

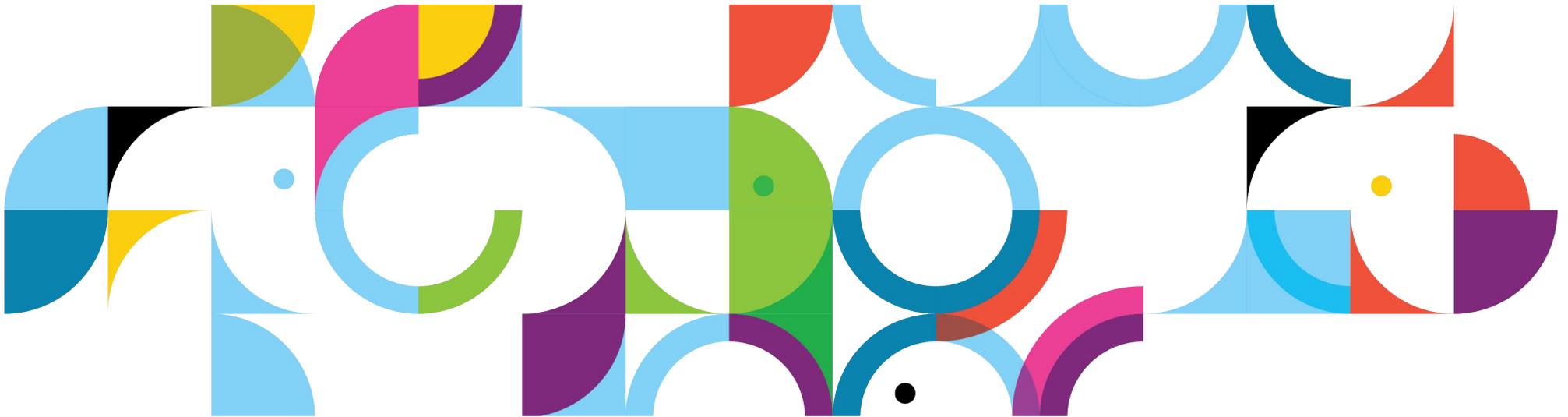
MS Outlook 2013 als Mail Client Option für IBM Domino

Manfred Lenz

IBM Deutschland GmbH

E-Mail manfred.lenz@de.ibm.com

Telefon +49 172 8377034



Agenda

- IBM mail support for Microsoft Outlook 2013 (formerly known as “Project Hawthorn”)
 - Glossar
 - Value Proposition
 - Overview
 - Architecture
 - Timeline
- Q&A



Glossar

- **IMSMO**
 - IBM Mail support for MS Outlook 2013
- **IMSA**
 - IM(SMO)SA = IBM Mail (SMO) Server Addon
- **EAS**
 - Exchange ActiveSync
- **REST**
 - Representational State Transfer



IBM mail support for Microsoft Outlook 2013

Positioning/Value Statement

“IBM mail support for Microsoft Outlook 2013” helps **selected** IBM Notes and Domino customers create more engaged employees, **avoid** rip-and-replace **costs**, and **preserves value** of existing IT, by allowing users to **choose** which email client works best for them – Outlook or Notes – with their existing Domino infrastructure...”



Value Proposition

Who is this for? Who's the target audience?

- CIOs and VPs of IT of existing IBM Notes and Domino customers, who are at-risk of migrating users to Microsoft Outlook/Exchange
 - Highest propensity are customers involved in:
 - M&A activities (Domino infrastructure where client choice is demanded)
 - Where IBM needs to co-exist with Microsoft Outlook
 - Competitively defend against Microsoft
- Who need to...
 - Avoid managing multiple messaging server systems
 - Sleep at night in spite of users who complain about their email client
- This capability is not for all customers and all markets



What is “IBM mail support for Microsoft Outlook 2013”?

- Allows Domino 9.0.x and Outlook 2013 to communicate via Exchange ActiveSync (EAS)
 - Outlook 2013 natively offers EAS account configuration
 - This is a capability vs. separate solution (i.e., IMAP, POP3, etc.)

- A lightweight Outlook 2013 add-in exposes additional functionality beyond what Outlook 2013 natively offers for EAS configurations
 - Leverages Domino REST services

- Capabilities
 - Mail, calendar, contacts, delegation, offline, search, Notes encryption, OOO, etc.

- Limitations
 - Outlook 2013 only (Win 7+)
 - No support for prior Outlook versions possible (only Outlook 2013 supports EAS v14)
 - No Mac support (EAS not supported for Mac Outlook offerings)



Requirements

■ Client

- Outlook 2013 on Windows only

■ Server

- Windows 64-bit / Domino 64-bit platform
- Requires:
 - Domino release 9.0.1
 - HTTP protocol
 - IDVault
- Language: English only Addon (at the moment)
- -

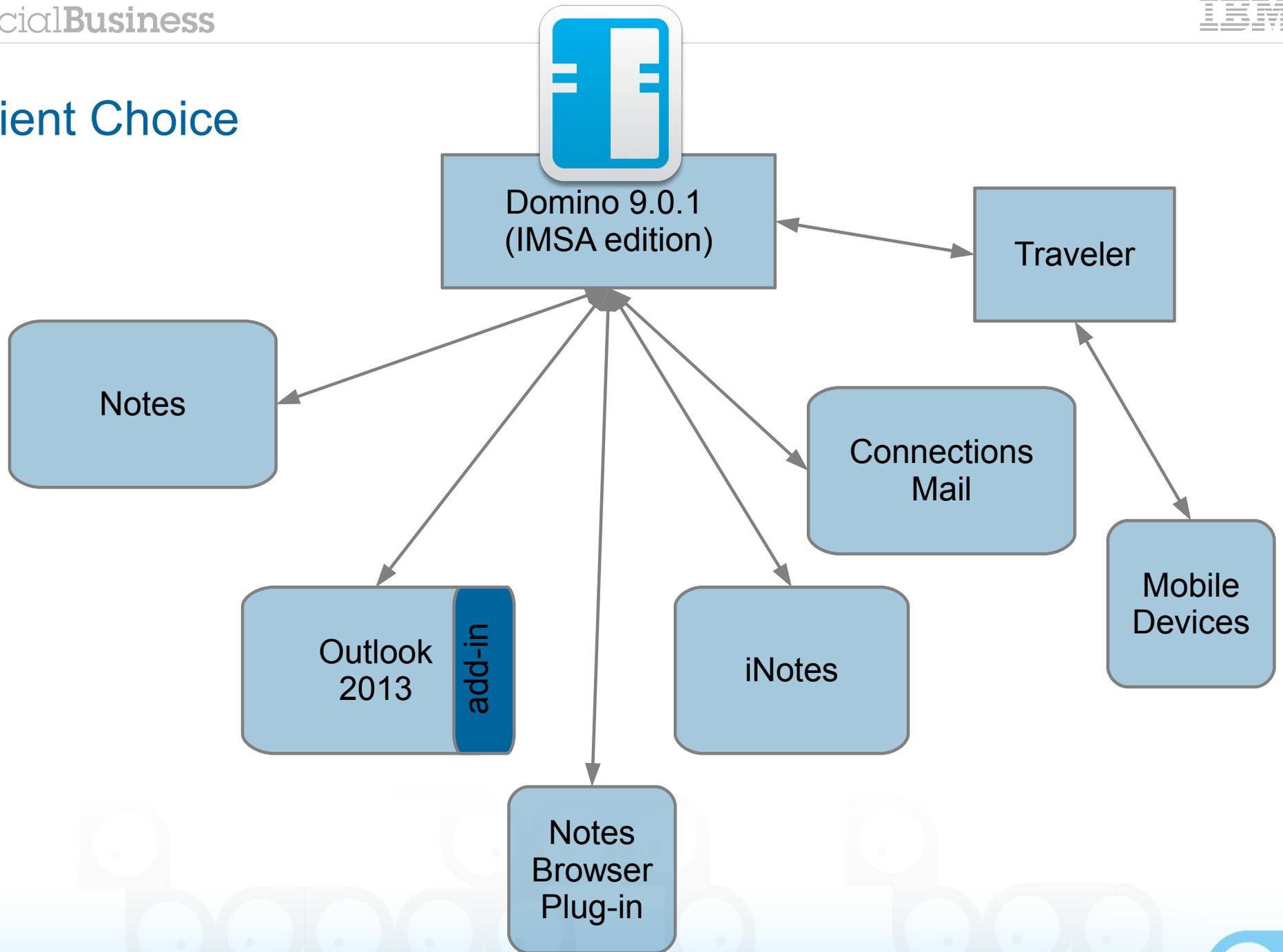


■ Other considerations:

- Clients must use local mail files (this is a syncing solution, which means there is no direct server access for mail files)

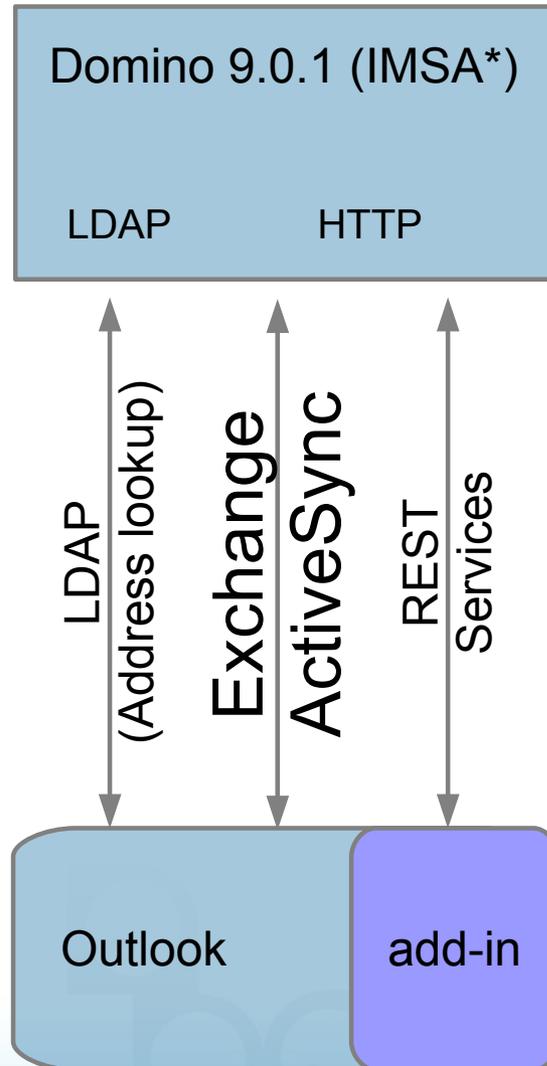


Client Choice



IBM mail support for Microsoft Outlook 2013

Architectural diagram



- Primary Domino communication via HTTP
 - Exchange ActiveSync synchronizes all data
 - Mail, calendar, contacts, folders
 - REST services expose advanced capabilities through the add-in
 - Out of office
 - Encryption
 - Room finder
 - Quota management
 - Delegate management
- Address book search via LDAP
 - Native Outlook capability
 - Any LDAP will work (not just Domino)

*IMSA = IBM Mail (SMO) support Add-on



IBM mail support for Microsoft Outlook 2013

Benefits of EAS solution

- Server-side implementation
 - Easy-to-maintain
 - Avoids a heavy client footprint
- Leverages and compliments existing Traveler product
 - Traveler is highly-used and well-tested
- EAS (Exchange Active Sync) is well-defined, well-documented, industry-approved
- Leverages the native *.ost data store (same as Exchange uses)
 - Performant and secure
 - Exposes most Outlook client features “for free”
 - Offline, search capabilities, advanced views and filtering, local archiving, local mail rules, social network integration, etc.

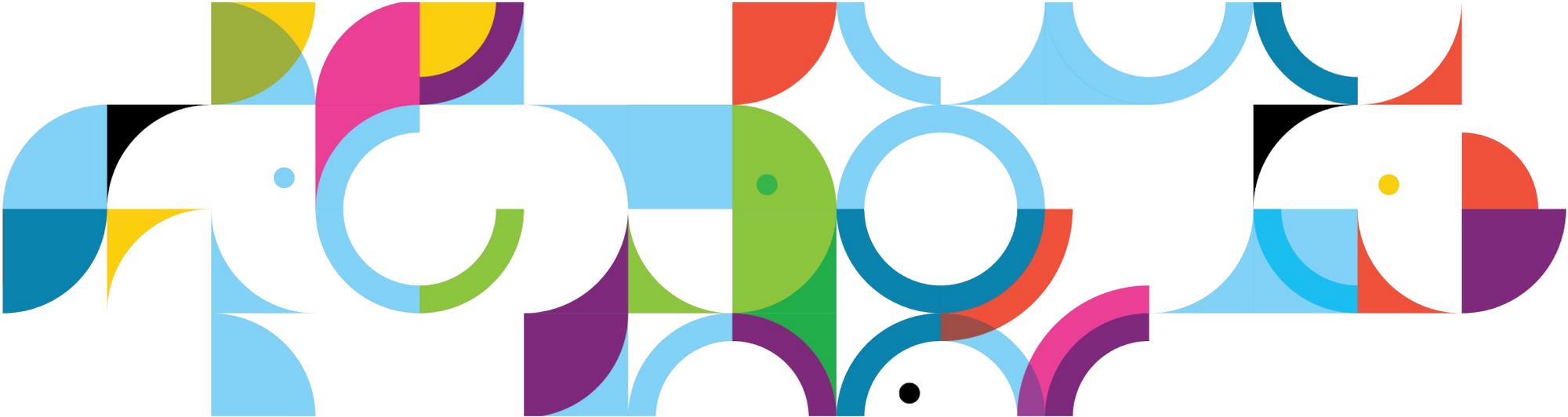


Target Milestones

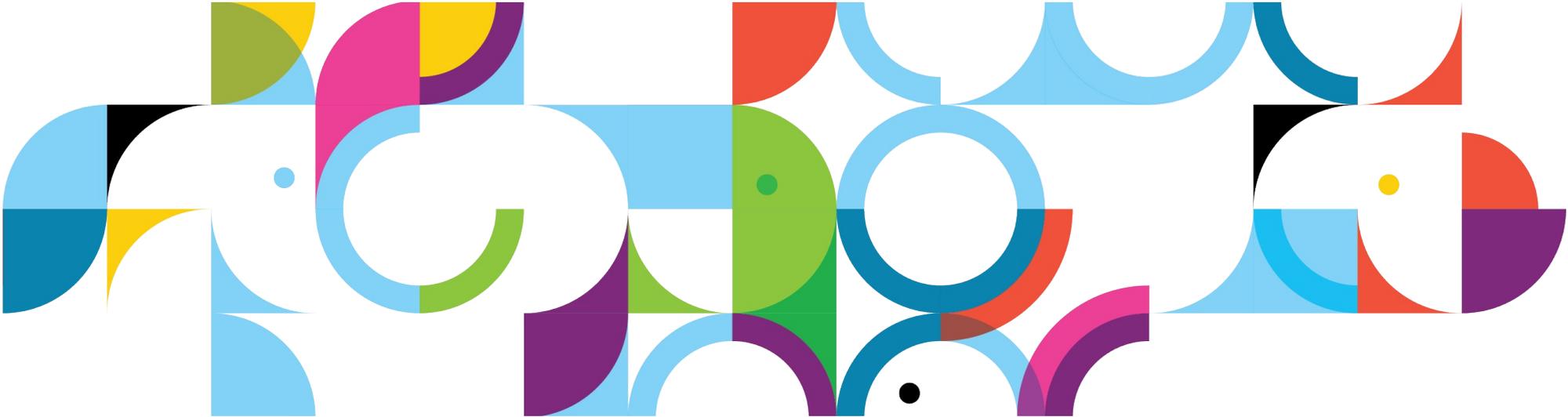
- November IMSMO IF 3
 - Global Language Support
- Q1/2015
 - IMSMO General availability (on request)
 - SmartCloud Notes
- General Availability will align with a future Domino release



Demo



Deep Dive



Administration(20.000m)

- Installation IMSA
- Konfiguration des Servers
- Installation IMSMO Addin auf den Outlook Clients



Administration (5000m)

- Domino (64) 9.0.1 FP1 oder FP2
 - Windows 64 Bit oder AIX
- Maildatenbanken müssen auf dem IMSMO Server liegen
 - Unterschied zu Traveler
- ID Vault

Administration (500m)

■ DB2

- Datenbankserver, für den produktiven Einsatz, erforderlich
 - Loadbalancing, Notes IMSMO Administration und Device Synchronization Data
- Für einen Test oder ein POC (max. 40 Anwender) wird Derby als Datenbank mitgeliefert und installiert
- Eine Unterstützung anderer Datenbanken ist geplant aber nicht priorisiert

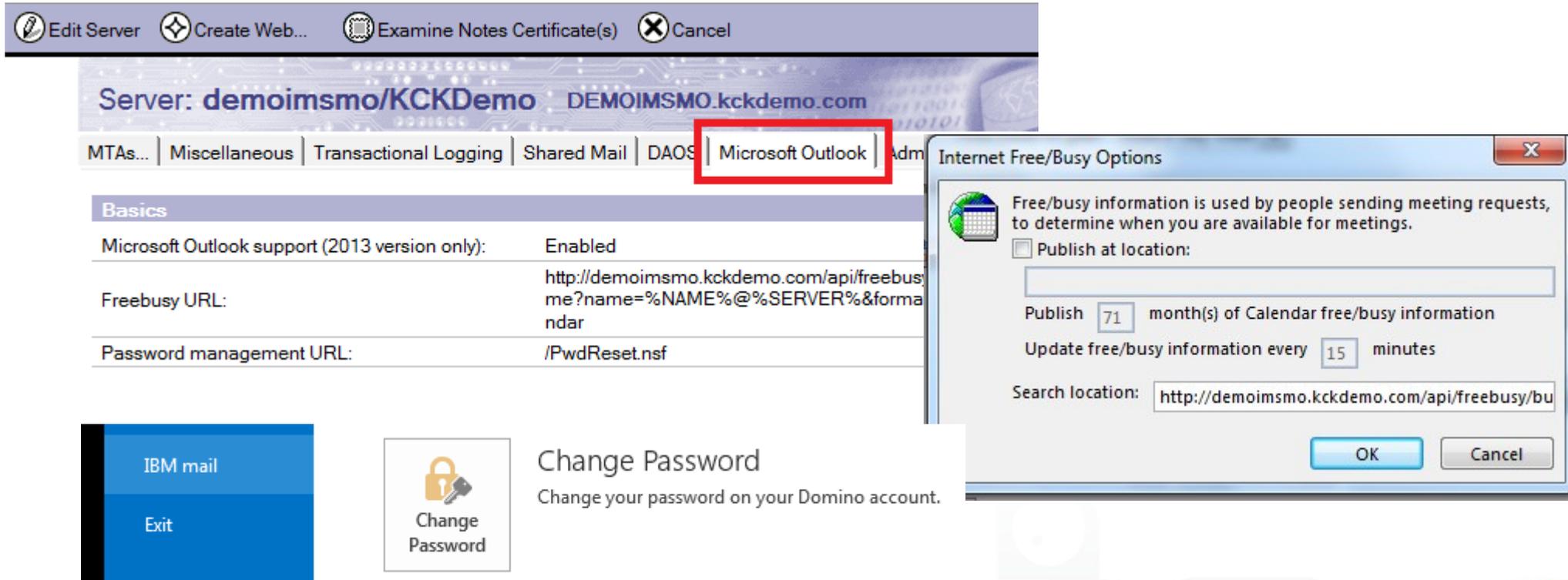
■ HTTP/S

- Exchange Active Sync verlangt SSL
- SSL Zertifikat für Domino ist Pflicht oder aber eine vorgeschaltete Appliance oder ein SSL Proxy
- Die Outlook Clients müssen dem Herausgeber des Zertifikats vertrauen.
 - Verteilung des Herausgebers als Gruppenrichtlinie wenn dieser nicht bereits in der Liste der vertrauenswürdigen Herausgeber enthalten ist.

Administration Serverdokument

- Neuer “Microsoft Outlook” Tab

- Link für “Freebusy URL” und “Password management URL”
- Diese URLs werden vom Outlook Addon verwendet bzw. Die “Freebusy URL” in Outlook gesetzt



The screenshot shows the Domino Administration Server interface for the server 'demoimsmo/KCKDemo'. The 'Microsoft Outlook' tab is selected and highlighted with a red box. The 'Basics' section is expanded, showing the following settings:

Microsoft Outlook support (2013 version only):	Enabled
Freebusy URL:	http://demoimsmo.kckdemo.com/api/freebusy/me?name=%NAME%@%SERVER%&format=ndar
Password management URL:	/PwdReset.nsf

Overlaid on the interface is the 'Internet Free/Busy Options' dialog box. It contains the following information:

- Free/busy information is used by people sending meeting requests, to determine when you are available for meetings.
- Publish at location:
- Publish month(s) of Calendar free/busy information
- Update free/busy information every minutes
- Search location:
- Buttons: OK, Cancel

At the bottom left, there is a blue sidebar with 'IBM mail' and 'Exit' buttons. To the right, there is a 'Change Password' button with a lock icon and the text 'Change your password on your Domino account.'

Administration: Räume und Ressourcen

- Raum- und Ressourcenreservierung
 - Räume und Ressourcen benötigen eine Internet Adresse

 Edit Resource  Cancel

Resource: **Besprechungsraum 1/Frankfurt**

Basics | Other | Administration

Basics

Resource type:	Room
Resource name:	Besprechungsraum 1/Frankfurt
Capacity:	10
Resource description:	Besprechungsraum 1
Internet Address:	frankfurt_raum1@kckdemo.com
Comments:	

Administration: Passwortänderung

- Die Passwort Änderung ist eine Option des Outlook Addons
 - Die Passwortänderung erfolgt über eine Webanwendung
 - Wenn die URL im Serverdokument nicht vorhanden ist, wird diese Option nicht angezeigt
 - Beispiel für eine Anwendung wird mit Domino ausgeliefert:
PWDRestSample.nsf



Richtlinien/Mail Einstellungen 1/2

Calendar and ToDo/Display

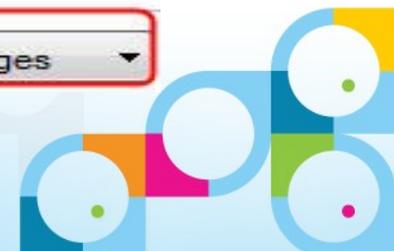
Ask me before deleting calendar and to do documents:	<input type="checkbox"/> Yes	Don't set value
Display new (unprocessed) notices:	<input checked="" type="checkbox"/> Yes	Set value and prevent changes
Process cancelled meetings automatically:	<input checked="" type="checkbox"/> Yes	Set value and prevent changes
<input type="radio"/> Remove from calendar		Set value and prevent changes
<input checked="" type="radio"/> Show as cancelled in calendar		Set value and prevent changes
Display To Do entries in the Calendar:	<input type="checkbox"/> Yes	Don't set value
Calendar Overlay:	<input checked="" type="checkbox"/> Enabled	<input type="checkbox"/> Don't set value

Richtlinien/Mail Einstellungen 2/2

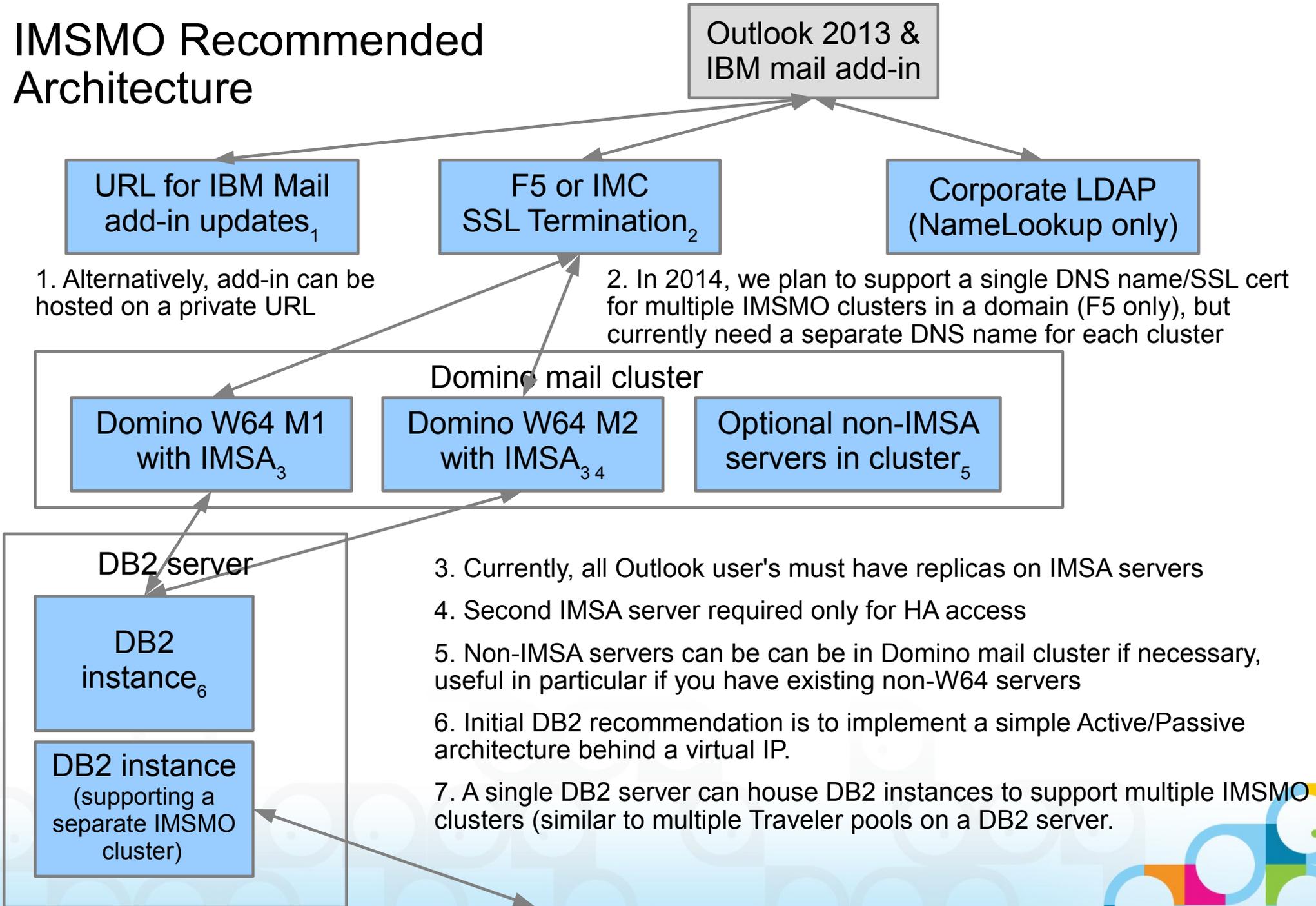
Calendar and ToDo/Notices

Displaying Calendar Entries in Mail Views		How to apply this setting:
Display the following meeting notices in user's Inbox:	All	Set value and prevent changes
Remove meeting notices from user's Inbox after user has processed them:	<input checked="" type="checkbox"/> Yes	Set value and prevent changes
Display unprocessed meeting notices in the New Notices MiniView:	<input type="checkbox"/> Yes	Don't set value
Don't display calendar documents in the All Documents mail view:	<input type="checkbox"/> Yes	Don't set value
Don't display meeting invitations in the Sent mail view:	<input checked="" type="checkbox"/> Yes	Don't set value

Update Notice Options		How to apply this setting:
When I add or remove meeting invitees, update the other participants:	<input type="checkbox"/> Yes	Don't set value
Automatically process meeting updates and apply changes to meetings	<input checked="" type="checkbox"/> Yes	Set value and prevent changes
Keep me informed of meeting updates when I delegate meetings	<input type="checkbox"/> Yes	Don't set value
Keep me informed of meeting updates when I decline meetings:	<input type="checkbox"/> Yes	Set value and prevent changes



IMSMO Recommended Architecture



Erfahrungen

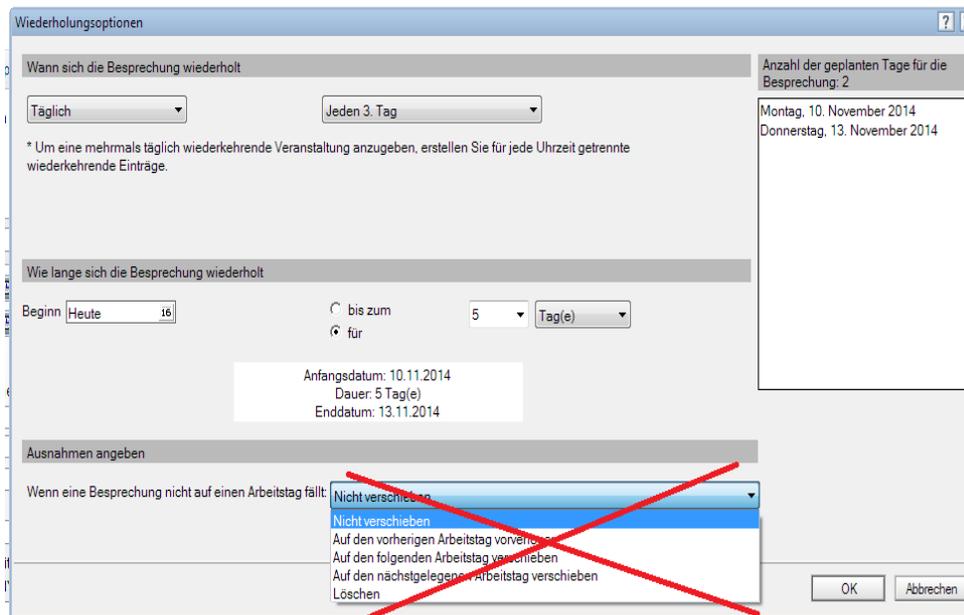
- 81 Kunden weltweit mit ca. 30.000 geplanten IMSMO Anwendern
- 10 Kunden in D mit geplant 4000 IMSMO Anwendern
- Anteil der IMSMO Anwender ca. 20% der gesamten Notes/Domino Anwender der Unternehmen

- Geeignet für
 - Anwender in einem Unternehmen, die Outlook wünschen/benötigen, die nur einen Mailaccount haben.
- Nicht geeignet für
 - Den vollständigen Umstieg eines Unternehmens auf Outlook als Mailclient
 - Ein IMSMO Server skaliert schlechter als ein iNotes Server
 - Assistenten/Sekretariatsarbeitsplätze
 - Aktuell nur ein IMSMO Account möglich
 - Einschränkungen beim Mischbetrieb von Exchange und IMSMO/Outlook.com Accounts
 - Anwender, die häufig mit Notes/Domino Anwendungen arbeiten
 - Notes Browser Plugin/Webfähige Notes Anwendungen



Erfahrungen Kalender 1/2

- Notes kennt keine Termine, die über Mitternacht gehen...
- Outlook kennt keine komplexen Regeln, sondern nur einfache Wiederholungen



Erfahrungen Kalender 2/2

- Outlook unterstützt den iCalendar Standard nur unvollständig
 - <http://support.microsoft.com/kb/2643084/de>
The file "not supported calendar message .ics" is not a valid Internet Calendar file.
 -Die Besprechung enthält ein Serienmuster, das von der RDATE-Eigenschaft definiert ist. Die Sitzung umfasst eine entsprechende RRULE-Eigenschaft jedoch nicht. In diesem Fall wird Outlook nicht das Element öffnen, selbst wenn es die von RDATE-Eigenschaft unterstützten Serienmuster gibt....
- Lösung: Notes erlaubt seit 8.5 über eine Policy den Compatibility Mode zu setzen:
 - Configuring options in Domino 8.5 to improve interoperability with non-Notes calendar users:
http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Configuring_options_in_Domino_8.5_to_improve_interoperability_with_non-Notes_calendar_users
- Übrigens: Google unterstützt den iCalendar Standard vollständig und versteht die Notes Kalendereinladungen, so wie es der Standard vorsieht



Side-by-side comparison: Outlook 2013 vs. iNotes 9.0...

The screenshot shows the Outlook 2013 interface. The top ribbon includes 'FILE', 'HOME', 'SEND / RECEIVE', 'FOLDER', 'VIEW', and 'IBM Connections'. The 'HOME' ribbon is active, showing options like 'New Email', 'Delete', 'Reply', 'Forward', 'Quick Steps', 'Move', 'Tags', and 'Find'. The left sidebar shows the 'Inbox' with 12 items. The main pane displays a list of emails, with the most recent one selected: 'Jeff Schick - Here's a link to the engineering...'. The right pane shows the details of this email, including the sender's name, a profile picture, the subject, and the body text which contains a link to an engineering specification and a diagram titled 'Water Consumption (from public supply, wells, etc.)'.

The screenshot shows the IBM iNotes 9.0 interface. The top navigation bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The left sidebar shows the 'Mail' section with 'Inbox (12)' items. The main pane displays a list of emails, with the most recent one selected: 'Jeff Schick - Here's a link to the engineering sp...'. The right pane shows the details of this email, including the sender's name, a profile picture, the subject, and the body text which contains a link to an engineering specification and a diagram titled 'Water Consumption (from public supply, wells, etc.)'.

Adding a new folder to one client “syncs” to the other...

The image shows two side-by-side screenshots of email clients. The left screenshot is Microsoft Outlook, and the right is IBM iNotes. Both show an email from Jeff Schick with a link to an engineering document. The IBM iNotes interface shows a folder named 'My New Folder' in its left-hand navigation pane, which is highlighted to show it has been synchronized.

Outlook (Left): Shows the 'Inbox' for 'jean-philippedesbois@renovations.com'. The email list includes messages from Jeff Schick, Stefano Pogliani, Laurent Godme, and Samantha Daryn. The selected email is from Jeff Schick, dated 5/22/2013, with the subject 'Here's a link to the engineering' and a link to <http://ars.els-cdn.com/content/image/1-s2.0-S0029549312001732-gr4.jpg>. The email body contains a diagram titled 'Water Consumption'.

IBM iNotes (Right): Shows the 'Mail-Inbox' for 'Jean-Philippe Desbois'. The email list is identical to Outlook. The selected email is the same one from Jeff Schick. The IBM iNotes interface includes a left-hand navigation pane with folders like 'Inbox (12)', 'Drafts', 'Sent', 'Follow Up', 'All Documents', 'Junk', 'Trash', 'Views', 'Folders', 'Tools', and 'Other Mail'. A folder named 'My New Folder' is visible under the 'Folders' section.

Water Consumption Diagram (Visible in Both): A flowchart showing water usage. It includes boxes for 'Sanitary water laundry, fire fighting, irrigagion, etc.', 'Demineralized water for make-up, filling, flushing, etc.', and 'Waste water from sanitary water, laundry, drain, flushing, etc.'. Arrows indicate the flow of water between these components.

Support for encrypted mail and digital signatures...

The screenshot displays the Microsoft Outlook interface. The main window shows an email from Jeff Schick with the subject "Can you please schedule time for us to review test plans?". The email body contains the text "Thanks...". A dialog box titled "Notes ID password - Jean-Philippe Desbois" is overlaid on the email, prompting the user to "Enter your Notes ID password:" with a text input field and "OK" and "Cancel" buttons. The Outlook ribbon is visible, showing the "MAIL SECURITY" section with options for "Encrypt Mail" (checked) and "Sign Mail" (unchecked). The background also shows a list of other emails in the inbox, including one from Stefano Pogliani dated 5/23/2013.

Full calendar, free/busy time support in either client...

The screenshot displays the Outlook calendar interface. A dialog box titled "Appointment Recurrence" is open, showing the following details:

- Appointment time:** Start: 5:00 PM, End: 5:30 PM, Duration: 30 minutes.
- Recurrence pattern:** Daily, Every 1 day(s).
- Range of recurrence:** Start: Tue 7/30/2013, End after: 4 occurrences.

The background shows a calendar view for the week of July 29, 2013, to August 02, 2013. The calendar grid shows time slots from 07 AM to 06 PM. The status bar at the bottom indicates "Day 211 - 154 days left in the year".

Change a recurring meeting in either client...

Calendar - jean-philippedesbois@renovations.com - Outlook

FILE HOME SEND / RECEIVE FOLDER VIEW IBM Connections

New Appointment
New Meeting
New Items >
New

Go To
Arrange
Manage Calendars
Share
Find

I am available @ Home Office | Arlington, TX
Computer > Contacts > ?
Sametime

July 2013
SU MO TU WE TH FR SA
30 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 31

August 2013
SU MO TU WE TH FR SA
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 31
1 2 3 4 5 6 7

My Calendars
Calendar

August 5 - 9, 2013
Search Calendar (Ctrl+E)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
5					
8 AM					
9		Review Te			
10					
11	Review Te		Review Te		Review Te
12 PM					
1					
2					
3					
4				Review Te	
5					
6					
7					

ITEMS: 5 ALL FOLDERS ARE UP TO DATE. CONNECTED 100%

https://hawthorn.swg.usma.ibm.com/mail/jdesbois.nsf One Work Week

File Edit View Favorites Tools Help

IBM iNotes Jean-Philippe Desbois

Calendar Mail-Inbox Calendar-On...

Jean-Philippe Desbois
Hawthorn/IBM

Today July 30, 2013

2013 August
S M T W T F S
28 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 31

Views
One Day
Two Days
One Work Week
One Week
Two Weeks
One Month
One Year

Meeting Notices
Group Calendar

Other Calendars
My Calendars Add

August 05, 2013 - August 09, 2013

	Monday 5	Tuesday 6	Wednesday 7	Thursday 8	Friday 9
07 AM					
08					
09		Review			
10					
11	Review		Review		Review
12 PM					
01					
02					
03					
04				Review	
05					
06					

All Hands Room
Accepted: Review Test Plans
CN=All Hands Room/O=IBM has been reserved for Review Test Plans meeting on 08/08/2013. <end>

Day 217 - 148 days left in the year

100% 5:18 PM

Room Finder support...

The screenshot displays the Outlook 2010 interface with a meeting titled "Review Test Plans - Meeting" scheduled for Tuesday, July 30, 2013, from 5:00 PM to 5:30 PM. The "Find Rooms" dialog box is open, showing the following details:

- Room availability summary info:**
- Site:** IBM
- Date:** 7/30/2013, 5:00 PM (Local time) to 5:30 PM (0h 30m)
- Room Size:** Any, Filter room size by number of attendees
- Select rooms to reserve:**
 - 1234 - Test/IBM (10)
 - All Hands Room/IBM (50) (highlighted)
 - Conference Room 2401/IBM (18)
 - Conference Room 2419/IBM (8)

The background shows a calendar view for the week of July 29 to August 2, 2013, and a taskbar at the bottom with the system clock at 5:05 PM.

Receive Doclinks in Outlook 2013...

The screenshot displays the Outlook 2013 interface. The main window shows an email from Jeff Schick with the subject "Here's the engineering diagram for the Hinkley Point nuclear power plant". The email body contains a document link. A secondary window titled "Mail - Sent - IBM Notes" is open, showing the content of the linked document, which is an engineering diagram for the Hinkley Point nuclear power plant. The interface includes a ribbon with "HOME", "SEND / RECEIVE", "FOLDER", "VIEW", and "IBM Connections" tabs. The left sidebar shows the "Inbox" with 20 items. The bottom status bar indicates "1 document selected" and "Online".

Outlook Main Window:

- Subject: Jeff Schick - Mail
- From: Jeff Schick
- Date: Tue 7/30/2013 5:22 PM
- Body: Here's the engineering diagram for the Hinkley Point nuclear power plant
- Attachment: [Link]

Mail - Sent - IBM Notes Window:

- From: Jean-Philippe Desbois
- Date: 5:22 PM
- Body: Here's the engineering diagram for the Hinkley Point nuclear power plant

Outlook Mailbox List:

From	Subject	Date
Jeff Schick	Here's the engineering ...	5:22 PM
All Hands Room	Accepted: Review Test ...	5:18 PM
All Hands Room	Accepted: Review Test ...	5:18 PM
All Hands Room	Accepted: Review Test ...	5:18 PM
All Hands Room	Accepted: Review Test ...	5:15 PM
All Hands Room	Accepted: Review Test ...	5:15 PM
All Hands Room	Accepted: Review Test ...	5:15 PM
All Hands Room	Accepted: Review Test ...	5:13 PM
Jeff Schick	Here's the nuclear plan...	9:53 AM
All Hands Room	Accepted: Review Test ...	9:51 AM

Domino application support for Outlook 2013 users...

The image shows two overlapping windows from a Windows 7 desktop. The background window is Microsoft Outlook 2013, displaying an email inbox for 'jean-philippedesbois@renovations.com'. The inbox list includes several messages from 'All Hands Room' and one from 'Jeff Schick'. The selected email is from Jeff Schick, dated Tue 7/30/2013 5:22 PM, with the subject 'Here's the engineering...'. The Outlook ribbon shows the 'HOME' tab with various action buttons like Reply, Forward, and Delete.

The foreground window is the IBM Notes browser plug-in, titled 'notes:home'. It features a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with icons for copy, paste, and other actions. The main content area is titled 'IBM Notes Browser Plug-in' and contains the following sections:

- Where's my stuff?**
 - Bookmarks:** A new "Notes Applications" folder now appears in your browser's bookmarks. This folder contains the same Notes bookmarks that you find in the Notes client 'Open' list. [Learn more](#)
 - Roaming Users:** The "Notes Applications" bookmarks folder in your browser is available when you roam. [Learn more](#)
- Recent Applications:** A list of links: IBM's Directory, Welcome, Engineering Documents, and a Workspace icon.
- Tips for Keyboard Users**
- Working with Mail, Calendar, and Contacts**

At the bottom of the plug-in window, it says 'Using application on Local' and has a zoom level of 100%.

The Windows taskbar at the bottom shows the system tray with the date and time '5:24 PM' and a battery level indicator at '100%'.

In Outlook 2013, open Doclinks in Notes Browser Plug-in...

The image shows a screenshot of the Outlook 2013 interface. The main window displays an email from Jeff Schick with the subject "Here's the engineering...". The email content includes a "Link" button. A Notes browser window is open, displaying a document titled "Hinkley Point layout". The document content includes a "Doc Library" section with the following details:

- Subject:** Hinkley Point layout
- Category:** Diagrams, Reactor
- Originator:** Jeff Schick/IBM
- Reviewers:** (empty)
- Review Options:**
 - Type of review: One reviewer at a time
 - Time Limit: No time limit for each review
 - Options: Notify originator final reviewer after

Below the document information is a technical diagram of a reactor system, labeled "TMI-2". The diagram shows the "REACTOR BUILDING" containing a "Reactor core", "Control rods", "Pressurizer", "Block valve", "Safety valve", "Pressurized relief valve", and "PORV". The "TURBINE BUILDING" contains a "Turbine", "Generator", "Condensate pump", and "Reactor coolant pump". A "COOLING TOWER" is connected to the system via a "Circulating water pump" and "Main feedwater pump". The diagram is divided into "Primary" and "Secondary (non nuclear)" loops.

The Outlook interface shows the "Inbox" with 20 items, and the "Notes" browser window is titled "notes://Hawthorn/85257B75004C0BCC/626E6035EADBB4CD852". The system tray at the bottom shows the time as 5:25 PM and the battery level at 100%.



Info

Open & Export

Save As

Save Attachments

Print

Office Account

Options

IBM mail

Exit

Automatic
Replies

Automatic Replies (Out of Office)

Use automatic replies to notify others that you are out of office, on vacation, or not available to respond to e-mail messages.



Delegation

Delegation

You can allow other people or groups to have access to all or part of your mail file (Mail, Calendar, To Do and Contacts).

Mail
Cleanup

Mail Cleanup

You have unlimited quota on your mail server.

Change
Password

Change Password

Change your password on your Domino account.

IBM mail
Help ▾

IBM mail Help

IBM mail add-in help.

Additional functionality delivered
via simple Outlook 2013 add-in...