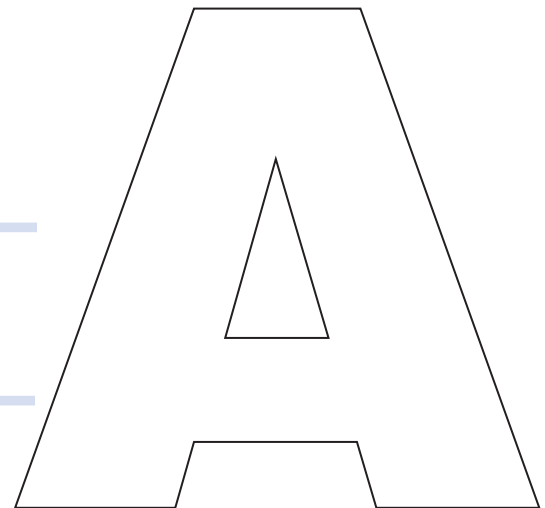
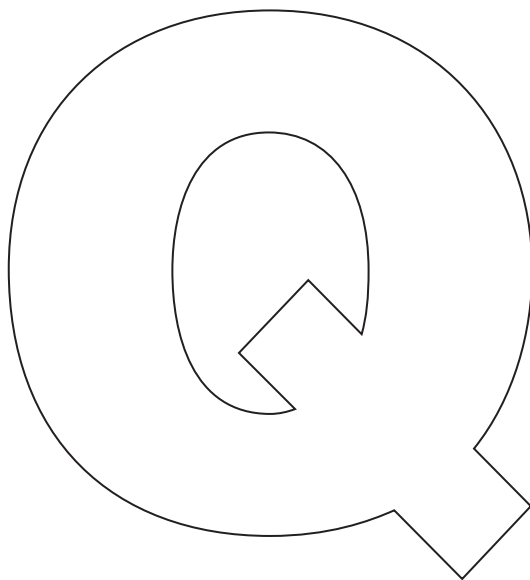
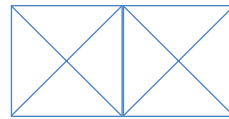
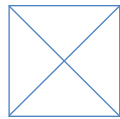
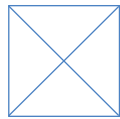


Frequently asked questions about IBM Small Business Suite for Linux



Q1. What are the key messages surrounding the IBM Small Business Suite for Linux?

A1. Key Messages:

- Small businesses seek a low-cost, all-in-one software platform on which to build an e-business. The platform must support functions such as e-mail and collaboration, dynamic Web application serving and full-function data management, as well as the tools needed to design, build, publish and maintain Web sites. The IBM Small Business Suite for Linux® meets these requirements.
- Small businesses are embracing the Linux operating system as a low-cost, reliable, non-proprietary base on which to build Web solutions. Linux has moved beyond being the base for Web, file and print serving to becoming a viable operating system for e-business applications.
- IBM Small Business Suite for Linux V1.6 is targeted to both the first-time adopter of Linux software and the price-conscious small business. It provides the foundation software to build a Web presence and implement an e-business at a highly attractive price (85% off the suggested retail price of the individual components if purchased without the license restrictions).
- IBM Small Business Suite for Linux lets small businesses buy all their key e-business middleware from a single vendor. This avoids the higher cost and complexity of buying and implementing a solution based on components from multiple companies.

Q2. Who are the intended customers for IBM Small Business Suite for Linux?

A2. Small businesses who want to implement an e-business.

Q3. Why is IBM targeting small businesses with this offering?

A3. Small business (fewer than 100 employees) represents an enormous opportunity to implement e-business. For example, while 4.7 million out of the 7.6 million small businesses in North America are already enabled for Internet access, 2.0 million of these do not yet have Web sites and are candidates for moving beyond basic e-mail and Web browsing. Of the 2.7 million small businesses that already have established Web sites, 1.4 million have not yet established online storefronts and may be ready to implement an e-business solution. They will need a

platform like the IBM Small Business Suite for Linux. (Red Herring Special Edition Small Business, May 2000)

Accordingly, in North America alone there is an opportunity of 6.3 million small businesses that may be ready to implement an e-business and will need a platform like the IBM Small Business Suite for Linux.

Q4. Why would a small business choose IBM Small Business Suite for Linux as the platform for its e-business?

A4. IBM Small Business Suite for Linux meets key small business wants and needs – affordable price for an all-in-one e-business platform that is reliable, scalable and has robust security features; virtually all the software needed to support an e-business solution; easy installation, configura-

tion, application integration and deployment; and the ability to run on Linux, a reliable, non-proprietary operating system. An equivalent platform for Linux is not available from any other vendor.

Q5. What is the availability of the IBM Small Business Suite for Linux?

A5. IBM Small Business Suite for Linux V1.6 became generally available worldwide on November 3, 2000.

Q6. What products are featured in the IBM Small Business Suite for Linux V1.6 and how are they entitled?

A6. The following table lists the Suite software components that are entitled with each type of Suite usage authorization.

Software components included in Suite package	Suite Server Authorization	Suite Registered User Authorization	Suite Registered User w/ SmartSuite Authorization
Server components			
IBM Suites Installer	Yes	No	No
Lotus® Domino™ Application Server V5.0.4 for Linux	Yes	No	No
IBM® WebSphere® Application Server Standard Edition V3.0.2 for Linux (includes IBM HTTP Server V1.3.12 for Linux)	Yes	No	No
IBM DB2® Universal Database™ Workgroup Edition Server V7.1 for Linux (including IBM Net.Data® V7.1 for Linux)	Yes	No	No
Client components			
Lotus Notes® V5.0.4 for Windows® (Mail client)	No	Yes	Yes
Lotus Notes V5.0.4 for Windows (Administration client)	Yes	No	No
Lotus Domino Designer V5.0.4 for Windows	Yes	No	No
IBM WebSphere Studio Entry Edition V3.0.2	Yes	Yes	Yes
IBM WebSphere Homepage Builder V4.0 for Linux	Yes	Yes	Yes
IBM DB2 Administration Client V7.1 for Linux	Yes	No	No
IBM DB2 Administration Client V7.1 for Windows	Yes	No	No
IBM DB2 Run-Time Client V7.1 for Windows	No	Yes	Yes
Lotus SmartSuite® for Windows	Yes	No	Yes

Q7. Are there any differences in the license terms for IBM Small Business Suite for Linux, compared to the license terms that apply to the individual component products?

A7. Yes. In general, the Suite license is more restrictive than the licenses for the components if they were purchased separately. Following are some key provisions of the IBM Small Business Suite for Linux license:

1. An "organization" (as defined in the Suite license) is limited to an aggregated total of 100 Registered User and Registered User w/ SmartSuite authorizations, regardless of the number of server authorizations the organization acquires.

2. The only additional authorizations which can be used in conjunction with components licensed from this Suite are Suite Server, Registered User, and Registered User w/ SmartSuite authorizations, with the following exceptions: a.) The DB2 Universal Database External Web Access Option can be acquired separately and used in conjunction with the DB2 UDB Workgroup Edition server component included with the Suite; b.) Additional authorizations for Lotus Domino Designer can be acquired separately and used in conjunction with the Domino Application Server component included with the Suite.

3. Suite user authorizations are required to access the Domino Application Server and DB2 Universal Database Workgroup Edition Server components included in the Suite. User authorizations are not required to access the WebSphere Application Server and IBM HTTP Server components included with the Suite.

4. User authorizations are required, regardless whether it's a native client or a browser that is used to access components of the Suite.

As you can see, you should not assume that the terms and conditions for the Suite are the same as those that apply to the Suite components if purchased separately (at a substantially higher price). Please review the Suite license for details at www-3.ibm.com/software/sla/sladb.nsf.

Q8. How do these products work together?

A8. IBM Small Business Suite for Linux V1.6 delivers the middleware platform for implementing e-business solutions on Linux, such as messaging and collaboration, Web application serving and database management. For easy installation, the offering is packaged with leading Web page and Web site design, development and publishing tools.

Following is a brief product breakdown:

Foundation Components

- Domino Application Server V5.0.4 for Linux provides messaging and collaboration capabilities.

- DB2 Universal Database Workgroup Edition V7.1 for Linux, the world's premier multimedia Web-ready data management system, allows users to access and manage any amount of data, including text, image, audio and video.
- WebSphere Application Server Standard Edition V3.0.2 for Linux includes the function-rich IBM HTTP Server (powered by Apache), servlet and JavaServer Pages (JSP) support, JavaBeans technology, and also acts as an extender for applications developed with traditional relational database management systems.

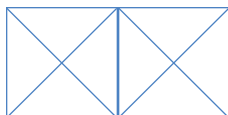
Function-Rich Tools

- WebSphere Studio Entry Edition V3.0.2 for Windows, a customizable Web site and Web application building environment, features Java™ servlet generators, JSP (JavaServer Pages) creation tools, automatic link management and a host of other design and publishing capabilities needed to build powerful, dynamic applications for the WebSphere Application Server.
- Lotus Domino Designer V5.0.4 for Windows is a rapid Web site design and development tool used to make back office data available to Web applications, and to streamline business processes using HTML authoring, site/page design, frameset design and application preview.

- WebSphere Homepage Builder V4.0 for Linux helps create and publish professional-quality Web sites as easily as using a word processing program. Homepage Builder contains easy-to-use features designed to appeal to the ever-expanding Linux community.

Q9. What templates or productivity aids come with IBM Small Business Suite for Linux?

A9. Several of the components of the Suite come with development and productivity aids. For example, the Domino Application Server comes with a strong set of application templates such as Document Library, Site Creator, and the Teamroom. WebSphere Application Server provides preconfigured samples that are customizable sample layouts for creating an integrated Web site ('your co'), featuring a log-in feature or a personalized employee center. WebSphere Home Page Builder helps in creating and publishing professional-quality Web sites as easily as using a word processing program. Domino Designer is a rapid Web site design and development tool for enhancing or building Lotus Notes and Domino Web applications. WebSphere Studio provides a comprehensive set of tools integrated and designed to support all Web development levels, permitting content authors, graphic artists, page scripters, Web programmers and webmasters to work on the same projects concurrently.



No additional aids were developed specifically for the IBM Small Business Suite for Linux. Refer to information about the individual components for more details.

Q10. I want to use more than one of the products included in IBM Small Business Suite for Linux. Do I have to install all of them on the same machine?

A10. No. The IBM Small Business Suite for Linux license allows the server components to be installed on different machines if desired. The client components must be installed on a single machine per user.

Q11. IBM Small Business Suite for Linux provides the foundation middleware for running an e-business. What's required to integrate applications with it?

A11. Lotus Domino or WebSphere Application Server templates can be used to implement a variety of key business functions (for example, a corporate integrated Web site with a log-in feature, or a personalized employee center). Third-party applications developed for WebSphere Application Server, Lotus Domino or DB2 Universal Database platforms can be integrated with the IBM Small Business Suite for Linux using the IBM Suites Installer's 'Add Application' function. This will allow one or more applications to be installed, configured and integrated with Suite components and subsequently deployed on local or remote computers.

Q12. Once I've successfully implemented a solution using IBM Small Business Suite for Linux, can I save and reuse or customize it in the future?

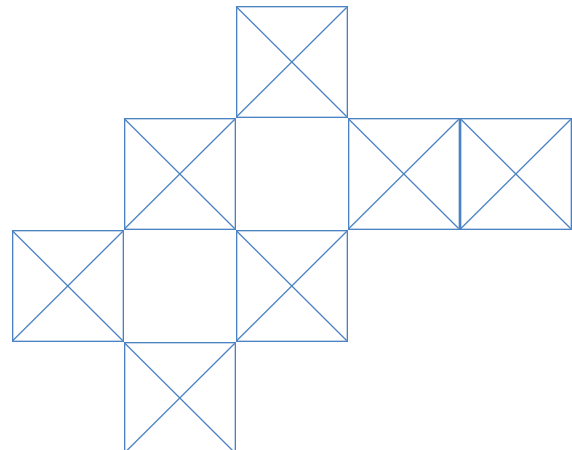
A12. Yes, the IBM Suites Installer allows you to save and modify solutions you've built.

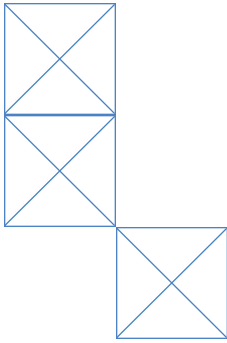
Q13. What skills are needed to install and use IBM Small Business Suite for Linux?

A13. Linux administration skills are required to install, configure and deploy IBM Small Business Suite for Linux in its default form. Implementations which are customized to tune performance or optimize additional installation or configuration parameters will require higher skill levels.

Q14. What languages are supported by IBM Small Business Suite for Linux?

A14. The client components of the IBM Small Business Suite for Linux are available in Brazilian Portuguese, English, French, German, Italian, Japanese, Korean, Simplified Chinese, and Traditional Chinese. The server components are available in English only.





Q15. Can I access the Domino Application Server in IBM Small Business Suite for Linux from a Web browser? Do I need any additional programs or licenses?

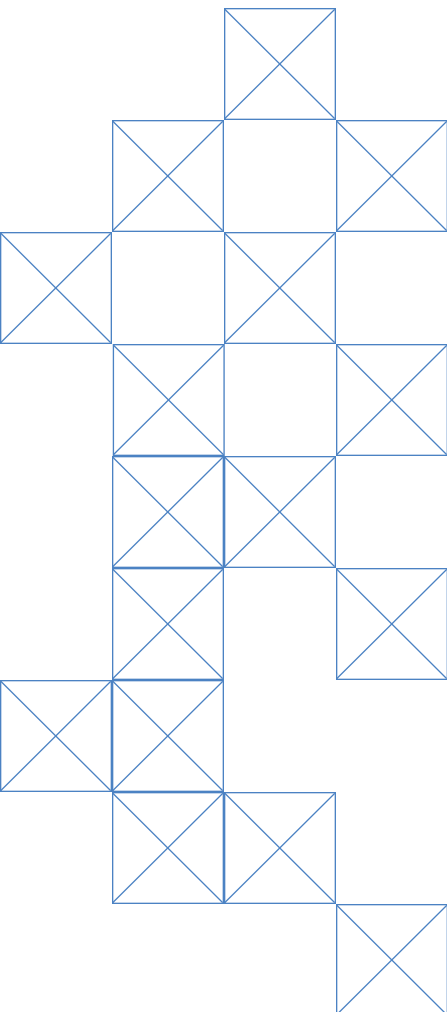
A15. You can access the Domino Application Server in the IBM Small Business Suite for Linux from a Web browser. You must acquire a Registered User or Registered User with SmartSuite Proof of Entitlement for each user (up to 100 maximum within your organization) who has “Authenticated Access” to one or more applications on a Domino Server installed or used under the IBM Small Business Suite for Linux license Agreement. “Authenticated Access” is the secure validation of a user’s identity from Domino or other authentication source. Registered User or Registered User with SmartSuite Proofs of Entitlement are not required to create Lotus Notes IDs for scheduling applications such as Lotus Organizer. User authorizations are not required for anonymous access or use (i.e., without “Authenticated Access”) of the Domino Server component of the program by persons outside your organization. For the complete text of the IBM Small Business Suite for Linux V1.6 License Agreement, refer to the IBM Software License Agreements Web page at www-3.ibm.com/software/sla/sladb.nsf

Q16. Can I access the Domino Application Server in IBM Small Business Suite for Linux from a Linux client Web browser? What level of Web browser do I need? Is this included in the IBM Small Business Suite for Linux? If not, where can I get a Linux Web browser?

A16. You can access the Domino Application Server in IBM Small Business Suite for Linux from a Linux client Web browser, subject to the license terms summarized in Answer 7, above. Netscape offers downloads of Web browsers that support Linux kernels 2.0, 2.0 (glibc) and 2.2, as well as a version that supports all Linux kernel levels (source: Netscape Web site, 2/8/2001). A Linux client Web browser is not included in the IBM Small Business Suite for Linux, but a Netscape Linux client Web browser is included in each of the Linux distributions on which the IBM Small Business Suite for Linux runs.

Q17. What are the advantages and restrictions in using a Web browser to access the Domino Application Server, compared to accessing it with a Notes client?

A17. The Notes client participates in Notes database replication and Domino calendaring and scheduling capabilities. These functions are not available when using a Web browser to access the Domino Application Server.



Q18. Does Lotus plan support for a full Notes client on Linux in the future?

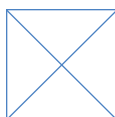
A18. Lotus continues to evaluate the market requirement for this capability, and may provide it based on the level of customer and Business Partner demand.

Q19. What is the significance of the Linux Distribution Partners?

A19. IBM has established and continues to develop alliances with four Linux Distribution Partners – Caldera Systems™, Red Hat™, SuSE®, and TurboLinux™ – whose distributions comprise approximately 80% of all Linux servers sold (IDC, June 2000). IBM develops go-to-market plans with the Linux Distribution Partners and their value net of partners to drive business for both IBM and the Linux Distribution Partners. Red Hat, SuSE and TurboLinux are also OEM distributors of IBM software. These win-win alliances are providing great value to our mutual customers, as well as to the Linux community at large.

Q20. Is IBM Small Business Suite for Linux available on all Linux distributions?

A20. IBM Small Business Suite for Linux currently supports the following distributions from its Linux Distribution Partners: RedHat 6.2, Caldera OpenLinux™ eDesktop V2.4, TurboLinux WorkStation V6.0 and TurboLinux Server V6.0, and SuSE V6.4 (with kernel 2.2.14 or higher).



Q21. Why is the IBM Small Business Suite available only on Linux?

A21. The IBM Small Business Suite for Linux is intended for a market that is not currently served with a comparable offering. It enables a small business to start its e-business using Linux, the fastest-growing server operating system (IDC, Server Operating Environments Market Forecast & Analysis, January 2001). E-business solutions make extensive use of the kind of infrastructure software included in the IBM Small Business Suite for Linux, which now brings these capabilities to Linux in an integrated package, priced to be highly attractive to small businesses.

Q22. How does IBM Small Business Suite for Linux fit into the IBM product strategy?

A22. Linux is becoming a mainstream operating system, and there is a strong demand for Linux software from small businesses. IDC estimates that 48% of Linux installations go into small businesses – those having 100 employees or fewer (IDC, Linux Servers – What's Hype & What's the Reality, January 2000). The IBM Small Business Suite for Linux is priced very competitively, with the intention of attracting small businesses to use it in building their e-business foundations. IBM Small Business Suite for Linux offers the integrated enterprise-level middleware and Web development tools, which just about every e-business needs, on a reliable non-proprietary operating system. This offering enables IBM to address the needs of a substantial market that has been dominated by Microsoft.®

Q23. Where can I find information about solutions and customer experiences using IBM Small Business Suite for Linux?

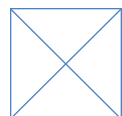
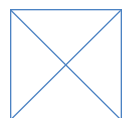
A23. Customer references for the individual products, on any platform, can be found at ibm.com/software/casestudies. Entering “Linux” as the search word will yield references from customers using IBM middleware specifically on the Linux platform.

Q24. What is the price for IBM Small Business Suite for Linux?

A24. In North America, its suggested retail price is US\$499 for the servers and US\$90 per desktop client. Outside North America, the price for IBM Small Business Suite for Linux is established by IBM in each individual country. Contact your authorized IBM software distributor for details in your country.

Q25. How can I order the IBM Small Business Suite for Linux?

A25. IBM Small Business Suite for Linux is available in North America and Europe. A “buy” button can be found at ibm.com/linux/sbs. It is also available from IBM Business Partners worldwide, from leading software resellers such as RedHat (redhat.com/mktg/solution1) and SuSE (suse.com/us/products/index.html) It is available to IBM Business Partners from all distributors worldwide that carry IBM software, and from LinuxMall.com, HP Openmail partner, Paradise, and more.



Q26. What channel enablement activities are planned?

A26. IBM Small Business Suite for Linux is included in IBM's Linux channel enablement programs aimed at recruiting and enabling IBM Business Partners to sell and implement solutions using IBM software for Linux, as well as for other operating systems. These activities are part of IBM's PartnerWorld® programs, which include recruiting, enablement and support for IBM Business Partners and Developer Partners. For additional information, please contact your IBM software sales representative, or visit the IBM Small Business Suite for Linux Web page at ibm.com/linux/sbs, and the IBM PartnerWorld Web page at ibm.com/partnerworld/linux.

Q27. What offerings compete with IBM Small Business Suite for Linux?

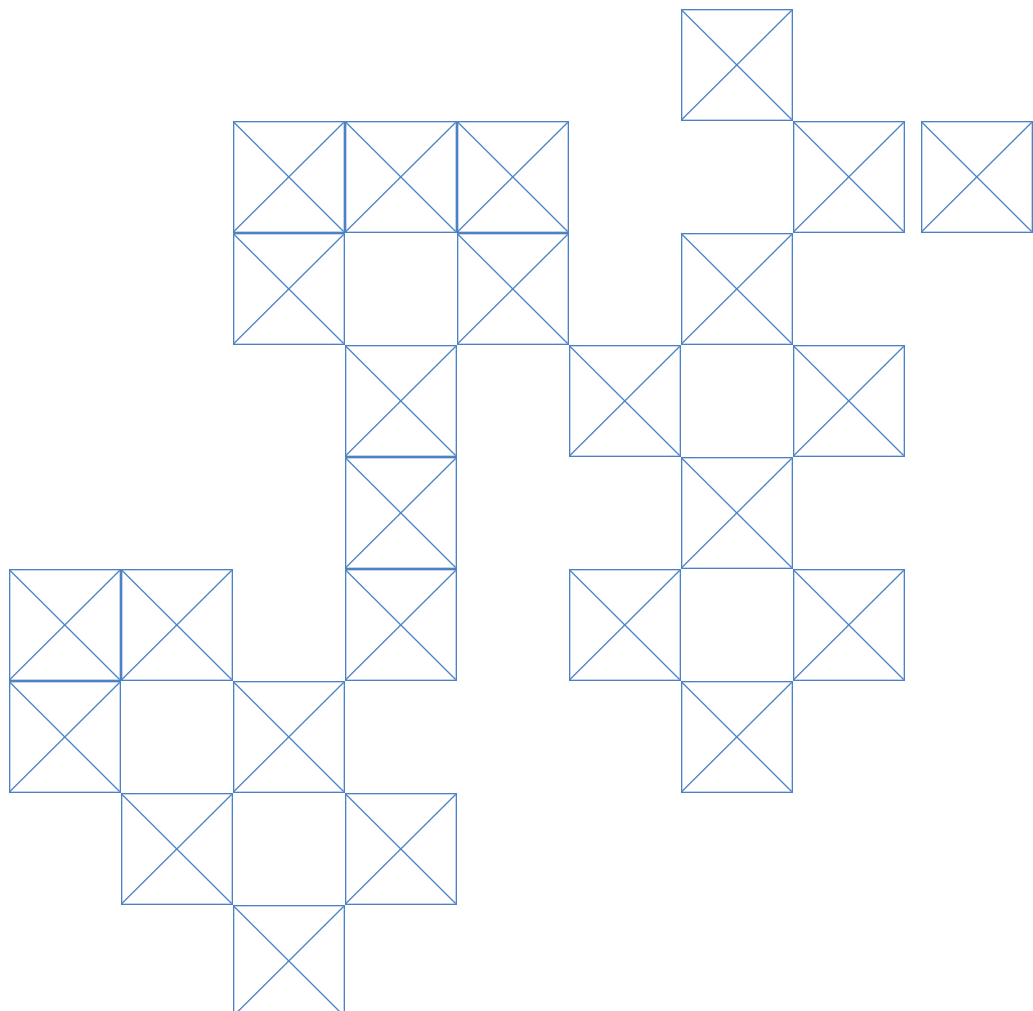
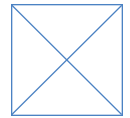
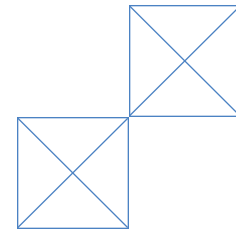
A27. As far as we know, the only commercial offerings that bundle server components are Microsoft's Small Business Servers, which are only available on Windows.

Q28. How big is the opportunity for IBM Small Business Suite for Linux?

A28. IDC estimates that new Linux server shipments in 2000 were 1.65 million, up from 1.32 million in 1999 (IDC, Server Operating Environments: 2000 Year in Review. December 2000). IBM can help its customers and IBM Business Partners add value to existing and new Linux servers with high-value middleware for Web application serving (WebSphere Application Server for Linux), collaboration (Lotus Domino for Linux e-mail and group-

ware) and Web-enabled relational database technology (IBM DB2 Universal Database for Linux) as they move from network infrastructure servers to e-business applications with Linux.

For more information, check the IBM Small Business Suite for Linux V1.6 Web page at ibm.com/linux/sbs and the main IBM Web page for Linux at ibm.com/linux





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