



Customer Support **Technote**

Title: Lotus Notes Mail Not Available as a Service to MAPI After Outlook 2000 Installation
Product Area: Notes
Product: Notes Client 5.x
Topic: Messaging & Mail \ Workstation Mail (Mailer) \ MAPI Service Providers
Number: 182660
Date: 02/12/2001

Problem:

Outlook is installed for the first time with the Office 2000 release. After properly installing Notes, "Lotus Notes Mail" is not available as a service to the MAPI subsystem.

Solution:

This is because MAPI files, specifically the MAPISVC.INF file, are now installed to a different subdirectory. Prior to Office 2000, the files were installed to the Windows\System or \System32 directories. With Outlook 2000, they are installed to the Program Files\Common Files\System\Mapi\xxx... subdirectory.

The MAPISVC.INF file is updated by the Notes install with information that makes the Domino MAPI SPI available when creating a MAPI profile.

As a workaround, copy the following information to the appropriate areas of the MAPISVC.INF file:

1. The line marked **bold** is added to the [Services] section as follows:

```
[Services]
MSEMS=Microsoft Exchange Server
IMAIL=Internet E-mail
MSPST AB=Personal Address Book
MSPST MS=Personal Folders
MSFS=Microsoft Mail
CONTAB=Outlook Address Book
NOTES=Lotus Notes Mail
```

2. Append the following to the end of the file:

```
[NOTES]
PR_SERVICE_DLL_NAME=nwnsp.dll
PR_SERVICE_SUPPORT_FILES=nwnsp.dll
PR_SERVICE_DELETE_FILES=nwnsp.dll
PR_SERVICE_ENTRY_NAME=ServiceEntry
```

Providers=NAB,NMS,NXP
WIZARD_ENTRY_NAME=ServiceWizard
PR_RESOURCE_FLAGS=SERVICE_SINGLE_COPY|SERVICE_PRIMARY_ID
ENTITY
[NAB]
PR_PROVIDER_DLL_NAME=nwnsp.dll
PR_RESOURCE_TYPE=MAPI_AB_PROVIDER
PR_DISPLAY_NAME=Lotus Notes Address Book
PR_PROVIDER_DISPLAY=Lotus Notes Address Book
PR_RESOURCE_FLAGS=STATUS_PRIMARY_IDENTITY
[NMS]
PR_PROVIDER_DLL_NAME=nwnsp.dll
PR_RESOURCE_TYPE=MAPI_STORE_PROVIDER
PR_RESOURCE_FLAGS=STATUS_PRIMARY_IDENTITY|STATUS_DEFAULT
_STORE
PR_PROVIDER_DISPLAY=Lotus Notes Message Store
PR_DISPLAY_NAME=Lotus Notes Message Store
PR_MDB_PROVIDER=395d475fecf1cd1193dc5aab3C478538
[NXP]
PR_PROVIDER_DLL_NAME=nwnsp.dll
PR_RESOURCE_TYPE=MAPI_TRANSPORT_PROVIDER
PR_RESOURCE_FLAGS=STATUS_PRIMARY_IDENTITY
PR_PROVIDER_DISPLAY=Lotus Notes Transport
PR_DISPLAY_NAME=Lotus Notes Transport

Supporting Information:

This issue has been reported to Lotus Quality Engineering and is under investigation. Note that it was reported as being addressed in Notes 5.0.5, as seen in this excerpt from the Lotus Notes and Lotus Domino Release 5.0.5 QMR fix list:

MAPI

- SPR# HCUS4GJSNF - Notes Client installation now correctly updates the Microsoft MAPI configuration file (MAPISVC.INF) so that Notes/Domino is properly offered as a MAPI service provider when the user configures MAPI profiles.

However, this issue was not addressed in Notes 5.0.5 and is still under investigation.

Related Documents:

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