Lotus cc:Mail / OpenMail Solution

Sales Brief

1. Overview

The cc:Mail Windows native client implementation to OpenMail is now available. The intent of this document is to define more clearly what the native cc:Mail Windows client to OpenMail solution comprises in terms of client, server, network and directory functionality. The format is as follows:

Section 2	ccMail standard solution
Section 3	ccMail/OpenMail solution
Section 4	User Model of ccMail/OpenMail solution
Section 5	Networking support of ccMail/OpenMail solution
Section 6	Distribution, Support, Cost ccMail/OpenMail solution

2. cc:Mail for Windows

cc:Mail Lan Mail architecture overview
The typical architecture for a pure cc:Mail solution is made up of clients which are connected to "Post-Offices". Typically 50-100 configured users can be supported by one Post-Office. Post-Offices store and forward the messages for the users on a particular node. Connections between Post-Offices are via "Import/Export" machines. For one cc:Mail Post-Office to communicate with another a cc:Mail Gateway machine is required. Other gateway capability requires further dedicated machines i.e. for X.400, MHS, Fax, Telex etc.

The Post Office, Import/Export and each Gateway require dedicated PCs. This means for each 50-100 users there must be a Post Office and an Import/Export PC. Gateway machines are usually centralized and will be configured by usage expectations.

Client Features

The cc:Mail Windows client was designed to be a simple, user friendly interface with well integrated, familiar features that are widely supported on multiple mail systems.

It allows the user the following capabilities:

- To Read, File, Copy , Print, and Delete a message
- Acknowledgments; Read, and not delivered
- User configurable password changes
- Message Filters; Based on subjects, sender and priority
- Priority Levels; Urgent, Normal and Non-urgent
- Traveling user; This is accomplished via dial-in Modem
- Highlighted Text
- Archive Files
- Bulletin Board
- To:, CC:, BCC:

For HP Internal Use Only

The features which are not available in the cc:Mail Client of note are:

- User configurable conversions; the client was designed for use in a cc:Mail environment. (There are conversions which are gateway specific, however.)
- Autoforward/Autoanswer

Text editor of choice; Other Windows applications can be linked in, though.

- From:
- Nicknames (Although cc:Mail has a private distribution list area feature)
- Importance Levels (Priority associated with importance)
- Confidentiality Levels; (Normal, Personal, Private and Confidential)
- Designates

(* = OpenMail capable of supporting feature if available in client)

Directory Features:

The directory demands on-line access. It has a point and shoot interface, with iterative searching capability (as you type the name in the directory searches). Frequently used names can be stored in a personal address book.

The directory is proprietary, not standards based and contains only name and address information.

Server Features (Post-Office):

The LAN mail Post-Office is based on a shared file architecture where all the processing occurs on the client not the server. A single file holds all of the messages to users within a particular Post-Office. This means that the server is inherently unscalable. However powerful the processor, the Post-Office server message file has a saturation limit which cannot be exceeded. This architecture has implications on the security of the system as well as its integrity.

Administration capabilities are local, not remote and are mainly focused on routine tasks such as the maintenance of user details, directory entries and distribution lists. The server must be taken off-line for regular service maintenance tasks. There are no preventative maintenance, monitoring, or troubleshooting tools available.

There are Server Post-Offices available which support DOS, Macintosh, OS/2, UNIX and Windows clients. The terminal environment is not supported.

Gateway Features:

LanMail "Post-Offices" are connected together via another PC with "Import/Export capability". The import/export machine allows files to be exchanged between Post-Offices. In addition a cc:Mail gateway is required for communication from one Post-Office to another in the cc:Mail environment. Other dedicated machines are necessary to offer gateway capability to Fax,

Telex, X.400 etc.

3. The OpenMail server/cc:Mail client Solution

Essentially the solution offers the cc:Mail Windows client version 1.11 or 1.12 running natively on OpenMail (Atlantic version or later). Rather than using a gateway, the solution natively integrates the cc:Mail client with OpenMail's Message Store, Directories and Transport functions. This inherently does away with the need for post offices and gateways and allow the messaging system to run more efficiently and effectively.

The way that this is accomplished is through the interfaces that are available on both the cc:Mail client and OpenMail. The cc:Mail client interface will eventually be a layer called M&M (Mailing and Messaging) and the OpenMail User Agent Layer (UAL) is the name for the server interface. A mail driver has been developed to integrate the client to OpenMail which utilizes a precursor to the M&M layer and the UAL. Eventually the solution will migrate to M&M once that interface is available.

Additional Server Capabilities:

The solution server concerned is OpenMail (Atlantic version or later). There are no differences to note between OpenMail within the solution and OpenMail running other HP Clients.

There are many notable differences in comparing OpenMail with the LanMail server components. The additional functionalities that will be available with OpenMail are;

- X.400 Native Server
- Multi-Platform support
- Unix, Transaction, Multi-tasking, multiuser based
- High Availability
- Scalability
- Security (Access Passwords, Mailbox secure, Messages encoded)
- Administration Tools (Local or Remote)
- Preventative Maintenance Tools (Loop detection, Monitor Facility, Network statistics, Non-delivery reports)
- Trouleshooting Tools (Error manager server, Message tracing)
- Audit & Statistics
- Access Control Lists
- Request Server

User configurable conversion support will be available with the solution as is currently defined with OpenMail.

The OpenMail server will support all the major client platforms; DOS, Windows, UNIX, Mac and Terminals. OpenMail runs natively over X.400 and SMTP.

(* For more detail, consult the OpenMail Specification or Datasheet)

Additional Directory Features:

The directory functionality is enhanced within the solution to include the following attributes:

- Native X.400 addressing compliance
- Soundex searching
- Configurable directory fields for additional user information.
- Trailing Wildcard Searching on X.400 names
- Allows two or more users to share the same name
- Directory administration tools (as supplied by OpenMail)

Client Features:

All of the client features of cc:Mail for Windows are supported in the solution except the following:

- The bulletin board
- Highlighted Text
- Archive Filing

The solution also provides some additional features which are not currently available in the standard client:

- Receipts Folder for receipt notifications, plus richer information on message status (delivered, read, replied, automatically forwarded or replied, deleted unread, delivery failed).
- Wastebasket Folder for outgoing or deleted messages

4. The Solution User Model

In the solution the server stores messages in a secure and reliable fashion within the OpenMail Message Store. These messages are not held in a single file that has multi-user access, as with the LanMail Post office type architecture.
The server essentially has all the attributes of OpenMail.

The benefits of using OpenMail as a server are increased reliability, integrity, scalability and security.

The cc:Mail client does not have a local message store. A user must be connected to the server to read new messages or send messages. Messages can be stored in a file cabinet on the server. If the user wants to locally store a message then a copy can be put into the local PC archive files.

The benefits of the client user model are that allows: centralized access to mailing, speed of access to messages and less overall disk space/CPU usage.

5. OpenMail server to cc:Mail client connections supported with this release:

Network Type	Networking Vendor	Products
TCP/IP	Hewlett-Packard	ARPA/NS

LanManager/
NetWare

Microsoft   LAN Manager
2.1a

Novell   Lan Workplace
for DOS
4.03

Support for SPX/IPX using Portable Netware 3.11 has still to be confirmed.

6. Product distribution, cost and support

Hewlett-Packard and Lotus have signed a legal contract covering the development, marketing, distribution and support of the software driver that links cc:Mail clients with OpenMail servers in a direct client/server relationship. See press release dated July 1, 1993.

The cc:Mail driver is bundled with the OpenMail software. In addition, since the cc:Mail Windows client is not available on its own without the other components of a cc:Mail Platform Pack, HP also distributes a copy of the cc:Mail client with OpenMail. The cc:Mail client and driver are installed from the OpenMail media. The required number of user licenses for the cc:Mail client must be purchased from a Lotus cc:Mail distributor.

The cc:Mail driver begins shipping with the OpenMail media September '93. Customers with support contracts for OpenMail will receive the cc:Mail driver and client with their next OpenMail update.

There is no incremental cost to the solution. The products will be standard "off the shelf" cc:Mail for Windows and HP OpenMail. Use of the driver is included in the price of any OpenMail mailbox license. Use of the client requires purchase of the required number of client user licenses from Lotus.

Hewlett-Packard and Lotus have worked together to ensure high-quality support is available for the cc:Mail with OpenMail solution.

Provided that the relevant support contract is in place with Hewlett-Packard and a similar support mechanism has been established with Lotus, the customer may call either company for first level support. The query will then be fully
qualified, and if necessary, the customer will be redirected so that the appropriate party can respond.

The driver has tracing facilities within it that can be used to diagnose the origination of a problem from either the client or server. OpenMail or driver problems will be handled through normal HP processes, client problems will be
dealt with by Lotus.

P/N 5091-8303E