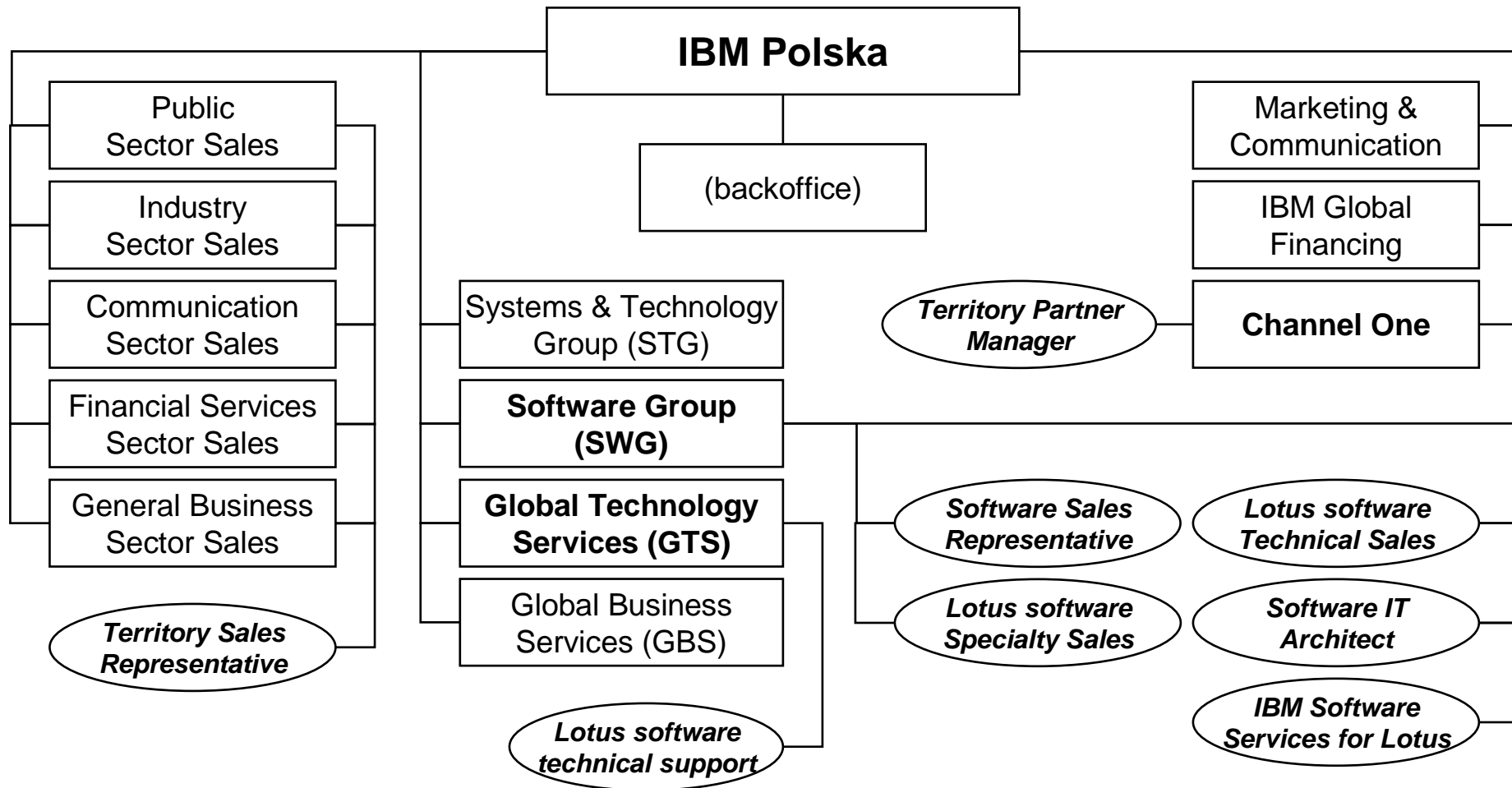




# Agenda

- Lotus software w IBM Polska
  - Strony WWW i systemy
  - IBM ID
  - Źródła wiedzy
  - Wsparcie techniczne
  - Certyfikacja
  - Fora dyskusyjne
- 
- Na bazie praktycznych doświadczeń partnera handlowego

# Lotus software w IBM Polska



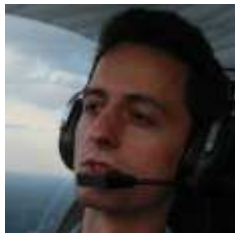
## Polski zespół Lotus software



- **Maciej Magierek**
- ✉ Lotus specjalty sales
- ☎ +48 22 8786043, +48 603 886043
- ✉ maciej.magierek@pl.ibm.com
- ✓ sprzedaż rozwiązań Lotus



- **Krzysztof Czapski**
- ✉ Lotus specjalty sales
- ☎ +48 22 6093259, +48 723 703259
- ✉ krzysztofczapski@pl.ibm.com
- ✓ sprzedaż rozwiązań Lotus



- **Andrzej Olsztyński**
- ✉ Lotus technical sales
- ☎ +48 22 6095873, +48 693 935873
- ✉ Andrzej.Olszynski@pl.ibm.com
- ✓ techniczne wsparcie sprzedaży



- **Marek Kuchciak**
- ✉ Lotus technical sales
- ☎ +48 71 3386286, +48 603 886286
- ✉ marek.kuchciak@pl.ibm.com
- ✓ techniczne wsparcie sprzedaży



- **Rafał Danecki**
- ✉ Lotus technical sales
- ☎ +48 22 6095853, +48 693 935853
- ✉ Rafal.Danecki@pl.ibm.com
- ✓ techniczne wsparcie sprzedaży,  
Community of Practice

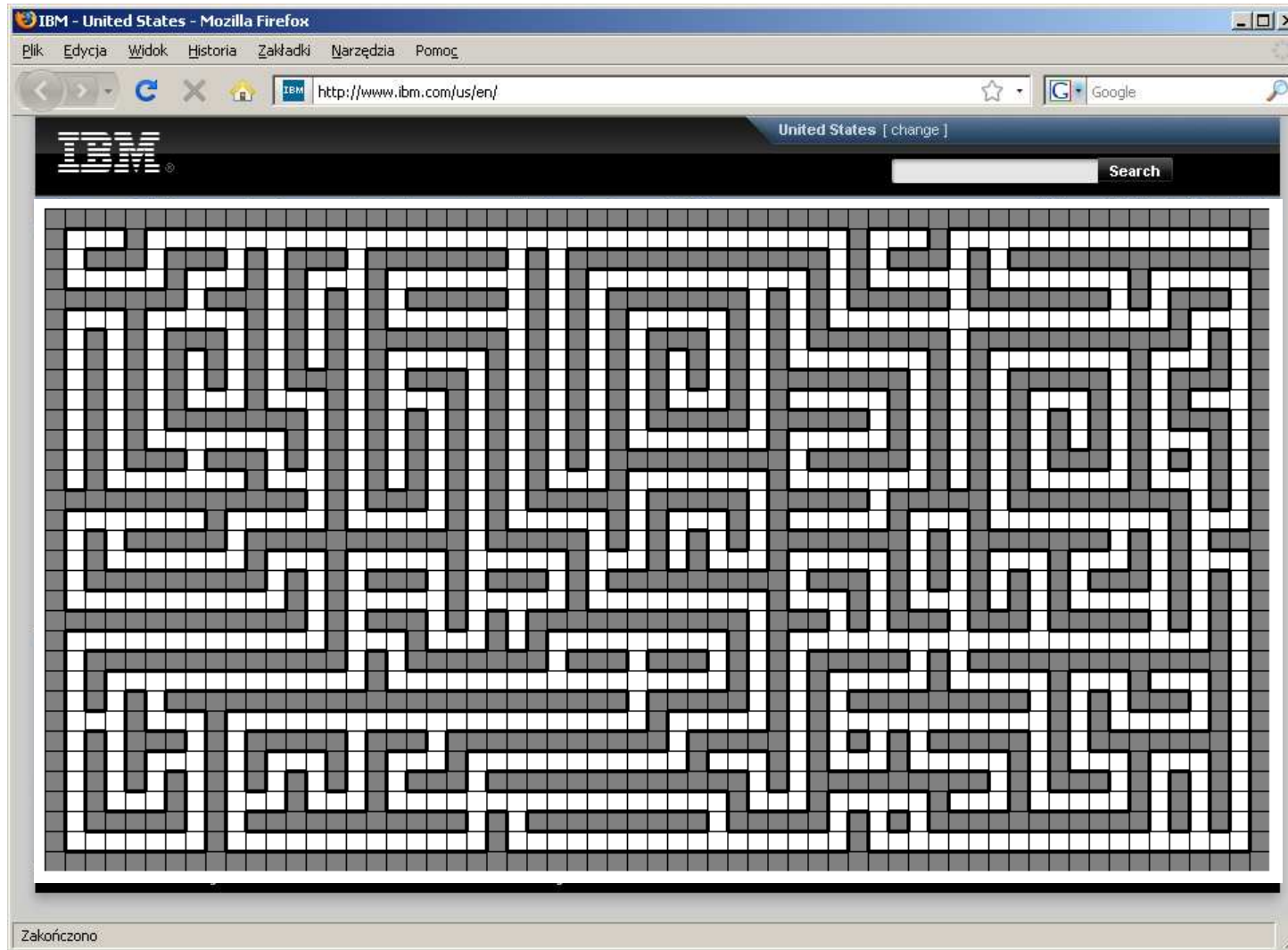


- **Rafał Skirzyński**
- ✉ Lotus technical sales
- ☎ +48 22 6095199, +48 693 935199
- ✉ rafal.skirzynski@pl.ibm.com
- ✓ techniczne wsparcie sprzedaży

## Podział produktowy od strony technicznej

	A.Olsztyński	M.Kuchciak	R.Danecki	R.Skirzyński
Notes Domino				
Sametime				
Quickr				
Connections				
WebSphere Portal				
Forms				
Mashups				
Web Content Management				
Workplace Collaborative Learning				
Foundations				
Protector				
Mobile Connect				
Expeditor				
Alloy				
Symphony				

# www.ibm.com - gdzie szukać informacji?



# IBM ID - uniwersalny identyfikator IBM

- Obecnie praktycznie wszystkie istotne serwisy IBM, do których dostęp jest kontrolowany bądź limitowany, wymagają logowania z użyciem IBM ID
- Uniwersalny mechanizm uwierzytelniania i autoryzacji użytkowników
- Każdy może się zarejestrować, ale dostęp do poszczególnych serwisów może być ograniczony

Polska [zmień] | Warunki używania

Szukaj

Strona główna | Produkty | Usługi i rozwiązanie branżowe | Wsparcie i pliki do pobrania | Mój IBM

## Zaloguj się

Moja rejestracja w IBM

Pomoc i często zadawane pytania (FAQ)

Wpisz swój identyfikator i hasło IBM w obszarze logowania poniżej. W przypadku braku rejestracji w naszym serwisie, [zarejestruj się](#).

Identyfikator IBM:

Hasło:

→ Wyślij

→ Nie pamiętasz swojego identyfikatora IBM?

→ Nie pamiętasz hasła?

→ Zmień hasło

O IBM | Ochrona prywatności | Kontakt

# IBM ID - rejestracja

- <https://www.ibm.com/account/profile/pl?page=reg>
- Identyfikator musi być w postaci adresu poczty elektronicznej, niekoniecznie tożsamy z właściwym adresem
- Adres można w przyszłości zmienić, identyfikator nie
- Uwaga na pytanie kontrolne!

Proszę podać następujące informacje, które są wymagane podczas każdego logowania się. Podaj swój adres e-mail jako Twój identyfikator IBM. Może to być, chociaż nie musi, ten sam adres e-mail, który podajesz w poniższych edytowalnych informacjach kontaktowych.

Pamiętaj, że po zarejestrowaniu się nie możesz już zmienić swojego identyfikatora IBM. Aby uzyskać więcej informacji na temat tworzenia haseł, patrz [wytyczne IBM dotyczące identyfikatorów i haseł](#).

\* **Identyfikator IBM:**   
[Dlaczego trzeba podać adres e-mail jako identyfikator IBM?](#)

\* **Hasło:**   
 (Przynajmniej 8 znaków)

\* **Potwierdź hasło:**

Wpisz pytanie kontrolne, na które tylko Ty potrafisz odpowiedzieć. Następnie wpisz odpowiedź na to pytanie. Czasami serwis może prosić o odpowiedź na to pytanie, aby potwierdzić Twoją tożsamość. Wpisz pytanie, na które można łatwo odpowiedzieć i które można łatwo zapamiętać.

\* **Pytanie kontrolne:**

\* **Odpowiedź na pytanie kontrolne:**

\* **E-mail:**

Wybierz kraj zamieszkania, aby ustawić gwarancję. [Dodatkowe informacje](#)

\* **Kraj/region zamieszkania:**

Twoje preferencje i zainteresowania zostaną powiązane z Twoimi informacjami identyfikacyjnymi, abyśmy mogli dalej personalizować informacje oglądane przez Ciebie podczas odwiedzania serwisów IBM.COM. Jeśli nie chcesz, abyśmy powiązali te informacje, zaznacz pole wyboru.

Nie chcę, aby moje preferencje i zainteresowania zostały powiązane z moimi informacjami identyfikacyjnymi.



# IBM Offering Information

## <http://www.ibm.com/common/ssi>

- Źródło informacji o ofercie IBM
- Announcement Letters

### Offering Information

Search...

[A specific type](#) | [Multiple types](#) | [By topic](#)

Type of content:

Keywords:

Jump to most recent announcement letters:

Country or region:

[Offering Information terms of use](#)

- Offering Information
- My search profile
- Help Index
- OI feedback
- Additional resources

[Help with this page](#)

My search profile

You chose to:

**Home Country and Site Language:**  
Poland(English)

**Search within:**  
Poland

**Return documents in:**  
Polski, English

**Return maximum of:**  
100 Results

[Modify](#)

### Get started...

Create a quick search profile:

**Home Country and Site Language:**

**Narrow searches to:**

Country:

**Return documents in English and:**

Language: (Many documents are written only in English)

- 한국어
- 한국어
- Norwegian
- Polski**
- Português
- Român
- Slovakian
- Slovenski

Search documents regardless of language

**Return a maximum of:**  Results

Want to expand your search profile to include additional countries/regions?  
[Create my detailed search profile now](#)

# Announcement Letter - przykład

Offering Information > Announcement letter > Results >

## IBM Lotus Notes and Domino 8.5 extends application development capabilities, scalability, and flexibility while reducing the cost of ownership

IBM Europe, Middle East, and Africa Software Announcement ZP09-0037  
January 6, 2009

ENUSZP09-0037.PDF (170KB)

**Table of contents**

- At a glance
- Overview
- Key prerequisites
- Planned availability dates
- Description
- Program number
- Education support
- Offering Information
- Publications
- Technical information
- Ordering information
- Terms and conditions
- IBM Electronic Services
- Prices
- Announcement countries

**At a glance**

IBM® Lotus Notes® and Domino® 8.5 provides greater scalability and ease of administration, and additional application capabilities.

Some of the key features and improvements of IBM Lotus Notes and Domino 8.5 include:

- Identity management features such as Shared Logon and ID Vault
- Storage reduction that is required for file attachments through Domino Object Service (DAOS)
- XPages and Eclipse-based Domino Designer features
- Calendar federation and flexibility
- Nokia S60 device platform support for IBM Lotus Notes Traveler

**Overview**

IBM Lotus Notes and Domino 8.5 provides greater messaging and application scalability and functionality coupled with ease of administration. The new features in IBM Lotus Notes and Domino 8.5 further reduce the total cost of ownership by leveraging existing investments in Notes® and Domino and its applications.

**New features**

- Simplified identity management and way of access
- Vault feature for secure password reset
- Reduce storage requirements and redundant storage efforts, and optimize performance
- Improved queue management to provide administrators with consistent policies
- Create better user experience with integrated framework for application development and monitoring
- Calendar federation with Google calendar
- Expanded platform support for operating systems, hardware, and expertise, physical and virtual

**Domino 8.5 - Detailed system requirements**

**32-bit Domino Server**

**Microsoft Windows**

- Supported versions
  - Microsoft Windows 2003 Server Standard Edition
  - Microsoft Windows 2003 Server Enterprise Edition, Service Pack 2
  - Microsoft Windows 2003 Server x64 Edition
- Processor
- RAM
- Disk space
- Disk speed
- Monitor
- Protocols

**Planned availability dates**

**Electronic software delivery:**

- January 6, 2009 : English
- January 15, 2009: Catalan, Chinese-Traditional and Simplified, French, German, Japanese, Korean, Italian, Portuguese-Brazilian, Spanish, Danish, Swedish, Norwegian, Dutch, Finnish
- January 15, 2009: Macintosh for French, German, and Japanese
- February 11, 2009: Macintosh for Catalan, Chinese-Traditional and Simplified, Korean, Italian, Portuguese-Brazilian, Spanish, Danish, Swedish, Norwegian, Dutch, Finnish
- March 10, 2009: Arabic, Czech, Greek, Hebrew, Hungarian, Polish, Portuguese, Russian, Slovenian, Slovakian, Turkish, Thai

**Physical media and documentation:**

- January 23, 2009: English
- March 13, 2009: Catalan, Chinese-Traditional and Simplified, French, German, Japanese, Korean, Italian, Portuguese-Brazilian, Spanish, Danish, Swedish, Norwegian, Dutch, Finnish
- April 10, 2009: Arabic, Czech, Greek, Hebrew, Hungarian, Polish, Portuguese, Russian, Slovenian, Slovakian, Turkish, Thai

Specific national language version details for physical media included in this announcement and are listed in the [Availability of national languages](#) section of the announcement letter.

Refer to the complete letter for globalization details.

# IBM Passport Advantage

<http://www.ibm.com/software/howtobuy/passportadvantage/>

- Komplet informacji, w tym:
  - umowy (agreements)
  - formularze rejestracyjne (enrollment forms)
  - definicje osób kontaktowych
    - Primary Contact, Administration Contact, Site Technical Contact
  - tabela przeliczeniowa PVU (Processor Value Units)
- PA Online (reseller site)
  - możliwość sprawdzenia informacji o klientach
  - możliwość samodzielnej wyceny oprogramowania
- eCustomer care
  - palogin@ie.ibm.com

Software > How to buy > Passport Advantage >

## IBM Passport Advantage

Program overview



Program overview

Passport Advantage Online

Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings that cover software license acquisition including Fixed Term Licenses and Software Subscription and Support product upgrades and technical support under a single, common set of agreements, processes and tools.

Passport Advantage is designed for larger enterprises, while Passport Advantage Express, a transaction-based offering, is designed to meet the needs of medium-sized businesses.

### Features and Benefits

- Includes Software Subscription and Support (technical support and product upgrades) with each new license.
- Provides Selected Support for certain Open Source and other non-warranted code.
- Provides comprehensive and flexible upgrade coverage.
- Streamlines budgeting for software upgrade and migration costs.
- Provides secure access to Passport Advantage Online.
- Incorporates flexible, easy-to-access, responsive, cross-platform customer support from IBM.
- Provides access to IBM software technical support for all of a customer's designated IT staff.
- Provides 24x7 access to support resources for business-critical outages.
- Provides self help via the Internet.

### Learn more

→ [Learn more about Passport Advantage and Passport Advantage Express.](#)

→ [Passport Advantage tutorial.](#)

### Fast access

- [Find out more about Passport Advantage and Passport Advantage Express](#)
- [Enroll in Passport Advantage](#)
- [Customer sign in](#)
- [Reseller sign in](#)

# Passport Advantage – małe przypomnienie

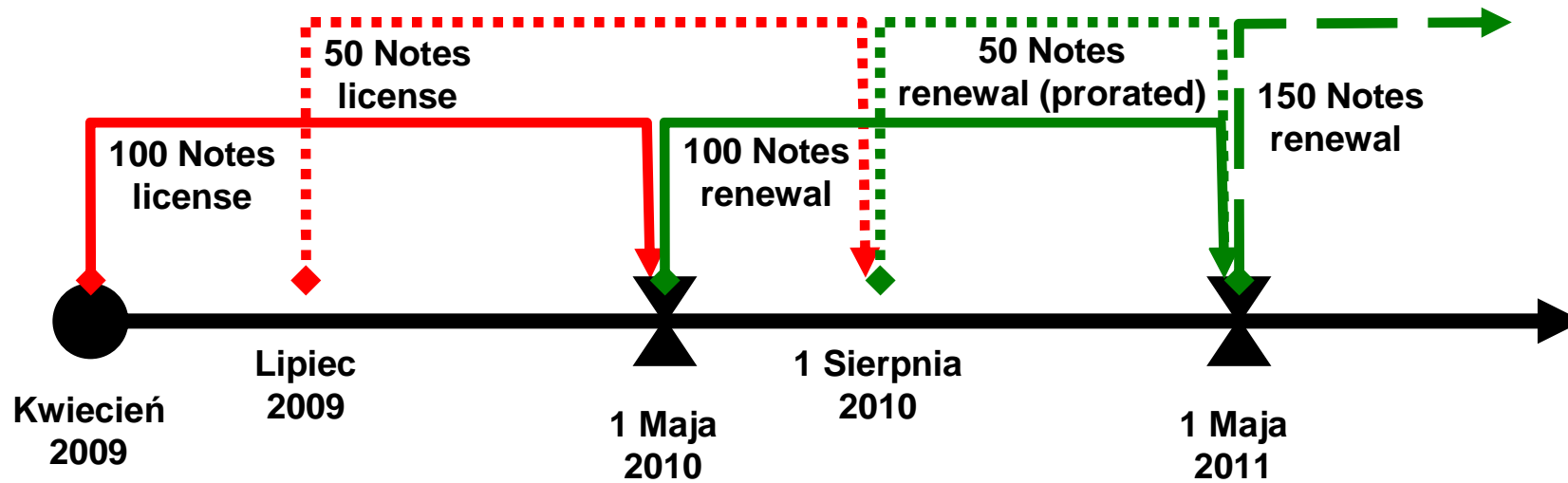
## Passport Advantage

- Dla dużych przedsiębiorstw
- Dla instytucji rządowych i edukacyjnych
- System punktów kontraktowych wpływających na poziom cenowy
- Wymagany zakup za 500 punktów (nie dotyczy opcji GO i AVO)
- Jedna umowa dla całego przedsiębiorstwa
- Data Rocznicy wyznaczona przez pierwszy zakup
- Ceny uzależnione od poziomu relacji (RSVP) i wielkości zakupów

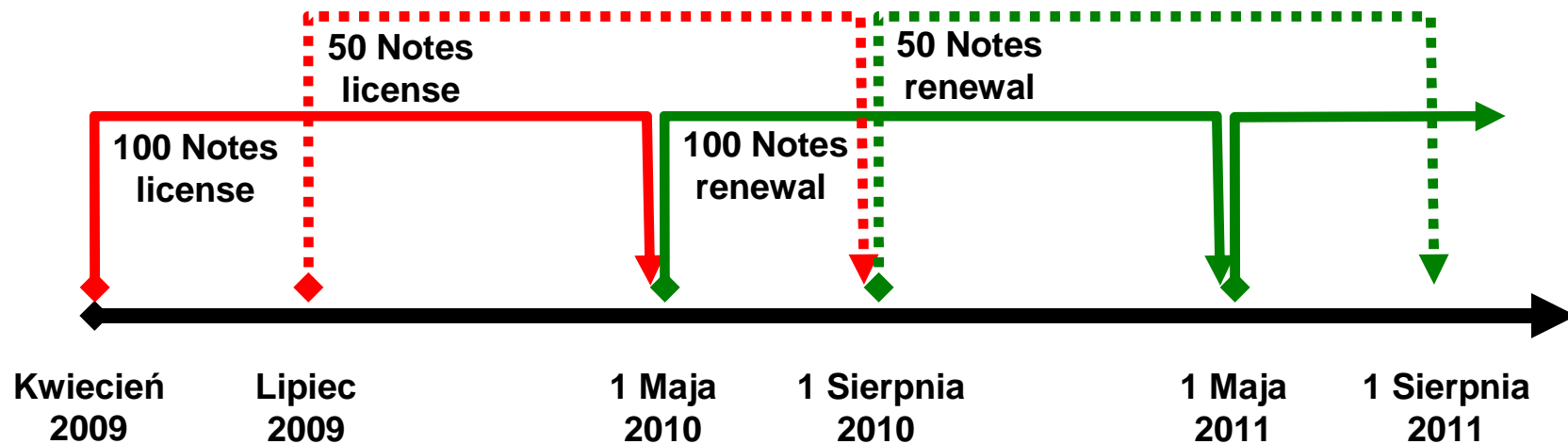
## Passport Advantage Express

- Uprozczone zasady programu
- Jeden poziom cen - SRP
- Jednakowe zasady dla każdej transakcji
- Brak agregacji punktów
- Brak umów dla całego przedsiębiorstwa
- Każda transakcja posiada własną rocznicę
- Subskrypcja i wsparcie na 12 miesięcy od daty zakupu każdej licencji

# Okres subskrypcji i wsparcia w PA



# Subskrypcje i wsparcie w PA Express



## Dane klienta w IBM

- Numer klienta czyli ICN = IBM Customer Number
- Numer umowy w programie Passport Advantage (tylko PA) = Contact number
- Numer lokalizacji w programie Passport Advantage (PA i PA Express) = Site number
- Nazwa i Adres
- Podstawowa osoba kontaktowa = Primary Contact
- Osoba kontaktowa ds. technicznych = Site Technical Contact
- Data rocznicowa (tylko PA) = Anniversary date



# Ważne daty z życia produktu


<http://www.ibm.com/software/support/lifecycle/>

- Informacje o każdej wersji
- Typ wsparcia (S/E/O) i daty

## Lotus Domino

Product support lifecycle

The announcement letter dates below are US only. Information for other country announcements is located [here](#).

 [Subscribe via RSS to Product Support Lifecycle site updates](#)

Product name/comments	Version/ Rel./Mod.	PID/ License type/ <a href="#">Policy type</a> <sup>1</sup>	<a href="#">General availability</a> <sup>2</sup> / End of marketing/ End of support	Last updated
Lotus Domino	6.0	5724-E70 IPLA S	GA: 30-Sep-2002 EOM: <a href="#">12-Jan-2006.905-243</a> EOS: <a href="#">30-Apr-2007.905-243</a>	20-Jan-2007

[View lifecycle dates for other products](#)

<sup>1</sup> The **policy type** column indicates whether IBM's standard ("S"), enhanced ("E") or other ("O") software support lifecycle policy applies to each product.

<sup>2</sup> The **General Availability (GA)** date listed above is based on the latest date that a version/release of the product is available to all users, regardless of language or media.

Software > Support >


## Lotus product lifecycle dates

Find detailed information about the available IBM Software Support Lifecycle Policies to help you realize the full value of your IBM software products.

To view details for multiple products, select the checkbox for each product and click "View details".

The announcement letter dates below are US only. Information for other country announcements is located [here](#).

**Support feedback**

 Help us improve online software support

---

**Translate my page**

Select a language

[→ Translate](#)

Go to Product Support Lifecycle site updates

data

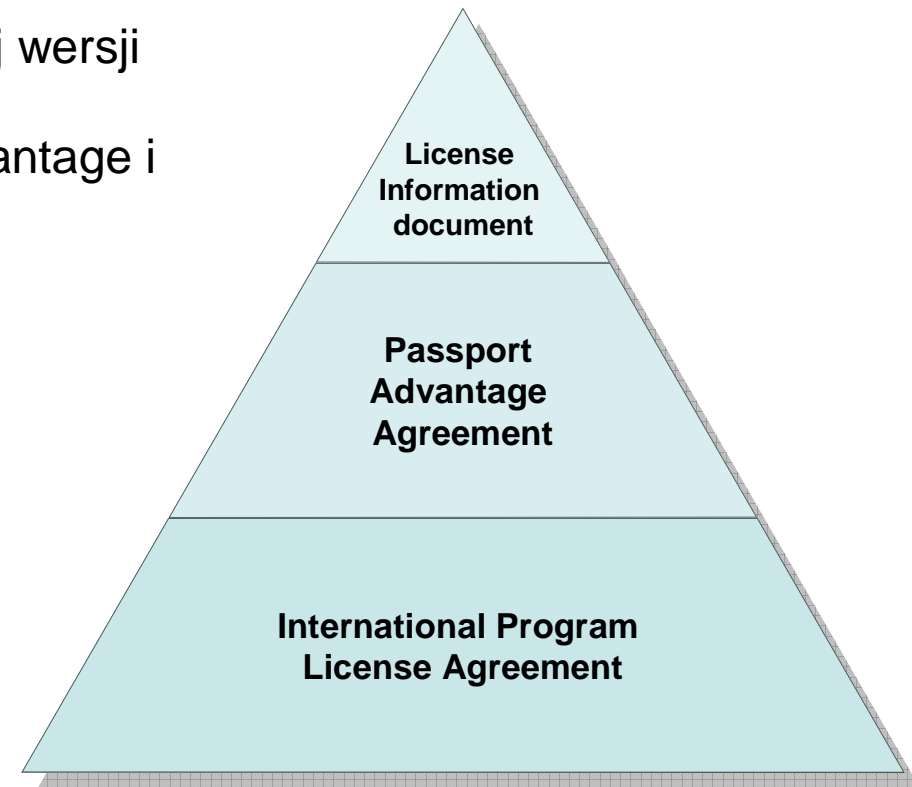
[Uncheck all](#)

Product name/comments	Version Rel./Mod.	<a href="#">Policy type</a> <sup>1</sup>	Product ID	<a href="#">General availability</a> <sup>2</sup>	End of Support
and SAP	1.0.0	S	5724-U73	27 Mar 2009	
ager Collaboration Edition	8.0.0	S	5724-W80	20 Jan 2008	
yPlace Access Server	2.1	S	LOT0-160	27 Nov 2001	30 Sep 2005
yPlace Access Server	2.0	S	LOT0-160	29 May 2001	30 Sep 2005
yPlace Access Server	2.1a	S	LOT0-160	13 Aug 2002	30 Sep 2005
yPlace Enterprise	2.6	S	LOT0-159	06 Nov 2001	30 Sep 2004
yPlace Enterprise	2.5	S	LOT0-159	02 Oct 2001	30 Sep 2004
yPlace Enterprise	2.0	S	LOT0-159	29 May 2001	30 Sep 2004
yPlace Short Message Server	2.0	S	LOT0-171	23 Jul 2001	30 Sep 2005



# Dokumenty, dokumenty...

- Międzynarodowa Umowa Licencyjna na Program (IPLA)
- Informacje licencyjne produktu dla danej wersji
- Międzynarodowa Umowa Passport Advantage i Passport Advantage Express
- Załączniki do umowy PA (GO & AVO)
- Tabela Processor Value Units



# Software license agreements

<http://www.ibm.com/software/sla>

Country/region [ select ] [ Poland ]

Software license agreements [ Search ]

Home Solutions Services Products Support & downloads My IBM

← Warranties and licenses

**Software license agreements**

Software license agreements search

All license agreements by availability date

All license agreements by program name

All license agreements by program number

View base license agreements

Related links

- IBM Software

**Software license agreements**

Enter search criteria - such as a Program name, PID or part number, an LI form number, or a the "Search" button to view the results. To combine multiple search criteria, use AND

Search criteria:

Filter for programs released:

date (mm/dd/yyyy):

**Search results**

Search criteria:

Filter for programs released:

date (mm/dd/yyyy):

[Search tips](#)

**6 document(s) found.**

Program names	Program numbers	Avail. date
IBM Lotus Domino 8.5	5724-E62	2009-01-06
IBM Lotus Domino Enterprise Server	5724-E62	
IBM Lotus Domino Messaging Server	5724-E62	
IBM Lotus Domino Utility Server	5724-E62	
IBM Lotus Domino Collaboration Express	5724-E62	
IBM Lotus Domino Messaging Express	5724-E62	
IBM Lotus Domino Utility Express	5724-E62	

# Informacje licencyjne produktu

Country/region [ select ] [ Poland ]

Software license agreements [ Search ]

Home Solutions Services Products Support & downloads My IBM

Welcome back [ IBM Sign in ] [ Register ]

← Warranties and licenses

Software license agreements

Software license agreements search

All license agreements by availability date

All license agreements by program name

All license agreements by program number

View base license agreements

Related links

- IBM Software

## IBM License Information document

← Return to previous page

### INFORMACJE LICENCYJNE

Na Programy wyszczególnione poniżej udzielane są licencje na warunkach, stanowiących uzupełnienie warunków, które zawiera Międzynarodowa Umowa Licencyjna na Program.

Nazwa Programu: IBM Lotus Domino 8.5  
 Numer Programu: 5724-E62  
 Upoważnienie do używania na komputerze domowym/przenośnym: Program może znajdować się zarówno na maszynie podstawowej, jak i na innej maszynie, pod warunkiem, że nie korzysta się z niego na obu maszynach jednocześnie.

Nazwa Programu: IBM Lotus Domino Enterprise Server  
 Numer Programu: 5724-E62  
 Upoważnienie do używania na komputerze domowym/przenośnym: Program może znajdować się zarówno na maszynie podstawowej, jak i na innej maszynie, pod warunkiem, że nie korzysta się z niego na obu maszynach jednocześnie.

Nazwa Programu: IBM Lotus Domino Messaging Server  
 Numer Programu: 5724-E62  
 Upoważnienie do używania na komputerze domowym/przenośnym: Program może znajdować się zarówno na maszynie podstawowej, jak i na innej maszynie, pod warunkiem, że nie korzysta się z niego na obu maszynach jednocześnie.

# IBM PartnerWorld

<http://www.ibm.com/partnerworld/>

- Uniwersalny program partnerski IBM
- Portal dla partnerów handlowych IBM
- Główne źródło wiedzy
  - sprzedaż
  - marketing
  - technologia
  - szkolenia i certyfikacja
  - współpraca z IBM
  - rozwiązania, usługi
  - nowości i ogłoszenia

IBM PartnerWorld >

**IBM PartnerWorld®**

- Marketing
- Selling
- Technical
- Training and certification
- Collaboration
- Products
- Solutions
- Services
- Industries
- Small and medium business
- Orders and fulfillment
- Forms and agreements
- Events
- News
- PartnerWorld program
- Contact PartnerWorld

## PartnerWorld®



**Building a smarter midmarket** Discover the new Express Advantage Offerings designed and priced for mid-sized companies.



**Set the course for a smarter planet** Put your clients on a path to a smart update. Register for the Business Partner Leadership Agenda webcast June 9.



**Rational Software Conference** Join us May 31-June 4 in Orlando and learn how software innovation enables real teams to transform real insights into real results.

Product shortcuts	Business shortcuts	Technical shortcuts
<ul style="list-style-type: none"> <li>• Incentives and promotions</li> <li>• Downloads and CDs</li> <li>• Hardware discounts/leases</li> <li>• Information Management</li> <li>• Lotus</li> <li>• Systems, servers, and storage</li> <li>• BP Library</li> <li>• Global Services</li> </ul>	<ul style="list-style-type: none"> <li>• PartnerWorld Industry Networks</li> <li>• Value Package and Options</li> <li>• Small and Medium Business information</li> <li>• Value Net Connections</li> <li>• LIA/BP reports</li> <li>• iSeries and pSeries order status</li> <li>• Campaign Designer</li> <li>• Business Partner Support Organization</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual Innovation Center</li> <li>• Software trials and betas</li> <li>• Techline</li> <li>• Software support knowledgebase</li> <li>• Technical validations</li> <li>• Develop and port</li> <li>• Configurators</li> <li>• IBM Redbooks</li> </ul>

→ More shortcuts

**News and announcements**

- New financial selling education
- IBM Named 2009 CRN Channel Champion
- Dynamic Infrastructure April launch education series
- Business Partner development day at Impact 2009

→ More news...

**Spotlight**

- Web site navigation a mystery? Take a 13 minute "campus tour"
- A new "home" for announcement and channel communications letters
- Global Partner Portal - Your resource for opportunity management

→ More articles...

**Welcome**

Kuchciak, Marek

- Update your profile
- Frequently asked questions
- Find and team with Business Partners
- Find a solution

**Select a country /region**

Select one

**Product resources**

Select one

**Executive corner**



**Jim Corgel**

Building a Dynamic Infrastructure

-  How does a planet get smarter?
-  What's new on the PartnerWorld Web site
-  Build financial selling skills
-  Get connected. Join PartnerWorld Communities

## PartnerWorld - wybrane elementy motywacyjne

- SVI - Software Value Incentive
  - możliwość uzyskania od IBM dodatkowego wynagrodzenia w zamian za identyfikację projektów u klientów i/lub sprzedaż oprogramowania
  - raportowanie w GPP - Global Partner Portal
  - <http://www.ibm.com/partnerworld/softwarevalueincentive/>
- VAP - Value Advantage Plus
  - możliwość uzyskania od dystrybutora dodatkowego upustu na oprogramowanie przy jego sprzedaży wraz z własnym rozwiązaniem albo usługami
  - <http://www.ibm.com/partnerworld/valueadvantageplus/>
- KYI - Know Your IBM
  - program lojalnościowy dla partnerów handlowych IBM
  - <http://www.ibm.com/partnerworld/knowyouribm/>
  - <http://www.kyirewards.net/>
- Co-marketing
  - możliwość współfinansowania przez IBM wybranych inicjatyw marketingowych
  - w ramach IBM Value Package



## Value Package

<http://www.ibm.com/partnerworld/valuepack/>

- Pakiet dodatkowych korzyści dla partnerów
- Korzyści stopniowane w zależności od poziomu partnerskiego
  - Premier, Advanced, Member
- Kluczowe elementy, najbardziej przydatne w praktyce:
  - **You Pass/Test We Pay** - uzyskiwanie certyfikatów potrzebnych m.in. do SVI i VAP
  - **Software Download** - pełny wybór oprogramowania IBM w różnych wersjach
  - **Run Your Business Software** - wybrane oprogramowanie IBM na potrzeby wewnętrzne
- Roczny abonament w zależności od opcji
  - pełny IBM Value Package - 2000 USD
  - IBM Software Access Option (tylko dostęp do oprogramowania) - 795 USD
  - IBM Technical Support Value Option (dodatkowe wsparcie techniczne) - 1200-3600 USD

## Value Package - korzyści

Korzyść	Member	Advanced	Premier
You Pass We Pay You Test We Pay	do 6000 USD	do 15000 USD	do 50000 USD
Software Downloads and CDs	✓	✓	✓
Run Your Business Software	ograniczony wybór	większy wybór	największy wybór
Middleware Critical Implementation Support			✓
Middleware Integration and Implementation Support	✓	✓	✓
Middleware Solutions Assurance Assistance		✓	✓
Middleware Technical Sales Consultancy		✓	✓
Technical Sales Support (Electronic/Voice)	✓	dostępne bez Value Package	dostępne bez Value Package

## PartnerWorld Contact Services

- Infolinia dla partnerów handlowych IBM
- tel. 0-801-131404
  - rozmowa w jęz. polskim w godz. 08:30-17:00
- [emeapw@uk.ibm.com](mailto:emeapw@uk.ibm.com)
  - można pisać w jęz. polskim
- Szeroki zakres informacji i pomocy
  - informacje o programie PartnerWorld
  - jak zostać partnerem handlowym IBM
  - pomoc w uzyskaniu dostępu do programu PartnerWorld za pomocą IBM ID
  - informacje o korzyściach wynikających z uczestnictwa w PartnerWorld, kryteria i poziomy uczestnictwa
  - wymagania certyfikacyjne, jak zapisać się na szkolenia, jak zgłosić certyfikaty IBM, kontakt do centrów szkoleniowych
  - wsparcie przedsprzedażowe Techline (dla partnerów Advanced i Premier, także dla Member po zakupie ValuePack)
  - pomoc przy zakupie Value Pack.





# Software Access Catalog Downloads

- PartnerWorld, jednośnik "Downloads and CDs"
- Do wyboru:
  - Find by Search Text, by Categories, by Part Number
  - Download method: Download Director, HTTP transfer

IBM PartnerWorld > Software Downloads >

## Find by search text

Select download method

Download Director
  Http transfer

---

Find by search text

Enter search text

Lotus Notes Domino 8.0.2 Polish

Search type

All
  Exact

Date posted

All Post

Search

eAssemblies (2) Images (4)

Sort results by: Default sequence

Search text results

+ Expand all - Collapse all

Use check boxes to select image(s) to download.

- Lotus Software (4 Images)

<input type="checkbox"/>	IBM Lotus Notes and Domino Designer Basic Configuration Upgrade Kit 8.0.x to 8.0.2 Windows XP and Vista Polish (C1UQ9PL) - <a href="#">View details</a>	Size	157mb	Date posted	18-gru-2008	<input type="checkbox"/> License agreement	<input type="checkbox"/> Download estimate	<input type="button" value="eAssembly"/>
<input type="checkbox"/>	IBM Lotus Notes and Domino Designer 8.0.2 for Windows XP and Vista Polish (C21DIPL) - <a href="#">View details</a>	Size	642mb	Date posted	04-mar-2009	<input type="checkbox"/> License agreement	<input type="checkbox"/> Download estimate	<input type="button" value="eAssembly"/>
<input type="checkbox"/>	IBM Lotus Notes and Domino Designer 8.0.2 basic configuration Windows XP and Vista Polish (C1UY5PL) - <a href="#">View details</a>	Size	187mb	Date posted	18-gru-2008	<input type="checkbox"/> License agreement	<input type="checkbox"/> Download estimate	<input type="button" value="eAssembly"/>
<input type="checkbox"/>	IBM Lotus Notes and Domino Designer Upgrade Kit 8.0.x to 8.0.2 Windows XP and Vista Polish (C21EIPL) - <a href="#">View details</a>	Size	604mb	Date posted	05-mar-2009	<input type="checkbox"/> License agreement	<input type="checkbox"/> Download estimate	<input type="button" value="eAssembly"/>

# DeveloperWorks

<http://www.ibm.com/developerworks/lotus/>

developerWorks >

## Lotus

Technical resources for Lotus software



### Lotus Domino 8.5 performance for Lotus Notes users

Lotus Domino 8.5 contains features that help relieve stress on the expensive processor and storage subsystems. This article shows the reductions in processor and disk utilization that you can achieve with Lotus Domino 8.5 and Lotus Notes clients.

[More >](#)

### Featured content

### Key topics

10 Mar 2009 — [Show descriptions](#) | [Hide descriptions](#)

- [Integrating IBM Lotus Notes with Microsoft Office using LotusScript and automation](#)
- [Understanding the automation test framework of Lotus C API toolkit](#)
- [IBM Lotus Notes 8.5 iCalendar: Interoperability, implementation, and application](#)
- [Expanding Lotus Quickr components as a custom item feed](#)

### Products

- [Lotus Connections](#)
- [Lotus Domino Document Manager](#)
- [Lotus Enterprise Integration](#)
- [Lotus Expeditor](#)
- [Lotus Forms](#)
- [Lotus learning](#)
- [LotusLive](#)
- [Lotus Mashups](#)
- [Lotus Mobile Connect](#)
- [Lotus Notes/Domino](#)
- [Lotus Quickr](#)
- [Lotus Sametime](#)
- [Lotus SmartSuite](#)
- [Lotus Symphony](#)
- [Lotus Web Content Management](#)
- [Lotus Workflow](#)

### Downloads

- [developerWorks Lotus Downloads](#)
- [Toolkits and drivers](#)
- [Lotus Sandbox](#)
- [Lotus Sametime Exchange](#)
- [alphaWorks downloads for Lotus software](#)

### Learning resources

- [New to Lotus](#)
- [Lotus technical articles](#)
- [Lotus Labs](#)
- [Lotus documentation](#)
- [Lotus tutorials](#)
- [Lotus wikis](#)
- [Lotus kits](#)
- [Lotus Domino technical content](#)
- [Lotus Notes technical content](#)
- [Lotus Connections technical content](#)
- [Lotus Expeditor technical content](#)
- [Lotus Forms technical content](#)
- [Lotus Quickr technical content](#)
- [Lotus Sametime technical content](#)
- [Lotus Web Content Management technical content](#)
- [Lotus Greenhouse](#)
- [IBM Redbooks](#)
- [Lotus software site](#)
- [Sample IT projects](#)

### Support

- [Lotus Support Services Web site](#)
- [Lotus Support Services RSS feeds](#)
- [Lotus Software Fix Lists](#)
- [Notes/Domino Update Status page](#)
- [Notes Client Updates](#)
- [Domino Server Updates](#)

### Community

- [Register for the Lotus wikis, forums and Beta programs](#)
- [Lotus Connections wiki](#)
- [Lotus Quickr wiki](#)
- [IBM Mashups Center wiki](#)
- [More developerWorks Lotus wikis](#)
- [Lotus Technical Information and Education Team blog](#)
- [Lotus Notes Design Team blog](#)
- [Best Practice Makes Perfect blog](#)
- [More developerWorks Lotus blogs](#)
- [Lotus Notes/Domino 8.5 forum](#)
- [Lotus Notes/Domino 8 forum](#)
- [Lotus Connections forum](#)
- [Lotus Quickr forum](#)
- [More developerWorks Lotus forums](#)
- [developerWorks Lotus podcasts](#)
- [developerWorks weekly newsletter](#)
- [Global Customer Partnership Council \(Customer Councils\)](#)
- [Using developerWorks forum](#)
- [ISV Resources](#)



### IBM Redbooks in Lotus wikis

Lotus and IBM Redbooks are developing high-quality content using wiki technology. Contribute to articles, make updates, download a PDF, or subscribe to updates.

developerWorks

In this article:

- iCalendar interoperability overview
- iCalendar interoperability improvement
- iCalendar interoperability application
- Conclusion
- Resources
- About the authors
- Rate this page

Related links

- Lotus technical library

Next steps

- Try: Lotus Domino
- Demo: Lotus Notes 8 composite applications
- Webcast: Quality in action - What does quality look like in your environment?
- Briefing: IBM community tools
- Buy: Lotus Domino

developerWorks > Lotus >

# IBM Lotus Notes 8.5 iCalendar: Interoperability, implementation, and application

Level: Intermediate

Pei Ling Zhou (zhoupeil@cn.ibm.com), Software Engineer, IBM  
 Dong Mei Li (lidongm@cn.ibm.com), Software Engineer, IBM  
 Fei Ji (feiji@cn.ibm.com), Software Engineer, IBM

10 Mar 2009

IBM® Lotus® Notes® 7.02 introduced the ability to import a public calendar in iCalendar format. Earlier, Lotus Notes 6.0 introduced the use of iCalendar Protocol (SMTP). Customers interacting with different Internet calendar applications rely on iCalendar to exchange their calendar information to process it to iCalendar interoperability that helps customers increase their work efficiency.

iCalendar is an Internet standard (RFC 2445) for deploying interoperable calendaring and scheduling services for the Internet. The standard is sometimes referred to as vCalendar, thereby allowing users of different Internet mail applications to exchange calendar information. iCalendar information is formatted as a Multipurpose Internet Mail Extension (MIME) type and is exchanged using several transports, including SMTP, HTTP, a file system, and desktop interactive protocols such as the clipboard or drag-and-drop interactions, users to send meeting requests and tasks to other users through email. Recipients of the iCalendar email (with supported software) can respond to the sender and supported by a large number of products.

vCalendar is an older standard exchange format for calendar data promulgated by the Internet Mail Consortium (IMC). iCalendar, a newer standard for calendar support is designed to handle older vCalendar data also.

## iCalendar interoperability overview

The difference between iCalendar and traditional calendar and scheduling is that iCalendar is not specific to a single domain. Users can schedule meetings with other users in different domains, and nonadjacent domain documents, it is routed directly through an SMTP server.

For example, a Lotus Notes user (user A) in one company can send an invitation to a Lotus Notes user (user B) in another company over SMTP or to a non-Lotus user (user C) in another company in a textual email format, both user B and user C receive a calendar invitation with full meeting workflow; User B and user C can respond (accept, decline, and so on) to the invitation for routing mail internally within a single Lotus Notes domain or between Lotus Notes domains. In Lotus Notes 8.5, iCalendar interoperability between different mail clients is supported.

Figure 1. iCalendar interoperability supported between different mail clients



## IBM Lotus Notes/Domino 8.5 Forum

Views

Search

- Date (threaded)
- Date (flat)
- ID Number
- Author
- Product area
- Platform

### View by date (threaded)

[Sign in](#) to participate



Expand

Collapse



Previous

Next

Date	Topic	Author
10.Mar.09	<a href="#">Announcement - New Notes and Domino 8.5 Developer and Administrator Courses</a>	Howard D Greenberg
10.Mar.09	<a href="#">Print View Grid ?.. even if embedded on form ?</a>	Mike Fulbright
10.Mar.09	<a href="#">Mac Client not exit clean on Security autologoff</a>	Bill SandersonSFO
10.Mar.09 1	▼ <a href="#">How to pupulate a dialog box field with field names from a form? fields (Created by Dan P King on 03/10/2009)</a>	Bennie Gibson
10.Mar.09 1	▼ <a href="#">Saving XPage - Tabbed Table This is a known issue and it will be fixed... (Created by Paul Hannan on 03/10/2009)</a>	F1 Help
10.Mar.09	<a href="#">Need Help Implementing Captcha</a>	Nathan R Larkin
10.Mar.09 1	▼ <a href="#">Virtualization virtualisation (Created by Dan P King on 03/10/2009)</a>	Lelle Johansson
10.Mar.09	<a href="#">Cannot turn off icon bubble help</a>	Paul Lakra
10.Mar.09	<a href="#">Outline does not display</a>	Carole Bridges
10.Mar.09 4	▼ <a href="#">Refresh XPage</a>	jamie Grant
	▼ <a href="#">Try partial refresh (Created by Paul Hannan on 03/10/2009)</a>	
	▼ <a href="#">Thanks..but.... (Created by jamie Grant on 03/10/2009)</a>	
	▼ <a href="#">It's probably a simple thing we're missing here... (Created by Paul Hannan on 03/10/2009)</a>	
	<a href="#">Email sent.... (Created by jamie Grant on 03/10/2009)</a>	
10.Mar.09 2	▼ <a href="#">Copy workspace icons from Notes 7</a>	Timo Emrich
	▼ <a href="#">Did you backup the desktop.ndk? (Created by Mr Oso on 03/10/2009)</a>	
	<a href="#">the desktop file for 8.5 has a new name (Created by Chris Majoros on 03/10/2009)</a>	
9.Mar.09	<a href="#">Are you using Lotus Notes Traveler?</a>	Jan Kenney
9.Mar.09	<a href="#">Problems creating template</a>	Mark Murphy
9.Mar.09	<a href="#">Traveler: calendar/tasks not synchronizing</a>	Ferdi Verlaan
9.Mar.09 2	▼ <a href="#">@Command([CloseWindow]) throws error</a>	John C Palmer
	<a href="#">Intermittent problem (Created by John C Palmer on 03/09/2009)</a>	
	<a href="#">Java Views (Created by Ian F Scott on 03/10/2009)</a>	

# Lotus Greenhouse

## <http://greenhouse.lotus.com/>

- Możliwość nieodpłatnego przetestowania wybranych produktów Lotus, m.in.:
  - poczta elektroniczna w iNotes
  - konferencje WWW w Sametime
  - miejsca dla zespołów roboczych w Quickr
  - serwis społecznościowy oparty o Connections
  - portal
  - mashups
- Gotowe środowisko demonstracyjne w oparciu o infrastrukturę hostingową IBM
- Idealne narzędzie do prostego i szybkiego wykorzystania w procesie sprzedaży
- Uwaga: Rejestracja kont dla partnerów i klientów niepowiązana z IBM ID

Inside Greenhouse

Quick Actions

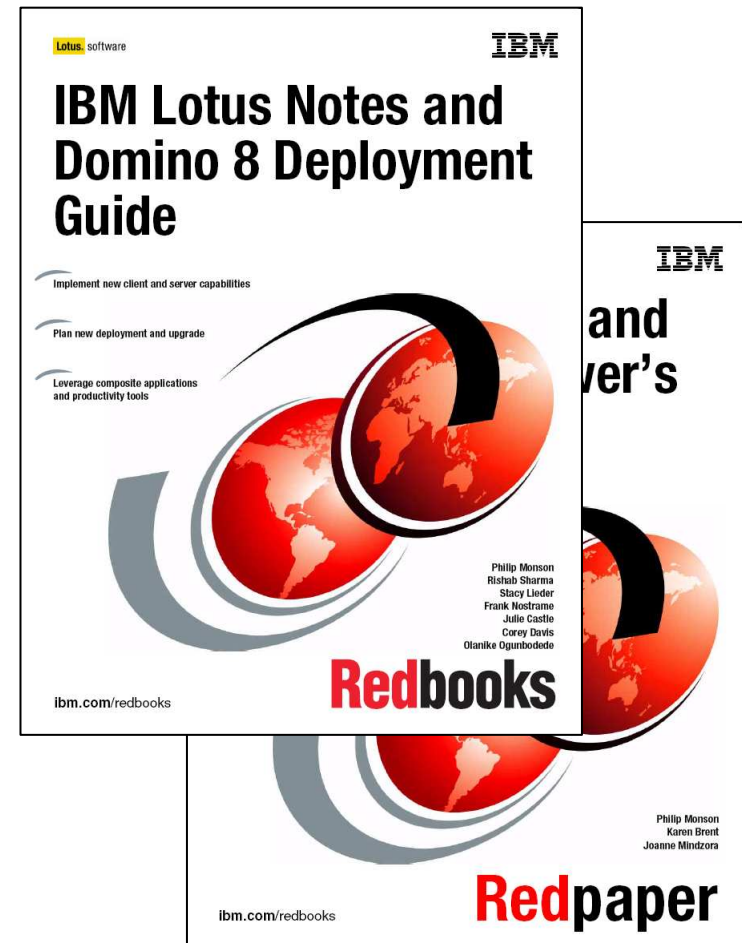
- IBM Lotus Forms Turbo
- IBM Mashup Center
  - Lotus Mashups
  - MashupHub
- IBM WebSphere Portal
- IBM Lotus iNotes
  - iNotes
  - iNotes Lite
  - iNotes Ultralite
- IBM Lotus Quickr
  - Create a Place
  - Favorite Places
  - Create a Domino Place
  - My Domino Places
- IBM Lotus Sametime
  - Schedule a Meeting
  - Today's Meetings
  - Current Meetings
  - All Meetings
- Lotus Sametime Advanced
- IBM Lotus Connections
  - Find People
  - My Communities
  - Public Communities
  - Start a Blog
  - My Blogs
  - Recent Blogs
  - My Activities
  - Public Activities



# Redbooks

<http://www.redbooks.ibm.com/>

- Publikacje o wysokiej jakości merytorycznej
  - opisujące wybrane produkty i zagadnienia
  - napisane przez doświadczonych specjalistów
- Obszary tematyczne (domains)
  - Software
    - Information Mgmt, Lotus, Rational, Tivoli, WebSphere
  - Storage
  - Systems & Servers
    - Power Systems, System i, System p, System x, System z, Linux, BladeCenter
  - Solutions
- Redbook, Redpaper, Technote, Draft
- Residencies, Workshops
- RSS
  - <http://www.redbooks.ibm.com/rss/all.xml>



# Lotus Redbooks

**IBM Redbooks®**

- Advanced Search
- Software
  - Information Management
  - Lotus
  - Rational
  - Tivoli
  - WebSphere
- Storage
- Systems & Servers
- Solutions
- Residencies
- Workshops
- Additional Materials
- How to order
- About Redbooks
- Contact us
- Newsletter
- RSS feeds

**Related links**

- IBM Publications
- Technical training
- Developers
- developerWorks wikis
- IBM Business Partners
- IBM Press books

IBM Redbooks > Lotus >

## IBM Lotus Redbooks

**Lotus Domino Web Application Development Wiki**

Best practices for building Web applications for Domino 8

Everyone is welcome to share their experiences!

Just published | Drafts | Most popular | Residencies | Workshops

1 to 5 of 232 results Next → Results per page: 5 | 10 | 20

- IBM Lotus Wiki: Customizing Quicr 8.1**  
*Technote*, published 14 Jan 2009, Rating: ★★★★★ (based on 1 review)
- IBM Lotus Wiki: Customizing Lotus Connections 2.0**  
*Technote*, published 24 Nov 2008, last updated 8 Jan 2009, Rating: ★★★★★ (based on 1 review)
- IBM Lotus Wiki: Messaging from the Edge by Using IBM Lotus Expeditor Client V6.2**  
*Technote*, published 5 Jan 2009
- IBM Lotus Wiki: Building a Web Site using IBM Lotus Web Content Management 6.1**  
*Technote*, published 17 Nov 2008, Rating: ★★★★★ (based on 2 reviews)
- WebSphere Portal Version 6 Enterprise Scale Deployment Best Practices**  
*Redbooks*, published 30 Mar 2007, last updated 1 Sep 2008, Rating: ★★★★★ (based on 9 reviews)

The above is a list of IBM Redbooks and Redpapers on **Lotus**, showing published first. Most of these publications are available in Adobe PDF viewed online or downloaded for offline viewing and printing. Read our details on how to order a bound hardcopy.

**Latest Drafts**

- Deploying Workplace Services Express on i5/OS
- Deploying Workplace Services Express on i5/OS
- Deploying Workplace Services Express on i5/OS

→ more

**Most popular**

- IBM Lotus Notes and Domino 8 Deployment Guide
- IBM WebSphere Portal V6 Self Help Guide
- Lotus Notes and Domino 7 Enterprise Upgrade Best Practices

→ more



**RSS feed**

IBM Lotus Redbooks

→ Other Redbooks RSS feeds

**Residencies**



Would you like to be a Redbooks author?

→ Find a Residency

# Redbook - przykład

IBM Redbooks &gt; Lotus &gt;

## IBM Lotus Notes and Domino 8 Deployment Guide

An IBM Redbooks publication



### View online

[Download PDF \(11,7 MB\)](#)
[Get Adobe® Reader®](#)
[HTML/Java version](#)

### More options

[Discuss this book](#) (0 comments)

[Order Hardcopy](#)
[→ Tips for viewing](#)
[+ Add to My interests](#)

### Profile

#### Publish Date

12 listopad 2007

#### Rating: ★★★★★

(based on 9 reviews)

[→ Rate this book](#)

#### Author(s)

- Philip Monson
- Rishab Sharma
- Stacy Lieder
- Frank Nostrame
- Julie Castle
- Corey Davis
- Olanike Ogunbodede

#### ISBN

073848895X

#### IBM Form Number

SG24-7506-00

#### Number of pages

498

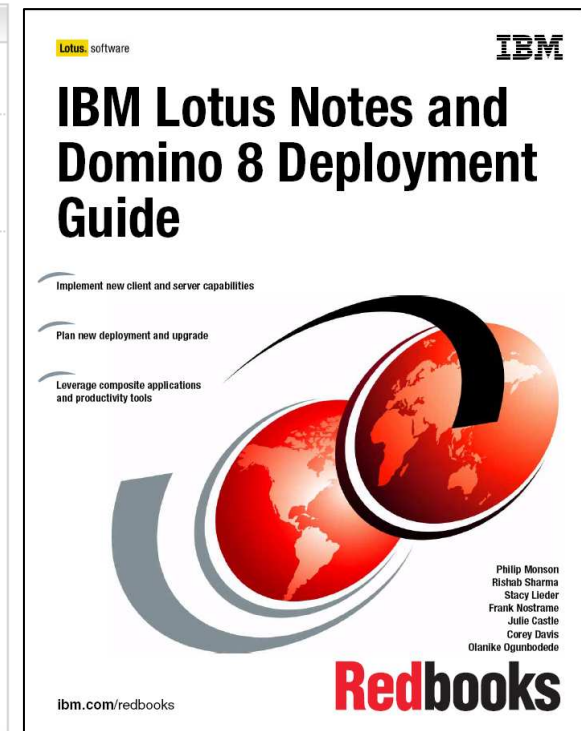
**i** Others who downloaded this book also downloaded ...

### Abstract

In today's competitive and diverse marketplace, effective collaboration is a critical component of organizational success. Lotus® Notes® and Domino®, the premier IBM® collaboration platform, helps organizations improve collaboration, increase productivity, and streamline business processes. The Lotus Notes 8 interface is intuitive and easy to use, and the Lotus Domino 8 server is secure, flexible, and reliable. Together, Lotus Notes and Domino 8 can help your organization to:

- Increase employee effectiveness and creativity through integrated messaging, collaboration, and office productivity applications.
- Reduce overall cost of ownership by deploying integrated offering with office productivity suite included at no additional charge.
- Protect IT infrastructure with a layered security model that reaches from server to individual field in a document.
- Increase mobile and offline productivity from secure, reliable replication.
- Increase individual responsiveness through customizable interface.
- Reduce application development and deployment costs through quick creation application component mash ups.
- Minimize downtime with high availability and simplified administration tools.

This IBM Redbooks® publication provides you with information about the new enhancements





# Lotus Redbooks/Redpapers - wybór




IBM WebSphere Portal V6 Self Help Guide	<a href="http://www.redbooks.ibm.com/abstracts/redp4339.html">http://www.redbooks.ibm.com/abstracts/redp4339.html</a>	01.2008
IBM Lotus Notes and Domino 8 Reviewer's Guide	<a href="http://www.redbooks.ibm.com/abstracts/redp4359.html">http://www.redbooks.ibm.com/abstracts/redp4359.html</a>	12.2007
IBM Lotus Notes and Domino 8 Deployment Guide	<a href="http://www.redbooks.ibm.com/abstracts/sg247506.html">http://www.redbooks.ibm.com/abstracts/sg247506.html</a>	11.2007
Sametime 7.5.1 - Best Practices for Enterprise Scale Deployment	<a href="http://www.redbooks.ibm.com/abstracts/sg247410.html">http://www.redbooks.ibm.com/abstracts/sg247410.html</a>	09.2007
Building Composite Applications	<a href="http://www.redbooks.ibm.com/abstracts/sg247367.html">http://www.redbooks.ibm.com/abstracts/sg247367.html</a>	07.2007
Implementing IBM Lotus Domino 7 for i5/OS	<a href="http://www.redbooks.ibm.com/abstracts/sg247311.html">http://www.redbooks.ibm.com/abstracts/sg247311.html</a>	03.2007
WebSphere Portal Version 6 Enterprise Scale Deployment Best Practices	<a href="http://www.redbooks.ibm.com/abstracts/sg247387.html">http://www.redbooks.ibm.com/abstracts/sg247387.html</a>	03.2007
Building Composite Applications in Lotus Expeditor V6.1	<a href="http://www.redbooks.ibm.com/abstracts/redp4241.html">http://www.redbooks.ibm.com/abstracts/redp4241.html</a>	02.2007
Lotus Notes access for SAP solutions	<a href="http://www.redbooks.ibm.com/abstracts/redp4215.html">http://www.redbooks.ibm.com/abstracts/redp4215.html</a>	02.2007
Extending Sametime 7.5: Building Plug-ins for Sametime	<a href="http://www.redbooks.ibm.com/abstracts/sg247346.html">http://www.redbooks.ibm.com/abstracts/sg247346.html</a>	01.2007
Migrating from Microsoft Exchange 2000/2003 to Lotus Notes and Domino 7	<a href="http://www.redbooks.ibm.com/abstracts/sg247777.html">http://www.redbooks.ibm.com/abstracts/sg247777.html</a>	11.2006
Domino 7 Performance Tuning: Best Practices to Get the Most ...	<a href="http://www.redbooks.ibm.com/abstracts/redp4182.html">http://www.redbooks.ibm.com/abstracts/redp4182.html</a>	09.2006
Domino 7 Server Consolidation: Best Practices to Get the Most ...	<a href="http://www.redbooks.ibm.com/abstracts/redp4181.html">http://www.redbooks.ibm.com/abstracts/redp4181.html</a>	08.2006
Domino Web Access 7 Customization	<a href="http://www.redbooks.ibm.com/abstracts/redp4188.html">http://www.redbooks.ibm.com/abstracts/redp4188.html</a>	08.2006
Understanding Lotus Notes Smart Upgrade	<a href="http://www.redbooks.ibm.com/abstracts/redp4180.html">http://www.redbooks.ibm.com/abstracts/redp4180.html</a>	06.2006
Lotus Notes and Domino 7 Enterprise Upgrade Best Practices	<a href="http://www.redbooks.ibm.com/abstracts/redp4120.html">http://www.redbooks.ibm.com/abstracts/redp4120.html</a>	04.2006
Lotus Domino 7 Application Development	<a href="http://www.redbooks.ibm.com/abstracts/redp4102.html">http://www.redbooks.ibm.com/abstracts/redp4102.html</a>	03.2006
Security Considerations in Lotus Notes and Domino 7: Making Great Security ...	<a href="http://www.redbooks.ibm.com/abstracts/sg247256.html">http://www.redbooks.ibm.com/abstracts/sg247256.html</a>	03.2006
Domino 7 for Sun Solaris 10	<a href="http://www.redbooks.ibm.com/abstracts/sg247162.html">http://www.redbooks.ibm.com/abstracts/sg247162.html</a>	03.2006
Lotus Domino Domain Monitoring	<a href="http://www.redbooks.ibm.com/abstracts/redp4089.html">http://www.redbooks.ibm.com/abstracts/redp4089.html</a>	12.2005
Domino Access for Microsoft Outlook: Deployment and Migration Guide	<a href="http://www.redbooks.ibm.com/abstracts/sg246754.html">http://www.redbooks.ibm.com/abstracts/sg246754.html</a>	08.2005

# Lotus Sales Talk & Tech Talk for BPs














## <http://extranet.lotus.com/salestalk>
















- Username: sales talk
- Password: go lotus
- Prezentacje i nagrania z telekonferencji

**Sales Talk**

 **2009 Lotus TechTalks**

You are in [Sales Talk](#) > [2009 Lotus TechTalks](#)

-  Home
-  Welcome
-  **2009 Lotus TechTalks**
-  2009 Lotus SalesTalks
-  2008 Lotus TechTalks
-  2008 Lotus SalesTalks
-  IBM Lotus Web 2.0 Business Partner Sales Academy
-  2008 Business Partner Sales Academy
-  Channel Competitive Talks
-  2007 Lotus TechTalks
-  2007 Lotus SalesTalks
-  Grow your Notes 8 upgrade business opportunity
-  Quickr Fest

Type	Title
	<a href="#">Lotus TechTalk: What's Next with IBM Lotus Connections</a> ▾
	<a href="#">Lotus TechTalk: A Deeper Look at Alloy by IBM and SAP</a> ▾
	<a href="#">Lotus TechTalk: Taking Advantage of the New Ephox Editor in IBM Lotus Web Content Management</a> ▾
	<a href="#">Lotus TechTalk: Behind the Scenes of the Lotusphere 2009 IBM WebSphere Portal and IBM Mashup Center Demo</a> ▾
	<a href="#">Lotus TechTalk: Examining the IBM Healthcare Accelerator</a> ▾
	<a href="#">Lotus TechTalk: WebSphere Portal and Lotus Web Content Management 6.1 -- New Business Solution Catalog Updates</a> ▾
	<a href="#">Lotus TechTalk: A Technical Look at the New IBM Lotus Foundations Branch Office Offering</a> ▾
	<a href="#">Lotus TechTalk: Modern and Elegant Web Applications powered by IBM Lotus Domino 8.5</a> ▾
	<a href="#">Lotus TechTalk: Transform Client Applications with IBM Lotus Notes 8.5</a> ▾
	<a href="#">Lotus TechTalk: IBM LotusLive Meetings and IBM LotusLive Events -- The Details Behind the Web Conferencing</a> ▾
	<a href="#">Lotus TechTalk: IBM Lotus Sametime Unified Telephony 8.5</a> ▾
	<a href="#">Lotus TechTalk: IBM LotusLive Engage -- The Details Behind the Collaboration</a> ▾
	<a href="#">Lotus TechTalk: IBM Lotus Sametime 8.5 Technical Update!</a> ▾
	<a href="#">Lotus TechTalk: IBM Learning Accelerator for WebSphere Portal Update!</a> ▾
	<a href="#">Lotus TechTalk: IBM Lotus Domino Document Manager -- Next Steps</a> ▾

# WPLC Collateral for BPs

<http://extranet.lotus.com/wplccollateral>

- Username: bp user
- Password: lotus4you
- Ulotki, broszury, prezentacje itp.



## Lotus Notes and Domino

Type	Title
Lotus Notes and Domino -- Brochures & Executive Briefs ▼	
Notes and Domino -- Flyers ▼	
Notes/Domino -- Application Development software ▼	
Notes and Domino 8 presentations ▼	
Lotus Notes and Domino -- Demos and Videos ▼	
Lotus Notes and Domino -- Reviewer's Guide and Web sites ▼	

Welcome
IBM Collaboration Strategy
Lotus and Green Initiative
Lotus Software Overview
IBM Accelerators for WebSphere Portal
Alloy by IBM and SAP
Lotus Activesight (see Dashboard Accelerator)
Lotus Connections
Lotus Domino Express
Lotus Expeditor
Lotus Forms
Lotus Foundations Start
Lotus Foundations Branch Office
LotusLive
Lotus Mobile Connect
Lotus Notes and Domino
Lotus Protector Family
Lotus and SOA
Lotus Quickr
Lotus Sametime family
Lotus Sametime Unyte
Lotus Sametime Unified Telephony
Lotus Symphony
UC <sup>2</sup>
Lotus Web Content Management
Web 2.0
IBM Mashup Center
WebSphere Portal
WebSphere Portal Express
WebSphere Portlet Factory
Lotus Workforce Mgmt (see Self-Service Accelerator)
Workplace Collab Learning(see Learning Accelerator)
Index

# Virtual Innovation Center

<http://www.ibm.com/partnerworld/vic/>

- Różnego rodzaju kursy online, np.:
- Lotus 201 Sales Enablement v2 (przygotowanie do BP Sales Mastery Test)
  - <http://www-03.ibm.com/partnerworld/vic/resource.wss?courseid=1373>
- Lotus Notes & Domino 8 Sales Course
  - <http://www-03.ibm.com/partnerworld/vic/resource.wss?courseid=1483>

The screenshot shows the IBM Virtual Innovation Center (VIC) website. At the top, there is a navigation bar with the IBM logo, a search bar, and a dropdown menu for "Virtual Innovation Center courses". Below the navigation bar, there are links for "Home", "Solutions", "Services", "Products", "Support & downloads", and "My IBM". The main content area is titled "IBM Virtual Innovation Center" and features a large banner with the text "Get easy access to technical development, sales, training, and marketing resources for IBM Business Partners." Below the banner, there are several sections: "Register now" with a link to "Announcing the Notes Domino V8 Cup Competition", "Update product selections" with a link to "Manage my VIC profile", and "News and announcements". On the right side, there are sections for "What we offer" including "Online training" (with a link to "View all courses by product") and "Technical support" (with links to "Text chat support" and "E-mail support").

# IBM Software Support

<http://www.ibm.com/software/support>

- Baza wiedzy - możliwość wyszukiwania szczegółowych informacji technicznych nt. znanych problemów z oprogramowaniem
  - wybór marki oprogramowania i produktu + wyszukiwane wyrażenie
- Odnośniki do innych informacji w zakresie wsparcia technicznego

Software >

## Software support

Overview

Welcome to IBM support, your technical resource gateway. Use the support task navigator to find the information you need.

### Navigate to a brand or product Support page

Select a brand and/or product:

Lotus

Select a product:

Lotus Domino

### Search IBM Software support

Your focused search in IBM Software support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

"transactional logging" archived

### Software Support

Overview

Download

Troubleshoot

Search

Documentation

Forums & Communities

Plan

Install

Use

Open service request

Assistance

### Additional support links

#### News

- "Software subscription and support" to replace the term "Software maintenance"
- Updated Software support product page design
- [Software support lifecycle policy enhanced](#)
- [New Service Request tool](#)

#### Stay up to date

- [RSS feeds of support content](#)
- [Request e-mail updates](#)

#### Support tools

- [Software Support Lifecycle](#)
- [IBM Support Assistant](#)
- [Software Support Toolbar](#)
- [Software Support Handbook](#)

#### Related

- [All IBM software \(A-Z\)](#)
- [IBM Education Assistant](#)
- [Software specific to eServer, workstations, or storage](#)
- [Drivers](#)

#### Buying and managing support

- [Support Offerings](#)
- [Why renew your Support?](#)
- [Software subscription and support](#)
- [Passport Advantage](#)
- [ServiceLink/IBMLink](#)

# IBM Software Support - wyniki wyszukiwania

Results	
<a href="#">Technical support</a>   <a href="#">Information centers</a>   <a href="#">Publications</a>	
1 - 10 of 55 items found* <a href="#">Next</a> →	
	Modified date
<p>1. <a href="#">What happens when changing from Archive to Circular mode in transactional logging?</a>            What happens when the <b>transactional logging</b> mode is changed from Archive to Circular? Are there any adverse affects to the Domino server?  <a href="#">[ More items like this found in <i>Advanced Messaging</i> ]</a></p>	2008-04-16
<p>2. <a href="#">Switching from circular transaction logging to archived transaction logging</a>            How do you switch from circular transaction logging to <b>archived</b> transaction logging?  <a href="#">[ More items like this found in <i>Advanced Messaging</i> ]</a></p>	2008-04-15
<p>3. <a href="#">Transactional Logging and How it Operates</a>  <b>Transactional Logging</b> is a new feature in Domino R5. It is essentially a new method of writing out database changes to improve performance and to ensure data integrity. Its main purpose is three-fold: to improve performance on the R5 server through sequential writes to the Transactional Logs, better data integrity by avoiding inconsistencies and data corruption, and faster server restart and crash recovery.  <a href="#">[ More items like this found in <i>E-Mail</i> ]</a></p>	

## What happens when changing from Archive to Circular mode in transactional logging?

### Technote (FAQ)

#### Question

What happens when the transactional logging mode is changed from Archive to Circular? Are there any adverse affects to the Domino® server?

#### Answer

There should be no adverse impact to the Domino server when changing from Archive to Circular. It is important to note, however, that when changing from archive to circular a new log ID is assigned, which then forces the reassigning of DBIIDs. As a result, a new backup must be taken after the new DBIIDs are assigned, to ensure proper restoration of information.

## Switching from circular transaction logging to archived transaction logging

### Technote (FAQ)

#### Question

How do you switch from circular transaction logging to archived transaction logging?

#### Answer

To change the transaction logging, use the following steps:

1. Launch the Lotus® Domino® Administrator client, and log in to the server in question.
2. Open and edit the Server document for the server.
3. Find the Transactional Logging tab.
4. Change the Logging style field from "Circular" to "Archived".
5. When you change the Logging style field value, Domino assigns a new DBIID to each database. You must restart the server for the change to take effect and perform another full backup.

After the server starts, within a minute or so, the server recreates the .txn files and logctrl.lfh file.

As to what effect this change from circular to archived has, the effect is the same as that for the opposite direction as explained in "[What Happens When Changing from Archive to Circular Mode in Transactional Logging?](#)" (#1094759).

### Document information

Product categories:

**Software  
 Messaging  
 Applications  
 Advanced  
 Messaging**

[Lotus Domino](#)

**Lotus Domino  
 Server**

Operating system(s):  
**AIX, Linux, Solaris,  
 Windows, i5/OS,  
 z/OS**

Software version:  
**7.0**

Reference #:  
**1280376**

IBM Group:  
**Software Group**

Modified date:  
**2008-04-15**



# Zgłoszenia serwisowe - kontakt z IBM

## <http://www.ibm.com/contact/pl/>

- 0 800 666 999
- tel. +48 22 8786999
- fax +48 22 8786799
- [serwis-ibm@pl.ibm.com](mailto:serwis-ibm@pl.ibm.com)
- [dispatch@pl.ibm.com](mailto:dispatch@pl.ibm.com)
- Należy przygotować:
  - nazwa i dane klienta ze wskazaniem osoby kontaktowej
  - IBM Customer Number
  - zwięzły opis problemu i jego konsekwencji (business impact), jeśli spodziewana jest eskalacja do L2, to najlepiej od razu po angielsku
  - wersja oprogramowania i systemu operacyjnego (plus ew. poprawek), czy problem jest powtarzalny?, co ostatnio zmieniano w konfiguracji?
  - zabezpieczone logi, ustawienia konfiguracyjne, zrzuty z ekranu
  - proponowany poziom istotności problemu (severity level)
- Firma wdrażająca/obsługująca może zgłaszać w imieniu klienta



# Electronic Service Request (ESR)

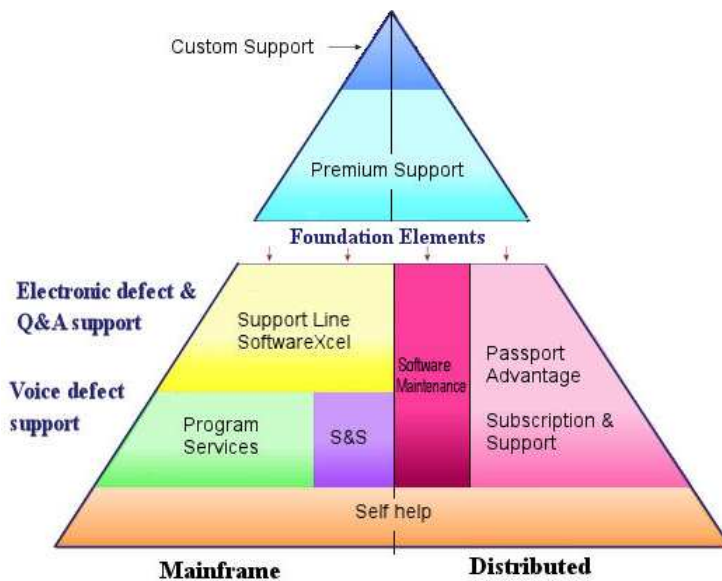
<https://www.ibm.com/software/support/esr>

- Narzędzie do zgłaszania problemów drogą elektroniczną
- Dużo łatwiejsza komunikacja oraz śledzenie bieżącego stanu i historii problemu
- Archiwum danych historycznych o dotychczas obsługiwanych zgłoszeniach
- Dostęp w oparciu o IBM ID powiązane z numerem klienta (ICN)
  - wnioski akceptuje osoba kontaktowa ds. technicznych (STC)
- Weryfikacja uprawnień do korzystania ze wsparcia technicznego
  - tylko produkty z aktywnym serwisowaniem (maintenance)
- Możliwość upoważnienia np. zewnętrznych konsultantów do zgłaszania problemów w imieniu klienta bądź tylko śledzenia stanu wybranych zgłoszeń
- Każde zgłoszenie ma swój identyfikator - PMR#
- Dalszy przebieg procesu
  - jeśli problem nie jest jeszcze znany, to zostanie założony raport - SPR#
  - personel wsparcia technicznego udzieli pomocy w rozwiązaniu problemu, zarekomenduje poprawki w konfiguracji, a w razie potrzeby dostarczy specjalne poprawki (hotfix)
  - zamknięcie PMR po akceptacji klienta



# Software Support Handbook

- Organizacja wsparcia technicznego
- Procedury zgłaszania i eskalacji problemów
- Pomocne narzędzia
- Praktyczne wskazówki



## Software Support Handbook

Welcome to IBM Support



We have produced this guide with the following objectives in mind:

- Introduce you to IBM Software Support
- Share information on the people that make up our World Wide (WW) IBM Software Support Organization
- Provide information on the support service offerings currently available from IBM, including definitions of programs, policies, and procedures
- Help you to effectively utilize the Knowledge Content available on the Web and many new Self Assist tools that are available to you
- Improve your experience when contacting IBM Software Support for assistance
- Assist you in getting information on software support for companies that have been recently acquired by IBM and are not fully integrated into the IBM Support Offerings and processes
- Explain how you can enhance your IBM Software Support with additional services to meet your needs

This guide contains important information on the procedures and practices followed in the service and support of your IBM products. It does not replace the contractual terms and conditions under which you acquired specific IBM Products or Services. Please review it carefully. You may want to bookmark the site so you can refer back as required to the latest information. We are interested in continuing to improve your IBM support experience, and encourage you to provide feedback by clicking the Feedback link in the left navigation bar on any page.

### Contents

- Overview
- Support portfolio
- Client self-assist tools
- Getting IBM support
- Contacts
- Preventing problems
- Practices
- Acquisitions

### Support terms



### Acronyms A-Z

Abbreviations, acronyms and other terms often used in the course of solving problems.

### Additional references

- ➔ **Appendix A**  
Additional support offering information
- ➔ **Appendix B**  
Site Technical Contact information for Passport Advantage

### Handbook in PDF format

The handbook is also available as a PDF-formatted document (2.8 MB). The current version is 4.0.1 dated October, 2008.

Software Support Handbook

Get Adobe Reader

# IBM Professional Certification Program

<http://www.ibm.com/certify>



## IBM Professional Certification Program

Your potential is out of this world...



...and we can get you there

### Member Site

- ➔ **Member site** - access your certification history, certificates, and more
  - ➔ Already a member? [Sign in here](#)

### Certifications

- ➔ **Certifications by product** - list of certification product categories
- ➔ **Certification updates and revisions** - certification addition and removal news

Go directly to a specific Certification page:

Select a hardware certification

or

Select a software or solution area certification

### Tests

- ➔ **Test information** - view all tests by number with test facts (# questions, passing score) & links to preparation materials
- ➔ **Test preparation** - description of test preparation materials available
- ➔ **Test updates and revisions** - test addition and removal news

Go directly to a specific Test page:

Select a test number

### Inside Member Services

- ➔ **Address Information**  
View or update your demographic or person information.
- ➔ **ID Merge**  
Request a merge of multiple candidate/testing ID's to a single ID.
- ➔ **My Certifications**  
View your certifications (including shipping status), and passed exams.
- ➔ **Certificate Requests**  
Request a copy of your certificate, either printed or electronic.
- ➔ **Certification Marks**  
Download your IBM Certificate Marks (logos).

- ➔ **Lotus Notes Domino 8.5 Certification Paths**
- ➔ **Discounts and Promotions**
- ➔ **How to get certified**
- ➔ **IBM Certified Instructor program - Lotus Software**
- ➔ **News and announcements**

### Lotus certification

#### IBM Lotus Notes Domino 8.5 Application Development

- ➔ [IBM Certified Associate Application Developer - Lotus Notes and Domino 8.5](#)
- ➔ [IBM Certified Application Developer - Lotus Notes and Domino 8.5](#)
- ➔ [IBM Certified Advanced Application Developer - Lotus Notes and Domino 8.5](#)

#### IBM Lotus Notes Domino 8.5 System Administration

- ➔ [IBM Certified Associate System Administrator - Lotus Notes and Domino 8.5](#)
- ➔ [IBM Certified System Administrator - Lotus Notes and Domino 8.5](#)
- ➔ [IBM Certified Advanced System Administrator - Lotus Notes and Domino 8.5](#)

#### IBM Lotus Social Software

- ➔ [IBM Certified System Administrator - Lotus Connections 2.0](#)
- ➔ [IBM Certified System Administrator - Lotus Quickr 8.1 for IBM Lotus Domino](#)
- ➔ [IBM Certified System Administrator - Lotus Quickr 8.1 for IBM WebSphere Portal](#)

#### IBM Lotus Sametime

- ➔ [IBM Certified System Administrator - IBM Lotus Sametime 8.0](#)
- ➔ [IBM Certified Application Developer - IBM Lotus Sametime 7.5](#)

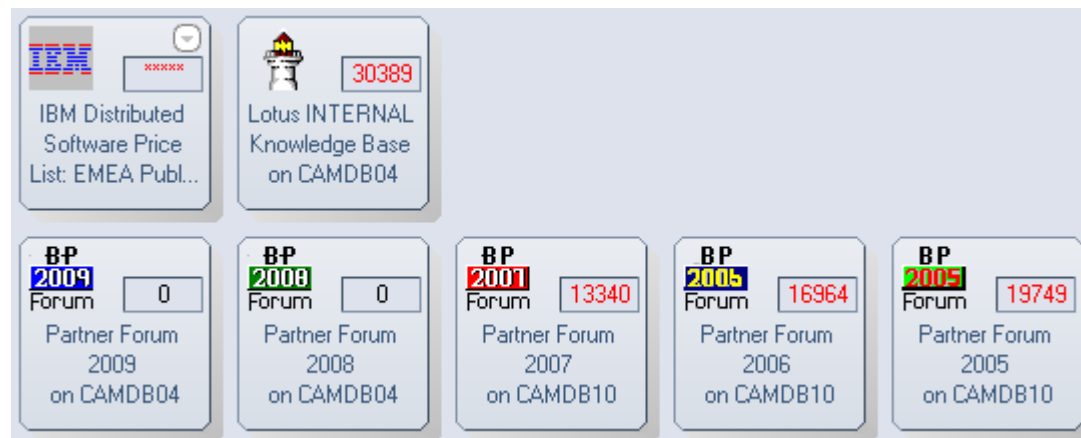
#### IBM Lotus Security Professional

- ➔ [IBM Certified Advanced Security Professional - Lotus Notes and Domino 7](#)
- ➔ [IBM Certified Advanced Security Professional - Lotus Notes and Domino 8](#)

# Lotus Notes Network

<http://www.ibm.com/software/lotus/support/Inn/>

- Dostęp do wybranych baz z możliwością ich replikacji na własny serwer Domino i dalej np. na lokalny dysk laptopa
  - Lotus Knowledge Base - baza wiedzy IBM Support
  - IBM Distributed Software Price List - cennik wszystkich produktów IBM Software
  - Partner Forum (osobna baza na każdy rok) - najlepsze merytorycznie forum dyskusyjne w zakresie produktów Lotus
- Możliwość routingu poczty Notes z i do IBM
- Procedura podłączenia opisana pod ww. adresem
  - rejestracja, wzajemna certyfikacja, konfiguracja połączenia pomiędzy serwerami




# Partner Forum - dyskusja

Partner Forum 2008	Date	Topic
▼ 1. All Posts	▼ 2008-11-02	
▼ 1. Category	2008-11-02	▼ <b>Embeede Object in a Notes Form (Bill Fox) [Question]</b>
▼ 2. Author	2008-11-03	symphony is not embeddable I believe (John Head) [Comment]
..Responses to	2008-11-02	▼ <b>SharePoint isn't a strategy - (Wayne Scarano) [Commentary]</b>
..Threads	2008-11-03	▼ Thx for this... but I just lost another prospect because of Sharepoint (Bine Zerko) [Comment]
▼ 2. Profiles	2008-11-03	looks like a market. (Bernfried Geiger) [Comment]
1. Last Name	2008-11-04	▼ *tell them that you could, but not in Sharepint) (Slawek Lipski) [One-liner]
2. Company	2008-11-05	*Hmmm, sounds like something you'd do in a pub. (Carol Anne Ogdin) [Fun;One-liner]
3. Region	2008-11-03	▼ <b>Can't Extract files from Profile Documents with multiple attachments (David Bailey) [Possible Bug Report]</b>
▼ 3. Possible Bugs	▼ 2008-11-03	
PBR Status	2008-11-03	▼ <b>Problem with QueryClose event (Rolf Kremer) [Possible Bug Report]</b>
PBRs and Status	2008-11-05	André Guirard blogged about this (Gerald Mengisen) [Comment]
SPR Status	2008-11-06	Reproduced (Gloria Flaherty) [SPR'd]
Stats	2008-11-03	▼ <b>Positive article on Notes (something you don't read everyday)... (Wayne Scarano) [Comment]</b>
▼ 4. K-Base Submissions	2008-11-03	Lotus => Domino Express is more than e-mail. (revisited) (Wayne Scarano) [For Lotus]
..Posts	2008-11-03	▼ <b>Lotosphere 2009 reminders (Debora Cole) [Announcement]</b>
▼ 5. For Lotus	2008-11-03	▼ <b>New VIC course - Achieving Business Agility with IBM Lotus Symphony (Debora Cole) [Announcement]</b>
..Posts	2008-11-03	▼ <b>Any method for reading NSF other than via Notes/Domino? (Charles Connell) [Question]</b>
1. Wish Lists	2008-11-03	* That's what I would have said. (David Bailey) [One-liner]
..Posts	2008-11-04	▼ If the file is local and unencrypted, Magellan ASCII filter can reveal a lot of the content, i.e. if you know what you are you can find it (George Chiesa) [Comment]
1. Top Ten	2008-11-04	▼ *A good reason not to have Domino's disks as shared drives on the network! (Charles Connell) [One-liner]
1. Author	2008-11-04	*I suppose a better reason to "locally encrypt" domino server .NSFs that are on SANs... or when the ba elsewhere (Tivoli ADSM, etc) (George Chiesa) [One-liner]
2. Voting	2008-11-04	*Agreed (Jamie Magee) [One-liner]
2. Doc Issues	2008-11-04	▼ Hmm, I thought there was once a straight access for 123 - Not sure if it used the native Notes dlls or not. (Bernfried) [Comment]
..Posts	2008-11-04	*both the 123 and Approach solutions required Notes to be installed (John Head) [One-liner]
▼ 6. Interest Profiles	2008-11-04	▼ LEI and XML maybe (Dieter D Stalder) [Comment]
..Posts	2008-11-06	I'm pretty sure that approach still requires the Notes DLLs to be present. (Eric Wilson) [Comment]
..Threads		
Auto-Read Threads		




# GoldenLine: Grupa "IBM Lotus Domino"

<http://www.goldenline.pl/grupa/ibm-lotus-domino/>

 Zalogowany jako **Marek Kuchciak** | [Ustawienia](#) | [Skrzynka](#) | [Wyloguj](#)

[Strona główna](#) | [Kontakty](#) | [Zaproś](#) | [Praca](#) | **[Grupy](#)** | [Spotkania](#)  [Szukaj](#)

**Grupa**



**Strona główna**

[Forum](#)

[Ludzie](#)

[Zaproś znajomych](#)

[Rezygnuj](#)

Nie ma jeszcze spotkań dla tej grupy

[Założ spotkanie](#)

## IBM Lotus Domino

O aplikacjach i nie tylko w tym przedziwnym środowisku  
Założyciel: [Michał Figiel](#) | Osób: 285 [Dowiedz się więcej o grupie](#)

20 z 144 tematów | [Zobacz więcej](#) » Nowy temat

**Forum grupy** - Oznacz jako przeczytane Szukaj dyskusji:  [Szukaj](#)

Temat	Postów	Autor	Ostatni post
<input type="checkbox"/> Przyklejony: Szkolenia i konferencje	5	<a href="#">Michał Figiel</a>	<a href="#">Wojciech Krocza</a> 1.03.2009, 01:42
<input type="checkbox"/> Integracja z istniejącym systemem pocztowym	6	<a href="#">Godfather IV</a>	<a href="#">Robert Marciniak</a> dzisiaj 21:56
<input type="checkbox"/> Notes, Location->Advanced->Secondary Servers - czy ktoś tego używał?	3	<a href="#">Grzegorz Pawluch</a>	<a href="#">Marek Kuchciak</a> dzisiaj 19:56
<input type="checkbox"/> pewnie lamerskie - ale jak wyswietlic dokumenty z notesdocumentcollection	10	<a href="#">Karol Krawczyk</a>	<a href="#">Adrian Chrzastowski</a> dzisiaj 18:00
<input type="checkbox"/> Lotus Domino 8.0.2 i polski szablon poczty	4	<a href="#">Grzegorz Pawluch</a>	<a href="#">Grzegorz Pawluch</a> przedwczoraj 12:47
<input type="checkbox"/> Domino WebServer, Log nieautoryzowanych akcji poszukiwany	4	<a href="#">Rafał Ziółkowski</a>	<a href="#">Rafał Ziółkowski</a> 29.05.2009, 15:30
<input type="checkbox"/> Lotus Symphony 1.3 - trochę zmian	1	<a href="#">Wojciech Krocza</a>	<a href="#">Wojciech Krocza</a> 27.05.2009, 21:25
<input type="checkbox"/> Alloy - prosty workflow w integracji z SAP	1	<a href="#">Wojciech Krocza</a>	<a href="#">Wojciech Krocza</a> 27.05.2009, 20:57
<input type="checkbox"/> Chmura tagów jako element aplikacji złożonej (kompozytowej)	1	<a href="#">Wojciech Krocza</a>	<a href="#">Wojciech Krocza</a> 27.05.2009, 20:52
<input type="checkbox"/> LotusScript	14	<a href="#">Marcin Łapa</a>	<a href="#">Marcin Łapa</a> 22.05.2009, 12:01

# Lotusphere

<http://www.lotusphere.com/>



- Największa, coroczna konferencja poświęcona oprogramowaniu IBM Lotus
- Sesje plenarne, ścieżki tematyczne, laboratoria, stoiska partnerów
- Ponad 7000 uczestników, Walt Disney World, Orlando, Florida, USA



## Inne źródła

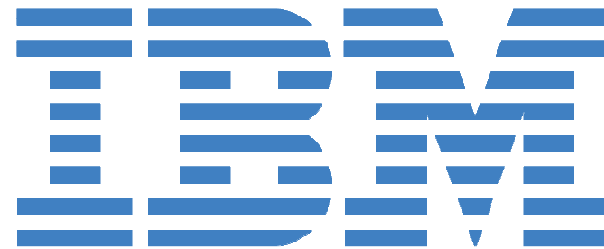
- LotusLive
  - <http://www.lotuslive.com/>
- PaXos - Lotus Connections for Partners
  - <http://paxos.lotus.com/>
- Planet Lotus - agregator blogów
  - <http://planetlotus.org/>
- Prezentacje @ SlideShare
  - <http://www.slideshare.net/>
- Kanał collaboration4you @ YouTube
  - <http://www.youtube.com/user/collaboration4you>

# Czas na pytania





**Dziękuję za uwagę**



**Lotus** software



Table of Processor Value Units (PVU Table) per core

Processor Technologies								Processor Model Number <sup>1</sup>	PVUs per Core
Processor Vendor	Processor Brand	Processor Type					IFL Engine		
		One-Core (1)	Dual-Core (2)	Quad-Core (4)	Hexa-Core (6)	Octi-Core (8)			
		Multi-Core							
IBM	POWER6 550, 560, 570, 575, 595 <sup>2</sup>	■						All Existing	120
	POWER6 520, JS12, JS22, JS23, JS43 <sup>2</sup>	■						" "	80
	POWER5		■					" "	100
	POWER5 QCM			■				" "	50
	System z10 <sup>3</sup>						■	" "	120
	System z9, z990, S/390 <sup>3,4</sup>						■	" "	100
	PowerPC 970		■					" "	50
	PowerXCell™, Cell/B.E.™ 8i <sup>5</sup>	■						" "	30
HP	Itanium®		■					All Existing	100
(Intel®)	PA-RISC		■					" "	100
Sun / Fujitsu	SPARC64 VI, VII		■	■				All Existing	100
	UltraSPARC IV		■					" "	100
	UltraSPARC T2			■	■	■		" "	50
	UltraSPARC T1			■	■	■		" "	30
Intel®	Xeon®		■	■				3500 to 3599, <sup>6</sup> 5500 to 5599 <sup>6</sup>	70
			■	■	■			3000 to 3499, 5000 to 5499, 7000 to 7499	50
AMD	Opteron		■	■				All Existing	50
Any	Any other single core	■						All Existing	100

Publish date: Apr 30, 2009