

# Binary Tree® Integration for Notes 20.12

## Release Notes

### December 2021

These release notes provide information about the Binary Tree® Integration for Notes 20.12 release.

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## About this release

Integration for Notes delivers the highest levels of functionality, stability, and scalability for connection between Microsoft Exchange and Domino. It provides high-fidelity exchange of mail and calendar data. It also intercepts mail and calendar data traveling between the environments, and if necessary, modifies the address and content portions of the message header and body to make coexistence between environments more transparent, functional, and user-friendly. In addition, it preserves user workflow between Domino and Exchange.

Binary Tree Integration for Notes 20.12 is a minor release with enhancements and resolved issues. See [Resolved issues](#).

# Enhancements

The following is a list of enhancements implemented in Binary Tree Integration for Notes 20.12.

**Table 1. General enhancements**

<b>Enhancement</b>	<b>Issue ID</b>
Notes.ini parameters to support different source fields for Person, Mail-In Databases, Rooms and Resources, and Groups have been added.	75800
The license process has been updated. This change will use a new license file and format provided by Quest. This will not impact existing licenses for product upgrades.	76423

# Resolved issues

The following is a list of issues addressed in this release.

**Table 2. General resolved issues**

<b>Resolved Issue</b>	<b>Issue ID</b>
Release Note: An issue where calendar invites from Domino Verse were not routing to Exchange has been resolved.	76216

# Known issues

The following is a list of issues, including those issues attributed to third-party products, known to exist at the time of release.

**Table 3. BtCal known issues**

<b>Known Issue</b>	<b>Issue ID</b>
When an Outlook to Notes and Outlook repeating meeting is created; a single instance of the meeting is cancelled; and then the series is cancelled, the cancellation re-adds the originally cancelled single instance to the Notes user's calendar and does not cancel the instance and any instances prior to the originally cancelled (and re-added) instance.	16995
NDR7 is incorrectly received when an Outlook to Notes repeating weekly meeting with no end date is cancelled. Also, NDR5 is incorrectly received when an Outlook to Notes repeating monthly meeting scheduled for the 31st is cancelled.	16996
The Information Update received in Notes when the subject is updated on single instance of an Outlook to Notes repeating meeting incorrectly displays "Rescheduled" in information section of the notice.	16997
Cancelling an Outlook to Notes repeating meeting where a single instance has been updated or rescheduled doesn't cancel the updated instances.	16998
When an Outlook to Notes repeating meeting that the Notes User delegates an instance to an Outlook user, meeting cancellation fails for the Notes user for the instance of the meeting prior to the delegated instance.	16999
Rescheduling the first instance of a Notes to multiple Outlook users daily repeating meeting and then cancelling the series, results in the entire series showing the rescheduled time, after the cancellation notice arrives.	17000
For an Outlook to Notes room reschedule, a decline is correctly sent to the Outlook chair. However, the rescheduled meeting shows the room response as "None" rather than "Rejected".	17001

When a single instance of a recurring Outlook to Notes meeting is rescheduled, the Outlook chair receives an acceptance from both the room and the Notes invitee. However, the Notes room has a response status of 'None' rather than "Accepted".	17002
When BTAddUserDB is set to a non-existent database, BTCal terminates on load with the message: "Unable to load AddUser database dummy.nsf."	17003
NDR31 is received when a meeting's room and description is updated after a series reschedule or when a room is added or removed from a Notes to Outlook repeating weekly meeting instead of the more accurate NDR34.	17004
With the BTConvertPropose parameter enabled, an Outlook recipient does not receive an actionable new time proposal (Accept Proposal, View All Proposals, and so on are unavailable) from the Notes user responding to an Outlook to Notes meeting invite.	17005
In a Notes to Outlook single meeting, a counter proposal from an Outlook user is received by the Notes chair with the "Rescheduled: New Time Proposed:" prefix instead of the correct "Countered: New Time Proposed:" prefix.	17006
The subject line information for Outlook to Notes is incorrect when a previously removed user is re-added to the same meeting instance.	17007
An incorrect subject line of the Information Update is received by a Notes attendee when the Outlook repeating meeting organizer removes another Notes user from the meeting.	17008
A weekly repeating Outlook meeting with only one instance does not update the Notes user's calendar.	17009
A daily repeating Outlook meeting with only one instance does not update the Notes user's calendar.	17010
If a Notes user puts an Exchange-based room in the Room or Resource field, an NDR is correctly generated; however, the chairperson will receive a delivery failure for the Exchange Room or any Outlook users that were invited.	17013
If an Exchange user creates a recurring meeting that contains a Domino Room and then removes the Domino room from the location, your room reservation is not cancelled in the Resource Reservations nsf.	17014
Cancelling an Exchange meeting that has no end date will produce an erroneous NDR.	17015
If an Outlook chairperson changes a single instance meeting to a recurring meeting, Notes invitees will receive an error when attempting to open the schedule notice that states, " Error Trying to open document: Invalid or nonexistent document" and "Invalid or nonexistent document". The cancellation notice is not actionable, but opening the meeting will cause the cancellation to be processed, and the meeting removed from the calendar.	17016
Version numbers are not displayed on Installation/Upgrade screens.	17017
It is possible to repeatedly open and take action in an ICS file attached to a meeting notice sent from Outlook to Notes. Doing so will create multiple meeting notices in the Notes inbox, and is not supported.	17019
There may be differences in the appearance of table outlines in messages between Notes and Outlook.	17020
There may be differences in the text fonts used in messages between Notes and Outlook.	17021
There may be differences in the styles used for bulleted lists and other lists in messages between Notes and Outlook.	17022
If an Exchange Chair cancels an instance of a recurring meeting with one or more Notes attendees and a Notes room or resource and then cancels the entire series, the Exchange Chair will receive multiple NDR's.	17023
If an Outlook Chairperson removes a Notes user from the entire series of a recurring meeting, and then re-adds the same Notes user, the Notes user will receive a prompt when accepting that states, "Part or all of this meeting is already in your mailfile. Would you like notes to delete those entries and accept this instead?" Regardless of clicking Yes or No, the meeting will not be added to the Notes users calendar.	17024

An image in a meeting invitation sent from an Outlook user to a Notes user appears as a one pixel .jpg image in the received invitation. This is being done by the Domino router and cannot be corrected by Notes Integration  CMT BTCal at this time.	17025
A Notes chair that creates a single meeting with invited Outlook users and selects the "Do not receive responses from invitees" will still receive acceptance notices from the Outlook users. This appears to be a known limitation in Outlook.	17026
When On the Fly Encryption is enabled, an NDR (BTNDR52) is generated when an Outlook invitation sent to Notes users contains a block of text larger than can be processed (between 22.5K and 25K of text).	17027
In Outlook 2010 and 2013, when scheduling a meeting, if you choose a Domino room from the most recently used list (clicking the dropdown for the Location field) or manually type in the name of the room, the room populates the location field correctly, but does not populate the "To" field and an invitation does not get sent to Domino. Only clicking the "Rooms" button to the right of the Location field will correctly populate the "To" field, and send an invitation to the room.	17028
If the delegatee of a recurring meeting is migrated, and the series is rescheduled, the meeting will appear twice on the delegatee's calendar.	17029
There is a known issue with several versions of Domino that results in empty folders being deleted from a Domino server. It is therefore recommended that a dummy file be added to the BTWorkDirectory to prevent Domino from deleting this folder after BTCal removes files as part of typical processing.	17031
If a Notes chairperson reschedules a single instance of a repeating meeting and this chairperson is not in the Offline Address Book, the organizer name will be displayed incorrectly on Outlook 2013 invitee's calendar. This is an issue with Outlook 2013 and cannot be corrected by Notes Integration  CMT BTCal.	17032
The acceptance notification received by a chairperson from Outlook through the GRIP process does not display the accepting participant in the Required field. This issue does not affect the functionality of the calendar event.	17033
In a Domino/Office 365 Coexistence environment, there is a difference between how the sender/from:/chairperson will be displayed in normal mail messages vs meeting invitations. In a normal mail message, the sender will resolve to the contact and show the displayname. In a meeting invitation, the sender/chairperson will display in a Canonical format. This is normal and due to inherent differences between the two messaging platforms which cannot be resolved in an Office 365 environment.	17034
If an Outlook user creates an ALL DAY, single instance meeting, invites a Lotus Notes recipient and the Lotus Notes recipient accepts the meeting, the meeting displays as an all day meeting from 4am-8pm rather than 12am-12am.	17035
If the ICS file contains the text "=3D" (for example, a room is named "3d Room"), an NDR is generated because "3D" is used to identify Quoted Printable Text.	17038
A Domino room cannot be selected as a location when using Outlook Web App (OWA) 2013. Manually typing a Domino room into the Location line will not populate the "To" field, and send an invitation to the room.	17039
If the BTADDUSER .ini parameter is set to N and an Outlook user is added to a previously altered recurring meeting, the Notes sender will receive an NDR and the Outlook user will receive the invitation.	17040
If an Exchange user is added to a single instance of a recurring meeting, subsequent changes made to all instances of that meeting will result in all instances of the meeting appearing on the Exchange user's calendar.	17041
The error "Maximum number of memory segments that Notes can support has been exceeded - out of handles" reported to the Notes console or on dead mail can be caused by the lack of a timeout for the BT GRIP functionality. To rectify this issue, change the following parameter to have an actual timeout value (value should not be '0') which will prevent BTCal from continually trying to process the messages:BTADDUSERDELAYMAX=600	17042
Delegation from a Lotus Notes recurring meeting to an Outlook user produces two not supported.ics attachments which cannot be acted upon by the Outlook user.	17043

An existing repeating meeting between two Lotus Notes users where one user is migrated to Outlook and the MTCW agent is run and the chair (still in Lotus Notes) reschedules an instance after rescheduling the entire series twice results in the Notes chair receiving the acceptance, but when they open it they receive the error "Error trying to open document: The repeating instance document corresponding to this notice cannot be located."	17044
A Domino server crash can potentially occur if a user who has been migrated to Exchange goes back into his Lotus Notes mail file and attempts to add an Exchange user to an existing Notes recurring meeting. The user should only be managing his calendar through Outlook, as he is migrated. By going back to Domino and adding the Exchange user to a recurring Notes meeting, the GRIP functionality will attempt to process the message and is unable to do so successfully due to the meeting originator no longer being a Notes user and subsequently causing a routing loop.	17045
If a Notes recipient proposes a new time for a meeting chaired by an Outlook user, the notice received by the Outlook chairperson will display an incorrect 'Current Date' and an erroneous time. This does not affect the functionality of the new time proposal notice which will process for the correct time and date when accepted by the Outlook chairperson.	17046
When the parameter BTDelegateNDR=Y (which is the default setting), calendar items sent from Exchange to Domino by a person with delegated access to the mail box from which it is sent will be captured by the Domino Coexistence server. A customizable non-delivery report (NDR) will be returned to the sender informing them that their item was not delivered. While it is not the explicit intention to prevent this specific scenario, the ical information in the Exchange item does not distinguish between this and a forwarded calendar item.	17047
When a Domino chairperson opens a confirmation of acceptance notice for an Exchange user that was added to an existing recurring meeting, they will see "Error trying to open document. The repeating instance document corresponding to this notice cannot be located."	17049
The font size may appear slightly smaller in Exchange when sent from Domino. Text is not altered by Notes Integration  CMT BTCal.	17050
If a Domino chairperson adds an Outlook user to an existing recurring meeting via Domino Web Access, the Outlook user will receive an invitation for the first occurrence and reschedule notices for the other occurrences.	17051
If a Domino user delegates an accepted meeting to an Exchange user, the Exchange user will receive a memo instead of an invitation, which cannot be accepted by the Exchange user.	17052
If an Exchange user delegates a meeting, chaired by a Domino user, to another Domino user, the delegatee's Accepted status will appear under the Unknown category. If the Domino chairperson adds the delegatee to the meeting, there will be a second status under the Required category that reads 'No Response'.	17053
If a Domino chairperson pastes an image in a meeting invitation, the ATT00001.htm file does not display correctly when opened by Outlook invitees.	17054
BTCal will flag a meeting sent from Exchange to Domino with 'No end date' as unsupported, although Domino and Notes 8.5x can properly process the meeting. Prior version of Domino and Notes cannot support meeting with no end date.	17056
When a Notes user accepts a meeting invitation from an Outlook user and chooses the Accept with Comments option, if any attachments are included in the Comments, the Outlook user does not receive them.	17058
When there is a lot of text in the Notes description field of a meeting invitation not only can this text be truncated and not appear in the Outlook meeting, but if the Notes meeting is rescheduled or edited and the option to send comments is chosen, the comments will also be truncated and not appear in the Outlook meeting. The complete text, including comments, is included in the .HTM file attachment in the Outlook meeting.	17059
When rescheduling a series, changing the number of occurrences, the frequency (daily, month, yearly) or the day is not supported. When rescheduling a series, you can change the time only.	17060

When performing a Reschedule, Confirm, Update, or a Cancel function in a Notes to Exchange meeting, if you select the "Include additional comments on notice" none of the attributes selected take effect. The Domino Router converts any rich text in comments to plain text and drops all attachments, embedded objects, or links from the comments.	17061
If an Outlook user adds a Notes user to two or more instances of a standard recurring meeting, the reschedule notice received by the Notes user for the second instance reads: 'You cannot act on this notice, because this meeting is not on your calendar.'	17062
Embedded images are moved to the top of email messages as attachments when Outlook users email Notes users.	17063
Calendar counter proposals, for recurring meetings, sent from Domino to Exchange are intentionally converted to non-actionable text by BTCal, because Exchange does not allow this functionality (counter proposals for recurring meetings).	17064
When sending a mail item from Notes to Outlook, if you attach two files that have the same name, one file is renamed to ATT* when it is viewed within Outlook. You must save the attachments with the correct file extension prior to opening it.	17065
A repeating meeting attendee using Notes does not receive a cancellation notice and their calendar is not updated when the Outlook meeting organizer removes a valid Domino room and sends an update.	17087
A Notes user that accepts an invitation to a single occurrence of a repeating meeting in Outlook does not receive a meeting cancellation notice and their calendar is not updated when the Outlook meeting organizer cancels the meeting.	17088
A Notes user does not receive a cancellation notice from the Outlook meeting organizer and their calendar is not updated when another Notes user was previously removed from the meeting.	17090
The BTZAPSENDORIGINAL setting does not apply to encrypted Note to Outlook invites. The body text always precedes the attachments in these invites.	17091
When a Notes user delegates an Outlook meeting invite to an Outlook user, the Outlook delegate receives an email titled "Delegated: - Meeting Response" but there is no indication it's an invite and cannot be accepted.	17093
"If using Outlook 2016 to move attachments from the Outlook Chair to Notes with the BTMoveAttachments Notes.ini variable, the Outlook 2016 version must be Outlook 2016 16.0.6769.2015 or higher.	18121
Counter proposals from Notes users to O365 chairs are not supported. The BTCONVERTPROPOSE Notes.ini parameter cannot be used in a hybrid or O365 deployment as it will cause an issue with the processing of counter proposals.	20898
Meeting invites created by a migrated user in Outlook display extra characters in the Chair field when viewed in the Lotus Notes iNotes client. This issue is not present when the same invites are viewed in the Notes client.	22064
Outlook user responses to Notes-chaired meetings do not include location information. Note that meeting counter proposals are an exception and do display location information.	30263
When the Outlook chair of a repeating meeting, that includes a Domino room, cancels the first occurrence of the meeting, the reservations for the entire series are deleted from the Resource Reservation database.	31035
If an Outlook chair reschedules a single instance of a repeating meeting that includes a Domino room and the room is unavailable, the chair will receive a notice that the room has declined the reschedule. If the Outlook chair selects a replacement room or reschedules the instance of the series and the room is available, the chair will receive an acceptance for the rescheduled instance from the new room. All reservations for the original room are cancelled, but Outlook still shows the room as reserved.	31039
When an Outlook chair schedules a repeating meeting with a Domino room that is unavailable, the chair receives a decline notice from the room. If the chair selects an alternative Domino room for the repeating meeting, only the first instance of the repeating meeting is scheduled in Resource.nsf, rather than the whole series.	31040
A second set of replies to a Notes to Outlook message results in an expandable twisty in the message body displaying JavaScript errors.	31309

Meetings are not properly updated on delegate calendars when the meeting chair reschedules or cancels the meeting.	31424
Currently, Notes Integration  CMT BTCal does not support double byte characters in SMTP addresses.	33653
Outlook users with a name containing quotation marks, in the Exchange NAB, have the quotation marks removed from their name when messages arrive in Notes.	34128
When a single instance of an Outlook to Notes recurring meeting is modified, the Notes response to the modified instance is intermittently not tracked correctly.	39433
For Outlook to Notes repeating meetings, single-instance weekly meetings cannot be found or cancelled in Notes user's calendar.	42852
If the room field and location field are both populated in a Notes meeting invitation to an Office 365 user, the Notes room field value appears in the location field in Outlook and the Notes location field value is dropped.	44544
When a repeating meeting is created from Outlook to Domino Group & Notes user 1, and the Domino Group already contains Notes user 1, subsequent meeting updates (rescheduling more than one instance; updating title or body; adding users and updating all, etc.) return inconsistent results, due to the fact that Notes doesn't know how to handle two distinct invites to the same user.	49219
Clicking on the Back button on the Installer's "Verify Domino Instance Data Directory Path" screen takes you to the incorrect screen.	17011
The Notes Integration  CMT BTCal installer removes comments while modifying the Notes.ini file.	17012
Clicking Back at the Database Server view skips the IP Address autodiscover view, goes straight to Domino SMTP view.	17067
The following files are not removed after uninstall: BinaryTree.Coexistence.DirSync.Domino.dll, nBTCal.exe, btstore*.ntf, and BTExchange.ntf	17068
Next-Back-Save buttons are not present on the Mapping tab of the dirsync configuration profile. Mapping changes are saved as they are made. Click on the tabs to change to a configuration different tab.	17066
When a Notes user sends a calendar invitation to an Outlook user with "Encrypt" option enabled, the Outlook user can accept the invitation and open the link to the ZApp db one time only. Subsequent attempts to open the link (by that user, or by any other Outlook user the invitation was addressed to) will fail, with the message: "The document specified by the link cannot be located within the linked-to database."	17030
The BTStore.nsf database contains functionality for administrators to export certain content to an Excel spreadsheet through the use of a button built-in to the database. This button was designed for use in Notes 7.0.x clients and may not work properly in any other client. To work around this issue an administrator with the appropriate level of access can click on the 'Action' menu item in the Notes client and select 'Export Current View to Excel'. This will perform the same functionality as the button and should allow it to work as expected in newer clients (8.5.x).	17036
Multiple replies to a calendar invite that contains images, tables, or other content that triggers ZApp may result in missing body text.	17037
Messages from Lotus Notes, addressed to a Shared Mailbox in Exchange, containing Notes specific elements, are remediated by Zapp, however, the \$BTReaders field is not populated and the message is not secured in the btstore.nsf.	17048
Encrypted calendar invitations are flagged for Zapp handling due to the "encrypted" status. The Zapp database contains a calendar profile and forwards the calendar invite on behalf of whomever is listed in the calendar profile of the database.	17055
Some mail items with stored forms will not be ZApp'd regardless of the configuration.	17057
Calendar invites that contain Notes button items will not have an actionable link to the BTStore database when processed by ZApp through a Domino 11 Integration server with the options to include the original source (BTZappSendOriginal)	75502

When an Outlook to Notes and Outlook repeating meeting is created; a single instance of the meeting is cancelled; and then the series is cancelled, the cancellation re-adds the originally cancelled single instance to the Notes user's calendar and does not cancel the instance and any instances prior to the originally cancelled (and re-added) instance.	16995
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When an Outlook to Notes repeating meeting that the Notes User delegates an instance to an Outlook user, meeting cancellation fails for the Notes user for the instance of the meeting prior to the delegated instance.	16999
Rescheduling the first instance of a Notes to multiple Outlook users daily repeating meeting and then cancelling the series, results in the entire series showing the rescheduled time, after the cancellation notice arrives.	17000
For an Outlook to Notes room reschedule, a decline is correctly sent to the Outlook chair. However, the rescheduled meeting shows the room response as "None" rather than "Rejected".	17001
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nonexistent document". The cancellation notice is not actionable, but opening the meeting will cause the cancellation to be processed, and the meeting removed from the calendar.	
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There may be differences in the styles used for bulleted lists and other lists in messages between Notes and Outlook.	17022
If an Exchange Chair cancels an instance of a recurring meeting with one or more Notes attendees and a Notes room or resource and then cancels the entire series, the Exchange Chair will receive multiple NDR's.	17023
If an Outlook Chairperson removes a Notes user from the entire series of a recurring meeting, and then re-adds the same Notes user, the Notes user will receive a prompt when accepting that states, "Part or all of this meeting is already in your mailfile. Would you like notes to delete those entries and accept this instead?" Regardless of clicking Yes or No, the meeting will not be added to the Notes users calendar.	17024
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A Notes chair that creates a single meeting with invited Outlook users and selects the "Do not receive responses from invitees" will still receive acceptance notices from the Outlook users. This appears to be a known limitation in Outlook.	17026
When On the Fly Encryption is enabled, an NDR (BTNDR52) is generated when an Outlook invitation sent to Notes users contains a block of text larger than can be processed (between 22.5K and 25K of text).	17027

**Table 4. FreeBusy known issues**

<b>Known Issue</b>	<b>Issue ID</b>
The FBCred utility cannot encrypt the passwords to store on disk if the IIS server is running FIPS and Free/Busy cannot decrypt passwords on the IIS server running FIPS.	17108

## System requirements

Refer to the Binary Tree Integration for Notes 20.12 – Requirements (<https://support.quest.com/technical-documents/binary-tree-integration-for-notes/20.12/requirements>) for system requirements.

## Product licensing

A valid license is required for Binary Tree Integration for Notes which will be provided as a .dlv file to be imported into the product..

To obtain licenses, see information on this page <https://www.quest.com/company/contact-us.aspx> or contact the sales team at sales@quest.com

Three types of licenses for BTCal are offered: a fully functional, but expiring, trial license; a full standard license; and a standard license with ZApp support.

When a trial license expires, the product shuts down and stops working. A standard license (with or without ZApp), however, includes software assurance which allows you to upgrade to any versions of BTCal that become

available while the license is valid. When the license expires, BTCal will continue working, but you will need to purchase a new license to upgrade to any new versions.

**License consumption:**

The product will require a license count for all active objects in Domino that would be used for mail routing, ZAPP processing and FreeBusy processing where these are used.

Terminated accounts in Domino do not require a license.

To view license details:

1. Open the Domino Console for the Integration server.
2. Use the following command on the Domino console:
  - `tell btcal show`
3. The applied license number will be displayed along with the BTCal version details.

To apply a license file:

Refer to the Licenses section of the Binary Tree Integration for Notes 20.12 User Guide – BTCal (<http://support.quest.com/technical-documents/binary-tree-integration-for-notes/20.12/user-guide-btcal/>)

## Installation instructions

Refer to the Binary Tree Integration for Notes 20.12 User Guide – BTCal (<http://support.quest.com/technical-documents/binary-tree-integration-for-notes/20.12/user-guide-btcal/>) or the Binary Tree Integration for Notes 20.12 User Guide – FreeBusy (<http://support.quest.com/technical-documents/binary-tree-integration-for-notes/20.12/user-guide-freebusy/>) for installation instructions.

## More resources

Additional information is available from the following:

- Online product documentation (<https://support.quest.com/binary-tree-integration-for-notes/20.12/technical-documents>)

## Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand).

# About us

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit [www.quest.com](http://www.quest.com).

## Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product.

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## Legend

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