



# Troubleshooting and Resolving Common Notes/Domino Calendaring & Scheduling Issues

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# Open Mic Webcast: Troubleshooting and Resolving Common Notes/Domino Calendaring & Scheduling Issues



**Participant Passcode: 1624413**

ARGENTINA			0800-777-0483
AUSTRALIA	ADELAIDE:	61-8-8121-4875	1-800-993-891
AUSTRALIA	BRISBANE:	61-7-3102-0977	1-800-993-891
AUSTRALIA	CANBERRA:	61-2-6100-1977	1-800-993-891
AUSTRALIA	MELBOURNE:	61-3-9010-7746	1-800-993-891
AUSTRALIA	PERTH:	61-8-9467-5256	1-800-993-891
AUSTRALIA	SYDNEY:	61-2-8205-8111	1-800-993-891
AUSTRIA		43-1-92-80-299	0800-005-020
BELGIUM		32-2-403-1045	0800-4-9978
BRAZIL		55-11-3958-0769	0800-8911977
CHILE			1230-020-0254
CHINA	CHINA A:	86-400-810-4775	10800-712-1319
CHINA	CHINA B:	86-400-810-4775	10800-120-1319
COLOMBIA			01800-9-156417
CZECH REPUBLIC		420-2-25-98-56-22	800-700-227
DENMARK		45-7014-0277	8088-6033
ESTONIA			800-011-1111
FINLAND	Land Line:	106-33-142	0-800-1-13084
FINLAND	Mobile:	09-106-33-142	0-800-1-13084
FRANCE	LYON:	33-4-26-69-12-92	080-510-1036
FRANCE	MARSEILLE:	33-4-86-06-00-92	080-510-1036
FRANCE	PARIS:	33-1-70-70-74-22	080-510-1036
GERMANY		49-69-2222-7802	0800-000-3328
GREECE		30-80-1-100-0678	00800-12-6968
HONG KONG		852-3001-3847	800-930-445
HUNGARY		36-1-700-8818	06-800-17998
INDIA	INDIA A:		000-800-852-1232
INDIA	INDIA B:		000-800-001-6218
INDIA	INDIA C:		1800-300-00465
INDONESIA			001-803-011-3781
IRELAND		353-1-431-9713	1800-932-282
ISRAEL			1-80-9214888
ITALY		39-02-3601-0952	800-986-557

JAPAN	OSAKA:	81-6-7739-4776	00531-12-1855
JAPAN	TOKYO:	81-3-5539-5169	00531-12-1855
LATVIA			8000-2931
LUXEMBOURG		352-27-000-1355	
MALAYSIA			1-800-80-2326
MEXICO	GUADALAJARA (JAL):	52-33-3208-7391	001-866-886-2374
MEXICO	MEXICO CITY:	52-55-5062-9191	001-866-886-2374
MEXICO	MONTERREY:	52-81-2482-0691	001-866-886-2374
NETHERLANDS		31-20-718-8518	0800-020-1250
NEW ZEALAND		64-9-970-4753	0800-446-096
NORWAY		47-21-59-00-54	800-10097
PANAMA			011-001-800-5072068
PERU			0800-53780
PHILIPPINES		63-2-858-3740	
POLAND			00-800-1212016
PORTUGAL			8008-60385
RUSSIA			8-10-8002-9693011
SAUDI ARABIA			800-8-110015
SINGAPORE		65-6883-9213	800-120-4336
SLOVAK REPUBLIC		421-2-322-422-32	
SOUTH AFRICA			080-09-98844
SOUTH KOREA		82-2-6744-1067	00798-14800-6849
SPAIN		34-91-414-29-40	800-098-585
SWEDEN		46-8-505-78-553	0200-890-172
SWITZERLAND		41-44-580-7529	0800-001-028
TAIWAN		886-2-2795-7363	00801-137-710
THAILAND			001-800-1206-65645
UNITED ARAB EMIRATES			8000-35702381
UNITED KINGDOM	BIRMINGHAM:	44-121-210-9032	0800-376-8334
UNITED KINGDOM	GLASGOW:	44-141-202-3232	0800-376-8334
UNITED KINGDOM	LEEDS:	44-113-301-2132	0800-376-8334
UNITED KINGDOM	LONDON:	44-20-7108-6315	0800-376-8334
UNITED KINGDOM	MANCHESTER:	44-161-601-1432	0800-376-8334
URUGUAY			000-413-598-3406
USA		1-210-795-1099	866-803-2145
VENEZUELA			0800-1-00-3751

# Agenda

## **Part 1 – Presented by Emily Zebal, L2 Support Engineer**

- General Troubleshooting
- Troubleshooting Missing, Broken or Duplicated Meetings
- Troubleshooting Autoprocessing/ Autoforwarding Problems
- Troubleshooting Free Time Issues Affecting One User
- Troubleshooting Approach to DST (Daylight Saving Time) Issues

## **Part 2 – Presented by Josephine Baker, L2 Support Engineer**

- The Calendar Profile and Related Problems
- Replication/Save Conflicts and Related Problems
- Troubleshooting Tools



## General Troubleshooting

**Always start by narrowing down the problem!**

Workstation-specific?

Database-specific?

User-specific?



## General Troubleshooting

**Always test the affected user's calendar from another machine!**

Test with the same Notes client version, if possible

Test with the same Template version (replace design if needed)

Helps identify OS problems

Helps identify problems with local files

*Reproducible ONLY at the user's machine = Workstation-specific issue*



## General Troubleshooting

### Examples:

#### **Workstation-specific issue:**

Calendar entries are off by an hour in the view

Often caused by incorrect OS time zone setting

#### **Database-specific issue:**

User gets an error when saving their preferences

Often caused by a corrupt Calendar Profile document

#### **User-specific issue:**

User A shows as “busy” at all times when other users view her free time

Often caused by incorrect data for this user in busytime.nsf





## General Troubleshooting

**Don't waste your valuable time!**

The following troubleshooting efforts will **not** resolve a workstation-specific issue:

- Replacing database design

- Running maintenance commands against the user's database

- Replacing the calendar profile for the affected user

*Always narrow down the issue first!*



## General Troubleshooting

### **Database-specific or User-specific?**

Try another machine and another ID file to rule out user-specific issues.

Roaming users might take problems with them from machine to machine.





## General Troubleshooting

**Always test with the latest design and out of the box template!**

Identify problems related to customization or design compatibility

Most C&S functionality is in the template!

Different behaviors and errors may appear in later versions

*Example: Repair Calendar feature will be invoked only in client and template releases 8.5 and higher.*



## General Troubleshooting

### **Workstation-specific resolutions:**

Recreating local files or documents within them

Creating a new OS profile or editing the registry

### **Database-specific resolutions:**

Recreating the calendar profile

Replacing corrupt or custom design elements

### **User-specific resolutions:**

Recreating roaming files or documents within them

Correcting a field within a user's Person document



## “Missing Meeting” issues reported

- **Issue 1:** A particular meeting is missing from the calendar view but appears in the meetings view
  - The meeting is missing a `CalendarDateTime` field
- **Issue 2:** A particular meeting is missing in Notes, but is visible on a mobile device.
  - Part or all of the meeting was removed during synchronization with a mobile device
- **Issue 3:** None of the user's meetings are showing in the calendar
  - The user accidentally unchecked their own name in the 'Show Calendars' section



## Troubleshooting Missing, Broken or Duplicated Meetings

### Troubleshooting missing meetings

1. Get the value of the **ApptUNID** field.
2. Search for the **ApptUNID** value in the hidden **\$ApptUNID** view.
3. Find the parent document.

*It could be missing, which is the cause of many problems*

4. Examine the **\$CSTrack** field

*The **\$CSTrack** field maintains a history of the document in question.*

*Always check the **\$CSTrack** field in the parent document, if possible!*



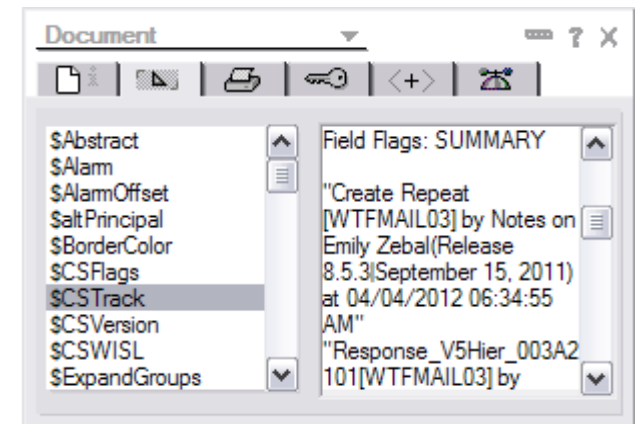
## Missing meetings

Find the parent document in the **\$ApptUNID** view

Missing **\$Ref** field

Missing **CalendarDateTime** field

**ApptUNID** matches the document's UNID



Meeting New Copy into Tools			
2 results found in 'ApptUNID' matched your search. Indexed			
Search for 4F95033A975F1682852579D6003A03AF		Search	Clear Results
ApptUNID	DocUNID	\$Ref	Subject
4F95033A975F1682852579D6003A03AF	4F95033A975F1682852579D6003A03AF		Lunch and Learn
4F95033A975F1682852579D6003A03AF	1CFD4D9075B2E126852579D6003A2101	4F95033A975F1682852579D6003A03AF	Lunch and Learn

## Troubleshooting Missing, Broken or Duplicated Meetings

### Use **NotesPeek** to find a deleted parent document

- NotesPeek is a utility that allows navigation and display of the complete contents of Notes databases.
- Deletion stubs can be found using NotesPeek.
- You cannot examine document properties of a deletion stub in NotesPeek.
  - You can examine the 'last modified' date of the deletion stub and compare the time stamp with mobile device logs.



# Troubleshooting Missing, Broken or Duplicated Meetings

## Duplicated meetings

First make sure they are true duplicates!

Compare the **\$ApptUNID** values

Causes of Duplicated Meetings

The “**RemDupCE**” Tool

The **Repair Calendar** feature in Notes 8.5 and above





## Troubleshooting Missing, Broken or Duplicated Meetings

### **What causes duplicated meetings to occur?**

The same repeating meeting notice is processed on two different replicas of your mail database and then replication occurs.

Edits are made to a repeating calendar entry on different replicas.

This can cause replication conflicts and duplicate entries to appear in your calendar.



## Troubleshooting Missing, Broken or Duplicated Meetings

### How do I correct duplicates?

#### The Repair Calendar feature in Notes 8.5

**NOTE:** This functionality works only if the user is running an 8.5.x Notes client **and** the user's mail database is based on the mail85.ntf template.

#### The RemDupCE Tool

Useful when the Notes client or out of box template cannot be upgraded to release 8.5 or higher.



## Troubleshooting Missing, Broken or Duplicated Meetings

### How does the Repair Calendar feature work?

Notes detects the duplicated calendar entries and displays a **Repair Calendar** dialog box when you attempt to open any of the entries in the repeat set. When you select OK, the Repair Calendar feature fixes the duplicates!

For more information, see **technote 1326680** - “The Repair Calendar feature in Notes 8.5”



# Troubleshooting Missing, Broken or Duplicated Meetings

## Duplicated meetings

### The Repair Calendar feature might not work if

You are not running Notes 8.5 or higher

Your template is not at version 8.5 or higher

Your template is customized

The meeting is broken or corrupt

*If the Repair Calendar Feature does not fix  
a specific repeating meeting, try running our CnSdiag tool!*



# Troubleshooting Autoprocessing/Autoforwarding Problems

## Problems with Autoprocessing/Autoforwarding

You have enabled one or more of the C&S autoprocessing preferences; however, the functionality related to the preference does not work as expected. Such as:

- Display new (unprocessed) notices
- Process cancelled meetings automatically
- Respond automatically to meeting invitations
- Automatic forwarding of calendar notices



## Troubleshooting Autoprocessing/Autoforwarding Problems

### First test to see what features are not working!

If **all** features are working except for Autoforwarding, you simply have an Autoforwarding problem, such as:

- The mail file owner did not select the delegate's name from the Domino Directory, and therefore the server's router task cannot look up the name for forwarding.
- The delegate's name is stored and corrupted in the mail file owner's Recent Contacts list.

If **none** of the features are working, then the problem is likely that the Autoprocessing bit has been disabled.



## Troubleshooting Autoprocessing/Autoforwarding Problems

### **Autoprocessing is a function of the server's router task**

When a C&S related meeting notice is about to be deposited into a user's mail database, the router task examines the following database option bit for the user's mail database to determine if the user has any C&S autoprocessing preferences enabled:

### **DBOPTBIT\_CS\_AUTOPROCESSING\_ENABLED**

The bit is supposed to be enabled if any of the C&S autoprocessing preferences are enabled for the user.

If not enabled, no further autoprocessing logic of any kind is performed.





## Diagnosing the problem

Set the following notes.ini variable on the server:

**CSLogAutoprocess=1**

The following output is an indication of the problem:

Autoprocess: Message *<msgid>* for '*<user>*': Entering MailAutoProcessRequest.

Autoprocess: Message *<msgid>*for '*<user>*': Autoprocessing not enabled.

Autoprocess: Message *<msgid>*for '*<user>*': Skip because disabled by db



## Troubleshooting Autoprocessing/Autoforwarding Problems

### Resolving the problem

A LotusScript agent can be written to enable the bit for the database in question.

IBM Support may also provide tools, such as **FixAuto** or **CnSdiag**, which you can run to enable the bit as well.

For more information, contact IBM Support.



## Troubleshooting Autoprocessing/Autoforwarding Problems

```
cnsdiag -d mail\bkahn.nsf -v
```

```
IBM Domino C&S Diagnostic Tool, Version 1.10.  
Copyright (c) IBM 2002, 2009. All rights reserved.  
Current Notes Build 392.  
Tool built for Notes Build 392 and earlier.  
Unsupported tool for limited release.
```

```
Scan mode:          Analyze only  
Database to analyze: mail\bkahn.nsf  
User to analyze:    <Unspecified>  
The ID file being used is: C:\notedata\IDFiles\Bkahn.id  
Enter password (press the Esc key to abort):
```

```
Database mail\bkahn.nsf needs the following corrective action(s):  
  DBOPTION_HAS_CALENDAR already set. No action taken.  
  DBOPTBIT_CS_AUTOPROCESSING_ENABLED already set. No action taken.  
  ...
```



## Troubleshooting Free Time Issues Affecting One User

### **Problem: User's Free Time is Incorrect or Unavailable**

User free time shows as busy across the board even through their calendar is open.

No one can see free time for this user; it's greyed out!

A user shows as 'unavailable' when they should show as free.

A user shows as 'available' when they should show as busy.



# Troubleshooting Free Time Issues Affecting One User

## No info vs Wrong info

**No info:** The user's Free Time is greyed out

**Wrong info:** The user's free time is displaying the wrong status

Unavailable instead of available

Busy instead of available

Available instead of busy

☐ Available
 ☐ Already Scheduled
 ☐ Unavailable
 ☐ No Info
 ☐ Info Restricted



## Troubleshooting Free Time Issues Affecting One User

Free time lookup is a server-to-server connection via the Calendar Connector task.

Some causes of incorrect free time may be related to Notes or the mail file, however.

An error message will display on the Notes status bar when you click the grey area of the schedule grid for the user who does not show free time information.



## Troubleshooting Free Time Issues Affecting One User

### **“No info” free time issues**

#### **“Can't find schedule record for requested user”**

Means that there is no entry in the free time database (busytime) for the invitee.

Ensure the Mail file field is specifying the correct mail file name, including spelling of the username, or remove and re-enter the data.





## Troubleshooting Free Time Issues Affecting One User

### **“No info” free time issues**

#### **"Can't find domain record in Name and Address Book for scheduling request"**

Means that the Calendar Domain field is populated with a value

The Calendar Domain field on the Miscellaneous tab of the person document should NOT be populated if the person is using Notes/Domino as their C&S system.

This could also mean that you do not have a domain record for a non-adjacent domain that the user is in.



## Troubleshooting Free Time Issues Affecting One User

### “No info” free time issues

#### "Can't find domain document in Domino Directory for the scheduling request"

Often seen when the user showing greyed-out free time has a forwarding address listed in their Person document.

Using the field '**Other Address**' or '**Forwarding Address**' may indicate that the person is using another mail system and another calendar system.

The busytime system will work with foreign systems as long as you have a third party "connector" installed for it.



## Troubleshooting Free Time Issues Affecting One User

### **“No info” free time issues**

#### **Connectivity Problems:**

"Invalid Network Name or Syntax"

"Unable to find Path to Server"

"Server not Responding"





## Troubleshooting Free Time Issues Affecting One User

### When free time info is restricted

The user whose free time info is restricted has not given you the ability to view their free time and has restricted viewing free time info to certain people.

The screenshot shows the 'Preferences' dialog box with the 'Access & Delegation' tab selected. Within this tab, the 'Access to Your Schedule' sub-tab is active. The text explains that users can control how much information about their schedule others can see. The 'Schedule Access' section is highlighted with a red box, showing the option 'Only these people and groups' selected. Below this, a list box contains the entry 'Josephine Baker/North Reading/IBM,'.

Preferences

Mail | Calendar & To Do | Access & Delegation

Access to Your Mail & Calendar | Access to Your Schedule | Shortcuts to Others' Mail

You may control how much information about your schedule (when you are busy and available) others may see when scheduling a meeting. For people who are not allowed to see your schedule, the Scheduler will display "Info Restricted."

**Schedule Access**

Who is allowed to see your schedule information?

☐ Everyone

☐ No one

☒ Only these people and groups:

Josephine Baker/North Reading/IBM, |

OK Cancel

## Troubleshooting Free Time Issues Affecting One User

### Helpful troubleshooting commands

Tell Sched **Show** *HIERARCHICALUSERNAME*

Tell Sched **List** *HIERARCHICALUSERNAME*

Tell Sched **Check** *HIERARCHICALUSERNAME*

Tell Sched **Validate** *HIERARCHICALUSERNAME*

**All commands read information from the Free Time database!**



## Troubleshooting Free Time Issues Affecting One User

Tell Sched **Show** *HIERARCHICALUSERNAME*

Displays the entries for this user sorted chronologically.

You can use this information to match up against entries in the user's actual calendar.





## Troubleshooting Free Time Issues Affecting One User

Tell Sched **List** *HIERARCHICALUSERNAME*

Displays the user's profile information.

Availability preferences set by the user

If the user is not in the busytime database or not typed correctly, Schedule Manager will log the error:

**“User <HIERARCHICAL USERNAME> not found in schedule database”**



## Troubleshooting Free Time Issues Affecting One User

Tell Sched **Check** *HIERARCHICALUSERNAME*

Checks the user's busytime data against the actual calendar documents.

This command simply makes the current busytime data match the data in the user's mail file.

After running this command, if the busytime data is still not accurate, open the calendar entry in edit mode and make a fake change to it. Then, run the command again.



## Troubleshooting Free Time Issues Affecting One User

Tell Sched **Validate** *HIERARCHICALUSERNAME*

This command is primarily intended to be used in cases in which new users, rooms, or resources are added to the Domino server but are not immediately reflected in busytime.



## Troubleshooting Free Time Issues Affecting One User

### Recreating busytime.nsf or clubusy.nsf

After all above procedures are executed and the Free Time system still is not providing accurate results, you may have to recreate the Free Time database.

For more information, see **technote #1086471** - “How to recreate the busytime.nsf and clubusy.nsf databases on a Domino server”

***IMPORTANT: Contact IBM Support first!***



## Troubleshooting Approach to DST Issues

### Where to start?

Notes/Domino relies on the operating system to set a meeting's time.

Meetings are stored internally with an absolute time value that is relative to UTC (Coordinated Universal Time, previously known as Greenwich Mean Time).

Microsoft releases patches to apply updated time zone changes on Windows-based PCs and servers.

The patches are available on Microsoft's Web site and should be updated regularly!



## Troubleshooting Approach to DST Issues

Calendaring and Scheduling entries store time zone data in their **StartTimeZone** and **EndTimeZone** fields in the following format:

`Z=5$DO=1$DL=4 1 1 10 -1 1$ZX=25$ZN=TimezoneName`

This information is pulled from the OS at the time the meeting is created.

The information is pulled from the OS of the workstation used to create the meeting.

Problems at the chair's workstation can manifest in the invitees' calendars!



## Troubleshooting Approach to DST Issues

If you select "(GMT -05:00) Eastern Time (US & Canada)" for your time zone in your Calendar preferences, Notes saves the value as:

**"Z=5\$DO=1\$DL=3 2 1 11 1 1\$ZX=25\$ZN=Eastern"**

The time zone is 5 hours before Greenwich Mean Time (-5).

Daylight Saving Time (DST) is in effect

DST starts in the month of March (3), during week 2, on day 1 of the week, which is a Sunday

DST ends in November (11), during the first week (1), on Sunday (1).

The ZN parameter reflects the text description "Eastern"



## Troubleshooting Approach to DST Issues

When a given time zone does not observe DST (DO=0), its DL parameter will not be included as part of the value in the respective field.

**"Z=7\$DO=0\$ZX=76\$ZN=US Mountain"**





## Troubleshooting Approach to DST Issues

### Most Common DST issue reported

Meeting shows correctly when opened, but off by an hour (or more) when viewed in the Calendar view

#### Causes:

- Chair's OS time zone was incorrect at the time the meeting was created

- Affected user's OS time zone is incorrect

- Affected user's registry is incorrect

- Local Notes files need to be updated, or a hotfix may be needed.



## Troubleshooting Approach to DST Issues

### **Most DST issues are workstation-specific**

If the problem is **not** reproducible at another machine, it is likely caused by the affected user's OS settings.

- Time zone set incorrectly
  - ➔ May appear correct, but changing to a different time zone and back again resolves many issues.
- OS not patched
  - ➔ The correct time zone is set, “Eastern”, but DO=0, indicating DST it not observed.
- Problems with the registry
  - ➔ Found by comparing with another user's registry keys



## Troubleshooting Approach to DST Issues

### **Most DST issues are workstation-specific:**

If the problem **is** reproducible at another machine, the problem is likely with the actual meeting.

- Chair's time zone information was set incorrectly at the time the meeting was created.

### Example

The following value was stored in the StartTimeZone and EndTimeZone fields in the meeting:

"Z=5\$DO=1\$DL=4 1 1 10 -1 1\$ZX=25\$ZN=Eastern"



## Part 2

### **Presented by Josephine Baker**

Level 2 Support Engineer - Calendaring and Scheduling Team

- The Calendar Profile and Related Problems
- Replication/Save Conflicts and Related Problems
- Troubleshooting Tools



## The Calendar Profile and Related Problems

The Calendar Profile document stores most of the calendar related preferences available to the mail file owner, as well as other database preferences.

Stores UI settings found under: **More --> Preferences**

Some examples:

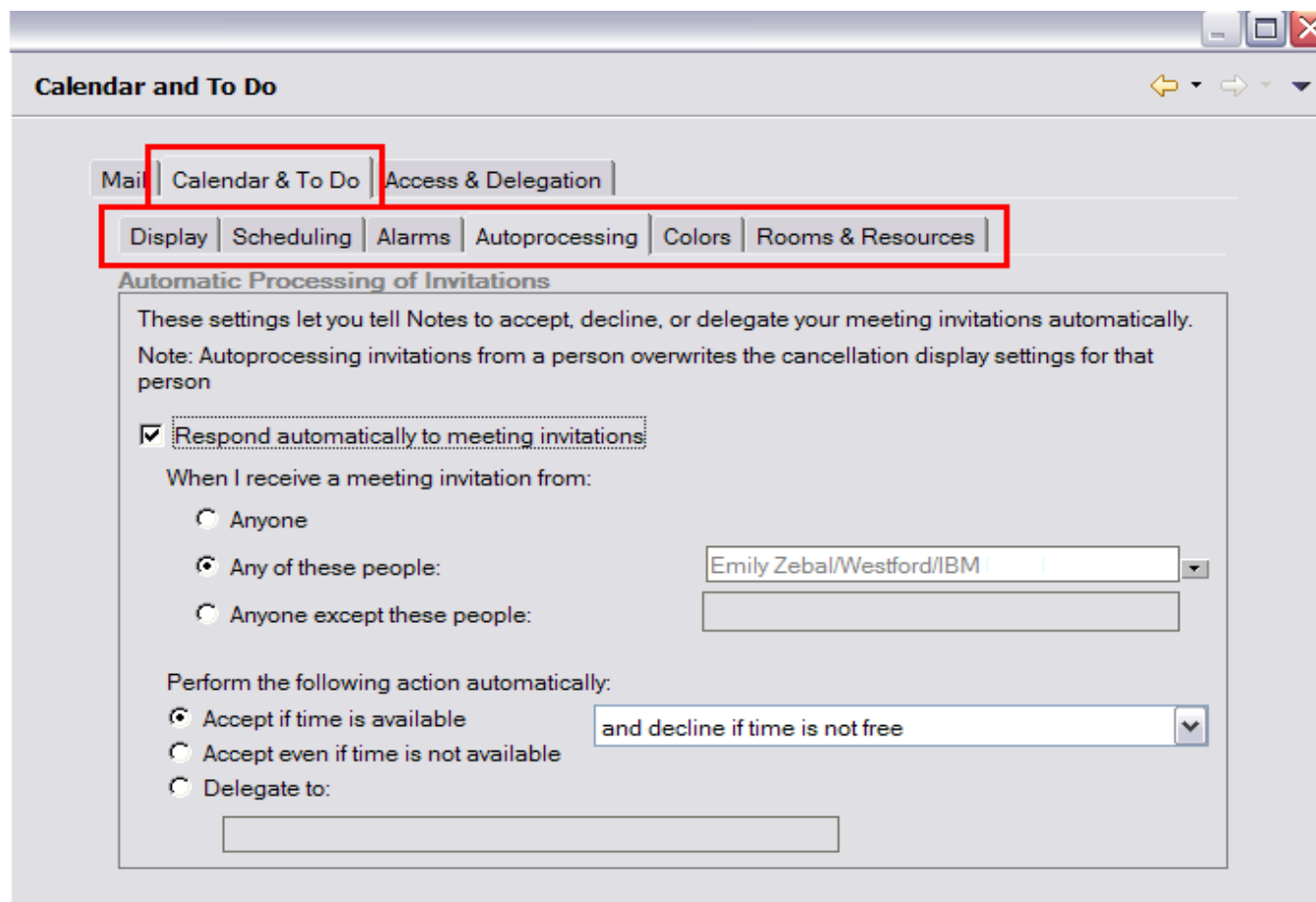
- Access and Delegation preferences

- Free time scheduling preferences

- Autoprocessing preferences



# The Calendar Profile and Related Problems



**Calendar and To Do**

Mail | **Calendar & To Do** | Access & Delegation

**Display** | Scheduling | Alarms | Autoprocessing | Colors | Rooms & Resources

**Automatic Processing of Invitations**

These settings let you tell Notes to accept, decline, or delegate your meeting invitations automatically.  
 Note: Autoprocessing invitations from a person overwrites the cancellation display settings for that person

☒ **Respond automatically to meeting invitations:**

When I receive a meeting invitation from:

- ☐ Anyone
- ☒ Any of these people:
- ☐ Anyone except these people:

Perform the following action automatically:

- ☒ Accept if time is available and decline if time is not free
- ☐ Accept even if time is not available
- ☐ Delegate to:

## The Calendar Profile and Related Problems

The Calendar Profile is a hidden document

Not visible through the UI

Visible and accessible using Notes Peek

NotesPeek – A utility that allows navigation and display of the complete contents of Lotus Notes database files, expanding it into a tree structure.

Accessible using LotusScript agents

Support provides a LotusScript agent which will remove the calendar profile for a particular database.

Removing the calendar profile resolves a variety of calendar issues affecting one user



## The Calendar Profile and Related Problems

Regional settings are **not** stored in the calendar profile.

This is an exception to the rule. Most calendar-related preferences **are** stored in the Calendar profile.

Stored in the workstation's data directory.

Examples:

Display an additional time zone.

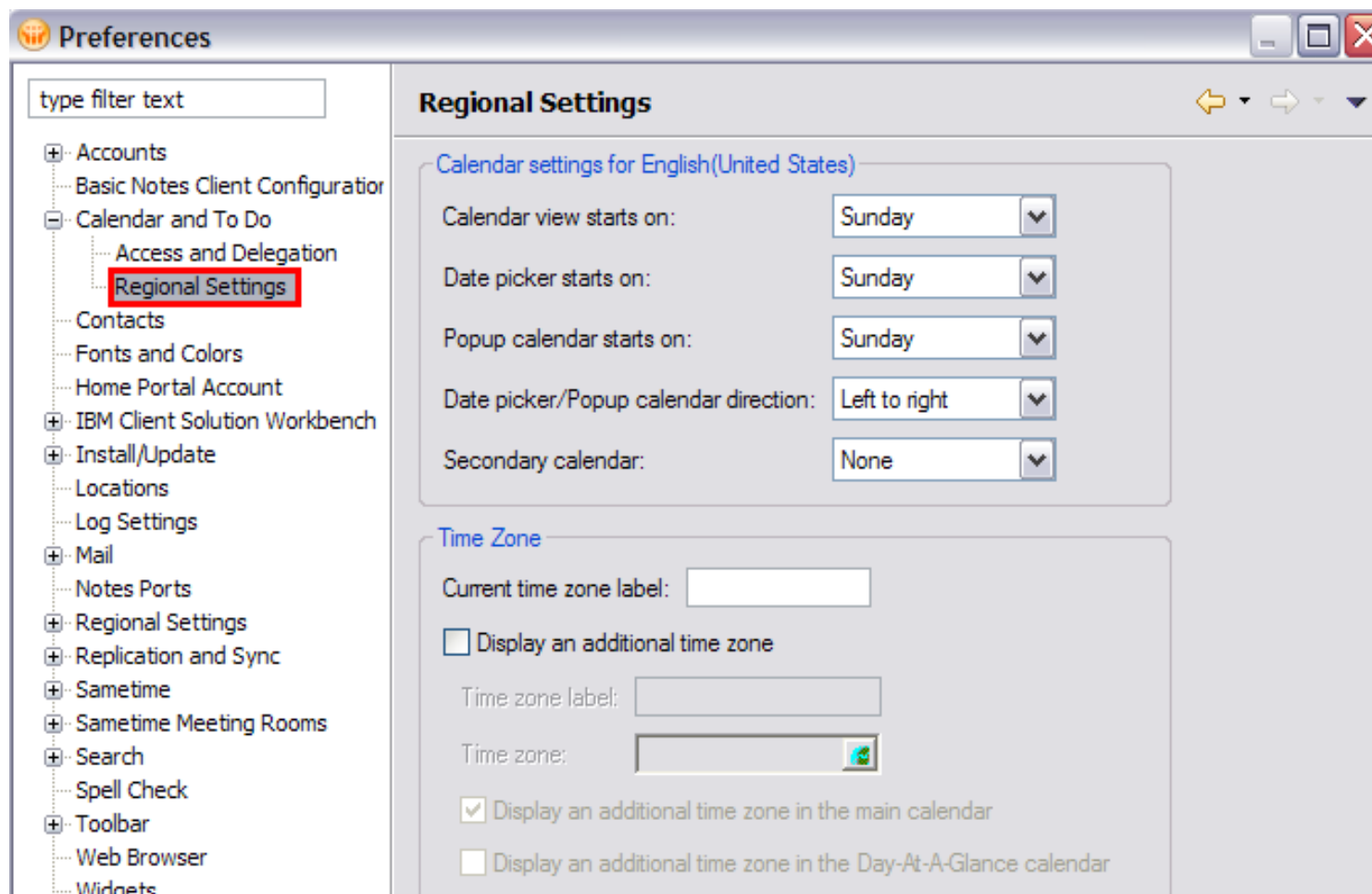
Calendar view starts on <Sunday>

Regional settings are related to the workstation or operating system.





# The Calendar Profile and Related Problems



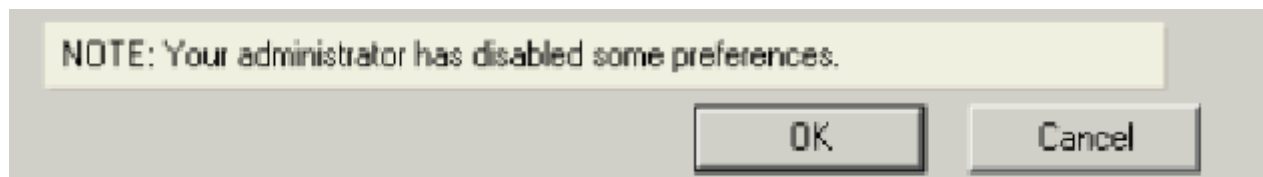
## The Calendar Profile and Related Problems

### Problems with the Calendar profile

Some preferences may be enabled using policies.

Users see “Your administrator has disabled some preferences” in their preferences window.

Consider examining your policies when multiple users are affected by a calendar-related issue.



## The Calendar Profile and Related Problems

Database-specific calendar issues are usually related to the calendar profile or the database design.

Always try and narrow down issues first.

Workstation, database, or user-specific?

Database design or document within?

Calendar profile document or workflow document?

Calendar Profile corruption is the cause of many calendar-related problems.

Usually affects only one or a few users at most.

Each user has their own calendar profile.



## The Calendar Profile and Related Problems

**Some errors caused by (but not limited to)**

### **Calendar Profile corruption**

- "An error occurred while saving: Type mismatch"
- Error: 'Object variable not set' attempting to create Calendar entry
- 'Your availability time range is invalid'
- Delegated user receives, "You are not authorized to perform that operation" when accessing owner's database.

***Most errors that occur upon saving preferences are related to the Calendar Profile!***



## The Calendar Profile and Related Problems

**Some unexpected behavior caused by (but not limited to)**

### **Calendar Profile corruption**

- User clicks 'Accept' and nothing happens
- Slow performance when opening another person's calendar
- New meeting invitations do not appear in mini view of Notes calendar
- Category field does not show when creating a calendar entry
- User's free time information is incorrect



## Deleting the Calendar Profile document

1. Create a new mail message.
2. Select Create > Hotspot > Button.
3. Add a label for the button such as "Delete Profile".
4. Set it to Run > Client. Select "LotusScript" instead of "Formula".
5. Paste the provided code accordingly as required (i.e. which profile you want to delete into the Program Pane window).
6. Send this email to the user having the problem, instructing the user to click the button. When user clicks the button the profile document will be deleted.

```
Sub Click(Source as Button)
Dim session As New NotesSession
Dim db As NotesDatabase
Dim doc As NotesDocument
Set db=session.CurrentDatabase
Set doc=db.GetProfileDocument("CalendarProfile")
Call doc.remove(True)
If doc Is Nothing Then
MsgBox "Profile Document Was Successfully Removed"
Else
MsgBox "Profile Document WAS NOT Removed",48
End if
End Sub
```



## Replication & Save conflicts

The result of the same document being edited on different servers.

Notes will replicate both versions of an edited document.

One version becomes the "winner", meaning it becomes the main or parent document.

The "loser" becomes a response document and is identified by a black diamond and the words "Replication or Save Conflict".

Replication/Save conflicts can result in various calendar-related problems

Missing calendar entries / View corruption

Multiple instances of the same meeting in the graphic calendar

Unexpected behavior in general



## Finding and resolving replication/save conflicts



### Search for replication/save conflicts:

Create a view that displays only conflict documents.

```
SELECT @IsAvailable($Conflict)
```

Hold down the CTRL key and switch to the view that shows the main document.

### Resolve replication/save conflicts

Run the following server tasks, delete conflicts manually, or create a new replica of the database.

Load Compact -c

Load Fixup

Load Updall -R

\*The above commands should be run from the server console.





## Fix Auto

- Used to resolve issues with Autoprocessing
- Tool will check to see if CS\_AUTOPROCESSING\_ENABLED bit is enabled
  - If not enabled, tool will allow you to enable that bit.

## NoCal

- Tool to mark database as a non-calendar database
- Can be used to resolve the following console message:  
*“SchedMgr: Error validating entry for (username.nsf) in schedule database: Cannot find user in Domino Directory”*
- This tool is available only through IBM Support

## NotesPeek

- Utility that allows navigation and display of the complete contents of Notes databases.
- Breaks out the database components in a tree structure, while also providing access to both low level and high level database components.
- It can show data and settings that otherwise cannot be accessed.



## All-in-one Admin Tool

- Agent-based troubleshooting & problem solving
- Remove Profiles, Remove Prohibit Design Element flag, Find Duplicates.
- Additional functionality available, but not specific to C&S.

## RemDupCE

- Tool to assist in the removal of duplicate Calendar entries.
- Added to 8.5 and above releases as the Repair Calendar feature

## CNSDIAG

- Used to fix problems with repeating meetings.
- Caused by incorrect **RepeatInstanceDates** values
- Typical symptoms are a save loop when trying to send a meeting update.
- Useful in conjunction with removing duplicate calendar entries for repeating meetings.



- Technote 1444481** - When creating a meeting containing a room reservation from your calendar, user gets "An error occurred while saving: Type mismatch"
- Technote 1160919** - Error: 'Object variable not set' attempting to create Calendar entry
- Technote 1282611** - Error: "Type mismatch on external name: cseventnotes" opening meeting invitation
- Technote 1592243** - Error "Your Availability Time Range Is Invalid" received while working in IBM Lotus Notes mail
- Technote 1093472** - Delegate user cannot search in Owner's mail file
- Technote 1141060** - Notes calendar free time displays wrong information
- Technote 1088892** - How to delete Profile documents manually or using LotusScript
- Technote 1459332** - All-in-one Admin Tool for agent-based troubleshooting & problem solving
- Technote 1092724** - Is it possible to select only the Replication/Save Conflict documents in a view?
- Technote 4005686** - NotesPeek 1.53 tool for viewing Notes databases on Notes 6.x and higher



## Questions

Press \*1 on your telephone to ask a question.



IBM Lotus Support page  
<http://www.facebook.com/IBMLotusSupport>



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