

# Seagate Info

## How Lotus cc:Mail works with Seagate Info

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### Overview

This document discusses how Seagate Info and Lotus cc:Mail can be configured to work together to allow for scheduling of reports to email via Lotus cc:Mail. This does not always happen right out of the box (with Lotus cc:Mail), but it can be done. This document will describe the various scenarios that Lotus cc:Mail users should be aware of when deploying Seagate Info.

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## Background on Lotus cc:Mail

To start with, here is some background on Lotus cc:Mail. The focus will be on the latest three releases of the product: 6, 7, and 8. These last few versions of Lotus cc:Mail included at least one of two ways to send email:

- MAPI (MAPI is Microsoft's Messaging Application Programming Interface)
- VIM (VIM is Lotus's Vendor Independent Messaging).

Release 6 shipped with a 16-bit VIM component. Releases 7 and 8 came with MAPI.

## Frequently Asked Questions (FAQ)

**Q: What does Seagate Info support for emailing of reports?**

**A:** Seagate Info supports both VIM and MAPI when a report is scheduled to email.

**Q: Should Lotus cc:Mail users use VIM or MAPI for scheduling of reports to email?**

**A:** Here is a chart that shows what can be used:

Protocol	cc:Mail Release 6	cc:Mail Release 7	cc:Mail Release 8.1
MAPI	No	No	No
VIM	Yes	Yes	Yes

**Q: Why can't MAPI be used?**

**A:** First, as mentioned above, Release 6 does not install MAPI. Secondly, with Releases 7 and 8, Lotus installs a different version of MAPI than what ships on the Windows NT\95\98 CD. This version of MAPI seems to cause problems when other programs try to use MAPI to send emails with attachments. Even Microsoft Word is unable to successfully send an email message with a document attached, using the Release 8 MAPI.

<b>RECOMMENDATION</b>	Don't configure Seagate Info to use MAPI if your email messaging system is Lotus cc:Mail.
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## 16-Bit Seagate Info and VIM

This focuses on the use of 16-bit Seagate Info and VIM. Assuming that Lotus cc:Mail Release 6 has been installed (since Releases 7 and 8 are 32-bit, specific to Windows NT\95), this is all that is required to be done. All Seagate Info needs is the 16-bit VIM component, which ships with Release 6.

<b>NOTE</b>	16-bit Info Report Servers (in Seagate Info 6 and 5) are only supported for use on a Windows 3.11 platform. To configure a 16-bit Info Report Server to use VIM, these settings can be made via the Info Configuration Manager tool.
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<b>RECOMMENDATION</b>	16-bit Seagate Info and Lotus cc:Mail 16-bit will work out of the box.
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## 32-Bit Seagate Info and VIM

The last and most important area to discuss is 32-bit Seagate Info and VIM. Unfortunately, Lotus cc:Mail versions 7 and 8 do not ship with a 32-bit VIM component. This is an issue for 32-bit Seagate Info, as it cannot use the 32-bit mail export DLL to communicate with the 16-bit VIM component.

Thankfully, Lotus has come to the rescue with a downloadable 32-bit VIM component.

1. To get it, download this file:

[http://ftp.support.lotus.com/ftp/pub/comm/ccmail/dev\\_tools/vdlw32.zip](http://ftp.support.lotus.com/ftp/pub/comm/ccmail/dev_tools/vdlw32.zip)

2. Place the contents of this zipped file to \Winnt\System32 of your client computer (which is whatever computer will be running the Info Report Server and Info Desktop components). Make sure to replace all files in that directory with these updated files.
3. Do not place the contents of these zipped files onto your Lotus cc:Mail server computer.
4. Once installed, the configuration goes according to the Lotus cc:Mail manual.

<b>RECOMMENDATION</b>	32-bit Seagate Info needs the 32-bit VIM to be downloaded from Lotus before Seagate Info will be able to work with and Lotus cc:Mail.
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## Trouble-Shooting Check-List

- For 32-bit Info Report Server or Info Desktop computers, ensure that the following patch file has been downloaded and contents placed into the Lotus cc:Mail client computer's \Winnt\System32 directory:

[http://ftp.support.lotus.com/ftp/pub/comm/ccmail/dev\\_tools/vdlw32.zip](http://ftp.support.lotus.com/ftp/pub/comm/ccmail/dev_tools/vdlw32.zip)

### **Scenario: "Could not load /NRouterL.DLL" error occurs when trying to export from within the Info Report Designer to Lotus cc:Mail.**

- To properly export in the Info Report Designer, ensure that the following exists in the WIN.INI (even you are using 32-bit):

[Mail]

SMI=1

- Choose cc:Mail as the export option in the Report Designer as this option will appear as soon as the above entry has been placed into the WIN.INI entry and the workstation has been rebooted.
- Ensure that the U2DVIM.DLL is in the \Winnt\Crystal directory.
- If the Seagate Info components are being run as NT services, ensure that a UNC path is used in the Info Configuration Manager tool (under Info Server > Lotus (VIM) > P.O. Path (for example, \\computername\share\ccdata).

If the Seagate Info components are being run as processes (being launched via the Program Group instead of Control Panel > Services), then the P.O. Path can point to a UNC path or a drive letter mapped to the Lotus cc:Mail server (for example, m:\ccdata).

## Contacting Crystal Decisions for Technical Support

We recommend that you refer to the product documentation and that you visit our Technical Support web site for more resources.

### **Self-serve Support:**

<http://support.crystaldecisions.com/>

### **Email Support:**

<http://support.crystaldecisions.com/support/answers.asp>

### **Telephone Support:**

<http://www.crystaldecisions.com/contact/support.asp>