

IBM Lotus Workplace Messaging, Version 2.0

Highlights

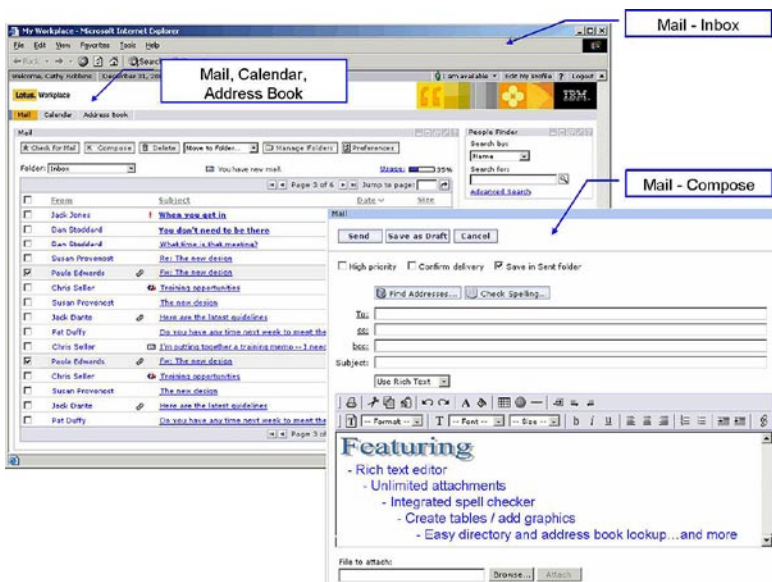
- **Helps increase productivity, saving time and money, by supporting a range of users from a basic browser to a richer client experience**
- **Enables messaging to be included with portal-based solutions by leveraging key elements of IBM WebSphere Portal software**
- **Uses new, innovative IBM Workplace Client Technology to help deliver low total cost of ownership through competitive acquisition and support costs, high scalability and server-managed client delivery**
- **Supports your short- and long-term e-business objectives by providing all the IBM software you need to create an on demand operating environment**
- **Easily integrates with supported messaging and directory infrastructures using LDAP and SMTP standards**

Help boost productivity with more efficient communication

Many employees in industries like manufacturing, retail, distribution or banking have little or no access to their company's electronic business communication. These *deskless* employees often include retail clerks, factory floor workers or bank tellers—people that don't use or need a dedicated personal computer to perform their core job functions. However, for employees without computer and e-mail access, receiving and quickly responding to critical business messages is a challenge.

If your company is one of the countless organizations that must print and hand-deliver weekly work schedules, new process overviews or benefits information, you know that providing hard copies of essential business information can be a costly and time-consuming task. One that can ultimately decrease the productivity of your deskless employees.

To increase efficiency and productivity throughout your organization, you need a cost-effective and user-friendly way to communicate electronically with all your employees without a lengthy and expensive training program. Your IT administrators need a solution that's reliable, security-rich and easy to deploy and manage—a solution that can coexist alongside current messaging infrastructure gives them the ability to leverage IT investments.



Simple, easy-to-use Web browser-based e-mail provides all the essential features to help end users become more productive.

Extend electronic messaging to everyone in your organization

IBM Lotus® Workplace Messaging™ software is an easy-to-use, cost-effective messaging solution designed to help communicate information to employees with different needs. It's ideal for those without dedicated access to e-mail or computers, and for those employees that require more advanced productivity features than provided by basic browsers.

Enabled by new, innovative IBM Workplace Client Technology, Lotus Workplace Messaging offers client experiences ranging from browser-based to a full rich client so everyone in your organization can stay connected and communicate more effectively. Based on industry standards like Lightweight Directory Access Protocol (LDAP) and Simple Mail Transfer Protocol (SMTP), Lotus Workplace Messaging is easy to integrate with your existing supported messaging infrastructure. Or it can be used as a stand-alone messaging solution. A simple, browser-based graphical user interface (GUI) helps make Lotus Workplace Messaging simple to learn and use, and helping ensure a short learning curve for all your employees. The open-standards architecture—along with built-in, user-friendly functions—can help lower your total cost of ownership by giving you choices in hardware and software platforms.

A messaging solution for the on demand era

To capitalize on the opportunities offered by e-business on demand™, your company must be more integrated, flexible and responsive to remain competitive. Customers today expect round-the-clock access to company information, products and services. This means your employees must be able to quickly respond to rapidly changing business and customer needs. But if essential personnel can't communicate effectively at every level of your organization, employee productivity, morale and retention can be compromised. Equally important, valued customers that are unhappy with the response they get can quickly move to your competition.

Lotus Workplace Messaging software can help you drive more efficient and effective communication with all your employees, including deskless workers. Flexible deployment options and a simple GUI allow Lotus Workplace Messaging to deliver convenient access to e-mail and calendar functions through shared workstations, kiosks and portals. For example, Lotus Workplace Messaging can allow you to instantly distribute the latest design specifications to the assembly line to help keep production moving at optimal speed. Electronically distribute human resources information to enable employees to respond

faster to time-sensitive business-related activities. And with the rich client option, productivity features such as offline (disconnected) support provides access to your mail and the latest company information even when you are unable to connect to your company's network. By using Lotus Workplace Messaging for electronic communication of critical information, you can significantly decrease long-term operating costs by reducing or eliminating intercompany snail mail and other paper-based communication.

Rely on proven technology for scalable and flexible messaging

Lotus Workplace Messaging is built on reliable, industry-proven technology—like IBM WebSphere® Application Server, elements of IBM WebSphere Portal, IBM DB2 Universal Database™ and the Java™ 2 Platform, Enterprise Edition (J2EE) application framework. These technologies combine to produce the Lotus Workplace collaboration platform, delivering a high-performance, Internet infrastructure that supports a dynamic workplace environment.

Lotus Workplace Messaging utilizes IBM DB2 Universal Database™ software (or a third-party option listed below) as a relational storage space for your messages. DB2 Universal Database offers dynamic backup and recovery capabilities and easy configuration options for regularly scheduled backup processes, so you can leverage information on demand throughout your organization. J2EE technology helps increase flexibility and availability of your messaging infrastructure.

Because extensions to the page composition model are written in Java code—a cross-platform language—you can support other WebSphere Application Server platforms. The HTTP request and response mechanism within J2EE technology—along with browser capabilities—allows Lotus Workplace Messaging to control which items are cached by the browser. Leveraging elements of WebSphere Portal software, Lotus Workplace Messaging can help to prevent caching of secured content while helping to improve browser performance and minimize server load.

An open and scalable solution, Lotus Workplace Messaging software is engineered to help you extend your infrastructure to accommodate changing business needs. So you can more easily integrate other standards-based collaborative capabilities into your operating environment when you're ready. Open standards also help ensure that Lotus Workplace Messaging is easy for your IT staff to implement and manage. The result? You can meet your customers' demands for faster response times and develop more cost-effective customized solutions to boost overall customer satisfaction.

Help minimize end-user training with a simple user interface

Lotus Workplace Messaging offers a simplified user experience, helping reduce the amount of end-user training you need to provide. For example, drop-down menu bars display all basic e-mail operations, so users can easily select addresses from an LDAP directory or personal address book. The primary GUI is browser-based and uses the flexible portal model based on IBM WebSphere Portal. Designed to offer customization options to meet users' specific needs, Lotus Workplace Messaging provides individual portlets that let users view and manage e-mail, calendars and personal address books in separate browser frames.

You can choose to deploy any mix of portlet functions to meet specific user and business needs. For example, a user can see e-mail in one frame, a calendar in another and a company bulletin board in a third frame—all on your corporate intranet. Flexible choices are provided so everyone in your organization can quickly access Lotus Workplace Messaging from the Web on any browser-enabled computer.

Integrate with your existing directory and messaging infrastructure

Lotus Workplace Messaging helps you preserve the value of your current IT infrastructure investments and simplify solution deployment across your enterprise. By allowing you to easily integrate with any standards-based messaging infrastructure—like IBM Lotus Domino® or Microsoft® Exchange. You can use your existing Domino Directory or another supported LDAP Version 3-compliant directory—like IBM Directory Server (provided with Lotus Workplace Messaging)—to easily connect Lotus Workplace Messaging to an existing directory infrastructure.

This connection can eliminate the need to invest in a separate internal directory with redundant attributes, and helps you capitalize on existing LDAP capabilities and knowledge. The result is lower software administration costs and a shorter learning curve for your IT team. A standard LDAP directory also helps you transparently merge your existing messaging solution and Lotus Workplace Messaging to let new and existing users communicate electronically, locating e-mail addresses across multiple LDAP directories. Other key features include:

- *Automated provisioning. Enables dynamic user account setup; helps significantly cut user administration costs associated with initial and ongoing account management, minimizing the need to synchronize mail servers with a directory.*
- *SMTP and Multipurpose Internet Mail Extension (MIME) standards for Internet e-mail. Allows users to send and receive e-mail messages reliably; delivers high interoperability with other messaging systems like Lotus Domino and Microsoft Exchange.*
- *Compatibility with a host of industry standards, such as POP3, Internet Message Access Protocol (IMAP), Secure Sockets Layer (SSL) and HTTP. Facilitates easy, efficient integration with most standards-based clients or browsers, or deploys the type and level of security features required to suit your infrastructure needs.*

Help increase IT efficiency with simple deployment and administration

Lotus Workplace Messaging is designed for simple administration and management, so you can redirect valuable IT intelligence toward broader business goals. Standard LDAP and SMTP protocols enable easy deployment and integration. Browser-based access helps reduce the need to deploy software on each desktop system, saving time and resources. IBM Tivoli® Performance Viewer— included with WebSphere Application Server—helps you monitor system health and performance from a central location. And IBM WebSphere Administrative Console helps you easily manage Lotus Workplace Messaging with user-configuration templates for new user accounts. WebSphere Administrative Console lets you easily configure information like the user's disk storage quota, policies for dealing with users who exceed their quotas and other per-user system attributes. A scriptable interface is provided for all key administration functions to help further extend and automate administration capabilities. All of these features can combine to help lower your total cost of ownership for Lotus Workplace Messaging.

Help protect your investment with proven security features

Lotus Workplace Messaging is fully integrated with WebSphere Application Server security features and IBM Tivoli Access Manager to help maintain content confidentiality, user authentication and data integrity. Security features include:

- *Single sign-on for quick user logons.*
- *Session time-outs and the reentry of logons to help protect user privacy.*
- *Logoff session termination to help prevent unauthorized users from viewing others' potentially sensitive information.*
- *SSL for session encryption between client and server connections to help keep data secure.*
- *Spam-prevention features like a real-time black-hole list, reverse Internet Protocol (IP) lookup, domain verification, deny and allow lists and data-source name controls.*
- *Active content filter for applets, embedded objects and scripts.*

Enhanced functionality to deliver better value

A Lotus Workplace product, Lotus Workplace Messaging software offers a combination of new features and functions that deliver long-term value to your organization.

Rich client experience

Enabled by new, innovative IBM Workplace Client Technology, Lotus Workplace Messaging delivers on the emerging needs of customers wanting to apply a rich user experience for increased productivity. The dynamic provisioning and light to no-touch deployment model of this rich end-user experience are important examples of using technology to support an on demand strategy. For example, a rich client experience provides:

- *Low to no-touch deployments for customers wanting a rich desktop solution but with the cost efficiencies of a browser-based model.*
- *Dynamic provisioning allows capabilities to be installed, updated and uninstalled through policies administered from the server to help reduce cost of ownership.*

- *Offline support enabling employees to continue working when disconnected from the network, such as in meetings, traveling, and so on.*
- *Integrated instant messaging with the ability to save conversations.*
- *Flexible user interface (UI) controls such as drag-and-drop capability.*
- *Ability to print mail and calendaring information.*
- *Full text search on local mail store.*

Mail enhancements

Some enhancements to the mail function include nested folders, mail archiving and integration with Lotus Workplace Documents and the ability to toggle read and unread messages.

- *Nested folders*
With prior releases of Lotus Workplace Messaging, users have the ability to create personal folders. Taking this to the next level, users now have more flexibility with organizing their messages into nested folders for improved categorization.

- *Mail archiving and integration with Lotus Workplace Documents*
The family of Lotus WorkPlace products is integrated to provide an effective, collaborative environment. Lotus Workplace Messaging now provides integration with the newest Lotus Workplace product, Lotus Workplace Documents 2.0, to provide users with an efficient way to archive messages. With this feature, users can archive mail directly to Lotus Workplace Documents, making it easy to store, manage and locate important e-mails and document attachments, such as spreadsheets, presentations, drawings and more.

- *Toggle read and unread messages*
Users now have the ability to change the status of a message to read or unread for improved mail management.

Personal contacts

Names listed in a user's personal contacts list now use the presence-and-awareness capability so users can easily see instantly who is available (when Lotus Workplace Team Collaboration product is installed).

Performance and scalability

Enhancements to performance have been made throughout the Lotus Workplace Messaging product to promote improved response times and provide IT with improved scalability. For example, the number of database transactions has been significantly reduced when supporting the same messaging operation of prior releases.

Calendar enhancements

Lotus Workplace Messaging now supports calendaring and scheduling workflow. This offers users enhanced calendaring features, such as scheduling individual and group meetings or activities. Based on the industry standard (iCAL) for calendar interoperability, users can more effectively schedule and manage meetings and daily activities with new calendar workflow functions. Enabling the electronic exchange of calendar invitations and responses, Lotus Workplace Messaging helps you gain an organized and more productive workforce.

Several other calendar features are new:

- *View attendee status*
- *One-week calendar view*
- *Attendee accept or decline with comments*
- *Ability to import calendar data*
- *Integration with Web conferencing capability*
- *Print support for calendar notices and events*
- *Team calendar*

Lotus Workplace Messaging 2.0 includes several other enhancements:

- *Additional LDAP directory certifications*
- *Extended platform support*
- *Extended database support*
- *Horizontal integration with other Lotus Workplace products*
- *Additional user preferences and full keyboard accessibility*
- *More database and mail-store capacity per server*
- *Expanded mail application programming interface (API) support*
- *Expanded antispam and antivirus support*
- *Support for updated versions of WebSphere Application Server, IBM DB2[®] information management software, IBM Directory Server and WebSphere Portal software (based on limited entitlement)*

Leveraging other Lotus

Workplace products

When Lotus Workplace Messaging is deployed with other Lotus Workplace products, such as Lotus Workplace Team Collaboration 2.0, Lotus Workplace Collaborative Learning 2.0, Lotus Workplace Web Content Management 2.0 and Lotus Workplace Documents 2.0, users can have an even greater set of collaboration capabilities available to them through an integrated collaboration environment. For example, in organizations that deploy a Lotus Workplace environment that includes Lotus Workplace Team Collaboration and Lotus Workplace Messaging, users can utilize the presence and awareness capability within their messaging environment. As users are processing their e-mail messages, presence and awareness enables them to see at a glance whether the mail originator is online, so a user can instantly query an available colleague for information to respond to an urgent issue or, for example, immediately contact a coworker for details missing in an e-mail request. You can also use this feature to quickly add e-mail-originator contact information to your personal address book. In a Lotus Workplace Messaging environment that also includes Lotus Workplace Collaborative Learning, the enhanced

calendar feature provides a level of integration with Lotus Workplace Collaborative Learning to enable learning courses to be automatically added to the user's calendar during the course registration process. And, with the presence and awareness capability supported within the Lotus Workplace Collaborative Learning environment, Lotus Workplace Messaging users who may want more information about course content can contact instructors or administrators instantly. The dynamic Lotus Workplace environment lets you have simple, fast access to people, information and business processes that is easily adapted to fit specific role responsibilities or tasks. It can be customized to fit specific industry or business needs within and beyond organizational boundaries.

Accelerate time to value

Before deploying Lotus Workplace Messaging, IBM Software Services for Lotus specialists can evaluate your infrastructure with the Lotus Workplace Messaging assessment and provide recommendations to help speed deployment, mitigate security risks and reduce costs. For example, IBM specialists can verify that key direc-

tory attributes are defined, help you consider how a new messaging system will route internal and external mail, and how that routing should be effectively integrated with existing systems. To build a successful foundation for Lotus Workplace Messaging, IBM Software Services for Lotus experts can provide deployment and health-check services.

- *Workload planning*
- *Capacity planning*
- *Horizontal- and vertical-scaling options*
- *Plans for single- or multiple-cell deployment*
- *Hands-on installation of all software components*

IBM specialists can also help you integrate Lotus Workplace Messaging deployment as part of production operations to help you simplify administration, data backup and recovery environments, review and define procedures for problem resolution and escalation, help-desk troubleshooting and other key functions. And if your plan requires exposing your Lotus Workplace Messaging environment to external networks, IBM experts can help you integrate the new messaging infrastructure with your existing extranet access architecture—or

customize an access solution that is aligned to your requirements.

For more information

Built on proven open and scalable technology, Lotus Workplace Messaging software delivers a fully integrated, next-generation messaging solution that enables a responsive, high-performance workforce to respond more quickly and accurately, virtually anywhere, anytime.

To learn more about IBM Lotus Workplace and IBM Lotus Workplace Messaging, visit

ibm.com/lotus/workplace
ibm.com/lotus/workplacemessaging

IBM Business Partners that need more information about adding Lotus Workplace Messaging to an IBM solution portfolio, please visit

ibm.com/lotus/partners

IBM Lotus Workplace Messaging 2.0 at a glance

Software included with Lotus Workplace Messaging

- IBM WebSphere Portal, Version 5.02.1
 - IBM WebSphere Application Server Enterprise, Version 5.0.2.3
 - IBM DB2 Enterprise Server Edition, Version 8.1
 - IBM Directory Server, Version 5.1
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Server software requirements

Supported server operating systems

One of the following operating systems is required on the computer where Lotus Workplace products will be installed:

- Microsoft® Windows® 2003 Standard Edition
 - Microsoft Windows 2003 Enterprise Edition
 - Microsoft Windows 2000 Server with Service Pack 4
 - Microsoft Windows 2000 Advanced Server with Service Pack 4
 - Red Hat Enterprise Linux AS 32-bit Intel® (x86) 2.1
 - SuSE Linux Enterprise Server 32-bit Intel, Kernel Version SLES 8.24
 - IBM AIX®, Version 5.1 with Maintenance Level 4
 - IBM AIX, Version 5.2
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Supported IBM WebSphere Application Server versions

- IBM WebSphere® Application Server Enterprise, Version 5.0.2.3

Note: If WebSphere Application Server is installed prior to the Lotus Workplace installation, but WebSphere Portal is not installed, you have the option to use the installed WebSphere Application Server. However, installing a new copy of WebSphere Application Server (provided with the WebSphere Portal installation that is part of Lotus Workplace installation) is recommended.

Supported IBM WebSphere Portal versions

- IBM WebSphere Portal Enable for Multiplatform, Version 5.02.1

Note: You can install IBM WebSphere Portal as part of the Lotus Workplace product installation, or you can install Lotus Workplace products over an existing WebSphere Portal installation.

Supported storage databases

Lotus Workplace includes IBM DB2® software, licensed for use only by Lotus Workplace products. The database must be installed prior to the Lotus Workplace installation.

- IBM DB2 Universal Database™ Workgroup Server Edition, Version 8.1 with Fix Pack 4a
 - IBM DB2 Universal Database Enterprise Server Edition, Version 8.1 with Fix Pack 4a (provided with the Lotus Workplace CD-ROM set)
 - Oracle 9.2.0.4
 - IBM Cloudscape™, Version 5.1.36
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Supported HTTP servers

- IBM HTTP Server, Version 1.3.26 and Version 2.0.42.1
 - iPlanet Web Server Enterprise Edition 4.1, Service Pack 7, 8 or 9
 - IBM Lotus Domino® Enterprise Server (as a Web server) 5.0.9a, 5.0.12, 6.0.2
 - Microsoft Internet Information Services (IIS) 5.0
 - Sun ONE Web Server (formerly iPlanet), Enterprise Edition 6.0 Service Pack 4
 - Apache 1.3.20
 - Apache 1.3.26
-

Supported LDAP directories

Lotus Workplace products require one of the following Lightweight Directory Access Protocol (LDAP) directory servers. A directory server must be installed and configured prior to the Lotus Workplace installation. The directory server can be on the same computer as the Lotus Workplace products or on a separate computer.

- IBM Directory Server, Version 4.1 with Fix Pack 2
 - IBM Directory Server, Version 5.1 with Fix Pack 1 (provided with the Lotus Workplace CD-ROM set)
 - IBM Lotus Domino, Version 5.0.11 or later and Version 6.5
 - IBM Domino Directory Assistance, Release 6.5—federate multiple Domino directories (NABs) only
 - Microsoft Active Directory 2000
 - Novell eDirectory, Version 8.7
 - Sun ONE Directory Server, Version 5.1 with Fix Pack 3
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IBM Lotus Workplace Messaging 2.0 at a glance (continued)

Client software requirements

Supported client operating systems

- Microsoft Windows 2000 Professional with Service Pack 2 or later
- Microsoft Windows XP
- SuSE Linux Desktop (SLD), Version 1.0
- Red Hat Enterprise Linux WS, Version 3.0 Update1

Supported browsers

- Microsoft Internet Explorer 5.5 with Service Pack 2 on Windows 2000 with Microsoft Java™ Virtual Machine (JVM) 1.1
- Microsoft Internet Explorer 6.0 with Service Pack 1 on Windows 2000 and Windows XP with the Sun Solaris plug-in version of Java Virtual Machine (JVM) 1.4.2
- Netscape Mozilla 1.4 on Linux with the Sun Solaris plug-in version of Java Virtual Machine (JVM) 1.4.2

Supported rich client editions

- Windows 2000 and Windows XP
- SuSE Linux Desktop (SLD), Version 2.0 (within 90 days of SLD eGA)
- Red Hat Enterprise Linux WS, Version 3.0 Update1-Kernel: 2.4.21-9, Compiler: gcc 3.2, glibc: 2.3.2
- Java Development Kit (JDK) and Java 2 Platform, Enterprise Edition (J2EE), Version 1.4.1
- Linux Desktop and Windows manager, Gnome Version 2.2

Supported mail clients

POP3 clients

- IBM Lotus Notes®, Version 6.02 on Windows 2000 and Windows XP
- IBM Lotus Notes, Version 6.5 on Windows 2000 and Windows XP
- IBM WebSphere Portal Internet Mailbox, Versions 4.2 and 5.0
- Microsoft Outlook XP and 2002 on Windows 2000 and Windows XP
- Microsoft Outlook Express 6 on Windows 2000 and Windows XP

IMAP clients

- IBM Lotus Notes, Version 6.5 on Windows 2000 and Windows XP
 - Microsoft Outlook XP and 2002 on Windows 2000 and Windows XP
 - Microsoft Outlook Express 6 on Windows 2000 and Windows XP
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