

# CoexLinks Fidelity 4.20

## High Fidelity Email Rendering

### Web & Mobile Email Fidelity

### Notes & Non-Notes Coexistence

Compatible with IBM (Lotus) Notes/Domino 6.5x to 9.x

#### **Introduction**

Companies who use IBM (Lotus) Notes/Domino have come to expect a high level of fidelity and functionality in mail sent inside their company or organization to other Notes users. Whether emails are sent by users or applications, both in-house and third party, the emails work consistently and look good. When Notes-specific features such as doclinks, action buttons and embedded objects are used, the sender counts on the receiver being able to see and use those features. For example, doclinks often play a crucial role in a workflow or approval process or provide contextual linkages between existing company data and process information sent by e-mail, while other features may be provide the ability for the recipient to take action.

Both functionality and fidelity can be lost or diminished when the recipient reads the email outside of a Notes client. The recipient may be in a different company, such as a client or customer or partner. The recipient may be an internal user re reading mail on a mobile device or through a web browser. The recipient may even be a Notes user whose email is forwarded temporarily to a person non-Notes email address. Links can be lost or non-functional, buttons can disappear, and functionality is missing without any indication. In addition, a carefully created email may lose all of its professionalism when rendered badly.

To prevent these problems, companies are sometimes forced to dumb down their email, or go through an expensive and time consuming process to replace/revise critical applications to allow web and mobile access. CoexLinks Fidelity can eliminate or alleviate this need by providing high quality rendering in email send outside of Notes or retrieved using Notes Traveler on a mobile device or iNotes to access mail via a browser. Aside from improving the appearance and professionalism of such mails, more functionality is translated to the email and doclinks amy be handled with more reliability and flexibility. Notes specific features that cannot be converted may be stored in a special Message Store database which respects Notes security, and the recipient can access it via a Notes client when available. Critically, it can indicate that such features are being missed to avoid confusion on the part of a recipient.

In the event of a complete migration of email off of Notes clients, applications can continue to send email with confidence that recipients in an Outlook/Exchange or Google Apps/Gmail environment will be able to read the emails, follow the links and act on the contents with functionality intact.

In addition to its role as a coexistence tool, CoexLinks can play a vital role in the migration of applications from the Notes client to web based applications. Companies who do not want to maintain a Notes client infrastructure for all of its personnel may migrate certain critical applications to Domino web or portal based web applications. Links to those particular applications must be rendered differently than links to applications which are still Notes client based, and CoexLinks provides the configurability to easily differentiate and render links appropriately.

## **Business Benefits**

CoexLinks Fidelity offers several business benefits:

- More professional and functional mobile and web access
- More professional emails sent to clients, customers and partners
- Higher reliability for email sent to non-Notes users
- Third party Domino applications that send links can remain in use
- Applications and users can send links and action items without regard to the recipient's mail system
- For companies migrating applications to XPages, mobile apps or web apps, links to specific databases can be launched using customizable URLs while others are launched in a Notes client, allowing removal of Notes clients for some groups of people without disruption of others who still need the Notes client.
- Disclaimers may be added to modified e-mails to describe how links should be used.
- No end user changes are required – a system administrator simply installs and configures CoexLinks Fidelity and it works automatically
- No re-training of users required
- High performance server addin adds relatively little load to server

CoexLinks Clipper (bundled menu add-in utility requiring CoexLinks license):

- Copy a doclink in Lotus Notes client and paste it into 3<sup>rd</sup> part email as working link

## **Supported Operating Systems**

CoexLinks Fidelity: Windows 32-bit/64-bit, Linux 32-bit, Linux 64-bit

CoexLinks Clipper: Windows 32-bit (all Notes clients on Windows are 32-bit)

## **Supported IBM Releases**

CoexLinks Fidelity: IBM Lotus Domino 6.5x, 7.x, 8.x, 8.5.x, IBM Domino 9.x

CoexLinks Clipper: IBM Lotus Notes 6.5x, 7.x, 8.x, 8.5.x, IBM Notes 9.x

## **Architecture**

CoexLinks Fidelity uses a combination of extension manager and server addin technology utilizing the Domino C API toolkit and the Genii Software's proprietary Midas rendering engine to hook into Domino tasks including the router, HTTP and Traveler tasks to intercept messages routed or accessed directly. No scripts or agents are required.

CoexLinks Clipper uses menu add-in technology and the Domino C API toolkit to add menu items. These enable the user to copy a doclink, view link or application link onto the Windows clipboard in a format consistent with the CoexLinks conversion settings, where it can be pasted into any word processor or mail client that accepts a file or HTML pasting.