Lotus Sametime Technical Overview

An Overview of New Features and Functions
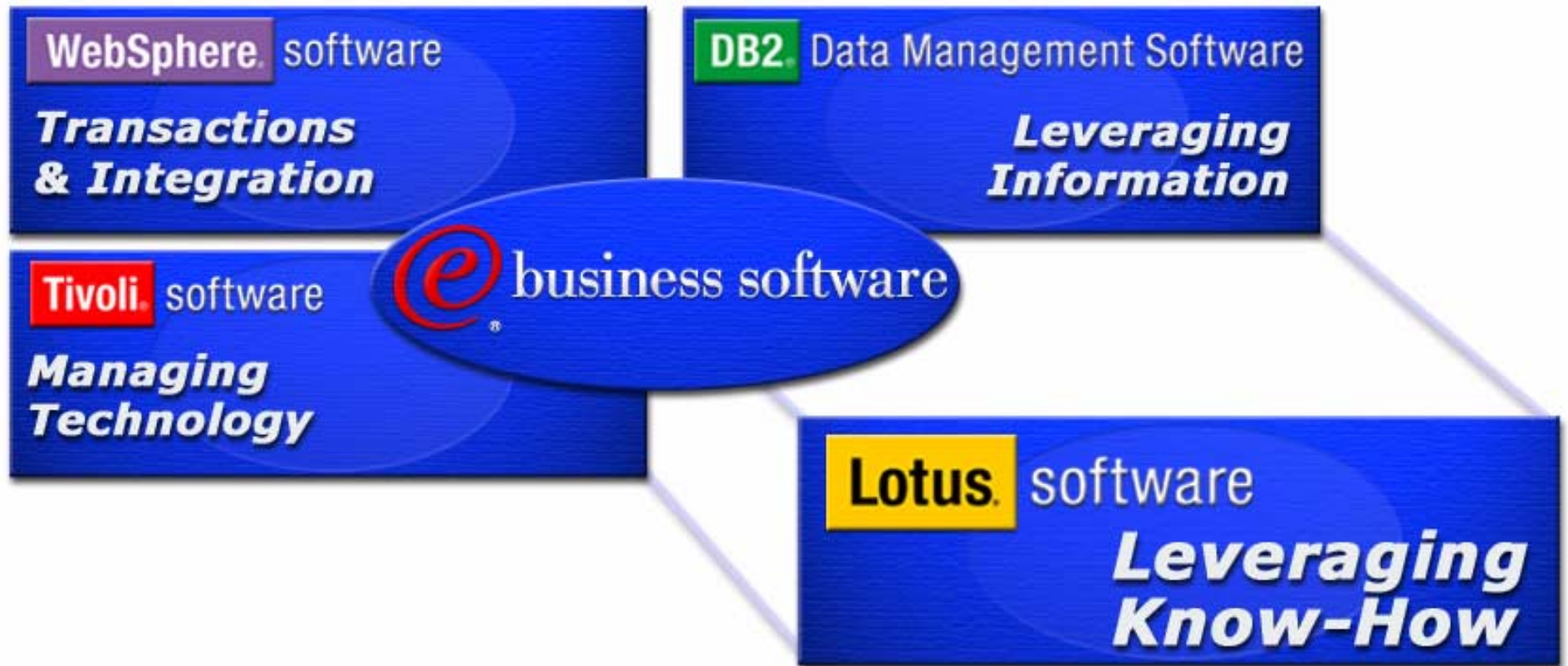
Kathy Staples
I.T. Specialist
Lotus Software

Agenda

- Sametime Overview
- Whats New in Sametime 3.0
  - End User Enhancements
  - Online Meetings Enhancements
  - System Administration
  - Monitoring and Logging
  - Server Features
- Enterprise Meeting Server
- New Toolkits

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IBM Software Group and Lotus Software

WebSphere software
Transactions & Integration

DB2 Data Management Software
Leveraging Information

Tivoli software
Managing Technology

ebusiness software

Lotus software
Leveraging Know-How

- **Business Process Improvement through**
  - ➤ Messaging & Mobility
  - ➤ Advanced Collaboration
  - ➤ eLearning

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Lotus Technology Strategy

IBM Lotus is engaged in a managed evolution of existing products, from freestanding infrastructure applications to mix and match capabilities that add collaborative power to J2EE/multi-tier applications

Modularize products to sustain leadership in the emerging 'contextual collaboration' era

Support current customer investments while providing a path to new application models

Exploit **J2EE** and **Web services** as technologies for collaboration components

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What is Sametime?

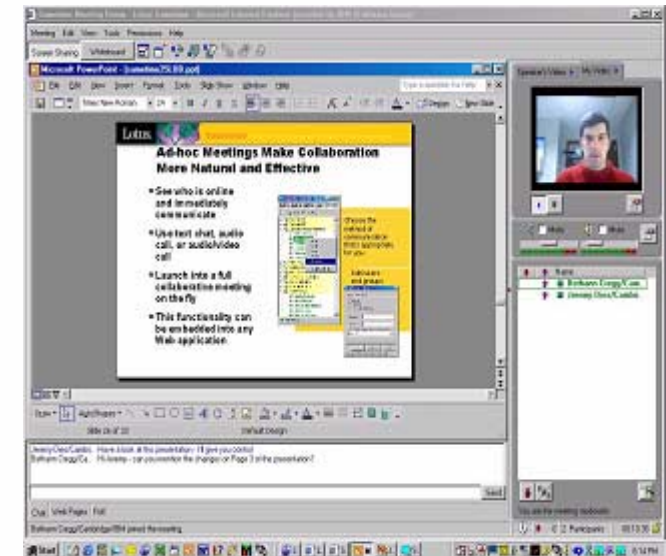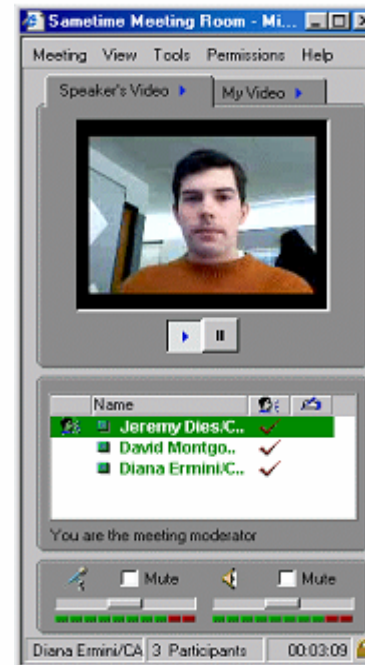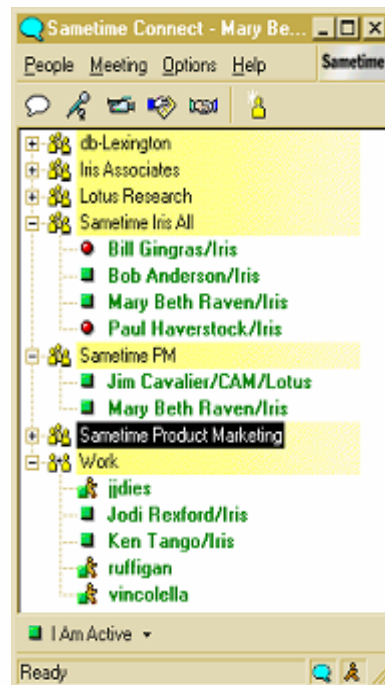- Real-time Collaborative Tool for Instant Messaging and Online Meetings.

Awareness
- Presence lists
- People links
- Place awareness

Conversation
- Instant Messaging
- Group Chat
- Audio Video over IP

Shared Objects
- Whiteboard
- Applications
- Entire PC

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Complete Awareness

Who is Online?

Static User List
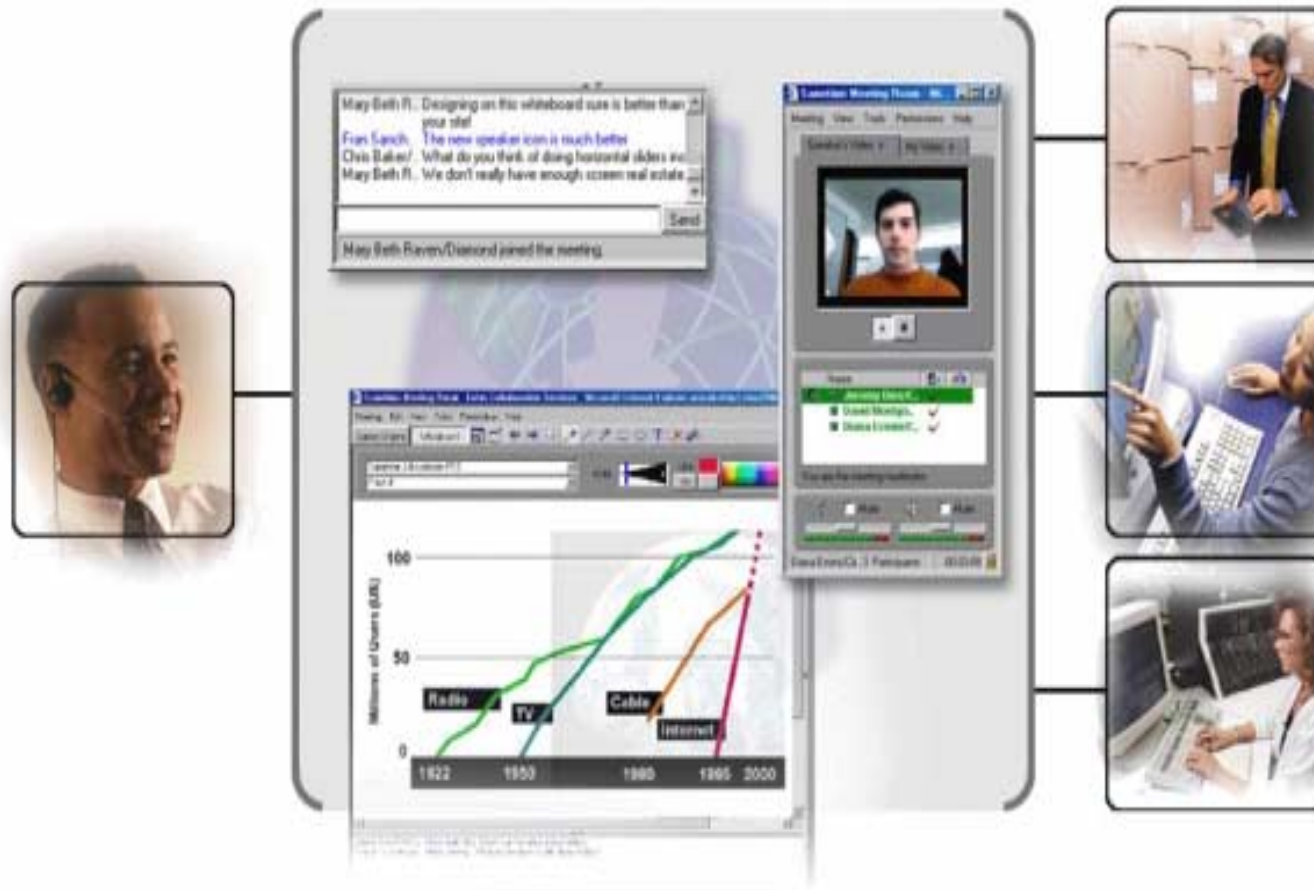Create a buddy list of on-line colleagues and customers for instant access all day long.

Users by Community
Find on-line colleagues or customers who are logged into the web site

Users Associated with a Document
Find on-line colleagues who are associated with an email or document

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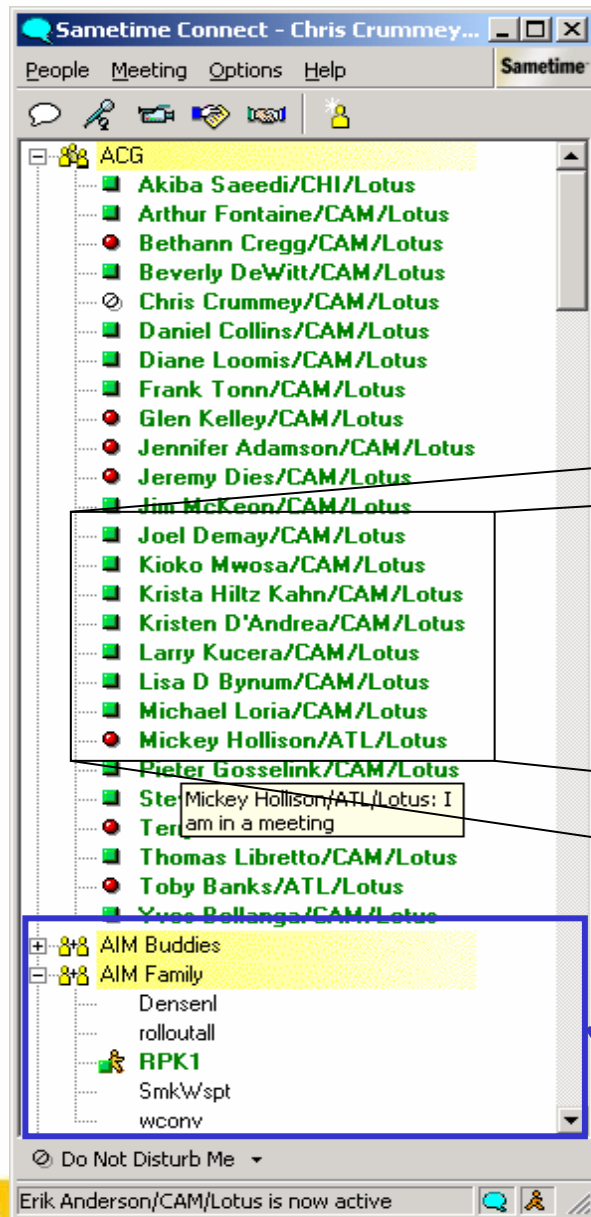# Instant Conversation & Sharing Objects

Conversation
- Instant Messaging
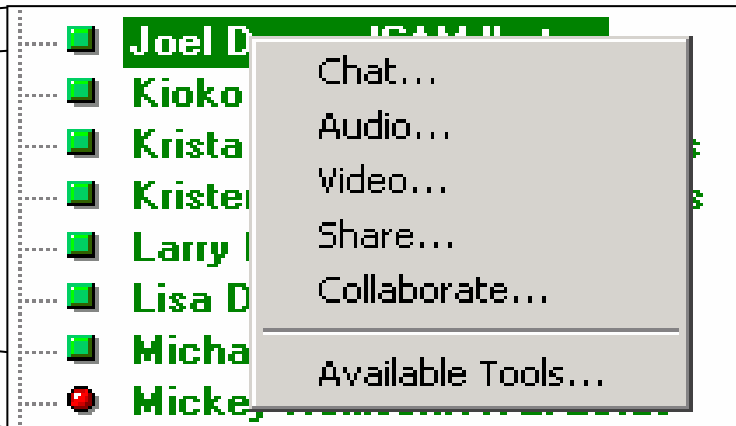- Group Chat
- Audio & Video over IP

Object Sharing
- Whiteboards
- Applications
- Entire PC

Share ideas and collaborate in a whiteboard or application session

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Sametime Connect Client

- Win 32 Connect Client
- AOL Integration
- Group Chat
- Status Icons
- Status Messages
- Sub Channels
- Broadcast messages

AOL
Instant Messaging

IBM WebSphere Portal – Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   Search   Favorites   History   Bookmarks   Find

WebSphere Portal

Home

Welcome   Mail & Calendar

Welcome Chris Crummey!

QuickPlace :: eApps :: eNews :: PeopleSoft :: Notes Applications

My Notes Mail Portlet

Server: acgdomino.lotus.com

Subject	Who	Date
New Sales Forecasts posted to QuickPlace	Amy Currie	07/11/2002
URGENT - Please send me the forecast data asap	Mike Dowling	07/11/2002
Sales and Marketing are moving to our new building location next week	Mike Dowling	07/11/2002
Marketing details located in the new Portal	Andrew Gawin	07/11/2002
Themes and Skins	Chris Crummey	07/11/2002
Please send me sales data for Q3	Amy Currie	07/11/2002
New Competitive Information in QuickPlace	Joy Pratt	07/11/2002
Please send me the new marketing specs, thanks	Amy Currie	07/11/2002
New information on our New York sales offers	Dan Collins	07/12/2002
We have the Green Light on spending more $$$	Amy Gawin	07/12/2002

Chat...
Send E-mail...
Show Profile...
Find Documents Authored By...

Sametime Connect

Lotus.
Sametime

Launch Sametime

FMAGX 82.72 ▼ 0.42   MSFT 51.86 ▼ 1
▼ 5.98
▼ 5.98

• Lawmakers remake security plan
• Bush to hold first task
Quotes supplied by Standard & Poor's Comstock and delayed a
...ain rolls the dice
• New challenge to Turkey's leader

custom   update

My Notes Todo Portlet

Server: acgdomino.lotus.com

To do	Due	Status	Category
Post new docs to QuickPlace	07/12/2002	Current	
Resend marketing docs	07/12/2002	Current	
Bring car into shop	07/12/2002	Current	

My Notes Calendar Portlet

Server: acgdomino.lotus.com

July 2002
1 2 7 14 31

08 Monday
09 Tuesday
10 Wednesday
Thursday 11
Friday 12
Post new docs to QuickPlace
Resend marketing docs
Bring car into shop
12:30 PM Lunch with Steve Martin
Saturday 13
12:30 PM Lunch with Steve Martin
Sunday 14

javascript:onSTLinkClicked('Amy Currie','LLZ_9',event)

Start   IBM We...   Microsoft...   WebSph...

9:00 PM

Lotus Sametime Roadmap

- **7M+ users**
- **#1 Share**
- **Majority of F100**

2002

V3

V2.5: logging and connectivity Enhancements & Recording

2001

V2: enhanced UI, audio video

1999

1st business solution in market

IBM
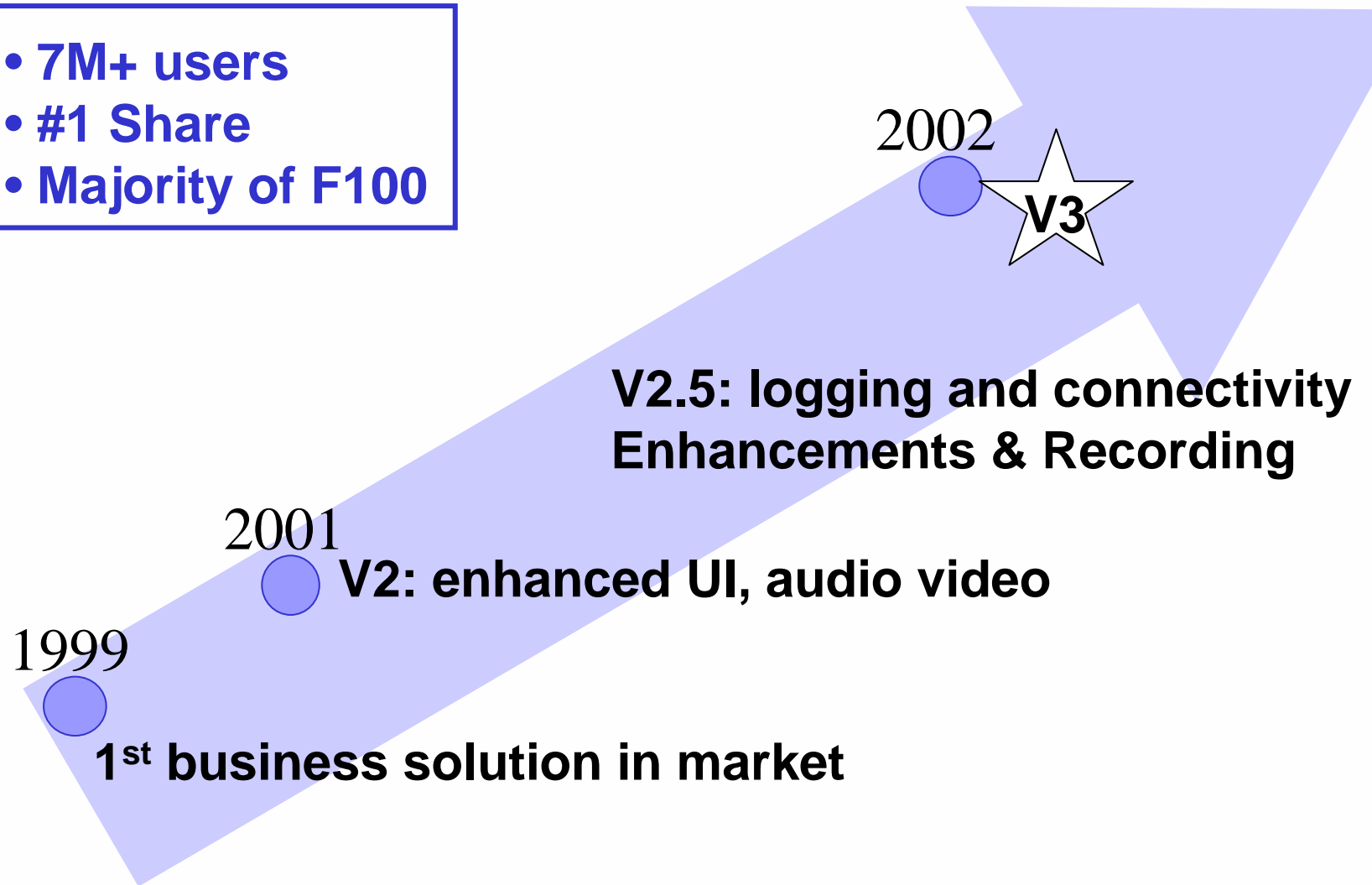
Sametime Market Leadership

- **Market Penetration**
  - ƒ 7 million users worldwide
  - ƒ 83% Share of Large Enterprise Market
    - Osterman Research, 2002
- **Industry Penetration**
  - ƒ 50 of the Global Fortune 100
  - ƒ 7 out of the top 10 commercial banks
  - ƒ 5 out of the top 10 auto manufacturers
  - ƒ 2 out of the top 5 diversified financial institutions
- **Press & Analyst Reviews**
  - ƒ "Don't Allow Free Instant Messaging in Your Enterprise," pegged to Microsoft's recent release of a security bulletin fixing a critical vulnerability in MSN Messenger. It is the latest of more than half a dozen recent vulnerabilities discovered in free messenger products from Microsoft, AOL and Yahoo, coming as the IM tools gains more widespread use in the enterprise. - Gartner Group, May 2002
  - ƒ Customer Adoption
  - ƒ "Lotus Sametime has proven to be a powerful tool that reduces the need to travel to demonstrate technology and secure new business. We've realized tremendous savings using Sametime e-meetings to conduct internal training presentations..."
    - –David Baildon, Group Director of Knowledge Management , Ryder Systems, Inc.

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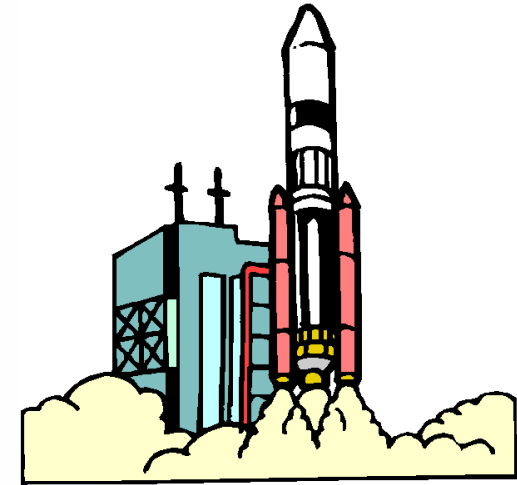
IBM's use of Sametime

- **Instant Messaging**
  - ƒ Recently reached peak concurrency of 106,000+ users
    - –Estimated 60-65% concurrency ratio - most of any application at IBM
  - ƒ 3M+ instant messages per day
  - ƒ 270,000 self-registered, voluntary users
  - ƒ "Bots" get tens of thousands of hits per day
  - ƒ IBM Global Services: "Sametime is the most successful technology rollout in the history of the company."
    - –Details of implementation on the Lotus Developer's Domain
- **E-Meetings**
  - ƒ June, 2002
    - –>7,600 online meetings (>10% with external parties)
    - –>40,000 participants
    - –Usage has more than doubled since December, 2001
    - –IBM publicly estimates travel savings of $4M / month

IBM
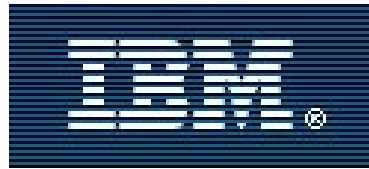
IM has decreased the following:

ƒ Phone - 72%

ƒ Voice Mail - 69%

ƒ E-mail - 85%

ƒ Pager - 45%

ƒ Face-to-face Meetings - 54%

* 96% of respondents say they IM with Team Members

IBM Uses of IM
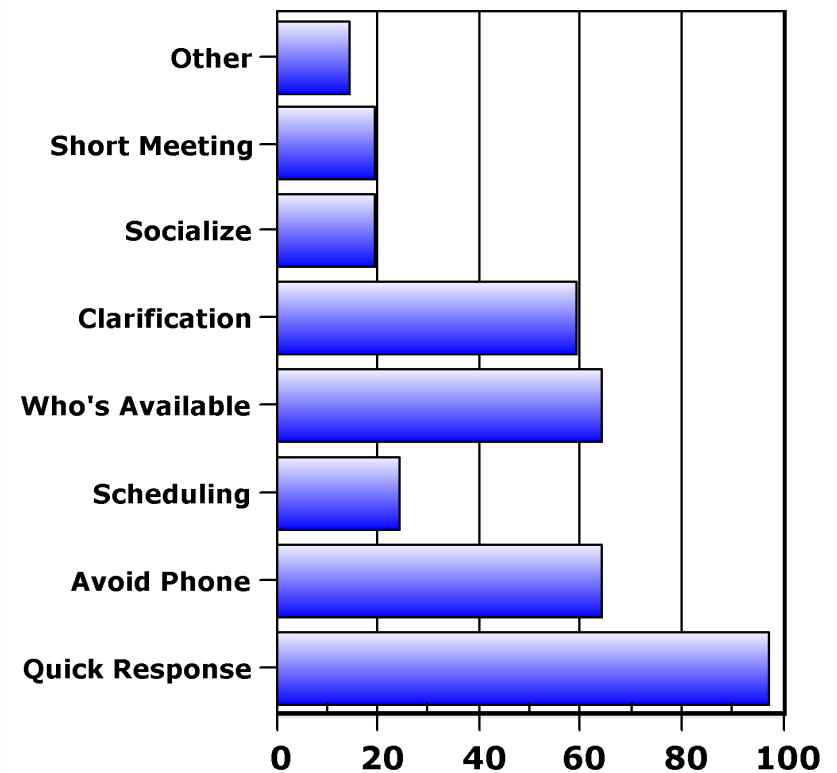
(Internal Survey)

More than Just Instant Messaging

- **Functions**

  - Event Triggers – Presence, Status, etc…
  - Real time delivery
  - Presence as a event trigger or for workflow control
  - Routing other content types beyond text
    - Forms, files, images, (rich content)

- **More than just People to People**

  - People to People - Standard Chat
  - People to Applications - Sametime BOTS
  - Applications to People - Approve Expense Report
  - Applications to Applications - Coordination (Web Services)

Sametime Bots – Client to Application Communication

Custom Client Example

▪ **Integration with Blue Pages**

    – HTML & JavaScript

    – Built with C++ Toolkit

1. Search Blue Pages
2. Obtain Contact Details
3. View Organizational Directory
4. Add to Personal Address Book

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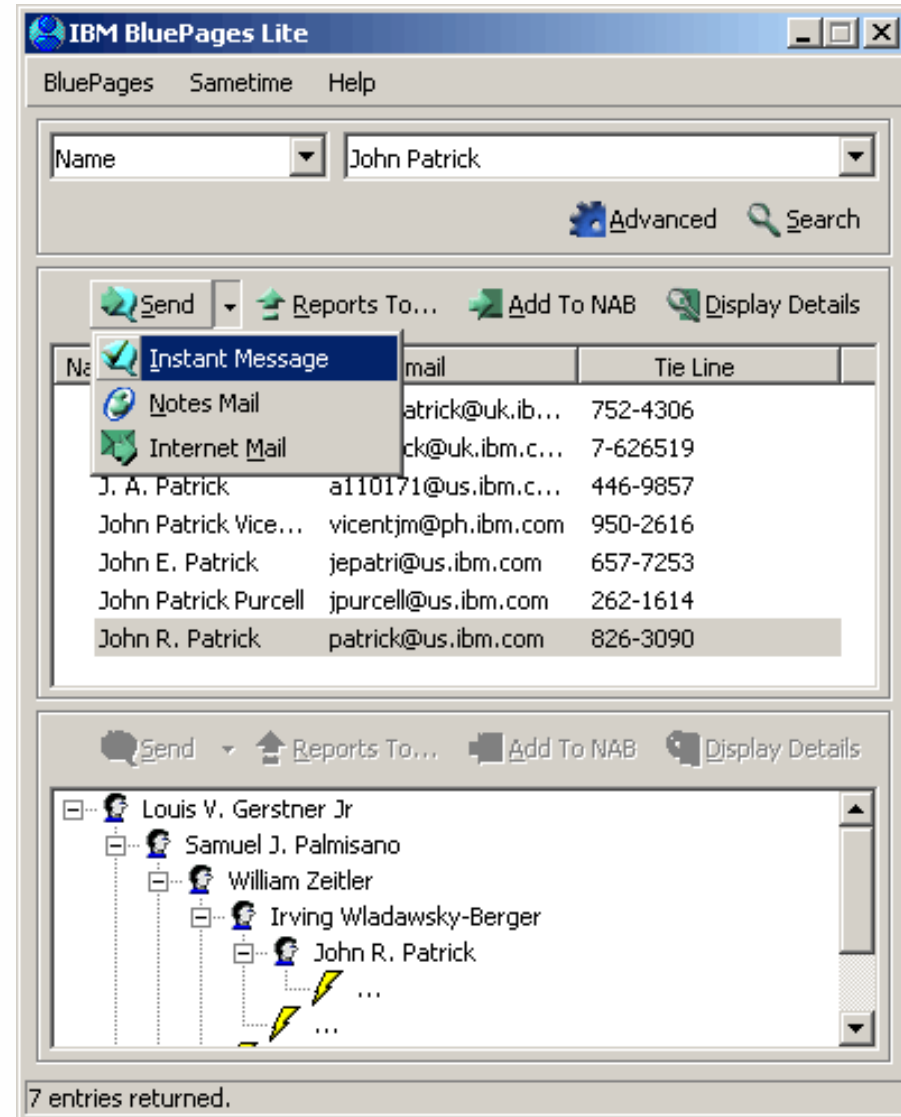
Customised Buddy List
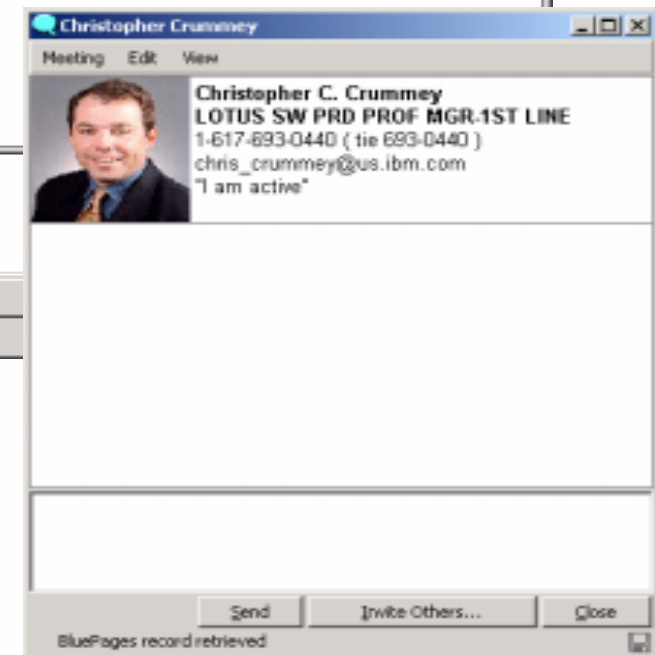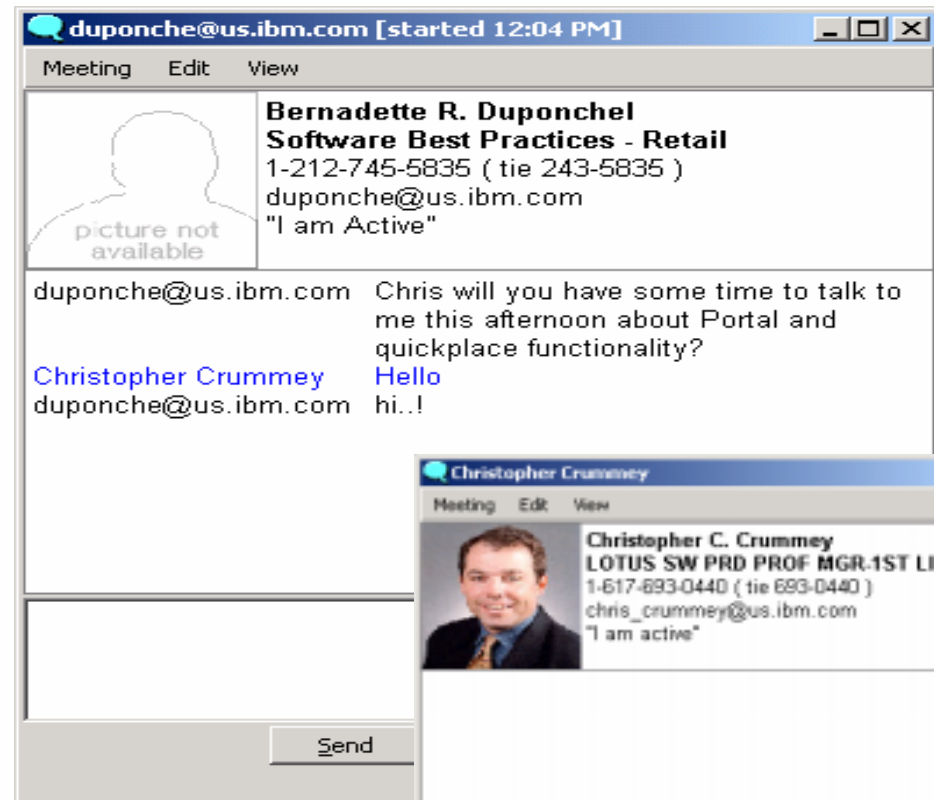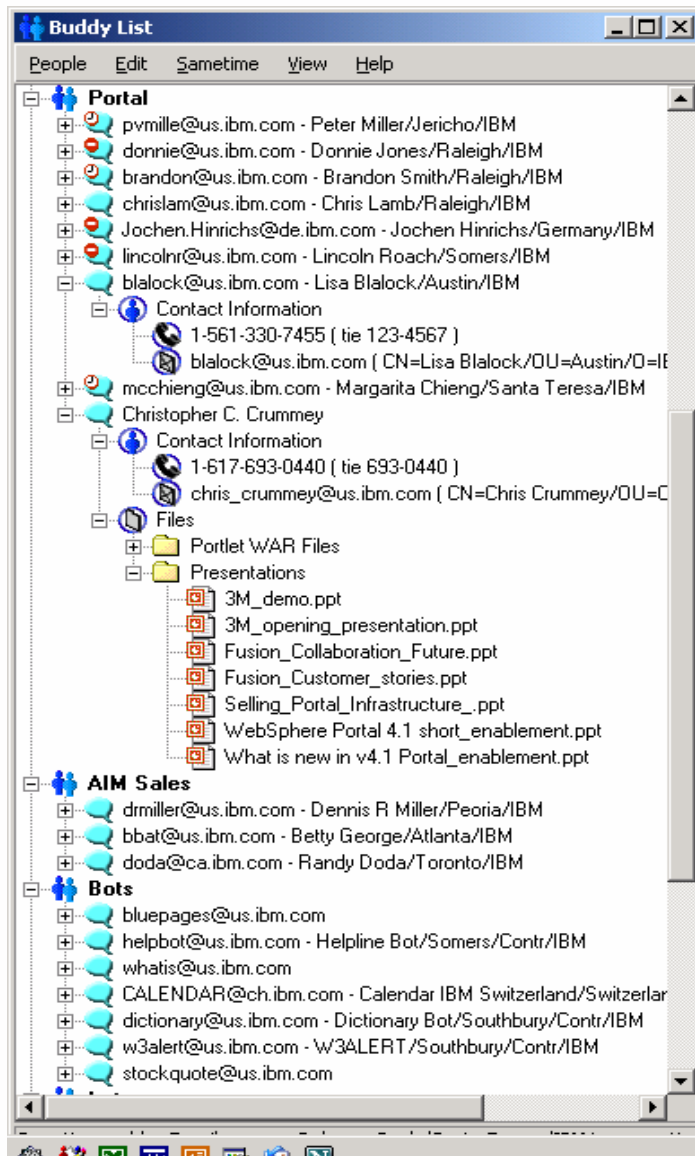
Sametime Translation Console

What's new in Sametime 3.0

- Many end-user enhancements
- Enhanced & easier system administration
- Improved monitoring and logging
- Better interoperability, through Single Sign On
- Community-to-Community connections via our new Session Initiation Protocol (SIP) Gateway
- High Availability through clustering & failover
- Optimize large-scale deployments with the new Enterprise Meeting Server
- Extend real-time collaboration to other applications through new SDKs
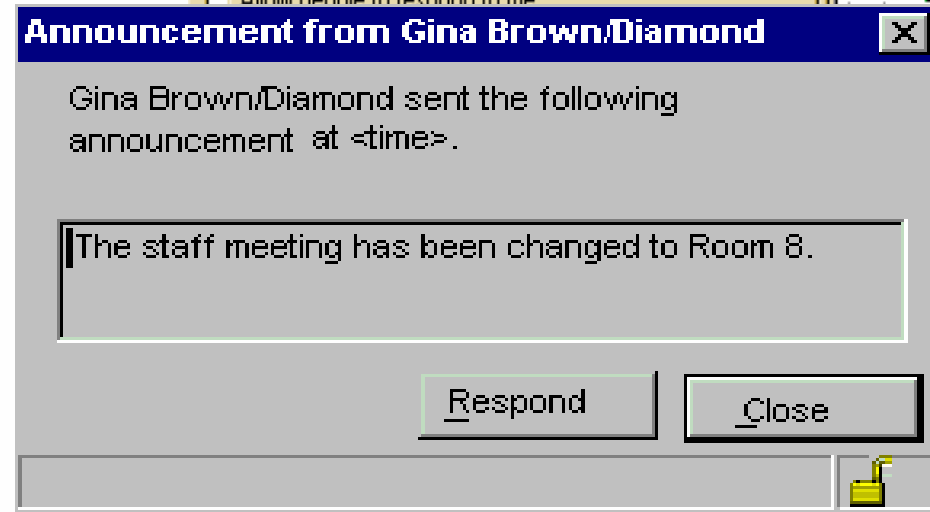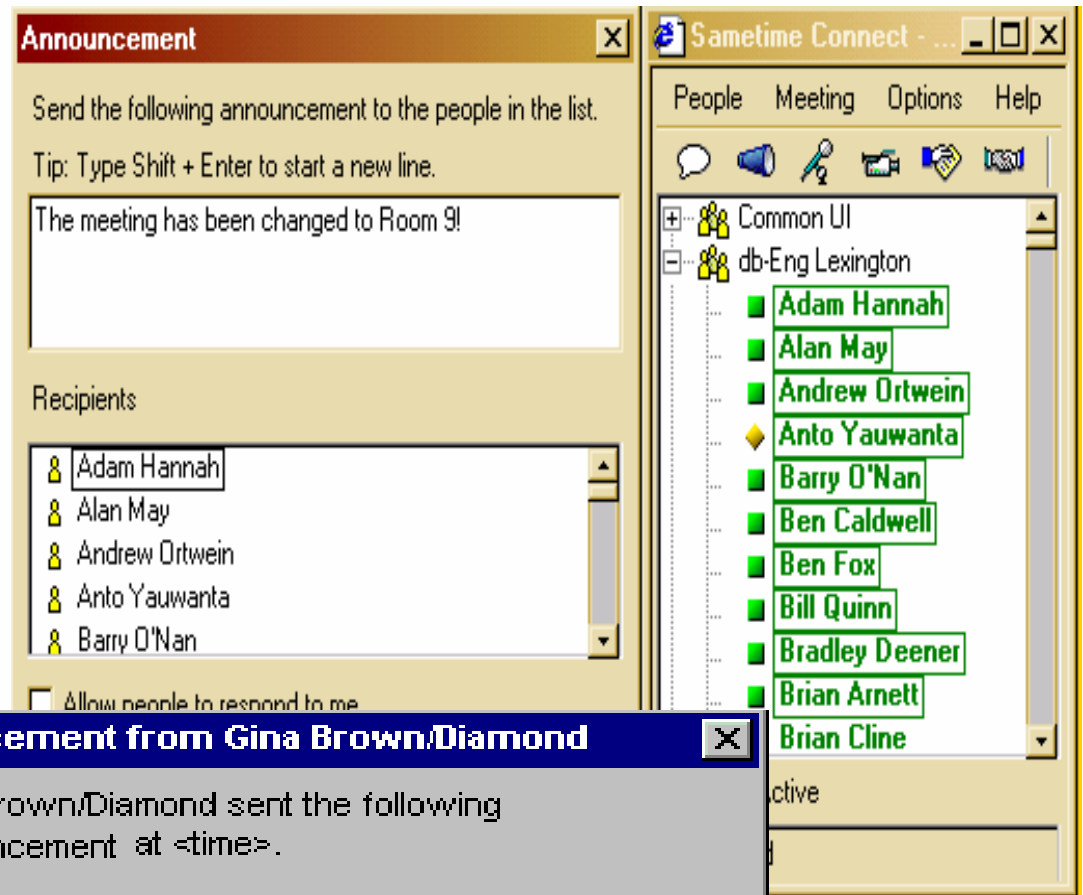
Send Files to Online Users

- Transfer a file in a chat session

- Admin has complete control: limit the file size, or turn off this feature altogether

- ✓ Provides context and content in chats
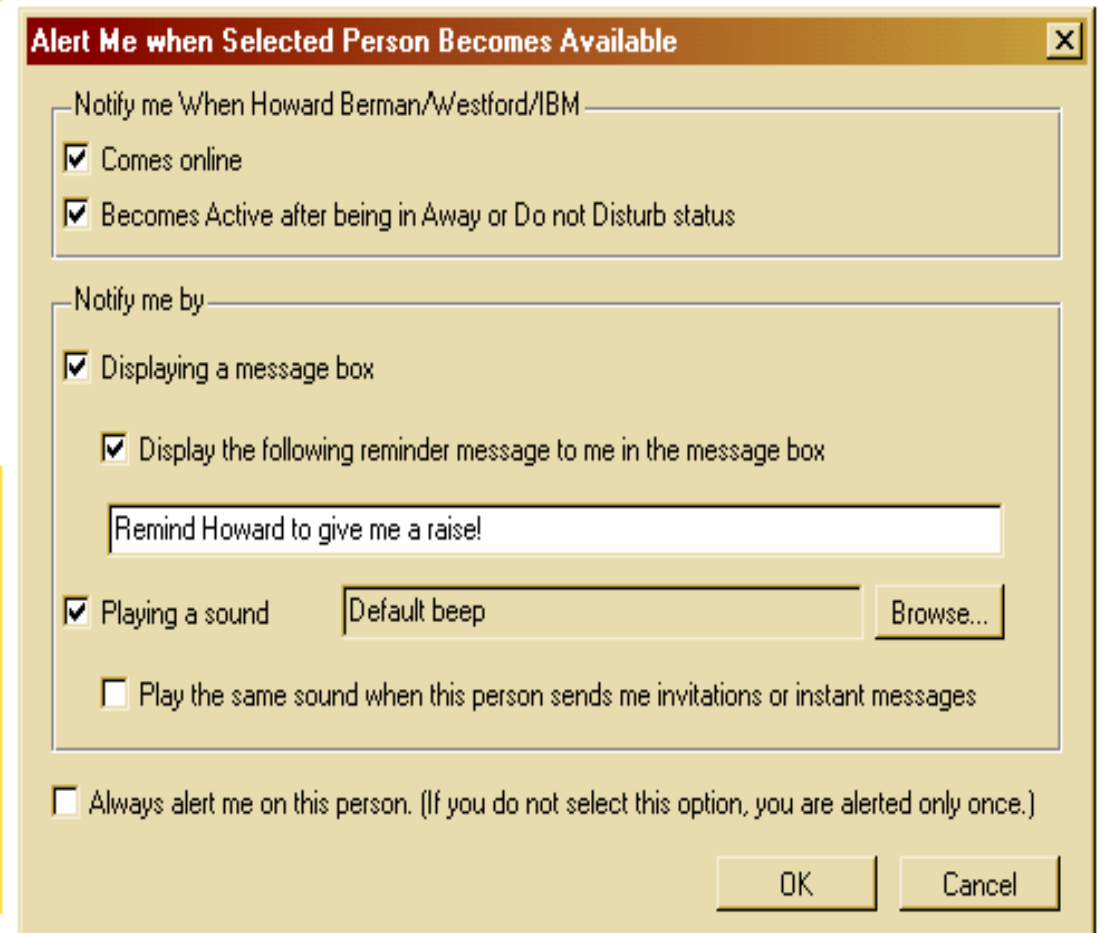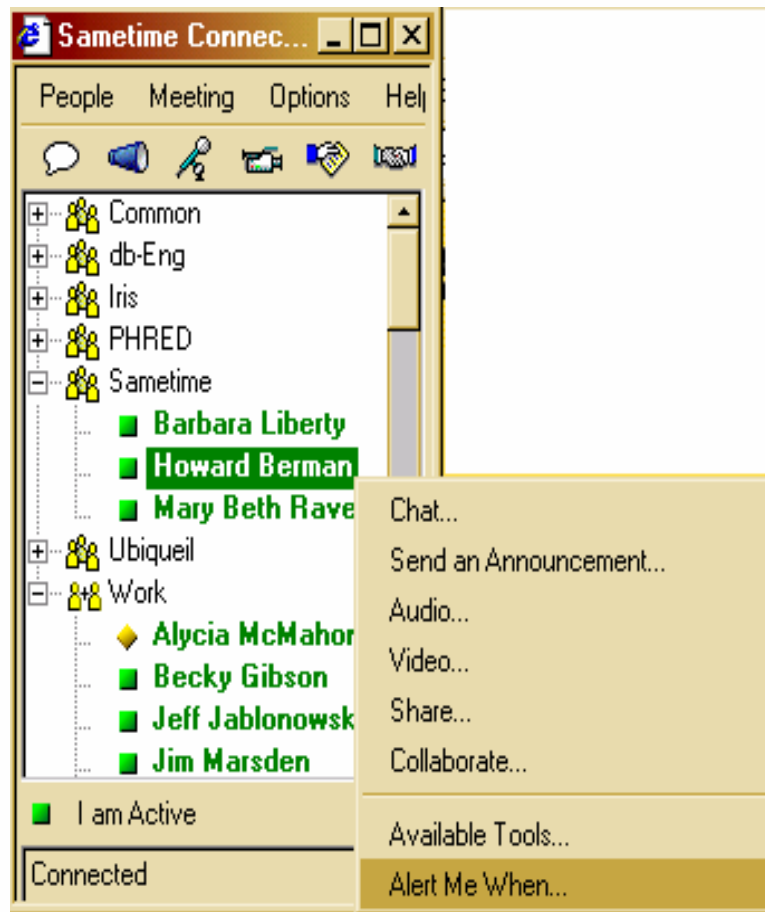- ✓ Fewer e-mail attachments means smaller Inboxes, less wasted server space

Send File to Gina Brown/Diamond

File to send

[ ] Browse...

Note: The maximum file size is 100K

Type a description of the file to help users decide whether to accept it.

[ ]

Send   Cancel

IBM
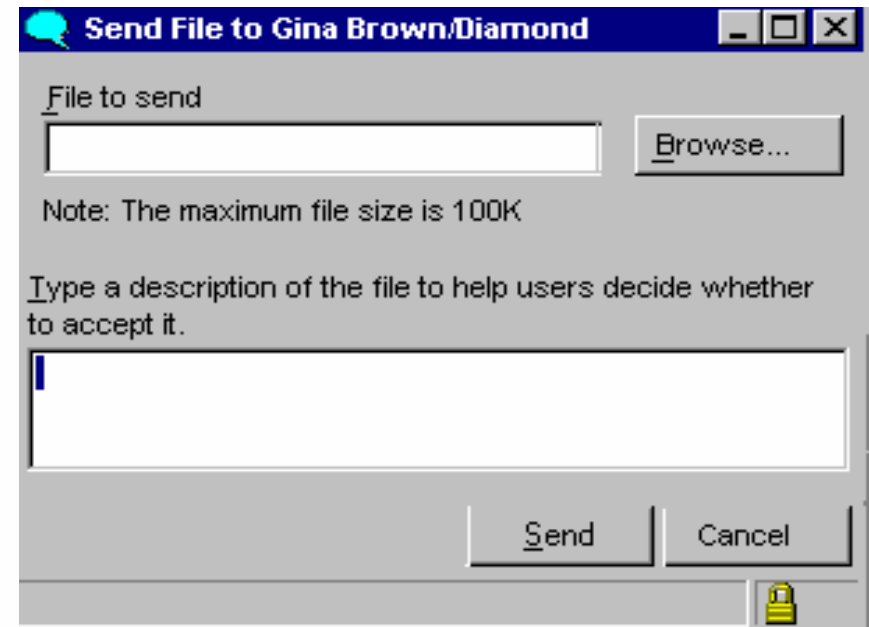
Send Announcements

- One-way "broadcast" to one or many people
- Administrator can disable

✓ Easier than ever to send important, timely information to a group
✓ Programmable; use to provide application-level alerts

Announcement ☒

Send the following announcement to the people in the list.

Tip: Type Shift + Enter to start a new line.

The meeting has been changed to Room 9!

Recipients

👤 Adam Hannah
👤 Alan May
👤 Andrew Ortwein
👤 Anto Yauwanta
👤 Barry O'Nan

☐ Allow people to respond to me

Sametime Connect - ... ☒

People   Meeting   Options   Help

⊞ 👥 Common UI
⊟ 👥 db-Eng Lexington
　🟩 Adam Hannah
　🟩 Alan May
　🟩 Andrew Ortwein
　🔶 Anto Yauwanta
　🟩 Barry O'Nan
　🟩 Ben Caldwell
　🟩 Ben Fox
　🟩 Bill Quinn
　🟩 Bradley Deener
　🟩 Brian Arnett
　🟩 Brian Cline

ctive

Announcement from Gina Brown/Diamond ☒

Gina Brown/Diamond sent the following announcement at <time>.

The staff meeting has been changed to Room 8.

Respond   Close

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Alert Me When…

– Logs on or changes status ("Away" to "Active," etc…)

Extend Your Buddy list beyond your community

- Add buddies from other communities, based on their e-mail address
- Requires the new Sametime 3.0 SIP gateway

- ✓ Work with your customers, partners, and suppliers
- ✓ Doesn't sacrifice privacy, security

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Set Up Sametime EveryPlace Profile

- Sametime EveryPlace: the mobile solution for Sametime

- Send & receive instant messages from mobile devices

- Co-workers still know who is online and available

- ✓ Users are connected and available when away from your desk

Preferences

AOL Instant Messenger Co

Mobile Options | Alerts |

Set your mobile options for

Mobile Options...

Sametime Connect -...

People   Meeting   Options   Help

☐ 👥 Work
- Stephen Londergan
- Jeremy Dies
- Mairead Flynn
- Diana Ermini
- John W Rooney
- Michael
- Mary Ro
- Cengiz
- Pete Miller
- Michael Dempsey
- Jennifer Snyder
- Amy Reuss Caton
- Howard Berman
- Charles Hill
- Jennifer Long
- Karen Moore

> Diana Ermini/Cambridge/IBM:I am on a mobile device. Please call me at 6174748009.

⊞ 👥 IRB
⊞ 👥 ACG
⊞ 👥 Messaging Solutions
⊞ 👥 QPmanagers

■ I Am Active ▾

Michael Dempsey/Westford/I

Append a Contact List

- Append members to an existing buddy list

✓ Easier to manage, and pre-populate user buddy lists

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Sametime Connect - M...

| People | Meeting | Options | Help |

Add...
Remove
Edit Nickname...
Alert Me When...
Clear All Specific Alerts

Add Personal Group...
Rename Personal Group...
Group Contents...

Save List...
Add to/Replace List...

Log Off from Sametime
Reconnect to Sametime

Exit

Pete Lyons
Ramajeyam Gopalraj
Scott Carrier
William Williams
Sametime
Barbara Liberty
Howard Berman

I am Active

Connected

IBM

Enhancements to Online Meetings

- Attach a file after a meeting has started
- Software echo-cancellation for audio
- Float video, 360 degree video, video bit rate up to 512Kbps
- Broadcast and Playback clients stream
  - Chat
  - Polls
  - Sent Web pages
- Meeting Clock
- Keyboard support for ADA section 508

Attach a File During On-line Meetings

Meeting   Edit   View   Tools   Permissions   Help

Screen Sharing   Whiteboard

Sharing your screen with others

Share a program

You must start the program first. Protects your privacy because participants see only the program you choose.

Share my entire screen

You are now sharing your entire screen. Other participants can see everything on your screen, including icons, programs, and the desktop, so you must carefully consider your need to preserve private information.

Share part of my screen with a frame

Protects your privacy because participants see only what is within the resizable frame. Fastest way to display what's shared. Draws attention to vital information.

Allowing others to take control or edit files

You can allow other participants to take control as if they were typing on your keyboard and using your mouse. To stop other participants from controlling your screen, click the Let Others Control My Screen button to turn it off.

Stop Sharing - you can stop sharing at any time.

Floating Video

Sametime Video

Speaker's Video ▶   My Video ▶

□ Mute

□ Mute

Name
John/Guest
Mark/Guest

Type your chat message here...   Send

Chat   Web Pages   Poll

Ready.

You have all permissions.

0   2 Participants   00:09:35

Meeting   Edit   View   Tools   Permissions   Help

Screen Sharing   Whiteboard

Mute

Mute

Name

John/Guest

Mark/Guest

Sharing your screen with others

Share a program

You must start the program first. Protects your privacy because participants see only the program you choose.

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360-Degree Video

Sametime Video

Speaker's Video ▶   My Video ▶
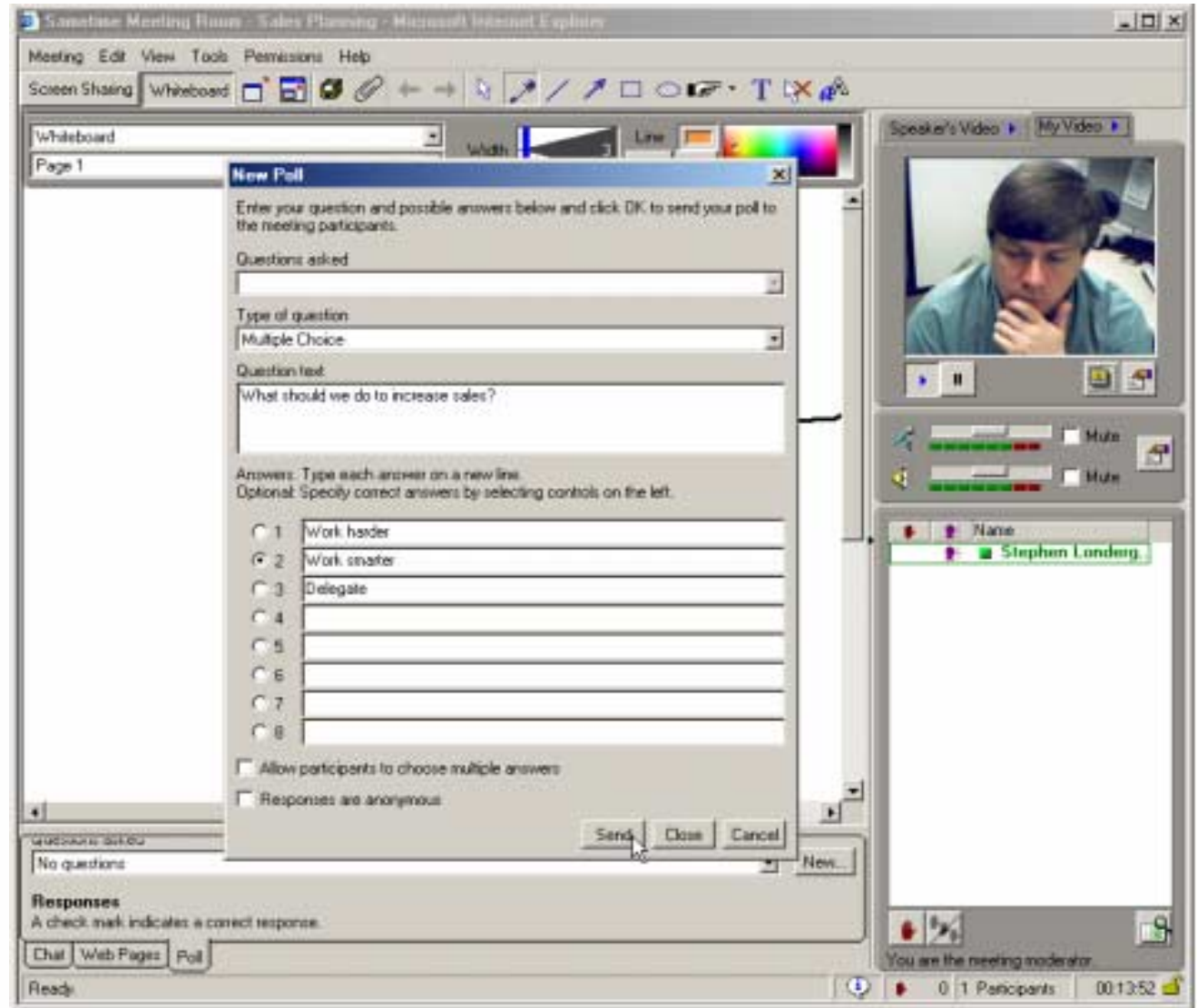
The text y

Type your

Chat W

Ready.

all permissions.

Participants   00:07:03

More functionality for Recording and Broadcast

- Polls, web pages, and meeting chats are now recorded

- Use polls, web pushes, and chat in broadcast meetings

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Demonstration

Server Features

- HTTP Tunneling on Port 80 over single IP
- SIP/SIMPLE Gateway
- Single Sign-on
- Purge Meeting Agent
- Admin API
- Community services clustering
- Optional Sametime Enterprise Meeting Center (clustering)
- Outlook integration
- Notes C&S R6 integration
- QuickPlace Integration

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New Logging for Meetings

Enhanced System Administration

- All-new monitoring tools to make it simpler to administer a distributed Sametime environment

Lotus. Sametime

Monitoring - Logins

Server Overview
Message From Administrator
- Monitoring
   General Server Status
   Logins
   Meetings and Participants
   Tools in Meetings
   Miscellaneous

Community Server Total Logins

20:17:50	20:17:54	20:18:00	20:18:13	20:18:26	20:18:39	20:18:52	20:19:05	20:19:18	20:19:24
3	3	3	3	3	3	4	4	4	4

Lotus. Sametime

Monitoring - General Server Status

Server Overview
Message From Administrator
- Monitoring
   General Server Status
   Logins
   Meetings and Participants
   Tools in Meetings
   Miscellaneous
- Logging
   Community Logins/Logouts
   Community Statistics
   Community Events
   Place Login Failures
   Meeting Login Failures
   Meeting Connections
   Server Connections
   Meeting Statistics
   Meeting Events
   Capacity Warnings
   Usage Limits
   Domino Log
   Settings
+ Domino Directory
+ Configuration
+ Help

Total Active Meetings	1
Total Scheduled Meetings	1
Broadcast Meetings	0
Total Instant Meetings	0
Active Meetings without Participants	0

Total Community Logins	4
Total Unique Logins	4
Total 2-way Chats	1
Total n-way Chats	0
Total Number of Active Places	1

Total Meeting Room Connections	1
Direct Connections	1
HTTP Tunneled Connections	0

Total Broadcast Connections	0
Direct Connections	0
HTTP Tunneled Connections	0

Other Meeting Connections	0
H.323 Connections	0
T.120 Connections	0

Total Broadcast Streams	0
Unicast Streams	0
Multicast Streams	0

Last Updated: Monday, 28 October 2002 8:13:07 PM
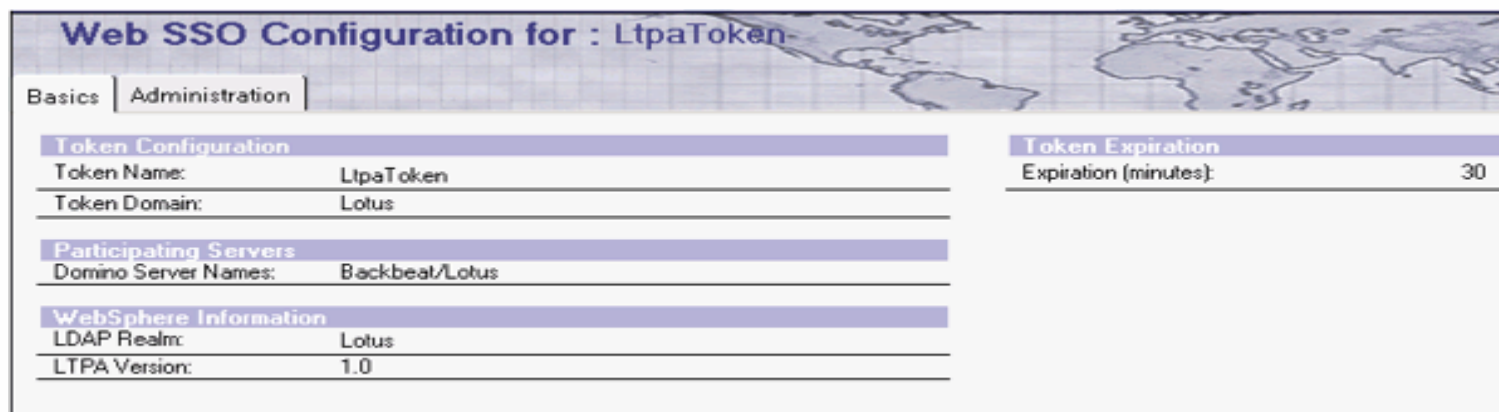
New

Session Initiation Protocol (SIP) Gateway

- Connects one SIP-compliant community to another
- Users can add "external" Sametime users to their contact list
- Users exchange presence and instant messages with members of the "other" community
- Based on emerging SIP standard
- Cross-community traffic secured by SSL when both communities use Sametime

✓ IBM leads the industry by delivering the first standards-based platform for cross-community collaboration

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Single Sign On

- Supports Domino SSO via Lightweight Third Party Authentication (LTPA)

- Also enables SSO based on Netegrity SiteMinder, WebSphere Policy Director, etc.
  - Backward compatibility: choose between SSO or the former "Secrets and Tokens" method

✓ Can be the basis of SSO with Lotus QuickPlace, others

Web SSO Configuration for : LtpaToken

Basics	Administration

Token Configuration

		Token Expiration	
Token Name:	LtpaToken	Expiration (minutes):	30
Token Domain:	Lotus		

Participating Servers

Domino Server Names:	Backbeat/Lotus

WebSphere Information

|	
LDAP Realm:	Lotus
LTPA Version:	1.0

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New agent for Meeting Management

- Agent automatically deletes Meeting documents when they reach a certain age (optional)
  - Configured by the Administrator

✓ Automates Meeting Center housekeeping
✓ Database doesn't get unmanageable

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Admin API

- New API provides access to Meeting, Presence, IM events
  - Example: customized monitoring/logging
  - Example: Trigger application events when a user comes online
  - Example: Send IM from application X when user Y comes online

✓ Provides new way to integrate real-time collaboration with other applications and environments
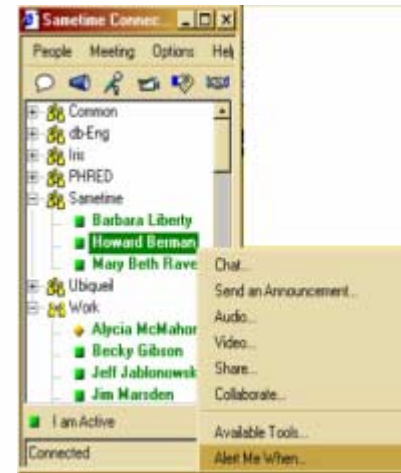
Lotus QuickPlace 3.0 Integration

- QuickPlace optionally "comes alive" via Sametime
  - Awareness in place
  - Chat in place
  - Schedule team's online meetings in the place's team calendar

✓ Teams will work together in new ways, whether they need immediacy or persistence, asynchronously or in real-time

Sametime 3.0 - Notes 6 Integration

- Use Notes 6 Calendar to schedule online meetings
  - Notes sends email invitations
 - Employees attend by clicking the meeting URL in the invitation

Sametime 3 - Microsoft Outlook Integration

- Schedule eMeetings from Microsoft Outlook
- Requires install on Microsoft Exchange Conferencing Server
- Sametime is seen as a Resource of Exchange
- ✓ Partners using COM toolkit have real-time enabled Outlook with "Sametime Links"

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High Availability

- Failover and load balancing for Sametime servers

- Since awareness, IM, and online meetings have become mission critical, maximum uptime and availability for the servers is more important than ever

IBM
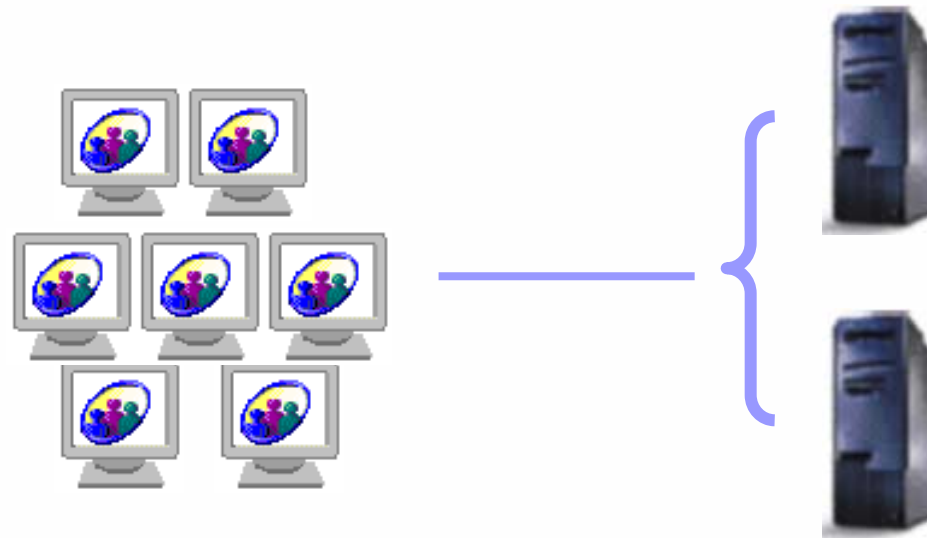
Enterprise Meeting Server (EMS)

- **Optional front-end for managing a globally-distributed online meeting environment**
  - High Availability
  - Create, Modify, Delete, Attend, Search, Booking
  - Multiple meeting centers
  - ADA compliant
  - Aggregate scalability across many, distributed Sametime meeting servers: the sum of the parts is greater than the whole

- **Is a J2EE application, using**
  - Java Server Pages, JDBC, Java Message Service
  - WebSphere/DB2/MQ Series

✓ Provides macro-level control and manageability for large-scaled online meeting infrastructure

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Sametime Toolkits

- **Sametime Links Toolkit 3.0:**
  - Powerful, easy-to-use, lightweight HTML/JavaScript API turns any name into a "live" Sametime link
- **Sametime COM toolkit**
  - Provides Sametime Community services as a COM object and supports OLE automation
- **Sametime Java and C++ toolkits**
  - Java toolkits provides entire 2.x client capability via Java
  - C++ toolkits provides Community Services features

✓ Extend real-time collaboration to any application

About W3 Lotus Software

People here: 5

Sherman Smith/St Louis/
Kevin Mclarnon/CAM/Lot
Patricia Labrie/MON/Lotu
Alan Lepofsky/CAM/Lotu
Jeremy Dies/CAM/Lotus

In less than two hours, this instit

Desjardins realized a large return of business decision making and the Desjardins customer.

Note: The information contained in the for more information.

Authored by: **Patricia Labrie**

Place Owner:
Steve Hopley

Lotus software

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Other Resources

- Webcasts for LOB, Administrators, and Developers at
www.lotus.com/sametime

- Developers go to www.lotus.com/sametimedevelopers or

www.lotus.com/developers

- Redbooks www.redbooks.ibm.com

- Lotus Developer Domain www.lotus.com/ldd

(formerly Notes.net)

Lotus software

IBM

Thank you !

IBM