Lotus Domino Intranet Starter Pack 2.0
Cookbook for IBM Netfinity and PC Servers

Rufus Credle, Paul Branch, Kevin D’Costa

International Technical Support Organization

http://www.redbooks.ibm.com
First Edition (May 1998)

This edition applies to Lotus Domino Intranet Starter Pack 2.0, which operates on IBM Netfinity and IBM PC Servers for use with the Microsoft NT Server 4.0 network operating system.

Comments may be addressed to:
IBM Corporation, International Technical Support Organization
Dept. HZ8  Building 678
P.O. Box 12195
Research Triangle Park, NC 27709-2195

When you send information to IBM, you grant IBM a non-exclusive right to use or distribute the information in any way it believes appropriate without incurring any obligation to you.

© Copyright International Business Machines Corporation 1998. All rights reserved.
Note to U.S. Government Users — Documentation related to restricted rights — Use, duplication or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract with IBM Corp.
# Contents

<table>
<thead>
<tr>
<th>Preface</th>
<th>vii</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Team That Wrote This Redbook</td>
<td>vii</td>
</tr>
<tr>
<td>Comments Welcome</td>
<td>viii</td>
</tr>
</tbody>
</table>

## Chapter 1. Introduction

---

## Chapter 2. IBM Netfinity and IBM PC Server Platforms

2.1 About IBM Netfinity ........................................ 5
2.2 IBM Netfinity 3000 ........................................ 6
    2.2.1 Technical Description ................................ 7
2.3 IBM Netfinity 3500 ........................................ 8
    2.3.1 Technical Description ................................ 10
2.4 Preview: IBM Netfinity 5500 ................................ 12
    2.4.1 Technical Description ................................ 12
2.5 IBM Netfinity 7000 ........................................ 14
    2.5.1 Technical Description ................................ 16
2.6 IBM PC Server 325 .......................................... 18
    2.6.1 Technical Description ................................ 19
2.7 IBM PC Server 330 .......................................... 21
    2.7.1 Technical Description ................................ 22
2.8 Hardware Configuration ..................................... 24
    2.8.1 The BIOS Setup Program ................................ 24
    2.8.2 EISA/ISA Adapter Configuration Utility .................. 24
    2.8.3 SCSISelect Utility Program .............................. 25
    2.8.4 IBM ServeRAID II and IBM SSA RAID Configuration Utility ..... 28

## Chapter 3. Using ServerGuide 4.0

3.1 ServerGuide Overview ........................................ 31
3.2 ServerGuide and Windows NT Server 4.0 ..................... 32
    3.2.1 Installing Windows NT Server 4.0 Using ServerGuide ..... 32

## Chapter 4. Domino Intranet Starter Pack 2.0

4.1 Growing Businesses Leveraging the Web ..................... 43
4.2 Additional Domino Intranet Starter Pack 2.0 Highlights .... 46
4.3 Hardware and Software Requirements ......................... 46
4.4 Acquiring an Internet Service Provider ..................... 47
    4.4.1 Selection Criteria for an Internet Service Provider .... 48
    4.4.2 Internet Hardware and Software Requirements ............ 49
4.5 Domino Intranet Starter Pack 2.0 Pre-Installation Considerations ..... 51
4.6 Domino Intranet Starter Pack 2.0 Installation Procedures .... 53
    4.6.1 Complete Pre-Install Tasks ............................. 53
    4.6.2 Installation of Netscape Navigator 4.04 .................. 54
    4.6.3 Installation of Domino Intranet Starter Pack 2.0 ........ 58
    4.6.4 Building a New Web Site ............................... 62
    4.6.5 Using SiteCreator ...................................... 64
    4.6.6 Register DISP Approvers, Composers and Webmasters .... 72
    4.6.7 Edit and Approve Opening Pages ........................ 74
    4.6.8 Working with the Contributor's Menu ................... 77
4.7 Managing Archives ........................................... 79
<table>
<thead>
<tr>
<th>Chapter 14. Product and Services Application</th>
<th>133</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.1 Accessing the Product and Services Application</td>
<td>133</td>
</tr>
<tr>
<td>14.2 How to Use the Product and Services Application</td>
<td>133</td>
</tr>
<tr>
<td>14.3 Creating a Product Information Page</td>
<td>133</td>
</tr>
<tr>
<td>14.3.1 Creating a Product Specification Sheet</td>
<td>136</td>
</tr>
<tr>
<td>14.3.2 Creating Product Review Sheet</td>
<td>137</td>
</tr>
<tr>
<td>14.3.3 Requesting Additional Product Information</td>
<td>138</td>
</tr>
<tr>
<td>14.3.4 Responding to Product Information Requests</td>
<td>140</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 15. Job Posting Application</th>
<th>143</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.1 Creating a Job Posting</td>
<td>143</td>
</tr>
<tr>
<td>15.2 List Current Job Postings</td>
<td>145</td>
</tr>
<tr>
<td>15.3 Complete the Job Application</td>
<td>146</td>
</tr>
<tr>
<td>15.4 Upload a Resume</td>
<td>147</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 16. Frequently Asked Questions (FAQ) Application</th>
<th>149</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.1 Accessing the Frequently Asked Questions Application</td>
<td>149</td>
</tr>
<tr>
<td>16.2 How to Use the Frequently Asked Questions Application</td>
<td>149</td>
</tr>
<tr>
<td>16.2.1 Creating Frequently Asked Questions Documents</td>
<td>149</td>
</tr>
<tr>
<td>16.2.2 Using the Frequently Asked Questions Contributor's Menu</td>
<td>151</td>
</tr>
<tr>
<td>16.2.3 Searching for a Frequently Asked Question</td>
<td>152</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 17. Domino Intranet Starter Pack 2.0 E-Mail</th>
<th>155</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.1 Configure Notes Mail for Notes Client and Browser Access</td>
<td>155</td>
</tr>
<tr>
<td>17.1.1 Registering Multiple Users for Notes Client and Browser Access</td>
<td>157</td>
</tr>
<tr>
<td>17.2 Updating Your Mailbox Preferences</td>
<td>158</td>
</tr>
<tr>
<td>17.3 Sending a New Memo</td>
<td>160</td>
</tr>
<tr>
<td>17.4 Replying to a Message</td>
<td>161</td>
</tr>
<tr>
<td>17.5 Filing Your Mail</td>
<td>161</td>
</tr>
<tr>
<td>17.6 Implementing POP3-Based Mail.</td>
<td>161</td>
</tr>
<tr>
<td>17.7 Implementing IMAP-Based Mail.</td>
<td>161</td>
</tr>
<tr>
<td>17.8 Client Comparison</td>
<td>162</td>
</tr>
<tr>
<td>17.9 Mail Comparison</td>
<td>163</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 18. Domino Intranet Starter Pack 2.0 Fax Services</th>
<th>165</th>
</tr>
</thead>
<tbody>
<tr>
<td>18.1 Preparing for the Domino Fax Services Installation</td>
<td>166</td>
</tr>
<tr>
<td>18.1.1 Domino Fax Services System Requirements</td>
<td>167</td>
</tr>
<tr>
<td>18.1.2 Creating a Notes User ID for Domino Fax Services</td>
<td>167</td>
</tr>
<tr>
<td>18.1.3 Creating a Notes Foreign Domain Document</td>
<td>168</td>
</tr>
<tr>
<td>18.1.4 Creating a Location Document for Fax Services</td>
<td>169</td>
</tr>
<tr>
<td>18.1.5 Installing the Fax Hardware</td>
<td>170</td>
</tr>
<tr>
<td>18.1.6 Installing the Domino Fax Services</td>
<td>171</td>
</tr>
<tr>
<td>18.1.7 Configuring Domino Fax Services</td>
<td>174</td>
</tr>
<tr>
<td>18.2 Accessing the Domino Fax Server with a Browser</td>
<td>178</td>
</tr>
<tr>
<td>18.2.1 Sending Faxes through DFS</td>
<td>179</td>
</tr>
<tr>
<td>18.3 Receiving Faxes</td>
<td>180</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 19. Domino Intranet Starter Pack 2.0 Administration and SMTP MTA</th>
<th>181</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.1 Web Browser Administration</td>
<td>181</td>
</tr>
<tr>
<td>19.2 Web Administration Panel</td>
<td>181</td>
</tr>
<tr>
<td>19.2.1 Monitoring</td>
<td>182</td>
</tr>
<tr>
<td>19.2.2 Server</td>
<td>190</td>
</tr>
<tr>
<td>19.2.3 User</td>
<td>195</td>
</tr>
</tbody>
</table>
Preface

This redbook describes the procedure necessary to implement the Lotus Domino Intranet Starter Pack 2.0 on the latest Intel-based high-powered platforms. Particular attention is focused on the IBM Netfinity and IBM PC Servers for small-to-medium enterprises on which the Domino Intranet Starter Pack 2.0 was designed for implementation. This redbook provides information and instructions for anyone seeking to plan, install, and configure the Domino Intranet Starter Pack 2.0 on the latest IBM Intel-based server. The book provides information regarding steps you should consider to select and configure your new IBM hardware, such as the IBM ServeRAID II Ultra SCSI Adapter and the IBM SSA RAID Adapter.

The Lotus Domino Intranet Starter Pack 2.0 is a small-to-medium and departmental business solution for IBM's e-business strategy. It provides the means for a business to start simple and grow fast. Designed to be installed, configured, administered and supported by value-added resellers, Domino Intranet Starter Pack 2.0 enables you to rollout a complete Internet solution to growing businesses in a day or two, depending on a customer's requirements. This redbook will help you to plan, install and configure the Domino Intranet Starter Pack for the following services:

- Relationship management
- Office automation
- Information sharing and project collaboration
- Public Web site
- Internet e-mail
- Remote administration
- Security

The redbook documents a very quick and easy implementation of 12 intranet and Internet ready-to-customize business applications. Because Domino Intranet Starter Pack 2.0 is based on Lotus Domino, the vast add-on capabilities provided by Lotus and Lotus Business Partners are mentioned.

Some knowledge of IBM Netfinity and IBM PC Servers, Lotus Notes, Lotus Domino, Microsoft NT Server and Web browsers is assumed. The final beta release of Domino Intranet Starter Pack 2.0 was used in documenting this redbook, therefore, some images or instructions may slightly differ.

The Team That Wrote This Redbook

This redbook was produced by a team of specialists from around the world working at the Systems Management and Networking ITSO Center, Raleigh.

Rufus Credle is an Advisory Software Engineer for IBM Netfinity and IBM PC Servers at the Systems Management and Networking ITSO Center, Raleigh, North Carolina. He conducts residencies and writes redbooks about IBM Netfinity and IBM PC Servers, network operating systems, and e-business solutions. Rufus's various positions during his IBM career have included assignments in administration
and asset management, system engineering, marketing and services. He holds a BS degree in Business Management from Saint Augustine’s College.

**Paul Branch** is a Staff Technical Marketing Support Specialist for IBM Netfinity and IBM PC Servers in the United States. His areas of expertise include IBM Netfinity Servers, IBM PC Servers, Lotus Domino and Notes, and OS/2 Warp Server. He has developed education courses on OS/2 LAN Server, OS/2 Warp Server and Communications Manager/2.

**Kevin D’Costa** is a Senior Technical Executive at IBM Global Services in India. He is a Novell Certified Master CNE and a Certified Lotus Professional (CLP). He is responsible for providing technical support on Lotus Domino/Notes-based products on all major platforms.

Thanks to the following people for their invaluable contributions to this project:

Deborah Drakeford, Alliance Management for Netfinity Servers-Lotus IBM Somers

Kathryn Casamento, Linda Robinson, David Watts, Gail Wojton, Shawn Walsh Systems Management and Networking ITSO Center, Raleigh

David German, Ana Jimenez, Leslie Montes IBM Global Services - Network Services IBM Tampa

David Laubscher, Manager, IBM Netfinity Competency Technology Center IBM Research Triangle Park

Lynn Luzzi Lotus Consulting Group Lotus New York

Antonio Robinson, Karen Picone, Eric Portnoy, Larry McCants, Keith O’Leary, Angelo Cianci, Laura DeAtkine Lotus Corporation Lotus Cambridge

---

**Comments Welcome**

**Your comments are important to us!**

We want our redbooks to be as helpful as possible. Please send us your comments about this or other redbooks in one of the following ways:

- Fax the evaluation form found in “ITSO Redbook Evaluation” on page 245 to the fax number shown on the form.
- Use the electronic evaluation form found on the Redbooks Web sites:
- Send us a note at the following address:
  
  redbook@us.ibm.com
Chapter 1. Introduction

Today’s growing businesses are eager to use the World Wide Web to penetrate new markets, improve their efficiency, speed up communications, and to cement relationships with their customers and suppliers. Lotus Domino Intranet Starter Pack 2.0 (DISP) helps you to do just that. It provides everything your business needs to leverage the power of the Internet. It is a package solution that enables small and medium-sized businesses to take advantage of their intranet quickly and cost effectively. In addition, the Domino Intranet Starter Pack can be easily expanded as an e-business solution to handle extranet and Internet activities.

As small businesses are adopting Internet applications in very significant numbers, Domino Intranet Starter Pack 2.0 is undoubtedly going to shape small business computing products well into the future. The Domino Intranet Starter Pack 2.0 addresses four business application categories and mentioned are the twelve customizable applications included in the product. They are:

- Relationship management applications
  - Customer tracking
  - Contact management
- Office automation applications
  - Employee directory
  - Company forms bin
  - Career opportunities
- Information sharing and project collaboration
  - Document library
  - F.A.Q.
  - Discussion
  - Project management
- Public Web site
  - Home page
  - Registration
  - Product catalog

To understand how these DISP business applications will improve your company’s efficiency and the relationship between customers and suppliers over the network, we must discuss the differences between intranet versus extranet versus Internet.

- An intranet
  An intranet is a network that is contained within an enterprise. It may consist of many interlinked LANs and use leased lines in wide-area network. It may include a connections through one or more gateways to the outside Internet. The main purpose of an intranet is usually to share company information and computing resources among employees. Intranets may be a more simplistic way of doing things such as reporting, sales management, and internal communications. An intranet can also be used to facilitate working in groups
and for teleconferences. Typically, larger enterprises allow connections outside of the intranet to the Internet through firewall servers. Firewall servers have the ability to screen data in both directions so that company security is maintained.

- **An extranet**

An extranet is a collaborative network that uses Internet technology to link businesses with their suppliers, customers, or other businesses that share common goals. An extranet can be viewed either as part of a company's intranet that is made accessible to other companies or as a collaborative Internet connection with other companies. The shared information can be accessible only to the collaborating parties or can be publicly accessible. Examples of extranet applications include:

- Groupware in which several companies collaborate in developing a new application program they can all use
- Training programs or other educational material that companies develop and share
- Shared product catalogs to wholesalers or those in the trade
- Project management and control for companies that are part of a common work project

The kind of information exchanged is determined by you. For example, if you need to let your retailers know of a new product line that is coming out, the specifications on a new part, or even repair or return information you could use an extranet. Imagine all of the time and paper work that could be saved if all orders from your retailers were placed through your corporate extranet. Also imagine if your vendors could easily download the latest fashion drawings and changes from your corporate extranet, bid on those drawings and receive their orders all without any intervention from your personnel. This could easily eliminate any overnight mailing or faxing activity. Think of the savings.

Functioning like private networks within the Internet, extranets enable companies to share information and selected applications with customers and suppliers and to conduct electronic commerce transactions safely, securely, and inexpensively.

- **The Internet (Net)**

The Internet is a worldwide system of computer networks, utilized by people. It began as a project by the Advanced Research Projects Agency (ARPA) of the U.S. government in 1969. The original intent was to construct a network that would continue to function even if a large portion of it were destroyed, for example, in the event of nuclear disaster. Today, the Internet is now a public, cooperative, and self-sustaining facility accessible to millions of people across the world. Physically, the Internet uses a portion of the total resources of the currently existing public telecommunications networks.

Electronic mail is the most widely used application on the Internet. The most widely used part of the Internet is the World Wide Web. There are tens of thousands of Web sites on the World Wide Web, which provide either a tremendous amount of information on different subjects or allow you to engage in commercial transactions.

You would access these Web sites via a Web browser. The most popular are Netscape Navigator and Microsoft Internet Explorer.
With Domino Intranet Starter Pack 2.0, smaller companies can present themselves and become very aggressive at creating a better image on the Net.

Domino Intranet Starter Pack 2.0 is an entry-level customized e-business solution to streamline the way your company interacts. E-business is what happens when you combine the broad reach of the Internet with the vast resources of traditional information technology systems. It is dynamic and interactive. After e-business there's electronic commerce (e-commerce), the part of e-business that focuses on commercial transactions, which is fast becoming a fundamental element of successful business strategies today. Domino Intranet Starter Pack 2.0 is the foundation of the Lotus e-commerce product, Domino.Merchant 2.0 Server Pack. Domino.Merchant helps businesses design and maintain a catalog, register Web site visitors, deliver information on demand, accept and process orders securely, calculate taxes and totals, and handle payments via credit card or purchase order. After putting your successful e-business solution in place, look for Domino.Merchant to take you the rest of the way.

The Domino Intranet Starter Pack 2.0 ships with the IBM Netfinity and IBM PC Servers at no additional cost.
Chapter 2. IBM Netfinity and IBM PC Server Platforms

The Lotus and IBM solution for your business starts with a choice of servers that can provide exceptional network support. With the IBM server models, you will gain outstanding power, scalability, control and service, a must for today's enterprise to small network environments. Your decision to choose the Lotus and IBM solution will allow you to deploy business-critical applications with confidence. Lotus and IBM are very concerned about the aspects of their customer's business, such as the high availability of network services to access and manage mission-critical information, as well as providing a reliable and secure platform.

This redbook introduces the new IBM Netfinity 7000, 5500, 3500 and 3000 servers, the first in a new family of enterprise servers. The IBM Netfinity servers leverage IBM's server heritage, combining high-performance application computing based on industry-standard, Intel processor-based technology. The IBM Netfinity servers have been designed to enable customers to run demanding e-business applications, including Web server and online transaction processing (OLTP), as well as data-intensive operations.

The IBM server solution provides a very reliable platform for running the world's most popular network operating system, Microsoft NT Server 4.0, the network operating system required for the Domino Intranet Starter Pack 2.0. This chapter describes the IBM server product line and its features. This information should be used to select the right server platform for your business solution.

2.1 About IBM Netfinity

From the ground up, IBM Netfinity is designed and built to deliver midrange-level performance in critical areas such as e-business. The new IBM Netfinity server provides more power and scalability to distribute the most demanding 7x24x365 applications and data including your e-business applications. The IBM Netfinity server includes the following controls for easier management of all your system's resources and the total service that business-critical systems demand:

- **Power** - IBM Netfinity uses the latest Intel Pentium Pro processors, integrated into a server system balanced and tuned for high-speed distribution of applications and data throughout your enterprise.

- **Scalability** - IBM Netfinity servers handles the most resource-hungry data and applications with ease. These applications include SAP R/3, Lotus Domino, Domino.Merchant, Baan, Microsoft SQL Server, Oracle, IBM DB2 and more. The ingenious design of IBM Netfinity allows it to be configured as a tower or a rack system, so it's easy to grow your server with your business. Key options and components can be quickly replaced, upgraded or removed.

- **Control** - IBM Netfinity Manager software and the Advanced Systems Management Adapter card put you in complete control of your server and all your system's resources graphically, from a single point of control, so you can see all your systems at a glance. And you'll be in position to proactively manage your systems for peak efficiency and output.

- **Service** - IBM's renowned service and support are with you all the way. Listed are the worldwide available Web sites:
2.2 IBM Netfinity 3000

The IBM Netfinity 3000 offers you serious solutions for your file-and-print and application computing needs. This powerful machine is designed with the attention to detail you expect from IBM, and each is backed by the very same world-class service and support found with our larger systems.

If your business is at the point where a server is a requirement but budget remains a factor, the IBM Netfinity 3000 is the affordable solution that deserves a close look. IBM Netfinity 3000 is the reliable foundation you need to give your end users ready access to your business-critical applications.

A potential user of the IBM Netfinity 3000 server may have the following requirements:

- An affordable server that practically installs itself with the IBM ServerGuide CD.
- A server packed with power and scalability features that support file-and-print serving, workgroup productivity applications (such as, Lotus Domino Server and Lotus Domino Intranet Starter Pack shipped with the server at no cost), and shared Internet access.
- The scalability of a Pentium II processors from 266 MHz to 350 MHz that can be customized with memory from 32 MB up to 384 MB ECC SDRAM
- Large disk storage requirements for database applications.
- Netfinity Manager software (at no cost), which allows you to maintain proactive control of your networked business systems by simplifying the management of them. In addition, Netfinity Manager can integrate with key workgroup and enterprise management platforms.

The IBM Netfinity 3000 is shown in Figure 1 on page 7.
2.2.1 Technical Description

The models and features of the IBM Netfinity 3000 are shown in Table 1.

Table 1 (Page 1 of 2). IBM Netfinity 3000 Server Models

<table>
<thead>
<tr>
<th>Models</th>
<th>8476-10U</th>
<th>8476-11U</th>
<th>8476-15U</th>
<th>8476-16U</th>
<th>8476-20U</th>
<th>8476-21U</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form factor</td>
<td>Mini-Tower</td>
<td>Mini-Tower</td>
<td>Mini-Tower</td>
<td>Mini-Tower</td>
<td>Mini-Tower</td>
<td>Mini-Tower</td>
</tr>
<tr>
<td>Processor</td>
<td>266MHz Pentium II</td>
<td>266MHz Pentium II</td>
<td>300MHz Pentium II</td>
<td>300MHz Pentium II</td>
<td>350MHz Pentium II</td>
<td>350MHz Pentium II</td>
</tr>
<tr>
<td>Level 2 cache (ECC/write-back)</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
</tr>
<tr>
<td>Models</td>
<td>8476-10U</td>
<td>8476-11U</td>
<td>8476-15U</td>
<td>8476-16U</td>
<td>8476-20U</td>
<td>8476-21U</td>
</tr>
<tr>
<td>----------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Memory</td>
<td>ECC SDRAM (std/max)</td>
<td>32 MB/384 MB</td>
<td>32 MB/384 MB</td>
<td>32 MB/384 MB</td>
<td>64 MB/384 MB</td>
<td>64 MB/384 MB</td>
</tr>
<tr>
<td>Bus architecture</td>
<td>PCI</td>
<td>PCI</td>
<td>PCI</td>
<td>PCI</td>
<td>PCI</td>
<td>PCI</td>
</tr>
<tr>
<td>I/O slots</td>
<td>6 PCI</td>
<td>6 PCI</td>
<td>6 PCI</td>
<td>6 PCI</td>
<td>6 PCI</td>
<td>6 PCI</td>
</tr>
<tr>
<td>PCI disk controller</td>
<td>Wide Ultra SCSI</td>
<td>Wide Ultra SCSI</td>
<td>Wide Ultra SCSI</td>
<td>Wide Ultra SCSI</td>
<td>Wide Ultra SCSI</td>
<td>Wide Ultra SCSI</td>
</tr>
<tr>
<td>PCI RAID Adapter</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Bays</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Hard drive (standard)</td>
<td>Open</td>
<td>4.51 GB Wide Ultra SCSI</td>
<td>Open</td>
<td>4.51 GB Wide Ultra SCSI</td>
<td>Open</td>
<td>4.51 GB Wide Ultra SCSI</td>
</tr>
<tr>
<td>Maximum storage</td>
<td>36.4 GB</td>
<td>36.4 GB</td>
<td>36.4 GB</td>
<td>36.4 GB</td>
<td>36.4 GB</td>
<td>36.4 GB</td>
</tr>
<tr>
<td>I/O ports</td>
<td>2 USB, keyboard, mouse, parallel, Ethernet, SVGA, 2 serial</td>
<td>2 USB, keyboard, mouse, parallel, Ethernet, SVGA, 2 serial</td>
<td>2 USB, keyboard, mouse, parallel, Ethernet, SVGA, 2 serial</td>
<td>2 USB, keyboard, mouse, parallel, Ethernet, SVGA, 2 serial</td>
<td>2 USB, keyboard, mouse, parallel, Ethernet, SVGA, 2 serial</td>
<td>2 USB, keyboard, mouse, parallel, Ethernet, SVGA, 2 serial</td>
</tr>
<tr>
<td>CD-ROM drive</td>
<td>32X IDE</td>
<td>32X IDE</td>
<td>32X IDE</td>
<td>32X IDE</td>
<td>32X IDE</td>
<td>32X IDE</td>
</tr>
<tr>
<td>Floppy diskette drive</td>
<td>1.44 MB</td>
<td>1.44 MB</td>
<td>1.44 MB</td>
<td>1.44 MB</td>
<td>1.44 MB</td>
<td>1.44 MB</td>
</tr>
<tr>
<td>Power supply</td>
<td>330W</td>
<td>330W</td>
<td>330W</td>
<td>330W</td>
<td>330W</td>
<td>330W</td>
</tr>
<tr>
<td>Fans</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Operating Systems</td>
<td>Windows NT; Novell NetWare; OS/2; SCO/UNIX OpenServer; Microsoft and Novell certified</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software (at no extra charge)</td>
<td>Netfinity Manager (system management), Lotus Domino; Domino Intranet Starter Pack, IBM ServerGuide, IBM AntiVirus; APC PowerChute</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IBM Startup Support</td>
<td>90-day toll-free telephone access to IBM HelpCenter for installation assistance with popular network operating systems, network cards and adapters, both IBM and non-IBM products</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Limited warranty</td>
<td>3-year on-site</td>
<td>3-year on-site</td>
<td>3-year on-site</td>
<td>3-year on-site</td>
<td>3-year on-site</td>
<td>3-year on-site</td>
</tr>
</tbody>
</table>

**2.3 IBM Netfinity 3500**

The IBM Netfinity 3500 servers are the new generation, value-priced foundations for your networked computing and e-business needs today and into the future. The IBM Netfinity 3500 is a reliable server available in several tower models. This server provides all the power for growing small and medium-sized businesses with an eye on the budget need. If your company requires file-and-print serving, e-mail, shared Internet access and entry applications serving, this is the system for your...
business. IBM Netfinity 3500 servers are easy to install, configure and upgrade. In addition, you can manage your network resources virtually anywhere, anytime with IBM Netfinity Manager software and the optional IBM Advanced Systems Management Adapter allowing complete remote system management.

A potential user of the IBM Netfinity 3500 server may have the following requirements:

- The power and scalability to make your Lotus Domino servers and Lotus Domino Intranet Starter Pack 2.0 network Internet-ready
- High CPU capacity of up to two Pentium II processors for optimum system performance
- Large disk storage requirements for database applications
- Standard ECC SDRAM memory, RAID, disk hot-swap and power redundancy capabilities for data security
- High-speed connection of peripheral devices to your system
- Optional PC Server High Availability Solution for automatic fail-over for clustering environments

The IBM Netfinity 3500 is shown in Figure 2 on page 10.
### 2.3.1 Technical Description

The models and features of the IBM Netfinity 3500 are shown in Table 2.

<table>
<thead>
<tr>
<th>Models</th>
<th>8644-10U</th>
<th>8644-20U</th>
<th>8644-21U</th>
<th>8644-30U</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form factor</td>
<td>Tower</td>
<td>Tower</td>
<td>Tower</td>
<td>Tower</td>
</tr>
<tr>
<td>Processor</td>
<td>233MHz Pentium II</td>
<td>266MHz Pentium II</td>
<td>266MHz Pentium II</td>
<td>333MHz Pentium II</td>
</tr>
<tr>
<td>Level 2 cache (ECC/write-back)</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
<td>512 KB</td>
</tr>
<tr>
<td>SMP upgrade*</td>
<td>2-way</td>
<td>2-way</td>
<td>2-way</td>
<td>2-way</td>
</tr>
<tr>
<td>Memory ECC SDRAM DIMM (std/max)</td>
<td>32 MB/512 MB</td>
<td>64 MB/512 MB</td>
<td>64 MB/512 MB</td>
<td>64 MB/512 MB</td>
</tr>
<tr>
<td>Bus architecture</td>
<td>PCI/ISA</td>
<td>PCI/ISA</td>
<td>PCI/ISA</td>
<td>PCI/ISA</td>
</tr>
</tbody>
</table>

*SMP upgrade* means 2-way symmetric multiprocessing.
Table 2 (Page 2 of 2). IBM Netfinity 3500 Server Models

<table>
<thead>
<tr>
<th>Models</th>
<th>8644-10U</th>
<th>8644-20U</th>
<th>8644-21U</th>
<th>8644-30U</th>
</tr>
</thead>
<tbody>
<tr>
<td>I/O slots</td>
<td>3 PCI, 1 PCI/ISA, 1 ISA</td>
<td>3 PCI, 1 PCI/ISA, 1 ISA</td>
<td>3 PCI, 1 PCI/ISA, 1 ISA</td>
<td>3 PCI, 1 PCI/ISA, 1 ISA</td>
</tr>
<tr>
<td>PCI disk controller (integrated)</td>
<td>Wide Ultra SCSI</td>
<td>Wide Ultra SCSI</td>
<td>Wide Ultra SCSI</td>
<td>Wide Ultra SCSI</td>
</tr>
<tr>
<td>PCI RAID Adapter (3 channel)</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Bays</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Hard drive (standard)</td>
<td>Open bay</td>
<td>Open bay</td>
<td>4.33 GB</td>
<td>Open bay</td>
</tr>
<tr>
<td>Maximum storage</td>
<td>22.71 GB</td>
<td>22.71 GB</td>
<td>22.71 GB</td>
<td>22.71 GB</td>
</tr>
<tr>
<td>I/O ports</td>
<td>2 serial; 1 parallel; video; 1 keyboard; 1 mouse; 2 USB; Wide Ultra SCSI; 10/100 Ethernet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floppy diskette drive</td>
<td>1.44 MB</td>
<td>1.44 MB</td>
<td>1.44 MB</td>
<td>1.44 MB</td>
</tr>
<tr>
<td>Power supply</td>
<td>330W</td>
<td>330W</td>
<td>330W</td>
<td>330W</td>
</tr>
<tr>
<td>Fans</td>
<td>3/Airflow design</td>
<td>3/Airflow design</td>
<td>3/Airflow design</td>
<td>3/Airflow design</td>
</tr>
<tr>
<td>Operating Systems</td>
<td>Microsoft Windows NT Server 4.0, Novell NetWare 3.12, Novell IntranetWare 1.0, SCO OpenServer, OS/2 Warp Server SMP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software (at no extra charge)</td>
<td>IBM Netfinity Manager (system management), Lotus Domino, Domino Intranet Starter Pack, IBM ServerGuide (installation support, utilities and drivers), IBM AntiVirus; APC PowerChute</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IBM Startup Support</td>
<td>90-day toll-free telephone access to IBM HelpCenter for installation assistance with popular network operating systems, network cards and adapters, both IBM and non-IBM products</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other features</td>
<td>Plug-and-Play BIOS support, key lock</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Limited warranty</td>
<td>3-year on-site</td>
<td>3-year on-site</td>
<td>3-year on-site</td>
<td>3-year on-site</td>
</tr>
</tbody>
</table>

*On model 8644-30U, approved operating systems to be decided.*
2.4 Preview: IBM Netfinity 5500

The IBM Netfinity 5500 Server has the power, scalability and manageability for the many demands of your networked systems. Further, with the IBM Netfinity 5500, you can maximize your investment through the IBM's unrivaled, world-class service and support programs. In every respect, the IBM Netfinity 5500 system is the affordable, powerful and reliable foundation upon which you can run your business-critical applications with confidence.

IBM Netfinity 5500 systems are priced with business budgets in mind. Tuned for dual symmetrical multiprocessing and fast throughput, Netfinity 5500 servers are driven by the new 400MHz or 350MHz Intel Pentium II processors with an integrated 100MHz front-end bus (previous generations of Pentium II processors supported only a 66MHz front-end bus), a fast, dual-channel Wide Ultra SCSI RAID controller that handles data up to 40 MBps and 100/10 MBps PCI Ethernet controller.

A potential user of the IBM Netfinity 5500 server may have the following requirements:

- Industry-leading CPU performance capacity of up to two 400MHz Pentium II processors for compute-intensive applications
- High-speed front-end bus for extremely fast memory access
- Large disk storage requirements
- SDRAM memory, RAID, disk hot-swap and power redundancy capabilities for data security and fault tolerance
- High availability and total control of system resources from remote locations with IBM Netfinity Manager software
- Optional PC Server High Availability Solution for automatic fail-over for clustering environments

The IBM Netfinity 5500 server is intended for customers who need a high-performance, high-availability, easily managed database server for business-critical applications. For customers who require the additional expansion of memory and internal disk storage capacity of a four-way SMP platform, the Netfinity 7000 is still the perfect solution. For customers who do not need the advanced features of the Netfinity 5500, but still want the convenience and data security of RAID and hot-swap disk drives, the PC Server 330 remains the perfect solution.

2.4.1 Technical Description

At the time of publishing, the IBM Netfinity 5500 was a pre-announced product; model numbers will be available at a later date. Consult the following Web site to obtain model number and to view the product specification sheet.

Features include:

- Advanced 400/100 MHz or 350/100 MHz Pentium II processors with 512 KB ECC L2 cache
- Planned upgradeability to Intel Pentium processors for Slot 2
- Hot-swap redundant power supply (optional) and hot-swap redundant fans
- 128 MB high speed system memory - 1 GB maximum
- Integrated system management processor providing a dedicated processor to perform remote management and monitoring functions
- Seven full-length slots - six PCI (four hot-swap) and one ISA
- Ten drive bays - standard diskette drive and high-speed CD-ROM, six hot-swap bays, and two 5.25/3.5-inch half-high bays available for removable media devices
- 8 U industry standard rack-drawer models
- Tower models with innovative Netfinity NetBAY3 enclosure
- Integrated dual-channel ServeRAID II, 100/10 Mbps Ethernet, and SVGA video controllers

Netfinity 5500 offers more robust levels of high-availability and manageability features than previously available in a mid-range server platform. High-availability features of this server are designed to make adapter card, power supply, fans, or hard disk drive failures transparent to clients on the LAN. In addition, there are predictive failure analysis features for many critical components of the server. Error-logging of events and LEDs provide a constant snap-shot of the server's well-being so that questionable components can be replaced during off hours.

Manageability features are designed to reduce down time by allowing remote diagnostics to be performed by your remarketer technician or the IBM HelpCenter. The integrated system management processor monitors temperature, fan speed, voltages, and other critical components to alert the system administrator when thresholds are being approached or exceeded. Also, Netfinity Manager is updated to provide enhanced support for this new system management processor.
2.5 IBM Netfinity 7000

The IBM Netfinity 7000 Server is a reliable enterprise server, available in either rack or tower models. This server is able to deliver exceptional power functionality and value to handle complex, business-critical database or application server needs, growing messaging and intranet applications. The IBM Netfinity 7000 system is intended for enterprise customers whose networks depend on a reliable, high-performance platform with excellent scalability for future growth. The IBM Netfinity 7000 can also function as a file server in LAN environments where a significant number of users require a large amount of file server resources.

A potential user of the IBM Netfinity 7000 Server may have the following requirements:

- High CPU capacity of up to four Pentium-Pro processors for compute-intensive applications (database applications, electronic messaging applications, PC client/server applications)
- Large disk storage requirements
- ECC memory, RAID, disk hot-swap and power redundancy capabilities for data security
- High availability and total control of system resources from remote locations with IBM Netfinity Manager software
- Optional PC Server High Availability Solution for automatic fail-over for clustering environments

The IBM Netfinity 7000 is shown in Figure 3 on page 15.
Figure 3. Exploded View of the IBM Netfinity 7000 Server

- Two Processor Complex Cards Supporting a Total of 4 Processors
- Up to Two 200MHz Pentium Pro Processors (per card) with 1MB or 512KB of Integrated Level 2 Cache
- Two Processor Complex Cards Supporting a Total of 4 Processors
- Memory Card with 16 Dimm Connectors for a Maximum of 4GB of ECC Memory
- PFA Enabled Hot-Swap System Fans (total of 3)
- Power-On Button
- 1.44MB Diskette Drive
- 8X CD ROM for Automated Installation of Operating Systems with ServerGuide
- 4 Open Half-High Bays for Optional 5.25" Devices (Top Two Bays Occupied by an optional DTL 7000 Tape Drive)
- Sliding Internal Shuttle for Easy Maintenance
- Power Supply Fan
- Thumb Screws for Easy Maintenance
- IBM Advanced System Management Adapter
- Server Operations Display Panel
- Rails for Installation into the IBM Netfinity Rack or other EIA 19" Industry-Standard Racks
- Side Panel Door for Additional Cable Access (Both Sides)
- Access Door
- Removable & Lockable Wheels and Door for the Tower Models
- IBM PC ServeRaid II Ultra SCSI Adapter (Optional)
- Dual PCI Wide Ultra SCSI Controller Integrated on the Systems Board
- PFA Enabled, Redundant Hot-Swap Power Supplies
- Rails for Installation into the IBM Netfinity Rack or other EIA 19" Industry-Standard Racks
- Side Panel Door for Additional Cable Access (Both Sides)
## 2.5.1 Technical Description

The models and features of the IBM Netfinity 7000 are shown in Table 3.

<table>
<thead>
<tr>
<th>Table 3 (Page 1 of 2), IBM Netfinity 7000 Server Models</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model</strong></td>
</tr>
<tr>
<td><strong>Type</strong></td>
</tr>
<tr>
<td><strong>Processor</strong></td>
</tr>
<tr>
<td><strong>Processor Implementation</strong></td>
</tr>
<tr>
<td><strong>Processor Upgrade:</strong></td>
</tr>
<tr>
<td><strong>System Board</strong></td>
</tr>
<tr>
<td><strong>PCI Implementation:</strong></td>
</tr>
<tr>
<td><strong>Cache</strong></td>
</tr>
<tr>
<td><strong>Memory</strong></td>
</tr>
<tr>
<td><strong>SCSI Controller</strong></td>
</tr>
<tr>
<td><strong>IDE Controller</strong></td>
</tr>
<tr>
<td><strong>Slots</strong></td>
</tr>
<tr>
<td><strong>Bays</strong></td>
</tr>
<tr>
<td><strong>Disks</strong></td>
</tr>
<tr>
<td><strong>SCSI Cable</strong></td>
</tr>
<tr>
<td><strong>CD-ROM</strong></td>
</tr>
<tr>
<td><strong>Ethernet</strong></td>
</tr>
<tr>
<td><strong>Ports</strong></td>
</tr>
<tr>
<td>Model</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td><strong>System Management</strong></td>
</tr>
<tr>
<td><strong>Graphics Controller</strong></td>
</tr>
<tr>
<td><strong>Rack Conversion</strong></td>
</tr>
<tr>
<td><strong>Power</strong></td>
</tr>
<tr>
<td><strong>Fans</strong></td>
</tr>
</tbody>
</table>
2.6 IBM PC Server 325

The IBM PC Server 325 is recommended for Novell and IBM customers in large-to-medium-sized businesses with interconnected departmental files, databases, intranet or Internet servers. In addition, these systems are ideal for branch office file/print, e-mail, or database servers. It is available in both a mini-tower format and rack format. The IBM PC Server 325 is shown in Figure 4.

Figure 4. Exploded View of the IBM PC Server 325
### 2.6.1 Technical Description

The features of the IBM PC Server 325 are shown in Table 4.

**Table 4 (Page 1 of 2). IBM PC Server 325 Models**

<table>
<thead>
<tr>
<th>Model</th>
<th>8639-RB0</th>
<th>8639-1RY</th>
<th>8639-2RY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>19” rack (EIA-310-D standard)</td>
<td>Rack</td>
<td>Rack</td>
</tr>
<tr>
<td>Processor</td>
<td>Pentium II 266/66 MHz</td>
<td>Pentium II 300/MHz</td>
<td>Pentium II 333/MHz</td>
</tr>
<tr>
<td>Processor Implementation</td>
<td>One processor complex with two Intel Slot 1 connectors, four DIMM sockets, PMC and DBX. SMP: MESI cache coherency, MPS 1.1-compliant.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Processor Upgrade:</td>
<td>2 x Pentium II 233 MHz 512 KB ECC L2 (same L2 cache and speed)</td>
<td>2 x Pentium II 266 MHz 512 KB ECC L2 (same L2 cache and speed)</td>
<td></td>
</tr>
<tr>
<td>System Board</td>
<td>Intel Natoma 440FX PCI set (82441FX PMC, 82442FX DBX). Intel 82371 PCI-ISA Bridge (PIIX3, USB). NS PC87308VUL Super I/O (diskette, keyboard, mouse, UARTs, parallel, infrared), IBM developed and manufactured planar. <strong>PCI Implementation</strong>: PCI 2.0 and 2.1, PCI-to-PCI bridge (IBM 27-82352). Three slots on primary bus (PCI 2.1, one PCI 32-bit and two PCI/ISA 32-bit/16-bit) and three slots on secondary bus (PCI 2.0, 3 PCI 32 bit).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cache</td>
<td>512 KB L2 cache, ECC, write-back, 4 way set associative. Integrated in Pentium II</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory</td>
<td>32 MB DIMM std, 512 MB maximum</td>
<td>64 MB DIMM std, 512 MB maximum</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Four sockets. Three available (one 64-MB DIMM standard). Plug into DIMM connectors in any order. 60 ns. 168 pin industry standard DIMMs. 3.3 volt. No memory interleaving. Do not have to be installed in pairs or sets. EDO. Error Checking and Correcting (ECC) memory and memory controller.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCSI Controller</td>
<td>Adaptec 7880 Ultra SCSI controller (Wide Ultra SCSI; 40 MBps) <strong>Implementation</strong>: 32-bit busmaster chip on planar, on secondary PCI bus, SCAM Level 1 <strong>Channels</strong>: One (internal and/or external), supports 15 devices, no hardware RAID <strong>Connectors</strong>: One internal (68 pin/16 bit), one external (68 pin/16 bit), can use both connectors at same time. Plug the cable already attached to the rear of the server to the external SCSI connector on the planar. Only one external device if internal devices used <strong>Max. capacity</strong>: Maximum internal disk capacity for all models: 27.14G with one 9.1 GBHH + four 4.51 GB SL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDE Controller</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slots</td>
<td>Six slots, four slots PCI 33 MHz, two PCI/ISA shared slots, all slots available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bays</td>
<td>Seven bays, two 5.25&quot; HH bays (1 used), five 3.5&quot; SL bay (one or two used) no hot-swap support.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disks</td>
<td>None</td>
<td>1 x 4.51 GB, 1 SL, 9 ms Wide Ultra SCSI, 7200 RPM</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCSI Cable</td>
<td>One 16-bit cable with seven drops, 68 to 50-pin converter for CD-ROM.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD-ROM</td>
<td>Internal CD-ROM; 8X speed; multi-session; SCSI-2 interface; 1.6” high; audio support; bootable if enabled.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethernet controller</td>
<td>10Base-T or 100BaseTX; AMD Am79C971A; on planar on secondary PCI bus. Full-duplex. RJ-45 and AUI DB-15 connectors.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 4 (Page 2 of 2). IBM PC Server 325 Models

<table>
<thead>
<tr>
<th>Model</th>
<th>8639-RB0</th>
<th>8639-1RY</th>
<th>8639-2RY</th>
</tr>
</thead>
</table>
| Ports | **Serial**: Two 9 pin, UART 16550A; 115.2 Kbps max speed; non-DMA.  
**Parallel**: One port, IEEE 1284 standard. 2 MB/sec  
**Universal Serial Bus**: Two USB ports  
**Infrared**: Infrared port requiring optional 4-Mbit Infrared Dongle, part number 75H7987, IrDA 1.1, 115 Kbps, 1.15 Mbps or 4 Mbps.  
**SMART card connector**: Connector on planar for interface to optional Advanced System Management Adapter (ISA #94G7578) to power on/off system, read VPD, monitor temperature, monitor fan rotation and drive system speaker, integrated I2C bus |
| Graphics Controller | SVGA S3 Trio 64V+ on planar on primary PCI bus, 1 MB standard, 2 MB maximum (76H0238), up to 1024 x 768 at 65,536 color 85 Hz |
| Rack Upgrade | PC Server 325 Rack Upgrade Option converts mini-tower for rack installation (includes slides, cover, bezel, cable arm) in order to be supported in IBM 9306-900 Netfinity Rack with Mounting Plate part #94G4996. |
| Power | One 250 watt, auto-restart after momentary loss of power, universal, manual switch |
The IBM PC Server 330 is positioned as a high-end workgroup or entry-level enterprise server that can serve a large number of clients for file and print applications or can act as a small to medium-sized database server as well as Internet or intranet server. In addition, it fits small to medium-sized businesses that require a high degree of processor power and expandability in their server environment. The IBM PC Server 330 also features fault-tolerance Error Correcting and Checking (ECC memory, integrated RAID adapter) and can also support mission-critical business applications either in stand-alone or clustering environments. The IBM PC Server 330 is shown in Figure 5.
### 2.7.1 Technical Description

This section describes the technical aspects of the IBM PC Server 330. Three models of the IBM PC Server 330 are currently available and are shown in Table 5.

**Note:** IBM does not market all models in all countries.

#### Table 5 (Page 1 of 2): IBM PC Server 330 Pentium Pro and Pentium II Models

<table>
<thead>
<tr>
<th>Model</th>
<th>8640-PM0</th>
<th>8640-PT0</th>
<th>8640-PB0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>1 x Pentium Pro 200/66 MHz</td>
<td>1 x Pentium II 233/66 MHz</td>
<td>1 x Pentium II 266/66 MHz</td>
</tr>
<tr>
<td>Processor Implementation</td>
<td>One processor complex with two 387 pin ZIF sockets (Intel Socket 8), four DIMM sockets, PMC, and DBX</td>
<td>One processor complex with two Intel Slot 1 connectors, Four DIMM sockets, PMC, and DBX</td>
<td><strong>SMP:</strong> MESI cache coherency, MPS 1.1-compliant</td>
</tr>
<tr>
<td>Processor Upgrades:</td>
<td>Up to two Pentium Pro 200/66MHz</td>
<td>Up to two Pentium II 233/66 or 266/66MHz</td>
<td></td>
</tr>
<tr>
<td>Cache</td>
<td>512 KB L2 cache; ECC; write-back, 4-way set-associative; integrated</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory</td>
<td>64 MB standard/1 GB maximum</td>
<td>64 MB standard/512 MB maximum</td>
<td></td>
</tr>
<tr>
<td>System Board</td>
<td>Intel Natoma 440FX PCI set (82441FX PMC, 82442FX DBX). Intel 82371 PCI-ISA Bridge (PIIX3, USB). NS PC87308VUL Super I/O (diskette, keyboard, mouse, UARTs, parallel, infrared). IBM developed and manufactured planar.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PCI Implementation:</td>
<td>PCI 2.0 and 2.1; PCI-to-PCI bridge (IBM 27-82352); Three slots on primary bus (PCI 2.1, 1 PCI 64-bit, one PCI/ISA 64-bit/16-bit and one PCI/ISA 32-bit/16-bit) and three slots on secondary bus (PCI 2.0, 3 PCI 32-bit)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slots</td>
<td>Six slots. PCI (four slots) 33 MHz. PCI/ISA shared slots (two slots). All slots available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bays</td>
<td>10 bays: six bays for hot-swap and four bays for non hot-swap; eight bays available (diskette, CD-ROM use bays).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDE Controller</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCSI Controller</td>
<td>Adaptec 7880 controller (Wide Ultra SCSI)</td>
<td><strong>Implementation:</strong> 32-bit bus master chip on planar; on secondary PCI bus one (internal and/or external).</td>
<td><strong>Channels:</strong> One. Supports 15 devices.</td>
</tr>
</tbody>
</table>
Table 5 (Page 2 of 2). IBM PC Server 330 Pentium Pro and Pentium II Models

<table>
<thead>
<tr>
<th>Model</th>
<th>8640-PM0</th>
<th>8640-PT0</th>
<th>8640-PB0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SCSI Controller RAID</strong></td>
<td>Integrated IBM PC ServeRAID II controller (Wide Ultra SCSI)</td>
<td>RAID levels: RAID 0, 1, 5 (supports eight independent arrays and eight logical arrays)</td>
<td>Implementation: 32-bit bus master chip on planar; on secondary PCI bus</td>
</tr>
<tr>
<td></td>
<td>Channels: One (internal only); supports all internal disks</td>
<td>Channels: One internal (68 pin/16 bit); none external</td>
<td>Connectors: One internal (68 pin/16 bit); none external</td>
</tr>
<tr>
<td></td>
<td>4 MB cache standard/maximum; controller has a PCI bridge</td>
<td>Channels: One (internal only); supports all internal disks</td>
<td>Connectors: One internal (68 pin/16 bit); none external</td>
</tr>
<tr>
<td><strong>Hot-Swap Disks</strong></td>
<td>Yes (Tray III) — 6</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Standard Disk</strong></td>
<td>None; Hot-swap; Hot-Swap Backplane III (76H2670)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SCSI Cable</strong></td>
<td>One 16-bit one drop cable from RAID controller to HS backplane. One cable from 7880 to rear SCSI 16-bit 68 pin connector, three drop 16-bit cable from HS backplane (one drop for CD-ROM via a 68 to 50 pin converter, one drop for termination).</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CD-ROM</strong></td>
<td>Internal 8x speed, multi-sessions, SCSI-2 interface, audio support, bootable if enabled, 1.6&quot; high</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ethernet controller</strong></td>
<td>10Base-T or 100BaseTX; AMD Am79C971A; on planar on secondary PCI bus; full-duplex; RJ-45 and AUI DB-15 connectors.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ports</strong></td>
<td>Serial: Two 9 pin. UART 16550A. 115.2 Kbps maximum speed. non-DMA.</td>
<td>Universal Serial Bus: Two USB ports</td>
<td>SMART card connector: Connector on planar for interface to optional Advanced System Management Adapter (ISA #94G7578) to power on/off system, read VPD, monitor temperature, monitor fan rotation, and drive system speaker. Integrated I2C bus.</td>
</tr>
<tr>
<td><strong>Graphics Controller</strong></td>
<td>SVGA S3 Trio 64V+ on planar on primary PCI bus; 1 MB std; 2 MB maximum (76H0238); up to 1024 x 768 at 65,536 colors 85 Hz.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Power</strong></td>
<td>One 350 watt, auto-restart after momentary loss of power, universal, manual switch.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2.8 Hardware Configuration

This section focuses on the setup and configuration of your IBM Netfinity and IBM PC Server hardware. The most common tasks are presented here. For more information about these tasks, please see the user guides that came with your system and the redbook Implementing PC ServeRAID SCSI and SSA RAID Disk Subsystems, SG24-2098.

The different technologies used to implement the IBM Netfinity and IBM PC Server family require different methods for configuration. Unfortunately, there is no one common configuration program that is run on a machine to completely configure it. In most cases, multiple programs will need to run in order to complete this process.

This section provides you with useful information on using the various configuration programs and when to use each one. There are model dependencies, however. If you see differences between what you see on your machine and what is documented here, consult the user guide that comes with the system.

The configuration programs and a brief explanation of each are listed in the next several sections.

2.8.1 The BIOS Setup Program

The setup program is used to configure system options on the entire IBM Netfinity and PC Server systems line. The system options include such things as diskette and hard disk options, video systems, system memory, and security. These parameters are controlled by system BIOS and, hence, may need to be modified before the operating system boots.

For example, to access the setup program on an IBM Netfinity 3500 you would perform the following steps:

1. Turn on the server and watch the screen for the blue IBM logo to appear.
2. When prompted, press the F1 key.
3. Follow the instructions on the panel to view or change the configuration.
4. To exit the setup program, select Exit Setup from the main menu.

BIOS updates

The BIOS of PCI/EISA servers are located in a flash ROM on the motherboard. If necessary, it can be updated with a new version that can be obtained from the Web.

For more information on how to obtain BIOS updates, you should go to the IBM Web site: http://www3.pc.ibm.com/support.

2.8.2 EISA/ISA Adapter Configuration Utility

This utility is used when you add or remove an ISA or EISA adapter. For example, we need to add the Advanced Systems Management adapter in slot 3 of an IBM Netfinity 3500. The steps to complete the process are:

1. Boot with the EISA configuration utility diskette.
2. Answer Y to the following question:
Do you want to configure your system now Y,N?

3. The welcome panel will appear. Press Enter to continue. The EISA Configuration Utility menu will appear. You will have several steps to select in configuring your computer.

4. For this example, we will select Step 2: Add or remove boards.

5. The EISA Configuration Utility - Adding or Removing Boards screen appears. A list of boards and options are detected in your computer. The token-ring adapter was detected in the correct slot. You should press F10 to complete the step and return to the EISA Configuration Utility menu.

If the token-ring adapter is recognized but not in the correct slot, we must tell the system what slot it is in by moving the adapter to the correct slot. To move the adapter to the correct slot:

a. With the arrow key, select the desired adapter.

b. Press F7 on your EISA Configuration Utility - Adding or Removing boards screen. A Move Confirmation panel appears.

c. Select OK.

d. With the arrow key, select the destination slot and press Enter.

e. Press F10 to return to the EISA Configuration menu.

6. At the EISA Configuration Utility menu, select Step 5: Save and Exit to save your configuration and exit the program.

Note: After adding EISA or ISA adapters, you will often need to view and edit the settings for the adapter such as an interrupt request level or an I/O address. To view or edit an adapter's details you would select Step 3: View or edit details from the EISA Configuration Utility menu.

2.8.3 SCSISelect Utility Program

This utility is used on the PCI/ISA model of the IBM Netfinity and IBM PC Server line and lets you configure the non-RAID SCSI controller. For instructions on how to configure a RAID controller see 2.8.4, “IBM ServeRAID II and IBM SSA RAID Configuration Utility” on page 28.

Specifically, SCSISelect allows you to do the following:

- View and modify parameters for the SCSI controller
- View and modify parameters of SCSI devices
- Perform low-level formatting of attached SCSI hard drives

To access the SCSISelect Utility Program on an IBM Netfinity 3500, perform the following steps:

1. Turn on the server and watch the screen.

2. When the message Press <Ctrl><A> appears, press Ctrl and A simultaneously. A panel similar to the one in Figure 6 on page 26 will appear.
You have an AIC-7895 SCSI host adapter in your system. Move the cursor to the bus:device:channel of the one to configured and press <Enter>.

<F5> - Toggle color/monochrome

Figure 6. SCSI Information Screen

3. Highlight channel A and press Enter. A panel similar to the one in Figure 7 will appear.

---

Would you like to configure the host adapter, or run the SCSI disk utilities? Select the option and press <Enter> Press <F5> to switch between color and monochrome modes

---

Options
Configure/View Host Adapter Settings
SCSI Disk Utilities

Figure 7. IBM PC Server SCSISelect Utility Program - Main Menu

4. The above panel allows you to configure/view the host adapter or run the SCSI disk utilities. Select Configure/View Host Adapter Settings and press Enter to continue. A panel similar to the one in Figure 8 on page 27 will appear.
Figure 8. IBM PC Server SCSISelect Utility Program - Host Adapter Settings

The fields on this panel are described as follows:

1. **SCSI Parity Checking**
   
   Select this option to enable or disable SCSI Parity Checking on the host adapter. If enabled, the host adapter will check parity when reading from the SCSI bus to verify the correct transmission of data from your SCSI devices. SCSI Parity Checking should be disabled if any attached SCSI device does not support SCSI parity. Most currently available SCSI devices support SCSI parity.

2. **Host Adapter SCSI Termination**
   
   All SCSI interfaces use daisy-chain cabling. The cable starts at the adapter and goes to the first device, and then out of that device to the next device and so on until it reaches the last device in the chain. The last device has an incoming cable and a terminator. The terminators are used to absorb potential signal reflections on the SCSI bus that would cause interference. The last device on the bus must always be terminated.

5. If you select Configure/View Host Adapter Settings, you will be able to perform the following:

   - Enable or Disable SCSI Parity Checking
   - Host Adapter SCSI Termination
   - Boot Device Options
   - SCSI Device Configuration
   - Advance Configurations Options

   **Note:** The BIOS information is also provided in this screen. The BIOS IRQ channel and the I/O port address.

6. Press Esc to quit the Configuration menu.

7. At the SCISISelect main menu, select **SCSI Disk Utilities** and press Enter. The utility begins scanning the system. Afterwards, a panel similar to the one in Figure 9 on page 28 will appear.
This panel shows the devices that are attached to the adapter and their SCSI IDs. It will also allow you to perform a low-level format of the disk or to scan it for media defects if desired. To do this use the arrow keys to select the DASD to format and follow the directions on the panel.

8. When you are finished, press Esc twice to quit the SCSI disk utility and select Yes to confirm.

2.8.4 IBM ServeRAID II and IBM SSA RAID Configuration Utility

This section discusses IBM's two mainstream PC Server RAID adapters and their use to configure attached SCSI and SSA devices:

- The IBM ServeRAID II Ultra SCSI Adapter, part number 76H3584
- The IBM SSA RAID Cluster Adapter, part number 96H9835

We highly recommend that you order the latest redbook, Implementing PC ServeRAID SCSI and SSA RAID Disk Subsystems, SG24-2098-01 to obtain a complete update and examples on how to fully utilize these adapters. If this book is not available, you should use the user's guide shipped with the adapters.

The IBM ServeRAID II Ultra SCSI Adapter, part number 76H3584, is the newest PC Server SCSI adapter. It is a high-performance UltraSCSI 32-bit PCI RAID adapter operating at a burst transfer rate of 132 MBps. The UltraSCSI interface supports RAID-0, RAID-1, RAID-1 Enhanced, and RAID-5 logical drives and supports SCSI, SCSI-2 and UltraSCSI drives. ServeRAID II also supports non-disk devices (for example, tapes and CD-ROM).

The heart of the IBM SSA hardware range for PC servers is the IBM PC Server SSA RAID Adapter (part number 32H3811). Each adapter can support up to 96 SSA hard disk drives in two loops over a server's PCI bus (maximum 48 per loop). The drives can be configured in as many as 32 arrays (RAID 0, 1 or 5). Each SSA loop has a maximum bandwidth of 80 MBps over standard copper cables, reaching distances of up to 25 meters between SSA nodes. These distances can be increased even further using fiber optic cable, where supported. The adapter offers superior performance due to its greater bandwidth, for multiple, concurrent, full-duplex I/O activities.
2.8.4.1 IBM ServeRAID Configuration Utility
The ServeRAID Configuration Utility (or simply, the Configuration Utility) is a bootable diskette utility that enables you to create and configure your ServeRAID Adapter independently of any operating system. You would normally use the Configuration Utility before the operating system is installed.

Once your array and logical drives are created and set up using this method, you can then use the ServeRAID Administration and Monitoring Utility to make configuration changes, create new arrays and logical drives and so on. This can be done online, minimizing network down time.

However, the function of the Configuration Utility is not limited to initial array creation. There are operations that you may need to perform on your array configurations that you can only carry out from this utility, such as deleting a logical drive or configuring the adapter to participate in a cluster environment. Generally, though, once your array is configured you will use the ServeRAID Administration and Monitoring Utility for most maintenance tasks.

2.8.4.2 SSA RAID Configurator Utility
The SSA RAID Configurator Utility is the program you will use to set up arrays controlled by your IBM SSA RAID Adapter. The utility is supplied on diskettes with your SSA RAID Adapter. Instructions for use are included in the README.TXT file on the Windows NT diskette.

Download the latest SSA RAID utilities and device drivers from the following IBM Personal Systems Group Web site: http://www.us.pc.ibm.com/.
Chapter 3. Using ServerGuide 4.0

This chapter describes the steps that are used to set up an IBM PC Server 315 for Windows NT Server 4.0 using IBM ServerGuide 4.0.

3.1 ServerGuide Overview

ServerGuide is a set of CD-ROMs containing installation tools and code designed to aid users in installing their operating systems with a minimum of effort. It is included with all new IBM Netfinity and IBM PC Servers.

The current version, ServerGuide 4.0, aids the installation of all major operating systems. The difference between former versions of ServerGuide is that there are no more encrypted versions of any operating system included in the ServerGuide 4.0 package. You need your own copy of the operating system you plan to install.

ServerGuide 4.0 includes seven CDs:

- ServerGuide 4.0 Software Guide
- CoPilot Application Guide 3A
- CoPilot Application Guide 3B
- CoPilot Application Guide 3C
- Diskette Factory
- Book Factory
- Fixes CD (Windows NT 4.0 Service Pack 3, IntranetWare Support Pack 4.0, and OS/2 FixPak 32)

ServerGuide 4.0 provides aids in the installation of the following operating systems:

- OS/2 Warp Server Entry Version 4.0
- OS/2 Warp Server Advanced Version 4.0
- OS/2 Warp Server SMP Version 4.0
- Novell IntranetWare
- SCO Open Server Release 5.0.4
- Windows NT Server 4.0

In addition, ServerGuide 4.0 provides the following products and installation tools at no additional charge:

- Lotus Domino 4.6 (English)
- Lotus Domino 4.5.1 (German, Spanish, Italian)
- IBM Netfinity Configurator 1.1A
- IBM AntiVirus 3.0
- APC PowerChute plus
- Replicated Installation Path for Multiple NT Server 4.0
- AutoPilot
- Book Factory
- Diskette Factory
- System Information Tool
- RAID Manager
- IBM Netfinity Manager 5.1
- IBM Update Connector 2.0
- IBM Network Station Manager 2.0
- IBM Cluster Systems Management 1.1
3.2 ServerGuide and Windows NT Server 4.0

For the purposes of this redbook, this chapter concentrates on the aspects of ServerGuide 4.0 as it pertains to the installation of Windows NT Server 4.0.

For the installation of Windows NT Server 4.0, ServerGuide provides assistance in building driver diskettes for the various IBM products and the installation diskettes for Windows NT Server 4.0. However, you will have to make sure that the drivers that you create from the ServerGuide CD-ROM are newer than those provided with the product. You can do this by checking their time and date stamps.

World Wide Web

For the latest device drivers, software patches, product information, general ServerGuide notes or specific information about your server model and your operating system visit the ServerGuide home page at:


3.2.1 Installing Windows NT Server 4.0 Using ServerGuide

Before you begin, make sure that the write protect tab of the ServerGuide startup diskette is set to write-enable. ServerGuide needs to write to the diskette from time to time to store information about your configuration and choices across reboots.

Write Protect Tab

If the write protect tab on the ServerGuide startup diskette is set to the write protect position, the server will continuously reboot and ServerGuide will not start. Ensure the diskette is write-enabled.

You can start the ServerGuide either from a bootable CD-ROM drive or from a diskette. To start ServerGuide from a CD-ROM drive insert the CD titled "ServerGuide - MAIN CD" and turn on the system.

In our example, we use the diskette method.

To start the ServerGuide from a diskette drive:

1. Insert the CD entitled "ServerGuide - MAIN CD".
2. Insert the ServerGuide startup diskette in the diskette drive.
3. Turn on or reboot the system.

Server Reboots

During this initial phase of ServerGuide, your server may reboot once or twice. This is normal. These reboots are necessary as ServerGuide adds a partition to your drive to accommodate the code it temporarily installs to control the process.

After the POST test runs, ServerGuide boots and the ServerGuide language selection screen appears (see Figure 10 on page 33).
Select the language that you want to use during the software installation process. There are five options:

- English
- French
- German
- Spanish
- Italian

4. For this installation process, select **English**.

The country and keyboard selection screen is displayed as in Figure 11 on page 34.
A left arrow, right arrow and question mark now appear at the bottom of the screen. Selecting the question mark gives you help information on the displayed screen. The left arrow will take you to the previous screen and the right arrow will take you to the next screen.

These buttons perform the same functions on many of the following screens on which they appear.

Select the appropriate country and keyboard for your software.

5. For this installation process, select **United States** as the country and **United States** for the keyboard.

6. Select the right arrow to continue. You will see the country and keyboard confirmation screen is displayed as in Figure 12 on page 35.
Figure 12. Country/Keyboard Selection Confirmation Screen

This screen shows you which country and keyboard you selected in the previous screen. If these are incorrect, click on the < (left arrow) and reselect the appropriate country and keyboard.

7. Click on the > (right arrow) to confirm your choices and proceed. A screen showing a completion status bar briefly appears.

While this screen is displayed, the system goes through a process of detecting hardware, reading files from the ServerGuide disks and prepares the panels for the following screens. During this process the status bar indicates the completion of each of these processes.

The ServerGuide Main Menu appears as in Figure 13 on page 36.
The box that now appears at the bottom of the screen tells you what function each icon will do. Text is displayed as you move the mouse pointer over the icon.

There are eight options in the ServerGuide Main Menu screen:
- README
- Overview
- Registration and Survey Information
- Book Factory
- Diskette Factory
- Utility Programs
- Operating System Installation
- CoPilot Application Guide

8. Select **Operating System Installation**. The ServerGuide Operating System selection screens appears as in Figure 14 on page 37.
This screen has four options:
- Novell IntranetWare
- Microsoft Windows NT Server
- IBM OS/2
- SCO OpenServer

9. Select **Microsoft Windows NT Server**. The Selecting a Windows NT Server 4.0 Version and Installation Method screen will appear as in Figure 15 on page 38.
10. Ensure that the following are selected for Version and Method for Windows NT Server CD Installation:
   - Windows NT Server Release 4.0
   - Customized Installation

   At this point, ensure that you have the retail version of Windows NT Server 4.0 available.

11. Click on the > (right arrow) button to proceed with the installation. The Installed Adapters screen is displayed as in Figure 16 on page 39.
This screen shows the server type, the hard disk adapters and controllers and the network adapters and controllers installed in the server, as detected by the ServerGuide.

12. Click on the > (right arrow) button to continue with the installation.

The screen with steps on starting the installation of Windows NT Server 4.0 will appear as in Figure 17 on page 40.
13. Select **FAT** as the type of partition to be created.
14. Click on the > (right arrow) button to proceed with the installation. You will see a screen similar to Figure 18.

15. Select **50** concurrent connections.
16. Click on the > (right arrow) button to proceed with the installation. You will see a screen similar to Figure 19 on page 41.
17. Click on the > (right arrow) button to proceed with the installation. You will see a screen similar to Figure 20.

18. Remove the ServerGuide Software Guide CD from the CD-ROM drive and insert the Windows NT Server 4.0 CD.
19. Click OK to proceed with the installation. You will see a screen similar to Figure 21.

20. Click OK to continue with the installation of Windows NT Server 4.0.
21. Refer to your Windows NT Server documentation for setup and configuration instructions.
The next chapter continues with an introduction, the installation and the configuration of Netscape Navigator and the Domino Intranet Starter Pack 2.0.
Chapter 4. Domino Intranet Starter Pack 2.0

In today's ever changing business environment, the efficiency of an organization depends heavily on a series of collaborative processes. It requires interaction between employees, vendors, suppliers, business partners, and more. It's very important that they all work together. To meet such a challenge, Lotus has introduced the Domino Intranet Starter Pack 2.0 as an entry-level customized e-business solution to streamline the way your company interacts.

Domino Intranet Starter Pack 2.0 is a packaged solution that enables growing businesses to cost-effectively deploy an intranet and quickly realize the productivity benefits of Internet e-mail and calendaring, information sharing and network collaboration.

Domino Intranet Starter Pack 2.0 allows growing companies to work more efficiently, improve internal and external communication, reach new markets, and establish tighter relationships with customers and suppliers. The bundle, designed to meet the common business needs of small and medium-sized companies, comprises the Lotus Domino 4.6 server, five client licenses total, in the Internet Explorer and Netscape Navigator browsers and Lotus Notes 4.6 clients, Fax Server, a home page area, plus 11 ready-to-use and easily customizable business applications (areas) for intranets, and the Domino Intranet Starter Pack 2.0 documentation set.

The Domino Intranet Starter Pack 2.0 establishes a business presence on the Internet and gives any company regardless of its size the opportunity to reach out to new markets and customers over geographical boundaries and time zones. However, setting up shop on the Internet is like any other aspect of your business whereas it requires careful analysis and planning. The information provided in this redbook will take a look at the items and procedures that are required to implement your Domino Intranet Starter Pack 2.0 on the Internet.

For customers with limited information systems skills, the Domino Intranet Starter Pack 2.0 provides a solution that is easy for value-added resellers (VARs) to implement and support. The Domino Intranet Starter Pack 2.0 provides a solid foundation, which Lotus Business Partners can customize and augment with other products to meet their customers' evolving needs.

The Domino Intranet Starter Pack 2.0 is designed for rapid deployment and easy management. It also allows value-added resellers (VARs) to focus their efforts on immediately delivering solutions that meet an organization's business needs, rather than configuring the technology to create the solutions. The product was specifically created with ease-of-use features for:

- Simple Customizable Installation - A simple installation process installs the Domino server with Internet connectivity, Microsoft NT integration and 12 applications. For example, the Microsoft NT registry is automatically imported into the Domino Name and Address book. The installation script is customizable, allowing VARs to include additional products or to automate the process for multiple installations, creating a highly flexible process that reduces the time of installation and lowers the associated costs. VARs do not need to invest in Notes Application Development Training and Systems Administration
Training but are welcome to do so to enhance the capabilities that are offered to the customer.

- Choice of 12 Applications - 12 business applications allow VARs to quickly and easily deploy them all at once or one at a time without custom programming expertise. This allows VARs to easily customize applications to meet the individual business' needs.

- Remote Administration - Customers' sites can be managed remotely, via a Web browser or Notes client, reducing the travel time to and from a customer site.

As part of this initiative, Lotus intends to expand its partner and channel relationships. Lotus will also offer VARs who work with the Domino Intranet Starter Pack 2.0 the opportunity to join the Lotus Business Partners Program when and if they choose.

Small and medium-size enterprises are beginning to rush toward implementing technology that allows them to take advantage of the Internet to grow their businesses. Lotus has provided a solution that Lotus Business Partners and value-added resellers can deliver to this market immediately.

Lotus' renowned service and support are with you all the way. Listed are the worldwide available Web sites:

- **Lotus**  
  www.lotus.com

- **Developers**  
  www.lotus.com/developers

- **Iris**  
  www.notes.net

- **Documentation**  
  www.notes.net/notesua.nsf

- **TechConnect**  
  www.ibm.com/pc/us/techconnect

- **Notes Product**  
  www.lotus.com/home.nsf/welcome/lotusnotes

- **Partners**  
  www.lotus.com/home.nsf/welcome/partners

- **Education**  
  www.lotus.com/home.nsf/welcome/education

- **Support**  
  www.support.lotus.com

- **Messaging**  
  www.lotus.com/home.nsf/welcome/notesmta

### 4.1 Growing Businesses Leveraging the Web

The Domino Intranet Starter Pack 2.0 allows growing businesses to incorporate technologies that foster Web-based collaboration by removing traditional barriers of entry such as cost and lack of infrastructure. By using an affordable method of creating intranet and Internet applications built upon the Domino server, growing businesses can establish a secure presence on the Web at a minimal expense. This allows small and medium-sized enterprises to streamline and automate internal coordination of critical business processes, attract new customers and improve both internal and business-to-business and business-to-customer communications. The Domino Intranet Starter Pack 2.0 also provides a solid foundation on which companies can grow and expand their Internet presence.

The Domino Intranet Starter Pack 2.0 and the IBM Netfinity and PC servers provide an ideal solution for small and medium enterprises that want to conduct business with e-mail, intranets and a Web site. It is a natural extension of Domino. The
software and hardware solution provided by IBM and Lotus make a great business solution for the growing small business marketplace to take advantage.

In addition to Internet e-mail, faxing and calendaring functions, the Domino Intranet Starter Pack 2.0 offers the following business applications:

- **Relationship Management**
  - Customer Tracking - Provides an immediate way for businesses to collect, track and access information on sales, order status and activity.
  - Contact Management - Provides users with the ability to more effectively manage their prospects, vendor and customer accounts, by allowing them to keep a detailed, readily-accessible, chronological record of customer contacts.

- **Office Automation**
  - Employee Directory - Provides a central resource of employee listings that authorized users can easily populate and update on the fly.
  - Company Forms Bin - Provides a single repository for all company forms, such as expense or travel forms. Company employees can easily track and access these forms from either the Notes Desktop client or through their browser.
  - Career Opportunities - Provides the ability to reach qualified job applicants and facilitate the hiring process.

- **Information Sharing and Project Collaboration**
  - Document Library - Provides a convenient repository for files created in a wide variety of desktop applications. It allows businesses to draft, publish and distribute document-based information both on intranets and the Internet.
  - F.A.Q. - Provides the framework to develop answers to frequently asked questions, as well as point site visitors to other sources of information.
  - Discussion - Provides groups and individuals with an easy, continuous way to share opinions and reach agreement on various topics.
  - Project Management - Provides the framework to effectively track and manage to project through to completion.

- **Public Web Site**
  - Home Page - Provides the ability to create a customized home page to greet site visitors.
  - Registration - Allows companies to register visitors and track the patterns of their Web site use to determine what site information visitors find most useful.
  - Product Catalog - Provides detailed product or service information to prospects, customers and salespeople, in an attractive, easy-to-read format.

The Domino Intranet Starter Pack 2.0 provides turnkey solutions that require no programming. For VARs, the applications are configurable from any browser allowing you to deliver Web solutions that map to your customers' business objectives in a matter of days. Remote administration enables you to respond
quickly to customer requests with fewer site visits, which also frees up your time to sell.

4.2 Additional Domino Intranet Starter Pack 2.0 Highlights

The following information is additional highlights on the Domino Intranet Starter Pack:

- Powerful Web Server - A proven, secure Lotus Domino is the open standards-based server for hosting Internet/intranet sites. Users can actually interact with information, not just read it.

- Internet E-mail - Provides internal, external, and mobile communication via SMTP, POP3, and IMAP Internet protocols, connecting your Intranet to the world.

- Fax Server - End users can now send faxes direct from their desktops. The fax server integrates with the messaging system, enabling users to send messages to a wide audience and specify whether a recipient should receive it via fax or e-mail.

- Advanced Calendar and Scheduling - Internet mail and calendaring users can now take advantage of free-time search and directory lookup capabilities.

- Flexible Security - Domino Intranet Starter Pack 2.0 gives you complete control over who can access business information. You can assign access privileges, as to who can create and edit information, read site content or shut out users from seeing specific sets of documents thanks to password and roles-based security. Tough controls allow you to extend your intranet safely to those outside your company.

- Customization Tools - Create internal intranets and signature Web sites by adding company logos, graphics, and more.

- Data Access - Leverage your investment in existing Web material. Users can pull in existing data, such as employee listing or product pricing Web pages or ODBC-compliant databases, including Microsoft Access, dBase, and FoxPro.

4.3 Hardware and Software Requirements

The purpose of this section is to provide you with a set of hardware and software configuration guidelines to help you on your way to a trouble-free installation of the Domino Intranet Starter Pack 2.0. The following requirements are for the Domino Intranet Starter Pack 2.0 intranet and Internet site services.

To install Domino Intranet Starter Pack 2.0 you must meet these minimum hardware and software requirements:

**Hardware**

- A PC with an Intel 133 MHz Pentium processor (minimum). A Pentium Pro 200 Mhz processor is recommended.

- A minimum of 64 MB of RAM. We recommend 128 MB of RAM.

- A hard disk with at least 1 gigabyte of disk space. 4 gigabyte is recommended.
We recommend a FAT primary partition (for example, C:) of 400 MB and an extended NTFS partition (for example, D:) consuming the remaining disk space.

**Tip**

Disk space requirements include estimated free disk space amounts for minimum functioning areas. Allow a minimum of 6 MB for each application area.

- 64 MB of disk-swap space.
- At least one supported LAN adapter card.
- Network cabling (Ethernet, token-ring, FDDI, etc.).
- A CD-ROM drive.
- A color display (minimum, 800x600 pixels, 256 colors) supported by Microsoft Windows NT (for example, EGA, VGA, mono VGA, SVGA, IBM 8514A, CGA, or Hercules).
- A mouse.
- A printer (optional, but highly recommended).
- A modem.

**Note:** You will require an Internet connection through a lease-line or dial-up connection to an Internet Service Provider if you plan to manage an external Web site.

**Software**

- Microsoft Windows NT Server 4.0 with the latest Service Pack 3 patches.
- Netscape Navigator 3.04, Netscape Communicator 4.04, Microsoft Internet Explorer 4.0, or Microsoft Internet Explorer 3.02 with HTTP file upload add-on patch.
- Domino Intranet Starter Pack 2.0.
- Software drivers for the CD-ROM drive.
- Drivers for disk controllers and LAN adapter cards.
- TCP/IP.

### 4.4 Acquiring an Internet Service Provider

If your customer decides to implement Domino Intranet Starter Pack 2.0 on the Internet, the first step is to choose an Internet Service Provider (ISP). An Internet Service Provider is a company that provides individuals and other companies access to the Internet. An ISP provides Internet access to individuals and companies via dial-up and dedicated leased line connections. An ISP owns or rents the equipment required to have points-of-presence on the Internet for the geographic area served. Larger ISPs have their own high-speed leased lines so that they are less dependent on the telecommunication providers and can provide better service to their customers.

ISPs are defined in categories of commercial, corporate and institutional. A commercial ISP charges a fee to their subscribers. A corporate ISP provides
Internet access to employees (even at their homes), vendors, business partners and customers as an extension of the company's network mission. An institutional ISP, such as a college or university, provides subsidized access to students, faculty and staff.

For the Domino Intranet Starter Pack 2.0, you need to set up your customer's or your company's Internet connection with an Internet Service Provider. The service provider registers your company with the Internet Network Information Center (InterNIC) and you are provided the following:

- A unique domain name, of your choosing, is assigned to your business or organization. Some examples are gemini.com, ecsu.edu, and cdc.gov. The example in this redbook will be known as waterworld.com.
- One or more IP network numbers. For example, 10.24.104. Internet zone tables are updated to include your domain name, the mapping between your domain name and network numbers, and to show that the route to your network is through your service provider.

Make sure you have the following information before you install the Domino Intranet Starter Pack 2.0:

- IP address - A unique number consisting of four parts separated by dots, for example, 165.113.245.2.
- Proxy name.
- Domain Name Services (DNS) server name.
- Domino server name.

Tip

To avoid confusion, use the same name for the Windows NT server machine name, DNS server name, and the Domino server name. Use the reference card provided in your Domino Intranet Starter Pack 2.0 to keep track of the information you need.

4.4.1 Selection Criteria for an Internet Service Provider

You should consider several factors when selecting an Internet Service Provider for your small to medium-sized company. Your analysis of your ISP should include the following areas:

1. The ISP's history and service being provided
   - Determine how long has the ISP been in the business of providing Internet services?
   - Do they have an INETS (Public Non-Exclusive Telecommunication Service) license?
   - What services do they provide? Full Internet access? E-mail? USENET News? How many and for how long do they keep the news groups? Web pages housing? SLIP/PPP support?
Note: For your DISP implementation, you will be seeking a dial-up and leased line connection. Therefore, you will not need all the services mentioned.

- What is the availability rate of the ISP’s computers and network?
- Determine what kinds of servers are being used.
- Ask for references.

2. The ISP’s accessibility

- How many modems are provided to its customers?
- How fast are the ISP’s modems (28K minimum, avoid anything lower)?
- What is the ISP’s connection speed to the Internet (1.54M/T1 minimum, anything slower is not acceptable)?
- How many users can be supported based on the ISP’s resources?

3. Communication cost

- Is there a local number to connect to the server?
- Does the ISP have local dial-in points in other cities or countries?

4. Cost

- How do they charge their clients?
- Does the ISP offer a flat monthly rate with unlimited access?
- What is the registration fee and monthly rate?
- How do they charge the connection time? Do they charge peak hours connections and include PNETS fee?
- How do they charge your online data storage? Per Megabyte? Per Web page?

5. Customer support

- Do they provide enough user technical support?
- Is there a toll-free customer support telephone line?
- What are the support hours (24-hours, evenings and weekends)?

4.4.2 Internet Hardware and Software Requirements

This redbook relates to a company or a VAR acting on behalf of a company that will secure a leased-line for the Domino Intranet Starter Pack 2.0 server and several dial-in accounts for company employees to access the Internet.

In order to connect the Domino Intranet Starter Pack 2.0 server to the Internet, an order for a direct leased 56K (this is the minimum line speed) data line must be placed with your Internet Service Provider. Required are two pieces of hardware at your company’s site. These hardware devices are:

- Carrier Service Unit/Data Service Unit (CSU/DSU) - Most simply described as a leased line modem.

This is needed at your location as well as at the ISP. You may be free to purchase your own or you may rent or purchase through your ISP.
• **Router** - You can use a router or a workstation configured to act as a router. The router identifies packets that are destined for the Internet and routes them between your Ethernet or token-ring LAN and the Internet.

Again, you may be free to purchase your own or you may rent or purchase from your ISP. However, you must first ascertain that the router you have conforms to the ISP’s network standards. Most routers do conform, but it is very important that you check with your ISP before placing your order.

**Note:** The leased data line speed can be obtained at 56K, 64K, 128K, 256K, 768K and 1.54M (T1).

In order to connect your company employees to the Internet via dial-up, your company must place an order with your Internet Service Provider for a specific number of new accounts. Normally, your ISPs will allow you to access the Internet at line speeds of 9.6K, 14.4K, 28.8, 33.6K and some at 56K. For employees that are remote, they will need the following hardware and software.

- A PC desktop or laptop
- A modem (28.8K or higher, recommended)
- An operating system such as Microsoft Windows 3.x, 95, NT Workstation or OS/2 Warp 4
- An Internet browser such as Netscape Navigator or Microsoft Internet Explorer

**Recommendation: Consider a Firewall**

Connecting to the Internet raises potential security risks. Create and maintain a secure environment by installing a firewall or creating separate internal and external networks. Your router can be configured as a firewall. Use packet filtering to restrict access to your network to specific hosts, networks, or perhaps everyone.

Another security solution is a proxy server, shown in Figure 22 on page 51.
A proxy is a server that provides indirect access to the Internet. A proxy server usually runs in conjunction with firewall software to pass incoming and outgoing requests between servers on both sides of a firewall. Typically, firewalls are placed at the entry point to a public network such as the Internet. If your organization uses a proxy server for its Internet connection, you connect your computer to your corporate LAN, which communicates through the proxy and firewall servers and on to an ISP.

4.5 Domino Intranet Starter Pack 2.0 Pre-Installation Considerations

The typical Domino Intranet Starter Pack 2.0 installation is performed by a value-added reseller (VAR). The VAR installs the Domino Intranet Starter Pack 2.0 on a Windows NT server machine and builds a Web site to the customer’s specification. In our installation example, we have installed the Microsoft Windows NT Server 4.0 on an IBM PC Server 325 rack model. Service Pack 3 has also been installed on the NT server.

Prior to installing the Domino Intranet Starter Pack 2.0, there are a few tasks that will need to be completed. First, you must register the site administrator with the Windows NT Registry before you install Domino Intranet Starter Pack 2.0. The install program will automatically register the site administrator with Notes and setup a Web mail account if e-mail is installed.

In order to install the Domino Intranet Starter Pack 2.0, you need to obtain the following information from your customer:

- Company name
- Company contact name and e-mail address
- Windows NT server machine name
bulletmed
Network configuration

bulletmed
Path for the Notes program directory and Notes data directory on the Windows NT server

In our example, our program directory is D:\NOTES and the data directory is D:\NOTES\DATA.

bulletmed
Presence of a supported browser on the server

If a supported browser is not available on the server, you must install a new browser or upgrade your existing one.

bulletmed
Administrator's name and password (as entered in the NT Registry)

Note: Be sure to register your customer's site administrator as the NT administrator. Do not use your own name. If you want to maintain separate access to Domino Intranet Starter Pack 2.0, you can add yourself to the NT Registry as an administrator after you have installed the server and set up the Web site.

bulletmed
E-mail system (optional)

You can install Domino Intranet Starter Pack 2.0 with a Web e-mail system or a Notes e-mail system. If an e-mail system is installed, each mail user must have a mail access license. See your Domino Intranet Starter Pack 2.0 distributor for information on obtaining additional licenses.

bulletmed
Names of the areas to set up in the customer's Web site and optional graphic files (in .gif or .jpg format) for each area. The areas are:

- Company Forms
- Contact Management
- Customer Tracking
- Discussion
- Document Library
- Employee Phone Book
- F.A.Q.
- Job Postings
- Products and Services
- Project Management
- Registration

For each area selected, the customer must provide a customized graphic and separate copyright information. Make sure you have all of this information on hand before you start the SiteCreator application.

bulletmed
Names of individuals who will have special access rights (webmaster, content composer, and approver) to the site
**4.6 Domino Intranet Starter Pack 2.0 Installation Procedures**

This section provides an overview of the steps you or a VAR would take toward a successful installation of the Domino Intranet Starter Pack 2.0. Please review the following steps to obtain a concept of the tasks to be performed.

1. Install Netscape Navigator 4.04.
2. Install Domino Intranet Starter Pack 2.0.
3. Domino Server is automatically started after successful installation.
4. Microsoft Internet Explorer is automatically started.
5. Access the Control Center.
6. Use SiteCreator to begin configuring your World Wide Web site.
7. Attach Graphics (.jpg or .gif files) for Web site use.
8. Use the Administration panel.

**Note:** In our example to install a supported Internet browser and the Domino Intranet Starter Pack 2.0, we have assumed that Microsoft Windows NT Server 4.0 has been installed and configured for network operability.

**4.6.1 Complete Pre-Install Tasks**

The following tasks must be completed before you install Domino Intranet Starter Pack 2.0:

1. Make sure that the required hardware and software components are working properly.
2. Make sure that the NT Server for Domino Intranet Starter Pack 2.0 does not have a previous version of Notes, Domino, or Domino.Action installed.
3. Temporarily disable any screen savers and turn off any virus-detection software.
4. Make sure that you do not have any other applications currently open. If so, you may corrupt any shared files, and the Install program may not run properly.
5. Read the *Release Notes*--Domino Intranet Starter Pack 2.0 for any last-minute changes or additions to the documentation.
6. Have the following information on hand:
   - Company name
   - IP address
   - Proxy name
   - DNS server name
• Domino server name
• NT server machine name
• Location of Domino server program and data directories on the Windows NT server (D:\NOTES and D:\NOTES\DATA, respectively)
• Administrator's name and password (as entered in the NT Registry)

4.6.2 Installation of Netscape Navigator 4.04

The Domino Intranet Starter Pack 2.0 requires a supported browser installed on your Windows NT server. That browser must be either the Netscape Navigator 3.04, Netscape Navigator 4.04 stand-alone, Microsoft Internet Explorer 3.02 with HTTP file upload add-on patch, or Microsoft Internet Explorer 4.0. You must have either of these browsers installed before the Domino Intranet Starter Pack 2.0 can complete successfully.

Your Domino Intranet Starter Pack 2.0 CD-ROM contains the Netscape Navigator 4.04 software. As a second source, it can also be downloaded free of charge from Netscape's Web site:


In our installation example, we used the Netscape Navigator 4.04 to install our Domino Intranet Starter Pack 2.0. Complete the following steps to install the Netscape Navigator 4.04:

1. Insert the Domino Intranet Starter Pack 2.0 CD-ROM in the CD-ROM drive. In our example, we used the E: drive.
2. Click Start - Run from the Windows NT task bar.
3. Click Browse and select the Netscape directory on the CD-ROM drive.
4. Click cb32e404.exe and press Enter. You will see a screen similar to Figure 23.

5. At the Run dialog box, (shown in Figure 23) click OK to continue. You will see a screen similar to Figure 24.
6. Click **Yes** to continue. You will see a screen similar to Figure 25 on page 55.

Figure 25. The Netscape Communicator 4.04 Setup Screen

At this screen, you are prompted to exit all Windows programs before running this setup program.

7. When you have closed all other Windows programs, click **Next** to continue. You will see a screen similar to Figure 26.

Figure 26. Netscape Software License Agreement Screen

8. Review the license agreement.

9. Click **Yes** to continue. You will see a screen similar to Figure 27 on page 56.
10. At this screen, the preferred setup is Typical and the Destination Directory field indicates the directory where Netscape will be installed. Click Next to continue. You will see a screen similar to Figure 28.

11. Click Yes to create the directory and continue. You will see a screen similar to Figure 29 on page 57.
12. Click **Next** to have the Netscape Communicator folder added and continue. You will see a screen similar to Figure 30.

13. Take a moment to review your settings. Click **Install** to begin copying your files on to your server. This will take several minutes, so be patient.
14. Click **No** to continue. You will see a screen similar to Figure 32.

15. Click **OK** to continue. You will see a screen similar to Figure 33.

16. Click **OK** to restart your computer.

### 4.6.3 Installation of Domino Intranet Starter Pack 2.0

This section provides a detailed installation of the Domino Intranet Starter Pack 2.0. Complete the following steps:
1. Insert the Domino Intranet Starter Pack 2.0 CD-ROM in the CD-ROM drive. In our example, the CD-ROM drive is E.

2. Click **Start - Run** from the Windows NT task bar.

3. Type `E:\Setup.exe` in the Open field. Click **OK** to continue. You will see a screen similar to Figure 35.

4. Click **Install the Domino Server and the intranet components**.

5. Review the Software License Agreement.

6. Click **Yes** to accept the terms of the license and continue. You will see a screen similar to Figure 36 on page 60.
Figure 36. Domino Server Settings Screen

The Domino Server Setting screen displays information obtained from the Windows NT registry.

7. Type the administrator's password in the Password field and the Confirm Password field. Both passwords must match exactly.

8. Change the Program Directory from C:\NOTES to D:\NOTES.

9. Click Advanced Options. You will see a screen similar to Figure 37 on page 61.
10. In the Server name field, type `ldisp_b`.
11. In the Notes Domain field, type `WWS`.

   **Note:** The Domino server `ldisp_b` is a member of the WWS domain.

12. Click **OK** to continue.
13. Click **Install**. The Domino program and data files will begin to install and the server files are configured.

   Afterwards, the Domino Intranet Starter Pack 2.0 files will begin installing on your system. The Domino Server starts and the Install program will start your Web browser. You will be prompted for a username and password to access the SiteCreator.

Additional Information on the Domino Server Settings Screen

The Domino Server Settings screen includes Advanced Options for experienced Domino users. The Advanced Setting screen displays additional information obtained from the Windows NT registry, such as, the server name, Notes domain name, the data directory (usually c:\notes\data), and the site directory (usually named Site). Additional settings are Configure Proxy, Obtain Domino server information from, and Use preset INSTALL.RSP file located in.

- **Configure Proxy** - Allows you to change the server’s Internet settings, such as HTTP proxy, FTP, Gopher, and SSL Security. You can also specify proxy information for SOCKS and Notes RCP and list the URL addresses for the hosts or domains for which you will use no proxy.

- **Obtain Domino server information from** - Allows you to copy the Public Address Book from an existing Domino server. The Public Address Book contains Person records (user accounts) for registered users. This saves time in companies with multiple Domino servers. Person records on one server can be copied over to the new server.

- **Use preset INSTALL.RSP file located in** - Allows you to use information contained in a response (.RSP) file. You would enter the path name of the response file, whereas, the Install program reads the specified file and fills in the remaining questions automatically. This is useful if your company contains multiple servers, and you want each to be installed with the same information.

For additional information, see "Automating Install" in Chapter 2 of *Getting Started with the Domino Server*.

4.6.4 Building a New Web Site

You have successfully installed your Domino Intranet Starter Pack 2.0 software. At this time, you are ready to build a Web site to your customer’s specification using SiteCreator. The SiteCreator is a streamlined tool for implementing and maintaining a Web site using Lotus technology.

**Note:** SiteCreator is installed automatically when you install the Domino Intranet Starter Pack 2.0 product. This section provides a step-by-step example on how to use SiteCreator to create your Web site.

SiteCreator allows you to:

- Maintain centralized control over the look, feel, and organization of the site.
- Specify who can author, edit, and approve specific types of content.
- Create sophisticated approval processes for documents and Web pages.
- Control who has access to the information at the site.

When the overall site is finished, you can return to SiteCreator and fine tune individual areas within the site or modify the site as a whole, by adding graphics, refining security, or product information material, for example.
4.6.4.1 SiteCreator Required Information

Prior to starting the SiteCreator, you should work with customers to design the Web site to suit their needs. Ensure you have the following information available before you begin:

- Company address, telephone number, and fax number
- Company contact name and e-mail address
- Site administrator's name and password (as entered in the NT Registry)
- Copyright information to be published with the site
- List of areas (applications) to be included in the site

An area is a location in the site containing related information or information related to a common task. For example, a customer tracking area might contain customer information and customer activity records.

- Graphic image files to use (such as, .jpg or .gif for company logo, backgrounds, or products)
- Web page layout (such as, color scheme, frames and panels)
- List of individuals who will have special access rights to the site:
  - Webmaster - Controls content and access for all areas in the site. The site administrator is the default webmaster, though you can specify additional webmasters. A webmaster must edit and approve the opening pages for each area, so be sure to include the site administrator's name in the Webmaster list.
  - Approver - Can accept or reject content and pages added to the site. If e-mail is installed, then the approval process can include automated notification and approval via e-mail. You can also specify the number of approvals needed before content is added to the site.
  - Composer - Can read, add, and edit content in some or all of the areas in this site.
  - Reader - Can read content but cannot add or edit content in the area.

Be sure to enter each individual's user name/domain name, for example, James Scott/WWS.

**Attention**

If a user is registered in the NT Registry, be sure to use the exact spelling and spacing of the user name and domain name. If the user is not yet registered, make a note of the spelling and spacing, so you can register the user name exactly as it was entered in SiteCreator. (For the Domino Intranet Starter Pack 2.0, the domain name is identical to the organization name or abbreviated.)

You should use the reference card with Domino Intranet Starter Pack 2.0 to help guide you in gathering the information you need.
4.6.5 Using SiteCreator

When the Install program is finished, it launches the Netscape browser and opens SiteCreator. You are prompted to log in.

![Username and Password Required](image)

**Figure 38. Username and Password Screen**

1. Type the administrator's full user name, for example, type Rufus Credle.
2. Type the administrator's password, for example, starterpack. (Passwords are case-sensitive.)
3. Click **OK** to continue. The SiteCreator Welcome screen appears.
4. Click **Next** to continue. You will see a screen similar to Figure 39.

![Figure 39. Company Information Screen](image)

5. In the Webmasters field, the Webmasters group is listed in the field as a default. Please note that the DISP administrator is automatically added to the Webmasters group during the installation.
6. In the company name field, type Water World Sales.
7. Complete the company contact information, for example, type:

   1001 Marina Drive  
   Atlantic Beach, N.C. 28510  
   Phone 919-636-7575  
   Fax 919-636-7549
8. Complete the company contact E-mail address, for example, type: webmaster@waterworldsales.com

9. Click **Next** to continue. You will see a screen similar to Figure 40.

**Site Areas Screen**

You and your customer must determine which areas are to be created for the company. In our example, we created all areas.

**Note:** If you decide not to add specific areas at this time, the SiteCreator will allow you to add other areas after the Web site has been created.

10. Check each area to be created and click **Next** to continue.

11. At the Publish Main Pages Screen, select **Yes** and click **Next** to continue. You will see a screen similar to Figure 41 on page 66.
The **Design Center** lets you interactively design the look and layout for the pages of your site. Select a design element in the Item list, then pick a setting from the Option list or Color Selector.

When you select a logo, the Design Center displays the word Logo (not the logo itself); the site will display the correct image.

If you want to add an image, select Logo or Background Image and click the Add Image button that appears.

For more information, click here.

---

**Figure 41. Sitewide Design Center Screen**

At this screen, we modify the items Frame Style and Logo.

12. From the Item pull-down list, select **Frame Style**.
13. From the Option pull-down list, select **Classic Desktop**.
14. Go to the next step.

---

**Figure 42. Sitewide Design Center Screen**

---

**Sample Title**

**Sample Subtitle**

Sample Text Color

Sample Link Color

Sample Active Link Color

Sample Visited Link Color
15. Select **Logo** from the Item pull-down list, as shown in Figure 42.

16. Click **Add Image**. You will see a screen similar to Figure 43.

![Site Image](image)

**Figure 43. Site Image Screen**

17. In the Descriptive Image Name field, type **Company Logo**.

18. In the Image Category field, leave at default **All**.

19. In the Attach Image File field, type **D:\DISP2\Wslog15.gif**.

20. Click **Submit**. A screen appears stating that SiteCreator has successfully added your image.

21. Click **Close** to return to Design Center (shown in Figure 44).

![Design Center](image)

**Figure 44. Sitewide Design Center Screen**
22. From the field to the right of Item, select **Company Logo** in the pull-down list.

23. Click **Next** to continue.

24. At the Copyright screen, accept the default Yes and click **Next**. You will see a screen similar to Figure 45.

![Figure 45. Copyright Text Screen](image)

25. In the Copyright Text field, type 1998 Water World Sales. All rights reserved.

26. Click **Next** to continue. You will see a screen similar to Figure 46.

![Figure 46. Set Up Registration Screen](image)
27. Review the screen and accept the default settings and click **Next** to continue. You will see a screen similar to Figure 47 on page 69.

![Set Up Registration](image)

**Registration Custom Questions**

**Lead Qualifying Question:**
Can we add you to our mailing list?

**Answers:**
Yes; No

**Question 1:**
What type of water craft are you interested?

**Answers 1:**
Sail; Power.

**Allow Other:**
"Yes" No

**Question 2:**
What other type of water sport items are you interested?

**Answers 2:**

**Allow Other:**
"Yes" No

---

**Figure 47. Registration Set Up Custom Questions Screen**

In this screen, you can specify the information to be collected from external users when they register via the Registration area at your site.

28. In this example, type the following information for the first three questions:

- **Lead Qualifying Question:** Can we add you to our mailing list?
- **Question 1:** What type of water craft are you interested?
  - **Answers 1:** Sail; Power.
  - **Allow Other:** No
- **Question 2:** What other type of water sport items are you interested?
  - **Answers 2:** Leave area blank
  - **Allow Other:** Yes

29. Click **Next** to continue. You will see a screen similar to Figure 48 on page 70.
30. Select **No** to link to external applications.

**Note:** If you decide you may want to add a link to an external application later, you can access the SiteCreator after the Web site has been created.

31. Click **Next** to continue. You will see a screen similar to Figure 49.

32. Select **No** to finish the site and use the default security settings.

33. Click **Next** to continue. You will see a screen similar to Figure 50 on page 71.
34. Click **Finish** to complete the creation of your DISP Web site.

**Note:** Depending on the number of areas you request to be created, this will take several minutes to complete. Please be patient while you wait. After the SiteCreator has finished, you will see a screen similar to Figure 51.

### Figure 51. Finish SiteCreator Screen

The SiteCreator has completed its task of creating your Web site.

35. Exit this screen, clicking the **X** in the top right corner.

36. Close and reopen your browser and then access your DISP Home Page.

### 4.6.6 Register DISP Approvers, Composers and Webmasters

Let's register those individuals who will have special access rights to the Domino Intranet Starter Pack Web site. You can add the rest of your users once you've completed your site. The example in this section focuses on how you will synchronize your Windows NT directory with your Domino Names and Address Book to manage users and groups. Whenever you add, modify or delete user and
group information in NT those changes will be made to your Domino Names and Address Book. To begin, complete the following steps:

1. Click Start - Programs - Administrative Tools - User Manager for Domains.

2. At the User Manager Screen, click Notes - Notes Synchronization Options. The Enable Notes Synchronization options lets you enable or disable Notes/NT synchronization features.

3. Enter your Notes (admin) Password; type starterpack.

4. At the Enable Notes Synchronization Options screen, select Enable all synchronization operation and click OK.

5. Click User - Exit.

6. Click Start - Programs - Lotus Applications - Domino Server Administration.

7. Select the Domino server you've just created, DISP201/WWS. Do not select Local.

8. Click People.

9. Click Register Person and then click Yes.

10. In the Enter Password field, type the certifier password starterpack and click OK.

11. At the Register Person screen, click Continue.

12. Click the Registration Server button, select your DISP2 server from the pull-down list and click OK.

   Note: (Optional) If you use Windows NT, select Add NT User Account(s) to create a Windows NT account for the user. You will see an NT Group Name field. Select the name of the Windows NT group in which you intend to place all user accounts created in this session.

13. In the Enter Password field, type the Notes administrator password starterpack and click OK. You will see a screen similar to Figure 52 on page 73.

![Register Person Screen](image)
14. Enter the person's first name and last name in the First name and Last name field, respectively. For example, type Marc Shelley.

15. In the password field, type in the user's password starfish.

16. Select Set Internet password.

   **Note:** If you want your users to be able to read their mail from the Internet, you must select this option. The password entered for this user becomes a common password used for accessing Notes via the Notes client and the supported Web browsers.

17. In the left panel, click Mail. You will see a screen similar to Figure 53.

![Register Person Screen](image)

**Figure 53. Register Person Screen**

18. In the Home Server field, select the DISP2 server you created.

19. In the left panel, click Other. You will see a screen similar to Figure 54 on page 74.

![Register Person Screen](image)

**Figure 54. Register Person Screen**

20. Type in a comment about the user you're creating and their office location. For example, type Sales Representative and Atlantic Beach Office.
21. Click **Register** to continue.

   **Note:** To add additional users, you would click Next before clicking Register. To register a group of users from a text file, click Help. Then click the link **Register a group of users from a text file** and follow the instructions.

22. After the user and the user's mail file have been created, do not register another user. Click **No**.

23. Click **Groups - Groups View**.

24. Select **CompanyForms_Approvers** from the Group list.

25. Click **Edit Group**.

26. From the Members field, click on the pull-down list. The DISP2 Public Names and Address Book appears.

27. Select the name you've just created, for example, **Marc Shelley** and click **Add**. Next, click **OK**.

28. Click **Save and Close**.

If you have additional composers or approvers for your DISP2 server, please review and perform the steps we've just covered in this section.

### 4.6.7 Edit and Approve Opening Pages

You've just completed the creation of a new Web site, however, the opening pages for each area are blank. You must edit and approve each area before making them available for public viewing.

You have administrator access to the site and, if you have added the site administrator's name in the webmaster role, you have broad editing privileges within the site. You are allowed to edit each area's opening page and any approved page in the area.

In this example, we edit and approve the opening pages for Water World Sales home page in the following steps:

![Figure 55. Water World Sales Home Page](image-url)

1. From the home page of your Web site, click the **Edit/Approve** button. You will see a screen similar to Figure 56 on page 75.
2. Complete the fields in the form. For Select Image or Banner, you can select an image you had installed earlier during the installation.

3. For Title, type Water World Sales.

4. For Subtitle, type Overview of the Company.

5. With your mouse, scroll down the screen. You will see a screen similar to Figure 57 on page 76.

6. In the Web page content field, enter the appropriate information about your company and what you would like your viewers to read and understand about the products and services of your company.

7. After inputting the information about your company, we are now ready to publish. At the statement “What do you want to do?”, select Republish now
and click the Submit button. Afterwards, you will see a message confirming that your document has been submitted and is now public.

**Note:** If the edited document does not need to be approved (as specified in the area’s Security/Approval profile), then the document becomes public immediately.

8. Click on the **Water World Sales logo** to return to the home page. You will see a screen similar to Figure 58 on page 77.

---

**Figure 58. Water World Sales Home Page Screen**

**An Overview of the Company**

Water World Sales originated in Atlantic Beach, N.C. on November 14, 1962 by Ben and John Unger. Ben and John were both craftsmen and had worked building small fishing boats and yachts for other companies in the area. After several years of experience the brothers had gained the necessary skills and saved enough money to begin an adventure in the boating industry for themselves. The two were well-known natives in the Atlantic Beach-Morehead City area and ventured into this industry with great support from friends, businessmen and surrounding banks. Today, Water World Sales have five locations along the intercoastal waterways of North Carolina and South Carolina.

---

**Contact the Webmaster**

Water World Sales  
1001 Mamua Drive  
Atlantic Beach, N.C. 28510  
Phone 919-636-7573  
Fax 919-636-7549

**FYI**

For more information on HTML tag references, go to the following Web site:  

This Web site describes the tags that indicate the basic structure of a Web page.

---

### 4.6.8 Working with the Contributor’s Menu

The Contributor’s Menu is used to update the information on the Web page. This is restricted to certain users assigned with special roles. Only users with the following roles can access the Contributor’s Menu.

- Webmaster
- Approvers
- Composers

These users comprise the category of contributors.
In the Domino Intranet Starter Pack 2.0, the Contributor's Menu is available to all areas. In our example of the Contributor's Menu, we briefly discuss the menu from the Contact Management's opening page. Complete the following steps and review the information about the Contributor's Menu.

1. From the Water World Sales home page, click on Contact Management in the panel on the left. You will see a screen similar to Figure 59 on page 78.

![Figure 59. The Contact Management Menu](image)

2. From the Contact Management menu, click the Contributor's Menu. You will see a screen similar to Figure 60 on page 78.

![Figure 60. The Contributor's Menu](image)

The Contributor's Menu allows an authorized user to access the following sections of an area. Underneath the sections are the available functions to be performed.

- Create or edit the main page:
  - Edit the main page
- Create a page:
  - Create new contact information
  - Upload an existing HTML file
- Approve or edit a page:
  - List pages by approval status
- Manage images and other files:
– Create a new HTML page

• Approve or edit a page:
  – List pages by approval status
  – List pages by next approver
  – List pages by notification status
  – List pages by origination date
  – List pages by title
  – List pages by type

• Manage images and other files:
  – Uploading a file
  – Listing files by category
  – Listing files by name

• Manage advertisements:
  – Create advertisement
  – List/edit active advertisements
  – List/edit inactive advertisements

• View help topics:
  – List by title

• Manage archive:
  – Edit the archive profile

4.7 Managing Archives

This section discusses how to manage archived databases (areas). We use the Discussion area as an example. When the number of discussion and response documents begins increasing the size of the Discussion area's database, archiving the database becomes a must.

You can create an archive to move documents into an archive database. This is a useful tool for backing up your data and preserving outdated records. You can also view an existing area's archive.

1. From the home page, click Discussion.

2. Click Discussion's Contributor's Menu.

3. Click the Archive link in the Manage Archive section. You will see the Archive Profile form. You can either create the archive manually or specify that it is generated automatically at a selectable time interval.

4. To create an archive manually, fill in the form. Be sure to complete the required fields in the Manual Archiving by Date section,

   a. From the selection of Archive Now, Delete Archive Database Now, or Neither select Archive Now.

   Archive Now archives the existing area database.
b. Specify the date of the latest document to archive in the Archive documents created earlier than text box. For example, if you want all documents before May 1, 1997 archived, type 5/1/97.

c. In the Periodic Archiving section, fill in the archiving settings:

1) Generate an archive log - Specifies that an archive log is generated each time an area archive is created or deleted, and records the number of documents archived.

2) Archive Profile Editors - Specifies the default name of the person who can create or modify archiving settings and activities.

3) Archive Server - Specifies the default name of your Notes server.

4) Archive Path - Specifies the pathname of the archive database as a subdirectory of the Notes data directory, as follows: areas\a_area_name.nsf, where area_name is a five-letter truncation of the area name, such as Discu for Discussion.

5. To create an archive automatically, complete these fields in the Periodic Archiving section:

a. Archive expired documents after - Specifies the length in days of the archive interval. For example, specify 90 to archive the expired documents after 90 days.

b. Generate an archive log - Specifies that an archive log is generated each time an area archive is created or deleted, and records the number of documents archived.

c. Archive Profile Editors - Specifies the default name of the person who can create or modify archiving settings and activities.

d. Archive Server - Specifies the default name of your Notes server.

e. Archive Path - Specifies the pathname of the archive database as a subdirectory of the Notes data directory, as follows: areas\a_area_name.nsf, where (area_name) is a five-letter truncation of the area name, such as Discu for Discussion.

6. When you finish, click Update Settings.

7. Enable the Web Archiving agent. To run archiving automatically on a periodic basis, you need to enable the Web Archiving agent by completing the following steps:

a. Start the Notes server administration client.

b. Click File - Database - Open.

c. Select the database to be archived and click Open.

d. Click View - Agents.

e. Click the Web Archiving check box to enable the agent.
Chapter 5. Document Library Application

The Document Library application ensures that everyone at Water World Sales has 24-hour access to new and existing business information, including policies and procedures, sales, presentations, proposals, contract company logos, videos, and more. Our Document Library consists of four file rooms:

- **Public** - Contains files to which all users, such as anonymous Web users, have access.
- **General** - Contains files to which registered users have access.
- **Company** - Contains files to which internal company users (that is, intranet users with the InternalReaders role) have access.
- **Personal** - Contains files to which only the original composer (that is, a user with the Composers role) has access.

### 5.1 Accessing the Document Library Application

In this section, we illustrate how to access and use the Document Library application. The content you see and the actions you can take are defined by your access role. Depending on your level of access you will see different options available from the menu.

For example, an anonymous Web visitor has access to only the Public file room and can see only the Public and Search options. On the other hand, to access the Contributor's Menu you must have Webmaster, Approver, or Composer access rights. Figure 61 shows all the choices available in the Document Library.

![Figure 61. Document Library Application Menu](image)

To access the 24-hour Document Library from Water World Sales home page, click **Document Library** on the left side panel.

### 5.2 Understanding the Document Library Application

It is helpful to understand the organization of the Document Library. Its organization is no different from the way you organize papers and documents in your office. There are file cabinets, file folders and you place your documents in these folders.
For example, in Figure 62 we have a file cabinet that we use to store any information applicable to animals. Inside the file cabinet, we organized the different types of animal documents into file folders. Finally, we place our animal documents into one or more of the folders.

The file cabinet in our example contains mainly paper documents. Lotus Notes gives you the capability of placing many different types of document formats into your document library such as regular text, attached word processing documents, HTML documents, graphics, and full-motion video.

Looking at the Document Library in computer terms the file room is similar to the root directory, the file cabinet is the second level directory, and finally the file folder is the third level directory.

The document library area allows your organization to organize files on your Web site so that you can make them available to anonymous Web users and employees. You can also use this application to store personal files inaccessible to others, such as Web pages you are currently designing. Users can post documents to a central library at any time for others to share.

To start Document Library from the home page, click Document Library. You see the Document Library opening page.

**5.2.1 Creating a New Document**

A user with the appropriate access will have several options available on the Document Library's opening page. These choices include:

- File Rooms - Public, General, Company, and Personal
- Create a Document
- Search
- Contributor's Menu
In this section, we create a document to put in our document library.

1. From the Document Library's menu select **Create Document**. You are presented with two choices:
   - Create a New Document Page
   - Create a New Document Page from existing template

2. Select the **Create a New Document Page** option, and the Create Document Library Page will appear (shown in Figure 63).

![Create Document Page Screen](image)

**Figure 63. Create Document Page Screen**

3. Complete the form. Make sure you provide an entry for any required (starred) field. You will give the document a title. This is a required field. The title will display on the File Room's main page, therefore, make the title meaningful and descriptive. For our example, type the following:

   **Title**  Swordfish Ski Boat 200

   **Subtitle**  Fast, multipurpose ski / fish (optional)

4. In the Document Filing section, select the file room, file cabinet, and file folder you want to use.

5. Fill in the fields. Click or type the information as shown:

   **File Room**  Public

   **File Cabinet**  SKI BOATS (Create a new one in Additional File Cabinet box.)

   **File Folder**  INBOARDS (Create a new one in Additional File Folder box.)

   - We created a new file cabinet (one that is not shown in the File Cabinet scrollable button), called SKI BOATS. To accomplish this, we simply
specified its name in the Enter Additional File Cabinet text box in the second column.

- We also created a new file folder, called INBOARDS.

At this point, we have all the skeletal information required to put a document entry into the document library. Before we cover any of the remaining fields in depth, let's process this document to see how documents get organized in the file room. Complete the remaining required tasks (denoted by red stars).

6. For Publication Date, click **Now**.

7. For Expiration Date, click **Never**.

8. Click **Process** and **Submit** to publish. When the process completes, click **Public**. On the Public File Room screen, select the **Expand** button. Your screen should look similar to Figure 64.

9. To fully illustrate the structure of the Document Library, let's create two more documents in the Public Document Library and place them in different cabinets and folders. Repeat steps 1 through 6. The next document will consist of the following:

   **Title**  Speed Demon Ski Boat 1000  
   **Subtitle**  Fastest in its class  
   **File Room**  Public  
   **File Cabinet**  SKI BOATS  
   **File Folder**  OUTBOARDS (Create a new one in Additional File Folder box.)

10. The last document will contain:

   **Title**  Slow Poke Bass Boat 10  
   **Subtitle**  Bass fishing delight  
   **File Room**  Public  
   **File Cabinet**  BASS BOATS (Create a new one in Additional File Cabinet box)  
   **File Folder**  OUTBOARDS

After processing these two documents the Public File Room would look similar to Figure 65 on page 85 after selecting the **Expand** key:
Let's discuss some other fields of interest on the Create Document page.

**Attach a File** - This is a very powerful feature in Notes. It lets you attach a file or files to the document. For example, if you wanted to attach a sales presentation, a photograph, a video file, or any other type of file to the document, you simply enter its complete computer path in the text box. If you are not sure where it is located, simply click the Browse button and search for the file.

After a file is attached to a document, when a user accesses the document the attachment is viewable at the bottom of the document's page. For example, a document from our library might look similar to Figure 67 on page 86:
Attached are two informational sales files to help familiarize yourself with new Speed Demon Ski Boat. At the bottom of the screen is the Sales Presentation (SPDEMON.PRE) and the sales video (SPDEMON.AVI). Double-click on either attachment.

Contact the Webmaster
Water World Sales
Last updated on 02/04/98

Figure 67. View of Document with Attachments

The user simply selects one of the attached files. The file can be either launched automatically on the user's workstation or saved to the user's disk for later use. In our example, if the user selected the AVI file, a multimedia program could automatically launch the file and the user could view the video from his or her workstation.

Web page content - This box permits you to enter any additional information. You can either type information or you can cut and paste information directly in this box.

Optionally, if you need more sophisticated text formatting (such as bold print, italics, lists, etc.) or even links to other servers, you can also imbed HTML tags into this area. If you want your page to contain HTML code, type in the text in the HTML text box, using standard HTML coding conventions. When you use HTML in this field you need to enclose the HTML code in square brackets. For example, if you entered the following in the Web page content section:

<b> Water World Sales </b> is the <i> leader </i> in aquatic fun.

and submitted it for publication the web page content part of the page would look like this:

Water World Sales is the leader in aquatic fun.

After you have finished entering all the pertinent information into the document, you would select when you want to publish this document (make it available for reading). It is available immediately or you can specify a certain date for publication.

Next, you need to determine an expiration date for this document or you can tell the system that there is no expiration date. Once expiration date has been determined, you would select Process to complete the page or Hold to postpone processing the page. If you select hold you can return to the page later. Finally, when you are finished, click Submit.
5.2.2 Searching for a Document

As your Document Library contains more documents, your users require an easy way to find relevant information. The Document Library provides a method of searching the library using keywords. All users have access to the Search facility,

1. From the Document Library opening page, click **Search**. You see a list of views to search.
   - Public File Room
   - General File Room
   - Company File Room
   - Personal File Room

2. Select the **Public File Room** and the Full Text Search form appears (shown in Figure 68).

![Figure 68. Full Text Search Form](image)

The Search by Word section lets you type the word or words you want to find. You have the option of typing in multiple keywords, and the search can be for **Any** or **All** of the keywords. In our example, we want to find any document with the word “Inboard”.

**Note:** Before any searching can take place on the Document database, you must create an index under Database Properties. From the Notes Workspace, select **Document Library**. Next, select **File-Database-Properties**. You must change Properties for: Document to Database. Click on the **Full Text** tab and then click on **Create Index**. You can now use the Document Library search function from your Web browser.

3. Under Search by word, select Search for **Any** of the following words.

4. In the number 1 field, type **Inboard**.

**Note:** In this section, you can also choose to find exact word matches only and find word variations as defined by thesaurus.
5. The Search Constraints section lets you optionally refine your search by creation or modification date and on, after or before a specific date. In our example, we leave the defaults.

6. Under Sorting select **Relevance**.

   The sorting options are relevance, oldest first (by date), or newest first (by date).

7. Click **Search**. A list of documents that match your search criteria will appear.

8. Click the desired link to open the document.

### 5.2.3 Creating a Document Template

A document template is very helpful when there is a requirement for creating similar documents many times with slight variations. You create the template once, then whenever you need to create a similar document, simply use the template and add or modify the content of the document.

The following are the steps required to create a document template:

1. From the Document Library opening page, click **Create Document**.

2. Select the **Create new Document Page**. You will see a screen similar to Figure 69.

![Create New Document Screen](image)

   **Figure 69. Create New Document Screen**

3. Fill in the form. Make sure you complete any required (starred) fields. In the Title field, type **AVI FILE TEMPLATE**.

4. In the Document Filing section, select the file room and file cabinet you want to use. For our example, select **Public** in the File Room field and **AVI Files** in the File Cabinet.

5. Select **Templates** as the File Folder type. (Templates is already listed in the pull-down list of file folders.)

   As a document template example, we place repeatable information in the Web Page Content section. Assume we are setting up a template for document files that have attached AVI files. We will use the same instructions (in HTML format) in every document containing AVI files.

```html
<p style="font-family:arial,sans-serif;">These AVI files can be very LARGE...BE PATIENT!</p>
<p>(After a it is quicker than the U.S. Mail, FedEx, or UPS)...</p>
<p>After the AVI file completes its download, a black rectangle will appear your browser's screen. Select the black rectangle with the your left mouse button to start (or stop) the video</p>
```
6. For Publication date, click **Now**.
7. For Expiration date, click **Never**.
8. When you are finished, click **Submit**. The following will display on each Document Library page for this template:
   - These AVI files can be very large....be patient. (After all, it is quicker than the U.S. Mail, FedEx, or UPS.)
   - After the AVI file completes its download, a black rectangle will appear on your browser's screen. Select the black rectangle with the your left mouse button to start (or stop) the video.

### 5.2.4 Creating a Document from a Template

You can create a document from a template in two ways:
- By selecting the Create a Document button
- From the Contributor's Menu (shown in Figure 70)

![Contributor's Menu](image)

**Figure 70. Document Library Contributor's Menu**

1. Select **Create Document Library Page from existing template** and the Document Templates page appears (see Figure 71 on page 90). This page lists all the templates that have been created and made available to the users, including Public and Private templates. Expand the view to locate the appropriate template to use.
2. Select **AVI FILE TEMPLATE** under the Document Title. You will see a screen similar to Figure 72.

![New Document Icon](image)

Figure 72. AVI File Template New Document Icon

3. Click the **New Document** icon at the top of the screen.

4. The Create Document Library page appears. This page inherits fields from the template that can be modified.

5. Fill in the rest of the form. Make sure you complete any required (starred) fields.

6. When you are finished, click **Submit**.

### 5.2.5 Deleting a Document Template

How do you delete a document template? You can delete a document template two ways:

- By selecting the Create a Document button
- From the Contributor's Menu (shown in the diagram):
  1. From the Contributor’s Menu, click **Create Document Library Page from an existing template**. You see the Document Templates page.
  2. Expand the view to display all the templates.
  3. Click the link of the document library template you want to delete. The page content of the document library template appears.
  4. Click **Delete**.

### 5.2.6 Uploading an HTML File to the Document Library

Hypertext Markup Language (HTML) files are files that are accessible and viewable from Web browsers, such as Netscape or Internet Explorer. The Document Library gives you the capability of uploading and storing HTML files into the library and making them viewable to a user accessing your site through a Web browser.

One great feature of Domino Intranet Starter Pack is the fact that you do not need HTML knowledge to create and maintain your Web site. If you have seen HTML...
computer language, it may look rather ominous and complicated. But it is powerful language, and can be used to present a visually pleasing document and navigation links through your Web site or other Web sites. The good news is that you can create HTML documents with most of the current word processing programs, graphics programs and other HTML tools. These programs give you the capability of saving documents in HTML format. After creating an HTML file using your favorite HTML tool, you can import the HTML file into the Document Library.

After you create an HTML file, always review the HTML file using a Web browser before importing the file into the Document Library. Sometimes the HTML conversion process does not create the file exactly the way you want it. If this is the case, you may have to refer to an HTML manual and learn a little about HTML to make the desired changes.

- In addition to any cosmetic changes made to the HTML document, there may be some Document Library specific modifications that possibly may be needed before importing the file into the Document Library. For example, if you reference any graphics files in your document, you need to upload the file image to the DISP server's library, then modify your HTML source text to point to these files.

---

**Figure 73. File Upload Example**

- In Figure 73, we have a graphic file (SURF.GIF) referenced in the HTML document that we are going to import it into our Document Library. From the Contributor's Menu, select the **Upload a File** option from Manage Images and other files section and click **Go**. Upload SURF.GIF as a Product Image in the categories selection.

- After you have uploaded all the image files to the server, you need to edit your HTML document and change any HTML line that contains IMG (as shown below). You need to do this with every referenced graphic file in the HTML text.

  Modify Your HTML file from:
  
  `<p><img src="surf.gif" align=right border=0>`
  
  To:
  
  `<p><img src="/areas/doclibra.nsf/LookupFiles/surf.gif/$File/surf.gif" align=right border=0>`

Once you have modified your HTML file, you can upload (import) it into the Document Library:
1. From the Contributor’s Menu, go to Create a page. Click **Upload an Existing HTML File** and click **Go**. The Create HTML File Import page (in Figure 74 on page 92) is a subset of this page.

![Create HTML File Import](image)

**Title/Subtitle:**
Enter the title you want to appear in content lists. Some content lists also display a subtitle.

- **Title:** Boating safety
- **Subtitle:**

**Page Display:**
Specify whether you want the HTML page to be displayed full-screen or within the document frame of a standard page.

- In existing document frame - Displays the HTML page in a single frame, with the other frames still visible.
- Display full-screen - Displays the HTML page as a single full screen, with no other frames displayed.

**Make this the Area Opening Page?**

2. Fill in the form. Make sure you complete any required (starred) fields. Choose where your HTML page will display. Your choices are:

- In existing document frame - Displays the HTML page in a single frame, with the other frames still visible.
- Display full-screen - Displays the HTML page as a single full screen, with no other frames displayed.

3. Domino Intranet Starter Pack 2.0 has a new option, the Area Opening Page field, which lets you set up one HTML page as the Area’s opening page.

   - Setting up an HTML opening page is optional, but it provides an experienced Web designer the flexibility of providing additional function.
   - Each application area can have an HTML Opening Page, but only one HTML Opening Page.

4. In the File Attachment field (not shown), fill in the full path name of the HTML file you want to upload or click **Browse** to locate the file.

5. When you are finished, click **Submit**.
5.2.7 Creating an HTML File for the Document Library

In addition to importing an existing HTML file into the Document Library, you can also use the HTML form to create a page containing HTML code. This HTML page can be used to reference system elements, such as the area’s home page.

From the Contributor’s Menu, go to Create a page.

1. Click **Create HTML Page**.

2. Fill in the form. Make sure you complete any required (starred) fields. In the HTML text box type the HTML code within the square brackets.

3. Depending on how your site is set up, you may be able to specify who can access this page.

4. When you are finished, click **Submit**.
Chapter 6. Employee Phone Book

The employee phone book provides a list of all employees in the organization with their details such as job titles, departments, locations, phone numbers, and e-mail addresses. This application can substitute your company's outdated and thick telephone directory.

All employees in your organization can use this application extensively to access employee information such as telephone numbers and e-mail addresses. It gives them the latest information and saves on time resulting in an increase in productivity per employee. No matter what location they are in the employee phone book is always available to them through the intranet or the Internet.

To locate a person faster and easier the information available here can be accessed in various ways such as by department, by last name and by manager. A search option is also available to search for a particular person by simply typing the user's first or last name. The phone book picks all employee information available in the name and address book and updates it on a regular basis. The updates to the phone book are performed automatically using an agent. No employee information can be directly entered or modified in the employee directory.

6.1 Update Employee Phone Book

Updating the phone book is the first task you should perform at this opening page. The employee phone book gets employee information from the company's name and address book. The first time Update Phone Book is selected it begins generating its database from the information it obtained from the name and address book. The information in this database is maintained automatically with the help of periodic agents. To pull data manually you need to log on as the administrator or the webmaster and perform the following:

1. From the home page, click Employee Phone Book from the left side panel.
2. Click Update Phone Book button. A window is displayed informing you that all person documents copied from the Public Names and Address book.

Note: This will take a moment depending upon the size of your Names and Address book.

6.2 Viewing the Employee Phone Book

In our example, we access the Employee Phone Book from Water World Sales home page. To access, perform the following steps:

1. From the home page, click Employee Phone Book from the left side panel.
2. Click Employees button from the Employee Phone Book menu. Employee information can be viewed by the following:
   - By First Name - Displays employees alphabetically sorted by first name.
   - By Department - Displays all employees by department, within departments and sorted alphabetically by last name.
   - By Last Name - Displays employees alphabetically sorted by last name.
• By Manager - Displays employees by manager and sorted alphabetically by last name.

3. Click By Last Name. You will see a list of all company employees.

4. Scan the list and choose the person you are seeking.

6.3 Searching the Phone Book

As your phone book is populated with additional employees, your users require an easy way to find employee personal. The Phone Book Library provides a method of searching its contents using keywords. All users have access to the Search facility.

**Note:** Before any searching can take place on the Phone Book database, you must create an index under Database Properties. From the Notes Workspace, select Employee Phone Book. Next, select File-Database-Properties. You must change Properties for: Document to Database. Click on the Full Text tab and then click Create Index. Go to the Employee Phone Book menu and run Update Phone Book. You can now use the phone book to search for company employees from your Web browser.

To search for an employee, perform the following:

1. From the Employee Phone Book menu, click Search.

2. Type the person name in the Search by Word field.

3. Under Search Constraints, search for documents whose creation date is on or before today's date.

4. Click Submit.
Chapter 7. Company Forms Application

This application eleviates any individual from wasting valuable time hunting down Water World Sales expense forms or travel forms. It creates one-stop shopping for all administrative paperwork for the company. In our examples, we perform the following:

- Create a New Travel Authorization
- Create a New Travel Advance
- Create a New Travel Expense Report

7.1 Create a New Travel Authorization

In this section, we create a travel authorization. Complete the following instructions:

1. From the home page of Water World Sales, click **Company Forms**. You will see a screen similar to Figure 75.

![Figure 75. Company Forms Menu](image)

2. From the Company Forms opening page, click **New Forms**. You will see a screen similar to Figure 76.

![Figure 76. New Forms Options](image)

3. From the New Forms menu, select the **Travel Authorization** form. You will see a screen similar to Figure 77 on page 98.
**Employee Information**

Last Name: Needle
First Name: Bruce
Middle Initial: 
E-mail Address: Ruffus.Craba@WWS@Watr World Sales
Office Phone: 
Department: 
Manager: 

---

**Travel Information**

Travel Authorization #: DISP-STC6WZ

<table>
<thead>
<tr>
<th>Destination(s):</th>
<th>Departure Date:</th>
<th>Return Date:</th>
<th>Purpose of Trip:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miami Beach, FL</td>
<td>06/01/98</td>
<td>06/05/98</td>
<td>Sales Campaign</td>
</tr>
</tbody>
</table>

---

**Figure 77. Create Travel Authorization Form**

**Note:** In the Employee Information section, your personal information has been updated in each respective field automatically.

4. In the Travel Information section, a travel authorization number has been automatically assigned. However, you must complete the fields relating to the nature of the trip. Type the following:
   
   a. Project Name (required): Yachting Convention
   b. Destination: Miami Beach, FL
   c. Departure Date: 06/01/98
   d. Return Date: 06/05/98
   e. Purpose of Trip: Sales Campaign

5. Scroll down to the bottom of the form. You will see a screen similar to Figure 78 on page 99.
6. In the comments field, type *An opportunity to market our line of boats.*

7. To submit your form to an approver, type their name in the Next Approver field (for example, type *Kevin D’Costa*).

8. Select **Process** and click **Submit** to forward form to the next step.

9. You will see a confirmation message. Click the link *Go to the page that you just submitted.*

### 7.2 Create a New Travel Advance

In this section, we create a new travel advance to request travel funds for the upcoming Yachting Convention in Miami Beach, FL. Complete the following instructions:

1. From the Company Forms opening page, click **New Forms**. You will see a screen similar to Figure 79.

![New Forms Options](image)

**Figure 79. New Forms Options**

2. From the New Forms menu, select the **Travel Advance** form. You will see a screen similar to Figure 80 on page 100.

![Travel Advance Form](image)
In the Employee Information section, your personal information has been updated in each respective field automatically.

3. In the Travel Information section, you must complete the fields relating to the nature of the trip. Type the following:
   - The Travel Authorization# (required): DISP-3TC6WZ
   - Project Name (required): Yachting Convention
   - Destination: Miami Beach, FL
   - Departure Date: 06/01/98
   - Return Date: 06/05/98
   - Purpose of Trip: Sales Campaign

4. Scroll down to the Advance Information section. You will see a screen similar to Figure 81 on page 101.
5. In the Advance Information section, type in information relating to the amount of money being requested (for example, type 300 in the Cash field and press the Tab key).

   **Note:** You are allowed to make comments or provide descriptive information in the Comments field.

6. To submit your form to an approver, type their name in the Next Approver field (for example, type Kevin D’Costa).

7. Select **Process** and press **Submit** to forward form to the next step.

8. You will see a confirmation message. Click the link **Go to the page that you just submitted**.

7.3 **Create a New Travel Expense Report**

In this section, we complete a travel expense form for Water World Sales. Complete the following instructions:

1. From the Company Forms opening page, click **New Forms**.

2. From the New Forms menu, select the **Travel Expense Report**.

   **Note:** In the Employee Information section, your personal information has been updated in each respective field automatically.

3. In the Travel Information section, you must complete the fields relating to the nature of the trip. Type the following:
   - The Travel Authorization# (required): DISP-3TC6WZ
   - Project Name (required): Yachting Convention
   - Destination: Miami Beach, FL
   - Departure Date: 06/01/98
   - Return Date: 06/05/98
   - Purpose of Trip: Sales Campaign
Scroll down to the Expense Information section. You will see a screen similar to Figure 82 on page 102.

<table>
<thead>
<tr>
<th>Date</th>
<th>Expense Description</th>
<th>Type (Airfare, Lodging, Meals, etc.)</th>
<th>Use</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/30/99</td>
<td>American Airlines</td>
<td>Airfare</td>
<td>Employee</td>
<td>$450.00</td>
</tr>
<tr>
<td>06/01/99</td>
<td>Hotel Breakfast/Din</td>
<td>Meals</td>
<td>Employee</td>
<td>$45.35</td>
</tr>
<tr>
<td>06/01/99</td>
<td>Hotel Charges</td>
<td>Lodging</td>
<td>Employee</td>
<td>$179.00</td>
</tr>
<tr>
<td>05/30/99</td>
<td>Travel to/from ship</td>
<td>Transportation</td>
<td>Employee</td>
<td>$30.00</td>
</tr>
<tr>
<td>06/02/99</td>
<td>City Dinner</td>
<td>Meals</td>
<td>Employee</td>
<td>$56.55</td>
</tr>
<tr>
<td>06/02/99</td>
<td>Hotel Charges</td>
<td>Lodging</td>
<td>Employee</td>
<td>$179.00</td>
</tr>
</tbody>
</table>

**Figure 82. Create Travel Expense Report**

4. In the Expense section, type all the business related expenses you incurred during your trip to the Yachting Convention. (Follow the example in Figure 82.)

   **Note:** You are allowed to make comments or provide descriptive information in the Comments field.

5. To submit your form to an approver, type their name in the Next Approver field (for example, type Kevin D’Costa).

6. Select **Process** and click **Submit** to forward form to the next step.

7. You will see a confirmation message. Click the link Go to the page that you just submitted.

8. Take a moment to review the documents you’ve just created. Click **Travel** from the Company Forms menu.

9. Select to view the forms either by name or status.
A discussion database can be used among a workgroup or all employees of a company to share their ideas and thoughts. Almost any group that has information to share among its members can use a discussion database. An information technology group can discuss issues related to new products installed, related past experiences and enter technical documents. The sales team can discuss topics such as the new marketing strategy they plan to adopt, targeted customers and selling techniques. A special interest group can share ideas and opinions on their common interests.

A new user to the discussion area can browse through the previous discussion history to learn about the topics being discussed. A user can also take a more active role in the discussion by composing responses to others' comments and by proposing new main topics for discussion. A discussion database could be thought of as an informal meeting place, where the members of a workgroup can share ideas and comments. Like a physical meeting, each member of the workgroup listens to what others have to say and can voice his/her own opinions. However, unlike a physical meeting, the participants do not have to be in the same room at the same time to share information.

In the discussion area you can perform the following functions.

- Create a new main topic.
- View a discussion topic.
- Edit your discussion topic.
- Respond to a discussion topic.
- Configure the discussion area using the contributors menu.
- Search for certain discussions.

### 8.1 Creating a Discussion Topic

In this chapter, we create a new discussion topic, respond to a discussion topic, and view the topics. In our example, Bill White is a customer accessing the Water World Sales Web site. He has a question that he needs to submit in the discussion database. Here, we see how he submits a new topic for discussion and how someone can respond to it.

Bill White accesses the Water World Sales home page via his Netscape browser. He submits his registration form and logs in using his newly created username. Bill clicks on Discussion to create a discussion topic and continues by performing the following steps:

1. He clicks Create Topic. A Create Main Topic form appears as shown in Figure 83 on page 104.
2. He types the text "What type of motors are available while buying a motor boat?" as the subject.

3. He selects the category Questions from the drop-down list.

   **Note:** A new category can be created simply by entering it in the New Category field.

4. Scroll down to the Comments field. You will see a screen similar to Figure 84.

   **Figure 84. Discussion Topic Comments Field.**

   5. In the Comments field, he types "What are the various types/capacities of motors available when buying a motor boat? Can someone please list them with their manufacturer's name and model number, capacities and price?"

6. He then clicks Submit.

7. A confirmation message is displayed. He clicks the link to go to the page he just submitted.

   **Note:** The discussion topic submitted by Bill will be public immediately at Water World Sales Web site if no approvals have been set up. If the administrator has set up an approval cycle, then the discussion will be public only after it goes through the approval process.
8.2 Responding to a Discussion Topic

To compose a response to Bill's discussion topic, Steve Sims, a company employee begins to review and respond to the question by performing the following steps:

1. He clicks **Topics**. A list of topics are displayed. They are:
   - Discussions By Author
   - Discussions By Category
   - Discussions By Date
   - Discussions By Title
2. He selects the view, **Discussions by Author**, which shows him all discussions sorted by various authors.
3. He expands the view and selects Bill's discussion topic for which he wishes to respond.
4. He clicks on **Respond** from the action bar. It loads the Response form where the system picks up Steve as the author and the subject contained in the original subject with an RE: appended it.
   **Note:** If he chooses, he can edit the Subject field.
5. Steve types his response in the comments box, for example,
   Details of motors available for motor boats are:
   1. Honda 100HP $1000
   2. Yamaha 150HP $1200
6. After entering his comments, he clicks on the **Submit** button.
7. A confirmation message is displayed. He clicks the link **Go to the page you just submitted**.
   **Note:** The same steps are used to compose a response to a response. In such a case the main topic referred to in the above example will be the response document for which you wish to respond to.

8.3 Default Access Control for Web Users

The default access control for all Web users accessing the discussion area is set to Author with Create documents checked. They are also included in the Readers role. This allows Web users to read discussions and responses entered by other users and respond to them.

**Editing Discussion Topics**

Only users with Approver and Webmaster roles can alter existing documents on the Web site. A Web user submitting a main topic cannot edit the discussion once it has been submitted.
Chapter 9. Project Management Application

Project Management is the control of resources, such as, people, materials, equipment, and cash flow, to complete a task on time and within budget. The Domino Intranet Starter Pack 2.0 Project Management facilitates projects and associated tasks. Users with Manager access can create projects and tasks, and automate task assignments via e-mail notification. Projects and tasks can be easily viewed and managed to track status and milestones. Project Management is designed for secure Web access by all authorized team members.

Access to Project Management is secured by user name and roles, thereby ensuring that certain documents are unavailable for viewing. This application ensures that critical details don't fall through the cracks while important projects are being managed at Water World Sales. Projects and tasks are managed more efficiently by formally tracking input from multiple sources. In our example, we use Project Management to perform the following:

- Initiate a new project
- Initiate a new task
- Modify a project
- Modify a task
- View the projects

9.1 Initiate a New Project

In this example, we create a new project for Water World Sales. Perform the following steps:

1. From the Water World Sales home page, click Project Management in the left side panel. You will see a screen similar to Figure 85.

   ![Figure 85. Project Management Menu](image)

2. From the opening page, click Create Project. You will see a screen similar to Figure 86 on page 108.
3. In the Project Name field, type WaterVision.

4. In the Project Description field, type Design and development of new speed boat.

5. Leave Category at the default, Development.

6. In the Project Manager field, type Susan Baker.

7. For the Team Members assigned to this project, type Marc Picone, Jim Duffie.

8. In the Other Resource field, type Sam Jefferson, Watt Garrett.

9. The project will begin in the month of May. In the Start Date field, type 05/01/98.

10. Enter the estimated date for the end of the project, type 12/31/98.

11. Scroll down the screen to Status and Milestones. You will see a screen similar to Figure 87 on page 109.
12. In the Status field, select **Open** from the pull-down list.

13. In the Milestones description fields, you should determine what list of items would be considered significant achievements during project life. In our example, we type the following:

- Planning meeting
- Design sketch and new features presentation
- Prototype of new boat design
- Successful testing of prototype
- Finished product of WaterVision

14. Scroll down the screen to Publication Date, Expiration Date and Process. You will see a screen similar to Figure 88.

15. Under the Publication Date, select **Now** to publish this document immediately.
16. Under the Expiration Date, select **Never**.
17. Select **Process** and click **Submit**.
18. Your form has been submitted and is now public. Click the link Go to the page that you just submitted to view your project information.

### 9.2 Initiate a New Task

In this section, we create a new task. To do so, perform the following steps:

1. From the Project Management opening page, click **Projects**. You will see a list of Project options, which are:
   - **By Project** All projects, sorted alphabetically.
   - **By Project End Date** All projects, sorted by projected end date in ascending order.
   - **By Product Manager** All projects, sorted by project manager with project names alphabetically and associated assignments below.
   - **By Status** All projects, sorted by assigned status.
2. Select **By Project**. You will see a screen similar to Figure 89.

![Projects - By Projects Screen](image)

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Status</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>WaterVision</td>
<td>Open</td>
<td>05/01/98</td>
<td>12/31/98</td>
</tr>
</tbody>
</table>

*Figure 89. Projects - By Projects Screen*

3. Click **Expand** in the action bar to expand the view.
4. Select the **Susan Baker** link, project manager for the WaterVision project. The project information for WaterVision appears.
5. Click **Task** in the action bar. You will see a screen similar to Figure 90 on page 111.
6. In the sections Task Information and Task Schedule, perform the following:
   a. For the Task field, type Schedule Planning Meeting.
   b. For Assignment, put a check by Jim Duffie’s name.
   c. For Assigned Date, type 04/11/98.
   d. For Due Date, type 04/13/98.

7. For Task Status, leave at the default Open.
8. Scroll down to complete the Task form.
9. Select Now for Publication Date.
10. Select Never for Expiration Date.
11. Select Process and click Submit to process the form.
12. Your form has been submitted and is now public. Click the link Go to the page that you just submitted to view your task information.

   Let’s take a look at the task you submit within a project view.
13. From the Product Management opening page, click Projects.
14. Select By Project.
15. Click Expand in the action bar to expand the view. You will see a screen similar to Figure 91 on page 112.
9.3 Modifying a Project or Task

As your projects continue forward, specific sections in the project form or task forms will require an update or modification. You can only modify a project or task that you have created. The only person that can modify another user's project or task form is a user that has been given Approver status from your company administrator.

To modify a project form or task form, you must perform the following:

1. From the Project - By Project view, click Expand in the action bar to expand the view.

2. Under the Project Name select either:
   - The project manager's name to update the project form or
   - A specific task to update the task form.

3. Click Edit/Approve in the action bar and make the desired change.

4. In the "What do you want to do now?" section of the form, select Republish now and click Submit.

5. From the confirmation message, click the link Go to the page you just submitted to review the changes.
Chapter 10. Customer Tracking Application

The Customer Tracking application works as a central repository to store and manage customer-related information and activity. Customer details such as their telephone numbers, fax numbers, mailing address, shipping address and customer contacts are available here. Also correspondence notes with customers can be stored and managed in this application. It is closely integrated with the Contact Management area and shares certain basic information fields. The Customer Tracking area is designed for use by your internal users.

10.1 Working with Customer Records

In this chapter, we show how to create new customer records, how to modify them and how to delete them. This section also discusses procedures on how to create customer notes, how to modify them and how to delete them. Finally there is also a section describing how to get customer details from the contact management application.

10.1.1 Creating a New Customer Record

In this section, we create a new customer record for Oceanblue Cruise Line. Complete the following steps:

Figure 92. Customer Tracking Menu

1. From the Customer Tracking opening page (shown in Figure 92), click **Create Customer**.

   You will see a screen similar to Figure 93 on page 114.
2. In the Create Customer Information form, type the following customer tracking information:

- Customer - Carlton Mable
- Company Name - Oceanblue Cruise Line
- Address - 1501 Winsor Harbor
- Title - General Manager
- City - Miami
- Department - Executive
- State - FL
- Phone - 212-876-4321
- Zip Code - 46790
- Extension - 361
- Fax - 212 8764322
- E-mail - cmable@ocl.com

Continue completing the Customer Information form by typing the following:

Billing Address:
- Address - P.O. Box 7789
- City - Miami
- State - FL
- Zip Code - 46790-7789
- Country - USA

Shipping Address:
- Address - 1501 Winsor Harbor
- City - Miami
State - FL  
Zip Code - 46790  
Country - USA

3. Scroll down to the Last Activity and Comments section. You will see a screen similar to Figure 94.

<table>
<thead>
<tr>
<th>Last Activity:</th>
<th>04/11/98</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID:</td>
<td>63789</td>
</tr>
<tr>
<td>Category:</td>
<td>Small business group</td>
</tr>
<tr>
<td>Status:</td>
<td>Active</td>
</tr>
<tr>
<td>Industry:</td>
<td>Tourism</td>
</tr>
<tr>
<td>Location:</td>
<td>Miami, Florida</td>
</tr>
<tr>
<td>Company URL:</td>
<td><a href="http://www.ocl.com">www.ocl.com</a></td>
</tr>
</tbody>
</table>

Manager: *

Comments:
04/11/98, Oceanblue Cruises purchased 15 water scooters for customer entertainment.

Figure 94. Create Customer Information Screen

Complete entering the additional information for each respective field listed:

- Last Activity - 04/11/98
- Industry - Tourism
- ID - 63789
- Location - Miami, Florida
- Category - Small business group
- Company Url - www.ocl.com

4. For Status, select Active.

5. In the Comments field, type On 4/11/98, Oceanblue Cruises purchased 15 water scooters for customer entertainment.

   **Note:** Below Comments, you can attach files or documents associated with Oceanblue Cruises to this Customer Information record.

6. Select Process and click Submit to process the page.

7. A confirmation message is displayed. Click the link Go to the page that you just submitted.
10.1.2 Modifying a Customer's Record

After you've created a customer record, this section provides an example of how you would modify the record. Perform the following steps:

1. From the Customer Tracking opening page, click the Customers button from the menu. Your are presented with a Customers option list. The options include:
   - By Company
   - By Category
   - By Last Activity
   - By Manager
   - By Name
   - Inactive Customers

2. Select By Category. You will see a screen similar to Figure 95.

   ![Customers By Category Screen]

3. Click Expand in the action bar to expand the records.

4. Select Carlton Mable of Oceanblue Cruise Line.

5. Click Edit/Approve in the action bar to edit the record.

6. In the Phone field of the document, replace the current telephone number by typing 212-876-4327.

7. Scroll down to the bottom of the record to the "What do you want to do?" section.

8. Select Republish now and click the Submit button.

9. A confirmation message with two links is displayed. Click the link Go to the page that you just submitted to verify your changes.

Deleting a Customer Record

When the need arises to have a customer record deleted you must go to the Notes Workspace Client to perform this task. Open the Customer Tracking database and select the record you desired once you've done so, press the Delete key and F9. You must have Delete rights to remove a record from this Customer Tracking.
10.1.3 Managing Correspondence

All correspondence is associated to and organized under specific customer records. In this section, we create a customer correspondence note for the Oceanblue Cruise Line.

1. Click Customers from the Customer Tracking menu.
2. From the Customers option list, select By Company.
3. Click the twistee of the Oceanblue Cruise Lines record document.
4. Click Carlton Mable, the customer contact.
5. From the action bar, click Note. This opens the Create Note form.
6. In the Subject field, type Shipment.
7. In the text field, type Delivery of water scooters delayed by 10 days due to supply shortage.
8. Select Process and click Submit to submit the page.
9. A confirmation message with two links is then displayed.
10. Click the link Go to the page that you just submitted.

Note: This note has just been added to the Oceanblue Cruise Lines customer record. To view, click the Customers from the menu. Then select By Customer and click Expand from the action bar. The note resembles that of a response file in the Discussion application.
Chapter 11. Contact Management Application

This application manages prospects, vendor and customer accounts more efficiently by keeping a detailed, chronological record of each Water World Sales business contact.

11.1 Using Contact Management

The Contact Management area contains multiple ways to view contacts and other information, such as activities or correspondence, associated with contacts. In addition, the calendar feature lets you schedule, view or reschedule various types of activities, such as meetings or phone calls with a contact.

Contact Management is a sales contact management database where users with appropriate access can create contact records and manage daily activities. The Contact Management area is for use by employees only.

11.2 How to Use Contact Management

You begin using Contact Management by clicking on the Contact Management button from the Water World Sales Home Page. From the Contact Management screen, you are able to work with contacts, manage activities, manage correspondence, work with the calendar, work with the Contact Management Contributor's Menu, and search for Contact Management information. In the following sections, you will perform the following:

- Create a new contact
- Import information from the registration area
- Create a new activity
- Create a new letter
- Open a calendar

11.2.1 Create a New Contact

In this section, we create a new contact for Water World Sales. Complete the following instructions:

1. Click Create Contact from the Contact Management menu. You will see a screen similar to Figure 97 on page 120.
2. Type the following information in the fields:

- **First Name:** Bill
- **Address 1:** 2000 Westward Circle
- **Last Name:** Florence
- **Company:** Bluefish Incorporated
- **City:** Charleston
- **Title:** Sales Manager
- **State/Province:** SC
- **Department:** Sales
- **Zip/Postal Code:** 30145
- **Phone:** 801-288-9145
- **Country:** USA
- **Extension:** <Leave blank>
- **Country Code:** <Leave blank>
- **Fax:** 801-288-9188

3. In the ID and Category fields, type in the following information:

- **ID/Status:** 17788
- **Category:** Vendor

4. Scroll down and complete filling in the fields with the additional information. You will see a screen similar to Figure 98 on page 121.
<table>
<thead>
<tr>
<th>Mobile Phone:</th>
<th>801-777-9211</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pager:</td>
<td>801-777-5287</td>
</tr>
<tr>
<td>Home Phone:</td>
<td>801-878-4565</td>
</tr>
<tr>
<td>Other Phone: &lt;Leave blank&gt;</td>
<td></td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:bflorence@bluefish.com">bflorence@bluefish.com</a></td>
</tr>
<tr>
<td>Assistant:</td>
<td>Jeff Slade</td>
</tr>
<tr>
<td>Assistant Phone:</td>
<td>801-777-3821</td>
</tr>
<tr>
<td>Location:</td>
<td>Department 1FH</td>
</tr>
<tr>
<td>Salutation:</td>
<td>Mr., Mrs.</td>
</tr>
<tr>
<td>Referred By:</td>
<td>Bobby Ewing</td>
</tr>
<tr>
<td>Assistant:</td>
<td>Jeff Slade</td>
</tr>
</tbody>
</table>

**Manager:** *Select Process to advance this page to the next step (publication or approval). Select Hold if you want to revisit the page before passing it to the next step. After making a selection (and entering a comment, if you want), click **Submit**.*

**What do you want to do?**

- Process
- Hold

**Comment:**

| Submit |

---

**Figure 98. Create Contact Information Form**

- Mobile Phone: 801-777-9211
- Location: Department 1FH
- Pager: 801-777-5287
- Salutation: Bill
- Home Phone: 801-878-4565
- Referred By: Bobby Ewing
- Other Phone: <Leave blank>
- Assistant: Jeff Slade
- E-Mail: bflorence@bluefish.com
- Assistant Phone: 801-777-3821

5. Scroll down to bottom of screen.
6. Select **Process** and click **Submit**.
7. Click the link Go to the page you have just submitted.

**11.2.2 Import New Leads from the Registration Area**

From time to time, many individuals and potential customers will visit and register at your Web site. To review the information of these individuals and potential customers, you should update your Contact Management area. The update is performed by importing new leads from the Registration area of Water World Sales into Contact Management. Perform the following steps to import this information:

1. Click **Contacts** from the Contact Management menu.
2. Select to view **My Contacts**.
3. From the action bar, click **Import Leads**. You will see a message informing you that all new leads have been imported from Registration.
4. Click **OK**.
The new leads are now among your list of contacts.

**11.2.3 Create a New Activity**

In this section, we create a new activity for Water World Sales. Complete the following instructions:

1. Click **Contacts** from the Contact Management menu.
2. Select **By Company** from the list of options. You will see a screen similar to Figure 99.

![Contacts-By Company](image)

**Figure 99. Contacts By Company Screen**

3. Select **Bill Florence**.
4. Click **Activity** in the action bar. You will see a screen similar to Figure 100.

![Create Activity Screen](image)

**Figure 100. Create Activity Screen**

5. Input the following information in the Create Activity fields:
   a. In the **Type** field, select **Meeting**.
   b. In the **Status** field, select **Open**.
   c. In the **Subject** field, type **Dinner Meeting**.
   d. In the **Priority** field, select **High**.
   e. In the **For Date/Start Date** field, type **04/10/98**.
   f. In the **Duration** field, type **2 Hours**.
g. In the Time field, type 7:00 PM.

h. In the Text file, type Meet with Mr. Florence to discuss new order of speed boats for the month of June.

6. Select Process and click Submit.

7. Click the line Go to the page you have just submitted.

11.2.4 Create a New Letter

In this section, we create a new letter. Complete the following instructions:

1. Click Contacts from the Contact Management menu.

2. Select By Last Name from the Contacts options list.

3. Select Florence, Bill from list of contacts.

4. Click Letter in the action bar. You will see a screen similar to Figure 101.

<table>
<thead>
<tr>
<th>Contact: Bill Florence</th>
<th>Address: 3000 Westward Circle Charleston, SC 29414 USA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company: Beefish Incorporated</td>
<td></td>
</tr>
<tr>
<td>Title: Sales Manager</td>
<td></td>
</tr>
<tr>
<td>Phone: 801-203-9145</td>
<td></td>
</tr>
<tr>
<td>Status: Open</td>
<td>Date: 04/11/98</td>
</tr>
<tr>
<td>Schedule For: Status Code</td>
<td>Schedule By: Manager: Status Code</td>
</tr>
<tr>
<td>Subject: Delivery</td>
<td></td>
</tr>
</tbody>
</table>

5. Type the following information in the fields:

   • Status: Select Open.
   • Subject: Delivery
   • Date: 04/11/98
   • In the body of the open text box, type This is an example of creating a letter.

   **Note:** Notice that the greeting information was automatically put in the letter addressed to Mr. Florence.

6. Select Process and click Submit.

7. You will see a confirmation message.

8. Click the link Go to the page that you just submitted.

9. Print this letter to send to Mr. Bill Florence.
11.2.5 Contact Management Calendar Views

In Contact Management there are two calendar views: Public and Private. These views allow users to view scheduled activities. The Public calendar displays all public, scheduled activities. The Private calendar displays restricted view activities created by users.

11.2.5.1 Open the Calendar

In this section, we open a calendar. Complete the following instructions:

1. From the Contact Management opening page, click Calendar and select Public Calendar or Private Calendar from the Calendar options list.

2. From the action bar, click the desired view (Two Days, One Week, Two Weeks, or One Month).

Note: The default view is Two Weeks.
Chapter 12. Home Page Application

This application allows an administrator to create a personalized company home page for Water World Sales to greet and orient site visitors. The home page application introduces all visitors to your site. It has links to all the important areas on your site. Depending on the number of applications you configure you will see links to these applications on your home page. The home page also provides a link where you can log on to the site as a registered user. Once logged on, the home page provides you with an additional link to access your e-mail. This option is available for internal users only. Here we set up the Water World Sales home page.

1. To access the home page you can enter the URL address, for example, www.waterworld.com. If you have it mapped on your DNS or your local host file, you should set the home page application as your default page in the server document or you can browse through the database list and then select the home page application from there.

2. Once the home page is loaded, log on to your site as a webmaster by clicking on the Log In option (shown in Figure 102).

After logging in to the site, you will notice that the home page has refreshed (shown in Figure 103 on page 126) and there are some more options available now exclusively for you, such as, Edit/Approve, Edit for Re-approval and the Contributor's Menu.
3. To update your home page to display your company's name and a brief introduction about your company, click on **Edit/Approve**. A form is loaded with the following fields:

- **Select image or banner** - Select an image or banner for your home page from the available drop-down options. If you want a custom image or banner, insert it using the SiteCreator Add Image options and then select it from here.

- **Title** - Enter a title for your company's home page such as *Water World Sales Home Page*.

- **Subtitle** - Enter a subtitle for your company's home page. This field is not mandatory so you can leave it blank if you don't want to enter a subtitle.

- **Web page content** - You can enter a brief text or HTML-based introduction about your company in this area. All HTML code should be enclosed in square brackets.

- **Comments** - You can enter comments which will not be visible to Web users accessing this page.

4. Select **Republish now** to republish the page immediately or select **Hold** if you want to do some more editing and publish it later. Then click on the **Submit** button.
Chapter 13. Registration Application

The Registration application allows external users to register onto your Web site and have enhanced access to your site, depending on how your site has been configured. External users can also access your Web site as an anonymous user without being registered on your site. Anonymous users only have limited access to public areas of your site. The registration area should be made public if you want all external users to register on your site.

13.1 Accessing the Registration Area

To access the registration area click on the Registration button available on the home page. The Registration page is then displayed. In the Registration area, an external user can:

- Register himself or herself as a new user on your site.
- Change his or her password.
- Modify his or her user information.

13.2 How to Use the Registration Area

The Registration area primarily is used for external user registration. External users can also update their personal information and change passwords whenever required. The administrator can use the Registration area to view registered users and check for duplicate name registration or any other registration problems.

13.2.1 Registering a New User

Here, we register a user called Paul Smith on the Water World's Web site.

1. From the home page, click the Registration button. You will see a screen similar to Figure 104.

![Figure 104. Registration Menu](image)

2. From the Registration opening page, click on the Register button available on the Registration menu. You will see a screen similar to Figure 105 on page 128.
Create Registration Form

The ★ symbol indicates required information.

When you're finished filling out this form, click the button on the bottom. Thanks.

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Paul</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>blank</td>
</tr>
<tr>
<td>Last Name</td>
<td>Smith</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:psmith@oceanblue.com">psmith@oceanblue.com</a></td>
</tr>
<tr>
<td>Username</td>
<td>Paul Smith</td>
</tr>
<tr>
<td>Password</td>
<td>********</td>
</tr>
<tr>
<td>Verify Password</td>
<td>********</td>
</tr>
</tbody>
</table>

Passwords must be at least 8 characters and are case-sensitive, so we recommend that you use all uppercase or all lowercase characters.

Figure 105. Create Registration Form Screen

3. In the Registration form, type the following details:

   **Note:** These fields are mandatory.
   - First Name: Paul
   - Middle Initial: blank
   - Last Name: Smith
   - E-mail: psmith@oceanblue.com
   - Username: Paul Smith
   - Password: ********
   - Verify Password: ********

4. Scroll down to the next section of the screen and complete the following fields shown in Figure 106 on page 129.
### Tell us about yourself

Please help us by completing the following section. Thank you.

<table>
<thead>
<tr>
<th>Company:</th>
<th>Oceanblue Cruise Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Purchasing</td>
</tr>
<tr>
<td>Title:</td>
<td>Manager</td>
</tr>
<tr>
<td>Phone Number/Ext:</td>
<td>212-876-4321</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>212-876-4322</td>
</tr>
<tr>
<td>Street Address:</td>
<td>1501 Marine Drive</td>
</tr>
<tr>
<td>City/Town:</td>
<td>Miami</td>
</tr>
<tr>
<td>State/Province:</td>
<td>FL</td>
</tr>
<tr>
<td>Zip/Postal Code:</td>
<td>40069</td>
</tr>
<tr>
<td>Country:</td>
<td>United States</td>
</tr>
</tbody>
</table>

**Note:** The fields below are not mandatory.

- Company: Oceanblue Cruise Line
- Department: Purchasing
- Title: General Manager
- Phone Number: 212-876-4321
- Fax Number: 212-876-4322
- Street Address: 1501 Marine Drive
- City/Town: Miami
- State/Province: FL
- Zip/Postal Code: 40069
- Country: United States

5. Scroll down to the Additional Information section. You will see a screen similar to Figure 107.

### Additional information

![Additional information form](image)

**Note:** Before you can submit this page, you must select a value (or enter a new value, if that is an option).

- Can we add you to our mailing list?  
  - Yes

- What type of watercraft are you interested in?  
  - Power

- Enter additional:  
  - [Input field]

**Figure 107. Registration Menu**

Chapter 13. Registration Application 129
6. Respond to the following questions that are listed on the screen:
   a. Can we add you to our mailing list? Select Yes from the pull-down list.
   b. What type of water craft are you interested? Select Power from the pull-down list.
   c. What other type of water sports items are you interested? In the Enter additional field, type Wave Runners.

7. Click on the Submit button to submit your user registration form.

8. A confirmation message is displayed. Your account is ready for use and your user name is Paul Smith.

9. Click on the link Go to the page that you just submitted to review the information you've just entered or log in to Water World Sales.

13.2.2 Modifying User Information
We modify a user's details registered on the Web site. For example, we modify Paul Smith's title from General Manager to Regional Manager:

1. Log in to Water World Sales' Web site as Paul Smith.
2. Click on the Registration area of the home page.
3. At the Registration area opening page, click Update User Profile from the action bar.
4. It then displays an entry for Paul Smith under the Registered Users list. Click on the link to Paul Smith.
5. Click Edit User Info on the action bar. The page is now available to the user for editing. Change Paul Smith's title by typing Regional Manager in the Title field.
6. Click the Submit button to process the page.
7. A confirmation message is displayed telling you that the information has been successfully changed.

13.2.3 Changing User Passwords
In this example, we show you how to change your password on the Web site.
1. Log in to Water World Sales' Web site as Paul Smith.
2. Click on the Registration area of the home page.
3. At the Registration area opening page, click Update User Profile from the action bar.
4. It then displays an entry for Paul Smith under the Registered Users list. Click on the link to Paul Smith.
5. Click Change Password on the action bar. You will see a screen similar to Figure 108 on page 131.
6. A new form is loaded to change Paul Smith's password. In this form, type the following:
   a. Old Password: Enter Paul’s old password here.
   b. New Password: Enter a new password for Paul.
   c. Verify Password: Re-enter the new password for verification.
7. Click on Submit to change the password.
8. A confirmation message indicating that the password was successfully changed is displayed.

Note: All users registered using the registration application are added to your server’s Name and Address book. They can be viewed under the People’s view.
Chapter 14. Product and Services Application

This application provides detailed information on Water World Sales Products and Services application to customers, prospects, and sales people in an attractive, easy-to-read format. In addition, the application also allows customers to request additional information.

14.1 Accessing the Product and Services Application

To access this Water World Sales application click the Product and Services button. The content on the Product and Services menu will vary depending on the user's access roles. Below are all the possible options on this application’s menu. You will see a screen similar to Figure 109.

![Figure 109. Product and Services Menu](image)

A user with Contributor access would have access to all selections shown in the diagram. An anonymous user would only have the following options available:

- Products
- Search
- Send Info

14.2 How to Use the Product and Services Application

Products and Services allows you to create, display, and organize information about products and services offered by your organization. It is designed for use primarily by anonymous Web visitors, although it can be accessed by any user.

The examples used in this chapter focus on products. The example also applies to services because the methodology used for creating, manipulating and using product and service information is identical.

14.3 Creating a Product Information Page

There are two ways to invoke the Create Product Information Page: either by selecting the Create Product Information button on the Product and Services page menu or from the Contributor's Menu. In our example, we invoked the Create Product Information Page. You will see a screen similar to Figure 110 on page 134.
Create Product Information

Select Image or Banner:

Title: ★

Subtitle:

Assign Categories

★This section lets you assign your page to one or more categories, which will help organize the information for easy access. Before you can submit this page, you must select a value (or enter a new value, if that is an option) for at least one category.

Type:

1. Fill in the form. Make sure you complete any required (starred) fields.
2. In the Assign Categories section (below), specify the Type: Product or Service. These are the only categories available in this application.
3. Scroll down the screen. You will see a screen similar to Figure 111 on page 135.

Figure 110. Create Product Information Screen
4. In response to the question, Do you want to display a Product Price and Part Number for this item?
   - Specify Yes if you want to display these fields. You must specify the product name, part number, and product price.
   - Specify No if you don't want to display these fields. If you answered No, you do not have to complete the rest of the section, although you can still fill in these fields. (They do not display when the document is read.)

5. Select Image - Select an image that you want to appear on the form. Do not use images wider than 190 pixels. If there is a requirement for larger images, either place the image at the top of the page as a banner or imbed the image with HTML into the Description section of the page. (For hints and tips on creating images reference the "Building GIF files for Domino Intranet Starter Pack" topic in the appendix).

6. Description - Type any content you want. If you want to optionally use HTML code, enclose the code in square brackets.

   The Product Description would look like this on the Product Page:

   ![HTML Example]

   Click HERE to go to another Cool site.

7. Select Process or Hold.
8. When you are finished, click **Submit**.

The Product Information sheet we created is shown in Figure 112.

![Speedo II](image)

**Speedo II**

- **Product:** Speedo II
- **Price:** 130.10
- **Part Number:** SPF-0002

You can type in plain text in this box, or get fancy and embed HTML. You can even place a pointer to another site using HTML (as shown below).

Click **HERE** to go to another Cool site.

*Figure 112. Product Information Sheet*

### 14.3.1 Creating a Product Specification Sheet

Additional information, a Specification Sheet, can be linked to an item in the Product/Services application.

1. On the Products and Services opening page, click the **Products** button.
2. Select either the Product/Services by Title or the By Type view.
3. Click the product or service link for which you want to create a specification sheet. On the page of the selected product or service, you will see an action bar similar to Figure 113.

![Product and Services Menu](image)

*Figure 113. Product and Services Menu*

5. Fill in the Create Product Specification Sheet form. Make sure you complete any required (starred) fields.
6. In Figure 114 on page 137, you can see the Specification Sheet Items portion of the form. You can add up to ten specification items.
7. In the Specification Sheet content text box (not shown), type any content you want, enclosing any HTML code in square brackets.

8. When you are finished, click Submit.

The specification sheet is shown in Figure 116 on page 138. There is a Related Pages section that links this page to the Product Description Page. Notice how both Engine and Colours have two bullet items.

**SPEEDO II**

**SEATING**
*MAX CAPACITY 6

**ENGINE**
*356 HORSEPOWER
*INBOARD

**COLOURS**
*RED / WHITE
*BLUE / WHITE

Related pages:
Product Description Page

A similar Related Pages link also appears on the Product Description Page back to this Product Specification Sheet.

### 14.3.2 Creating Product Review Sheet

Another means of providing product information is the use of the Review Sheet. The Review Sheet can be linked to an item in the Product/Services application.

1. On the Products & Services opening page, click the **Products** button.
2. Select either the Product/Services by Title or the By Type view.
3. Click the product or service for which you want to create a review sheet. On the selected product or service page you will see an action bar similar to Figure 116 on page 138.
4. Click **New Review** in the action bar.

5. Fill in the New Review Sheet form. Make sure you complete any required (starred) fields.

6. In Figure 117, you can see selected portions of the product review form. You will see a screen similar to Figure 117.

7. When you are finished, click **Submit**.

There can be multiple reviews submitted for a product or service.

### 14.3.3 Requesting Additional Product Information

After reviewing the product/services information a customer may want additional information. They have the ability to electronically request more information. To request additional information:

1. On the Products & Services opening page, click the **Products** button.

2. Select one of the Product Views: either Product/Services by Title or Type. You will see a screen similar to Figure 118 on page 139.
3. From the action bar, click **Send Info**. You will see an information screen similar to Figure 119.

![Figure 119. Request for More Information Field](image)

**More Information About Our Products & Services**

Thank you for your interest in our Products & Services. We are happy to provide you with more information. Just let us know how we can help you by filling out the form below.

**Yes, I'd like to know more!**

I would like more information about:

```
The Speedo Ski Boat. Could you please tell me the authorized dealer closest to me that sells this boat.
```

**Figure 119. Request for More Information Field**

4. Fill in the text box, describing the aspect of the product or service on which you want additional information.

5. Fill in the rest of the form. Make sure you complete any required (starred) fields.

- First Name
- Middle Initial
- Last Name
- E-mail
- Company Name
- Department
- Title
- Phone Number/Ext.
- Street Address 1
- Street Address 2
- City/Town
- State/County
6. When you have finished, click **Submit**. You will see a screen similar to Figure 120.

![Figure 120. Thank You Screen](image)

**Thank you. We welcome your interest in our products/services. The information you requested will be sent to you shortly.**

14.3.4 Responding to Product Information Requests

When a customer requests additional product information, how are administrators notified about the request? The Product/Service menu allows you to display any requests for additional information.

1. On the Products & Services opening page, click the **Products** button.

2. In Figure 121, the different product views are shown. The first two views let you review any product information requests.

![Figure 121. Selection of Product Views](image)

- **Product Information Requests By Date** - Displays a view listing all the requests for information by date.
- **Product Information Requests By Name** - Displays a view listing all the requests for information by name.

If you requested to view the Product Information Request by Date, you will see a screen similar to Figure 122 on page 141.
When the administrator clicks on the request made by Waldo Thomas, all the information that the customer has inputted is displayed. After reviewing Mr. Thomas’ request, the administrator can send a response with the requested information back to the customer.
Chapter 15. Job Posting Application

This application allows your organization to create, display, and organize information about job opportunities. This application allows Water World Sales to reach qualified applicants and collect their resumes electronically. The Job Posting application lists external and internal opportunities, as well as the employment status (temporary or permanent) and whether the job is an exempt or non-exempt position.

In the Job Posting application, we perform the following:
- Create a job posting
- List current job postings
- Complete a job application
- Upload a resume

15.1 Creating a Job Posting

In this section, we post a new job opportunity for Water World Sales. This opportunity is available to internal employees or anonymous Web visitors. Let's begin by completing the following instructions:

1. From the home page, click **Job Posting** in the left panel. You will see a screen similar to Figure 123.

2. From the Job Posting opening page, click **Create Job Posting** from the menu. You will see a screen similar to Figure 124.

![Figure 123. Job Posting Menu](image)

Figure 123. Job Posting Menu

![Create Job Posting Application](image)

Figure 124. Create Job Posting Application
3. Select an image from the list of available logos.

   Note: The images were uploaded by an administrator or VAR during the DISP 2.0 installation.

4. Type the following information in the fields:
   - Title: Sales Director
   - Subtitle: None
   - Department: Marketing
   - Location: Morehead City, NC
   - Job Code: LDIM-3S9UPF

   The Job Code is automatically updated with a new number.

   • Scroll down to Assign Categories. You will see a screen similar to Figure 125.

Assign Categories

This section lets you assign your page to one or more categories, which will help organize the information for easy access. Before you can submit this page, you must select a value (or enter a new value, if that is an option) for at least one category.

<table>
<thead>
<tr>
<th>Employment Status:</th>
<th>Full Time</th>
<th>Exempt</th>
</tr>
</thead>
</table>

Figure 125. Create Job Posting Application

5. In the Assign Categories section, specify the employment status and exemption status.
   • For Employment Status: Select Full Time.
   • For Exemption Status: Select Exempt.

6. In the Job Description field, type a description of the job responsibilities.

7. In the Requirements section, specify what the candidate’s requirements must be to qualify for the job. You will see a screen similar to Figure 126.

   Select Standard readers if you want this page to have the standard security associated with pages in this area. Select Internal readers only if you want to limit readership to people in your company. If you want to limit readership to selected individuals or groups, select Specified readers, then specify individual/group name(s).

   Be sure to separate names with a semicolon.

   Who is allowed to read this page? ★
   • Standard readers
   • Internal readers only
   • Specified readers

   Specific individuals or groups:

   To publish this document immediately, select Now. If you want to publish this document on a future date, select On future date, then enter the publication date using mm/dd/yy format.

   Publication Date ★
   • Now
   • On future date

   Date: [ ]

Figure 126. Create Job Posting Application

Depending on how your site is set up, you may be able to specify who can access this page.
8. Select **Standard readers**.

9. To publish this document immediately, select **Now**.

10. Scroll down to the Expiration Date and Process section. You will see a screen similar to Figure 127.

   ![Figure 127. Publish Job Posting](image)

   If you want this document to expire (that is, to be removed from public view) on a future date, select **On future date**, then enter the expiration date using the MM/DD/YY format. Select **Never** if you don’t want the document to expire. **Note**: Selecting **Never** does not protect a document from being archived.

   For Expiration date, select **On future date** and type `/05/03/98` in the Date field.

   Select **Process** to advance this page to the next step (publication or approval). Select **Hold** if you want to revisit the page before passing it to the next step. After making a selection (and entering an optional comment, if you want), click **Submit**.

11. For Expiration date, select **On future date** and type 05/03/98 in the Date field.

12. Select **Process** to complete the page and publish.

   **Note**: Hold is used to postpone processing of the page, so you can return to the page later. If the procedure is designed to go through an approval process, specify an optional comment for other approvers or contributors.

13. When you are finished, click **Submit**.

14. You will see a confirmation message.

15. Click the link **Go to the page you just submitted**.

   The posting is now available for viewing.

### 15.2 List Current Job Postings

In this section, we view the jobs that are posted. Complete the following instructions:

1. Click **Job Postings**.

2. Select the view you want, such as **External Job Postings - By Title**.

3. Click the listing whose page you want to display.

### 15.3 Complete the Job Application

In this section, we complete a job application for employment at Water World Sales. Complete the following instructions:

1. From the Job Postings opening page, click **Apply** for a Job.

2. Select **Job Application**. You will see a screen similar to Figure 128 on page 146.
3. Type the following information in the fields:

- **Name:** Mike Reilly
- **E-mail Address:** mreilly@sss.com
- **Street Address:** 11585 Cherrydale Circle
- **City:** Indianapolis
- **State/County:** IN
- **Postal/Zip Code:** 46877
- **Home Phone:** 317-456-0989

4. Scroll down to the Job Experience section. You will see a screen similar to Figure 129.

5. In the Job Experience section, fill out the Company Name, Dates of Employment, Salary, and Responsibilities for each company where the candidate worked, as shown in the example.

6. Scroll down to the Education section. You will see a screen similar to Figure 130 on page 147.
7. In the Education section, fill out the candidate's education history, starting with high school. You will see a screen similar to Figure 131.

7. In the Education section, fill out the candidate's education history, starting with high school. You will see a screen similar to Figure 131.

8. In the References section, fill out the names and phone numbers of the candidate's references, as shown in the example.

9. When you are finished, click Submit.

10. You will see a confirmation message. Click the link Go to the page you just submitted.

**15.4 Upload a Resume**

In this section, we upload a resume to Water World Sales. Complete the following instructions:

1. From the Job Postings opening page, click Apply for a Job.

2. Select Resume Upload. You will see a screen similar to Figure 132 on page 148.
Note: Use this form only if you have an electronic copy of your resume to attach and submit.

3. In the Candidate Information section, type the following information in the fields:
   - Name: Mitch Christoulous
   - E-mail Address: mchristo@mvbs.com
   - Street Address: 1 Marine Drive
   - City: Key West
   - State: FL
   - Zip Code: 56789
   - Home Phone: 701-898-3432
   - Office Phone: 701-773-7888
   - Fax Number: 701-774-7889

4. In the File Attachment field, specify the full pathname of the resume or click Browse to locate the file.

5. When you are finished, click Submit.

6. You will see a confirmation message. Click the link Go to the page you just submitted.
Chapter 16. Frequently Asked Questions (FAQ) Application

This application answers frequently asked questions or FAQs on the Water World Sales company, its products and services. In addition to answering FAQs, Web site visitors can be pointed to other sources of information. The FAQ area is designed for anonymous Web users, content contributors, and internal employees.

16.1 Accessing the Frequently Asked Questions Application

All users can view general information on the company's Web site. Users with contributor access can add, modify, and delete subjects. The site administrator (with webmaster access) can set up approval cycles and document expiration control.

16.2 How to Use the Frequently Asked Questions Application

All the available options on the FAQs application opening page are shown in Figure 133.

![Frequently Asked Questions Menu](image)

Figure 133. Frequently Asked Questions Menu

The Questions/Answers, the How To, and the What's New menu display gives you the following view options:

- By Category - Topics sorted alphabetically by category.
- By Date - Topics sorted chronologically by date.
- By Question - Topics sorted alphabetically by question.

The All Documents menu combines the Questions/Answers, the How To, and What's New documents into one view has the same view options listed above.

16.2.1 Creating Frequently Asked Questions Documents

There are two methods of adding information into the Frequently Asked Questions application library: either through the Contributor's Menu or the Create Documents button on the FAQs opening option. You should select either Questions/Answers, How To, or What's New.

In our example, we perform the following:

1. From the FAQ's application opening page, click **Create Documents**.
2. Select **Questions/Answers**.
3. Fill in the form. Be sure to complete required fields. You will see a screen similar to Figure 134 on page 150.
Create Question/Answer

**Category:**
Specify the category you wish the document to appear under, or create a new category below.

**New Category:**
General Boating

**Question:**
What is the difference between the starboard and port?

**Answer:**
In navigation, the left side of the boat is called the port and the right side is called the starboard side.

---

Category is a scrollable field which allows you to select any existing categories. In our example, none of the categories are applicable to the question, therefore, go to the next step.

4. Select **New Choice Below** and use the New Category field to create the category needed (as shown in the example).

5. Type in **General Boating** in the New Category field. General Boating will be viewable in the Category section on all subsequent uses.

   In addition, you need to specify whether you want all site visitors (Standard Readers) to view this document or restrict the readership to people within the company (Internal Readers Only).

6. When all the required fields are completed click the **Submit** button. The following will display on the FAQs opening page (shown in Figure 135), when sorted by category and expanded:

```
<table>
<thead>
<tr>
<th>Question</th>
<th>Author</th>
<th>Date Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Boating</td>
<td>What is the difference between the starboard and port?</td>
<td>Captain Nemo</td>
</tr>
</tbody>
</table>
```

---

7. Select our newly created Question/Answer - **What is the difference between the starboard and port?** The following Question/Answer document appears:
16.2.2 Using the Frequently Asked Questions Contributor's Menu

The Contributor's Menu is provided so that users assigned certain roles can create and edit your company's Web pages and thus provide up-to-date information. Only users with the following roles can access the Contributor's Menu: Webmasters, Approvers, and Composers. The Contributor's Menu for FAQs is shown in Figure 137 on page 152.
The Contributor's Menu is similar on many applications. The Create a New Page is specific to the FAQ application.

16.2.3 Searching for a Frequently Asked Question

As your FAQ application contains more information, your users require an easy way to find relevant information. The FAQ application provides a method of searching the library using keywords. Before the Search facility is used the FAQ Database must be fully text indexed. All users have access to the Search facility.

1. From the FAQ opening page, click Search. The following views are available to search:
   - All Documents by category
   - FAQ - All by category
   - How To - All by category
   - What’s New - All by category

2. Select the view you want to search and the Full Text Search form appears. You will see a screen similar to Figure 138 on page 153.
The Search by Word section lets you type the word or words you want to find. You have the option of typing in multiple keywords, and the search can be for Any or All of the keywords. In our example, we want to find any document with the word “Starboard”.

3. In the Search by word fields, click Any to search on any keywords.

4. In the number 1 field, type Starboard.

The Search Constraints section lets you optionally refine your search by:

- Creation or modification date and on/after/before a specific date.
- Limiting the number of results returned.
- Sorting techniques - Choose Relevance, Oldest first (by date), or Newest first (by date).
- Word options - Choose Find exact matches only or Find word variations.

These Search Constraints are combined with the Search by Word criteria. The Sorting section lets you sort the search results by relevance, oldest first (by date), or newest first (by date).

5. Click Search. You will see a list of documents that match your search criteria.

6. Click the desired link to open the document.
Chapter 17. Domino Intranet Starter Pack 2.0 E-Mail

Electronic Mail lets you communicate within the company and across the Internet. Using a Web browser internal users can send and receive messages. Every internal user is set up for Notes mail at the time of user creation. During user creation the administrator specifies what type of e-mail the user is going to use, for example, Notes, Notes and Internet or Internet only.

- Notes Mail - You should use a Notes client and user ID to access your mail.
- Notes and Internet - You can use the Notes client, Web browser or both to access your messages. This is for POP3, IMAP and other mail services.
- Internet only - You can use a Web browser only to access your mail.

Depending on the selection, the appropriate mail box is created. In our example regarding accessing your mailbox, the mail type selected for our user is Notes Mail. We will demonstrate how to set up the user's Notes Mail to be viewed via a Web browser.

17.1 Configure Notes Mail for Notes Client and Browser Access

To view your Notes Mail via a supported Web browser, the user must consider using the Notes Combined Web Mail template. The template allows you to view your Notes mail from either the Notes client or a supported Web browser. We use Marc Shelley's Notes mailbox to set up this environment, begin completing the following steps:

1. Open the user's Lotus Notes client. Click Start - Programs - Lotus Applications - Lotus Notes.
2. Click Marc's mailbox to highlight it; do not open the mailbox.
3. From the action bar, click File - Database - Replace Design You will see a screen similar to Figure 139 on page 156.
4. Click the **Template Server** button. Select the **DISP2** server from the pull-down list. For example, **DISP201/WWS**. Click **OK**.

5. Scroll down the list of templates and select **Mail - Combined (R4.6)**.

6. Click **Replace** and then click **Yes**.

7. Go to your Web browser, for example, Netscape Navigator 4.04.

8. Click **Start - Programs - Netscape Communicator - Netscape Navigator**.

9. From the home page of the DISP2 server (Water World Sales), click **Log In** from the panel on the left.

10. Type in the user name and password, for example, **Marc Shelley** and **excellent**. Click **OK**.

11. From the panel on the left, click **E-Mail**. Again, type the user name and password and click **OK**. You will see a screen similar to Figure 140 on page 157.
Figure 140. Marc Shelly's Lotus Notes Mailbox via Netscape

Your mailbox is ready for use from your Web browser. The forms available in the mailbox are:

- **Memo** - You can use this form to compose a new mail.
- **Meeting** - You can use this form to schedule an appointment or a meeting. Also you can use this form for sending an invitation or as a reminder.
- **Tasks** - The tasks form is for you to keep a track of all the tasks that you need to perform with start dates, due dates and a brief explanation of the task. There are priorities you can specify to the tasks.
- **Message** - The message form is used to leave notes for telephone calls you attended. There are options such as the caller's name, from, caller's telephone number and fax number. There is a text box where you can enter any message from them.

### 17.1.1 Registering Multiple Users for Notes Client and Browser Access

This section provides instructions on renaming the Mail (R4.6) and Combined (R4.6) templates for multiple users requiring mail access via their Notes client and Web browser. Prior to registering multiple Notes users, you need to rename the templates so that users' mail files will be created with the Combined template.

Complete the following instructions in order to use the Combined template during Notes registration:

1. From the Domino Intranet Starter Pack 2.0 server, click **Start - Programs - Lotus Notes**.
2. Ensure you are using the administrator's ID (for example, Admin.ID) If not, click **File - Tools - Switch ID** and select the administrator's ID.
3. Type the password associated with the Admin.ID and click **OK**.
To rename the Notes mail template:
1. Using a file management system (such as the Windows NT Explorer), locate the NTF file, Mail46, in the Notes\Data subdirectory.
2. Rename the Mail46 file (for example, mail46old).
3. Locate the NTF file, Mailc46, in the Notes\Data subdirectory.
4. Rename the file Mailc46 file to Mail46.

At this time, you can begin using your Server Administration feature to register multiple Notes users.

**Note:** Make a note of the original file names and what they were changed to, so you can restore them if necessary.

### 17.2 Updating Your Mailbox Preferences

Before you start using your mailbox to send and receive e-mails, it is recommended that you first update your mailbox preferences. To edit the mailbox preferences, complete the following instructions:

1. Under Main View of the Marc Shelley's mailbox, scroll down and click Preferences. You will see a screen similar to Figure 141.

![Figure 141. The User Preferences Screen](image)

The important fields you need to fill in are:

a. Mail File Owner - Enter your name in the canonical format, that is CN=User Name/O=Organization Name.
b. Default Mail Setting - The options available are Send Only, Send and Save and Save as Draft. Depending on your requirements you can choose any one.

c. Scroll down the screen with your mouse to the Notes Directory Lookup Address Books section. You will see a screen similar to Figure 142.

![Notes Directory Lookup Address Books](image)

Figure 142. The User Preferences Screen

d. Notes Directory Lookup Address Books - By default the first entry is names.nsf. In case you need to look up multiple address books, you can enter the additional file names here.

e. Scroll down the screen with your mouse to the Custom Address Book Links and Favorite Links. You will see a screen similar to Figure 143.

![Custom Address Book Links](image)

Figure 143. The User Preferences Screen

f. Custom Address Book Links - These can be any URL you like. The URLs will appear whenever you are editing a document which needs to be addressed. Ensure that the complete URL of the target page is entered here.

g. Favorite Links - Provide your favorite with a name and then enter its URL address.

h. Click on the **Save Preferences** button to save your preferences.
17.3 Sending a New Memo

In this example, to send a new mail complete the following steps:

1. Click on the New Memo. The New Memo form is displayed.

2. In the To field, enter the e-mail address of the person you need to send the memo or click on the Address button to select the address from the list. In addition, you can send a carbon copy or a blind carbon copy of this mail by entering the mail addresses in those fields.

![New Memo Screen](image)

3. Enter the subject for your mail and then type the body of your mail. You can also send a file by using the File Attachment field.

4. In the Mail Options you can select the importance of the mail, the delivery priority and the delivery report from the keyword lists.

5. In case you need to save the mail but not send it, select the Save as Draft option. You can choose to send and save a copy of the mail by selecting Send and Save option or simply Send only without saving a copy of it. Once this is done you can click on Submit to submit your mail for delivery.
17.4 Replying to a Message

All incoming messages are listed in your inbox. To reply to a message, open the original message and then click on the Reply button. The sender's address from the original message is automatically entered in the To field of your new reply. Also the subject has an Re: (Reply) appended to the original subject.

17.5 Filing Your Mail

You can organize the mail that you send and receive in folders. To file your mail in a folder, open the mail which you want to file. Select the File button. To create a new folder, type the folder's name in the New Folder box. Select whether you want to move or copy the document in that folder. Click on the Create Folder button. To move the mail to an existing folder, select it from the list of folders.

17.6 Implementing POP3-Based Mail.

Post Office Protocol Version 3 is a standard mail server protocol for supporting clients that do not maintain a constant connection with the server. The POP3 server provides a mailbox to hold and retrieve mail for POP3 clients. You can now use your DISP 2.0 server as a POP3 server to hold and retrieve mail that can then be accessed by any mail client supporting the POP3 protocol. Mail clients are available as part of your Web browser software. These clients are capable of establishing an SMTP/MIME connection with your DISP server for sending messages and a POP3 session to receive messages. In order to send and receive messages using POP3 clients, your DISP 2.0 server should have the SMTP MTA and the POP3 tasks running.

17.7 Implementing IMAP-Based Mail.

IMAP stands for Internet Message Access Protocol which is a new standard for managing your internal-based mailbox. Your DISP 2.0 server supports both POP3 and IMAP-based mail clients. IMAP has certain advantages over POP3 such as:

- IMAP allows users to download only text messages and leave file attachments on the server to be downloaded later.
- IMAP provides you with mailbox management capability and allows you to manage your mails using folders.

To access your mail on the Domino server using an IMAP-based mail client, complete the following steps:

1. Load the SMTP MTA and the IMAP tasks on your DISP server. Refer to 19.4, “SMTP MTA” on page 214 for the SMTP configuration.
2. Create users with their mail system as IMAP and the Internet message storage as Internet mail.
3. Update the Internet password field by entering a password for the user.
4. Configure the mail clients by specifying the user's name, mail servers outgoing and incoming addresses and your e-mail address.
17.8 Client Comparison

The following table represents a general comparison of client functionality when accessing Domino applications on a DISP 2.0 server.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Notes Desktop</th>
<th>Browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform</td>
<td>Win 3.1, Win95, WinNT, Mac, UNIX, OS/2</td>
<td>Win 3.1, Win95, WinNT, Mac, UNIX, OS/2</td>
</tr>
<tr>
<td>Network types</td>
<td>All</td>
<td>TCP/IP only</td>
</tr>
<tr>
<td>Disconnected support</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Location profiles</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Edit or Add Rich text</td>
<td>Yes</td>
<td>No Cannot create rich text while creating new content or editing forms.</td>
</tr>
<tr>
<td>Add tables, graphics, pictures, etc.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Tabs, indents, outdents</td>
<td>Yes</td>
<td>No Cannot user these features while creating new content or editing forms.</td>
</tr>
<tr>
<td>Create collapsible sections</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Resize columns</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Sort columns</td>
<td>Yes</td>
<td>No User cannot use sortable column feature; developer must create separate views.</td>
</tr>
<tr>
<td>Customizable views from client</td>
<td>Yes</td>
<td>No Cannot create private views</td>
</tr>
<tr>
<td>File viewers</td>
<td>Yes</td>
<td>No Must have application on PC to view attachments within Notes document.</td>
</tr>
<tr>
<td>Unread doc indicator</td>
<td>Yes</td>
<td>No In large databases, no visual indication of what has/hasn't been read.</td>
</tr>
<tr>
<td>Create folders</td>
<td>Yes</td>
<td>No Cannot create private folders.</td>
</tr>
<tr>
<td>Move documents into folders</td>
<td>Yes</td>
<td>No If folder exists, cannot move docs into it.</td>
</tr>
<tr>
<td>Client based agents</td>
<td>Yes</td>
<td>No Requires Developer to create on server; difficult to initiate by user. No adhoc user capabilities.</td>
</tr>
</tbody>
</table>
### Table 6 (Page 2 of 2). Client Comparison

<table>
<thead>
<tr>
<th>Feature</th>
<th>Notes Desktop</th>
<th>Browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local encryption of data</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Files automatically cached or saved live on hard drive and could be read by unauthorized users.</td>
</tr>
<tr>
<td>View encrypted fields</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Authentication</td>
<td>RSA public/private key</td>
<td>Userid/password</td>
</tr>
<tr>
<td>Delayed password entry after multiple attempts</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No protection against password guessing programs.</td>
</tr>
<tr>
<td>Digital signatures</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Execution control lists</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No protection against virus, mail bombs, trojan horse, etc.</td>
</tr>
<tr>
<td>Version control</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>View/execute buttons</td>
<td>Yes</td>
<td>Submit button only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Unable to put buttons within a form other than submit.</td>
</tr>
<tr>
<td>View layout regions</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Developer can't overlay fields on graphic because user can't view.</td>
</tr>
<tr>
<td>Serial workflow</td>
<td>Yes</td>
<td>Submit only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Due to no rich text, versioning, digital signature, etc., it would be very difficult to participate in most workflow applications.</td>
</tr>
<tr>
<td>Field validation</td>
<td>Yes</td>
<td>On submit only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No immediate validation or form fill in.</td>
</tr>
<tr>
<td>Desktop integration</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cannot embed or launch other applications.</td>
</tr>
</tbody>
</table>

### 17.9 Mail Comparison

The following is a comparison of client functionality when accessing mail from a DISP 2.0 server. Note that browser mail access is different than POP3 client access. (POP3 client functionality is not addressed in Table 7)

### Table 7 (Page 1 of 2). Mail Comparison

<table>
<thead>
<tr>
<th>Feature</th>
<th>Notes Desktop</th>
<th>Browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spell check</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Create folders</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Message encryption</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Prevent messaging</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Trace mail</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Feature</td>
<td>Notes Desktop</td>
<td>Browser</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------</td>
<td>------------------</td>
</tr>
<tr>
<td>URL as hotlinks</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Text in the form of <a href="http://www.lotus.com">http://www.lotus.com</a> is not treated as link.</td>
</tr>
<tr>
<td>Mood stamps</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Stationary</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Letterhead</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Reply by date</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Reassign 'Reply to'</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Task assignment</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Forward web pages</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Using WebNavigator</td>
<td></td>
</tr>
<tr>
<td>Group scheduling</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Directory lookup</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Type ahead addressing</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
Chapter 18. Domino Intranet Starter Pack 2.0 Fax Services

Domino Intranet Starter Pack 2.0 Fax Services provides fax capabilities for small to medium businesses, allowing users to:

- Send and receive faxes directly from their Lotus Notes Mail database.
- Send and receive faxes through a Web browser by accessing the Fax Services Web pages on the Domino server.
- Send faxes directly from any Microsoft Windows application using the Lotus Print-to-Fax utility.

In order to create a successful Domino Intranet Starter Pack 2.0 Fax Services environment, you must complete the following task:

- Register Fax Services as a Notes user. The Fax Services user ID must be given the privilege to create and replicate databases on the server on which Fax Services and its databases will be installed.
- Create a Foreign Domain document for Fax Services in the Notes Name and Address Book.
- The Domino server must be installed and running.
- Create a Location document for Fax Services in the Name and Address Book on the Fax Services machine.
- Install the modem, however, do not install the software that came with the modem nor the NT operating system. You will use the Fax Services software.
- Install the Fax Services software.

Fax Services routes and tracks fax requests internally using Notes databases. These databases are automatically created by the Fax Services Install program on the machine you specify.

Note: Our examples in this chapter refer to the Notes Mail server as LDISP_A and the Domino Fax Services server as LDISP_B.

Important

The Fax Services Notes user ID must have the privileges to add, modify, and delete documents in all these databases. You can add an Access Control List (ACL) entry for Fax Services and change the default access as long as this requirement is met by assigning at least the Editor access level.

The following is a list of the databases that are installed and the Domino server they will be stored upon:

- DFS Mail Database

  Fax Services uses the DFS Mail database for storing fax requests. The Install program creates this database on the Notes Mail server (LDISP_A) designated as the home/mail server for Fax Services during installation.
• DFS Administration Database

The DFS Administration database provides views that allow you to monitor the statues of all fax jobs. The Install program creates this database on the Domino Fax Services server (LDISP_B).

• DFS Log Database

The DFS Log database provides views that allow you to track errors that may occur during the processing of fax requests and to see a log of all completed jobs. The Install program creates this database on the Domino Fax Services server (LDISP_B).

• DFS Cover Page Database

The DFS Cover Pages database contains a default cover page used by Fax Services for outgoing fax transmissions. If you create customized versions of this default cover page, they are also stored here. The Install program create this database on the Domino Fax Services server (LDISP_B).

• DFS Fax Engine Queue Database

The DFS Fax Engine Queue database contains queued fax requests to be sent by Fax Services to the fax hardware. The Install program creates this database on the Domino Fax Services server (LDISP_B).

• DFS Phone Number Translation Database

The DFS Phone Number Translation database lets you determine how users enter fax numbers in outgoing fax requests. The Install program creates this database on the Domino Fax Services server (LDISP_B).

• DFS Forms Database

The DFS Forms database contains default Notes forms that users can copy and use to send fax requests. The Install program creates this database on the Domino Fax Services server (LDISP_B).

• DFS Webfax Database

The DFS Webfax database is the Fax Services Home Page, which is accessed through a Web browser when Fax Services is installed. From the Fax Services home page, you can compose text faxes, fax file attachments, and perform some system administration tasks. The Install program creates this database on the Domino Fax Services server (LDISP_B).

18.1 Preparing for the Domino Fax Services Installation

The Domino Intranet Starter Pack 2.0 Fax Services software and all the Fax Services Notes databases are installed on a dedicated Domino server, which is referred to as the Fax Services Domino server. The Domino Fax Services Notes Mail database and the Notes Name and Address Book are located on a Notes Mail server.
18.1.1 Domino Fax Services System Requirements

The system requirements for Fax Services are:

- A Pentium 166 MHz machine or higher, a VGA display or better, and a mouse.
- Microsoft Windows NT 4.0 Workstation software using the latest Microsoft service packs.
- Lotus Domino Server 4.5 or higher.
- A minimum of 64 MB of memory; 80 MB is recommended.
- At least 130 MB of free hard disk space on the Domino Fax Services server for the Fax Services program files, Notes databases, and Fax Services-related Notes databases.

Note: The amount of space required for the Fax Services databases varies, depending on the number of requests the Fax Services processes, the frequency with which you compact the databases, the frequency of database log entries, and the type and frequency of faxes you send and receive.

- One or more Class 1, Class 2, or Class 2.0 fax modems.
- One or more analog phone lines.

18.1.2 Creating a Notes User ID for Domino Fax Services

In this section, we create and register a Notes User ID for Domino Fax Services in the Water World Sales domain. You must have administrator privileges to create a user ID in the Public Names and Address Book on the registration server (server LDISP_A). Complete the following steps to create the user ID:

1. From the Lotus Notes Workspace on DISP server LDISP_A, click File - Tools - Server Administration.
2. Choose a server to administer. Select ldisp_a.itso.ral.ibm.com/Water World Sales from the list of servers.
3. Click the People button. From the drop-down list, select Register Person.
4. Click Yes to confirm you have purchased a license for this user.
5. Type in the certifier password for Water World Sales, such as, spellbound and click OK. You will see a screen similar to Figure 145.

![Register Person Screen](image)
6. Verify the information on the screen is correct and click **Continue**. You will see a screen similar to Figure 146 on page 168.

![DFS User Registration Screen](image)

**Figure 146. DFS User Registration Screen**

7. In the Last Name field, type **FAX**. Leave the First name and Middle initial blank.

   **Note:** The name is arbitrary, but it's a good idea to choose a name that indicates that the user is Fax Services.

8. In the Password field, type **password**. Of course, you should type a more descriptive password for this user.

9. In the License type field, select **Lotus Notes**.

   **Note:** Do not select Express, Desktop Notes or Lotus Notes Mail.

10. Click **Register** to continue creating the FAX user ID.

11. After the user ID has been successfully created, click **No** and return to the Lotus Notes Workspace of the server.

### 18.1.3 Creating a Notes Foreign Domain Document

In order for Notes users to send fax requests to Fax Services, you must create a foreign domain for Fax Services in the Public Names and Address Book on the mail server (server LDISP_A). Complete the following steps to create a foreign domain:

1. Open the **Public Address Book** of server LDISP_A.

2. Click **Create - Server - Domain**. You will see a screen similar to Figure 147 on page 169.
3. In the Domain type field, select Foreign Domain.

4. In the Foreign domain name, type FAX.
   
   **Note:** This is the name of the Fax Services user ID.

5. In the Domain description field, type Domino Fax Server Domain.

6. In the Gateway server name field, type ldisp_a.itso.ral.ibm.com/Water World Sales.
   
   **Note:** This is the name of the mail server where the Domino Fax Services mail database was created.

7. In the Gateway mail file name field, type mail\FAX.NSF.
   
   **Note:** This is the path and name of the DFS Mail database.

   **FYI**
   
   To restrict the use of Fax Services to certain Notes domains in an organization with multiple domains, you may do so by specifying domain names in either the Allow mail only from domains field or the Deny mail from domains field.

8. Click **Save and Close** to store the document.

### 18.1.4 Creating a Location Document for Fax Services

A Location document must be created for Fax Services in the Public Name and Address Book on the Fax Services machine. This is server LDISP_B.

**Note:** You must use the Fax Services' Notes user ID to create the Location document. If you are using another user ID, such as server ID for LDISP_B, you must switch to the Fax Services user ID before creating the document.

From the Lotus Notes Workspace on the Fax Services server (LDISP_B), perform the following instructions:

1. Open the **Names and Address** book of the Fax Services server (LDISP_B).
2. Click **File - Mobile - Location**.
3. Click **Add Location**. You will see a screen similar to Figure 148 on page 170.

![LOCATION: FAX](image)

Figure 148. Create Location Document

4. Under Basics, in the Location type field, select **Local Area Network**.
5. Under Basics, in the Location name box, type **FAX**.
7. Under Mail, in the Mail file location field, select **On Server**.
8. Under Mail, in the Mail file field, type `mail\FAX` (the path to the DFS Mail file).
9. Click **Save**.
10. Click **Close**.

**Note:** Disable the Microsoft Remote Access Service, if configured on your system.

### 18.1.5 Installing the Fax Hardware

Domino Intranet Starter Pack 2.0 Fax Services works with Class 1, Class 2, and Class 2.0 modems. The number of modems you can install on the Fax Services machine is limited by the number of available serial ports. Prior to installing the modems, you should consider the number of ports you'll need and then select the supported modem(s) for the Fax Services installation.

**Note**

Combining modems of different classes on one Fax Services machine is not recommended. If you do combine modems in this way, you should configure all of them as Class 1 modems.

The use of serial port expansion devices, such as DigiBoard, is not recommended.
Complete the following steps prior to installing the Domino Fax Services software:

1. Install the fax hardware you plan to use. In our example, we installed an IBM 7852 Model 10 28.8 Kbps External Data/Fax Modem to COM1 of our IBM PC Server 325.

   **Note**

   Make sure that you follow the instructions that were included with your modem to install the hardware device to your system correctly. Review any documentation regarding special procedures for multiple devices. Do not use the installation software that shipped with the device.

2. Write down the COM port(s) and Customer Subscriber Identification Number (CSID, also known as the Fax Services telephone number) of the fax modem(s). In our example, we wrote down COM 1 as our port and 301-3381 as our CSID.

### 18.1.6 Installing the Domino Fax Services

In this section, we illustrate the installation and configuration of Domino Fax Services software. During the installation, you will be asked for the Notes user name for Fax Services. In our example, the user name is FAX.

**Attention**

Fax Services installation software overwrites the mail file (mail\FAX.nsf) of the Notes user ID. You must use the Fax Services user ID (FAX.id) when you install Fax Services.

Before installing Fax Services, check to be sure that the Fax Services Notes user ID has the privileges to create databases and replicas of databases on the Mail server. This can be confirmed by reviewing the Server document in the Notes Name and Address Book. If it doesn't have the correct privileges, you will not be able to replace the existing mail file, and Install will not complete successfully.

To install Fax Services, complete the following steps:

1. Shut down all applications except the Domino server (server LDISP_B).

   **Note:** The Fax Services Domino server must be running before you begin the Fax Services installation.

2. Insert the Fax Services CD-ROM into the CD drive.

3. Click **Start - Run**.

4. In the Command Line field, type `e:\dfs\install.exe`, where `e:` is your CD-ROM drive.

5. Click **OK**. You will see a screen similar to Figure 149 on page 172.
6. By default, the administrator's name and company name will appear in the Your name and Company name fields. Click **Next**.

7. The Confirmation Screen will appear. Click **Yes** to continue. You will see a screen similar to Figure 150.

8. Click **Next**.

9. Again, click **Next** to continue. You will see a screen similar to Figure 151.

10. Click **Next**. You will see a screen similar to Figure 152 on page 173.
11. Accept Lotus Applications as the Folder Name. Click Next to continue.

12. Click Yes to begin copying the files. Once the initial files have been copied, you will see a screen similar to Figure 153.

13. The Fax Services Mail Server will appear in the Mail Server field by default. In the Mail File field, type mail\FAX and click OK.

The installation process will overwrite the FAX mail file and create a set of six new databases.
18.1.7 Configuring Domino Fax Services

This section outlines the tasks involved in configuring Domino Fax Services and how to start Domino Fax Services. Configuring Fax Services involves several steps, which are:

- Creating a Fax Device Settings Profile document for each modem
- Editing the System Configuration document
- Editing the Default User Profile document
- Granting users access to the Fax Services home page

18.1.7.1 Creating a Fax Device Settings Profile Document

You must create a Fax Device Settings Profile document for each fax device you have installed. In our example, we installed one modem.

Attention

After completing the Fax Device Settings Profile documents for all fax devices, you must click Register Configuration Information to register the device settings and start the Fax Manager. Do not click Register Configuration Information after creating each individual Fax Device Settings Profile document.

Complete the following steps to create a Fax Device Settings Document:

1. At the Lotus Notes Workspace on the Fax Services server, open the DFS Administration database.
2. Click Create and you will see a screen similar to Figure 154 on page 175.
### Class 1 Modem

Select the modem type. In our example, we accepted the default Class 1 Modem assigned to the COM 1 port at 14400 modem speed.

**Hardware Settings**
- COM Port: COM1
- Speaker Mode: On until carrier
- Volume: Low
- Dial Mode: Tone
- Enable Device?: Yes
- Enable Transmit?: Yes
- Enable Receive?: Yes
- Answer on Ring: 2

**Advanced Device Settings**

---

3. Select the modem type. In our example, we accepted the default Class 1 Modem assigned to the COM 1 port at 14400 modem speed.

4. Click the **Register Configuration Information** button to register the device settings. After a few seconds the Fax Manager is started and a message appears indicating it started successfully.

#### 18.1.7.2 Starting the Fax Manager Automatically

To have the Fax Manager start automatically, perform the following steps:

1. Open the Window's **Control Panel** and double-click on the **Services** icon.
2. Select **Fax Manager** and click **Startup**.
3. Select **Automatic** and click **OK**.

#### 18.1.7.3 Editing the System Configuration Document

The System Configuration document contains page layout instructions, dialer information, date and time formatting settings, and fax server settings. You must edit this document, located in the DFS Administration database, to indicate how you want Fax Services to operate.

**Note:** Not all fax devices pick up the page layout settings in the System Configuration Profile document.

To edit the System Configuration Profile document, complete the following steps:

1. Open the **DFS Administration** database.
2. Click View - Configuration - System Configuration Profile, and double-click the System Configuration document. You will see a screen similar to Figure 155 on page 176.

![System Configuration Screen](image)

3. In our example, the only field that was modified on this screen was the trunk prefix. Type the number 9 in this field to get an outside line.

   **Note:** If you decide not to put a number in the trunk prefix, you do have the option of including the number in the input sequence of the DFS Phone Number Translation Table.

4. Click Register Configuration Information to register the new settings, then click File - Close.

   **Note:** When you click Register Configuration Information, Fax Services starts the Fax Manager and writes all necessary information about your system configuration to the Windows NT Registry.

18.1.7.4 Editing the Default User Profile Document

The User Profile documents allow you to define user-specific default values for fax options used by Fax Services when it sends faxes. When you install Fax Services, Install creates one user profile document for the system administrator in the DFS Administration database and calls it the Default User Profile.

The Default User Profile can be edited to change the default values for your site. In our example, we added the address information of Water World Sales to the Default User Profile and an administrator's mail address to receive incoming faxes.

To edit the Default User Profile document, complete the following steps:
1. At the Lotus Notes Workspace on the Fax Services server, open the **DFS Administration** database.

2. Click **View - User Profiles - Default User**.

3. Double-click on the **DefaultUserProfile** document. You will see a screen similar to Figure 156.

4. Under When sending a fax, in the **Company name** field, type **Water World Sales**.

5. Under When sending a fax, in the **Address line 1** field, type **1/zerodot/zerodot1 Marine Drive**.

6. Under When sending a fax, in the **Address line 2** field, type **Atlantic Beach, N.C. 2781/zerodot**.

7. Under When receiving a fax, in the **Administrator Delivery address** field, type **Rufus Credle/Water World Sales**. Rufus is the fax system administrator.

   **Note:** You can also specify a Mail-In-Database name to receive incoming faxes.

8. Click **File - Save** to save your changes.

9. Click **File - Close** to close the document.
18.1.7.5 Starting the Domino Fax Server

To put Domino Fax Services in operation, we must start Fax Services. To start the Fax Services, complete the following instructions:

1. Your Domino Server should be up and running. If not, click Start - Programs - Lotus Applications - Lotus Domino Server.
2. Click Start - Programs - Lotus Applications - Domino Intranet Starter Pack Fax Server.
3. Click Start - Programs - Lotus Applications - Domino Intranet Starter Pack Fax Engine.

**Note:** If either Fax Services or the Fax Services Fax Engine is not started, faxes will sit in a queue waiting to be processed. No outbound faxes will be transmitted, and no inbound faxes will be delivered to users.

**Tip:** Place shortcuts to both Fax Services and the Fax Services Fax Engine in the Windows Startup Group.

18.2 Accessing the Domino Fax Server with a Browser

To access the Domino Fax Services database using a Web browser, complete the following steps:

1. You must enter an http password in the person document of every user in the Public Names and Address Book that will use DFS.
2. Include all users in the Domino Fax Server Database access control list and assign them with author access. Also, define each user a role, either as FaxAdmin or FaxUsers, as shown in Figure 157.

![DFS Database Access Control List](image)
18.2.1 Sending Faxes through DFS

To send faxes using Domino Fax Services, complete the following instructions:

1. From a Web browser access your DISP server where the Domino Fax Server database is located.
2. Click on the link to the **Domino Fax Server Database**.
3. Click on the link **Logon to Domino Fax Account**.
4. At the log on screen, type your user name and password, for example, Kim Gilmore/Water World Sales and starfish.
5. Click on the link **Go to the DFS Web Pages**. You will see a screen similar to Figure 158.

![Domino Fax Server Web Page Menu](image)

**What would you like to do?**
- Fax an attachment
- Fax simple text
- Administer Domino Fax Server

When completing a fax with an attachment or faxing simple text, you should address the memo as:

**TO:** Adrian Wallace @ 1-919-456-4489 @ FAX

Recipient's name @Fax phone number@ Fax Services foreign domain name

**Note:** You can also send faxes through Notes Mail from any Notes database and through the Domino Print to Fax driver. Consult the documentation and software that were included with your Domino Intranet Starter Pack 2.0 to provide these additional services.

6. Click the link **Administer Domino Fax Server**. You will see a screen similar to Figure 159 on page 180.
**18.3 Receiving Faxes**

Faxes can be received if your fax hardware supports DTMF or DID. If DTMF or DID are not possible, a manual routing can be set up. All incoming faxes can be redirected to a single mailbox, such as a Mail-In-Database or the mailbox of the Fax Administrator. Afterwards, the incoming fax can be routed to the individual addressed on the fax document by forwarding the fax as mail.

Fax Services delivers incoming faxes as file attachments to Notes Mail messages. The format for these attachments is set in a personal User Profile document (if one exists) or in the Default User Profile document. With the Lotus Image Viewer, you can display, zoom, rotate, print, or mail any image document.

---

**Note**

Consult your *Domino Fax Server Administration Guide* for more information on how to use and administer the Domino Intranet Starter Pack Fax Services.
This chapter discusses how end users and network administrators with a Web browser can access the different business applications, access and manage their Notes mailboxes, and manage a Lotus Domino server.

19.1 Web Browser Administration

The Domino Intranet Starter Pack 2.0 comes with a Web-enabled administration panel. Most of the administration features are now available through the Web browser. The Web administration panel can either be launched from the site creator page by clicking on the administration option or by directly clicking on the Domino Web Administration database using a Web browser.

From your Web browser you would access the Web Browser Administration panel by completing the following instructions:

1. In the URL field of your browser, type http://ldisp_b/webadmin.nsf (for example).
2. The Web administrator should have an ACL entry in the Web administration database and manager access should be assigned to him or her.
3. The Web administrator should be listed in the Administrator's field of the server document in order to see and use all the administrative options on the Web administration panel. Options such as server and monitoring will not be visible if the Web administrator is not included in the administrators field of the server document.

19.2 Web Administration Panel

The left-hand side of the main screen of the administration panel displays the various administrative options (shown in Figure 160 on page 182) available to the administrator. They are:

- Monitoring
- Server
- User
- Database
- Preferences
19.2.1 Monitoring

The Monitoring option (shown in Figure 161) lets you monitor various parameters such as pending mail, dead mail, server performance, disk space, alert messages and memory availability. You can access the remote server console and view server statistics using this option. The various administrative options available in the monitoring menu are described in the following sections.
19.2.1.1 Mail

You can use the Mail option (shown in Figure 162) to check for pending mail and dead mail. Pending mail is mail that is waiting to be delivered to a user or to another server. Using this information the administrator can diagnose why the mail has not been delivered. Dead mail is mail that cannot be delivered and is termed as dead mail. If a dead mail is found on a server, the administrator should diagnose the cause of the dead mail and rectify it immediately.

Figure 162. The DISP Mail Screen
19.2.1.2 Disk Space
This option (shown in Figure 163) allows you to monitor the amount of free disk space available on your Domino server and can be used for capacity planning or regular housekeeping.

Figure 163. The DISP Disk Space Screen
19.2.1.3 Console

The Console option (shown in Figure 164) allows you to remotely access the server console and perform administrative tasks. You can enable the active Console option which will show you all the information as displayed on the actual server console. The server commands can be typed in the Domino console command box or can be selected from the Commands drop-down menu. The commands can be sent to the server by clicking on the Send button. You can pause the output of the command by selecting the Pause option provided at the bottom.

![Figure 164. The DISP Console Screen](image)
19.2.1.4 Alerts

The Alerts option (shown in Figure 165) provides a record of all the alerts occurred on the Domino server. The Alerts feature searches your server’s log file for words that indicate a problem exists, for example "error" and "unable," then lists all server messages containing these words on the screen. It also keeps a running log of each occurrence of these words and displays these numbers in the Alert Message Center box. This is an excellent tool for the administrator to investigate problems on the Domino server and resolve them.

Figure 165. The DISP Alerts Screen
19.2.1.5 Memory
This option (shown in Figure 166) gives information on the amount of free memory available to the system and the amount used. It also gives you the amount of total memory available.

Figure 166. The DISP Memory Screen
19.2.1.6 Statistics

This option (shown in Figure 167 and Figure 168 on page 189) gives you a bar chart report on the number of http requests and Domino http commands. A request is an event in which a user asks the server to perform a particular task. The bar chart shows the average and peak numbers of requests per minute, 5-minute period, hour, and day. It also shows the total number of requests during the current session. You can monitor this chart to determine whether the rate of requests to the server are rising, or whether the server is constantly at peak load. A rise in server requests may foretell a performance problem that may require a server upgrade or additional server. The Commands chart shows the total number of server commands issued to your server during the current server session. This information can help you analyze the type and number of tasks your server must handle during the course of the day. This in turn can help you monitor and manage server performance.

Figure 167. The DISP Statistics Screen
Figure 168. The DISP Statistics Screen
19.2.2 Server

The Server panel (shown in Figure 169) displays server information such as your Domino server configuration records, a report of your Domino server activity within your company as well as Web-related server activities.

![Figure 169. The Server Panel](image.png)
19.2.2.1 Servers

The Server option (shown in Figure 170) lists the Domino server configuration details. All information related to the Domino server configuration is available here such as the server's name, its Domain name, server tasks running, server network address and the administrator's name.

![Figure 170. The DISP Servers Screen](image)
19.2.2.2 Notes Log

The Notes Log option (shown in Figure 171) displays all internal company-related (non-Web) server statistics and activity. The Notes log displays server statistics and activity in various ways such as usage by date, usage by user, mail routing events, miscellaneous events, database usage and database sizes.

Figure 171. The DISP Notes Log Screen
19.2.2.3 Web Log

The Web Log option (shown in Figure 172) displays server activities related to the Web such as the number of Web requests handled by your server.

![Web Log Screen](image)

*Figure 172. The DISP Web Log Screen*
19.2.2.4 Requests

The Requests screen (shown in Figure 173) displays all Notes and Web requests handled by your server. It also lists server error messages. These can be viewed using the various views available such as all activity by server, all errors by date, all errors by server, all requests by action, all requests by name and all requests by server.

![Administration Requests (R4.5)](image)

**Views**

- All Activity by Server
- All Errors by Date
- All Errors by Server
- All Requests by Action
- All Requests by Name
- All Requests by Server
- Name Move Requests
- Pending Administrator Approval

*Figure 173. The DISP Request Screen*
19.2.3 User

The User panel (shown in Figure 174) displays user and group information of your Domino server. It allows you to create new users and groups. The users menu contains views for people and groups.

![User Panel](image)

Figure 174. The User Panel
19.2.3.1 People

The People screen (shown in Figure 175 and Figure 176 on page 197) contains a list of all person entries from the name and address book. Details such as their telephone numbers, company names and e-mail addresses are available here. The administrator or any person belonging to the user creator role with access to the Web administration panel can add a new person by clicking on the Add person button.

Figure 175. The DISP List of People Screen
Figure 176. A DISP Person Screen
19.2.3.2 Groups
This option (shown in Figure 177 and Figure 178 on page 199) displays a list of all groups from the name and address book. You can click on a particular group to see the member list. The administrator or any person belonging to the group creator role having access to the Web administration panel can add a new group by clicking the Add group button.

Figure 177. The DISP List of Groups Screen
19.2.4 Database

The Database panel (shown in Figure 179) allows you to view and modify access control lists, privileges and roles. You can view a catalog of databases, check database usage and their sizes.

Figure 179. The Database Panel Screen
19.2.4.1 Access

The Access option (shown in Figure 180 and Figure 181 on page 201) lets you monitor the database access control list, the database sizes and the usage of all databases on your Domino server. It lets you modify the access control list, the privileges and the roles of all the databases. It also lets you view a catalog of all databases. Using the access option you can view, add or modify the access control list for a database. You can also modify the privileges for a user and include or exclude a user from a role. Privileges determine the user's ability to create documents, delete documents, and so on. For each ACL level, some privileges are required while others are optional. Roles limit access to specific area components to a subset of users.

Figure 180. The DISP List of Databases Screen
To add a new user in the access list, complete the following steps:

1. Select a database in Figure 180 on page 200 (for example, Customer Tracking Area) to add users. Click on **Access**.
2. In Figure 181, select the **Add** button.
3. Enter the correct name of the user whom you want to give access to and click **OK**.
4. Select the user’s name and select the access rights from the pull-down menu you want to assign (for example, Author).
5. Select the user type **Person** from the pull-down menu.
6. Check the privileges for the user, such as, Create document and Create personal agent.
7. Include the user in a role by clicking on the **Roles** button and then select a specific role to identify the user (for example, Reader).

To remove a user from the access list, do the following:

1. Select the database you want the user to be removed from.
2. Click on the **Access** button.
3. Select the user’s name and then click the **Remove** button.
Figure 182 is the DISP Role screen. To add new roles, perform the following steps:

1. Select the database you want to add a new role (databases shown in Figure 180 on page 200).

2. Click the Roles button. Click Add and type the new role name and select OK.

3. A new role will be created.
You can view the access control list (ACL) modification history by clicking on the Logs button. A list (shown in Figure 183) is displayed with the date, time, the name of the person modifying the ACL and the activity performed. You can find out who modified the access control list and the date and time it was modified.
You can set the maximum Internet browser access by clicking the **Advanced** button. A new window (shown in Figure 184) displays the current Internet browser access. Click the pull-down option in the Maximum Internet browser access field and change the access level if required.

*Figure 184. The DISP Advanced Screen*
19.2.4.2 Catalog

The Catalog option (shown in Figure 185) displays a list of all databases and network connections. The databases can be viewed in different ways such as databases by category, by manager, by replica ID, by server and by title. It also displays a list of all network connections set up in your name and address book.

Figure 185. The DISP Database Catalog Screen
19.2.4.3 Usage
The Usage option (shown in Figure 186) lists the activity for each database on the server. Select a particular database to see detailed usage information such as activity in the last 24 hours, last week, last month and since created.

Figure 186. The DISP Database Usage Screen
19.2.4.4 Sizes

The Sizes option (shown in Figure 187) displays the amount of space used by each database on your server in kilobytes. It also gives a percentage usage of the disk space occupied and the weekly usage.

Figure 187. The DISP Database Sizes Screen
19.2.5 Preferences

This option (shown in Figure 188) allows you to change the interface of the Web Administration panel, and select a different address book to view user and server information from. You can change the interface by selecting Edit Preferences. Here you can select the button interface, plain interface or the drop-down interface. You can select a different address book by selecting one from the drop-down menu of the address book for the People and Groups field. To set the preferences, select the Set Preferences button available at the bottom of the screen.

Figure 188. The DISP Preferences Screen

19.3 Notes User Administration Using NT User Manager

The administrator can now create all internal users on the Domino server using the Windows NT User Manager. The installation process adds additional Notes-related options to the User Manager under a drop-down menu called Notes.
The Notes drop-down menu in the User Manager contains the following options:

1. Notes Synchronization Option (shown in Figure 190):

   This option allows you to enable all Notes synchronizations or selectively enable a few synchronizations such as user/group creation, deletion or user synching. You can also set options on whether to prompt for confirmation while starting the synchronization operations.

2. Add Selected NT Users/Groups to Notes - This option allows you to register existing NT users and groups on to Notes. Select the user guest and click Add selected NT Users to Notes. This will prompt for the administrator's password. Enter the administrators password. It will then prompt for the certifier ID's password. Enter the certifier ID's password and continue.
A Notes user information box (shown in Figure 191) is then displayed. It picks up the user's name from the NT user information. If required, you can modify the First name, Middle initial and the Last name fields. Click on Use common password if you want to use the same password for NT, Notes and the Notes Internet. Click on the Set Internet password in Notes if you want the user creation process to update your Internet password in Notes. Enter the user's e-mail address. Click OK and then select Begin Registration. A message box is then displayed confirming the registration.

3. Synch selected NT users with Notes - To synch NT users with Notes

- Make sure that Notes user synch is enabled in synchronization options.
- In the Username window, select the user account you want to synch with Notes.
- Choose Notes from the User Manager menu bar and then choose Synch Selected NT User with Notes.
- If you have chosen Set common password on user synch in the Enable Notes Synchronization Options dialog, you will be prompted to provide a common password. This password will replace both the NT and Notes Internet passwords. Provide and confirm the password, and then click OK. If you have selected multiple NT users, a separate password prompt will appear for each NT user selected.

User synching also takes place when an NT user is renamed in User Manager and Notes user synching is enabled. In this case, the Net account name field and the Users name list in the Notes person document are updated, but passwords are not synchronized. User synching does not register a Notes user. It does not create a person document, Notes ID and mail file. It can only modify information in an existing person document.

4. Registration setup - The information entered in Figure 192 on page 211 applies to all users registered during the current NT User Manager session.
Internet registration only - When clicked, person documents will be created in the Public Address book with Internet passwords, but user IDs and mail files will not be created. This type of registration allows Web, LDAP or NNTP users to gain authenticated access to the Domino Web server without having to run Notes workstation software. Selecting this option will hide dialog controls related to the Notes ID (Certifier ID, Security Type, Certificate expiration date) and will display an Internet Domain text box.

Registration Server - This is the Domino Server on which to create person documents in the Notes Public Address book. The default is the local Domino server. Users are assigned the same Notes domain as that of the selected server. You must have a properly certified Notes ID and sufficient access to the specified server to register Notes users.

Certifier ID - To certify users with a different Notes certifier ID, click the Certifier ID button and select another certifier ID. The default is the current certifier ID specified in the local Notes.ini file, which is hidden if Internet registration only is selected.

Administration ID - This is the Notes ID of the administrator registering Notes users. To change, select Administration ID and select a different ID.

Use common password - A single password is supplied for both Windows NT and Notes. This option can be overridden for individual users at registration time. Selecting this option will cause the existing NT password for an NT user to be replaced with the common NT/Notes password when users are registered. This option is not observed when existing users are registered with randomly generated passwords.

Set Internet password in Notes - Sets an Internet password for authenticated access to the Domino Web server. The Internet password (entered in the Enter Notes User Information dialog) is encrypted and set into the Internet password field in the person document. The Internet password is mandatory if Internet registration only is selected or if the mail type is Other Internet, POP or IMAP (Mail/ID Registration Options).
• Security type - The type of encryption used. This is hidden if Internet registration only is selected.

• Certificate expiration date - The date on which the user's certification expires. The default is two years from the present date. This is hidden if Internet registration only is selected.

• License type - The type of Notes client/license created for the user. The default is Lotus Notes.

• User Unique org unit - The unique organizational unit that applies to the user. The default is blank.

• Profile name - The name of the setup profile to be used when the user is created in Notes. The default is None.

• Internet Domain - The last part of the Internet address for each user registered as Internet only or as an Internet mail user. The default is the current host domain (for example, @waterworld.com). The first part of the address is the user name (for example, PSmith). The whole Internet address is the Internet domain string concatenated to the user name string (PSmith@waterworld.com). This field is displayed only if Internet registration only is selected.

• Assign new users to Notes group - Select a Notes group to which new Notes users will be added from User Manager. This list box is only enabled if Notes groups exist. None is the default.

5. Mail/ID Registration options - The information entered in Figure 193 applies to all users registered during the current User Manager session.

![Image: Notes Mail/ID Registration Options Screen]

- Mail Server - Select the Domino Server on which the mail file for the new user will reside. The default is the local Domino Server. Click on Mail Server to select a remote Notes mail server.

- Mail Type - Default is Lotus Notes. If you choose Other Internet as the mail type, an Internet Domain field appears below the Mail Type field.

- Mail file directory - This is the directory in which Notes will create the mail files. The default is the mail subdirectory. You can enter the full pathname.
for a mail file. This filename will only apply to the next user registered. For subsequent users, only the directory portion of the pathname will be used.

- Create mail file now - This radio button creates mail files during Notes user registration.
- Create mail file later - This radio button allows mail files to be created after Notes user registration by the Administration Process.
- Internet Domain - The last part of the Internet address for each user registered with Internet as the mail type. The default is the current host domain (for example, @waterworld.com). The first part of the address is the user name (for example, PSmith). The whole Internet address is the Internet domain string concatenated to the user name string (PSmith@waterworld.com). This field is displayed only if Internet is selected as the mail type.
- Mail Message Storage - The default is Notes. Internet mail storage is mandatory if other Internet mail is selected as the mail type. This field is not displayed if the mail type is Other Internet or None.
- Store User ID - To indicate where you want to store the user's ID file, select In Address Book or In file or both. Selecting In file stores the user ID in the specified file. To specify the ID file location and name, click the Set ID Path... button. The ID filename will only apply to the next user registered. For subsequent users, only the directory portion of the pathname will be used. If both check boxes are deselected, Notes user IDs are not created.

![Notes Deletion and User Synch Options](image)

Figure 194. Notes Deletion and User Synch Options

- Delete User/Synch options - To delete Notes users/groups using the NT User Manager:
  - Select Notes from the NT User Manager menu bar to display the Notes menu.
  - Select Delete/User Synch Options. (If this menu item is disabled, see enabling Notes Synchronization Features in User Manager.)
  - In the Notes Deletion and User Synch Options (shown in Figure 194), select the name of the Domino server upon which Notes users/group will be deleted (server containing the Public Address book receiving the change).
• Select one of the following options:
  – Don't delete the mail file.
  – Delete just the mail file specified in the Person record.
  – Delete mail file specified in Person record and all replicas.
• Click **OK** to exit and save the delete options.
• Delete the user or group account, as instructed by your Windows NT documentation. The corresponding Notes Person or Group document is automatically removed to reflect the change.

When a Notes user is deleted, all references to the user name are removed via the Notes Administration Process on the Domino server. If you choose to delete a user's mail file, the Administration Process generates an Approve File Deletion request in the Pending Administrators Approval view of the Administration Requests database. To delete the mail file, you must open the request and in edit mode click **Approve File Deletion**. The Notes full name or short name must match the Windows NT full name or user name, respectively. Also, Notes users will not be deleted if the user's name is not unique (more than one Notes user is found with the same name) and ambiguous names cannot be resolved.

6. Register Notes users now - Select the option shown in Figure 195 if there are any Notes users pending to be registered.

![Figure 195. Notes User Registration Screen](Image)

A message box is then displayed informing you about the number of users that are pending for registration.

### 19.4 SMTP MTA

Your DISP server can be set up to send and receive electronic messages among your internal users and to the Internet. Web-enabled Notes mail is available by default for all internal users. Internal users are users created using the NT User Manager and the Add Notes user options available in the administrative tools on Windows NT. In addition, an internal user is a user created via the Notes Server Administration tool as well. Your Domino server can exchange mail with the Internet using an SMTP gateway (SMTP MTA) which runs on your Domino server. SMTP MTA stands for Simple Mail Transfer Protocol-Mail Transfer Agent. The SMTP MTA software comes bundled in the DISP CD-ROM and is installed as part of the DISP installation. Before configuring the SMTP MTA check to see if the wide area connectivity is being established using the ping utility. If you have Internet connectivity through an Internet Service Provider, test the communications path to a node on the Internet. Before running ping to test the WAN connection, you must
define the destination host system that you wish to communicate in either the local
hosts file or the Domain Name System (DNS). Either the local hosts file or the
DNS provides mapping between the destination host's domain name and its IP
address. To run ping, type ping, followed by the domain name. For example,
type-ping xyz.com. If successful, ping returns a message in a format similar to the
following 64 bytes from 130.000.00.00: 1cmp_seq=4, time=0, ms.

19.4.1 Configuring the SMTP MTA
To configure the SMTP MTA, the following configuration documents have to be
created or updated on your Domino server. They are:

- Global domain document
- Server document
- Foreign SMTP domain document
- Server connection document

19.4.1.1 Global Domain Document
A global domain is a means of grouping a number of Notes domains, such as
SalesDom1, SalesDom2, and Marketing, under a single Internet domain. For
example, consider our Internet domain with the suffix waterworld.com. All outbound
SMTP mail, whether it originates from the Salesdom1 or Marketing domains, will
have a return address defined by the Internet domain suffix, which is,
waterworld.com. When communicating externally over a global communications
network such as the Internet, most organizations wish to be treated as a single
Internet domain. Under certain circumstances, a multi-national organization for
example, one with divisions in the United States and the United Kingdom may wish
to be treated as separate Internet domains. This organization may have Internet
domains with the suffixes waterworld.com (for the U.S.) and waterworld.co.uk (for
the U.K.). For this scenario, you define two Notes global domains. Each global
domain may contain a unique or overlapping set of Notes domains.

The Global Domain document enables you to specify and configure the following
conventions for converting Notes mail addresses into Internet addresses (for
outbound mail) and Internet addresses into Notes addresses (for inbound mail).
For example, the Internet domain suffixes for which you will receive inbound SMTP
mail would be waterworld.com or waterworld.co.uk and so on. The SMTP MTA
does not use the global domain name in the users mail addresses; you may select
any name for the global domain document.
Creating a Global Domain Document: In this section, create a global domain document from the DISP server's name and address book. An example of the Global Domain document is shown in Figure 196:

**Figure 196. The Global Domain Document Screen**

1. Select **Create Server - Domains - Add Domain**.
2. Select **Global Domain** in the Domain type field.
3. Enter the SMTP MTA's global domain information such as:
   - Global domain name - Identifies the name of the SMTP global domain. Enter a word or phrase that describes the domain to other people. To link the SMTP address conversion information in this document to the SMTP MTA server, you must also enter the same global domain name in the MTA Server document.
   - Global domain role - Select **SMTP MTA** from the drop-down list.
   - Notes domains and aliases - Specify the Notes domain that belongs to the global domain. In our case we will leave it blank.
   - Alias separator character - Specify the separator character used with the Notes domain. SMTP protocol dictates that all messages must be in a 7-bit, ASCII format. Notes, however, allows you to use any character, including non-ASCII characters, in a domain name. If you enter a domain alias, you must separate the non-ASCII domain name from its ASCII equivalent with a separator character. The default is an equal (=) sign.
- Outbound mail restriction - The default is unrestricted. You can restrict the number of Notes domains being able to send and receive mail using this gateway by selecting restrict to global domain.

- Address format - Select name and address if you want the name also to appear as part of the address or simply select address only.

- Internet domain suffix - The SMTP MTA uses the first entry in this field as the return address for outbound SMTP mail. The SMTP MTA will also accept inbound SMTP mail for all the Internet domain suffixes listed in this field. In our scenario, we enter waterworld.com.

- Internet address lookup - The default is Disabled. Select Enabled if you want notes to perform an Internet address lookup.

- Local part formed from - In this field you can specify how you want the sender's name to appear to the receiver. The options available are User Fullname, Common Name and Short Name. If selecting the short name ensure that the short names are unique for all users in your address book, otherwise the MTA will not route replies.

- Notes domains included - Here you can choose to include Notes domains as part of the users mail address or not. The options available are none, one and all. If you select One, the user's Internet address will have the Notes domain name appended to it. The position of the domain name depends on the next parameter you specify.

- Notes domain position - You can specify whether you want the Notes domain name to appear at the left of @ or the right.

- Notes domain separator - If you choose to have the domain name to the left of @, then you have to choose a domain separator. The options available are % and .(dot). If you choose to have the Notes domain to the right of @, then you must specify a period.

### 19.4.1.2 Server Document

The server document is used for identifying the MTA to the server upon which it resides. The Basics section of the server document should be modified to include SMTP mail routing in the Routing tasks field. This is the only field in this section that is specific to configuring the SMTP MTA. You must configure the MTA server for SMTP Mail Routing so that the Notes router can send outbound SMTP mail.

<table>
<thead>
<tr>
<th>Basics</th>
<th>Server build number</th>
<th>Release 4.6a (Beta)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server name</td>
<td>disp_b.itso.ralel.ibm.com/Water World Sales</td>
<td></td>
</tr>
<tr>
<td>Server title</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domain name</td>
<td>Water World Sales</td>
<td></td>
</tr>
<tr>
<td>Cluster name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Master address book name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mail Routing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMTP Mail Routing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 197. The SMTP Section of the Server Document Screen**
The SMTP MTA section in the server document of your name and address book has to be completed with your SMTP MTA’s configuration details.

<table>
<thead>
<tr>
<th>General</th>
<th>Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global domain name</td>
<td>Pull for new messages every:</td>
</tr>
<tr>
<td></td>
<td>Every 120 seconds</td>
</tr>
<tr>
<td>Fully qualified Internet host name</td>
<td>MTAP work path: data\SMTP</td>
</tr>
<tr>
<td>MTA administrator</td>
<td>Log level: Normal</td>
</tr>
<tr>
<td></td>
<td>Enable daily housekeeping:</td>
</tr>
<tr>
<td></td>
<td>Perform daily housekeeping at:</td>
</tr>
<tr>
<td></td>
<td>Every 01:00 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Conversion Options</th>
<th>Transport Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headers handling</td>
<td>Host name mapping: Dynamic then local</td>
</tr>
<tr>
<td>Attachment encoding method</td>
<td>Retriable: Yes</td>
</tr>
<tr>
<td>Message context</td>
<td>Retriable interval: 15 minutes</td>
</tr>
<tr>
<td>Support return receipts</td>
<td>Transfer mode: bit mode</td>
</tr>
<tr>
<td>Language parameters</td>
<td></td>
</tr>
<tr>
<td>Use character set detection routines: No</td>
<td></td>
</tr>
<tr>
<td>Message typeface</td>
<td></td>
</tr>
<tr>
<td>Message point size</td>
<td></td>
</tr>
<tr>
<td>Outbound Macintosh</td>
<td></td>
</tr>
</tbody>
</table>

![Figure 198. The SMTP Section of the Server Document Screen](image)

The main fields that need to be completed are:

- Global domain name - Enter the name you specified while creating the global domain.
- Fully qualified Internet host name - Enter your server’s fully qualified Internet host name.
- MTA administrator - Specify the administrator’s name in this field.
- Poll for new messages - Specify how often the MTA should check for inbound and outbound messages. The default is 120 seconds.
- MTA work path - Create a directory to store the MTA work file and enter the path to that directory here.
- Log level - The options available are minimal, normal, informational and verbose. Choose any one depending on what level of logging you would like to have.
- Host name mapping - Select whether the host name should be resolved dynamically if you have a domain name server that you can lookup; local if you want to resolve the host names with the local host files or dynamic; and local if you want to use both.
19.4.1.3 Foreign SMTP Domain Document

Whenever a Notes server in one domain must communicate with another server in a different domain, you must create a Domain document in the Public Address Book.

By creating a foreign Domain document you can define the relationship between a Notes domain and an SMTP mail system. A Foreign SMTP Domain document specifies which outbound addresses are Internet addresses and where the Notes mail router should send those messages addressed to the Internet.

**Creating a Foreign SMTP Domain Document:** In the example shown in Figure 199, we create a Foreign SMTP Domain document:

![DOMAIN](image)

2. Select Foreign SMTP Domain in the Domain type field.
3. Enter SMTP foreign domain information such as:
   - Messages Addressed to Internet Domain - You can enter *,.* here to denote that all messages having an address with a dot should be sent to the Internet.
   - Should be Routed to Domain - The name of the next domain where all the Internet messages should be sent.
   - Internet host - The name or IP address of the Internet host where all Internet messages should be sent.
   - Allow mail from domains - If you want to allow certain Notes domains only to route mail to your domain, then enter those Notes domain names here.
   - Deny mail from domains - If you want to restrict some domains to route mail to your domain, then enter those Notes domains here.

*Figure 199. The Foreign SMTP Domain Document Screen*
19.4.1.4 Server Connection Document

The server connection document creates a logical link between the MTA and the foreign SMTP domain. It enables mail routing between your Domino server and a foreign SMTP domain.

![Server Connection Document Screen](image)

To create an SMTP Server Connection document on your DISP servers address book:

1. Select **Create - Server - Connections - Add Connection**.
2. Select **SMTP** in the Connection type field and enter the following details:
   - Source server - Enter the server's hierarchical name where the SMTP MTA resides.
   - Source domain - Enter the domain name in which your Notes server belongs.
   - Destination server - If you specify a Destination domain, such as the Internet, and do not specify a mail relay, you may enter comments in this field. For example, you might want to enter a descriptive term such as all_internet_hosts to differentiate this document from others like it in the Connection view. If you specify a relay host configuration using the Optional network address field, enter the name for the relay host in this field.
   - Destination domain - Enter the Domain name that you assigned to the Internet Domain name field on the Foreign SMTP Domain document. This
creates a link between the MTA server and an Internet domain so that the Notes mail router can send outbound SMTP mail.

- Optional network address - To configure the SMTP MTA server to support a relay host configuration, enter its IP address (for example, 130.000.00.00) or Internet domain name in this field. Note that you might also specify a destination server name when configuring an optional network address. If you enter the Internet domain name of a relay host (for example, relay.acme.com), the SMTP MTA performs an extra DNS lookup to determine the IP address for the domain name. While entering an IP address avoids the extra DNS lookup, it may be an advantage to enter a domain name if the relay host has multiple MX records for reliability or for throughput considerations. Specifying an optional network address causes the SMTP MTA to establish an SMTP session with the relay host. When the SMTP MTA completes outbound mail transfer to the relay host, it is the responsibility of the relay host to determine the next-hop routing for the specified destination (Internet domain).

- Connection - To enable the SMTP connection select Enabled. To temporarily disable the SMTP connection select the Disabled option.

- Routing cost - In case of multiple routes the server chooses to route mail through the route having the lowest routing cost. In case of LAN connections the default routing cost is 1 whereas its 5 in case of a dial-up connection. If you have multiple connections to the Internet for SMTP mail routing, then you can decide, depending on the bandwidth available and other factors, on which route should be used normally and therefore set its routing cost lower than the other route. In case the primary connection to the Internet fails, Notes will automatically use the next best route depending on its routing cost to route mails.

Once all these documents are saved restart the Domino server. At the Domino server command prompt type Load smtpmta. This will load the SMTP task as shown in Figure 201 on page 222. To automatically start the SMTP task every time the server starts, add SMTPMTA task to the servertasks= line in the Notes.ini file. For more detailed information refer to the SMTP Administrator's Guide.
Figure 201. The Foreign SMTP Domain Document Screen
Chapter 20. Internet Security Considerations

One of the most important tasks of an administrator is to secure the Domino intranet server from being accessed by unauthorized users. To start with, the administrator has to utilize all database access control lists. Preferably, the default access to all databases should be set to No Access. If not, then the default access should be restricted to Author or below.

All users should be included as members of groups and should be given group rights. Grouping makes database security much easier to manage.

The maximum browser access to all databases should be set to Editor or lower. Note that by setting the maximum browser access to editor or lower disables the administrator from modifying the access control or adding new users in the ACL list using the Web admin tool. However, the administrator can use the Notes client to perform these regular administrative tasks. Ideally, the administrator should use a combination of both depending on how critical the application is to the company. For example, the administrator can set the maximum browser access to author in the Names and Address book, so that no external users can delete any entries from it if they accidentally get access to it.

The name and address book should be secured using the database ACL which will contain higher access for specific users only.

For more information on Domino security and the Internet, you should read the IBM redbook The Domino Defense: Security in Lotus Notes and the Internet, SG24-4848.

20.1 Security Objectives

When you consider the design of any computer system there are always security requirements to be addressed. These requirements differ wildly from one system to another, but they can all be broken down into a number of categories, or services, that the system must provide. The categories that we use in this redbook are taken from the IBM Security Architecture, which is based on ISO 7498 security standards.

The IBM Security Architecture is a model for integrating security services, mechanisms, objects, and management functions, across multiple hardware and software platforms and networks. The architecture supports the strategy for providing end-to-end protection of applications and information within an organization. In this chapter, we focus on the basic security services and mechanisms provided by the Notes and Domino systems, but you should keep in mind that any system, no matter how well-conceived, is only as good as its implementation and administration allows. The security services and mechanisms are only part of the complete story. We divide the services into the following categories:

- Access control
- Identification and authentication
- Confidentiality
- Data integrity
Non-repudiation

The following descriptions of these security services are drawn from Enterprise-Wide Security Architecture and Solutions, SG24-4579. Keep in mind that the categories are not exclusive; for example, you cannot do access control without also addressing questions of authentication and data integrity.

20.1.1 Access Control
Access control allows the installation to protect critical resources by limiting access to only authorized and authenticated users. Depending on the environment, access may be controlled by the resource owner, or, it may be done automatically by the system through security labels. The resource owner can specify who can access the information, how it can be accessed, when it can be accessed, and under what conditions it can be accessed (for example, when executing specific applications, programs, or transactions). The functional goal is to assure that security is maintained for resources, whether they are in a central system, distributed, or mobile (as is the case with files and programs).

20.1.2 Identification and Authentication
Identification and Authentication (I&A) facilities verify the identity for individuals. The basic function uniquely identifies users and programs, verifies these identities, and assures individual accountability. Authentication may be single authentication, for an individual user to the system, mutual authentication of peers, such as two-party authentication for distributed applications, or three-party authentication when dealing with local authentication servers in a distributed environment.

Authenticated user identification provides the basis for additional security functions, such as access control and auditing. Authentication technology may take form of passwords, smart tokens, smart cards, and biometric measuring devices.

20.1.3 Confidentiality
Confidentiality protects sensitive information from disclosure. When it is stored locally, sensitive data can be protected by access controls or encryption mechanisms. For network communication security, sensitive data should be encrypted as it is transmitted from system to system. There are specific ISO standards (8730, 8731, and 9564) relating to use of cryptography for confidentiality and data integrity.

20.1.4 Data Integrity
Data integrity provides detection of the unauthorized modification of data. Organizations must allow for the use of data by authorized users and applications, as well as the transmission of data for remote processing. Data integrity facilities can indicate whether information has been altered. Data may be altered in two ways: because of hardware or transmission errors or because of an attack. For years, many IBM products have used a check sum mechanism in disk and tape storage systems and in network protocols to protect against transmission and hardware errors. Active attacks on data integrity require a different mechanism, which uses cryptography and allows for the verification of data integrity.

To address active attacks on data integrity, products must support message authentication based on cryptographic functions that adhere to international standards.
20.1.5 Non-Repudiation

Non-repudiation may be viewed as an extension to the identification and authentication services. The non-repudiation service can protect a recipient against the false denial by an originator that the data has been sent, and it can protect an originator against the false denial of a recipient that the data has been received. In general, non-repudiation applies to the transmission of electronic data, such as an order to a stock broker to buy/sell stock or a doctor's company to its bank. The overall goal is to be able to verify, with virtually 100% certainty, that a particular message can be associated with a particular individual, just as a handwritten signature on a bank check is tied back to the account owner.
Appendix A. Getting Started with DISP Image Files

The purpose of this appendix topic is to get you started creating images that you can use with Lotus Domino Intranet Starter Pack (DISP). This topic is not intended to be a detailed discussion on Web site graphics design. It is a simple guide intended for a novice DISP site designer used to initially start creating and manipulating images for a DISP Web site.

Images are used throughout the Domino Intranet Starter Pack (DISP) Web site, both functionally and to make your site more visually pleasing. Do not underestimate the visual effect of graphics on your Web site. Like a well done commercial, graphics grab the attention of your Web audience. The requirement for a graphics company logo image occurs early in the site creation portion of building your first DISP Web site. Of course, you can initially omit placing a company logo on your Web page, but sooner or later you will need to place an image into the company logo location to make the site look complete. In addition to the logo’s visual effect, the company logo also functions as a home page hot button. Other categories of images in DISP that make your Web site really stand out include banners, product images, miscellaneous product images, images of people for the phone book, and page backgrounds.

DISP supports two very common graphic image file types:

- **JPG**
- **GIF**

A.1 How to Get Started

As novices to Web site design, one of our first questions was "where can we get" or "how can we create" these GIF or JPEG images for our my DISP Web site? Although GIF and JPEG files are used everywhere on the World Wide Web, the first thing we did was look for *.JPG or *.GIF files on our local disk drives, hoping to find one to use temporarily in our site setup for the company logo. Unfortunately, we had no luck in our search, therefore, we looked to a more obvious source to temporarily get started: the World Wide Web. After copying a couple down to our local disk, then we started creating our own images using some tools we already had installed on our own workstation and some we found on the Web.

- **You will need a drawing tool.** In our case, we used Lotus Freelance 97. Obviously, there are many other appropriate drawing tools that fit the requirements, but look for a drawing program that can import or export GIF, JPG or TIF files.
- **The second type of tool we found useful is an image manipulation tool.** Its features should include:
  - Cropping a picture - Capturing just a portion of an image
  - Re-sizing the picture - Make image larger or smaller for DISP application
  - Ability to convert to a different format

Although there may be some drawing tools that include these image manipulation features, we found a very useful tool called LView Pro on the Web. There is a downloadable evaluation copy of this program located at several Internet Web sites.
In addition, the full function version is available for purchase from their Web site (www.lview.com). It is supported for both Windows 95 and Windows NT.

The best way to learn about working with images is actually creating and working with them. When you create your DISP Web server you need images specific to your site. Initially we will create a simple picture then later create some more complex images. You may find that the more you work on the pictures the more complex they become, but the concepts shown here should guide you to whatever type of image you need.

A.1.1 First Exercise - Cropping, Sizing, and Adding Text to an Image

Now let's do an easy exercise with images. Rather than creating an image, let's use an existing image. We recommend using a GIF or JPEG file. We will use both Lotus Freelance Graphics and LView Pro.

Where can we get some sample images for our initial project? You might already have some on your system. Do a quick search for GIFs/ JPEGs. To get started, though, we recommend another easy approach of pulling some off an Internet site. Select a picture, then save the JPEG or GIF file onto one of your system's disk drives. (A diskette isn't a bad place to put it because it is easily transportable.) Don't use these files for any "production" use because of potential copyright infringements. This method is for practice only.

1. From your Web browser, access the Web site of your choice.
2. Look around the site and select an interesting image to work with, then click your right mouse button over the image. There should be an option to Save the image file. Note the file's name and where it is being stored. If you see any other interesting images, save them also.
3. After successfully saving the image(s) we are ready to practice with them.
   Let's look at our saved image with LView Pro. (Let's assume for our example that the file is called MYIMAGE.TIF, located on the C drive in a folder called Images).
4. Start LView Pro.
6. Select Files of Type - All Files (*.*)
7. Put a check in the Preview box.
8. Select MYIMAGE.TIF
The image (an example shown in Figure 202) should be displayed in the LView Pro's window. Let's practice manipulating the image.

9. Holding down the left mouse button drag the mouse across the image. You should see a blinking box being drawn.

10. Select **Edit - Crop**. (As you can see we selected only part of the image and "erased" the portion outside of the box.)

At this point, we could use this image, but let's add some text first. Although LView Pro has this capability, you have more flexibility and options with a drawing program, in our case Lotus Freelance Graphics 97.

11. Start your graphics drawing (Freelance Graphics).

12. Select **New presentation - Blank look - Blank page**.

13. Select **File - Open** - (point to the directory with the GIF file) - **Select Types of files** (Graphics Interchange (GIF)) - **Select the file**.

14. Add text (refer to example below).

15. Save file as a TIF file (not PRZ).
After adding text (and graphics if you want) to the drawing (see Figure 203), you need to save the drawing in an image format acceptable to DISP. Unfortunately, Freelance Graphics does not support saving a file as a GIF or JPEG file; therefore, we save the file as a TIF file and use LView Pro for proper sizing, then saved the final image as a JPG or GIF file.

When the file is saved in Freelance as a TIF file, it typically saves the entire Freelance page. This usually is more area than you want to use, therefore, you have to again crop the image, and re-size the image into a size acceptable for DISP. Use LView Pro to do this.

16. After cropping, re-size the image.

17. Select **Edit - Re-size**.

18. Type in a new size (**try 500**). If the Preserve aspect ratio is checked, the other dimension will automatically be updated.

Different DISP applications sometimes have certain maximum size specifications for images. Therefore, you sometimes have to re-size the image to the applications specifications. For example:

- **Company logo** - The company's site logo should be 125 pixels x 80 pixels on an 800x 600 resolution display. Although DISP will attempt to re-size this image file, if its aspect ratio is incorrect, the company logo will either display incorrectly or not at all.
- **Product images** - Do not use pictures wider than 190 pixels.
- **Background images** - Sizes can vary. If your site background image isn't large enough to cover the entire background section, DISP will "tile" the background. If you don't want the tile effect, put white space around the source image.

19. Preserve aspect ratio.

20. Click **OK**.

21. Save the file as a GIF file. The image file is now ready to upload into DISP.
The size of the background image was mentioned previously. What type of picture should be used for a background image? Although you want to grab peoples attention with logos and banners, typically you want to stay away from bright, multiple color images for your backgrounds. Dull is good for backgrounds. It is difficult to read the text on your Web page text if the background colors drown them out.

What if you have the perfect image for your background, but it contains multiple bright colors? You can alter the color scheme for your background images by using a paint-type program (such as LView Pro) to lighten and possible change the colors to something more austere.

A.1.2 Summary

There are many, many ways of creating and manipulating images for DISP. Tools differ in complexity and cost. This topic attempted to give you some simple methods to get you going in creating your images.
Appendix B. Domino.Merchant

Domino.Merchant 2.0 Server Pack, an offering for smaller businesses, is one of a range of electronic commerce solutions from Lotus and IBM targeted at different sized businesses that includes Net.Commerce START for medium sized businesses and Net.Commerce PRO for large businesses with advanced commerce needs.

Domino.Merchant 2.0 Server Pack provides everything needed to deploy an electronic commerce solution quickly and easily. It helps businesses design and maintain a catalog, register Web site visitors, deliver information on demand, accept and process orders securely, calculate taxes and totals, and handle payments via credit card or purchase order. It also provides the capabilities needed to fully integrate and e-commerce solution with intranet-based business applications.

Included in the Domino.Merchant 2.0 Server Pack are:

- **SiteCreatorTM 2.0**
  A faster, easier to customize SiteCreatorTM wizard for site creation and management. SiteCreatorTM 2.0 is completely template-driven, promoting rapid Web site development with minimal Internet programming experience.

- **Electronic Commerce Applications**
  Templates that allow businesses to enhance their Web sites with integrated applications for both the Internet and intranets, including storefront, order processing, store registration and product catalog for electronic commerce. These also include templates for customer tracking, contact management, career opportunities, frequently asked questions, and project management.

- **Lotus Domino 4.6 Server**
  Part of IBM's Network Computing Framework, the Lotus Domino 4.6 server provides an easy to install platform for robust electronic commerce solutions. It enables the commerce solution to leverage its workflow, security and user directory capabilities.

- **New Design Capabilities**
  The new SiteCreatorTM 2.0 features new design capabilities, including support for frames and new looks and layouts. It also supports the creation of an image library for easily including graphics on all pages of the Web site.

- **Dynamic pricing features.**
  This enables the merchant to set special discounts and promotions on specific products for a specified duration of time or based on the customer's identity.
• Integration with UPS' shipping service.
  This allows shoppers to track their packages from right within the commerce site.

• EDI support
  For data sharing and market analysis, Domino.Merchant 2.0 Server Pack supports Market Data Systems' ecCENTRIC EDI product, which generates EDI forms from order information stored in Domino databases.

  **Note:** Lotus also intends to support IBM Global Services' full range of Electronic Data Interchange (EDI) services in its commerce offerings including intranet/extranet, electronic commerce and Managed Data Network solutions, designed to help companies conduct e-business by integrating Internet technology with their traditional information technology (IT) applications.

By leveraging Domino's robust replication and workflow capabilities, Domino.Merchant 2.0 offers benefits at each level of the selling chain. Cascading commerce is the term that Lotus uses to describe the model of building an Internet electronic commerce solution that mirrors an enterprise's real-world business practices involving the manufacturer, distributor, reseller and customer.

---

**Example**

A manufacturer can use Domino.Merchant to create an electronic catalog of its products. Using the replication features of Domino.Merchant, a distributor can collect catalogs from multiple manufacturers, modify and consolidate them, and provide their own catalogs to resellers. The reseller can then replicate catalogs from distributors, modify them and sell to consumers from their own online storefronts created with Domino.Merchant.

---

Domino.Merchant 2.0 Server Pack extends electronic commerce beyond sales activities to include support for the marketing and customer service activities that are required to get the greatest return on an electronic commerce investment. Because it is based on Lotus Domino, it provides a single infrastructure for messaging, collaboration and Internet application development. This means that an organization's e-commerce solution can be seamlessly integrated with the workflow applications that support it, such as marketing, manufacturing, shipping, invoicing, and customer service.

Domino.Merchant takes full advantage of Domino's security and workflow capabilities. The Domino.Merchant administrator can create and assign users to roles so that the appropriate content authors have access to provide and manage content on a Web site. Domino.Merchant has built-in content approval capabilities that ensure no page is posted without passing through the proper designate approval cycle.

Domino.Merchant 2.0 Server Pack is an excellent solution for smaller businesses seeking low-cost, easy-to-use solution.
Appendix C. Special Notices

This publication is intended to help IS professionals perform Intel-based server selection and the implementation of a Domino Intranet Starter Pack Web server and network environment. The information in this publication is not intended as the specification of any programming interfaces that are provided by Lotus Domino Intranet Starter Pack or Microsoft NT Server. See the PUBLICATIONS section of the IBM Programming Announcement for more information about what publications are considered to be product documentation.

References in this publication to IBM products, programs or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program, or service is not intended to state or imply that only IBM's product, program, or service may be used. Any functionally equivalent program that does not infringe any of IBM's intellectual property rights may be used instead of the IBM product, program or service.

Information in this book was developed in conjunction with use of the equipment specified, and is limited in application to those specific hardware and software products and levels.

IBM may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to the IBM Director of Licensing, IBM Corporation, 500 Columbus Avenue, Thornwood, NY 10594 USA.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact IBM Corporation, Dept. 600A, Mail Drop 1329, Somers, NY 10589 USA.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The information contained in this document has not been submitted to any formal IBM test and is distributed AS IS. The information about non-IBM (“vendor”) products in this manual has been supplied by the vendor and IBM assumes no responsibility for its accuracy or completeness. The use of this information or the implementation of any of these techniques is a customer responsibility and depends on the customer's ability to evaluate and integrate them into the customer's operational environment. While each item may have been reviewed by IBM for accuracy in a specific situation, there is no guarantee that the same or similar results will be obtained elsewhere. Customers attempting to adapt these techniques to their own environments do so at their own risk.

Any pointers in this publication to external Web sites are provided for convenience only and do not in any manner serve as an endorsement of these Web sites.

The following terms are trademarks of the International Business Machines Corporation in the United States and/or other countries:

DB2 HelpCenter
The following terms are trademarks of other companies:

C-bus is a trademark of Corollary, Inc.

Java and HotJava are trademarks of Sun Microsystems, Incorporated.

Microsoft, Windows, Windows NT, Internet Explorer and the Windows 95 logo are trademarks or registered trademarks of Microsoft Corporation.

Netscape Navigator is a trademark of Netscape Communications Corporation.

PC Direct is a trademark of Ziff Communications Company and is used by IBM Corporation under license.

Pentium, MMX, ProShare, LANDesk, and ActionMedia are trademarks or registered trademarks of Intel Corporation in the U.S. and other countries.

UNIX is a registered trademark in the United States and other countries licensed exclusively through X/Open Company Limited.

Domino 4.6, Domino Intranet Starter Pack 2.0, and Domino.Merchant 2.0 Server Pack are trademarks or registered trademarks of Lotus Development Corporation.

ecCENTRIC is a trademark of Market Data System.

CyberCash is a trademark of CyberCash, Inc.

TaxWare is a registered trademark of TAXWARE International, Inc.

Other company, product, and service names may be trademarks or service marks of others.
Appendix D. Related Publications

The publications listed in this section are considered particularly suitable for a more detailed discussion of the topics covered in this redbook.

D.1 International Technical Support Organization Publications

For information on ordering these ITSO publications see “How to Get ITSO Redbooks” on page 239.

- *Lotus Domino Integration for IBM Netfinity and IBM PC Servers*, SG24-2102-01
- *IBM Netfinity and PC Server Technology and Selection Reference*, SG24-4760-03
- *Clustering and High Availability Guide for IBM Netfinity and IBM PC Servers*, SG24-4858-00
- *IBM PC Server and Windows NT Integration Guide*, SG24-4763-00
- *Guide to Deploying Domino Go Webserver*, SG24-2002-00
- *The Next Step in Messaging: Upgrade Case Studies for Lotus cc:Mail to Lotus Domino and Lotus Notes*, SG24-5100-00
- *Managing a Notes Environment with TME 10 Module for Domino/Notes Version 1.0*, SG24-2104-00
- *Windows NT Systems Management*, SG24-2107-00
- *Implementing PC ServeRAID and SCSI and SSA RAID Disk Subsystems*, SG24-2098-00
- *Lotus Notes Release 4 In a Multiplatform Environment*, SG24-4649-00

D.2 Redbooks on CD-ROMs

Redbooks are also available on CD-ROMs. Order a subscription and receive updates 2-4 times a year at significant savings.

<table>
<thead>
<tr>
<th>CD-ROM Title</th>
<th>Subscription Number</th>
<th>Collection Kit Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>System/390 Redbooks Collection</td>
<td>SBOF-7201</td>
<td>SK2T-2177</td>
</tr>
<tr>
<td>Networking and Systems Management Redbooks Collection</td>
<td>SBOF-7370</td>
<td>SK2T-6022</td>
</tr>
<tr>
<td>Transaction Processing and Data Management Redbook</td>
<td>SBOF-7240</td>
<td>SK2T-8038</td>
</tr>
<tr>
<td>Lotus Redbooks Collection</td>
<td>SBOF-6899</td>
<td>SK2T-8039</td>
</tr>
<tr>
<td>Tivoli Redbooks Collection</td>
<td>SBOF-6898</td>
<td>SK2T-8044</td>
</tr>
<tr>
<td>AS/400 Redbooks Collection</td>
<td>SBOF-7270</td>
<td>SK2T-2849</td>
</tr>
<tr>
<td>RS/6000 Redbooks Collection (HTML, BkMgr)</td>
<td>SBOF-7230</td>
<td>SK2T-8040</td>
</tr>
<tr>
<td>RS/6000 Redbooks Collection (PostScript)</td>
<td>SBOF-7205</td>
<td>SK2T-8041</td>
</tr>
<tr>
<td>RS/6000 Redbooks Collection (PDF Format)</td>
<td>SBOF-8700</td>
<td>SK2T-8043</td>
</tr>
<tr>
<td>Application Development Redbooks Collection</td>
<td>SBOF-7290</td>
<td>SK2T-8037</td>
</tr>
</tbody>
</table>
D.3 Other Publications

These publications are also relevant as further information sources:

- IBM PC Server 325 System Library, S84H-0233-00
- IBM PC Server 330 System Library, S84H-0235-00
- IBM PC Server 325 System Library, S84H-5940-00
- IBM PC Server 330 System Library, S84H-5941-01
- IBM Netfinity 3500 System Library, S430-6814-00
- IBM Netfinity 7000 System Library, S30F-6924-00
- Lotus Notes Network Design, SR23-7378
- Building Intranets with Lotus Notes and Domino, S246-0162
How to Get ITSO Redbooks

This section explains how both customers and IBM employees can find out about ITSO redbooks, CD-ROMs, workshops, and residencies. A form for ordering books and CD-ROMs is also provided.

This information was current at the time of publication, but is continually subject to change. The latest information may be found at http://www.redbooks.ibm.com/.

How IBM Employees Can Get ITSO Redbooks

Employees may request ITSO deliverables (redbooks, BookManager BOOKs, and CD-ROMs) and information about redbooks, workshops, and residencies in the following ways:

- **PUBORDER** — to order hardcopies in United States
- **GOPHER link to the Internet** - type GOPHER.WTSCPOK.ITSO.IBM.COM
- **Tools disks**
  To get LIST3820s of redbooks, type one of the following commands:
  - TOOLS SENDTO EHONE4 TOOLS2 REDPRINT GET SG24xxxx PACKAGE
  - TOOLS SENDTO CANVM2 TOOLS REDPRINT GET SG24xxxx PACKAGE (Canadian users only)
  To get BookManager BOOKs of redbooks, type the following command:
  - TOOLCAT REDBOOKS
  To get lists of redbooks, type the following command:
  - TOOLS SENDTO USDIST MKTTOOLS MKTTOOLS GET ITSOCAT TXT
  To register for information on workshops, residencies, and redbooks, type the following command:
  - TOOLS SENDTO WTSCPOK TOOLS ZDISK GET ITSOREGI 1998
  For a list of product area specialists in the ITSO: type the following command:
  - TOOLS SENDTO WTSCPOK TOOLS ZDISK GET ORGCARD PACKAGE

- **Redbooks Web Site on the World Wide Web**
  http://w3.itso.ibm.com/redbooks/

- **IBM Direct Publications Catalog on the World Wide Web**
  IBM employees may obtain LIST3820s of redbooks from this page.

- **REDBOOKS category on INEWS**

- **Online** — send orders to: USIB6FPL at IBMMAIL or DKIBMBSH at IBMMAIL

- **Internet Listserver**

  With an Internet e-mail address, anyone can subscribe to an IBM Announcement Listserver. To initiate the service, send an e-mail note to announce@webster.ibmlink.ibm.com with the keyword subscribe in the body of the note (leave the subject line blank). A category form and detailed instructions will be sent to you.

--- Redpieces

For information so current it is still in the process of being written, look at "Redpieces" on the Redbooks Web Site (http://www.redbooks.ibm.com/redpieces.html). Redpieces are redbooks in progress; not all redbooks become redpieces, and sometimes just a few chapters will be published this way. The intent is to get the information out much quicker than the formal publishing process allows.
How Customers Can Get ITSO Redbooks

Customers may request ITSO deliverables (redbooks, BookManager BOOKs, and CD-ROMs) and information about redbooks, workshops, and residencies in the following ways:

- **Online Orders** — send orders to:
  
<table>
<thead>
<tr>
<th>Country</th>
<th>IBMMAIL</th>
<th>Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>usib6flpl at ibmmail</td>
<td><a href="mailto:usib6flpl@ibmmail.com">usib6flpl@ibmmail.com</a></td>
</tr>
<tr>
<td>Canada</td>
<td>calibmbkz at ibmmail</td>
<td><a href="mailto:lmarrinix@vnet.ibm.com">lmarrinix@vnet.ibm.com</a></td>
</tr>
<tr>
<td>Outside North America</td>
<td>dkibmbsh at ibmmail</td>
<td><a href="mailto:bookshop@dk.ibm.com">bookshop@dk.ibm.com</a></td>
</tr>
</tbody>
</table>

- **Telephone orders**

  United States (toll free)  1-800-879-2755
  Canada (toll free)         1-800-IBM-4YOU
  Outside North America      (long distance charges apply)
  (+45) 4810-1320 - Danish   (+45) 4810-1020 - German
  (+45) 4810-1420 - Dutch     (+45) 4810-1620 - Italian
  (+45) 4810-1540 - English   (+45) 4810-1270 - Norwegian
  (+45) 4810-1670 - Finnish   (+45) 4810-1120 - Spanish
  (+45) 4810-1220 - French    (+45) 4810-1170 - Swedish

- **Mail Orders** — send orders to:

  IBM Publications
  Publications Customer Support
  P.O. Box 29570
  Raleigh, NC 27626-0570
  USA
  IBM Direct Services
  144-4th Avenue, S.W.
  Calgary, Alberta T2P 3N5
  Canada
  Sortemosevej 21
  DK-3450 Allerød

- **Fax** — send orders to:

  United States (toll free)  1-800-445-9269
  Canada                     1-403-267-4455
  Outside North America      (+45) 48 14 2207 (long distance charge)

- **1-800-IBM-4FAX (United States)** or (+1)001-408-256-5422 (Outside USA) — ask for:

  - Index # 4421 Abstracts of new redbooks
  - Index # 4422 IBM redbooks
  - Index # 4420 Redbooks for last six months

- **Direct Services** - send note to softwareshop@vnet.ibm.com

- **On the World Wide Web**

  Redbooks Web Site          http://www.redbooks.ibm.com/

- **Internet Listserv**

  With an Internet e-mail address, anyone can subscribe to an IBM Announcement Listserv. To initiate the service, send an e-mail note to announce@webster.ibmmlink.ibm.com with the keyword subscribe in the body of the note (leave the subject line blank).

---

Redpieces

For information so current it is still in the process of being written, look at "Redpieces" on the Redbooks Web Site (http://www.redbooks.ibm.com/redpieces.html). Redpieces are redbooks in progress; not all redbooks become redpieces, and sometimes just a few chapters will be published this way. The intent is to get the information out much quicker than the formal publishing process allows.
IBM Redbook Order Form

Please send me the following:

<table>
<thead>
<tr>
<th>Title</th>
<th>Order Number</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

First name  
Last name  

Company  

Address  

City  
Postal code  
Country  

Telephone number  
Telefax number  
VAT number  

☐ Invoice to customer number  

☐ Credit card number  

Credit card expiration date  
Card issued to  
Signature  

We accept American Express, Diners, Eurocard, Master Card, and Visa. Payment by credit card not available in all countries. Signature mandatory for credit card payment.
Index

Numerics
94G7424 17
94G7425 17

A
Approver 63, 71

B
bibliography 237
BIOS 24

C
Company Forms Application
create a travel advance 99
create a travel authorization 97
create a travel expense report 101
Composer 63, 71
Configuration
BIOS setup program 24
Domino Fax Services 174
EISA/ISA configuration utility 24
hardware 24
IBM ServeRAID configuration utility 29
IBM ServeRAID II configuration utility 28
IBM SSA RAID configurator utility 28, 29
SCSISelect utility program 25
Configure Proxy 62
Contact Management Application
create a contact 119
create a letter 123
create activities 122
importing leads from registration 121
management database 119
sales contact 119
Contributor's Menu 76
creating images 227
Customer Tracking Application
create a customer record 113
customer-related information and activity 113
modifying 116
organizing customer correspondence 117

D
Delete User/Synch options 213
Discussion Application
creating a topic 103
discussion database 103
respond to a topic 105

DISP 2.0 E-mail
accessing your mail 155
electronic mail 155
file your mail 161
preferences 158
reply to a memo 161
send a memo 160
DISP 2.0 Fax Services
accessing with a browser 178
configuring DFS 174
create Notes foreign domain 168
create Notes location document 169
default user profile document 176
DFS administration database 166
DFS cover page database 166
DFS fax engine queue database 166
DFS forms database 166
DFS log database 166
DFS mail database 165
DFS phone number translation database 166
DFS Webfax database 166
fax capabilities 165
fax device settings profile document 174
fax hardware install 170
installation 166
installing DFS 171
Notes user ID 167
sending a fax via a browser 179
system configuration document 175
DISP Image Files
convert image format 227
create company Logo 227
creating images 227
cropping a picture 227
GIF or JPEG 227
LView Pro 227
re-sizing a picture 227
Document Library Application
accessing 81
creating a document from a template 89
creating a document template 88
creating a new document 82
understanding 81
Domino Intranet Starter Pack
about 43
Advanced calendar and scheduling 46
advanced options 62
an overview of installation procedures 53
choice of twelve applications 44
data access 46
fax server 46
Fax Services requirements 167

© Copyright IBM Corp. 1998
Domino Intranet Starter Pack (continued)
features 43
flexible security 46
for growing businesses 44
hardware requirements 46
Information sharing and project collaboration applications 45
installation 58
Internet connection 47
internet e-mail 46
names of the areas 52
Netscape installation 54
Office automation applications 45
pre-install tasks 53
pre-installation considerations 51
Public Web site applications 45
register users 71
Relationship management applications 45
remote administration 44
simple customizable installation 43
software requirements 47
Web server 46
Domino.Merchant 2.0 Server Pack 233

IBM Netfinity Server (continued)
IBM Netfinity 5500 12
IBM Netfinity 7000 14
IBM Netfinity 7000 models 16
IBM Netfinity servers 5
Power 5
Scalability 5
Service 5
IBM PC Servers
IBM PC Server 325 18
IBM PC Server 325 models 19
IBM PC Server 330 21
IBM PC Server 330 models 22
IBM ServeRAID II Ultra SCSI Adapter 28
IBM SSA RAID Cluster Adapter 28
INSTALL.RSP 62
Installation
DISP 2.0 install procedures, overview 53
DISP Fax Services 166
Domino Intranet Starter Pack 2.0 58
Netscape Navigator 4.04 54
pre-installation considerations 51
ServerGuide 4.0 31
Internet Security
Internet service provider 214
Internet Service Provider (ISP)
acquiring an ISP 47
requirements 49
security 50
selection criteria 48
ISA 24

Job Posting Application
about job opportunities 143
create a job posting 143
submit a job application 145
upload a resume 147
view job postings 145

Mail/ID Registration options 212

Notes registration setup 210
Notes Synchronization Option 209
O
optimizing

P
PCI/EISA 25
POP3-based mail 161
Product and Services Application
create a product review 137
create a product spec sheet 136
creating a product page 133
Project Management Application
initiate a project 107
initiate a task 110
modifying 112
projects and tasks 107

R
RAID 25
Reader 63
Registration Application
about registration 127
accessing 127
changing passwords 130
modifying user information 130
registering a user 127
Requirements
DISP Fax Services 167
DISP hardware requirements 46
DISP software requirements 47
Internet hardware and software 49

S
ServeRAID adapter 29
ServerGuide 4.0
description 31
IBM Netfinity servers 31
IBM PC servers 31
installing Windows NT Server 4.0 32
SiteCreator 62
SiteCreator required information 63
SiteCreator, using 64
SMTP MTA
foreign SMTP domain document 219
global domain document 215, 216
server connection document 220
server document 217
simple mail transfer protocol-mail transfer
agent 214
SSA RAID adapter 28

T
terminator, SCSI bus 27

U
Uploading an HTML File 90
Using NT User Manager 208

W
Web Administration
alerts 186, 187
catalog 205
console 185
database 199
database access control list 200
disk space 184
eid preferences 208
groups 198
mail 183
monitoring 182
Notes log 192
people 196
request 194
servers 191
sizes 207
statistics 188
usage 206
user 195
Web administration panel 181
Web browser administration 181
Web log 193
Web-enabled administration 181
Web administration panel 181
Web browser administration 181
Web-enabled administration 181
webmaster 63, 71
Windows NT Registry 51
ITSO Redbook Evaluation

Lotus Domino Intranet Starter Pack 2.0 Cookbook for IBM Netfinity and PC Servers
SG24-5202-00

Your feedback is very important to help us maintain the quality of ITSO redbooks. Please complete this questionnaire and return it using one of the following methods:

• Use the online evaluation form found at http://www.redbooks.ibm.com
• Fax this form to: USA International Access Code + 1 914 432 8264
• Send your comments in an Internet note to redbook@us.ibm.com

Which of the following best describes you?
☐ Customer  ☐ Business Partner  ☐ Independent Software Vendor  ☐ IBM employee
☐ None of the above

Please rate your overall satisfaction with this book using the scale:
(1 = very good, 2 = good, 3 = average, 4 = poor, 5 = very poor)
Overall Satisfaction  ____________

Please answer the following questions:

Was this redbook published in time for your needs? Yes____ No____
If no, please explain:
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

What other redbooks would you like to see published?
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Comments/Suggestions:  (THANK YOU FOR YOUR FEEDBACK!)
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________