Domino Synchronizer for SuperOffice CRM

Installation Domino part

Two way synchronization between SuperOffice CRM and Lotus Domino

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Welcome to the Domino Synchronizer for SuperOffice CRM

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Introduction

The InfoBridge Domino Synchronizer for SuperOffice CRM enables two way synchronization of SuperOffice with the IBM Domino environment.

The InfoBridge Domino Synchronizer for SuperOffice CRM will synchronize appointments, tasks, to do's, reminders and all day events.

For more information about the difference between the InfoBridge Synchronizer products please follow the link below.
http://kb.infobridge.com/hc/en-us/article_attachments/201705312/SuperOffice_Synchronizer_Overview.pdf

Overview of the installation steps

The installation consists out of two parts. The Domino part of the Synchronizer and the SuperOffice part.
In this manual we install the Domino part of the Synchronizer. All installation steps are described in this manual.

General installation steps:

System requirements
Before you start with the installation please read the following knowledge base article about the system requirements for the Domino Synchronizer.
http://kb.infobridge.com/hc/en-us/articles/203630871

NOTE
*No matter what installation you are performing you have to **restart** the Notes Domino server.*

Installing the Domino Synchronizer (Domino Part)

Domino Server part of the Synchronizer

This is the first part of the installation process for the Domino Synchronizer for SuperOffice CRM.

To install Domino Synchronizer for SuperOffice CRM (Domino part) you'll need to run the SetupDominoSynchronizer_Domino file; double-click on the file to start the installation procedure.

Follow the steps of the installation procedure to install Domino Synchronizer (Domino part). The installation program will create a temporary folder that holds the Domino Synchronizer for SuperOffice CRM files for the Domino part.

The installation will ask you for the location where the temporary installation files will be stored for the final installation of the Domino Synchronizer for SuperOffice CRM. Change the folder if needed.

After a successful installation of the Domino Synchronizer for SuperOffice CRM (Domino Part) we have the following options:

- Launch Set-up:

This option shows you a configuration form where all the changes will be made for you. This is the savest option to choose when you are not an experienced Lotus Notes Domino System Administrator.

- Do a manual configuration:

This option is for the Lotus Notes Domino System Administrator that knows his system.

- Check the option "**Launch Set-up**" to use the configuration tool:

Go to the chapter "*Automatic Domino Synchronizer installation*" and read the installation instructions.

- Leave the option "**Launch Set-up**" unchecked when you want to perform a manual configuration:

The instructions for the manual deployment can be downloaded from our Knowledge Base:
http://kb.infobridge.com/hc/en-us/articles/203747542

- Press the "**Finish**" button to finish this step of the installation.

ATTENTION
*If you have not checked the option "**Launch Set-up**" and you want to start the configuration tool, go to the following location to start it by hand.*

Go to the folder you have set during the installation and launch the setup program.

Domino Server configuration settings

- Open the Domino Administrator console on the Notes client.
- Open the Domino server where the Synchronizer has been installed.
- Select the 'Configuration' tab on the '[COMPANY NAME] Domain' tab.
- Select and click on the "**Arrow**" to open the "**Server**" settings.

- Click on the "Current Server Document" item.

NOTE
*Please ensure that the Domino Server has access to the **<SuperOffice Connector address> <Server Port>***

For more information see the following knowledge base article:
http://kb.infobridge.com/hc/en-us/articles/203550452

- Now the "**Domino Server Settings**" will become visible.
- Select the "Internet Protocols…" tab.

- Select the “**HTTP**” tab.

- Check and change (if necessary) the following setting:

  “**Allow HTTP clients to browse databases**” Value: “**No**”

- Select the “**Domino Web Engine**” tab.

  The following settings must be the same as explained below.

NOTE
*When you want to make changes to the “**Domino Server Settings Document**” you must double click with your mouse on the setting you want to change or **press CTRL+E***

Generating References

Setting	Description
Does this server use IIS?	This must be set to “**No**”; It violates with the pre-requisites of the Domino Synchronizer.
Port number	This is 80 by default; But can be set to any available free port.

Java Servlets

Setting	Description
Java Servlet Support	Must be set to "**Domino Servlet Manager**" When it is set to another value it violates with the pre-requisites of the Lotus Notes Synchronizer.
Servlet URL path	This must be **/servlet**.
Class path	Must hold the following entries for the Lotus Notes Synchronizer: **domino\servlet;** **domino\servlet\sono\jdom.jar;** **domino\servlet\sono\joda-time-1.6.jar;** **domino\servlet\sono\commons-lang-2.5.jar;** **domino\servlet\sono\commons-codec-1.4.jar;** **domino\servlet\sono\sono.jar** Entries are separated with a "**;**" **NOTE** *When there are other entries already in the list then **do not** change these entries, just append the new values.*
Servlet file extensions	Must include **.class** **NOTE** *When there are other entries already in the list then **do not** change these entries.*
Session persistence	Must be "**Disabled**".
Session state tracking	Enabled.

NOTE
Remember to Save & Close the configuration document after making changes.

You are ready with this step of the configuration.

Automatic Domino Synchronizer installation

Domino Synchronizer configuration tool

Question: Why a configuration tool?
Answer: We made this tool to help you configure and deploy the Domino Synchronizer within your organization.

NOTE
*During the configuration steps everything is logged in the **InfoBridge.SONO.Setup.log** file. The file can be found in the installation folder you chose when starting the Lotus Notes Synchronizer installation wizard.*

For example:
C:\Program Files\InfoBridge Software B.V\Lotus Notes Synchronizer - Domino

When you selected the option "**Launch Set-up**" in the installation wizard the following screen is presented to you:

A	**Welcome:** Current step
B	**Deploy as 32/64-bit:** Installation Step 2.
C	**System Check:** Installation Step 3.
D	**Copy Files:** Installation Step 4.
E	**Update Configuration:** Installation Step 5.
F	**Finished!:** Installation Step 6.

Configuration Tool – Set-up steps

1. **Welcome** screen, if you want to proceed with the installation press "**Next**".
2. **Deploy As 32/64-Bit**; Choose 32-bit or 64-bit .
   - Press '**Next**' when you want to proceed with the installation.
3. **System Check**; This step will perform several checks to see if the Domino Server is running.

   The following checks are performed:
   Is the Domino Server running; If the server is running please shut down the server:
   - Go to the **Domino Server**;
   - Open the Domino Administrator and go to the "**Server**" tab (see image below);

- go to the **Server Console** and press the '**Live**' button (see image below).

- Enter the following command: '**Quit**'.

- The Domino Server is now shutting down.
- When you are ready for the next installation step press '**Next**'.

4. **Copy Files**; This step copies the necessary installation files that are needed for the Lotus Notes Synchronizer. The files are copied to the **program and/or program/data path** of your Lotus Notes Domino installation. The following files are copied:
   - **nfobridg.dll** file:
     - this file is installed in the **Lotus Notes Domino program path**.

     EXAMPLE
     C:\Program Files\Lotus\Domino\nfobridg.dll.
   - **Servlets** files:
     - these files are installed in the **Lotus Notes Domino program\data path**.
     - the servlet files are installed in the domino\servlet folder.
     - there is one separate folder named **sono.**

     EXAMPLE
     C:\Program Files\Lotus\Domino\data\domino\servlet\sono.
   - **databases** and **templates** files:
     - these files are installed in the **Lotus Notes Domino program\data path**.
     - the database files are installed in the **infobridge** folder.
     - the templates files are installed in the **infobridge\template** folder**.**

     EXAMPLE
     C:\Program Files\Lotus\Domino\data\infobridge.
     C:\Program Files\Lotus\Domino\data\infobridge\templates.
   - **notes.ini** file:
     - this file is located in the **Lotus Notes Domino program path**.
     - a backup is made before changing of the original notes.ini file.

     EXAMPLE
     The backup of the notes.ini file is placed in the folder:
     C:\Program Files\Lotus\Domino\data\infobridge\backup
     notes_20101217_165623.ini.

     - The following settings are added or changed in the notes.ini file; **EXTMGR_ADDINS=nfobridg.dll**
   - **servlets.properties** file (backup is made before changing):
     - this file is located in the **Lotus Notes Domino program path**.
     - a backup is made before changing of the original servlet.properties file.

     EXAMPLE
     The backup of the notes.ini file is placed in the folder:
     C:\Program Files\Lotus\Domino\data\infobridge\backup
     servlet_20101217_165650.properties

     - The following settings are added or changed in the servlet.properties file:
       - **servlet.std.code=com.infobridge.sono.sotodom.SOToDom**
       - **servlet.dts.code=com.infobridge.sono.domtoso.DomToSO**
       - **servlets.startup=dts std**

After the files have been copied to the to the program and/or program/data path of your Lotus Notes Domino installation you see an overview of the copied files. You can check what has been copied, where it is located and if the files were copied successfully.

- When you are ready for the next installation step press '**Next**'.

5. **Update Configuration**; This step makes changes to the **notes.ini** and **servlets.properties** file for you.

6. **Finished!**; This step, shows you a log file overview where all the actions are registered during the installation of the Domino Synchronizer:
   - You can find the log file in the folder you chose when you had to set the installation folder.
   - After finishing the installation you have to start the Domino Server again.
   - Press the "**Exit**" button.

Finalizing the installation

Start the Domino server

1. Go to the installation folder of your Domino installation and start the Domino server.
2. The Domino Server is starting up.
3. Verify the installation of the components.
4. After the Domino server has started again, check for the following lines on either the Domino server console, or in the Domino server log (log.nsf).

```
9/11/2010 04:27:56 PM  InfoBridge SONO Capture: v1.2.x        loading....
9/11/2010 04:28:18 PM  InfoBridge SONO Capture: v1.2.x        loaded successfully.
```

```
9/11/2010 04:29:02 PM  HTTP JVM: com.infobridge.sono.domtoso.DomToSO: init
9/11/2010 04:29:03 PM  HTTP JVM: SONO: DomToSo 1.2.x loaded successfully
9/11/2010 04:29:04 PM  HTTP JVM: com.infobridge.sono.sotodom.SOToDom: init
9/11/2010 04:29:04 PM  HTTP JVM: SONO: SOToDom 1.2.x loaded successfully
9/11/2010 04:29:15 PM  HTTP Server: Started
```

NOTE
The dates, time and version number will differ on your system.

Refresh the database design

After you have signed the databases and the templates for the Domino Synchronizer we have to refresh the design of the database and template files.

1. Open the Domino Administrator console on the Notes client.
2. Select the '**Files**' tab on the '**[COMPANY NAME] Domain**' tab.
3. Select the '**InfoBridge**' folder.

4. We have to refresh all the databases in the **'infobridge'** folder.
5. In the drop down box "**Show me**" make sure that you have selected "**Databases only**".
6. Select the database file you want to refresh the design for in the folder "**infobridge**".

7. Go to the menu item "**File - > Database**" in the upper left corner of the "**IBM Domino Administrator**" window.
8. Click the '**Refresh Design…**' menu item.
9. A popup screen is shown, default it shows the "**Local**" server.

10. Select the correct server (*this is the server you have installed the database and template files on*)
11. Press the '**OK**' button
12. A message will pop up.

13. Press "**Yes**" if you want to refresh the database design or press "**No**" to abort this operation
14. After pressing "**Yes**" a progress bar is shown in the bottom of the screen when the database design is refreshed

NOTE
You have to do this for all the database files that are used by the Domino Synchronizer.

Signing the databases and templates

After the installation has finished the databases and templates of the Domino Synchronizer have to be signed. Signing is done by a Lotus Notes Domino System Administrator.

NOTE
It is important that the Lotus Domino Server is running before you can sign the databases and templates.

Signing the database

1. Open the Domino Administrator console on the Notes client;
2. Select the ‘Files’ tab on the ‘[COMPANY NAME] Domain’ tab;
3. Select the ‘infobridge’ folder;

4. Next we have to sign all the databases in the **‘infobridge’** folder with a “**Server ID**” or an “**Administrator ID**”

NOTE
It is recommended that either the Server ID or an Administrator ID is used.
The ID which you use to sign MUST have at least Editor (with Delete) Access to all the Domino user’s mail databases.

5. Make sure that you have selected “**Databases only**” in the drop down box “**Show me**”;

6. Select all the files in the folder “**infobridge**”;
7. Right click with the mouse on one of the selected file items and a context sensitive menu is shown. Click the ‘**Sign…**’ menu item;
8. A popup screen is shown, here you have to select the ‘**ID**’ to sign the database files with;

9. When you have made the appropriate choices you can press the ‘**OK**’ button;
10. A progress bar is shown in the bottom of the screen when the settings you have set are applied to the databases;

Signing the template files

1. Open the Domino Administrator console on the Notes client;
2. Select the 'Files' tab on the '[COMPANY NAME] Domain' tab;
3. Select the infobridge\templates folder

4. Next we have to sign all the databases in the **'infobridge\Template'** folder with a "**Server ID**" or an "**Administrator ID**"

NOTE
It is recommended that either the Server ID or an Administrator ID is used.
The ID which you use to sign MUST have at least Editor (with Delete) Access to all the Domino user's mail databases.

5. Make sure that you have selected "**Templates only**" In the drop down box "**Show me**";

6. Select all the files in the folder **infobridge\Templates**

   Right click with the mouse on one of the selected file items and a context sensitive menu is shown. Click the '**Sign…**' menu item;

7. A popup screen is shown, here you have to select the '**ID**' to sign the database files with;

8. When you have made the appropriate choices you can press the '**OK**' button;
9. A progress bar is shown in the bottom of the screen when the settings you have set are applied to the templates.

www.crmplaza.com/Apps/Domino Synchronizer

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knowledge base	:	http://kb.infobridge.com
support e-mail	:	support@infobridge.com
support phone	:	+31 (0)88 - 2762444