to both functionality and data. All Oracle Collaboration Suite 10g applications can be accessed via a web browser through the Oracle Collaboration Suite 10g Portal, shown in Figure 1-2. Also, the Oracle Collaboration Suite 10g Welcome page allows access to the individual application pages (Mail, Calendar, Real-Time Collaboration, etc.).

FIGURE 1-2. Oracle Collaboration Suite 10g Portal
Collaboration, etc.) as well as to the administrative applications such as Oracle Collaboration Suite Control (Enterprise Manager) and Downloads for Connectors, Oracle Drive, etc. Figure 1-3 shows the Welcome page for Oracle Collaboration Suite 10g.

Many applications—whenever it is useful—can be accessed through standard Windows desktop features or desktop application interfaces. For example, Oracle Collaboration Suite 10g Mail can be accessed via any desktop email client, using standard open messaging protocols such as IMAP4, SMTP, and POP3. Oracle Collaboration Suite 10g Calendar can be accessed via the Windows Outlook client, for example (see Figure 1-4), as well as through a desktop calendar client provided as a download from Oracle Collaboration Suite 10g. Oracle Collaboration Suite Content Services can be accessed through Windows Explorer via standard open communication protocols such as WEBDAV and SAMBA, as well as through Oracle Drive (another desktop tool downloadable from Oracle Collaboration Suite 10g).
FIGURE 1-4. **Standard Windows Desktop Applications Access Oracle Collaboration Suite 10g**

that uses cookieless WEBDAV to communicate back to the Oracle Collaboration Suite 10g Content Services application.

The applications provided in Oracle Collaboration Suite 10g are:

- Oracle Collaboration Suite 10g Mail
- Oracle Collaboration Suite 10g Calendar
- Oracle Collaboration Suite 10g Discussions
- Oracle Collaboration Suite 10g Voicemail and Fax
- Oracle Collaboration Suite 10g Workspaces
- Oracle Collaboration Suite 10g Content Services
- Oracle Collaboration Suite 10g Real-Time Collaboration
- Oracle Collaboration Suite 10g Mobile Collaboration
- Oracle Collaboration Suite 10g Federated Search
Mail

Oracle Collaboration Suite 10g Mail is an enterprise-class unified messaging system capable of sending and receiving massive quantities of email messages, voicemails, and faxes, accessible to the end user through the provided web interface, through Microsoft Outlook, and through any open standard email client compatible with IMAP4 or POP3 protocols. All emails, attachments, voicemails, and faxes are stored in tables housed within the Oracle Database 10g Database Email and Voicemail schemas. This provides for ease of management and higher scalability to support more users, and more messages per user, than standard email systems. Contacts, distribution lists, and other directory services are provided in Oracle Mail via Oracle Internet Directory.

Users have many choices when it comes to mail interfaces to use with Oracle Collaboration Suite 10g Mail. They can use the web-based Email application that comes with Oracle Collaboration Suite 10g and is accessible from the Collaboration Suite Portal. They can also access mail through the Oracle Collaboration Suite Mail page available from the list of the specific Oracle Collaboration Suite applications on the Oracle Collaboration Suite 10g Welcome page. This is a thin, simple Mail interface for sending and receiving unified messages to/from the Oracle Collaboration Suite 10g Mail application. End users may also use any of the IMAP4 or POP3 standards–based email clients available through various vendors and open-source providers in the market. As long as the email application supports one of the preceding protocols for receiving email and standard SMTP for sending email, it can be used with Oracle Collaboration Suite 10g Mail. Finally, anyone wanting to use Microsoft Outlook as their Mail (and Calendar) client with Oracle Collaboration Suite 10g can do so by downloading and installing the Outlook Connector for Oracle Collaboration Suite 10g.

Through the Oracle Collaboration Suite Email application accessed from the Portal a user gets a feature-rich “thick” client feel but through a web-based interface. The web client is very “Outlook-like” in its look and feel, giving end users access to Mail folders and Contacts from the two main functional sections of the page. In the Mail section the Inbox, Sent Items, Drafts, and Deleted Items are available as part of the Oracle Mail folder tree, and the Shared Folders area provides access to any user-defined shared folders, as well as to Categories and Forums for that user in the Oracle Collaboration Suite 10g Discussions application. Figure 1-5 shows the
Chapter 1: An Overview of Oracle Collaboration Suite 10g

Oracle Application Server 10g Mail web client. When a subitem of Oracle Mail is highlighted, say Inbox, the list of messages held in that subitem is displayed in the top portion of the main window to the right of the folder tree. The bottom portion displays a preview window for the highlighted item in the preceding list. In the Contacts section My Address Book entries as well as Corporate Directory information are available. This section provides a search engine to find contacts through a keyword search. A Calendar bar is also displayed at the bottom of the client page so that Calendar can easily be accessed from the Email web client.

The Oracle Collaboration Suite Mail web interface, shown in Figure 1-6, is accessed through the link directly from the Welcome page for Oracle Collaboration Suite 10g. This client is designed to be more like a webmail interface, focusing on lightweight functionality targeted at composing, sending, and receiving mail messages. It is basically the old Mail interface from Oracle Collaboration Suite 9.0.4.

FIGURE 1-5. Oracle Collaboration Suite 10g Mail client

Oracle Application Server 10g Mail web client. When a subitem of Oracle Mail is highlighted, say Inbox, the list of messages held in that subitem is displayed in the top portion of the main window to the right of the folder tree. The bottom portion displays a preview window for the highlighted item in the preceding list. In the Contacts section My Address Book entries as well as Corporate Directory information are available. This section provides a search engine to find contacts through a keyword search. A Calendar bar is also displayed at the bottom of the client page so that Calendar can easily be accessed from the Email web client.

The Oracle Collaboration Suite Mail web interface, shown in Figure 1-6, is accessed through the link directly from the Welcome page for Oracle Collaboration Suite 10g. This client is designed to be more like a webmail interface, focusing on lightweight functionality targeted at composing, sending, and receiving mail messages. It is basically the old Mail interface from Oracle Collaboration Suite 9.0.4.
The open-standards email clients allow end users to use their favorite email client against Oracle Collaboration Suite 10g Mail. As long as they have a valid username and the appropriate server names for the Oracle Collaboration Suite 10g Mail IMAP4, POP3, and SMTP servers, users can connect their email client to Oracle Collaboration Suite 10g Mail as if it were any open-standards email server running those protocols.

The Outlook Connector allows the end user to use Outlook with all of its full-featured functionality against Oracle Collaboration Suite 10g. This connector allows the use of Outlook to be tightly integrated with Oracle Collaboration Suite 10g Mail and Calendar functionality and vice versa. Users can use shared folders, access other allowed Inboxes, manage contact lists, schedule real-time availability of other users and resources, and more through the Outlook interface into Oracle Collaboration Suite 10g. The Outlook Connector is available through the Oracle Desktop Access page in the Downloads section on the Oracle Collaboration Suite 10g Welcome page.
Chapter 1: An Overview of Oracle Collaboration Suite 10g

There is not very much a user can do today with Outlook connected to one of its more native messaging servers—guess which one I’m talking about . . . hmmm—that they cannot do connected to Oracle Collaboration Suite 10g using the Outlook Connector.

From an administrator’s perspective, the Oracle Collaboration Suite 10g Mail client (this web interface) provides administrative capabilities to maintain Domain, User, List, Alias, News, and Policy settings right through the Administration tab. The details of Email Administration will be covered in Chapter 12.

Voicemail and Fax

Oracle Collaboration Suite 10g Voicemail and Fax provide the end user the ability to receive voicemails and faxes directly into his or her messaging Inbox. The voicemails and faxes are stored in the Oracle Collaboration Suite 10g Datastore along with other email messages, all in standard MIME format, so they are manageable as well as secure, and accessible through the webmail interface or any desktop email client using the standard email protocols IMAP4 or POP3. Faxes are received into a user’s Inbox as an attachment to a mail message in standard MIME compliant .tif format. Voicemails are received in the same manner, except they are attachments in the standard .wav format. This allows users to review voicemails and fax attachments using any standard tool available that can “play” .wav files or view .tif files, respectively. Also, because these attachments come right into the user’s Inbox, a user can synchronize their laptop email applications with the server, download voicemails and faxes along with other standard email messages, and review them offline from a network connection, say on an airplane or in their home office later that night. Voicemails can also be accessed through the traditional method of listening to them on a telephone.

It is important to note that in order to support the voicemail and/or fax options of Oracle Collaboration Suite 10g, additional hardware is required. Any company wishing to implement Collaboration Suite 10g Voicemail must install a voicemail and fax server, which gives Oracle Collaboration Suite 10g the ability to “connect” to the company’s telecommunications equipment—specifically its PBX switch—in order for the voicemails to be transmitted to the Oracle Collaboration Suite 10g Voicemail function. A voicemail and fax server is another server in the environment that runs the
voicemail and fax server software from the Oracle Collaboration Suite 10g. This software is integrated with Intel's NetMerge CCS 3.0 CT server, which provides a separation layer between Oracle Voicemail and Fax software and proprietary telecom architectures, eliminating the need for custom application code for each PBX switch Oracle wishes to integrate with the Oracle Collaboration Suite 10g voicemail and fax functions. More detailed information regarding architecture choices, hardware options, and compatibility with telecom equipment can be found in Chapter 12 of the Oracle Collaboration Suite Deployment Guide 10g Release 1 (10.1.2).

Calendar
Oracle Collaboration Suite 10g Calendar is a feature-rich people and resource (conference rooms, equipment, etc.) scheduling solution. It maintains all user and resource schedule information in a central repository, so it can be checked by other users for accurate availability. It is a real-time solution, which means that schedule updates happen as they are made, with no delays for processing as in other message-based calendar solutions. As with Email, Calendar can be accessed with the Oracle Collaboration Suite 10g web client, through Microsoft Outlook via the Oracle Collaboration Suite 10g Outlook Connector, or through an included desktop client.

Unlike many web clients that provide limited functionality from their applications as compared to the desktop clients themselves, Oracle Collaboration Suite 10g provides the full functionality available from the Oracle Collaboration Suite 10g Calendar application through its web interface: the ability to add, update, and delete calendar entries, view other users’ schedules (as they allow of course), change views of the calendar from day to week to month, and switch from Planner Mode to List Mode. Figure 1-7 shows the Calendar web interface.

Oracle Collaboration Suite 10g Calendar users can access their calendar data in two modes: Planner Mode and List Mode. Planner Mode provides an interface that looks much like that of a typical “day planner,” with Daily, Weekly, and Monthly views. The Daily view of Planner Mode presents a screen with meetings on the left side and a daily notes and events as well as task lists on the right. The Weekly view of Planner Mode shows the days of a week (default Monday through Friday) in columnar form, with appointment times listed down the left-hand side (start day for the week and whether Saturdays and/or Sundays are displayed are preference options). The Monthly
An Overview of Oracle Collaboration Suite 10g

view of Planner Mode shows all days of the month in a view that resembles most wall or desktop blotter calendars (a grid of squares, one for each day of the month). List Mode looks and feels more like a task list program, with meetings listed out on the top portion of the web page and tasks listed on the bottom portion of the web page. Figure 1-8 shows the List Mode view of the Oracle Collaboration Suite 10g Calendar interface. The Daily view of List Mode shows lists of meetings and tasks for the day, the Weekly view of List Mode shows the days of the week across the top, with lists of schedule items going down under the days, and the Monthly view shows the grid again.

In addition to the Mode links and Daily, Weekly, and Monthly View change buttons, the toolbar on the web interface provides buttons for creating meetings, adding tasks to task lists, and creating day events and
daily notes. It also opens the group functions of Scheduler—in order to schedule a calendar entry for multiple users—and Agenda Viewer, which gives the user the ability to do an OID lookup of a user and see his or her calendar entries. There is also an icon for switching to Accessibility Mode, as well as two Administrative icons for managing user groups and access rights. Figure 1-9 shows the toolbar from the Oracle Collaboration Suite 10g Calendar web interface.

**FIGURE 1-9.** Oracle Collaboration Suite 10g Calendar toolbar
Discussions

Oracle Collaboration Suite 10g Discussions is a tool that provides Oracle Collaboration Suite 10g users with all of the standard functionality of message boards and discussion forums. Discussion information is organized by Category, and then either by Category within a Category, or by Forum within a Category. Users can post questions to a Forum, and other users can comment, answer, etc., on the same thread of conversation. Search capabilities are also available so that users can search by keywords across all forums or select groups. Figure 1-10 shows the Oracle Collaboration Suite Discussion web interface.

From the Edit Configuration tab administrators can determine whether attachments are allowed in the Forum messages, what the default prefix for
the message subject in replies should be, and whether or not the original message should be quoted in replies. They can also determine whether Forum Writers can edit and/or hide their messages in Forums, what the WebUI look and feel is for message threads and message editors, and the definition of the Public Policies on access to Forums (Forum Members only, Public Read-Only, or Public Read-Write). From the Edit Email Administration tab administrators can determine whether emails sent to the forum email address will be accepted into the Forum from Forum Writers, anyone, or not at all, and can determine the look and layout of subscription emails. Figure 1-11 shows the Administration page for Oracle Collaboration Suite 10g Discussions.

FIGURE 1-11. Oracle Collaboration Suite 10g Discussions Administration
Content Services

Oracle Collaboration Suite 10g Content Services is an application combining the file handling capabilities of file servers with the feature-rich functions and user interface of Content Management and Document Management solutions. All content is stored in Content Services schemas within the Oracle Collaboration Suite 10g Datastore. This allows the Content Services application to take advantage of the capabilities of the Oracle Database 10g database engine, so end users can store, index, and make available—through various standard protocols and interfaces—files, content, etc., that are stored in Oracle Collaboration Suite 10g Content Services. End users can use the web interface for Workspaces to access content specific to projects, or can use the SAMBA or WEBDAV protocol to map access points into their Oracle Collaboration Suite 10g Content Services repository from Windows Explorer, Internet Explorer, or any third-party application accessing file services through these open standards.

Content Services uses a delegated access method for security around files, folders, and workspaces. A user can be assigned as an Administrator for a specific workspace, and that user can then delegate the security for other users accessing that workspace. All folders and files under that workspace can be delegated by the Administrator for view-only or read/write access.

Content Services has a broad scope for application of its functionality. For example, for companies/entities such as law firms where large amounts of documents need to be stored, secured, managed, and many times, searched, Content Services can provide all the necessary functionality of a document management system along with the security and scalability of storing the content in an Oracle database. Doctors, hospitals, and other entities chartered with managed medical records can use Content Services to meet their functional needs. Figure 1-12 shows the Content Services web interface.

Real-Time Collaboration

Oracle Collaboration Suite 10g Real-Time Collaboration consists of two main components: Web Conferencing and Instant Messaging. Web Conferencing provides users with a browser-based interface for holding online conferences. Users can schedule conferences, invite attendees, upload meeting materials for preconference access, and review archived web conferences from the web conferencing interface. Participants can be
Oracle Collaboration Suite 10g users, or outside entities (as long as the application is made available to users outside the firewall). Figure 1-13 shows the Web Conferencing web interface for scheduling, starting, and joining a conference. The Instant Messaging client can be downloaded from the Oracle Collaboration Suite 10g Welcome Page or Portal (or the Real-Time Collaboration web page), and allows a user to open a fully functional chat session with any Oracle Collaboration Suite 10g user. Figure 1-14 shows the Oracle Messenger Console and Chat Interface.

The Web Conferencing console, shown in Figure 1-15, provides several tools for collaborating among a group of users on a web conference. A user in Presenter can show other attendees a document that has been previously uploaded to the Oracle Collaboration Suite 10g Web Conferencing application. A user can draw diagrams, illustrations, etc., using the Whiteboard functions. Web Conferencing also provides desktop sharing, with the ability for hosts to share their entire desktop, an area or portion of their desktop, or a single application running on their PC by choosing a
share type from the pull-down Share menu once the Desktop Sharing Mode icon is selected. There is also the ability to co-browse a web site, where the Host or Presenter enters a web site and everyone on the web conference can view it. Users can decide how to view the Shared desktop window using the next two icons. Users can either view just the active portion of the Presenter’s screen with the arrow icon or enable a scroll bar to control what portion of the Presenter’s screen they view at any time with the Scroll Bar icon. A user can request Shared Control from a Presenter by clicking the mouse icon to the left of the conference’s Attendee pull-down list. In the Attendee pull-down list, the Host can grant another attendee Presenter rights so they can share their desktop and make a presentation to the conference attendees. The Host can also request Shared Control of another user’s desktop or grant Shared Control of his own desktop. This means he or she can manipulate
the mouse and keyboard of a remote attendee’s PC in the web conference just as if sitting in front of the keyboard of that attendee’s PC, or give another conference attendee the ability to manipulate his or her desktop. Finally, from within the Attendee pull-down list a Host can grant the Speaker role to a user so that user can use his or her microphone to speak to other attendees through voice streaming (bandwidth consumption considerations need to be taken into account here prior to allowing this functionality on a corporate network). The Chat icon allows a user to open the chat window and either

FIGURE 1-14. Oracle Collaboration Suite 10g Instant Messenger client

FIGURE 1-15. Oracle Collaboration Suite 10g Web Conferencing Console
Chapter 1: An Overview of Oracle Collaboration Suite 10g

hold a public chat—all attendees—or request a private chat with one attendee, or a group chat with multiple attendees. The Enable Voice Streaming icon allows a Host to use his or her PC microphone to speak to attendees, or dial into a conference call and stream the telephone audio over the web conference to other attendees. The Snapshot icon allows an attendee to take a snapshot of the screen of the web conference and save it to a file in .bmp format. The Recording icon allows a Host to record the presentation for playback later.

Workspaces

Oracle Collaboration Suite 10g Workspaces is a tool that provides a user interface that summarizes as well as organizes documents, content, schedules, resources, and people working together on common projects. All informational aspects of the entity—design, idea, project—that people are working on in a Workspace can be provided and managed within the Workspace. It is a concept rather than a function, where all information related to a common theme can be provided, accessed, and managed by the team of people working together on that theme.

A good analogy for an Oracle Collaboration Suite 10g Workspace is the carpenter’s workshop. In his workshop the carpenter has everything he needs to create and review designs, build prototypes, work with others on refinements in the design or product, and ultimately deliver the production article. An Oracle Collaboration Suite 10g Workspace is a virtual carpenter’s workshop for business people, where they can incubate ideas with coworkers and business partners, and have available to them the entire Oracle Collaboration Suite 10g set of functionality to do so. Figure 1-16 shows the Oracle Collaboration Suite 10g Workspaces web interface.

Mobile Collaboration

Oracle Collaboration Suite 10g Mobile Collaboration provides an out-of-the-box solution for the mobile user. With a full install of Oracle Collaboration Suite 10g the wireless functions are installed. Through the Mobile Preferences in the Oracle Collaboration Suite 10g Portal, or through the Oracle Mobile Preferences link on the Oracle Collaboration Suite 10g Welcome page, users can define certain preferences for how their mobile
access to Oracle Collaboration Suite 10g will work. First, users must define their mobile sign-on information (Mobile Access Account ID—usually your mobile phone number—and Mobile Access PIN, which is different but related to your Oracle Collaboration Suite 10g SSO ID through the Oracle Internet Directory). A user can define notifications when Voicemails, Fax messages, or Urgent messages are received in Oracle Collaboration Suite 10g, or when emails are received from particular email addresses. Finally a user can define what the default view of the mobile Inbox is (today’s messages, messages from the last 3 or 7 days, only faxes, etc.). In the Advanced options section of the mobile preferences, shown in Figure 1-17, a user can define Contact Rules according to where he or she is at any given point in time. For example, a user can define an “At My Desk” Contact Rule that says use corporate email, or an “On the Go” Contact Rule that says use
the mobile phone. A user can also define different Communication Devices and how to contact them, depending upon the device type. Faxes, Pagers, PDAs, Email, and Mobile Phone are some of the Device Type choices.

If a user has a mobile device that is web-enabled, that user can access the Oracle Collaboration Suite 10g Mobile Portal by going to the Mobile Preferences page and entering his or her Mobile Access Account ID and Mobile Access PIN. From there, the user will be put into the Mobile Portal, where all Oracle Collaboration Suite 10g applications are accessible in their mobile form. A user can access Mail, Calendar, Address Book, Oracle Internet Directory (OID), Short Messaging, Files, and Fax via the URL OCSMid-Tier:port/ptg/rm.

FIGURE 1-17. Oracle Collaboration Suite 10g Mobile Preferences
Advanced Options
Summary

I hope this chapter has provided you with an understanding of just how powerful and far-reaching the functionality is within Oracle Collaboration Suite 10g. Now that I have presented the overview, let’s dive into some detail about creating a Collaboration Suite environment.