



Lotus Notes Training

Important Notes

- Notes is easiest to diagnose and explain when you can see it and demonstrate it. **Use remote assistance to connect to the user whenever possible.**
- Remember that most of these issues are detailed in the KT. **You should be referring to the KT for every call.**
- These are guidelines. Often a user's issue will require deeper investigation. If the steps here or in the KT do not solve the users problem, route the issue to HTSU-SS-LOTUS-NOTES.

User Gets Error: Link Document Cannot Be Found

- If the user is clicking a bookmark, have the user sign out, rename the bookmark.nsf and cache.ndk located on H:\notes\data, then restart Notes.
 - There will be a delay logging back on. Notes needs to recreate both of the two files.
 - Doing this the user will lose any custom bookmarks that they have created.
- If deleting the above files does not repair the issue, then the user's mail database design Will need to be replaced.
 - After replacing design, have user close and reopen notes.

Problems requiring Design Refresh or Replace

- There are several problems that can be fixed by refreshing or replacing the users design:
 - Note freezes opening the inbox
 - Unable to open, read, receive, or send emails
 - Options not available in the Tools or other menus
 - Multiple replication or save conflict messages
 - Gets linked document could not be found while on the Office location document
 - Unable to sort emails
 - List of emails not displaying properly
 - ERROR: Unable to load frames content while on the Office location document
 - ERROR: Illegal circular USE; Objective variables

Design Refresh

- To Refresh the Design:
- Remote connect to the users workstation
- In Lotus Notes
 - Switch to workspace.
 - Right click on users mail db and select “Database” and “Refresh Design”
 - Select the users home server from the dropdown and click okay. Click YES at the prompt.
 - The design refresh can take several minutes. There will be a progress bar at the bottom of the users Lotus Notes window.

Design Replace

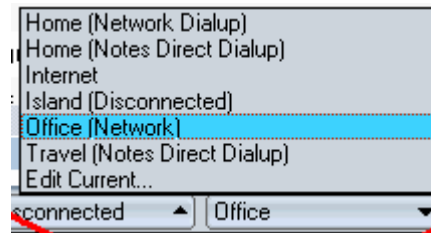
- To Replace the Design:
- Remote into the users workstation
- In Lotus Notes
 - Switch to workspace.
 - Right click on users mail db and select “Database” and “Replace Design”
 - Select the users home server from the dropdown and click okay, choose HBUS Mail R6.5.4 from the list of choices, and click the Replace button.
 - Respond Yes to the warning.
 - Note that custom/private folders will not have their designs replaced by this process.
- The Design replace can take several minutes, and may even continue for some time after the progress bar at the bottom of the Lotus Notes window reaches 100%
- Have the user restart Lotus Notes.

User reporting Unable to Access Database

- Some databases are restricted. This requires the user to be on an Access Control List. Only the owner/manager of the database can add the new users.
 - To find the database owner, you can look up the db in the Catalog Database. These Databases are located on US-APPS-XX servers.
 - While connected to the users PC, right click the database icon, select database, and then Access Control. In there it will show you who the owner/manager is/
- If the ACL is not viewable by the user, add the database to your workspace and view the ACL.
- Check whether the user is listed as Member of the different Groups that access the database. If not please ask the user to **contact the Manager of the Database to Grant Access.**
- User can also submit the form LNGRPCHG on connect.

Unable to Access Database Due to Wrong Location Document

- Users may receive errors such as Unable to load frames content, when attempting to open their mail database from the welcome page.
- In the HSBC environment, the user should ALWAYS be on the “Office (Network)” location document.
- To view the location settings that the user is in, it is located on the status bar in the lower right hand corner.



- If not, click on whichever Location is showing, and select “Office” or “Office(Network)” from the list, and try to access the db again
- If neither “Office” nor “Office(Network)” are available as a choice, a new location document can be created.

Creating/Configuring Location Document

- All user information needed for the location document is found in the Master Personnel Directory. You will need to pull up the users' listing before proceeding.
- The Location Document can also be opened easily by going to FILE→MOBILE→EDIT CURRENT LOCATION.
 - To create an Office (Network) location document, go to FILE→MOBILE→LOCATIONS and then click on the NEW button, and select LOCATION.

Location Document (cont.)

- There are multiple tabs on the location document. NAHD should only need to alter or enter information on the following tabs:
 - Basics
 - Servers
 - Ports
 - Mail
 - Internet Browser
 - Instant Messaging

Location Document (cont.)

- Basics tab:
 - Location Type should read “Local Area Network”
 - Location Name should read “Office (Network)”
 - All other areas can be left as is.
- Servers tab:
 - Home/Mail Server Should contain the users server name as found in the Master Personnel Directory (ex. US-mail-08/SERVERS/HSBC)
 - IBM Lotus Instant Messaging server should read “sametime.us.hsbc” – this is not the preferred method of Sametime access- sers should be directed to the full version client or the web version at im.us.hsbc,
 - All other areas can be left as is.
- Ports tab:
 - Only TCPIP should be checked.

Location Document (cont.)

- Mail tab:
 - Mail File Location should read “on Server”
 - Mail file should read the same as the mail file line in the users Master Personnel Directory listing (ex. mail\plewando or mail02\hsbc12)
 - Domino Mail domain should read the same as the users info in Master (ex. HSBC or HSBC02)
 - Recipient name Type ahead should read “Local then Server”
 - Activate recipient name type ahead should read “stop after first match”
 - Send outgoing mail should read: “through Domino Server”
 - Format for messages addressed to internet addresses should read “MIME Format”

Location Document (cont.)

- Internet Browser tab:
 - Internet Browser should read “Microsoft Internet Explorer”
- Instant Messaging tab (if the user uses Sametime through Lotus Notes and is not installed locally on the PC):
 - Port should read “1533”
 - Keep alive interval should read “60”
 - Connect can be set to the users preference
 - Protocol should read “Direct connection using IBM Lotus Instant Messaging protocol”

Location Document (cont.)

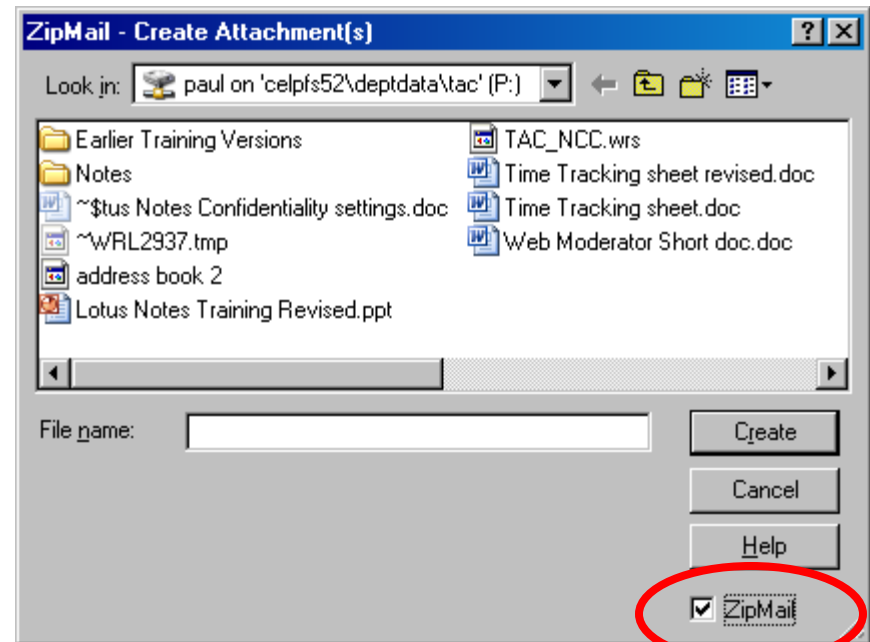
- When all information in the Location doc has been confirmed or added, click the “Save & Close” button at the top of the location document window.
- Check the stats bar of the users Lotus Notes window to verify that the user is set on the “Office (Network)” location.
 - If not, click on it and select the correct location.

Clearing Processes and Notes.lck

- User clicks on Notes Icon and the splash screen flashes then disappears, or shows the error “You cannot use the **Administration program while the Domino Server is Running...**”, it may be due Notes being open on another workstation, or having been improperly closed. Check with the user to see if they have Notes open somewhere else.
- If the user does not have Notes open somewhere else:
 - Go to the task manager.
 - Go to the processes tab and click on image name to put them all items in alphabetical order.
 - Look for the following processes (you will seldom find all four): notes.exe, nlnotes.exe, nfileret.exe and ntaskldr.exe
 - End Process on any/all of these processes found in Task Manager
- Switch to H:\Notes\Data and delete the file ~notes.lck
 - If the ~Notes.lck file still cannot be deleted, it could be because a notes process is running for this user somewhere - possibly via Citrix or the PC needs to be rebooted. Info Security can check for and forcibly stop these processes.
- Have the user restart Lotus Notes

ZipMail

- ZipMail is an automated tool that has gone out to all users for compressing and decompressing attachments to save space on Lotus Notes Servers.
- When attaching a document to an email, ZipMail will be automatically checked, and should only be unchecked if the recipient is outside of HSBC and cannot open zipped files.
- The two most common errors for ZipMail are to have ZMLNL.INI missing or problems with ZipMail in Citrix- both issues are detailed in the KT.



Mail Quota Issues

- **For All Users**

- Advise the user on mail management procedures, such as deleting mail that is no longer needed, and saving attachments to network drives rather than keeping them in email.

- **For HBUS**

- If this has already been done, but the user still requires more space, have the user submit the **Mail Quota Exception form** to increase the user mail quota by 50MB, from the Mail Quota database. And inform the user to keep deleting the mails.

- **For HFN**

- By Default, the HHI users do not have any mail quota specified. If an HFN user is reporting that they are getting a mail quota error, raise a ticket to HTSU-SS-LOTUS-NOTES to have the users quota restrictions disabled.

- **For Metris**

- For Metris Users, **The mail quota is set to 150MB.**
- They have to delete mails/attachments and then the NAHD can contact the Notes Team to have the users mail db compacted.

Inotes error:

Page cannot be displayed

- Try Deleting Cookies, Temporary Internet Files and Clear History.
 - Be sure to have the user close all Internet Explorer windows and open a new one before trying to access iNotes again.
- **For Metris Users**, the user should be using **`http://us-mail-clst-10.us.hsbc/mail/username.nsf`**

Out-of-Office Issues

- User does not see the Out-Of-Office option in his/her Tools menu
 - Go to Inbox, then the tools button, and select Preferences
 - On the basics tab, under User Configuration, make sure that the field “This mail file belongs to:” is populated with the users name as listed in the Master Personnel Directory (e.g. John D Doe/HBUS/HSBC).
- If a user calls to have another user’s Out of Office enabled (such as the user’s manager)
 - Guide the user to Contact REACT TEAM.

Password Resets

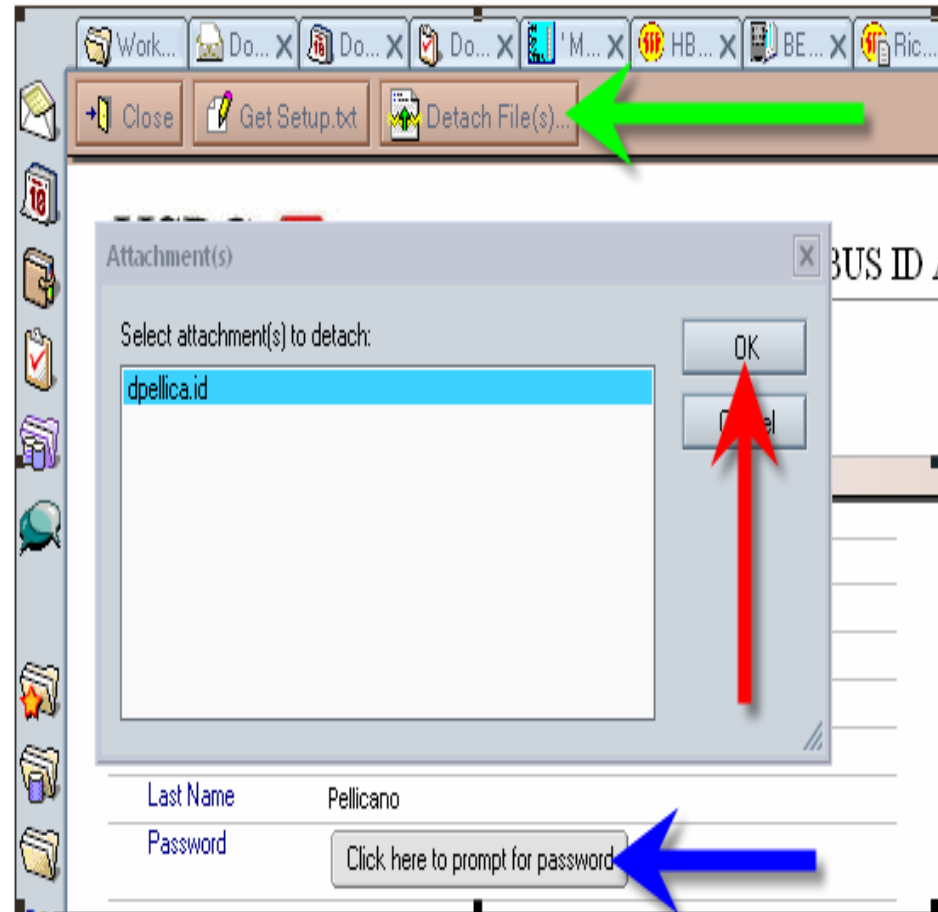
- All password resets should be performed by the NAHD.
- Authenticate User
- Use Master Personnel Directory
 - View All Regions
 - Look up user by last name
 - If user cannot be found, verify the date that the users NEWHIRE form was submitted. If less than 2 business days ago, allow time for the NEWHIRE form to be processed. If 2 days ago or more, open a ticket to the Onboarding queue. Include date and log number of the NEWHIRE form.
 - Look for Lotus Notes Name, Mail Server, Mail File path, and Mail Domain

Password resets (Get id file)

- Retrieve Notes ID File

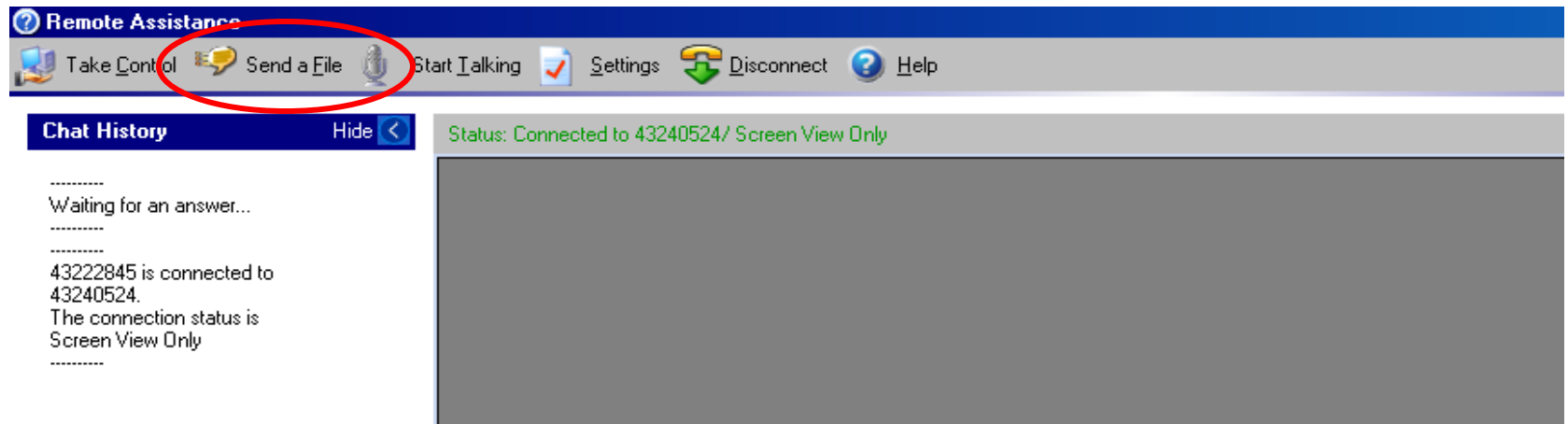
- Access Notes ID Archive

- View 1. All IDs
 - Search by 1st, last, or full name
 - Detach File
 - Place the ID file in a location where you can grab it and transfer it either through the Remote Assistant or located out on the transfer folder.
 - If dealing with a new user, and the H:\Notes\data directory is missing, you can replace it yourself using the data folder stored at **\\celpfs52\deptdata\transfer\note** 6 files, open a ticket to the users local DSS explaining the issue.
 - Click Here to Prompt for Password
 - Make Note of Password. Password is case sensitive
 - Transfer the ID file to H:\Notes\Data folder.



Password resets

(Transfer File through Remote Assistance)



- Get the IP address of the user's pc and connect to it through Remote Assistance
- Using the Send a File Button, you can transfer a file that you have saved on your pc or in a network location to any network location available to the user you are remote connected to.

Password Reset cont.

- You or the user restart Lotus Notes
- You or the user enter password from ID Archive
- Guide User to reset password to one of their own choosing
 - Direct user to File→ Security→ User Security
 - Enter password from ID Archive Again
 - Click Change Password Button
 - Enter password from ID Archive Again
 - Enter and reenter new password
 - Advise user to use strong password practices. Lotus Notes passwords do not expire, nor do they lock for incorrect attempts.
 - Hit OK. (DO NOT USE the Generate Password Button)
 - Close and reopen Notes to make sure the password that the user set works.

Sametime Issues

- **User is not able to Login to Sametime server. Server option is not coming up in the Location Doc**
 - Make sure that `sametime.us.hsbc` is entered into the user location document on the servers tab under IBM Lotus Instant Messaging Server, and that the settings on the Instant messaging tab are correct.
 - The Sametime function in Lotus Note is not the preferred method of access for users. If problems persist, please direct the users to the web version at `im.us.hsbc`, or have them submit a LARF to request the Sametime client.

Restoring Missing Lotus Notes Icon

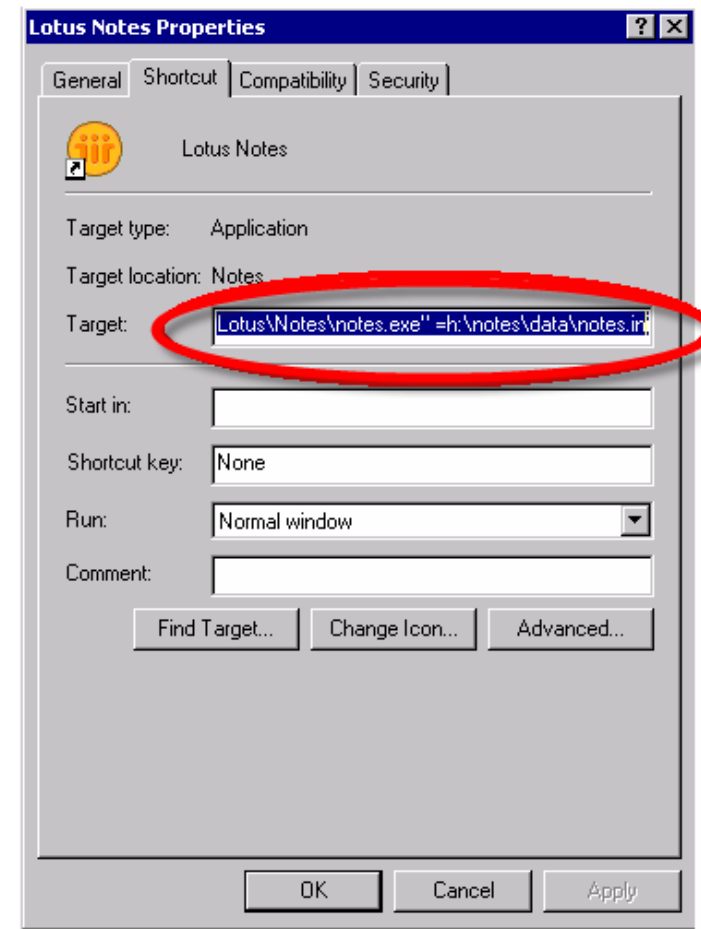
- If you need to reinstall Lotus Notes, or if Lotus Notes is listed on the Start Menu, but is empty when you go to start it, it may be due to a user having moved the icon to the desktop instead of making a copy of it, and moving the copy to the desktop.
 - Got to Start → Settings → Control Panel → Add/Remove Programs
 - Select Lotus Notes 6.5.2, and click on the “Click here for support information” link under the title, and then hit the repair button.
 - This process can be used to repair other applications as well, and is a good first step before complete uninstall/reinstall of an app.
 - You may need to use Run As and your own id to run the Repair.
- If this does not work, you can create it manually.

Lotus Notes Icon Missing (cont.)

- Lotus Notes Icon is no longer in Start → Programs → Lotus Applications
 - Resolution: You will need to recreate a copy of the icon that is locally stored on the PC.
(C:\Program Files\Lotus\Notes ())
Notes.exe
 - Right Click on the icon and create a Short Cut. Rename the shortcut to Lotus Notes. Then cut and paste into C:\Documents and Settings\All Users\Start Menu\Programs\Lotus Applications.

Lotus Notes Icon Missing (cont.)

- After creating the new icon you will have to make sure that it is mapped correctly.
- Right click on the Notes icon and select properties. The screen to the left will pop up.
- In the Target field you will need to enter
=h:\notes\data\notes.ini after
“C:\Program
Files\Lotus\Notes\notes.exe”
- Click apply and launch Notes



Spell Check Issues

- User checked the Auto Spell Check option in preference, now the user is getting message to Download Dictionary, when she tries to send a mail.
 - File Transfer copies of the UK.dic file and US.dic file from your own H:\notes\data to the user's H:\notes\data folder.
- If problem still exist Go to File→Preferences→User Preferences
- Click on International, and then Spell Check. If English (United States) is checked in primary dictionary, have the user click on OK, then try again.
- If it is not checked, Click Install Dictionary, double click on English (United States), and then click the yellow folder icon next to the Dictionary line.
- Have the user navigate to their h:\notes\data directory, and select us.dic, and click open. Then click okay on the Dictionary Information dialog box.
- Have the user try spell check again
- If the issue persists, open a low impact incident to HTSU-SS-LOTUS-NOTES



Other Issues

- Users not able to send and Receive Fax.
 - Check whether the Database is pointing to the right server : US-MAPPS-02/SERVERS/HSBC. If the issue persists, open an incident to HTSU-SS-LOTUS-NOTES. Be sure to document your troubleshooting steps.
- Users Reporting mails marked Spam.
 - Guide the user to Delete the mails and ignore those mails, or if possible ask them to block the sender.
 - To block mail from the sender, have the user click on the mail item once to select it, then go to Actions→Tools→Block Mail from Sender, then click OK to confirm.
- Encryption questions
 - HSBC NA does support encryption internally through built in settings in Lotus Notes. As of July 2007, a pilot program is in place for PGP encryption of emails outside of HSBC, and is expected to be in full production soon.
 - Users will be able to request secure email via PGP encryption via the PGPMAIL form in Connect.
 - Users can use encryption case by case using the Delivery Options button in a new memo, and checking the box labeled Encryption, or by clicking the down arrow at the far right of the blue bar containing the send, send & file, etc. buttons in the New Memo, then putting a check mark in Encrypt.
 - For Encryption issues other than basic How To type questions, route a ticket to the Notes Team.
- For Restoration of any mails or documents in the database.
 - Ask the user to Fill out LNRREQ Form from connect. Inform the user that it will Restored from 7 to 10 business days from the time of the user manager's approval.

Other Issues

- Unable to access data directory
 - Delete cache.ndk to make space in h:\notes\data
- Missing workspace icons, context toolbar missing, unable to restore welcome page the normal way
 - Replace bookmark.ntf in h:\notes\data from your own h:\notes\data folder, delete or rename bookmark.nsf
- Could not find any web Navigator templates
 - Place a copy of perweb.ntf in the users h:\notes\data directory.
- Cache.ndk too big
 - Lotus notes cannot run if it cannot write to the h:\notes\data drive. If the user cannot write to that drive due to space restrictions (if they are Legacy Household, Metris or other non-HBUS), check the size of the file cache.ndk. This file may be deleted to free up space on the H:\ drive if it gets too big. Notes will create a new cache.ndk the next time it starts.

Other Issues

- Server not Responding
 - Check and make sure that the users mail database is connected to the correct mail server.
 - Check users Office location settings
- User says that his mail is missing
 - Check View all/View unread button
 - Check user is on primary server
 - Check users notes Template- refresh the design, or remove the users mail db from the workspace and reopen it usein the file-database-open procedure.
- Branch users Lotus Notes runs very slow
 - Check if user is at home branch
 - Check if user has a lot of folders
 - See if user can access Notes via citrix.us.hsbc while away from branch.

Other Issues

- User gets unable to load frames content after customizing welcome page
 - Make sure that perweb.ntf is present in the user's h:\notes\data directory
 - Make sure that the user is on the Office location document
- You cannot use the Administration program while the Domino Server is running
 - Notes may be open for the user in another location
 - Clear notes processes from task manager and notes.lck from h:\notes\data and restart.
- Error: NSD is running
 - Uninstall and reinstall notes

Other Issues

● User Reports:

- Error: Object Variable not set
- Invalid or Non-existent document when creating a new memo
- LN opens to a blank screen
- Needs initial setup/configuration
- New Hire
- Not seeing any new emails, unable to send external emails
- Variable Not Found: Duplicate Public Name; No Object

● Troubleshooting Steps:

- Check that the user is on the “Office” location document.
- Make sure that the users h:\notes\data drive will allow the user to write/save to it.
- Notes will need to be reconfigured

Miscellaneous points

- Note: When you are working in the data folder for Notes, Lotus Notes needs to be CLOSED!!
- Due to the multi server nature of Lotus Notes, any changes made in Master, or to a copy of a database on one server can take anywhere from 20 minutes to 24 hours to propagate to all other relevant servers.
 - Most but not all changes take less than an hour.
- On occasion, it is necessary to place the Notes\data folder on the users h:\ drive, either because it is corrupt and needs replacement, or because it has not been done as needed.
 - A copy of that folder is available for NAHD analysts in J:\tac\Notes 6.
 - If needed, you can copy the whole notes folder (with the data folder nested inside it) and transfer it to the users h:\ drive. Following that, you need only transfer in a fresh copy of the users id file and setup.txt, then restart Notes.
 - You will need to provide the user with the default password for the new copy of the notes id file.

Lotus Notes Forms

- **LNRENAME**
 - HBUS Lotus Notes Rename Request Form. HBUS Lotus Notes Rename Request Form
- **LNGRPREQ**
 - Lotus Notes Request Group Creation. To request creation of a new Lotus Notes Group
- **LNGRPCHG**
 - Lotus Notes Request Group Change. Request changes to existing groups including add/delete members or owners.
- **LNGCHGREQ**
 - Lotus Notes Group Change Request (for HHI alone).
- **LNRREQ**
 - Lotus Notes Restore Request Form. HBUS E-Mail Operations Restore Request Form
- **AWAYREQ**
 - Used To Place Employee's Lotus Notes On Away Status.
- **LNSURVEY**
 - LNSurvey. Lotus Notes VPN User Survey
- **Notesireq** Form
 - Lotus Notes email Access Change Request
 - REPLACEMENT FOR NOTESMOD
- **Notesmod** Form
 - Lotus Notes email Access Change Request
 - THIS FORM HAS BEEN RETIRED- NOW USE FORM NOTESIREQ
- **GENMBREQ**
 - Request form for Generic Mailbox. Request form for Generic Mailbox
 - THIS FORM CONTAINS A LINK TO THE NEW FORM LNREPREQ - CURRENTLY CANNOT BE FOUND BY DIRECT SEARCH.
- **MAIL QUOTA EXCEPTION**
 - Request form to increase Mail db quota size

Automatic Signature

- Automatic Signature
 - Email signature text can be set up to automatically show at the end of new emails. From the inbox go to the Tools button, select Preferences, go to the Mail Tab, then the Signature tab. Check “Automatically append a signature...”, and type the desired closing and signature into the text box.
 - If the user does not want their signature automatically appended to ALL emails, they can decline to check the box, and add the signature on a memo by memo basis by going to tools and selecting “Insert Signature”.

Automatic Signature Database

- There is a Standard format Signature creator available as a database in Lotus Notes.
- The Notes Mail Signature Creator is kept on US-APPS-02 and 03, in the folder 'Messaging' and the subfolder 'ADMIN'.
- Users can access the Signature creator, and fill in the blanks to have notes create a signature for them.
- The signature is stored in the users H:\notes\data drive, and is available from any pc where the users access Lotus Notes.

Out of Office

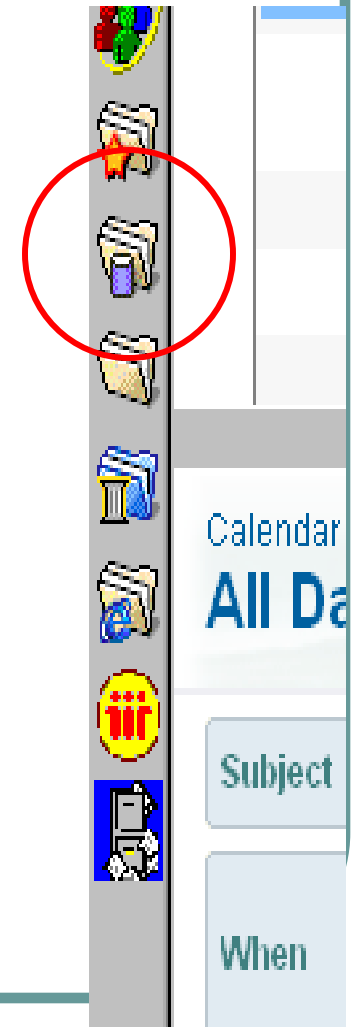
- The Out-of-Office agent can be set to run while the user will not be in the office, sending out an automated reply to anyone who mails the user.
 - From the Inbox, hit the Tools button, and select Out of Office...
 - Set the dates that the user will be out on the Dates Tab. Specify the regular Out of Office message on the 2nd tab. Special messages for specific senders can be set on the 3rd tab, and the 4th tab can be used to exclude certain users from getting your O-o-O message at all.
 - Click enable to set the agent to run. Click disable to turn it off when you return if it has not yet automatically done so.
 - Please note- the Out-of-Office Agent runs on the Notes server every six hours- Users sending emails to the user who is out will not necessarily receive an immediate Out-of-Office reply. This is normal.

Customizing the Welcome page

- To Customize the Welcome page
 - At the Welcome page, at the top, click on “Click here for Welcome Page Options”
 - Click the link “Customize this page”
 - Choose the appropriate action form the list
 - For Content Placement, click in each pane you wish to customize, and choose from the dropdown.
 - Choosing database will activate a button that will allow you to add a database other than Inbox or Calendar, such as Journals, or other databases which the user might access.
 - When done, click Finish
- To set your Welcome page back to the original format:
 - Go to the “Click here for Welcome Page options”
 - Select “Basics from the dropdown at the left.

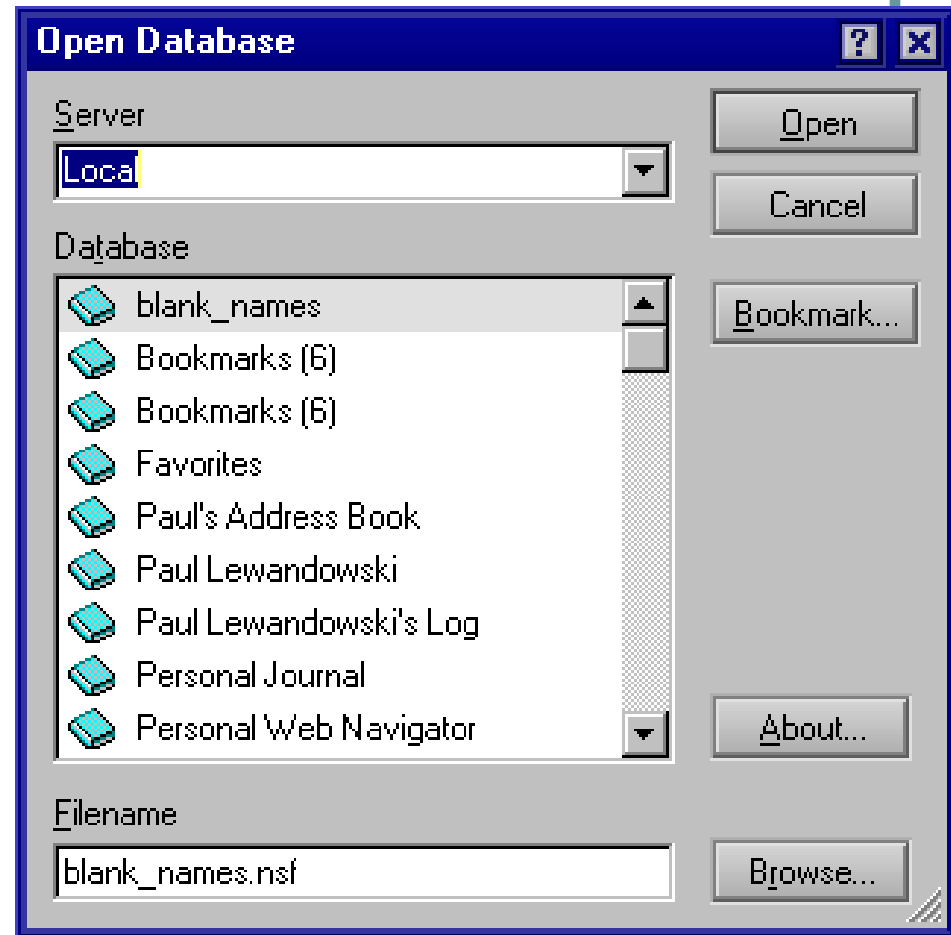
Finding the Workspace

- The Workspace is selectable from the default Welcome page, and also from the Databases bookmark.
 - Once in the workspace the user will usually have 5 tabs- Administration, mail, Address Books, Help, & Misc
 - These are just classifications for the default icons- when adding icons later, they will go to whichever tab is open.



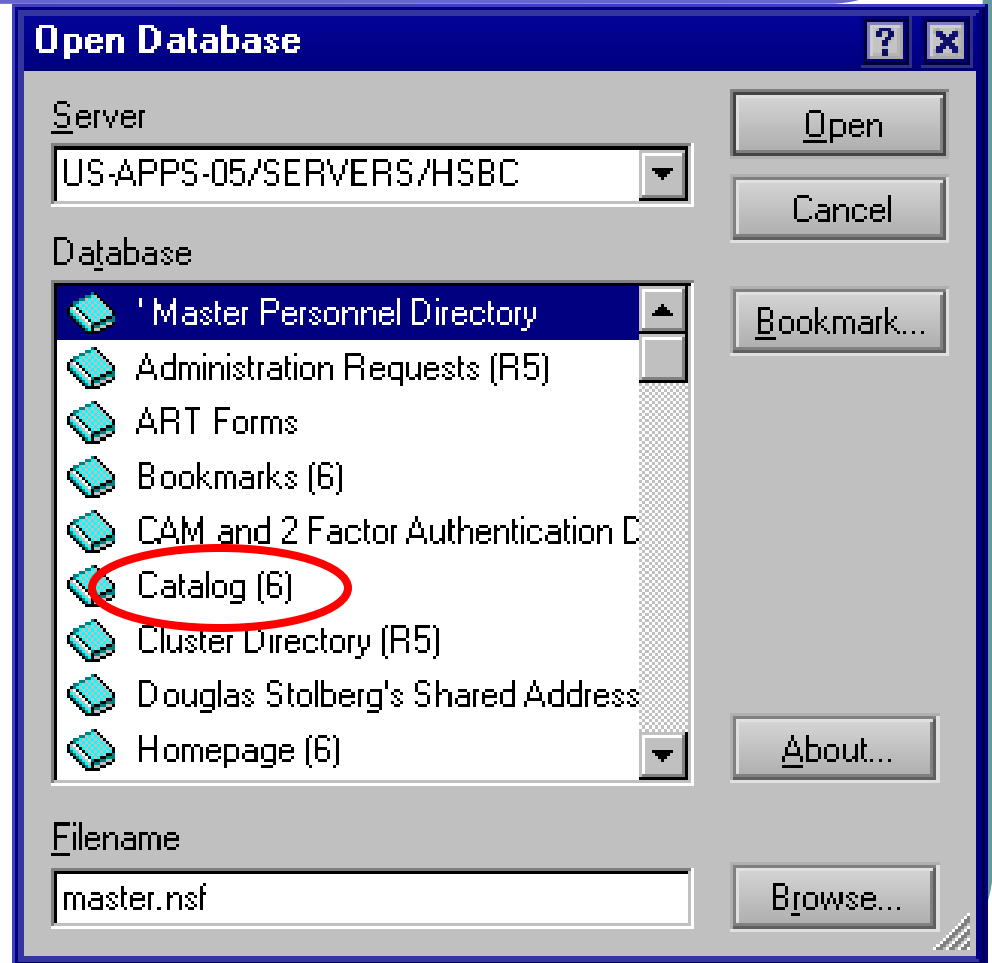
Adding Databases

- Adding databases
- Either File → Database → Open, or Ctrl+O will open the Open database dialogue box.
- If Known, the user can enter the Server name, and browse for the database manually in the database field.



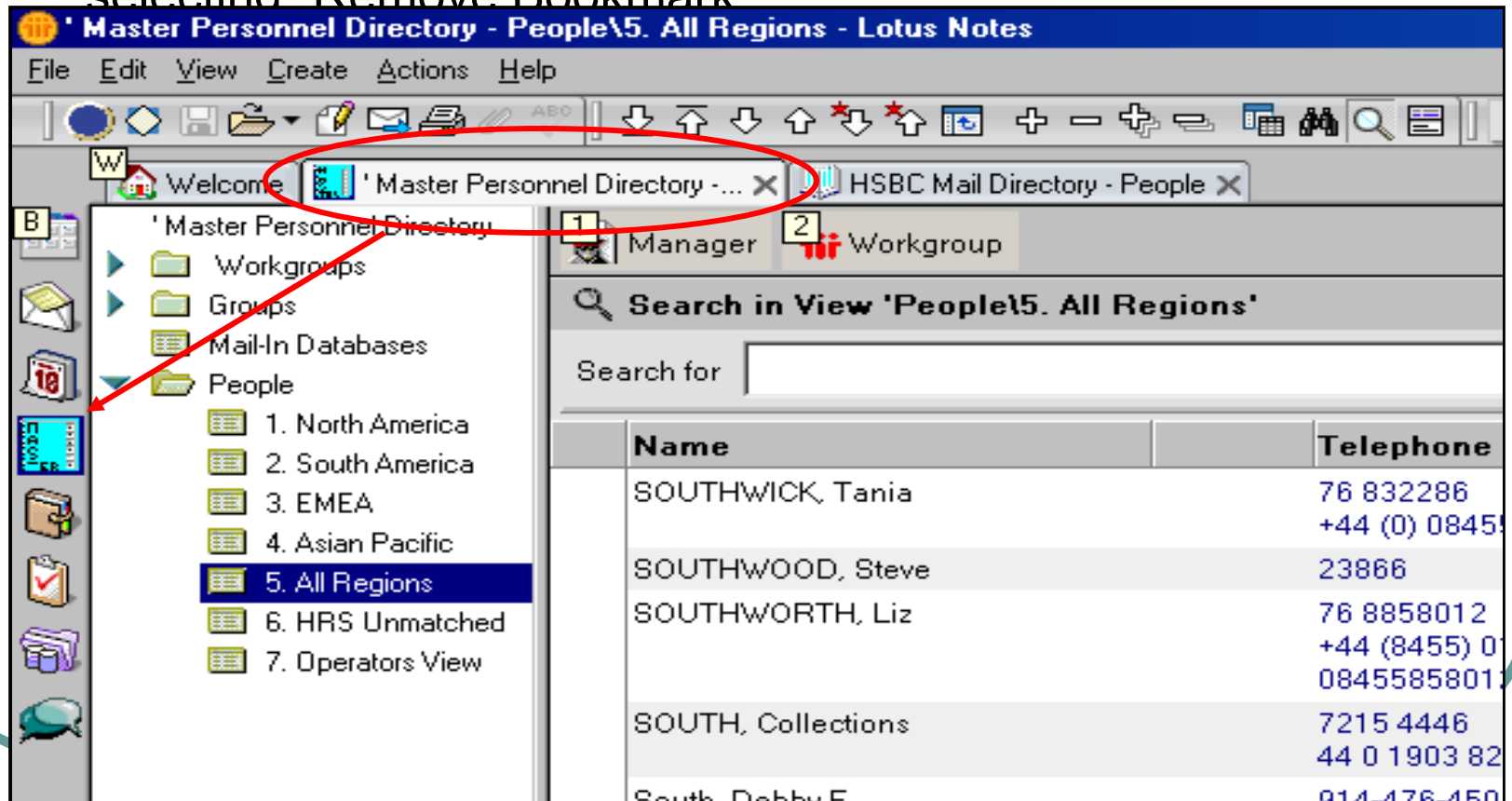
Adding Databases cont.

- Databases may also be added from the catalog. Open the catalog, find the database you wish to open, select it and then click the open button at the top of the catalog.



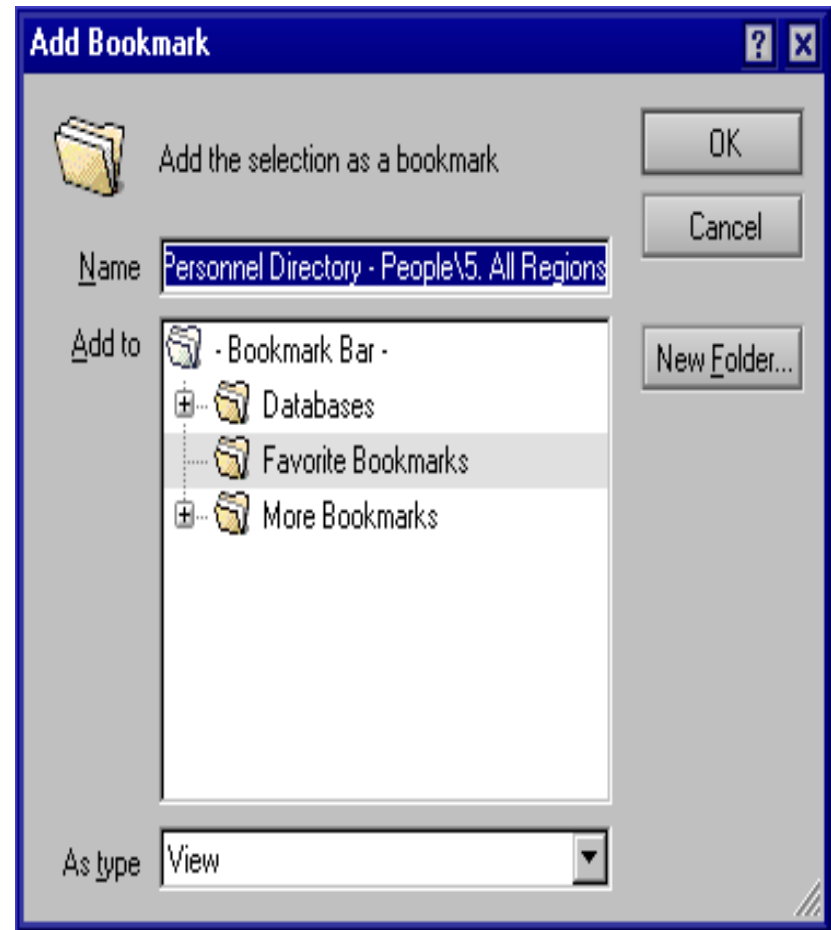
Bookmarks

- Bookmarks can be created by simply dragging the tab of an open window to the gray bar on the left.
 - A bookmark can be removed by right clicking the icon and selecting “Remove Bookmark”



Bookmarks cont.

- Bookmarks can also be created by right clicking on the tab of the opened database, and selecting “Create Bookmark”.
 - In the Add Bookmark dialogue box, select bookmark bar to place the bookmark as a new icon at the left, or select one of the databases provided to place the new bookmark inside one of them.

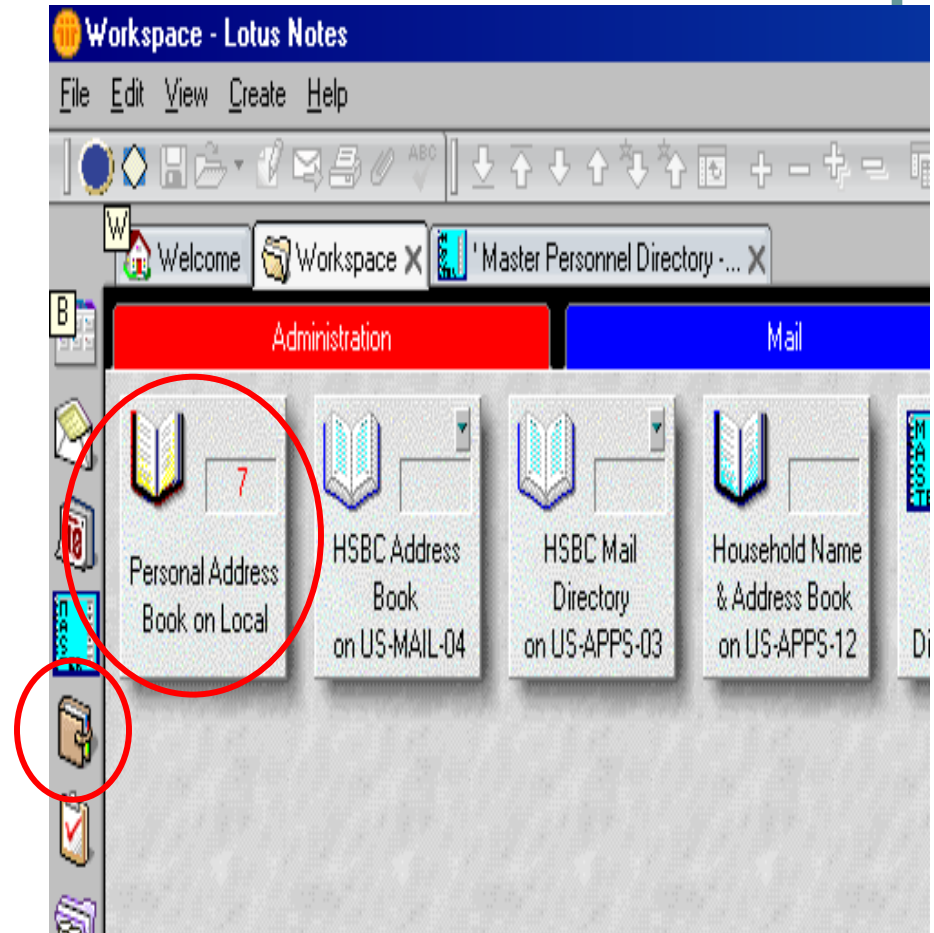


Address Books

- There are two types of Address book in Notes- the NAB and the Personal Address book.
 - The NAB (Name and Address Book) is a public address book maintained on the Lotus Notes servers
 - There are three NABS available for use- the HSBC Address book, the HSBC02 Address book, and the HSBC Mail Directory.
 - If the address books are not already loaded in the users Workspace, they can be added from any of the US-Apps servers.
 - The Personal Address Book
 - A local address book stored in the users h:\notes\data folder as part of the users names.nsf file.

Personal Address Book

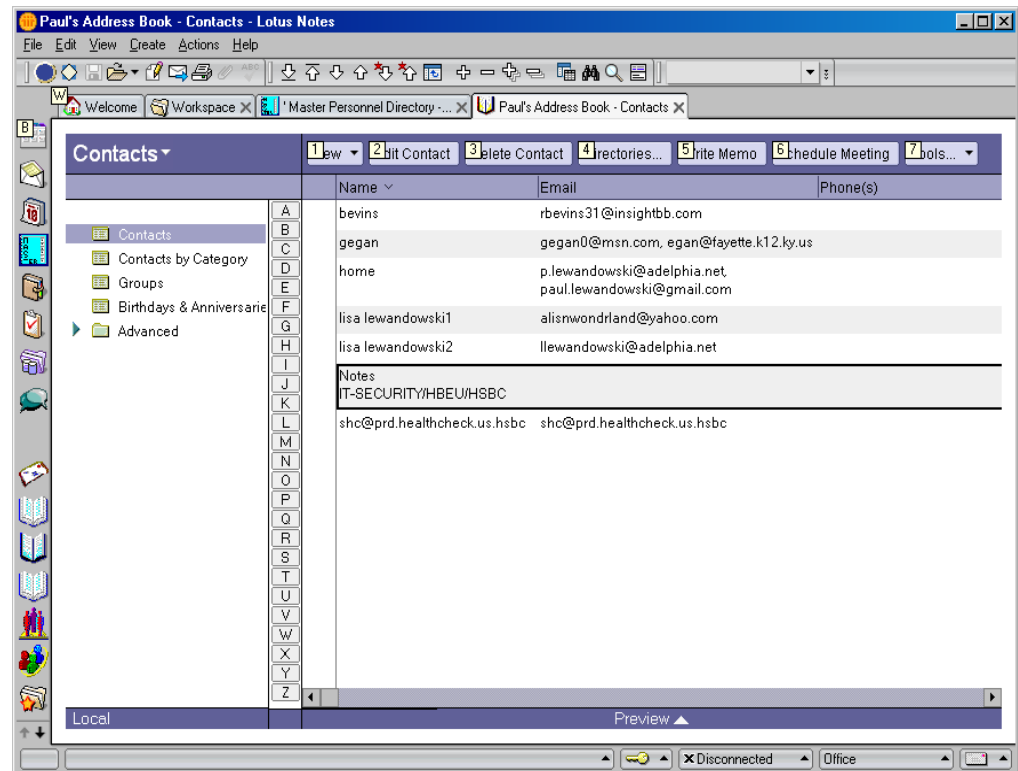
- The Personal Address Book can be opened either from the workspace icon on the Address Books tab, or from the bookmark on the bookmark bar.



Personal Address Book cont.

- The 3 primary uses for the Personal Address Book for an HSBC user are:

- To keep email contacts outside of HSBC
- To create custom mailing lists (groups)
- to store connection documents.
- When using the autofill feature in the To: field of a new memo, Lotus Notes will try to fill from the Personal Address Book before the NAB, so names in the NAB should be unique if possible.



Configuring Lotus Notes

- First time configuration for New users should be automatic due to information contained in the file h:\notes\data\setup.txt
- If that file does not exist, it can either be generated from the users listing in the ID Archive db and then placed in the users h:\notes\data directory, or configuration can be done manually.
- To Configure manually:
 - Authenticate the user
 - Pull up the user's listing in Master Personnel Directory
 - Retrieve the user's default password from the ID Archive db
 - Direct the user to start Notes
 - When the first configuration screen comes up, have the user click **NEXT**.
 - Enter the user's Lotus Notes name (i.e. John X Doe) as listed in Master, and the user's Notes server (i.e. US-MAIL-XX/SERVERS/HSBC), and hit **NEXT**.
 - Click the browse button, navigate to the user's h:\notes\data drive, and select the users id file (i.e.. jdoe.id or j01234.id). Select the OPEN button, then click **NEXT**.
 - Have the user enter the password.
 - Continue to click next past the subsequent screens until the FINISH button appears. Click Finish.
 - After a few moments, the user's Lotus Notes will open to the Welcome Page.
 - If this is a first time login or a replaced id file, you may need to guide the user through the password change procedure.

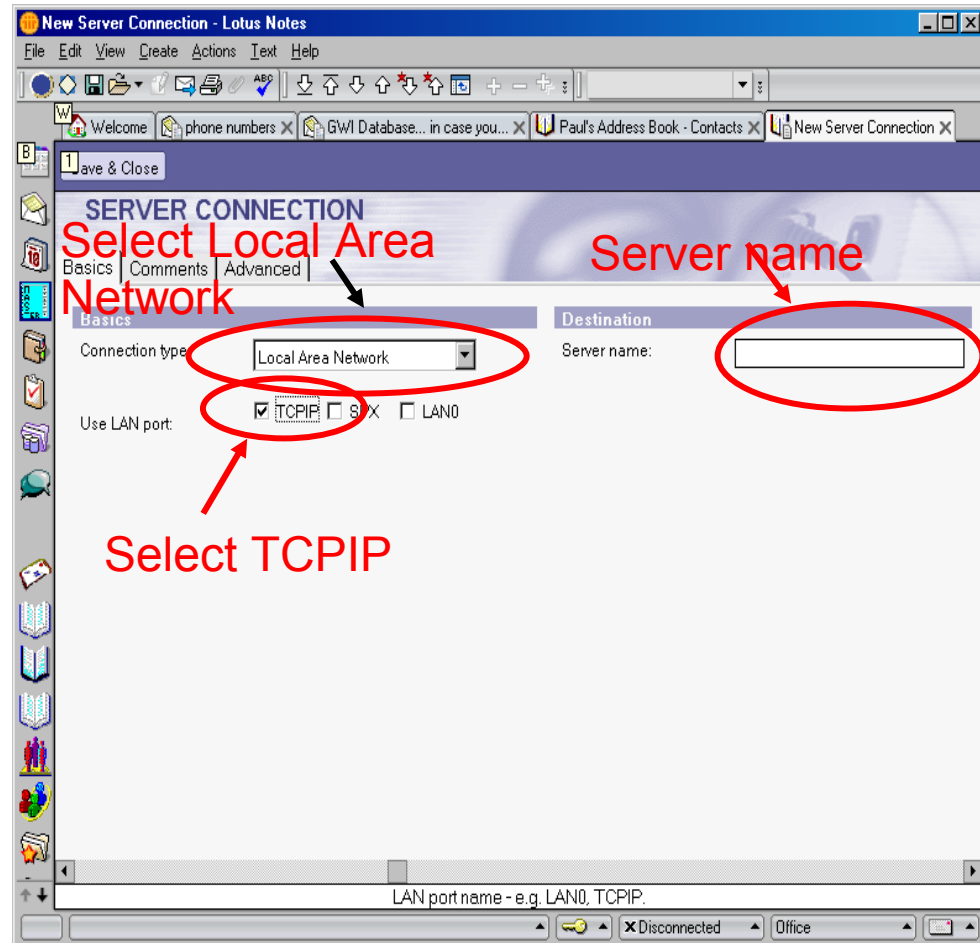
Reconfiguring users Notes.ini

- Shut down Lotus Notes
- Switch to user's H:\Notes\Data folder
- Right click the file notes.ini and select copy.
- Paste notes.ini into an empty area of the same folder to create a "Copy of notes.ini"
- Open notes.ini
- Notes.ini should be deleted except for the first 5 lines, which should read:
[Notes]

Kitttype=1
Directory=h:\notes\data
Configfile=h:\notes\data\setup.txt
- Save and close notes.ini
 - If the file setup.txt exists in the users h:\notes\data directory, notes configuration will be done automatically.
 - If the setup file is not present in the users h:\notes\data directory, you can either retrieve the file from the notes id repository and place it in the users h:\notes\data directory prior to restarting Notes, or you can guide the user through configuration manually.
- Restart Notes
 - You may need to manually configure the users Notes at this stage.

New Connection Document

- If Lotus Notes cannot find a server by server name, you can create a connection document to point it to the correct server.
 - Open the local address book
 - Hit the “New” button and select “Server Connection”



New Connection Document (cont.)

- Switch to Advanced tab
 - Put the server's ip address in the "Destination server address" box
 - You can get the server by opening a dos prompt and pinging the server by name.
 - Save & Close

The screenshot shows the 'New Server Connection' dialog box in Lotus Notes. The 'Advanced' tab is selected, and the 'Destination server address' field is highlighted with a red circle. The dialog box has a title bar 'New Server Connection - Lotus Notes' and a menu bar with 'File', 'Edit', 'View', 'Create', 'Actions', 'Text', and 'Help'. The main area is divided into three tabs: 'Basics', 'Comments', and 'Advanced'. The 'Advanced' tab contains the following fields:

- Only from Location(s): [Field]
- Only for user: [Field]
- Usage priority: [Normal]
- Destination server address: [Field]

At the bottom of the dialog box, there is a status bar with the text 'This is the protected text area of the form.' and a key icon.