IBM WebSphere Everyplace Access V4.3 Reaches Out to Your Mobile Employees

Overview

WebSphere® Everyplace™ Access (WEA) for Multiplatforms V4.3 can enable mobile employees to access your business applications and data from virtually anywhere at any time. It provides a flexible, open, and extendable framework to build new applications or extend existing applications to devices such as handheld computers and mobile phones.

The expanded function in WEA V4.3 can help to:

• Increase productivity
• Enhance revenue growth
• Improve customer satisfaction
• Empower your workforce with the right information when needed

WEA V4.3 is being released in two phases. The first, V4.3.0, supports Windows® 2000 and AIX®. It includes the following enhancements:

• New features and improved performance for e-mail/PIM synchronization
  This includes synchronization of e-mail and PIM data with Microsoft® Exchange 5.5 servers and Lotus® Domino™ 6.x servers
• Lotus Sametime® Mobile support for messaging and awareness on Everyplace Client-supported Pocket PC 2002 and Palm devices
• Location Aware services that easily add maps, driving directions, and nearby sites of interest to mobile-enabled applications
• E-mail and PIM synchronization support for selected devices from NTT DoCoMo
• Support for additional Palm devices
• Support for WebSphere Portal V4.2

• Simplified install and configuration of Everyplace Client on selected devices

The second release, V4.3.1, will replace V4.3.0 and add the following features:

• Support for Solaris 8 servers with Service Cluster dated May 6, 2002, or later
• Support for Oracle 8 databases
• Support for selected Sharp devices

If you purchase V4.3.0, you are entitled to V4.3.1 for no additional charge according to the terms of your Passport Advantage Agreement.

For more information, visit:
http://www.ibm.com/pvc

Key Prerequisites

One of the following:

• Windows 2000 Server or Advanced Server with Service Pack 3
• AIX V5.1 with ML3, or later
• Solaris 8 with Service Cluster dated May 6, 2002, or later (supported in V4.3.1)

Refer to the Technical Information section for additional information.

At a Glance

WebSphere Everyplace Access (WEA) for Multiplatforms V4.3 can:

• Deliver real-time, critical business information to mobile workers, such as sales order status to a sales representative or machine outage information to a field technician, via notification services
• Add driving directions and mapping information to mobile applications via Location Aware services
• Help improve the productivity of mobile workers with real-time e-mail, personal information management (PIM), and instant messaging on their mobile devices
• Help improve customer service by extending enterprise applications and data to mobile workers through synchronization services and mobile development tools

Discounted pricing is available when trading or converting from selected products to WEA V4.3.

Planned Availability Dates

• Initial release (V4.3.0 — AIX and Windows):
  - May 29, 2003: Electronic download
  - June 26, 2003: Media pack
• Modified release (V4.3.1 — AIX, Windows, and Solaris):
  - July 25, 2003: Electronic download
  - August 15, 2003: Media pack
WEA V4.3 delivers a complete and scalable infrastructure for extending business applications to pervasive devices such as PDAs and smartphones.

WEA V4.3 includes personal productivity features that can help you start using the product quickly. WEA also includes application enablement functions that can help extend existing and new business applications to the wireless world.

This program is built on the WebSphere e-business framework, the underlying technology for WebSphere Portal and other IBM software products, for a consistent and rapid programming model to create and extend e-business applications.

IBM DB2® Everyplace technology is included as part of WEA to enable mobile access to JDBC-compliant databases.

**WEA V4.3 Functionality**

- **Wireless PIM and e-mail for Lotus Notes® and Microsoft Exchange**

  WEA V4.3 supports both synchronization of e-mail and PIM information to PDAs and SyncML supported devices, and online viewing of e-mail/PIM information via a Web portlet. It also supports Microsoft Exchange Servers 5.5 and 2000, and Lotus Domino Server 5.0.10, or later.

  Two-way synchronization of e-mail attachments is supported. This means users can add attachments of any file type to new e-mail documents. E-mail documents with attachments can also be forwarded. Attachments can be any file type. Attachment support on handheld devices requires an attachment viewer by either a third-party or by the device manufacturer.

  WEA V4.3 e-mail/PIM filtering is enhanced with new filtering features. Filtering means determining whether or not a document should be synchronized to the client. Filtering can be based on several factors, such as whether the document is read or unread, or only documents updated within a specific period of time. Users can control the maximum number of documents to be synchronized in each session.

  You can filter e-mail attachments by turning off attachment synchronization, synchronizing for specific file types, or setting a maximum file size for attachments. Filters can be specified by using the new filtering interface in WEA V4.3.

  WEA V4.3 uses a Server Initiated Actions (SIA) service that can automate the mobile device synchronization for select SMS-enabled and Sametime Mobile-enabled devices when new e-mail is received on the e-mail server.

- **Desktop Passthrough**

  WEA V4.3 supports connections from mobile devices that are using a desktop computer for HTTP passthrough access to back-end Everyplace Access servers. Customers are responsible for acquiring any additional software that might be required to enable such passthrough connections. This may vary depending on the mobile device.

- **Offline portal browsing**

  Portal content can be synchronized to the client so that selected Web pages can be viewed and Web form completed in disconnected mode. You can select content to be viewed through portlet preferences.

- **Online portlet enhancements**

  Productivity portlets are included for optimal viewing on PDA devices and WML devices.

- **Database synchronization**

  WEA V4.3 enables synchronization of SQL tables to the DB2 Everyplace embedded database on the client. Any relational database that supports JDBC can be synchronized using the DB2 Everyplace server. Lotus Domino databases can be synchronized by using Lotus Domino Driver for JDBC.

**Everyplace Client**

Everyplace Client, included in WEA, includes a new GUI, or shell, for the following client agents and applications:

- Lotus Sametime
- E-mail and PIM functions (SyncML Client)
- Database synchronization (DB2 Everyplace)
- Offline portal browsing
- IBM device agent

The interface shell is available for Pocket PC 2002 and Palm-branded PalmOS 5.2 devices.

**Intelligent Notification Services (INS)**

INS delivers notification to users based on user preferences and subscriptions. Users subscribe to information such as news, weather, or stocks, and notifications are sent via a delivery channel such as SMS, e-mail, or instant messaging. Developers can extend the INS framework by adding additional delivery channels and subscriptions.

**Device Services**

WEA can configure Everyplace Client devices, distribute software to the devices, and collect inventory information such as application, hardware, and configuration information.

**Device Services Enhancements for Pocket PC**

WEA V4.3 has portlets that enhance the distribution and configuration of WEA clients.

A browser-based process can enable selected devices that do not have any WEA software installed to easily download and configure the Everyplace Client. This reduces the configuration tasks that users must complete. A new user receives a Web address, user ID, and password to enter into the new device. WEA then installs and configures the necessary client software as previously set up by an administrator.

WEA includes a sample software distribution job for deploying Everyplace Client to a Pocket PC device, and a sample configuration job to perform a remote “bootstrap” installation and configuration of a new WEA client device.

**Server-initiated Actions**

Server-initiated actions provide a simplified means to notify the client device to perform selected options, such as synchronization. Pocket PC Phone Edition devices can support server-initiated actions via SMS notifications that trigger synchronization of e-mail, PIM, database...
management, and offline Web pages and forms. Pocket PC 2002 devices can support server-initiated actions via the Sametime Mobile client notifications that trigger synchronization of e-mail, PIM, database management, and offline Web pages and forms.

Lotus Sametime Client

A Sametime Mobile client for Lotus Sametime 3.0 delivers chat and awareness functions on the Pocket PC and Palm platforms. Sametime 3.0 Server Extensions for Mobile Access is required for the Sametime 3.0 Server. The Lotus Sametime Server product and user licenses are not included with Everyplace Access. You are responsible for acquiring the Lotus Sametime Server and the appropriate licenses for use.

Location Aware Services

Location Aware services provide a set of mobile device-enabled portlets for location information. This can help WEA application developers who are writing portal applications to use a consistent interface to add location information to the applications. These portlets, or programming interfaces, can help shield the developer from differences between location service providers.

Adaptors are included for the following location servers and/or service providers: Webraska, MapInfo, Go2Map, LIF, and IBM Location Server. The customer is responsible for purchasing any software that may be required or, if needed, set up an account with one of these service providers in order to use the provided adaptors.

Installation Enhancements

WEA V4.3 includes a standalone Install Shield-based installer for the WEA core provided content. Installation does not rely strictly on WEA Setup Manager to install the core code. Component-specific items, such as Everyplace Synchronization Server (ESS) Portlets or Recent Alerts, are now in the individual installer for that component. Distributed install, scalability support, and configuration validation are improved from previous releases.

Supported Devices

Everyplace Access supports a variety of PDAs, smartphones, HTML/WML/cHTML browsers, and SyncML devices. Refer to the Technical Information section for more information.

Everyplace Toolkit V4.3 for WebSphere Studio

The Everyplace Toolkit includes portlet development tools for the WEA environment. This toolkit enables selected content creation and provides adaptation tools, portlet samples, and an external annotation editor for portlet build, debug, and deploy functions. It also includes source markup editors for WML and cHTML with WebSphere Studio Site Developer functions relevant to mobile e-business application development.

WEA V4.3 enhancements include support of WebSphere Studio Site Developer V5, WebSphere Studio Device Developer, and WebSphere Portal V4.2. The Portlet Wizard is enhanced to emit a portlet in PDA markup. A sample offline form portlet is added to the toolkit, and portlet debug enhancements are included.

Product Positioning

For more information about Everyplace Access, other WebSphere products, and pervasive computing, contact your IBM Pervasive Computing representative or authorized IBM Business Partner, or visit:

http://www.ibm.com/pvc
http://www.ibm.com/software/websphere

Reference Information

For information on the previous release of Everyplace Access, refer to Software Announcement 202-281, dated October 8, 2002.


Additional information about WEA is available on the Pervasive Computing Web site:

http://www.ibm.com/pvc

For more information about IBM Business Partners or to locate a Business Partner, visit the PartnerWorld® Web site at:

http://www.ibm.com/partnerworld

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Windows is a registered trademark of Microsoft Corporation.

Domino is a trademark of Lotus Development Corporation and/or IBM Corporation.

Lotus, Sametime, and Lotus Notes are registered trademarks of Lotus Development Corporation and/or IBM Corporation.

Other company, product, and service names may be trademarks or service marks of others.
Offering Information

Product information will be available on day of announcement through the Offering Information tool at:

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

and through the Passport Advantage Web site at:

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

Publications

No printed publications are provided with Everyplace Access. Product documentation is included with the program software for viewing and printing by the customer.

Technical Information

Hardware Requirements: Everyplace Access V4.3 requires:

- One of the following:
  - Intel® Pentium® III (1 GHz processor, or higher) with Windows® 2000 Server or Advanced Server with Service Pack 3
  - RS/6000® with AIX® 5.1 with ML3, or later
  - A system running as a Solaris 8 server with Service Cluster dated May 6, 2002, or later (supported by Everyplace Access V4.3.1)
- Memory: Minimum of 1 GB for distributed environments; 2 GB for non-distributed environments
- Disk Space: Minimum of 2 GB for distributed environments; 10 GB for a full server installation, plus additional runtime disk space which is dependent on usage patterns.

The exact system and disk space requirements will vary depending on the Everyplace Access components that are selected for installation. The number of applications, users, and resources to be supported in each customer environment can also impact the system requirements.

Supported Client Devices

- Pocket PC 2002 with Pocket Internet Explorer
- Pocket PC 2002 Phone Edition with Pocket Internet Explorer
- Selected IBM and Palm devices that use PalmOS 3.5, 4.0, 4.1, 5.0, or 5.2 with the following browsers:
  - Eudora and Web Pro (text only)
  - Au-Systems (WML)
  - Palm Web Pro Browser
  - PalmSource Web Browser 2.0

- NTT DoCoMo 504i and 504is with support limited to e-mail/PIM clients

Pocket PC 2000 is not supported in Everyplace Access V4.3. Customers still using Pocket PC 2000 should install a software upgrade to Pocket PC 2002 before installing Everyplace Access V4.3.

Everyplace Toolkit

Visit the Pervasive Computing Web site for more technical information, including requirements for the Everyplace Toolkit.

Software Requirements: Everyplace Access V4.3 requires one of the following operating systems:

- Windows 2000 Server or Advanced Server with Service Pack 3
- AIX 5.1 with ML3, or later
- Solaris 8 with Service Cluster dated May 6, 2002, or later (supported by Everyplace Access V4.3.1)

Everyplace Toolkit V4.3 additionally requires:

- Microsoft® Internet Explorer 5.5, or later
- DB2 Universal Database® V7.2 Fixpack 7

Skills needed for using the tools include Java® programming, Web application development, and portlet development.

For assistance, contact your IBM Pervasive Computing representative or authorized Business Partner.

Limitations: Refer to the Terms and Conditions section.

Planning Information

For more information about Everyplace Access, visit the Pervasive Computing Web site at:

http://www.ibm.com/pvc

Click on “Tools and Resources” and “Support and Downloads” for helpful information and contacts.

For customers requesting assistance with the planning, implementation, configuration, or integration of Everyplace Access, trained personnel are available from IBM Global Services and from designated Business Partners. Contact information is available on the Pervasive Computing site.

Customer Responsibilities: Customers are responsible for acquiring any system requirements or additional software products that may be needed for their specific environments. They are also responsible for implementing any security measures that are appropriate for their organization.
**Direct Customer Support:** Direct customer support is provided as part of the Passport Software Maintenance options that are included in the Passport Advantage Agreement. This service can enhance customers’ productivity by providing voice and electronic access into the IBM support organization. It provides help with answers to questions pertaining to usage, and suspected software defects for eligible products.

For information about support, including the Software Support Guide, visit:

http://www.ibm.com/support

**Packaging:** Everyplace Access is available through Passport Advantage. The program is provided on CD-ROMs in a Passport Media Pack and is also available for electronic download via Passport. WEA V4.2 customers are entitled to receive V4.3 according to the terms of their Passport Advantage Agreement.

WEA V4.3 will initially support Windows 2000 and AIX. Also known as V4.3.0, this initial release will be replaced by V4.3.1 that adds support for Solaris. Customers who acquire V4.3.0 are eligible to receive V4.3.1 for no additional charge, according to the terms of Passport Advantage Agreement.

**Ordering Information**

- **Product Group:** WebSphere® Everyplace
- **Product Identifier Description:** WebSphere Everyplace Access (5724-C94)
- **Product Category:** WSEVPACC

Passport Advantage part numbers for WEA are created and maintained by IBM and are available at the following Web site:

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

The charge structure of WEA is based on processor installs. Passport Advantage customers should order the license-plus-maintenance part number in a quantity equal to the number of processors on which they install this product.

A processor is defined as any system or node executing all or part of WEA. For example, two 4-way symmetric multiprocessor (SMP) systems, whether standalone or nodes in a larger system, are counted as eight processors. Order the licensing-plus-maintenance part number in a quantity equal to the number of processors on which they install this product.

In addition to the regular Passport Advantage options for licensing and maintenance, several reduced price options are available. The discount is off of the price you would normally pay for Everyplace Access according to the terms of your Passport Advantage Agreement.

- **WEA Starter Edition:** 25% discount when you convert your WebSphere Everyplace Access Starter Edition 50-user license to one full entitlement version of Everyplace Access processor-based license
- **IBM Mobile Connect V3:** 25% discount when you trade 125 Mobile Connect user licenses for one Everyplace Access processor license
- **DB2® Everyplace:** 25% discount when you trade a DB2 Everyplace processor license on a one-to-one basis for a Everyplace Access V4.3 license
- **WebSphere Portal Enable, Extend, or Enterprise** customers receive a 25% discount for Everyplace Access V4.3 on a one-for-one processor basis. You do not have to give up your Portal license.
- **WebSphere Transcoding Publisher V4:** 50% discount when you trade a Transcoding Publisher processor license on a one-for-one basis for a Everyplace Access processor license

**Terms and Conditions**

**Licensing:** IBM International Program License Agreement (IPLA). Proofs of Entitlement are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

**License Information (LI) Form Number:** L-MSEL-5K6Q8B

**Limited Warranty Applies:** Yes

**Program Services:** Available until January 31, 2006

**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:** Yes

**Volume Orders (IVO):** No

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

http://www.ibm.com/software/passportadvantage
Usage Restriction Applies: Yes. The WEA program includes other software products. The program and some of these products include unique terms and conditions, in addition to the terms and conditions of the IPLA. Program-unique terms are included in the LI that is provided with the program.

On or near the planned availability date of the product, the LI for the program will be available for review on the IBM Software License Agreement Web site at:


Software Maintenance Applies: Yes

Software Maintenance, previously referred to as Subscription and Technical Support, is now included in the Passport Advantage Agreement. Installation and technical support for WEA V4.3 is provided by the Software Maintenance offering of the IBM International Passport Advantage Agreement. This fee service enhances customer productivity by providing voice and electronic access into the IBM support organizations.

IBM includes Software Maintenance with each program acquired during the coverage period. The coverage period means the period commencing on the date you acquire the program up to the first or second anniversary date, depending on whether you acquired coverage for one or two anniversaries. The coverage period for Software Maintenance acquired in the two months preceding an anniversary date will be extended to the next applicable anniversary date.

While your Software Maintenance is in effect, IBM provides you assistance for your routine, short-duration installation and usage (how-to) questions and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IS support center. This assistance is not available to your end users. IBM provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult your IBM Software Support Guide at:

http://techsupport.services.ibm.com/guides/handbook.html

Software Maintenance does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under this agreement.

For more information, about the Passport Advantage Agreement, refer to the IBM International Passport Advantage Agreement Software Announcement 201-202, dated July 10, 2001, or visit the Passport Advantage Web site at:

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

IBM Operational Support Services — Support Line: No

Other Support: Passport Advantage

AIX/UNIX® Upgrade Protection Applies: No

Entitled Upgrade for Current AIX/UNIX Upgrade Protection Licensees: No

iSeries™ Software Subscription Applies: No

Variable Charges Apply: No

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**Prices**

**Passport Advantage:** Since WEA V4.3 is available only through Passport Advantage, the actual cost depends on the discount percentage to which each Passport customer is entitled.

For Passport Advantage and charges, contact an IBM Pervasive Computing representative or your authorized IBM Business Partner. Information is also available on the Passport Advantage Web site:

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

**Global Financing**

IBM Global Financing offers competitive financing to credit-qualified customers and Business Partners to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, both from IBM and other manufacturers or vendors, as well as commercial financing (revolving lines of credit, term loans, acquisition facilities, and inventory financing credit lines) for Business Partners. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit the Web at:

http://www.ibm.com/financing

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