



cc:Mail

Release 6.3 for Windows

Deployment Guide

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Contents

Chapter 1

Getting Started 1

Introducing Lotus cc:Mail	
Release 6.3	1
The cc:Mail to Notes Migration	
Tool	1
The cc:Mail Upgrade wizard	2
How to use this guide	2
Where to find other documents	3
System requirements	3
cc:Mail Release 6.3	3
cc:Mail to Notes Migration Tool	4
International requirements	4
Installation	4
cc:Mail Release 6.3 client	4
cc:Mail to Notes Migration Tool	5

Chapter 2

Upgrading Users 7

How to upgrade cc:Mail users to	
Domino	7
Step 1: Prepare for migration	8
Roll out cc:Mail Release 6.3 to	
users	8
Verify your current cc:Mail and	
Domino infrastructure	8
Verify the format of cc:Mail	
names for migration	9
Step 2: Upgrade cc:Mail post	
offices	10

Upgrade cc:Mail Directories	11
About the Registration Profile	11
About the Gateway Profile	12
About the Directory	
Conversion Request	12
Upgrade cc:Mail mailboxes	13
About the LAN Mailbox	
Conversion Request	13
About bulletin board messages	13
Step 3: Upgrade local files	14
About the NOTES.USR file	14
About the cc:Mail Upgrade wizard	16

Chapter 3

Using Lotus cc:Mail Release 6.3 on Domino 19

Lotus cc:Mail Release 6.3 user	
issues	19
Login name format	19
Passwords	19
Domino error messages	20
Plain text option	20
Dates	20
Message forwarding history	20
Similar names	21
Local archives	21
Unread marks	21
Mailing list members	21
Return receipts and	
non-delivery reports	21

Searching for mailing lists	22
Running Notes	22
Lotus cc:Mail Release 6.3	
administrator issues	22
Mail-enabled applications	22
Mail files	22
Archives	22
Domino Address books	23
Bulletin board support	23
cc:Mail post offices	23
cc:Mail Directory	24
Minimum password length	24
Performance tips	24
Lotus Organizer Release 2.x	25
Troubleshooting problems	25
cc:Mail to Notes Migration Tool	25
cc:Mail Release 6.3 client	25
cc:Mail Release 6.3 Upgrade	
wizard messages	27

Chapter 1

Getting Started

Introducing Lotus cc:Mail Release 6.3

Lotus® cc:Mail® Release 6.3 is a 16-bit Windows client that provides access to both cc:Mail post offices (DB6/DB8) and Lotus Domino® Release 4.5 or later mail databases. Use this client and the cc:Mail to Notes Migration Tool to upgrade your cc:Mail users to a Domino server backend without disrupting daily e-mail activities.

The Release 6.3 client operates as in previous releases of cc:Mail Release 6. The Release 6.3 client can continue to access a cc:Mail post office until you upgrade the user's mailbox to Domino. Users with mailboxes on a cc:Mail post office won't notice any differences; those with mailboxes on a Domino server will notice only minor differences.

cc:Mail Release 6.3 supports a stepwise upgrade from cc:Mail to Lotus Notes®. With this approach, you don't have to upgrade cc:Mail users to Notes™ mail clients and post offices to Domino servers at the same time.

You can migrate cc:Mail users to Notes mail anytime you want. Because cc:Mail Release 6.3 does not support Mobile users, Lotus recommends that you upgrade cc:Mail Mobile users to Notes mail quickly to take advantage of its enhanced mobile features.

The cc:Mail to Notes Migration Tool

The cc:Mail to Notes Migration Tool is a Lotus Notes application; it handles all aspects of migration and includes an Admin tool to migrate Directories (if cc:Mail MTA is not in use), create Notes User ID files, and upgrade mail files from a cc:Mail post office to a Domino server.

Note cc:Mail Release 6.3 requires information from the cc:Mail to Notes Migration Tool to work properly; you cannot use other tools to upgrade cc:Mail mailboxes to Domino if you want to use the Release 6.3 client. You can use other tools to handle Notes user registration (Person documents, ID files, and so on), but you cannot use other tools to upgrade mail.

The cc:Mail Upgrade wizard

cc:Mail Release 6.3 includes a new Upgrade wizard; users must use the wizard to upgrade their local files (archives, private addresses, and mailing lists). The cc:Mail Release 6.3 client runs the Upgrade wizard the first time a migrated user logs in.

How to use this guide

This guide documents migration issues specific to Lotus cc:Mail Release 6.3. Mail administrators should follow the steps in this guide to upgrade users from a cc:Mail DB6 or DB8 post office to a Lotus Domino Release 4.5 or later server. This table shows you where to start and outlines the top-level steps in the migration process.

<i>Procedure</i>	<i>Where to find instructions</i>
Prepare a migration plan.	The Lotus Messaging redbook, <i>The Next Step in Messaging: Upgrade Case Studies for Lotus cc:Mail to Lotus Domino and Lotus Notes</i> , at www.lotus.com/redbook .
Roll out cc:Mail Release 6.3 to users.	The installation section in this chapter and “Roll out cc:Mail Release 6.3 to users” in Chapter 2 of this guide.
Install the migration tool.	The installation section in this chapter.
Become familiar with the migration tool.	The migration tool Help database.
Upgrade selected post offices and mailboxes to Domino.	Chapter 2 of this guide and the migration tool Help database.
Prepare cc:Mail users to upgrade their local files to Domino.	“Upgrade local files” in Chapter 2 of this guide.
When your upgrade plan calls for it, upgrade users to the Notes mail client.	Your Notes documentation.

Where to find other documents

Lotus Upgrade tools

The migration tool has its own Help system and documentation databases. You can use the following documentation databases after installing the migration tool:

- cc:Mail to Notes Migration Tool Help database (CCMIGHLP.NSF)
- cc:Mail Migration Guide database (CCMMIGR.NSF)

You can find the migration tool Release Notes on the Downloads area of the Lotus web site: www.lotus.com.

- *Lotus Upgrade Tools - (DB8) to Notes Release 4.62 Release Notes* (CCRN462.TXT)
- *Lotus Upgrade Tools - (DB6) to Notes Release 4.13 Release Notes* (CCRN413.TXT)

Lotus cc:Mail

For general information on migration, see the Lotus Messaging redbook, *The Next Step in Messaging: Upgrade Case Studies for Lotus Mail to Lotus Domino and Lotus Notes* at www.lotus.com/redbook.

For cc:Mail installation and configuration, refer to the cc:Mail administrator documentation on the cc:Mail Release 8.1 (or later) Advanced System Pack CD-ROM:

- *Lotus cc:Mail Release 8.1 Planning and Installation Guide*

You install cc:Mail Release 6.3 just like you installed previous releases; the only difference is that now there is an option to install the necessary files to permit Domino access.

System requirements

cc:Mail Release 6.3

- An Intel 486 CPU or higher
- A minimum of 35MB free disk space on each user's computer; 45MB required during installation
- A Notes-supported network protocol: SPX, TCP/IP, or NETBIOS
- Windows 3.1: A minimum of 8MB RAM; 12MB is recommended
- Windows 95: A minimum of 12MB RAM; 16MB is recommended
- Windows NT 4.0: A minimum of 16MB RAM; 20MB is recommended

cc:Mail to Notes Migration Tool

cc:Mail Release 6.3 requires one of the following migration tools:

- DB8 post offices: cc:Mail to Notes Migration Tool Release 4.62 or later releases
- DB6 post offices: cc:Mail to Notes Migration Tool Release 4.13 or later releases

See the following documents for system requirements:

- The appropriate cc:Mail to Notes Upgrade Tool Data Sheet located in the download area on the Lotus Web site (www.lotus.com)
- The “System Requirements” topic in the migration tool Help database

International requirements

Lotus cc:Mail Release 6.3 follows the same encryption strategy as Notes. See your Notes documentation for more information.

Installation

cc:Mail Release 6.3 client

- To install Lotus cc:Mail Release 6.3, see Chapter 5 of the *Lotus cc:Mail Release 8.1 Planning and Installation Guide*.
- Lotus cc:Mail Release 6.3 on Domino is the default choice during installation.
- If you want to install the files necessary for Domino support, choose Default Install.

Custom Install will also install the files necessary for Domino access; be sure the “cc:Mail on Domino” option is selected during Custom Install (this option is selected by default).

Do not choose a minimum installation; this option does not install the files necessary for Domino support.

- To install the client without Domino support, use a Custom installation and deselect “cc:Mail on Domino.”
- If a Lotus cc:Mail Release 6.x client is already installed, you can automatically upgrade users from the server using Smart Upgrade. At the cc:Mail Web site (www.ccmail.com), search the Support KnowledgeBase for “Release 6 Smart Upgrade.” You’ll find full information on versioning and automated upgrades.

- Installing Lotus cc:Mail Release 6.3 does not enable users to access Domino — you must then upgrade users and their mail to Domino using the cc:Mail to Notes Migration Tool. See Chapter 2 in this guide for details.

cc:Mail to Notes Migration Tool

You can install the migration tool on any computer that runs Notes.

- Download the version of the migration tool that you need from the Downloads area of the Lotus web site (www.lotus.com):
 - DB8 post offices: cc:Mail to Notes Migration Tool Release 4.62
 - DB6 post offices: cc:Mail to Notes Migration Tool Release 4.13
- Install the migration tool. See the migration tool release notes (CNRN462.TXT OR CCRN413.TXT) for details.
- Configure the migration tool databases. Under “How do I...?” in the migration tool Help database, see the topics in “Configure the Server.”

Note You need only the Admin tool database; users do not use the User tool database.

Chapter 2

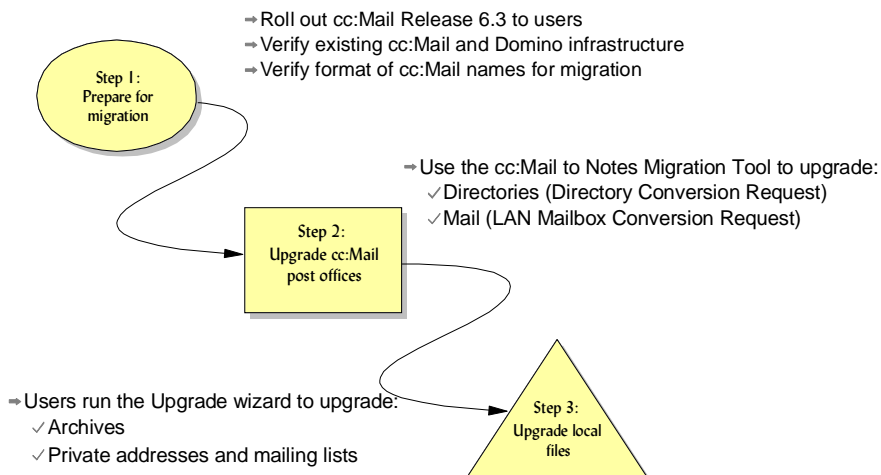
Upgrading Users

How to upgrade cc:Mail users to Domino

You need to be familiar with your cc:Mail and Domino infrastructure and the cc:Mail to Notes Migration Tool before upgrading your users.

Using the migration tool, you can upgrade an entire post office, all local users (L) on a post office, or a group of individual users. You decide how quickly you want to upgrade users, and when.

There are three steps to upgrading users from a cc:Mail post office to a Domino server for use with cc:Mail Release 6.3:



Step 1: Prepare for migration

To ensure a smooth migration process, Lotus suggests that you

- Roll out the cc:Mail Release 6.3 client to all of your users at the same time, regardless of when you plan on upgrading them to the Domino server or to Notes mail clients
- Review your current cc:Mail and Domino infrastructures
- Review the format of cc:Mail names for migration
- Refer to the Lotus Messaging redbook, *The Next Step in Messaging: Upgrade Case Studies for Lotus cc:Mail to Lotus Domino and Lotus Notes* at www.lotus.com/redbook.

Roll out cc:Mail Release 6.3 to users

When you upgrade users to the cc:Mail Release 6.3 client, daily e-mail activities continue exactly as in previous releases.

After you upgrade users, the Upgrade wizard runs to upgrade their local files the first time they log in. Once they use the Release 6.3 client, users will notice only minor differences in how the client operates.

See also “Lotus cc:Mail Release 6.3 for users” in Chapter 3 of this guide.

See Chapter 1 of this guide for information on installing the cc:Mail Release 6.3 client.

Verify your current cc:Mail and Domino infrastructure

Before upgrading users to Domino, you must know your current cc:Mail and Domino environments.

For cc:Mail, this includes:

- Router configurations
- ADE topology
- Approximate post office size
- Number of local ('L') users on each post office

For Domino, this includes:

- Replication schedules and connections
- Mail routing schedules and connections
- cc:Mail MTA configuration
- Number of users on the Domino server
- Size of the hard disk on the Domino server

See cc:Mail to Notes Migration Tool Help for more information.

Verify the format of cc:Mail names for migration

See “Pre-processing options” in cc:Mail to Notes Migration Tool Help for information on how to generate properly formatted names.

Step 2: Upgrade cc:Mail post offices

The following table explains how to upgrade users from a cc:Mail post office to a Domino server using the migration tool; specific sections in this chapter go into more detail for each step. **See** the cc:Mail to Notes Migration Tool Help database for full instructions on using the migration tool.

<i>Procedure</i>	<i>For more information</i>
Before using the migration tool	
1. Read about developing a migration plan in the cc:Mail to Notes Migration Tool Help database.	The Lotus Messaging redbook, <i>The Next Step in Messaging: Upgrade Case Studies for Lotus cc:Mail to Lotus Domino and Lotus Notes</i> , at www.lotus.com/redbook .
2. Read about cc:Mail migration issues.	See "Lotus cc:Mail Release 6.3 administrator issues" in Chapter 3 of this guide.
Upgrade cc:Mail Directories	
1. Complete a Registration Profile.	See "Upgrade cc:Mail Directories" in this chapter. See "About the Registration Profile" in this chapter.
2. Complete a Gateway Profile.	See "About the Gateway Profile" in this chapter.
3. Process a Directory Conversion Request.	See "About the Directory Conversion Request" in this chapter.
Upgrade cc:Mail mailboxes	
1. Complete a LAN Profile.	See "Upgrade cc:Mail mailboxes" in this chapter.
2. Process a LAN Mailbox Conversion Request.	See "About the LAN Mailbox Conversion Request" in this chapter.
3. Update the design of the bulletin board database.	See "About bulletin board messages" in this chapter.

<i>Procedure</i>	<i>For more information</i>
Before upgrading local files	
1. Edit the NOTES.USR file in the cc:Mail post office directory before users log in to cc:Mail Release 6.3 for the first time.	See “About the NOTES.USR file” in this chapter.

Upgrade cc:Mail Directories

Directory migration handles automatic batch registration of local ('L') cc:Mail users. The migration tool creates:

- A Notes User ID file and a person document in the Address Book for each user (if the user is not already a Notes user or does not have an ID).
- The user's Notes mail database; you must use the R63MAIL.NTF template when migrating users.

See the migration tool Help for full instructions on upgrading cc:Mail Directories.

About the Registration Profile

Mail template

Select the R63MAIL.NTF mail database template. cc:Mail Release 6.3 requires this template.

Certificate expiration

In the Advanced area of the Registration Profile, enter an appropriate time for certificate expiration; the default is two years from the present date.

Caution Create certificates in Notes User ID files so that the certificates *do not expire* during planned use of the cc:Mail Release 6.3 client. If Notes certificates expire during use of cc:Mail Release 6.3, you must recreate the user and the user's mailbox; the previous mailbox will not be accessible from cc:Mail Release 6.3. Alternatively, you can log in to the mailbox using a Notes client and reissue the certificate.

Location of ID files

If you choose “In Public Address Book” for ID File Storage in the Advanced area of the Registration Profile, the Upgrade wizard looks for the ID file there. If you chose “In Directory,” you may have to edit NOTES.USR to give the UNC path to this file so that the Upgrade wizard can locate it for your users. **See** “About the NOTES.USR file” in this chapter for more information.

About the Gateway Profile

Based on the information you enter in the Gateway Profile, the migration tool creates a file named CCNOTES.CFG in each cc:Mail post office directory (\CCDATA) that you migrate.

CCNOTES.CFG follows this format:

```
[Gateway]
GatewayEntryCount=<n>
Gateway#1=<cc:Mail gateway>,<Notes domain name>
```

Syntax description

<n>: A count for each gateway in the file.

<cc:Mail gateway>,<Notes domain name>: The mapping from the cc:Mail gateway name to the Notes domain name.

cc:Mail uses foreign post offices for gateways. For example, when a user types in INTERNET-MAIL (a name typically used for the SMTP gateway), users choose the correct address from that "post office." cc:Mail stores the addresses for each gateway, or post office, in a file named PRIVDIR.INI in the cc:Mail user directory (WINDOWS\CCMAIL\CC1DIR).

To retain this behavior and retain type-ahead addressing for gateways in cc:Mail Release 6.3, you must create a dummy mail-in database document in the Domino Public Address Book for each gateway entry in the Gateway Profile.

Note There is no actual database; mail sent to and from cc:Mail Release 6.3 is not directed through any additional databases. These dummy database documents in the Domino Public Address Book are documents only.

About the Directory Conversion Request

Upgrade cc:Mail users to Domino

Select "cc:Mail Release 6 user(s) on Domino."

If a user already has a Notes User ID file stored locally, do not complete a Directory Conversion Request in the migration tool for that user.

Upgrade cc:Mail mailboxes

The mail migration tool converts the following message-based information in the cc:Mail post office:

- Mail messages
- Bulletin board messages

In addition, mail migration updates the Domino Public Address Book and, optionally, the cc:Mail post office, identifying the user as a Domino mail user.

See Migration tool Help for full instructions on migrating mail files.

About the LAN Mailbox Conversion Request

Upgrade cc:Mail users to Domino

Select “cc:Mail Release 6 user(s) on Domino.”

Upgrade private mailing lists

Select “Yes” for “Convert Private Mailing Lists?” in the Advanced area of the request. This option sends a mail message to users’ mailboxes that the Upgrade wizard retrieves so that it can upgrade private mailing lists. You must select “Yes” for this option or users will not be able to upgrade their private mailing lists.

About bulletin board messages

When you run the migration tool, it upgrades bulletin board messages to a single Notes database named CCMTABBX.NSF (the cc:Mail MTA Release 2 Bulletin Board Exchange database). You need to update the design of this database to retain bulletin boards in cc:Mail.

Update the database template

Using a Notes client, replace the design of the CCMTABBX.NSF database with the new design template R63BBX.NTF; you can find this file on the cc:Mail Release 6.3 CD-ROM. **See** your Notes documentation for more information on replacing database designs.

Specify the location of the database

You need to specify the location of CCMTABBX.NSF in NOTES.USR *before* users run the Upgrade wizard. **See** “About the NOTES.USR file” in this chapter.

Step 3: Upgrade local files

After you upgrade users to Domino using the migration tool, they can upgrade their private addresses, mailing lists, and local archives. The cc:Mail Release 6.3 Upgrade wizard runs the first time users log in to cc:Mail Release 6.3 *after* their mailboxes have been upgraded to Domino.

The Upgrade wizard uses a file called NOTES.USR from the cc:Mail post office directory as a template to create local configuration files for users as they upgrade their local files. The following section describes NOTES.USR and how to modify it to ensure all users receive the correct settings for your environment.

About the NOTES.USR file

During Directory migration, the migration tool creates a file named NOTES.USR in each cc:Mail post office directory (\CCDATA) that you migrate.

The migration tool adds one line in the [Notes User] section of this file for each user that you migrate. NOTES.USR follows this format:

```
[Notes User]
<user name>=<migration status>,<server name>,<NAB database file name>,
<Notes mail database file name>,<user ID file name>,<ID file option>

[Notes Common Settings]
Ports=TCP,NWSPX,NETBIOS
TCP=TCP,0,15,0,,45056,
NWSPX=NWSPX,0,15,0,,45056,
NETBIOS=NETBIOS,0,15,0,,45056,
EXTMGR_ADDINS=MED630.DLL
```

Syntax description

<user name>: The cc:Mail login name.

<migration status>: Status of your migration to Notes.

0 = Migration in process (incomplete).

1 = Migration complete.

The migration tool sets this value to "0" before mail file migration and updates it to "1" after mail file migration.

<server name>: The Domino server name.

<NAB database file name>: The Notes Public Address Book database file name and relative path to the Notes data directory on the server. NAMES.NSF is usually the correct file name.

<*Notes mail database file name*>: The file name listed in the Basics tab of your Notes mail properties. Include the relative path to the Notes data directory on the server.

<*user ID file name*>: The name of, and optionally the UNC path to, each user's Notes User ID file.

<*ID file option*>: Where cc:Mail Release 6.3 should look for the user's Notes ID file.

- 1 = Reserved for future use
- 2 = Notes Public Address Book
- 3 = File server
- 4 = Prompt user

If you choose "In Public Address Book" for ID File Storage in the migration tool or specify "4" in NOTES.USR manually, users are prompted for the location of their ID file when they log into cc:Mail Release 6.3 for the first time. Users cannot access their mailbox with cc:Mail Release 6.3 without the Notes ID file.

If you choose "In Directory" for ID File Storage in the migration tool or specify "3" in NOTES.USR manually, the Upgrade wizard will look for the user's ID file in the location you specify in <*user ID file name*>.

Note You need to tell users where to locate their ID files.

Example of NOTES.USR

```
[Notes User]
John Valentine=1,test_server,names.nsf,mail2\jvalenti.nsf,jvalenti.id

[Notes Common Settings]
Ports=TCPIP
TCPIP=TCP, 0, 15, 0
EXTMGR_ADDINS=MED630.DLL
BBoardServer=Silver-MTA
```

Caution Edit the settings in NOTES.USR (located in each post office directory) *before* the users migrated to Domino log into cc:Mail Release 6.3 for the first time. If a user runs the Upgrade wizard before you edit NOTES.USR in the post office directory, the changes will not be rolled out to that user.

When you edit this file, do so carefully; do not delete this file. Back up this file regularly and ask your users to back up their NOTES.INI files.

Common settings

The cc:Mail Upgrade wizard copies the common settings from the NOTES.USR template file in the post office directory to users' NOTES.INI files the first time they log in to Domino. To make sure that all users get the correct settings, follow these steps *before* users run the Upgrade wizard (the first time they log in to cc:Mail Release 6.3).

- To get the correct network settings for your environment, use a Notes client to attach to a Domino server from a machine that is similar to those on which your users will run cc:Mail Release 6.3.

Look at the NOTES.INI file created by the Notes client to see the specific settings you need.

- To improve performance, make sure that the port used to connect to Domino is the first port listed in the Ports= line.
- Add the line:

BBoardServer=<server name>

to the end of the common settings section of NOTES.USR if you use the Bulletin Board Exchange database (CCMTABBX.NSF). Specify the mail server on which this database is stored for <server name>. **See** "About bulletin board messages" in this chapter for more information.

About the cc:Mail Upgrade wizard

The wizard also sets up local access for each user to the Domino server in the following ways:

- Locates the Notes User ID file and copies it to the user's computer (if it's not stored locally) to allow login.

Note You need to tell users where to locate their ID files. **See** "About the NOTES.USR file" in this chapter.

- Creates a file named NOTES.INI in \WINDOWS\CCMAIL to provide Domino access. The contents of this file are copied from the NOTES.USR file in the post office directory. **See** "About the NOTES.USR file" in this chapter.

Note This file is used by cc:Mail Release 6.3 only; it is not the same as the NOTES.INI file used by Notes for its client configuration.

If a user already has Notes installed locally, that user will already have the NOTES.INI file used by Notes for client configuration in \WINDOWS; when the Upgrade wizard runs, it creates a NOTES.INI file for its own use in \WINDOWS\CCMAIL.

If a user doesn't already have Notes installed locally, the Upgrade wizard creates NOTES.INI for its own use in \WINDOWS\CCMAIL and it also creates an abbreviated NOTES.INI file in \WINDOWS to tell the Notes Install program where the NOTES\DATA directory is located.

- Creates a Domino Personal Address Book (NAMES.NSF) on the user's computer in \NOTES\DATA if one doesn't already exist and upgrades the user's private addresses and private mailing lists to it.
- Creates a Notes archive database named A_username.NSF in \NOTES\DATA\MAIL on the user's computer and upgrades the user's archives to it.

The Upgrade wizard doesn't delete cc:Mail archive files after they have been upgraded. Once the upgrade is complete and users have verified the integrity of their archives, they can manually delete the cc:Mail archive files.

Estimate 20-30% more space for the archive database than is now used for cc:Mail archives. For example, if a user has 10MB of cc:Mail archive files before the upgrade, the Upgrade wizard will create a database of approximately 13MB. Remember that the original archive files still exist, and the total size of all files is 23MB until the cc:Mail archive files are deleted manually.

- Updates the WMAIL.INI file on each user's computer with the following information:

```
[cc:Mail Conversion]
Status=<1/2>
```

1 = Upgrade incomplete; run Upgrade wizard at next login

2 = Upgrade complete

The upgrade is incomplete if the user cancels or if the user chooses not to upgrade archives.

If the [cc:Mail Conversion] section is missing from WMAIL.INI or the Status value is "1," the Upgrade wizard reappears until all local files are successfully upgraded.

Chapter 3

Using Lotus cc:Mail Release 6.3 on Domino

This chapter includes:

- A list of functional differences in the cc:Mail Release 6.3 client
- A list of migration issues for the administrator to consider, including performance tips
- Troubleshooting information

Lotus cc:Mail Release 6.3 user issues

This section lists the differences users may notice when they use cc:Mail Release 6.3 to access their mailbox on a Domino server. These differences do not appear to users who continue to access cc:Mail post offices.

Note This information also appears in the Lotus cc:Mail Release 6.3 readme file. The cc:Mail Release 6.3 Help system was not updated with this information.

Administrator-specific issues are listed in “Lotus cc:Mail Release 6.3 administrator issues” following this section.

Login name format

If your cc:Mail login name is in the format “last name, first name,” the Upgrade wizard edits WIN.INI and WMAIL.INI so that your login name is in the format “first name last name.” cc:Mail Release 6.3 requires login names in this format.

Passwords

If you had a Notes user ID prior to using cc:Mail on Domino, you must use your Notes password to log in to cc:Mail Release 6.3. Notes passwords are case sensitive.

cc:Mail Release 6.3 does not support password expiration.

Domino error messages

In most cases, you continue to see the same cc:Mail error messages as in previous releases because cc:Mail maps Domino messages to its own messages. At login, you might see Domino information added to cc:Mail error messages.

If you get a cc:Mail error message or suspect that something is wrong and want to see if there is more specific information from Domino about the problem, choose Tools - Show Error History in cc:Mail. This will list the most recent Domino error messages.

Plain text option

Choose Tools - View Plain Text to skip format translation between Notes and cc:Mail.

Use this option to improve performance when reading messages. When this option is on, cc:Mail doesn't display message formatting (such as bullets, tables, and text styles) from Notes.

When this option is off, cc:Mail maps text styles in Notes messages into the standard cc:Mail background and foreground color combinations.

When View Plain Text is on and you read a message with multiple text items, cc:Mail displays only one text item in the attachment container. When you view the message, you see all text items. When View Plain Text is off, cc:Mail displays the text items separately in the attachment container and you must view them separately.

Dates

cc:Mail Release 6.3 on Domino uses the server date to determine the message creation date instead of the date from the user's computer.

Message forwarding history

Domino does not support message forwarding history. You will not see it once you use cc:Mail on Domino.

Similar names

cc:Mail does not support duplicate common names, while Notes does. Type-ahead addressing in cc:Mail (typing the address into the To/cc/bcc fields in the New Message window) normally works only to the first entry of a duplicate common name in the Address Book. To choose from similar names during cc:Mail addressing, go to Tools - User Setup - Prepare and select the "Check for Similar Addresses" option.

In addition, the full hierarchical name is displayed in the recipient list; this is yet another way to distinguish among similarly named people.

Local archives

You can delete messages from archives in cc:Mail Release 6.3. Disk space in the archive file is not reclaimed.

When you delete an entire archive in cc:Mail Release 6.3, cc:Mail permanently deletes it from disk at the same time; you do not have the option of removing an archive from the mailbox but keeping it on disk as you did in previous releases.

You see a message before cc:Mail deletes an archive asking if you are sure you want to delete a folder that is not empty. This message warns you that the archive will be deleted from disk as well as from the mailbox.

Caution If you want to delete an archive from the mailbox but not from disk, back up the archive database (\NOTES\DATA\MAIL\A_*username*.NSF) before deleting the individual archive in cc:Mail. The back-up copy of the database will still contain the data from the archive you deleted.

Unread marks

In previous releases of cc:Mail, unread status is maintained on a per-folder basis. In cc:Mail Release 6.3, once you read a message from any folder, it is marked read in all folders.

Mailing list members

Mailing list members are not sorted in cc:Mail Release 6.3.

Return receipts and non-delivery reports

The layout of these messages is visually different from the classic cc:Mail layout but includes more information.

Searching for mailing lists

Quick Search does not work in the Mailing Lists container or the Private Mailing Lists container.

Running Notes

You cannot run cc:Mail Release 6.3 and 16-bit Lotus Notes on the same machine at the same time.

If you are running Windows NT, you can run both programs simultaneously only in their own memory space (use the "Run in Separate Memory Space" option in Properties).

Lotus cc:Mail Release 6.3 administrator issues

The following issues are directed to the mail administrator; you should evaluate your environment and decide if users need to be informed of these issues at your site.

Mail-enabled applications

Mail-enabled applications do not work in cc:Mail Release 6.3. After they're upgraded, users become little "I" users in the post office and cannot perform a VIM login.

Mail files

After they are upgraded to Domino, users can use either cc:Mail Release 6.3 or Notes mail to access their mail. However, they cannot switch back and forth between mail clients; they must use only one mail client.

Once a user uses Notes mail after using cc:Mail Release 6.3, Lotus recommends that you replace the mail file database design with the standard Notes mail template.

Archives

Estimate 20-30% more space for the archive database than is now used for cc:Mail archives.

cc:Mail archives are not deleted after they are upgraded.

Duplicate archive messages show only once after they are upgraded.

You can use the Archive Conversion Request in the migration Admin tool to upgrade archives. If you use the Admin tool to upgrade archives, you must also add the following line to the [cc:Archive] section of the user's WMAIL.INI file:

```
[cc:Archive]
Filename=<archive database path>
```

Include the name of the archive database in the path.

Domino Address books

cc:Mail Release 6.3 on Domino supports only one Personal Address Book; therefore, only one Personal Address Book is available per cc:Mail computer. If multiple users access cc:Mail Release 6.3 on the same machine, they will share the same Personal Address Book and see each other's private addresses and private mailing lists.

Note Lotus recommends that multiple Domino users do not use the same machine.

Lotus cc:Mail Release 6.3 does not support cascading Address books.

Bulletin board support

Updating the database template

cc:Mail Release 6.3 displays bulletin board titles and messages using the cc:Mail MTA Release 2 Bulletin Board Exchange database (CCMTABBX.NSF).

To retain bulletin board behavior in cc:Mail Release 6.3 on Domino, update the database template using R63BBX.NTF. **See** "Upgrade cc:Mail mailboxes" in this chapter.

See also cc:Mail to Notes Migration Tool Release Notes (CCRN462.TXT or CCRN413.TXT) for more information on cc:Mail MTA considerations.

Deleting messages from bulletin boards

Users cannot delete messages from bulletin boards, even if they are the author, until you change the default access level to "Editor" in the bulletin board database (CCMTABBX.NSF).

Note The last message in a bulletin board cannot be deleted.

cc:Mail post offices

You need to retain your cc:Mail post offices until you upgrade all users in that post office to a Domino server. This is to ensure that cc:Mail users on DB6/DB8 can still send mail to Notes mail users.

In addition, cc:Mail Release 6.3 looks for NOTES.USR in the post office directory. If you decide it is safe to delete the post office, you must leave the directory, network mapping, and files used by cc:Mail Release 6.3.

cc:Mail Directory

You will now see Directory entries for mail-in databases (“D”), servers (“S”), and mailing lists (“M”). You can address to mailing lists directly from the Directory or from the Mailing Lists view; you cannot address to “S” entries.

To support type-ahead addressing for gateways, cc:Mail maps “D” entries in the Domino Public Address Book to post offices (“P” entries) if they are also included in the user’s PRIVDIR.INI file. Therefore, the dummy mail-in databases (“D” entries) that Notes creates to support post office addressing in cc:Mail show up as “P” entries in cc:Mail.

Mailing lists (“M” entries) now appear in the cc:Mail Address Book; aliases, remote users, and post offices no longer appear in the cc:Mail Address Book.

Minimum password length

cc:Mail users are upgraded to Domino using the minimum password length from the cc:Mail post office. Unless you specify a different minimum password length for all users in the cc:Mail post office, all upgraded users have a minimum password length of 1.

Performance tips

To improve overall performance, follow these tips:

- Make sure that the port used to connect to Domino is the first port listed in the Ports= line of NOTES.USR before running the migration tool. **See** “About the NOTES.USR file” in Chapter 2.
- To improve performance during type-ahead addressing in cc:Mail, you can edit WMAIL.INI so that only the user’s hierarchical name shows in the cc:Mail Address Book (if users do not need to see the Comments field from the Domino Public Address Book). Add the following setting to the [cc:Mail] section of WMAIL.INI (on each user’s workstation):

```
[cc:Mail]
ShowComments=0
```

- To improve login performance in the client, disable unread message counts in folders by adding the following setting to the [cc:Mail] section of WMAIL.INI (on each user’s workstation):

```
[cc:Mail]
DoUnreadProcessing=0
```

With this setting, unread message counts in folders are always zero, regardless of how many unread messages are actually in the folders. The Inbox, Message Log, Drafts, and Trash folder counts are not affected by this setting.

Lotus Organizer Release 2.x

If you are using Lotus Organizer® Release 2.x for Group Scheduling (GS), you must make additional changes after migrating all other user data. See the Lotus cc:Mail Release 6.3 readme file for details.

Note Lotus cc:Mail Release 6.3 does not support Lotus Organizer 97 and later releases for group scheduling.

Troubleshooting problems

cc:Mail to Notes Migration Tool

Call Notes Customer Support at 800-437-6391. A Notes Support contract or a Working Together contract is required to receive support.

cc:Mail Release 6.3 client

See “Troubleshooting” in the cc:Mail Release 6.3 Help system for a list of messages and solutions.

To contact Lotus Customer Support, use the following methods:

- Access the Bulletin Board Service (BBS) at 512-502-5760.
- Access the FTP server at <ftp.support.lotus.com>. Enter the user name “anonymous” and use your own Internet address as the password.
- Go to <http://www.lotus.com> on the World Wide Web.
- Request a document from the ReQuest Fax line by calling 800-346-3508.
- Call Lotus Customer Support at 978-988-2800.

Refer to the following table of required files when troubleshooting problems, especially local file upgrade problems.

cc:Mail Release 6.3 files

<i>File name</i>	<i>Location</i>	<i>Purpose</i>
NOTES.USR	cc:Mail post office directory	Used by cc:Mail Release 6.3 client to configure individual users for Domino. Information from NOTES.USR is copied to each user's local NOTES.INI file.
CCNOTES.CFG	cc:Mail post office directory	Used by cc:Mail Release 6.3 client to route messages to the correct gateways.
User ID file	cc:Mail administrator determines the location	Notes ID file.
NOTES.INI	\WINDOWS\CCMAIL on each workstation	Used by cc:Mail Release 6.3 client to access Domino. Note: This file is used by cc:Mail Release 6.3 only; it is not the same as the NOTES.INI file used by Notes for its client configuration.
WMAIL.INI	cc:Mail user directory on each workstation	Used by cc:Mail Release 6.3 to configure individual user settings. See Help-About in cc:Mail for location of the user directory.
A_username.NSF	\NOTES\DATA\MAIL on each workstation	Created by the cc:Mail Upgrade wizard to store upgraded archive files.
CCMTABBX.NSF	\NOTES\DATA on the Domino server	Bulletin board database.
R63BBX.NTF	Lotus cc:Mail Release 6.3 CD-ROM (\SUPPORT)	cc:Mail Release 6.3 bulletin board design database.
R63MAIL.NTF	1. cc:Mail program directory 2. \NOTES\DATA on the Domino server 3. Lotus cc:Mail Release 6.3 CD-ROM (\SUPPORT)	cc:Mail Release 6.3 mail database template.
CCUPGRDE.LOG	cc:Mail user directory	Upgrade wizard log file. Look for errors and warnings from local file upgrades in this file. See Help-About in cc:Mail for location of the user directory.
NAMES.NSF	\NOTES\DATA on each workstation	User's Personal Address Book.

cc:Mail Release 6.3 Upgrade wizard messages

Note You must use the cc:Mail to Notes Migration Tool to upgrade users to the Domino server before running the Upgrade wizard.

The following table lists the cc:Mail Upgrade wizard messages and tells you how to resolve the problem.

Lotus recommends that the mail administrator edit the NOTES.INI file for users if it is necessary to correct a problem.

cc:Mail Upgrade wizard messages

Message	Likely cause and solution
Cannot find <filename>.	<p>The Upgrade wizard cannot locate one of the following files:</p> <ul style="list-style-type: none">✓ NOTES.USR (cc:Mail post office directory)✓ CCNOTES.CFG (cc:Mail post office directory)✓ R63MAIL.NTF (cc:Mail program directory)✓ PER NAMES.NTF (cc:Mail program directory)✓ CCVER.TB (cc:Mail program directory)✓ CCPOPACK (cc:Mail program directory) <p>These files are created by the cc:Mail to Notes Migration Tool and must be stored in these locations before running the Upgrade wizard.</p> <p>Verify the names and locations of these files or run the migration tool for this user.</p>
Incorrect password.	<p>You specified an incorrect password at login.</p> <p>If you had a Notes account prior to upgrading to Domino, you need to use your Notes password to log in to cc:Mail. Notes passwords are case sensitive.</p> <p>If you can't remember your password, see your cc:Mail administrator.</p>
Welcome to cc:Mail. The cc:Mail Upgrade wizard needs your Notes User ID file to upgrade your local files to Domino. Click OK to provide the location of this file. If you do not know the location of this file, ask your cc:Mail administrator.	<p>You'll see this message if your Notes User ID file is stored anywhere other than in the Notes Public Address Book or if the Upgrade wizard cannot find your User ID file.</p> <p>Type in the full path to your Notes User ID file or click Browse to locate the file.</p>
Cannot copy <file name> to <file name>.	<p>Check the following:</p> <ul style="list-style-type: none">✓ The user's access rights to this path.✓ Available disk space on this drive.

<i>Message</i>	<i>Likely cause and solution</i>
Cannot find <user name> in <po path>\NOTES.USR.	<p>The NOTES.USR file does not include a valid user name for this user.</p> <p>Edit the file to add this user. See “About the NOTES.USR file” in Chapter 2 for more information.</p>
Cannot find [Notes Common Settings] section in <po path>\NOTES.USR.	<p>The NOTES.USR file does not include a valid [Notes Common Settings] section.</p> <p>Edit the file to add this section. See “About the NOTES.USR file” in Chapter 2 for more information.</p>
Cannot create <filename>.	<p>The Upgrade wizard cannot create one of these files on this workstation.</p> <ul style="list-style-type: none"> ✓ NOTES.INI ✓ User ID file ✓ NAMES.NSF ✓ A_username.NSF
Cannot create <directory>.	<p>Check the following:</p> <ul style="list-style-type: none"> ✓ The user’s access rights to the \WINDOWS directory on this drive. ✓ Available disk space on this drive. <p>The Upgrade wizard cannot create the \NOTES\DATA directory on this workstation.</p>
Cannot find cc:Mail user information in WIN.INI.	<p>Check the following:</p> <ul style="list-style-type: none"> ✓ The user’s access rights to this drive. ✓ Available disk space on this drive. <p>Check that the WIN.INI file in the \WINDOWS directory contains a [cc:Mail] section with the User1Name=<user name> and User1Dir=<po path> lines in the following format:</p> <pre>[cc:Mail] User1Name=Denise Allison User1Dir=M:\CCDATA LastIDUsed=1 LastUserID=1 User2Name=John Valentine User2Dir=c:\windows\ccmail\CC2Dir</pre>

<i>Message</i>	<i>Likely cause and solution</i>
Cannot find post office path in WMAIL.INI.	<p>The Upgrade wizard cannot find the post office path in the user's WMAIL.INI file. This file is stored in the cc:Mail User directory.</p> <p>Verify the format of the post office path in the [cc:Mail] section of WMAIL.INI:</p> <p>[cc:Mail] Path=M:\SILVERHQ</p>
Cannot load <DLL name>.	<p>Increase system resources (memory and disk space). Verify the file is in the cc:Mail program directory and in the search path.</p>
<user name> does not have a Notes account.	<p>The migration tool creates Notes accounts for users as they are upgraded. Run the migration tool for this user.</p>
Cannot find User ID file: <Notes error code>.	<p>The Upgrade wizard cannot find the User ID file in the Notes Public Address Book. Check the Notes error code provided.</p>
Cannot find User ID file for <user name> in <path>.	<p>The Upgrade wizard cannot find the User ID file where it is supposed to be stored. Verify the location of this file.</p> <p>The NOTES.USR file specifies the location of this file:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file option></p> <p><ID file option>: Specifies where cc:Mail Release 6.3 should look for the user's Notes User ID file. 1 = Reserved for future use 2 = Notes Public Address Book 3 = File server 4 = Prompt user</p> <p>See "About the NOTES.USR file" in Chapter 2 of this guide.</p>

<i>Message</i>	<i>Likely cause and solution</i>
Cannot find migration status for <user name> in <po path>\NOTES.USR.	<p>The NOTES.USR file does not include a valid migration status for this user.</p> <p>Edit NOTES.USR to correct the migration status. The correct syntax is:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file option></p> <p><migration status>: Status of your migration to Notes. 0 = Migration in process (incomplete). 1 = Migration complete. The migration tool sets this value to “0” before mail file migration and updates it to “1” after mail file migration.</p> <p>See “About the NOTES.USR file” in Chapter 2 for more information.</p>
Invalid migration status for <user name> in <po path>\NOTES.USR.	<p>The NOTES.USR file does not include a migration status for this user.</p> <p>Edit NOTES.USR and add the migration status. The correct syntax is:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file option></p> <p><migration status>: Status of your migration to Notes. 0 = Migration in process (incomplete). 1 = Migration complete. The migration tool sets this value to “0” before mail file migration and updates it to “1” after mail file migration.</p> <p>See “About the NOTES.USR file” in Chapter 2 for more information.</p>

<i>Message</i>	<i>Likely cause and solution</i>
Cannot find Domino server name for <user name> in <po path>\NOTES.USR.	<p>The NOTES.USR file does not include a Domino server name for this user.</p> <p>Edit NOTES.USR and add the server name. The correct syntax is:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file option></p>
Cannot find mail file for <user name> in <po path>\NOTES.USR.	<p>The NOTES.USR file does not include a Notes mail database file name for this user.</p> <p>Edit NOTES.USR and add the mail file name. The correct syntax is shown here:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file option></p>
Cannot find Notes Address Book for <user name> in <po path>\NOTES.USR.	<p>The NOTES.USR file does not include a Notes Address Book database file name for this user.</p> <p>Edit NOTES.USR and add the database file name. The correct syntax is shown here:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file option></p>
Cannot find User ID file for <user name> in <po path>\NOTES.USR.	<p>The NOTES.USR file does not include a User ID file name for this user.</p> <p>Edit NOTES.USR and add the User ID file name. The correct syntax is:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file option></p>

<i>Message</i>	<i>Likely cause and solution</i>
Cannot find User ID file location for <user name> in <path>\NOTES.USR.	<p>The NOTES.USR file does not include a valid User ID file location for this user.</p> <p>Edit NOTES.USR and correct the User ID file location. The correct syntax is:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file option></p> <p><ID file location>: Specifies where cc:Mail Release 6.3 should look for the user's Notes User ID file. 1 = Reserved for future use. 2 = Notes Name & Address Book 3 = File server 4 = Prompt user</p> <p>See "About the NOTES.USR file" in Chapter 2 of this guide.</p>
Cannot run Domino.	Contact Lotus Customer Support.
Cannot find User ID file: <file name>.	<p>The Upgrade wizard looks for User ID files where specified in NOTES.USR:</p> <p>[Notes User] <user name>=<migration status>,<server name>,<NAB database file name>,<Notes mail database file name>,<user ID file name>,<ID file location></p> <p><ID file location>: Specifies where cc:Mail Release 6.3 should look for the user's Notes User ID file. 1 = Reserved for future use. 2 = Notes Name & Address Book 3 = File server 4 = Prompt user</p> <p>See "About the NOTES.USR file" in Chapter 2 of this guide.</p>
Warning(s) generated during private mailing list upgrade. See <log file> for details.	See CCUPGRDE.LOG in the cc:Mail user directory.
Error(s) generated during private mailing list upgrade. See <log file> for details.	See CCUPGRDE.LOG in the cc:Mail user directory.

<i>Message</i>	<i>Likely cause and solution</i>
Warning(s) generated during private directory upgrade. See <log file> for details.	See CCUPGRDE.LOG in the cc:Mail user directory.
Error(s) generated during private directory upgrade. See <log file> for details.	See CCUPGRDE.LOG in the cc:Mail user directory.
Cannot create archive database. See <log file> for details.	The Upgrade wizard could not create the new archive database on \NOTES\DATA\MAIL. Check the following: ✓ The user's access rights to this drive. ✓ Available disk space on this drive.
Warning(s) generated during archive upgrade. See <log file> for details.	See CCUPGRDE.LOG in the cc:Mail user directory.
Some messages may not have been upgraded during archive upgrade. See <log file> for details.	See CCUPGRDE.LOG in the cc:Mail user directory. Future versions of the Upgrade wizard might be able to upgrade these messages if you do not delete the original cc:Mail archive files.
Cannot upgrade archives. See <log file> for details.	See CCUPGRDE.LOG in the cc:Mail user directory. Future versions of the Upgrade wizard might be able to upgrade these messages if you do not delete the original cc:Mail archive files.

Index

A

- A_username.NSF, 17, 25
- Address Books, 14, 17, 23
- Addresses
 - Internet, 12
 - upgrading private, 14
- Admin tool database, 5
- Administrator issues, 22
- Archives
 - deleting, 17, 21-22
 - space for, 22
 - troubleshooting problems, 27
 - upgrading, 14, 17

B

- Backing up archives, 21
- Bulletin boards
 - deleting messages from, 23
 - design template (R63BBX.NTF), 13
 - Exchange database (CCMTABBX.NSF), 16
 - upgrading, 13, 23

C

- Cascading Address Books, 23
- cc:Mail Directory
 - new entry types, 24
 - upgrading, 11
- cc:Mail MTA, 23
- cc:Mail Release 6.3
 - client configuration, 16
 - customer support, 25
 - differences on Domino, 19
 - files, 25
 - installing, 3-4
 - logging in for first time, 16
 - login name, 14, 19
 - Notes compatibility, 22
 - overview, 1
 - rolling out to users, 8
 - system requirements, 3
 - using without Domino, 4

- cc:Mail to Notes migration tool.
 - See Migration tool
- CCMTABBX.NSF (Bulletin Board Exchange), 13, 16, 23, 25
 - See also Bulletin boards
- CCNOTES.CFG, 12, 25
- CCUPGRDE.LOG, 25
- Certificate expiration, 11
- Common names, 21
- Compatibility issues, 22
- Conversion Requests
 - Archive, 23
 - Directory, 12
 - LAN Mailbox, 13
- Conversion status, 17
- Creation date, messages, 20
- Customer support, 25

D

- Database templates
 - R63BBX.NTF (bulletin boards template), 13
 - R63MAIL.NTF, 25
 - R63MAIL.NTF (mail template), 11
- Date, of message creation, 20
- Deleting archives, 21
- Deleting messages
 - from archives, 21
 - from bulletin boards, 23
- Directories, upgrading, 11
- Directory Conversion Request, 11-12
- Documentation, 2-3
- Domino Personal Address Book, 23
- Domino Public Address Book, 13, 23
 - and gateways, 12
 - name of, 14
- Domino server
 - cc:Mail name format, 9
 - error messages, 20
 - name of, 14
 - preparing to upgrade, 8
 - procedure for upgrading to, 2
 - registering users, 11
 - upgrade plan, 2
 - upgrade status, 17

- Domino server (*cont.*)
 - upgrading archives, 23
 - upgrading bulletin boards, 13, 23
 - upgrading cc:Mail Directories, 11
 - upgrading gateways, 12
 - upgrading local files, 14
 - upgrading mailboxes, 13
 - upgrading private mailing lists, 13
 - upgrading to, overview, 7
 - upgrading to, planning, 8
 - upgrading to, procedure for, 10
 - upgrading users to, 12-13
- Duplicate names, 21

E

- Encryption requirements, 4
- Environment settings, 16
- Error messages, Domino, 20
- Expiration
 - of certificates, 11
 - of passwords, 19

F

- Files, cc:Mail Release 6.3, 25
- Folders, unread marks in, 21
- Foreign post offices, 12
- Format translation, 20

G

- Gateways, upgrading, 12
- Group scheduling, 25

H

- Hardware required, 4
- Help, for migration tool, 3
- History, message, 20

I

- Installation, 4
- International requirements, 4
- Internet addressing, 12

L

- LAN Mailbox Conversion Request, 13
- Local archives
 - deleting, 21-22
 - space for, 22
 - troubleshooting problems, 27
 - upgrading, 14, 17
- Local files, upgrading, 2, 14, 27
- Log file, Upgrade wizard, 25
- Login
 - cc:Mail Release 6.3, 16
 - name, 14, 19
 - password, 19
- Lotus cc:Mail Release 6.3.
 - See* cc:Mail Release 6.3
- Lotus Customer Support, 25
- Lotus Messaging redbook, 2
- Lotus Organizer Release 2.x, 25
- Lotus Upgrade tool.
 - See* Migration tool
- Lotus Web site, 4-5

M

- Mail-enabled applications, 22
- Mail database
 - name of, 15
 - template for, 11
- Mailboxes, upgrading, 13
- Mailing lists
 - searching, 22
 - sorting, 21
 - upgrading private, 13-14
- Messages
 - creation date, 20
 - forwarding history, 20
 - reading, 20
- Migration tool
 - Admin tool database, 5
 - and NOTES.USR, 14
 - customer support, 25
 - downloading from Web, 5
 - Help for, 3
 - installing, 5
 - overview, 1, 7
 - procedure overview, 10
 - release notes for, 3, 5
 - system requirements, 4

- Migration tool (*cont.*)
 - upgrading archives, 23
 - upgrading bulletin boards, 13
 - upgrading Directories, 11-12
 - upgrading mailboxes, 13
- Mobile users, 1
- Multiple users, 23

N

- Names, duplicate, 21
- NAMES.NSF, 17, 25
- Network settings, 16
- Non-delivery reports, 21
- Notes
 - compatibility with cc:Mail, 22
 - customer support, 25
 - passwords, 19
 - registration of cc:Mail users, 11
 - upgrading to mail, 22
 - users, 12, 16, 19
- NOTES.INI, 16, 25, 27
- NOTES.USR, 14, 24-25
- Notes mail database.
 - See* Mail database
- Notes User ID file.
 - See* User ID file

P

- Passwords
 - expiration, 19
 - minimum length, 24
 - Notes, 19
- Performance, improving, 20, 24
- Personal Address Book,
 - Domino, 17, 23
- Plain text, viewing, 20
- Post offices
 - foreign, 12
 - retention, 23
 - upgrading to Domino, 10
- Private addresses, upgrading, 14, 27
- Private mailing lists
 - troubleshooting problems, 27
 - upgrading, 13, 14
- PRIVDIR.INI, 12
- Profiles
 - Gateway, 12
 - Registration, 11
- Public Address Book, Domino, 12, 23

R

- R63BBX.NTF (Bulletin Board Exchange), 13, 23, 25
 - See also* Bulletin boards
- R63MAIL.NTF (mail template), 25
- Registration, cc:Mail users, 11
- Registration Profile, 11
- Release notes, for migration tool, 3, 5
- Requirements, system, 4
- Return receipts, 21

S

- Searching, mailing lists, 22
- Settings, environment, 16
- Show Error History, 20
- Similar names, 21
- Smart Upgrade, 4
- SMTP gateway, 12
- Software required, 4
- Support, customer, 25
- System requirements, 4

T

- Technical support, 25
- Templates.
 - See* Database templates
- Text, viewing, 20
- Troubleshooting
 - error messages, 20
 - login, 19
 - Upgrade wizard, 27

U

- Unread counts, 24
- Unread marks, 21
- Upgrade tool.
 - See* Migration tool
- Upgrade wizard, 2, 14, 25
- Upgrading to Domino server.
 - See* Domino server
- User ID file, 25
 - location of, 11, 15-16
- User tool database, 5
- Users
 - Mobile, 1
 - multiple, 23
 - upgrading, overview, 7

V

View Plain Text, 20
VIM, 22

W

WIN.INI, 19
Wizard.
 See Upgrade wizard
WMAIL.INI, 17, 19, 23-25
www.lotus.com, 4-5