IBM SmartCloud Notes delivers email, calendar and scheduling, and contact management capabilities within the IBM SmartCloud for Social Business service

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At a glance

In addition to a persistent focus on quality and dependability in the service overall, IBM SmartCloud Notes® now includes features you requested:

- Internet Message Access Protocol (IMAP) access to end-user mail boxes
- Password expiration
- Additional mail management and monitoring tools for company administrators

Note: In Japan, the product name is IBM® SmarterCloud Notes.

Overview

IBM SmartCloud Notes is a full-featured, enterprise-ready email, calendar and scheduling, and contact management service offering available via a web browser or a Lotus Notes® client in the IBM SmartCloud for Social Business cloud. SmartCloud Notes is designed to help businesses easily tap the benefits of the cloud as well as help reduce costs associated with managing on-premises infrastructures.

IBM SmartCloud Notes builds on the foundation and success of IBM SmartCloud for Social Business:

- Support for Internet Message Access Protocol (IMAP); supported clients include Microsoft Outlook 2003 and 2007, Mozilla Thunderbird 9.0.1, Apple Mail 4 and 5
- Additional mail management settings for precise control over the deletion of email messages
- Support for Domino® database Notes links in SmartCloud Notes web
- Support for preventing auto-forwarding of email messages to external addresses
- Support for SmartCloud Notes ID password expiration

In addition to the enhancements to SmartCloud Notes, IBM SmartCloud Engage Advanced adds IBM Notes Traveler for SmartCloud Notes as part of the base offering. This addition enables you to access SmartCloud Notes via Android, Apple, Nokia, and Windows Mobile devices.

Note: In Japan, the product name is IBM SmarterCloud Notes.
Key prerequisites

Refer to the Hardware requirements section for details.

Planned availability date

August 14, 2012: Electronic availability

Description

IBM SmartCloud for Social Business provides a wide array of collaboration capabilities in a true Software as a Service (SaaS) model.

The offering encompasses:

- Messaging
- Web conferencing
- Collaboration

With IBM SmartCloud Social Business, companies benefit from essential and effective collaboration tools that help simplify and improve daily business interactions between customers, partners, and colleagues. The power of IBM SmartCloud Social Business is that it is designed to let you work seamlessly with people inside and outside of the organization. You can meet online, share files, chat, manage projects, network with potential clients, schedule meetings, and send and receive mail anywhere, anytime. Whether working remotely, managing remote teams, or needing one place to bring colleagues, partners, and vendors together, SmartCloud for Social Business offerings help transform your business into a social business.

As part of SmartCloud Social Business, IBM SmartCloud Notes delivers:

- Support for Internet Message Access Protocol (IMAP) clients providing end users with the ability to use external programs to send, receive, and manage SmartCloud Notes mail (can be enabled or disabled for end users through the administration user interface for the service); supported clients include Microsoft Outlook 2003 and 2007, Mozilla Thunderbird 9.0.1, Apple Mail 4 and 5.
- Additional mail management settings for precise control over the deletion of email messages to constrain the size of mail files and improve usability (for example, after an administration specified number of days, enable one of the following options:
  - Delete email with no exceptions
  - Delete email, but keep all messages that are filed in end-user folders
  - Delete email, but keep all messages that are filed in specifically named folders
- Support for Domino database Notes links in SmartCloud Notes web for specifying how IBM Lotus Notes document, view, and application links display when end users read email in a browser (links can be listed as Internet links https://..., Notes links (notes://...), or both)
- Administrator support for preventing auto-forwarding of email messages to external addresses using mail rules.
- Support for SmartCloud Notes ID password expiration ensuring that passwords are changed frequently for end user utilizing the Notes client.

With an emphasis on building a strong and competitive offering for either hybrid or fully hosted configurations, SmartCloud Notes allows businesses to easily tap the
benefits of cloud-based messaging and collaboration while reducing the cost and complexity of managing an on-premises infrastructure.

**Note:** In Japan, the product name is IBM SmarterCloud Notes.

### Program number

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<td>5725-F82</td>
<td>1.0.0</td>
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### Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

### Publications

No publications are shipped with this product.

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 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

### Technical information

**Specified operating environment**

**Hardware requirements**

Visit


**Software requirements**

None.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.
Planning information

Packaging

SmartCloud Archive Essentials and the SmartCloud Notes Entry will be distributed via a media package and electronic software distribution (ESD).

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.

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Ordering information

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit


Effective August 14, 2012, IBM will withdraw the following service components from marketing. New orders and registrations will no longer be accepted for these products:

withdrawn products            Replacement products
Part     Product name         Part
no.                           no.
D0NQILL  IBM SMARTCLOUD       None
      NOTES FOR HOSTED
      BLACKBERRY SERVICES
      WITH MOBILE DATA
      SYSTEM AUTHORIZED
      USER PER MONTH
D0NQJLL  IBM SMARTCLOUD       None
      NOTES HOSTED
      BLACKBERRY SERVICES
      WITH MOBILE DATA
      SYSTEM AUTHORIZED
      USER DAILY FEE
      PARTIAL MONTH
D0NZPLL  IBM SMARTCLOUD       None
      SERVICE MDS FOR
      NOTES AUTHORIZED
      USER OVERAGE

Product information

Licensed function title                     Product group    Product category
IBM SmartCloud Archive Essentials         SmartCloud       SmartCloud
                                          Social           Notes
                                          Business
IBM SmartCloud Notes Entry                SmartCloud       SmartCloud
                                          Social           Notes
                                          Business
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**Charge metrics definitions**

**Authorized User**

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

NOTE: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

**Program licenses**

**IBM SmartCloud Social Business**

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Terms and conditions

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

Prices

IBM Global Financing

IBM Global Financing offers competitive financing to credit-qualified customers 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. 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

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Announcement countries

All European, Middle Eastern, and African countries except:

- Iran
- Libyan Arab Republic
- South Sudan
- Syria

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