



# IBM Lotus Workplace products 2.0 deliver an expanded range of collaborative capabilities

## Overview

IBM Lotus® software, the leader in collaboration, has created Lotus Workplace — an integrated family of collaborative products based on open standards. Lotus Workplace combines market-leading collaborative products that can be experienced through a choice of security-rich clients, giving people simplified access and interaction with other people and a host of collaborative capabilities such as e-mail, calendaring and scheduling, instant messaging, Web conferencing, team spaces, document and Web content management, and learning.

In addition, Lotus Workplace is enabled to deliver a variety of server-managed client experiences ranging from browser-based to a new full rich client. The server-managed client model provides administrators a security-rich, no touch deployment model coupled with central policy-based management of the end user's desktop environment.

## Enhanced Lotus Workplace products

- **IBM Lotus Workplace Messaging™:** Enabled by IBM's new, innovative Workplace Client Technology, Lotus Workplace Messaging offers a standards-based, simple messaging experience for browser users, while now providing server-managed delivery of a rich client experience for those users who can benefit from an extended set of integrated productivity tools.
- **IBM Lotus Workplace Team Collaboration:** An integrated instant messaging and presence awareness, Web conferencing and customizable team spaces product, Lotus Workplace Team Collaboration helps individuals, teams, and entire organizations, together with their customers, Business Partners, and suppliers,

increase business efficiency and improve productivity all while managing cost of ownership.

- **IBM Lotus Workplace Collaborative Learning:** Helps organizations manage their training programs more efficiently and deliver a variety of learning experiences to users. Improved integration with the Lotus Workplace platform increases personal, team, and organizational productivity through collaboration and access to timely, centralized information, and online learning resources.
- **IBM Lotus Workplace Web Content Management:** Helps streamline the Web content management process by providing a rapid content deployment capability and point-and-click interface. This helps relieve IT and Webmaster bottlenecks by placing content creation and management in the hands of content experts for author once, publish everywhere control.

New Lotus Workplace product:

- **IBM Lotus Workplace Documents:** Enabled by IBM's new, innovative Workplace Client Technology, Lotus Workplace Documents provides a low-cost, standards-based collaborative document management product with a choice of rich client or browser-based experience that enables the management of the complete life cycle of office documents, from collaborative authoring to review, approval, and archival.

## Key prerequisites

Refer to the **Hardware requirements** and **Software requirements** sections for the individual IBM Lotus Workplace products.

## At a glance

IBM Lotus Workplace is an innovative platform using an integrated family of collaborative products based on open standards that provides multiple collaborative capabilities in a single, reliable, easily managed platform with robust security features. Lotus Workplace currently includes the following products which are designed to be used in combination or separately to provide a unified collaborative environment to meet changing business needs.

- **IBM Lotus Workplace Messaging**
- **IBM Lotus Workplace Collaborative Learning**
- **IBM Lotus Workplace Team Collaboration**
- **IBM Lotus Workplace Web Content Management**
- **IBM Lotus Workplace Documents**

### For ordering, contact:

Your IBM representative, an IBM Business Partner, or the Americas Call Centers at

800-IBM-CALL

Reference: YE001

## Planned availability dates

- July 30, 2004: Electronic software delivery
- August 13, 2004: Media and documentation

*This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: <http://www.ibm.com>.*

# Description

**Delta Pacific Bank** | My favorites... | Edit my profile | Log out

Michelle Min | I am available | October 18, 2004

DPB Home | My Workspaces | Human Resources | Help Desk

Mail | Calendar | Address Book | Team Spaces | Applications | **Learning** | Search

### Announcements

- ☒ New courses for the Customer Value Program are now available for customer service representatives, service managers, and in-branch bankers.
- ☒ It's not too soon to think about your 2005 Learning Plan. Work with you manager for a great 2005!

### My Learning

**My Learning Plan**

Manage Folders | Search Catalog

View: My Learning Plan

Job Name: **Customer Service Representative**

Skill Name: **Customer Value Program** Required Proficiency: **Expert**  
 Target Proficiency: **Expert** Current Proficiency: **Conceptual** Proficiency Gap: **-60**

Course/Activity Name	Type	Comments
CVP Kick-off Meeting		
Customer Value Program Orientation		
CVP Training for Customer Service Reps		Must be completed before program launch
Review Guidelines		Review one section per week
Using the CVP Enrollment Application		Must be completed before program launch

Skill Name: **Verbal Communications** Required Proficiency: **Expert**

### People Finder

Search by: Name

Search for:  Search

Advanced Search

### Instant Contacts

Actions

- Work (3)
  - Anders Schmidt
  - Martha Ingersol
  - Vince Gibson
- Customer Service (5)
  - Annabelle Smith
  - Bob Martin
  - Mikael Ylker
  - Shi Gupta
  - Tamara Chester

**IBM Lotus Workplace**

File Actions Tools View Edit Help

Searching: This folder | Search for:

### Messages

Inbox (5) | Drafts | Sent | All Documents | Trash | My Chats | My Address | My Calendar

Links: Web Conferences | Team Spaces | My Links

Documents: Banking Trends | Initiatives | Client Services | Internet | Telephony

Instant Contacts: Work (1) | DPB Marketing

From	Subject	Date	Time	Size
Brian Walsh	Market Plan ready for review	09/07/04	4:38PM	3938
Jerry Winslow	Invitation: Review project plan	09/07/04	5:05PM	3048
Mark Piper	Tomorrow's meeting	09/07/04	5:14 PM	4947
Grace Dumont	New numbers look promising	09/07/04	5:30PM	899
Dieter Groeger	Sales Projections	09/07/04	5:55PM	3957
Anne Street	Can you comment on this report?	09/07/04	6:58PM	1036
Gregory Lifson	Give me a call when you get to Lc	09/07/04	7:30PM	19656
Grace Dumont	Good luck with the Exec Council t	09/08/04	12:03 AM	2034
Amy Liebkind	New 401K Options	09/08/04	12:11 AM	3479
Jean Rameau	Change in strategy	09/08/04	8:25 AM	947

### Change in strategy

Date: Wednesday, September 8, 2004

From: Jean Rameau

To: Vince Gibson

cc: Mark Piper

Vince:

I talked with Mark late yesterday. I think there are a few points you could make to boost the new emphasis on regional offerings that Armand wants to see. I think there were some emails about that a couple of weeks ago.

Jean

### Calendar

Wednesday 8

Check in with Grace

9:30 am Executive Council Meeting

10:00 am

10:30 am

11:00 am

11:30

12:00 pm

12:30

1:00 pm

September 2004

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Today is September 8, 2004

Synchronizing | I am active | Online

Delta Pacific Bank My favorites... | Edit my profile | Logout

Grace Dumont | I am available | September 8, 2004

DPB Home | My Work | Human Resources | Help Desk

Mail | Calendar | Address Book | Documents | Web Conferences | Team Spaces | Applications | Learning | Search | Downloads

**Mail** ? - □

Check for Mail | Compose | Move to Folder | Delete | Manage Folders | Actions

You have new mail.

	Inbox		Page 1 of 5	Jump to page
	From	Subject	Date	Size
<input type="checkbox"/>	Vince Gibson	Invitation: CVP Planning	09/08/04	1K
<input type="checkbox"/>	Brad Horowitz	Re: Question about online banking project	09/08/04	1K
<input type="checkbox"/>	Amy Lieblind	New 401K Options	09/08/04	1K
<input type="checkbox"/>	Vince Gibson	Customer Value Program presentation	09/08/04	3K
<input type="checkbox"/>	Martha Ingersol	Re: Yesterday's meeting	09/08/04	884K
<input type="checkbox"/>	Misa Iwama	Fw: Another proposal	09/07/04	2K
<input type="checkbox"/>	Cathy Robbins	Monthly Project Managers Meeting	09/07/04	4K
<input type="checkbox"/>	Dieter Groeger	Sales Projections	09/07/04	65K
<input type="checkbox"/>	Marie St. Claire	Re: Question about online banking project	09/07/04	7K
<input type="checkbox"/>	Justin Minto	Differences between the competing online strategies	09/07/04	2K

Hide Folders Page 1 of 5 | Jump to page | Usage: 35%

**People Finder** ? - □

Search by:

Name

Search for:  Search

Advanced Search

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**Instant Contacts** ? - □

Actions

**Work (3)**

- Anders Schmidt
- Martha Ingersol
- Vince Gibson

**Online Banking Team (4)**

- Brad Horowitz
- Justin Minto
- Marie St. Claire
- Stephan Heinz

Delta Pacific Bank ?

**Web Conference: CVP Planning Kick-off Meeting** December 2, 2004

**CVP Planning Kick-off Meeting: Con Call Details: 1-555-555-1222, Passcode 301029** ? - □

Leave Web Conference | Refresh | Maximize Projector

**Projector Controls**

Agenda | Screen Show

Screen show now taking place.

Click Maximize Projector to see more of the presenter's screen.

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**Attending**

- Grace Dumont (current presenter)
- Vince Gibson (presenter)
- Anita Nunez
- Barbara Winston
- Jin Wu
- Marjane Kravitz
- Nina Lian
- Norman Stetler
- Oliver Carpenter
- Tomas Olivo

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**Downloads**

Click to download a file or view a Web page.

Customer Value Program Proposal

CVP Proposal.pdf

**Discussion Forums**

Type the reply, then click OK.

Subject:

Ideas for Customer Value Program at DBP

Body:

- Rewards for customers of long-standing
- Programs need to be tailored to regional differences
- Special programs for employees in different industries (educators, financial, etc.)
- Broad range of programs
  - Car loans
  - Reduced rate credit cards

Document Manager ? - □

Client Services  
 Please only post current documents in this folder!

Search in current folder for:   
 [Advanced Search](#)

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<input type="checkbox"/>	<input type="checkbox"/>	Name	Author	Last Modified	
<input type="checkbox"/>	<input type="checkbox"/>	Past Initiatives			
<input type="checkbox"/>	<input type="checkbox"/>	Credit Card Program Proposal	Andy Candrick	08/31/04	
<input type="checkbox"/>	<input type="checkbox"/>	Credit Card Program budget	Georga Mason	07/15/04	
<input type="checkbox"/>	<input type="checkbox"/>	Customer Value Program <small>New!</small>	Vince Gibson	09/08/04	
<input type="checkbox"/>	<input type="checkbox"/>	Directions in International Banking..	Jennifer Goodwin	09/04/04	
<input type="checkbox"/>	<input type="checkbox"/>	Online Banking Expansion	Sivio Enzo	08/15/04	
<input type="checkbox"/>	<input type="checkbox"/>	Online Banking Market Research	Andy Candrick	08/28/04	
<input type="checkbox"/>	<input type="checkbox"/>	Regional Growth Initiatives	Jean Ramesu	09/06/04	
<input type="checkbox"/>	<input type="checkbox"/>	Strategic Growth <small>New!</small>	Andy Candrick	09/07/04	
<input type="checkbox"/>	<input type="checkbox"/>	Traditional Services: Never Too Late	Vince Gibson	08/23/04	

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IBM Lotus software, the leader in collaboration, has created Lotus Workplace — an integrated family of collaborative products based on open standards. Lotus Workplace combines market-leading collaborative products that can be experienced through a choice of security-rich clients, giving people simplified access and interaction with other people and a host of collaborative capabilities such as e-mail, calendaring and scheduling, instant messaging, Web conferencing, team spaces, document and Web content management, and learning. The components of Lotus Workplace include tools to easily create a new workplace that can be applied, as needed, to fit specific industry or business needs.

A common user interface makes it easier for people to communicate and collaborate with others, both internally and externally, and enables users to work together to respond more quickly and accurately, reducing redundancies, and driving simplification into business processes. Lotus Workplace is enabled to deliver a variety of server managed client experiences ranging from browser-based to a new full rich client. The server managed client model provides administrators a secure, no touch deployment model coupled with central policy-based management of the end user's desktop environment. This simplifies IT operational support by providing a common infrastructure to manage and deploy while reducing costs. Ultimately, this results in improved business productivity and the ability to respond with speed to any customer demand or opportunity.

## IBM Lotus Workplace Messaging

### What's new

- **Rich client experience** — Enabled by IBM's new innovative 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 low to no-touch deployment model of this rich end user experience are key examples of using technology to support an on demand strategy. For example, the 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
  - Collaboration capabilities that can be installed, updated, and uninstalled through policies administered from the server reducing cost of ownership
  - Dynamic provisioning so administrators can push down, update, and pull back capabilities, such as instant messaging, as well as specific application rights like editor verse reader rights
  - Offline support enabling employees to continue working when disconnected from the network, for example, when in meetings or traveling
  - Integrated instant messaging with the ability to save conversations
  - Enhanced user interface productivity features such as drag and drop
  - Ability to print mail and calendaring information
  - Full text search on local mail store
- **Mail enhancements**
  - 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 — A key strength of Lotus Workplace is the integration between the family of collaborative products. Lotus Workplace Messaging now provides integration with the newest Lotus Workplace product, Lotus Workplace Documents, to provide users an efficient way to archive messages. With this feature, users can archive their e-mail directly to Lotus Workplace Documents making it easy to store, manage, and locate important e-mails and document attachments that could include spreadsheets, presentations, drawings, and more.
- Toggle read and unread messages — Provides users the ability to change the status of a message to "read" or "unread" for improved mail management.
- **Personal contacts:** The personal contacts list can now leverage the presence and awareness capability so that users can easily see which contacts can be contacted instantly if needed.
- **Performance and scalability:** Enhancements to performance have been made throughout Lotus Workplace Messaging to give users improved response times and IT improved scalability. For example, the number of database transactions has been significantly reduced when supporting the same messaging operations of prior releases.
- **Calendar enhancements:** Lotus Workplace Messaging now supports Calendaring and Scheduling workflow. This provides users enhanced calendaring features such as scheduling individual and group meetings or activities. Based on the industry standard (iCAL) for calendar interoperability, users can efficiently schedule and manage meetings and daily activities with new calendar workflow functions. Enabling users to electronically exchange calendar invitations and responses, colleagues can manage their daily schedules more effectively, resulting in a more organized and productive workforce. Other new calendar features include:
  - 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
- **Other enhancements include:**
  - 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 API support
  - Expanded anti-spam and anti-virus support
  - Support for updated versions of WebSphere® Application Server, DB2® information management software, IBM Directory Server, and WebSphere Portal software (based on limited entitlement).

### Overview

IBM Lotus Workplace Messaging, a Lotus Workplace product, provides a cost-effective way to extend the reach

of your messaging infrastructure to all employees with a standards-based solution that is easy to use, scalable, and rich with security features. Enabled by IBM's new innovative Workplace Client Technology, Lotus Workplace Messaging provides an expanded range of capabilities. While it continues to offer a low cost, standards-based, simple messaging experience for browser users, it now also provides server-managed delivery of a rich client experience for those users who can benefit from an extended set of integrated productivity tools. With the flexibility and capabilities traditionally found in desktop applications, plus the manageability and cost benefits of Web-based applications, the Lotus Workplace Messaging rich client experience provides the best of both worlds.

For IT and LOB managers seeking a simple new alternative for communicating and disseminating information to large numbers of "deskless" (minimal messaging needs) employees, and other employees with more extensive needs, Lotus Workplace Messaging is the answer. It enables organizations to provide their higher needs users with productivity enhancing capabilities such as "disconnected" (offline) use, viewing of attached documents from within applications, drag-and-drop functionality, integrated instant messaging with e-mail, calendaring and scheduling, and much more. Flexible to support a range of user needs, Lotus Workplace Messaging can help organizations reduce their costs by providing users with simplified access to people, information, and collaborative processes, along with centralized, no-touch, policy-based provisioning and management of the end-user communities.

Supporting the basic principles of e-business on demand™, Lotus Workplace Messaging is security-rich, scalable, flexible, and adaptable to meet customers' business requirements. This standards-based messaging product can easily be integrated across existing infrastructures, including IBM Lotus Domino™, to take full advantage of current IT investments. By improving the efficiency of communications throughout an organization and supplying users with the specific capabilities suited to their roles, Lotus Workplace Messaging facilitates higher productivity, greater responsiveness to changing business demands, and increased competitive advantage.

With Lotus Workplace Messaging, you are able to:

- Extend easy-to-use, reliable messaging to a range of users to help save time and money, and increase productivity. This includes the "deskless" employees (minimal messaging needs employees without an e-mail solution today) and more advanced users who require extended capabilities.
- Extend a rich client experience to those users who require an integrated environment with features such as disconnected (offline) support, dynamic client provisioning, a secure encrypted local store, drag-and-drop functionality, integrated instant messaging, and more.
- Leverage your IT investments, integrate Lotus Workplace Messaging easily with your existing messaging and directory infrastructure using LDAP and SMTP standards.
- Help decrease total cost of ownership through low license costs, high scalability, multiple platform support, user-friendly browser interface, low-touch client deployments, and more.
- Deploy standards-based security features to help protect your network.
- Leverage the latest open standards-based messaging built on core elements of proven WebSphere and DB2 technology.

## Features

For IT and LOB in corporations today who are seeking a simple, cost-effective alternative for communicating information to large numbers of "deskless" employees (minimal messaging needs employees without an e-mail solution today), with the ability to provide extended productivity features required by other workers through a common shared environment, Lotus Workplace Messaging 2.0 is the answer.

IBM Lotus software, the leader in enterprise messaging, provides a low cost, standards-based messaging product that is security-rich, scalable, easily deployed, and can be easily integrated across existing infrastructures to take full advantage of current IT investments.

Enabled by the new innovative IBM Lotus Workplace Managed Client technology, Lotus Workplace Messaging now provides an expanded range of capabilities. While it continues to offer a low cost, simple messaging experience for browser users, Lotus Workplace Messaging 2.0 also provides server-managed delivery of a rich client experience for those users who can benefit from an extended set of integrated productivity tools. With the flexibility and capabilities traditionally found in desktop applications, plus the manageability and cost benefits of Web-based applications, the Lotus Workplace Messaging rich client experience provides the best of both worlds.

Lotus Workplace Messaging enables organizations to communicate more directly with timely information to the "deskless" employees and at the same time can help to minimize expenses by reducing or eliminating the need for printed materials, postage, and response tracking currently required. This can help organizations increase the speed of communications containing critical information to help reduce costs, improve productivity, and increase the competitive advantage.

From the Lotus Workplace family of integrated collaborative products, Lotus Workplace Messaging is uniquely positioned to offer extended business value. It is flexible to support a range of user needs and can help organizations reduce costs by providing simplified access to people, information, and collaborative processes from a single integrated environment with central control, management, and provisioning of users. Increasing business responsiveness by improving the speed of communications, Lotus Workplace Messaging allows people to be responsive to changing business demands improving productivity and increasing competitive advantage.

## Benefits

Lotus Workplace Messaging enables organizations to boost productivity with more efficient communications. Many employees in industries like manufacturing, retail, distribution, or construction often have limited or no access to their organization's electronic business communications. These employees could include retail clerks, factory floor workers, or construction workers who do not have access to e-mail — which can make receiving and responding to critical business information efficiently a challenge. For example, hand delivering printed weekly work schedules or mailing benefits information can be costly and time-consuming, and can ultimately decrease productivity.

Organizations need a user-friendly, cost-effective way to communicate with these "deskless" employees. And IT administrators need a solution that is reliable, security rich, and easy to manage and deploy; a solution that

coexists alongside the current messaging infrastructure, allowing them to leverage IT investments.

The same organizations may have employees who require extended productivity features for their role. These employees can use Lotus Workplace Messaging rich client capabilities, a new set of integrated productivity tools. Delivering a rich client experience traditionally found in desktop applications, Lotus Workplace Messaging rich client experience offers all of the cost benefits and manageability of Web-based applications.

Lotus Workplace Messaging can also help lower cost of ownership by integrating with your existing directory and messaging infrastructure. Leveraging your current IT investment is critical to help reduce costs and simplify deployment. Lotus Workplace Messaging enables you to integrate with any standards-based messaging infrastructure, including IBM Lotus Domino or Microsoft™ Exchange, by using industry standards like LDAP and SMTP. You can use your existing third-party LDAP directory, such as Domino Directory, Microsoft Exchange or Microsoft Active Directory, to easily connect Lotus Workplace Messaging to your existing directory infrastructure. This eliminates the need to invest in a separate internal directory with redundant attributes, and lets you leverage your existing LDAP capabilities and knowledge so you do not need to spend more money or time learning new skills. A standard LDAP directory also lets you transparently merge your existing messaging solution — like Lotus Domino — and the new Lotus Workplace Messaging server so existing and new users can communicate electronically with each other by locating e-mail addresses across multiple LDAP directories. Or, if you prefer, you can use the standards-based LDAP directory — IBM Directory Server — provided with Lotus Workplace Messaging.

Using the latest SMTP and Multipurpose Internet Mail Extension (MIME) standards for transporting Internet e-mail helps Lotus Workplace Messaging users send and receive e-mail messages reliably and with high interoperability.

## **IBM Lotus Workplace Collaborative Learning**

### **What's new**

- Tighter integration with Workplace Messaging, Calendaring, and Collaboration
- Improved performance and scalability
- Additional function — skill management tools

### **Overview**

IBM Lotus Workplace Collaborative Learning is a modular, standards-based, extensible, learning management system designed to streamline organizational learning activities and integrate online, personalized learning resources on the user's desktop. Its support for industry standards, availability in multiple languages, and disconnected use allows mobile and remote workers to access courseware libraries wherever they are located, whenever it is convenient for them. The product allows you to manage your entire training program worldwide from a single platform, delivering learning activities and courses tailored to the needs of different groups and job responsibilities.

## **Features**

Lotus Workplace Collaborative Learning includes all the functions of the Lotus Learning Management System, enhanced with a portlet-based student user interface and integration with the Lotus Workplace environment. It manages and schedules both classroom-based and e-learning activities, resources, and courseware across an enterprise and provides powerful administrative tools for managing student enrollments. Lotus Workplace Collaborative Learning helps organizations tailor their training programs to be more cost effective and responsive to an organization's needs.

As Lotus' next generation learning software solution, Lotus Workplace Collaborative Learning delivers powerful new features. It enhances the Lotus Workplace environment by adding a portlet-based student user interface (UI) and searchable catalog that deliver online learning resources to a user's desktop. The student UI is a powerful productivity tool that enables employees to self-manage their learning activities, enroll in desired classes, and quickly access the information they need in a "just in time" fashion. The portlets' content can be customized to suit a user's job role, industry, and profile, delivering an appropriate learning environment to each user. By delivering context-driven learning resources that are personalized, relevant, and pervasive (available any time, any where), Lotus Workplace Collaborative Learning integrates learning into workers' day-to-day activities, enabling them to improve their skills and response to job requirements.

Lotus Workplace Collaborative Learning tightly integrates with other Lotus Workplace products to provide enhanced collaboration and online access to people, information, and processes. You can consolidate all the collaborative tools (including learning) within the organization into one comprehensive, pervasive solution on every worker's desktop, providing an improved collaborative, group-based learning environment for students. Integrating Lotus Workplace Collaborative Learning 2.0 and Lotus Workplace Messaging 2.0 provides calendar integration and the ability to send notifications to a user's inbox. Integration with Lotus Workplace Team Collaboration 2.0 enables students to use Instant Messaging during online courses and create more sophisticated collaboration features (tasks, Web conferences) within the learning environment. These collaboration features enable students to communicate more effectively with each other and help build a team-based online classroom experience.

Lotus Workplace Collaborative Learning is also a full-featured, end-to-end, standards-compliant learning management system with an easy-to-use courseware development and management authoring tool, customizable reporting, and powerful administration functions. The product's robust and customizable reporting on training activities is often an important component of structuring certification programs and for complying with new industry and government regulations. The authoring tool enables you to create and deliver your own customized courseware for projects such as new product introductions, customer training, or teaching "best practices" to workers.

Because of its open architecture and support for industry standards, Lotus Workplace Collaborative Learning integrates well with your third-party back-office systems, such as SAP and PeopleSoft. In addition, it supports industry standards such as Shareable Content Object Reference Model (SCORM) and Aviation Industry CBT Committee (AICC), which provide compatibility with existing courseware libraries. Organizations can offer their employees a wide variety of third-party developed,

standards-compliant courseware from IBM Business Partners.

### Benefits

IBM Lotus Workplace Collaborative Learning can help deliver up-to-date learning resources to dispersed audiences, efficiently meet ongoing training requirements, and measure the results and effectiveness of training deliverables.

### Proven ROI on delivering training to the integrated desktop, IBM Lotus Workplace Collaborative Learning can help:

- Streamline management of classroom-based and e-learning programs, resources, and courseware
- Make training processes more efficient, responsive, and cost-effective
- Demonstrate immediate ROI by lowering the costs of delivering training through the reduction of travel time and expenses
- Support just-in-time learning and formal training programs for increased worker productivity
- Deliver a variety of learning experiences to groups of students, wherever they are located, and tracks their performance

### Improved time-to-market and competitive advantage, IBM Lotus Workplace Collaborative Learning can help:

- Train employees at their desktop on business-critical challenges such as new product introduction or new hire training
- Meet ever-changing regulatory compliance challenges with comprehensive tracking and reporting of worker training activities

### Worldwide support of a trusted vendor and learning solutions marketing leader, IBM delivers:

- Multiple language support
- Multiple platform and open standards support
- Services and support representatives in 56 countries

### IBM Lotus Workplace Team Collaboration

#### What's new

#### Lotus Workplace Builder

- Create and edit templates
- Change template details and properties
- Create, re-order, and delete pages, choose page content, page layout, and permissions
- Define and control membership
- Work with configuration for each application component
- Create and manage forms

#### Team Spaces

- Self service management of Team Spaces — create, navigate, and search
- Member management — self-service area for gathering people to participate in collaboration
- New and enhanced templates
  - For example, Team Discussion, Document Library, Project, Persistent Chat Rooms
- Team calendar with Web Conferencing integration

- Team Task lists
- Coexistence with QuickPlace™ as on-the-glass portlets
- Integration with Workplace Builder
- Edit templates and applications
- Create new templates
- Membership e-mail notifications
- Universal Team Space search
- Team Space Policies for managing inactivity and size quotas

#### Instant Messaging and Presence Awareness

- Browser-based instant messaging with presence management
- People Links — Presence awareness in Lotus Workplace applications
- Contact list management portlet
- Multi-way text messaging
- Allow or disallow users and groups
- Native SIP infrastructure
- Coexistence with IBM Lotus Instant Messaging and Web Conferencing (Sametime®)
  - On-the-glass portlets
  - IMA Proxy for interoperability between Lotus Instant Messaging and Web Conferencing and Lotus Workplace Instant Messaging

#### Web Conferencing

- Application, screen, and Web site showing
- Scheduled and Start Now meetings
- Prepare, attend, and search Web Conferences
- Native SIP infrastructure
- Team calendar integration
- In-meeting access, agenda, and file download management
- Send invitations with meeting details via e-mail
- Create and attend meetings from Team Spaces
- Presence within the meeting
- Web Conference UI customization
- Multiple moderators and hand off controls
- High availability and failover capability
- Higher quality PPT conversion and slide transitions
- Support for more file formats (Microsoft PowerPoint, Lotus Freelance® Graphics, Microsoft Word, Lotus WordPro)

#### Overview

IBM Lotus Workplace Team Collaboration combines instant messaging, Web conferencing, and customizable team spaces expressly for the dynamically adaptive, IBM Lotus Workplace environment. Lotus Workplace Team Collaboration capabilities can be integrated with other Lotus Workplace products, significantly helping enhance collaboration and human interaction in an easy and cost-effective manner.



## Features

Lotus Workplace Team Collaboration is a security-rich, scalable product for the Lotus Workplace environment that brings together asynchronous and real-time collaboration.

- **Membership** — Provides the ability for the moderator of a customizable team work space or Web conference to define and control member access and participation.
- **Lotus Workplace Builder** — Provides the ability for administrators to easily customize team spaces to meet industry or business process specific requirements. No programming skills required.
- **Team Spaces** — Provides out-of-the-box capability to build applications from templates. Includes self-service management of Team Spaces with Member Management as an area for gathering people to participate in collaboration.
- **Instant Messaging and Presence Awareness** — Provides the ability to know, in advance, whether a person is available to collaborate, share information, and/or take action.
- **Team Library** — Provides a centralized location for documents as well as built-in methods for tracking changes and comments made by team members. Authorized members can read, edit, and delete documents, as well as create and delete folders.
- **Discussion Forum** — Provides the ability to create Web-based discussion forums, or a forum within a forum, and allows members to engage in threaded discussions.
- **Web Conferencing** — Provides live meeting capabilities, including enabling the moderator to share presentations and giving participants the option to download meeting materials. Users can participate in Web conferences — no client download required. They can schedule, prepare, attend, and search Web conferences. This component features a My Meeting summary view and a summary of active meetings. Users can easily control who creates a meeting, lock the meeting, and even eject participants.
- **Search** — Provides the ability for authorized members to perform scoped and cross-team space and Web conference searches.

As with all Lotus Workplace products, Lotus Workplace Team Collaboration offers a standards-based team collaboration solution that can leverage existing IT skills and technologies.

- Integrates with existing supported infrastructures like IBM Lotus Domino using open standards including J2EE, LDAP, and HTML.
- Embraces standards-based security features for authentication of users, confidentiality of content, and integrity of data.
- Supports real-time and team collaboration scenarios to help make it easier and more cost-effective to install, use, upgrade, and maintain than separate products for each unique — yet fully integrated — capability.

## Benefits

Individuals, teams, and entire organizations, together with their customers, Business Partners, and suppliers, can become better informed, more productive, and more efficient with the help of Lotus Workplace Team Collaboration through:

- Providing instant, any time access to people and information, minimizing the cycles associated with e-mail and voice-mail “tag” and complex searches for timely information — giving people more time to focus on their core business.
- Seamlessly bringing together geographically dispersed team members, instilling a sense of community.
- Helping increase personal and team productivity, simplifying the user’s experience, and virtualizing spontaneous and collaboration activities.
- Helping improve responsiveness to customers as well as colleagues, Business Partners, and suppliers, all while helping reduce the need for in-person meetings and the costs associated with related business travel.
- Enabling faster, more informed team decision making, centralizing timely, and accurate information directly related to the decision at hand.

Plus, Lotus Workplace Team Collaboration can help organizations to:

- Generally improve responsiveness
- Enhance and optimize customer service interactions
- Anticipate and dynamically respond to market opportunities as well as competitive threats

## IBM Lotus Workplace Web Content Management

### What’s new

- A full set of worldwide language support for international organizations making the product more globally marketable than other competing products
- Versioning allows historical versions of content and site assets to be saved and restored, if corporate policies or compliance rules require it
- Enhanced integration with IBM DB2 Content Manager allows authors to associate content from DB2 Content Manager with their Web content
- API externalization gives organizations the ability to build solutions for migrating and importing from competing products, doing advanced rendering and batch processing of content
- Support for Windows™ 2003 platform

### Overview

IBM Lotus Workplace Web Content Management allows you to leverage existing skills, content, and infrastructure for a cost effective way to manage content, consolidating the position of the IBM Lotus Notes® and IBM WebSphere software base. Lotus Workplace Web Content Management helps ensure that content from Lotus Workplace Web Content Management, stored in Lotus Notes, SQL databases, or IBM DB2 Content Manager repositories is accessed easily and readily available to IBM WebSphere Portal Server for sophisticated presentation.

Lotus Workplace Web Content Management provides a powerful point-and-click portlet configuration for your staff. It extends and accelerates WebSphere Portal Server, reducing the development effort required to develop and deploy business critical applications that simplify the creation, management, and personalization of content and assets for Internet, intranet, and extranet sites. The simple, yet powerful point-and-click interface helps enable users to rapidly personalize information without programming.

## Features

IBM Lotus Workplace Web Content Management is a flexible, scalable, and configurable Web content management system with a portlet-style front end that seamlessly integrates into the Lotus Workplace environment. It is an open, standards-compliant product that uses a point-and-click interface that gives your staff an instant way to find and personalize essential enterprise information — instead of waiting indefinitely for it to be extracted from a multitude of repositories, systems, and obscure applications by overworked developers — and create their own portlets fast. The product features include:

- End-to-end Web content management — Content can be created (using a WYSIWYG rich text editor), managed, and published to multiple Web sites as well as Lotus Workplace.
- A collaborative environment that makes it easy for users of all levels to work together and complete review and approval workflow processes.
- Personalization that dynamically delivers content that is relevant to the users and their roles.
- Rapid portal development — Portlets are created using a simple point-and-click interface within WebSphere Portal Server — completely removing the need for Java™ development skills. Now anyone can access and personalize all content, freeing IT staff to focus on mission-critical tasks.
- Better managed business content — Content and components from Lotus Workplace Web Content Management Web applications and Internet, intranet, and extranet sites are immediately available in the portal. Users create, manage, and publish information straight into the portal — for high availability of accurate, relevant, and up-to-date information across all organizational boundaries.
- Comes in both Java and Domino editions.

## Benefits

IBM Lotus Workplace Web Content Management streamlines the Web content management process, helps you shorten time to market, reduces costs, streamlines business processes, enhances customer service, and improves information availability. Lotus Workplace Web Content Management can help:

- Streamline the Web content management process by managing the life cycle of content with built in approval process via built in workflow
- Improve responsiveness by quickly deploying information in minutes versus days
- Reduce risk and associated costs
- Publish faster in multiple locations because of component architecture's re-use of components
- Solve Webmaster and IT bottlenecks of content management by separating presentation (Web design) from content — each managed separately
- Improve information access for customers, suppliers, Business Partners, and employees
- Allow easy creation of content using familiar available desktop applications
- Improve customer, Business Partner, and supplier support with more current and relevant information
- Improve decision making

- Improve business productivity
- Integrate with back-end systems without re-engineering, and re-use legacy data and information from many sources or applications
- Integrate with native authoring tools
- Provide a consistent look and feel and consistent content worldwide
- Personalize content to user and/or audience to increase repeat visitors to sites
- Integrate with portals, personalization, and shopping cart for e-commerce, software configuration management, digital asset management, and document management
- Decrease redundancy
- Enhance customer service for improved loyalty
- Work with open standards

## IBM Lotus Workplace Documents

### Overview

IBM Lotus Workplace Documents helps companies to protect their information assets while simplifying their ability to organize and share important documents in a security-rich environment across the organization. A cost-effective, standards-based collaborative document product, Lotus Workplace Documents provides intuitive document organizing, sharing, handling, and editing capabilities. Whether accessed via a standard Web browser or through the new rich client experience, Lotus Workplace Documents provides flexibility and choice of client experience to give users the right capabilities to complete their daily tasks more efficiently. Lotus Workplace Documents also facilitates the process of document life cycle management, from collaborative authoring to archival, while simplifying the ability to find, store, and manage important documents including spreadsheets, presentations, drawings, e-mails, and more.

### Features

Out-of-the-box:

- Enterprise document management capabilities:
  - Library services for check-in and check-out, versioning, and document locking.
  - Document life cycle management.
  - My documents view.
  - Document editors that include word processing, presentation, and spreadsheet editors.
  - Collaboration by way of instant messaging and awareness.
  - E-mail archiving from Lotus Workplace Messaging.
  - Access to portal document libraries.
  - Optional integration with DB2 Content Manager as a repository.
  - Lotus Workplace Builder — Provides the ability for customers to easily customize document library portlets to meet industry or business process-specific requirements.
- Rich client experience also includes:
  - Rich document editors for word processing, spreadsheets, and presentations

- Dynamic client provisioning
- Disconnected (offline) support
- Secure encrypted local document store

### Benefits

- Helps improve organizational effectiveness by providing centralized, consistent management of documents and information.
- Document editors can offer flexibility for updating many common file types.
- Promotes collaboration via support of awareness of and chat with document authors, editors, and owners.
- Speeds decisions because you can re-use information that is stored in shared documents.
- Eliminates wasteful recreation of documentation or work based on incorrect or outdated documentation.
- Provides a secure rich environment and synchronous experience for end users to create, import, edit, and save documents, presentations, and spreadsheets within an integrated rich client experience.
- Can help improve productivity of employees with infrequent access to your company's network with ability to work offline (disconnected) using a secure local store.
- Can help lower total cost of ownership through infrastructure simplification using a common administration model, a common place to deploy collaborative document management capabilities to endusers, with low to no-touch deployment model coupled with central policy-based management of the end user's desktop environment.

### ***Accessibility by people with disabilities***

IBM Lotus is committed to providing accessible Workplace products for use by people with disabilities. For more information on accessibility visit

<http://www.ibm.com/lotus/workplace>

### ***Section 508 of the U.S. Rehabilitation Act***

IBM Lotus Workplace Team Collaboration is capable as of August 13, 2004, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it.

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## **Product positioning**

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### **The path to IBM Lotus Workplace**

IBM is delivering a clear path today for organizations to choose simplification and reduced cost of ownership for their own future. You will be able to leverage existing software assets such as Lotus Notes® and Domino or WebSphere Portal and still take advantage of the capabilities in the Lotus Workplace collaboration platform. You are able to purchase one or more products from the integrated family of collaborative applications in flexible ways that allow you to quickly realize benefits with simplicity, flexibility, and rapid time to value. At whatever point your organization is starting, IBM can show you how you can grow.

With new products and enhancements made to existing Lotus Workplace products, we continue to support the

future growth plan for all of our current customers, whether Lotus Notes and Domino based or Portal based. In addition, we can clearly identify how these products can benefit current J2EE-based organizations and how these open standard products can be integrated with infrastructure and application investments from other vendors. There is a path for everyone.

As a Lotus software customer, you can:

- Continue to derive value from current and future releases of Lotus Notes and Domino, and other Lotus software products, as they can be integrated into the Lotus Workplace environment using new portlets and tools
- Purchase and implement IBM WebSphere Portal to extend the reach of current investments
- Integrate open standards-based Lotus Workplace products into your existing supported infrastructure
- Rest assured that existing investments in Lotus software are planned to be carried forward to comparable components and capabilities within the Lotus Workplace family of integrated collaborative applications

As a WebSphere Portal customer, you can:

- Continue with WebSphere Portal and access your Lotus Domino data via portlets
- Purchase and implement Lotus Workplace collaboration products to extend the business integration power of WebSphere Portal by introducing rich collaborative capabilities and functionality

As a new customer, you can:

- Use Lotus Workplace products as the foundation for your collaborative infrastructure.
- Use Lotus Workplace products to enhance your existing supported infrastructure by adding collaborative capabilities. Since Lotus Workplace is based on open standards, prior infrastructure investments can be leveraged.
- Purchase both WebSphere Portal and Lotus Workplace products for a complete set of capabilities that integrate people, processes, applications, and content across your organization.

How WebSphere Portal fits:

- Lotus Workplace products contain the user interface element of WebSphere Portal to provide flexibility for deploying collaborative environments to meet specific business needs and to provide a common interface which can be tuned to the tasks of individuals. When purchasing one or more Lotus Workplace products, you can use WebSphere Portal to surface only Lotus software products. A WebSphere Portal license is required for any use outside the context of Lotus software products.
- Market-leading WebSphere Portal provides users an integrated, secure access point to business processes, information, and third party applications to develop B2B, B2E, and B2C portals. It is a complimentary purchase for organizations that want to combine rich collaboration capabilities into a portal to maximize simplified access and interaction with other people within an integrated business application environment. This represents a complete solution that integrates the people, applications, content, and processes across their enterprise including Lotus Workplace product capabilities.

- For more information on WebSphere Portal, visit

<http://www.ibm.com/websphere/portal>

For Lotus Workplace product roadmaps and additional information, visit

<http://www.ibm.com/lotus/workplace>

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## Reference information

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Refer to Software Announcement 203-307, dated November 11, 2003.

### *Trademarks*

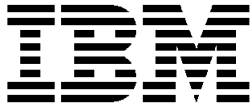
Workplace Messaging, e-business on demand, Domino, and QuickPlace are trademarks of International Business Machines Corporation in the United States or other countries or both.

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# IBM US Announcement Supplemental Information

July 27, 2004

## Education support

The following educational offerings are available as listed below:

Course title <sup>1</sup>	Course number	Course type
Implementing IBM Lotus® Workplace Team Collaboration Basics	LWTC800	Self-study
Bootcamp for IBM Lotus Workplace — System Administration	LWP800	Classroom
Using The Domino™ Application Portlet	LWDAP100	Self-study
Using IBM Lotus Workplace Messaging™ 2	LWM110	Self-study
Creating a Lotus Workplace Application from a Template	LWP410	Self-study
Developing Lotus Workplace Application Using Workplace Builder	LWP420	Self-study
IBM Lotus Workplace Tutorial	LWP700	Self-study
Implementing IBM Workplace Messaging 2	LWM800	Self-study
Getting Started with the Authoring Tool for IBM Lotus Workplace Collaboration Learning 2	LWL210	Self-study
Administering IBM Lotus Workplace Collaborative Learning 2	LWL310	Classroom
Getting Started with IBM Lotus Workplace Collaboration Learning 2	LWL100	Self-study
Administering IBM Lotus Workplace Web Content Management	LWWCM720	Self-study
Publishing Web Content using IBM Workplace Web Content Management 2 with Java™	LWWCM320A	Classroom
Developing Web Sites Using IBM Lotus Workplace Web Content Management with Java	LWWCM430A	Classroom
Getting Started with Workplace Document Management 2	LWDM210	Self-study

<sup>1</sup> Course titles are subject to change

IBM Software Services for Lotus — Education provides education to support many IBM offerings. Descriptions of courses are on the IBM Software Services for Lotus Training and Certification Web site.

<http://www.lotus.com/services/education.nsf/wdocs/educationhomepage>

## Offering information

Product information is available via the Offering Information Web site

<http://www.ibm.com/common/ssi>

Also, visit the Passport Advantage® Web site

<http://www.ibm.com/software/passportadvantage>

## Publications

No publications are shipped with these products.

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 50 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries free of charge.

The IBM Publications Notification System (PNS)

<http://service5.boulder.ibm.com/pnsrege.nsf/messages/welcome>

PNS enables subscribers to set up profiles of interest by order number/product number. PNS subscribers automatically receive e-mail notifications of all new publications defined in their profiles. These may then be ordered/downloaded from the Publications Center.

The PNS site is available in English and Canadian French.

## Technical information

### Specified operating environment

**Hardware requirements:** The requirements information may be updated periodically on the Web. For the latest information, refer to the Lotus Workplace Release Notes at

<http://www.lotus.com/ldd/notesua.nsf>

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: <http://www.ibm.com>.

## Server hardware requirements

This section describes the server hardware requirements.

### Server processor and memory requirements

The following table lists the minimum server processor and memory requirements for each supported server platform.

Server platform	Minimum processor	Minimum RAM
IBM AIX® (single-server, demo deployment)	1.2 GHz Power 4+ processor	4 GB
Linux™ (single-server, demo deployment)	2.0 GHz Pentium™ 4 or equivalent	4 GB
Microsoft™ Windows™ (single-server, demo deployment)	2.0 GHz Pentium 4 or equivalent	4 GB

**Note:** Minimum requirements are for a single-server, demonstration deployments, and test. Work with your IBM representative to customize and size your requirements.

Using the NTFS file system is recommended for Windows systems.

### Server disk space requirements

Installing IBM WebSphere® Application Server, IBM WebSphere Portal, IBM HTTP Server, Lotus Workplace products, and the Lotus Workplace databases requires a minimum of 17 GB of free disk space. This amount does not include the disk space required to install the database software. Installation of the rich client provisioning server requires an additional 1.5 GB.

If you use a two-server deployment or a multiple-server network deployment, the server that stores the Lotus Workplace databases requires a minimum of 10 GB of free disk space. The server that stores the other Lotus Workplace software components requires a minimum of 7 GB of free disk space, or if you install the rich client provisioning server, 8.5 GB of free disk space.

**Note:** To install on IBM AIX, the /usr directory and /tmp directory each require a minimum of 2 GB of free disk space. To install on Linux, the /opt directory and /tmp directory each require a minimum of 2 GB of free disk space.

### Estimating disk space requirements for IBM Lotus Workplace Messaging

The database stores mail messages, address books, calendar data, and attachments. Before you install Lotus Workplace Messaging, determine the total number of messaging user accounts, the allowable mailbox size for each account, and the deleted message stub retention period. The required disk space will then dictate the number of disk drives. By default, Lotus Workplace Messaging allots 60 MB of storage to each mail account.

To estimate the gigabytes needed for the mail data, refer to the IBM Lotus Workplace Release Notes at

<http://www.lotus.com/idd/notesua.nsf>

**Note:** IBM DB2® has a size limit of 512 GB per table in a System Managed Store table space. Although the total disk space required for Lotus Workplace Messaging data may exceed 512 GB, the amount of data in its largest single table may not.

### Estimating disk space requirements for Lotus Workplace Collaborative Learning

The amount of disk space required for the data and indexes that comprise a Learning database depends on the following factors:

- Number of courses
- Number of registered users
- Average courses per user
- Average nodes (course elements) per course

Use the following formulas to estimate the size of the data and indexes in a Learning database:

To estimate the data size (in KB), use this formula:

$$\text{number\_of\_courses} * (57 + \text{average\_nodes\_per\_course} * 30.4) + \text{number\_of\_users} * (10 + \text{average\_courses\_per\_user} * (3.8 + \text{average\_nodes\_per\_course} * 1.1))$$

To estimate the index size (in KB), use this formula:

$$\text{number\_of\_courses} * (12.3 + \text{average\_nodes\_per\_course} * 1.4) + \text{number\_of\_users} * (1.5 + \text{average\_courses\_per\_user} * (1.6 + \text{average\_nodes\_per\_course} * 0.14))$$

To calculate the required disk space, add the data size to the index size. If the Learning and Learning Delivery servers are installed on one server, multiply the result of this calculation by two to determine the required disk space.

### Rich client hardware requirements

The minimum rich client processor and memory requirements are as follows:

- Intel™ Pentium 3 processor, 800 MHz
- 512 MB RAM

To reduce client startup time, you can use an Intel Pentium 4 processor and increase the amount of memory to, for example, 1 GB. This increase in processor speed and memory do not provide significant performance gains after startup.

Disk space recommendations for the rich client are described in the following table.

Installation scenario	Recommended disk space
Document editors not installed	350 MB
Document editors installed without language pack	600 MB
Document editors installed with language pack	700 MB

### The Server side network connectivity requirements

The network connectivity requirements are as follows:

- Network adapter and connection to a physical network that can carry IP packets. For example, Ethernet, token ring, ATM, and so on.
- Static IP address with an entry in DNS.
- Configured fully qualified host name. The portal system must be able to resolve an IP address from its fully qualified host name.

To ensure that the host name is correctly configured in DNS, type one of these commands at the command line of another server on the network:

- ping hostname.yourco.com
- nslookup hostname.yourco.com (for use on Windows)

- dig hostname.yourco.com (for use on Linux)

### Software requirements

#### Server software and operating system requirements

This section describes the server software and operating system requirements.

**Note:** Software marked with a plus sign (+) is shipped with Lotus Workplace.

#### Supported server operating systems

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

- IBM AIX V5.1 with Maintenance Level 4
- IBM AIX V5.2
- Microsoft Windows 2000 Server with Service Pack 4
- Microsoft Windows 2000 Advanced Server with Service Pack 4
- Microsoft Windows Server 2003 Standard Edition
- Microsoft Windows Server 2003 Enterprise Edition
- Red Hat Enterprise Linux AS for Intel (x86) 2.1
- SUSE LINUX Enterprise Server 8.24 for Intel (x86)

#### Supported WebSphere Application Server versions

One of the following WebSphere Application Server software is required:

- IBM WebSphere Application Server Enterprise V5.0.2.3+
- IBM WebSphere Application Server Network Deployment V5.0.2.3+

#### Supported WebSphere Portal version

- IBM WebSphere Portal Enable for Multiplatforms V5.0.2.1+

#### Supported databases

Lotus Workplace requires one of the following databases running on a supported operating system listed above:

- IBM Cloudscape V5.1.36+
- IBM DB2 Universal Database® Enterprise Server Edition V8.1 with Fix Pack 4a+
- IBM DB2 Universal Database Workgroup Server Edition V8.1 with Fix Pack 4a
- IBM DB2 V7.2 (Learning servers only)
- Microsoft SQL Server 2000 with Service Pack 2 (Learning servers only)
- Oracle Enterprise Edition 9i Release 2 (9.2.0.4)

**Note:** The IBM DB2 software that is provided with Lotus Workplace is licensed for use only with Lotus Workplace products and the DB2 4a Fix Pack is designed specifically for Lotus Workplace. Users of the standard DB2 4a Fix Pack will need to apply a DB2 iFix which can be downloaded from the DB2 support site. Refer to the Release Notes for more information.

#### Supported HTTP servers

Lotus Workplace requires one of the following HTTP servers:

- Apache HTTP Server 1.3.20
- Apache HTTP Server 1.3.26
- IBM HTTP Server V1.3.26+
- IBM HTTP Server V2.0.42.1
- IBM Lotus Domino Enterprise Server (as Web server) V5.0.9a, or later
- Microsoft IIS 5.0
- Sun ONE Web Server (formerly iPlanet), Enterprise Edition 6.0 with Service Pack 4
- iPlanet Web Server Enterprise Edition 4.1, Service Pack 7, 8, or 9

#### Supported LDAP directory servers

Lotus Workplace requires one of the following LDAP directory servers.

- IBM Directory Server V4.1 with Fix Pack 2
- IBM Directory Server V5.1 with Fix Pack 2+
- IBM SecureWay® V3.2 (Learning servers only)
- IBM Lotus Domino Enterprise Server (as LDAP server) V5.0.11 through V5.0.13
- IBM Lotus Domino Enterprise Server (as LDAP server) V6.5
- Microsoft Active Directory 2000
- Novell eDirectory 8.7
- Sun ONE Directory Server 5.1 with Service Pack 3

**Note:** IBM Directory Server requires IBM DB2 as the database store.

**Note:** If the LDAP server is Lotus Domino V6.5, Lotus Workplace supports searches of secondary Domino directories that are designated as “Domain type: Notes” in a directory assistance database on the server.

#### Supported server Java Development Kit (JDK)

- JDK 1.4.1 (Synchronous Development only)

#### Supported Portal Document Manager content management software

- IBM DB2 Content Manager Enterprise Edition, V8.2

#### Supported third-party single sign-on (SSO) products for the browser client

- IBM Tivoli® Access Manager V4.1 (Lotus Workplace Messaging only)
- IBM Tivoli Access Manager V5.1 (Lotus Workplace Messaging only)
- Netegrity Policy Server 5.5

#### Supported third-party public key infrastructure (PKI) products

- IBM Lotus Domino V6.5.2
- Microsoft PKI provided with Windows 2000 server
- VeriSign 6.0

#### Supported proxy servers

- IBM WebSphere Edge Server 2.0 (Lotus Workplace Messaging only)

## Additional requirements for Lotus Workplace Collaborative Learning

To support complete functionality for live classroom sessions, Lotus Workplace Collaborative Learning requires IBM Lotus Virtual Classroom V1.1.1 or later.

### Client software and operating system requirements

This section describes the client software and operating system requirements for Lotus Workplace products.

#### Supported operating systems for the browser client

The following operating systems are supported for browser clients:

- Microsoft Windows 2000 Professional with Service Pack 2
- Microsoft Windows XP
- Red Hat Enterprise Linux WS 3.0 with Update 1
- SUSE LINUX Desktop 1.0

Workplace Collaborative Learning supports these additional client operating systems for browser access, excluding the portal-based student interface:

- Macintosh 8.0
- Macintosh OS 9
- Macintosh OS X
- Microsoft Windows 98
- Microsoft Windows ME
- Red Hat Linux 7.2, or later

**Note:** The Workplace Collaborative Learning Authoring Tool and Offline Learning client support Windows 2000 and Windows XP only.

#### Supported operating systems for the rich client

The following operating systems are supported for the rich client:

- Microsoft Windows 2000 Professional with Service Pack 2
- Microsoft Windows XP
- Red Hat Enterprise Linux WS 3.0 with Update 1; Kernel: 2.4.21-9; Compiler: gcc 3.2, glibc 2.3.2

#### Supported browsers

The following browsers are supported:

- Microsoft Internet Explorer 6.0 with Service Pack 1 — on Windows 2000 and Windows XP with the Sun Java Runtime Environment (JRE) 1.4.2 or with Microsoft Java Virtual Machine (JVM) 1.1
- Microsoft Internet Explorer 5.5 with Service Pack 2 — on Windows 2000 with Microsoft JVM 1.1
- Mozilla 1.4 on Linux with Sun Java Runtime Environment (JRE) 1.4.2

Workplace Collaborative Learning supports these additional browsers excluding the portal-based student interface:

- Netscape 6.0x — on supported Windows platforms
- Netscape 6.2 or later — all supported platforms
- Microsoft Internet Explorer 5.0x — Windows and Macintosh platforms

## Supported mail clients

In addition to the browser client and rich client, Lotus Workplace Messaging supports the following mail clients.

### POP3 clients on Microsoft Windows 2000 and Microsoft Windows XP

Lotus Workplace Messaging supports the following POP3 clients:

- IBM Lotus Notes® V6.5
- Microsoft Outlook Express 6
- MS Outlook — XP/2002
- WebSphere Portal Internet Mailbox V4.2
- WebSphere Portal Internet Mailbox V5.0

### IMAP clients on Microsoft Windows 2000 and Microsoft Windows XP

Lotus Workplace Messaging supports the following IMAP clients:

- IBM Lotus Notes V6.5
- Microsoft Outlook Express 6
- MS Outlook — XP/2002

**Note:** Lotus Workplace Messaging support for IMAP-connected clients has enterprise scalability limitations. IMAP support in this release is intended for pre-production usage for evaluation purposes.

### Supported client Java Development Kit (JDK)

- JDK 1.4.2

### IBM Lotus Workplace Web Content Management

**Note:** System requirements for IBM Lotus Workplace Web Content Management 2.0 are different than those required for the other Lotus Workplace products. They are the following:

### IBM Lotus Workplace Web Content Management Lotus Domino edition Application Server

- Lotus Domino Server V5 and V6.5
- WebSphere Portal V5.0 (rendering portlet)

### Supported platforms

- Microsoft Windows 2000 SP™ 4 and Microsoft Windows 2003
- Microsoft Windows XP (client platform only)
- Sun Solaris 8 and 9
- IBM AIX V5.2
- SUSE LINUX 8.0 (Intel processor)
- Red Hat Linux 8.0 (Intel processor)
- Linux on zSeries (SuSE SLES Linux 8.0)
- IBM iSeries™ (OS/400®) V5.2

### Client browser support

- IBM Lotus Notes V5 and V6
- Microsoft Internet Explorer, Version 5.5 SP 2
- Microsoft Internet Explorer, Version 6 SP 1
- Netscape 7

### Repository support

- Lotus Domino Notes Storage Facility (NSF)

### Integration with Lotus Domino Applications



- IBM Lotus Domino Document Manager V6.5.1
- IBM Lotus Workflow™ V6.5.1

**IBM Lotus Workplace Web Content Management Java edition Application Server**

- WebSphere Application Server V5.0
- WebSphere Portal V5.0 (rendering portlet)

**Supported platforms**

- Microsoft Windows 2000 SP 4 and Microsoft Windows 2003
- Microsoft Windows XP (client platform only)
- Sun Solaris 8 and 9
- IBM AIX V5.2
- SuSE SLES Linux 8.0 (Intel processor)
- Red Hat Linux Advanced Server 2.1 (Intel processor)
- Linux on zSeries (SuSE SLES 8.0)
- IBM iSeries (OS/400) V5.2

**Client browser support**

- Microsoft Internet Explorer, Version 5.5 SP 2
- Microsoft Internet Explorer, Version 6 SP1®
- Mozilla 1.4 and 1.5 (rendering only)
- Netscape 7 (rendering only)

**Repository support**

- IBM DB2, V7.2 and V8
- IBM DB2 400
- IBM DB2 Content Manager, V8.2
- Oracle 9i
- SQL Server 2000 SP 3
- Informix™ 9.4
- Cloudscape 5.1
- File system (flat file)

For the latest information on software requirements for Lotus Workplace Web Content Management, refer to the Lotus Workplace Web Content Management system requirements at

<http://www.lotus.com/products/product5.nsf/wdocs/lwwcmsysreq>

**Planning information**

**Direct customer support:** Software Maintenance, previously referred to as Software Subscription and Technical Support, is included in the Passport Advantage Agreement. Installation and technical support is provided by the Software Maintenance offering of the IBM International Passport Advantage Agreement. This fee service enhances customer productivity, with voice and electronic access into IBM support organizations.

For additional information, visit the IBM software support Web site

<http://www.ibm.com/software/support>

**Packaging:** IBM Lotus Workplace Messaging, IBM Lotus Workplace Collaborative Learning, IBM Lotus Workplace Web Content Management, IBM Lotus Workplace Team Collaboration, and IBM Lotus Workplace Documents will each be distributed via a media package and electronic software distribution (ESD).

Each IBM Lotus Workplace product’s media package is distributed in one package with the following:

- IBM Lotus Workplace product CDs.
- Prerequisite software CDs.
- Soft copy product documentation, including README files, are included on the product CDs.

**Security, auditability, and control**

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

**Ordering information**

**Product information**

Licensed function title	Product group	Product category
IBM Lotus Workplace Team Collaboration	Lotus Workplace	IBM Lotus Workplace Team Collaboration
IBM Lotus Workplace Messaging	Lotus Workplace	IBM Lotus Workplace Messaging
IBM Lotus Workplace Collaborative Learning	Lotus Workplace	IBM Lotus Workplace Collaborative Learning
IBM Lotus Workplace Web Content Management	Lotus Workplace	IBM Lotus Workplace Web Content Management
IBM Lotus Workplace Documents	Lotus Workplace	IBM Lotus Workplace Documents

- IBM Lotus Workplace Messaging is priced on a per-user basis.
- IBM Lotus Workplace Collaborative Learning is priced on a per-user basis.
- IBM Lotus Workplace Web Content Management is priced on a per-processor basis.
- IBM Lotus Workplace Team Collaboration is priced on a per-user basis.
- IBM Lotus Workplace Documents is priced on a per-user basis.

**Passport Advantage program licenses**

**IBM Lotus Workplace Collaborative Learning**

Part description	Part number
IBM Lotus Workplace Collaborative Learning Workplace Collab Learn Users SW Maintenance Annual Renewal	E013ULL
Workplace Collab Learn Users License & SW Maintenance 12 Months	D5394LL
Workplace Collab Learn Users SW Maintenance Reinstatement 12 Months	D5395LL

**IBM Lotus Workplace Documents**

**Part description**

IBM Lotus Workplace Documents  
 IBM Lotus Workplace Documents  
 Users License & SW Maintenance  
 12 Months

IBM Lotus Workplace Documents  
 Users SW Maintenance Annual  
 Renewal

IBM Lotus Workplace Documents  
 Users SW Maintenance  
 Reinstatement 12 Months

**Part  
 number**

D53RQLL

E019ULL

D53RRLL

**Passport Advantage supply**

**Program name/  
 description**

Lotus Workplace Collaborative  
 Learning V2.0.0

Media Pack Multilingual (English  
 International, Portuguese,  
 French, Danish, Russian, Hebrew,  
 Arabic, Korean, Chinese —  
 Simplified, Spanish, Brazilian  
 Portuguese, German, Swedish,  
 Japanese, Chinese — Traditional,  
 Hungarian, Norwegian Nynorsk,  
 Greek, Turkish, Dutch, Czech,  
 Italian, Finnish, Polish)  
 Windows 2000, Windows Server  
 2003, AIX V5.x, Linux for  
 x86Series Intel-based servers  
 CD-ROM Digital Disk — ISO 9660  
 Standard V2.0.0

**Part  
 number**

AF08QML

**IBM Lotus Workplace Messaging**

**Part description**

IBM Lotus Workplace Messaging  
 Workplace Users License & SW  
 Maintenance 12 Months

Workplace Users SW Maintenance  
 Reinstatement 12 Months

Workplace Users SW Maintenance  
 Annual Renewal

**Part  
 number**

D529SLL

D529TLL

E00Q0LL

Lotus Workplace Messaging V2.0.0

Media Pack Multilingual (English  
 International, Portuguese,  
 French, Danish, Russian, Hebrew,  
 Arabic, Korean, Chinese —  
 Simplified, Spanish, Brazilian  
 Portuguese, German, Swedish,  
 Japanese, Chinese — Traditional,  
 Hungarian, Norwegian Nynorsk,  
 Greek, Turkish, Dutch, Czech,  
 Italian, Finnish, Polish)  
 Windows 2000, Windows Server  
 2003, AIX V5.x, Linux for  
 x86Series Intel-based servers  
 CD-ROM Digital Disk — ISO 9660  
 Standard V2.0.0

AH0L4ML

**IBM Lotus Workplace Team Collaboration**

**Part description**

IBM Lotus Workplace Team  
 Collaboration

Workplace Team Collab Users SW  
 Maintenance Annual Renewal

Workplace Team Collab Users  
 License & SW Maintenance 12  
 Months

Workplace Team Collab Users  
 License & SW Maintenance 12  
 Months

Workplace Team Collab Users SW  
 Maintenance Reinstatement 12  
 Months

**Part  
 number**

E013VLL

D53YGLL

D5396LL

D5397LL

Lotus Web Content Management  
 V2.0.0

Media Pack Multilingual (English  
 International, Portuguese,  
 French, Danish, Russian, Hebrew,  
 Arabic, Korean, Chinese —  
 Simplified, Spanish, Brazilian  
 Portuguese, German, Swedish,  
 Japanese, Chinese — Traditional,  
 Hungarian, Norwegian Nynorsk,  
 Greek, Turkish, Dutch, Czech,  
 Italian, Finnish, Polish) Linux  
 for iSeries Integrated  
 Mid-Market Business Servers,  
 Windows 2000, Windows Server  
 2003, AIX V5.x, Linux for  
 x86Series Intel-based servers  
 CD-ROM Digital Disk — ISO 9660  
 Standard V2.0.0

BU00AML

**IBM Lotus Workplace Web Content Management**

**Part description**

IBM Lotus Workplace Web Content  
 Management

Workplace Web Content Mgmt Per  
 Processor License & SW  
 Maintenance 12 Mont

Workplace Web Content Mgmt Per  
 Processor SW Maintenance  
 Reinstatement 12

Workplace Web Content Mgmt Per  
 Processor SW Maintenance Annual  
 Renewal

**Part  
 number**

D52Y0LL

D52Y1LL

E011DLL

Lotus Workplace Documents V2.0.0

Media Pack Multilingual (English  
 International, Portuguese,  
 French, Danish, Russian, Hebrew,  
 Arabic, Korean, Chinese —  
 Simplified, Spanish, Brazilian  
 Portuguese, German, Swedish,  
 Japanese, Chinese — Traditional,  
 Hungarian, Norwegian Nynorsk,  
 Greek, Turkish, Dutch, Czech,  
 Italian, Finnish, Polish)  
 Windows 2000, Windows Server  
 2003, AIX V5.x, Linux for  
 x86Series Intel-based servers  
 CD-ROM Digital Disk — ISO 9660  
 Standard V2.0.0

BU00CML

<b>Program name/ description</b>	<b>Part number</b>	<b>Lotus Workplace Messaging V2.0.0</b>		
		<b>Entitled maintenance offerings description</b>	<b>Media packs description</b>	<b>Part number</b>
Workplace Team Collaboration V2.0.0 Media Pack Multilingual (English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese — Simplified, Spanish, Brazilian Portuguese, German, Swedish, Japanese, Chinese — Traditional, Hungarian, Norwegian Nynorsk, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish) Windows 2000, Windows Server 2003, AIX V5.x, Linux for x86Series Intel-based servers CD-ROM Digital Disk — ISO 9660 Standard V2.0.0	AD03MML	IBM Lotus Workplace Messaging User	LWP Messaging 2.0 Multilingual (English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese — Simplified, Spanish, Brazilian Portuguese, German, Swedish, Japanese, Chinese — Traditional, Hungarian, Norwegian Nynorsk, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish) Windows 2000, Windows Server 2003, AIX V5.x, Linux for x86Series Intel-based servers CD-ROM Digital Disk — ISO 9660 Standard	AH0L4ML

**Passport Advantage customer: Media pack  
entitlement details**

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

**Lotus Workplace Collaborative Learning V2.0.0**

<b>Entitled maintenance offerings description</b>	<b>Media packs description</b>	<b>Part number</b>
IBM Lotus Workplace Collaborative Learning Per User	LWP Collab.Learning Multilingual (English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese — Simplified, Spanish, Brazilian Portuguese, German, Swedish, Japanese, Chinese — Traditional, Hungarian, Norwegian Nynorsk, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish) Windows 2000, Windows Server 2003, AIX V5.x, Linux for x86Series Intel-based servers CD-ROM Digital Disk — ISO 9660 Standard	AF08QML

**Lotus Web Content Management V2.0.0**

<b>Entitled maintenance offerings description</b>	<b>Media packs description</b>	<b>Part number</b>
IBM Lotus Workplace Web Content Management Processor	Lotus Web Content Management Multilingual (English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese — Simplified, Spanish, Brazilian Portuguese, German, Swedish, Japanese, Chinese — Traditional, Hungarian, Norwegian Nynorsk, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish) Linux for iSeries Integrated Mid-Market Business Servers, Windows 2000, Windows Server 2003, AIX V5.x, Linux for x86Series Intel-based servers CD-ROM Digital Disk — ISO 9660 Standard	BU00AML

## Lotus Workplace Documents V2.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Lotus Workplace Document Management Per User	Lotus Workplace Documents Multilingual (English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese — Simplified, Spanish, Brazilian Portuguese, German, Swedish, Japanese, Chinese — Traditional, Hungarian, Norwegian Nynorsk, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish) Windows 2000, Windows Server 2003, AIX V5.x, Linux for x86Series Intel-based servers CD-ROM Digital Disk — ISO 9660 Standard	BU00CML

## Workplace Team Collaboration V2.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Lotus Workplace Team Collaboration Per User	Workplace Team Collaboration Multilingual (English International, Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese — Simplified, Spanish, Brazilian Portuguese, German, Swedish, Japanese, Chinese — Traditional, Hungarian, Norwegian Nynorsk, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish) Windows 2000, Windows Server 2003, AIX V5.x, Linux for x86Series Intel-based servers CD-ROM Digital Disk — ISO 9660 Standard	AD03MML

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Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

## License information form numbers

Program name	Program number	Form number
IBM Lotus Workplace Team Collaboration	5724-I28	L-GHUS-5VVQA7
IBM Lotus Workplace Messaging	5724-I27	L-GHUS-5VVQA7
IBM Lotus Workplace Collaborative Learning	5724-I26	L-GHUS-5VVQA7
IBM Lotus Workplace Web Content Management	5724-I29	L-GHUS-5VVQA7
IBM Lotus Workplace Documents	5724-I60	L-GHUS-5VVQA7

**Limited warranty applies:** Yes

**Warranty:** This program has warranty for a minimum of one year from acquisition from IBM or authorized IBM Business Partner. The warranty provided to the customer, for at least one year from acquisition, is access to databases (read Web sites) for program information and FAQs, including any known fixes to defects, which the customer can download or obtain otherwise and install at leisure.

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**Money-back guarantee:** If for any reason you are dissatisfied with the program, return it within 30 days from the invoice date, to the party (either IBM or its reseller) from whom you acquired it, for a refund. This applies only to your first acquisition of the program.

### Copy and use on home/portable computer

Product name	Copy and use on home/portable computer?
IBM Lotus Workplace Team Collaboration	No
IBM Lotus Workplace Messaging	No
IBM Lotus Workplace Collaborative Learning	No
IBM Lotus Workplace Web Content Management	No
IBM Lotus Workplace Documents	No

**Volume orders (IVO):** No

**Passport Advantage applies:** Yes and through the Passport Advantage Web site at

<http://www.ibm.com/software/passportadvantage>

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**Educational allowance available:** Not applicable

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## Prices

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