



## Support for IBM Lotus Notes Links on BlackBerry Devices

BlackBerry Enterprise Server for IBM Lotus Domino  
Version 4.1 Service Pack 6

## Overview

In IBM® Lotus Notes®, users can include document links, anchor links, view links, or database links (application links) in their email messages. BlackBerry® Enterprise Server version 4.1 SP6 supports IBM Lotus Notes links in the email messages that users receive on their BlackBerry devices. The BlackBerry Enterprise Server retrieves the target information from the appropriate IBM® Lotus® Domino® server and converts it into HTTP format. In plain text messages, the link appears as a web address. In HTML messages, the link appears as an icon.

Users can click the HTTP links to view documents, folders, views, or database information in the BlackBerry® Browser. If the target information is stored on a secure IBM Lotus Domino server, the BlackBerry device might prompt users to type their login information after they click the link.

IBM Lotus Notes links contain the name of the IBM Lotus Domino server that the target information is stored on. This name is an IBM Lotus Notes name that the BlackBerry Messaging Agent might not be able to use to access the target information through HTTP. The BlackBerry Enterprise Server uses a map that is located in the memory of the BlackBerry Messaging Agent to store information about IBM Lotus Domino servers and the host names for those servers. When the BlackBerry Messaging Agent processes a message that contains links to send to a user, the BlackBerry Messaging Agent searches the map to find the host name for the IBM Lotus Domino server that stores the target information. It also creates an HTTP link to display in the message.

The map starts and is stored in memory when you start the BlackBerry Messaging Agent. When each user's configuration information is added to the BlackBerry Enterprise Server, the BlackBerry Enterprise Server populates the map with each user's IBM Lotus Domino server name and host name. If the BlackBerry Enterprise Server detects a new IBM Lotus Domino server when it is processing messages, it adds the server name and host name to the map. You can add IBM Lotus Domino server names and host names to the map manually using a registry value. By default, the map updates itself daily at 3:00 AM.

By default, support for IBM Lotus Notes links is turned on. You can turn off support for IBM Lotus Notes links using a registry value.

## Requirements

- BlackBerry Enterprise Server version 4.1 SP6
- Any IBM Lotus Domino servers containing the target information must have the HTTP task running
- Any IBM Lotus Domino servers containing the target information must be configured to allow browser clients to access databases on the servers

## Allow the BlackBerry Enterprise Server to access target information on other IBM Lotus Domino servers

The BlackBerry Enterprise Server detects the IBM Lotus Domino servers that user accounts are assigned to and updates the map of IBM Lotus Domino server names and host names accordingly so that it can access the target information on these servers. If the BlackBerry Enterprise Server cannot detect an IBM Lotus Domino server (for example, if an IBM Lotus Domino server is in a different domain), you can add the IBM Lotus Domino server name and host name to the map manually using a registry value.

1. On the computer that hosts the BlackBerry Messaging Agent, on the **Start** menu, click **Run**.
2. Type **regedit**.
3. Navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents.
4. If necessary, create a registry key that is named **DocLink**.
5. In the **DocLink** registry key, create a multistring value that is named **ServerHostNames**.
6. Double-click the new multistring value.
7. In the **Value data** field, type the IBM Lotus Domino server name and host name using the following format: <servername>!!<hostname> (for example, **CN=server01/O=central!test.rim.net**). Type additional server names and host names on separate lines.
8. Click **OK**.

## Change how often the map for IBM Lotus Domino server names and host names updates

By default, the map that the BlackBerry Enterprise Server uses to access target information on IBM Lotus Domino servers updates daily at 3:00 AM. You can use a registry value to change how often the map updates.

1. On the computer that hosts the BlackBerry Messaging Agent, on the **Start** menu, click **Run**.
2. Type **regedit**.
3. Navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents.
4. If necessary, create a registry key that is named **DocLink**.
5. In the **DocLink** registry key, create a DWORD value that is named **ServerHostNamesCacheTimeout**.
6. Double-click the new DWORD value.
7. In the **Value data** field, type the interval, in seconds, that the map updates itself.  
The minimum value is 3600 seconds (1 hour); the maximum value is 86,400 seconds (24 hours).
8. Click **OK**.

## Turn off support for IBM Lotus Notes links

1. On the computer that hosts the BlackBerry Messaging Agent, on the **Start** menu, click **Run**.
2. Type **regedit**.
3. Navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents.
4. If necessary, create a registry key that is named **DocLink**.
5. In the **DocLink** registry key, create a DWORD value that is named **Disable**.

6. Double-click the new DWORD value.
7. In the **Value data** field, type **1**.
8. Click **OK**.

**After you finish:** To turn on support for IBM Lotus Notes links, change the **Disable** registry value to 0.

## Troubleshooting

Not applicable.

## Known limitations

If the map that stores the IBM Lotus Domino server names and host names changes after the BlackBerry Messaging Agent creates an HTTP link in a message and sends the message to a user, the user might receive an “HTTP not found” error message when the user clicks the link.

## Performance impact

Research In Motion is investigating the potential performance impact of supporting IBM Lotus Notes links on the BlackBerry Enterprise Server for IBM Lotus Domino.

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