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Information Bulletin No. NI-99-004

To: All BLM Employees

From: Director, National IRM Center

Subject: E-mail Problems That May Be Encountered During the Bureau's Transition from GroupWise to Lotus Notes

This Information Bulletin provides an overview of problems users may be experiencing using E-mail and what steps they can take to ensure successful E-mail delivery during the Bureau's transition from GroupWise to Lotus Notes. The majority of the problems that are currently being experienced are because we are using two different E-mail systems.

Some system administration and user problems were anticipated but could not specifically be identified and resolved prior to deploying Lotus Notes. It is also important to understand that problems encountered one day may be fixed as early as the next day, and that complex problems may take days to investigate and resolve. E-mail administrators at the National Information Resources Management Center (NIRMC) and your State/Center E-mail administrators are working very hard to make this transition as smooth as possible.

During the transition, the Bureau has been experiencing two major E-mail problems; delivery failures and corruption of attachments.

Problem: The first major problem has been that E-mail messages have not been delivered. Delivery failures can be attributed to any one of the following reasons:

1. Lotus Notes system administration/configuration problem;
2. Network configuration problem;
3. Network failure or severe slowdown (Internet / DOInet);
4. E-mail address book synchronization problem;
5. Incorrectly typed address;
6. Recipient's address changed, but the sender has not changed it in their personal address book; or
7. Recipient's address changed, but the group "owner" has not changed it in Public address book(s).

Solution: There are two temporary work-arounds to resolve the delivery failure problem. The first work-around is while the user is in Lotus Notes, they should open the delivery failure message, and use the "Resend" button. The second work-around is for the user to go to their "Sent" mail folder, open the sent message and place it in the edit mode by pressing Ctrl-E, and

then hitting the “Send” button. The second work-around has been nearly 100 percent successful in delivering the E-mail message on the second attempt. These work-arounds will only be effective if 1) the address was typed in correctly in the first place, and 2) if the recipient’s address is correct in the personal and/or public groups that the sender is using.

Problem: The second major problem has been the corruption of attachments. There has been two types of attachment corruption. The first occurred when sending multiple attachments from GroupWise to Lotus Notes. If your E-mail message had two or more attachments, GroupWise copied the contents of the last attachment into all preceding attachments prior to passing the E-mail to Lotus Notes. As an example, assume your E-Mail was sent with three attachments and each attachment contained a single line of text (Figure 1). When the attachments reached their destination, Attachments 1 and 2 retained their file names but contain the contents of Attachment 3 (Figure 2). This type of corruption has only been seen with certain file types.

Figure 1

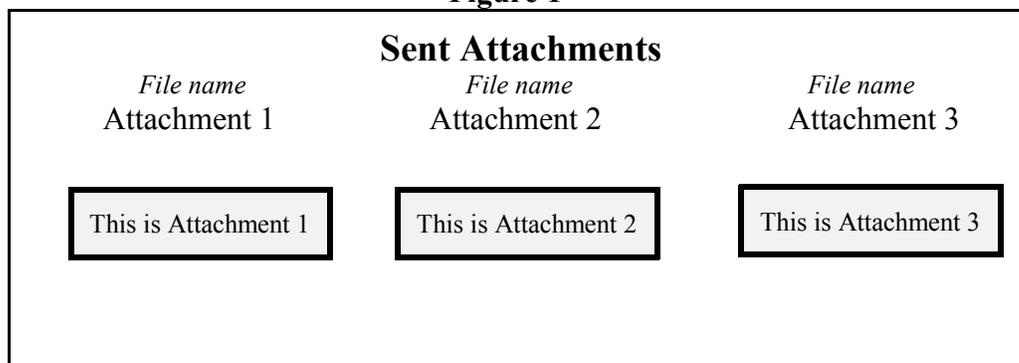
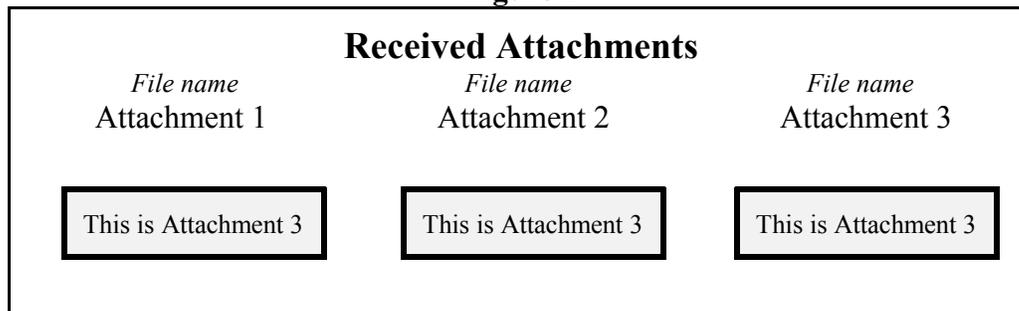


Figure 2



Solution: A recent network configuration change has been made here at the NIRMC that should prevent this problem from occurring in the future.

Problem: The second type of attachment corruption cannot be consistently reproduced and therefore, has been much harder to identify and test. This type of corruption manifests itself as the contents of an attachment being replaced with something similar to □□□□□□ or “#C.” This type of corruption is not as common as the first type, and only occurs when sending from GroupWise to Lotus Notes. It is possible that the above-mentioned network configuration change may also permanently fix this problem as well.

Solution: The recommended temporary work-around for this type of corruption is to request the sender to resend the original message. In every known case the resent message has been received without corruption.

As the Bureau progresses and comes closer to the end of our scheduled transition, most of the above problems will be resolved. As more and more users are converted to Lotus Notes, delivery failures associated with items 1, 4, and 7 will become much less prevalent and will generate fewer and fewer problems. As the network becomes more stable, delivery failures associated with items 2 and 3 will be less frequent. As users become more knowledgeable on how to use Lotus Notes as well as how to manage their personal/public groups, delivery failures associated with items 5 and 6 will also be less frequent.

To assist users in the transition, an on-line GroupWise to Lotus Notes Quick Reference Guide has been developed at NIRMC and transmitted to all State/Center E-mail administrators. Once installed, the Quick Reference Guide allows the user to search for a GroupWise function, and have the equivalent Lotus Notes function displayed with step-by-step instructions.

Technical E-mail routing and system administration questions and answers, E-mail routing schematic drawings, and a complete explanation of how E-mail is currently being routed within our mixed environment can be found within the Lotus Notes E-mail Administration Discussion Database. Currently this information is only available to E-mail administrators. Users wanting to better understand the technical issues associated with mail routing and system administration problems should contact their State/Center E-mail administrator.

Your continued patience and understanding is greatly appreciated as the Bureau transitions from GroupWise to Lotus Notes. Users are reminded that problems encountered with the Bureau's E-mail systems should first be reported to their respective State/Center Help Desk. If the problem needs to be elevated, the State Help Desk will forward the trouble ticket to the National Help Desk for the appropriate action/resolution.

If you have any additional questions please contact Dave Pearson, Chief, Branch of Systems Software (NI-134), at (303) 236-0906.

Signed by:
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