

# Quest<sup>®</sup> Coexistence Manager<sup>™</sup> for Notes 3.10.1 Release Notes

January 2026

These release notes provide information about the Quest<sup>®</sup> Coexistence Manager<sup>™</sup> for Notes release.

Topics:

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## About this release

Coexistence Manager for Notes (CMN) provides rich directory, email, calendar and free/busy coexistence features between an HCL Lotus Notes/Domino environment and Microsoft Exchange—both on-premises servers and hosted Exchange environments like Microsoft 365. CMN can be deployed either for a finite transition period, as when migrating from Notes to Exchange, or for indefinite or even permanent coexistence.

CMN 3.10.1 is a minor release, with enhanced features and functionality. See the [Enhancements](#) and [Resolved issues](#) sections below.

## Enhancements

The following is a list of enhancements implemented in CMN 3.10.1.

Table 1. Enhancements

Enhancement	Issue ID
Support for Domino 14.5, Windows server 2025 and Exchange server subscription edition.	565589

# Resolved issues

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

**Table 2. Resolved issues**

Issue	Issue ID
Fixed the issue where <code>Get-CMNDominoFreeBusy</code> Command for Domino Free/Busy shows error in FreeBusy Connector Management Shell for Domino existing/new users in 64 Bit Build.	541327
Configured CMN inbound security issue, server using mx record	431767
Free/Busy requests from Domino to Exchange failing with CMN latest version	435225
An issue first observed in v3.9.0, the Exchange hostname for Exchange Online can be tested successfully using Exchange machine name instead of outlook.office365.com.	476828
An issue first observed in v3.9.0, the Exchange free/busy test for Exchange on-prem is successful even if the details are empty.	477124
An issue first observed in v3.9.0, after upgrade to v3.9.2, on-prem details are missing in Exchange free/busy and are filled with Exchange online users instead.	476826

# 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. General known issues**

Known issue	Issue ID
Localization of CMN for other locales and languages is not yet available. The screens and documentation in the current release are English only.	

**Table 4. Directory Connector known issues**

Known issue	Issue ID
A connector configured within the Directory Connector to sync room resources from Notes to Exchange will automatically include mail-in databases as well. Some organizations may prefer to exclude mail-in databases or handle them through a separate connector, so a future CMN release will offer a separate configuration checkbox for mail-in databases. In the meantime, an object filter (defined in a Connector's Advanced Settings) can accomplish the same outcome.	267468
After enabling the Add and Delete Verification features at particularly low limits (e.g., Add limit at 50 and Delete limit at 5), in some environments and scenarios a DC connector may run inordinately long without displaying either an error message or any "in-process" indication, while CMN reports the connector status as Running.	258858
SMTP addresses that contain a space within a quoted string, such as "Wilbur Jones"@domain.com, are not supported in this release of the Directory Connector. The addresses must be corrected (remove the space).	140661
The Directory Connector creates a folder for each defined Connector (under ...\\Directory Connector\\Tools\\Connections) to store Connector-specific information. The Remove feature does not remove this corresponding Connector folder.	139586
When the country is defined in Notes as United States, it will not synchronize to Exchange due to a constraint violation.	250246
Azure AD Connect functionality and infrastructure required for the Exchange to Notes resource mapping feature does not work. The current version doesn't support Azure AD Connect.	325209

**Table 5. Mail Connector known issues**

<b>Known issue</b>	<b>Issue ID</b>
When an Outlook user invites a Notes user to a series of recurring meetings, and the Notes invitee accepts and then counterproposes a new time for the entire series or for "this instance and all previous/future instances," the counterproposal may appear in some versions of Outlook with an empty message body and a superfluous .gif attachment.	309894 309885
The CMN Mail Connector service may be unable to process Notes active mail if the MC is running on a computer where any other process is using the Notes API.	138944
A recurring meeting sent from Domino to Exchange that contains more than 1000 dates or exceptions will be returned to the sender as a non-deliverable message.	064047
In some environments CMN cannot correctly process some changes to a recurring meeting after a user has been added to the invitee list.	221763
CMN cannot properly process a change in location for an entire series of a recurring meeting, scheduled in Outlook 2013 and accepted in Notes, if a single instance was previously rescheduled.	246051
CMN does not detect and intercept encrypted calendar invitations originating in Notes and sent to Outlook recipients, but Outlook cannot process an encrypted invitation.	088824
When an Exchange user sends a meeting with CSS style html content to Notes user, all the formats in comments are lost. The Notes client calendar viewer could not render the CSS style.	
Notes does not accept a room to be booked for more than 24 hours but Exchange does. In this case, the Exchange user gets the successful accepted notice in the Outlook calendar when booking a Notes room more than 24 hours, but the Notes room is actually not booked for more than 24 hours.	

**Table 6. Free/Busy Connector known issues**

<b>Known issue</b>	<b>Issue ID</b>
After upgrading QCalCon to 3.10.1, the Domino console still shows the old version when running <code>load qcalcon</code> . This is only a cosmetic issue, the correct version is installed.	607696
When a high volume of free/busy information is queried from the Domino server, the event log on the computer hosting the CMN web services may report this error: Request failed. Unable to connect to the remote server. The issue is related to exceeding the available TCP ports. As a workaround:	119399
<ol style="list-style-type: none"> <li>1 Apply registry changes as documented in Microsoft Knowledgebase article KB196271, and set <code>TcpTimedWaitDelay</code> to 30. For more information on <code>TcpTimedWaitDelay</code>, see <a href="#">this Microsoft article</a>.</li> <li>2 Apply registry changes and set <code>StrictTimeWaitSeqCheck</code> to 0x1 as documented in <a href="#">this Microsoft article</a>. You must set <code>StrictTimeWaitSeqCheck</code> from 0 to 1 or the <code>TcpTimedWaitDelay</code> value will have no effect.</li> <li>3 Restart your computer after applying these changes.</li> </ol>	
When editing the Exchange F/B Connector Service to run as a user (rather than Local System), the admin must manually grant "logon as a service" to the account running the Connector after installation.	137831

Table 7. Third-party known issues

Known issue	Issue ID															
<p>OWA can render meeting start and end times only on the half-hour—e.g., 1:00, 1:30, 2:00, 2:30, etc. A meeting with a start time other than on a half-hour appears in OWA as starting at the preceding half-hour, and an end time other than on a half hour appears in OWA the next (following) half-hour. So, for example:</p> <table border="1" data-bbox="252 365 1193 531"> <thead> <tr> <th data-bbox="252 390 507 415"><u>Actual meeting time</u></th> <th data-bbox="587 390 810 415"><u>Appears in OWA as</u></th> <th data-bbox="978 365 1193 415"><u>Outlook attached to Office 365</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="323 420 435 445">2:00-2:45</td> <td data-bbox="643 420 754 445">2:00-3:00</td> <td data-bbox="1026 420 1137 445">2:00-2:45</td> </tr> <tr> <td data-bbox="323 449 435 474">2:15-2:30</td> <td data-bbox="643 449 754 474">2:00-2:30</td> <td data-bbox="1026 449 1137 474">2:15-2:30</td> </tr> <tr> <td data-bbox="323 478 435 504">2:15-2:45</td> <td data-bbox="643 478 754 504">2:00-3:00</td> <td data-bbox="1026 478 1137 504">2:15-2:45</td> </tr> <tr> <td data-bbox="323 508 435 533">2:25-3:35</td> <td data-bbox="643 508 754 533">2:00-3:00</td> <td data-bbox="1026 508 1137 533">2:25-3:35</td> </tr> </tbody> </table>	<u>Actual meeting time</u>	<u>Appears in OWA as</u>	<u>Outlook attached to Office 365</u>	2:00-2:45	2:00-3:00	2:00-2:45	2:15-2:30	2:00-2:30	2:15-2:30	2:15-2:45	2:00-3:00	2:15-2:45	2:25-3:35	2:00-3:00	2:25-3:35	173587
<u>Actual meeting time</u>	<u>Appears in OWA as</u>	<u>Outlook attached to Office 365</u>														
2:00-2:45	2:00-3:00	2:00-2:45														
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2:15-2:45	2:00-3:00	2:15-2:45														
2:25-3:35	2:00-3:00	2:25-3:35														

This is an OWA rendering issue rather than a CMN issue, and occurs only in OWA, not in Outlook. The actual meeting times are correctly tracked in Exchange, so the same meeting appears in Outlook at its correct time, and free/busy queries are unaffected.

## System requirements

Before installing or upgrading CMN 3.10.1, ensure that your system meets the following minimum hardware and software requirements.

## Domino server requirements

Table 8. Supported Domino versions per CMN component

CMN Component	Supported Domino versions
All CMN components	Domino 10.0.0-10.0.1 Domino 11.0.0-11.0.1 Domino 12.0.0-12.0.2 Domino 14.0 Domino 14.5

Table 9. Domino server requirements per CMN component

CMN Component	Domino server requirements
Directory Connector	<ul style="list-style-type: none"> <li>LDAP read and write access to the Domino server, to enable its connectors' queries and data transmissions. The account used to access Domino must have Add and Delete access to the <i>names.nsf</i> database on the Domino server. To configure this, see <i>CMN User Guide</i> chapter 2, step 2 of the DC's configuration instructions.</li> <li>LDAP configuration to write to a secondary address book. You can use Notes Directory Assistance (DA) to direct LDAP writes to a selected address book. Many organizations prefer this approach to isolate the updates and eliminate direct updates to the production NAB. To configure Notes for this, see <i>CMN User Guide</i> chapter 2 (the DC's configuration instructions).</li> </ul>
Free/Busy Connector	<p>On Domino server hosting QCalCon task:</p> <ul style="list-style-type: none"> <li>QCalCon must run on a Domino server running on a Windows OS.</li> <li>Microsoft PowerShell 2.0 or later, 32- or 64-bit (a component of Windows Management Framework. For Windows Server 2025, PowerShell 5.1 is required. Also: In some environments this command may be necessary to enable the PowerShell layer using remote PowerShell:                     <pre>get-executionpolicy unrestricted</pre> </li> <li>Quest recommends 4GB memory with a two-core (or more) processor.</li> </ul>

## Notes client on end-user workstations requirements

Table 10. Supported Notes clients

CMN Components	Supported Notes clients
CMN Mail Connector and/or Free/Busy Connector	Notes 10.0.0-10.0.1 Notes 11.0.0-11.0.1 Notes 12.0.0-12.0.2 Notes 14.0 Notes 14.5 Domino 10.0.0-10.0.1 Domino 11.0.0–11.0.1 Domino 12.0.0-Domino 12.0.2 Domino 14.0 Domino 14.5

**NOTE:** The Mail Connector also supports the HCL Client Application Access 3.0.5 plug-in (formerly known as the IBM Client Application Access plug-in) to open and run Notes NSF files—e.g. to open and run Notes active mail. Note that a user must already be logged in before opening an active mail attachment.

# Exchange server requirements

Table 11. Supported Exchange environments

Exchange environments	Supported by		
	Dir. Connector	Mail Connector	F/B Connector
Exchange Server Subscription Edition (SE)	✓	✓	✓
Exchange 2019: RTM	✓	✓	✓
Exchange 2016: RTM	✓	✓	✓
Microsoft 365 Exchange Online		✓	✓
Hosted Exchange Online		✓	✓

Table 12. Apple iPhone support: CMN processes Notes-to-Exchange messages so they will be compatible with Apple iPhone's iOS 16 and iOS 17.

CMN Components	Requirements for particular components
Directory Connector	An Exchange user account granted membership in <i>Exchange Organization Management</i> (Exchange 2013/2016/2019/365 Online). This user must be added to the ACL for the Windows domain, and must have <i>Create and Delete All Child Objects</i> permissions applied onto <i>This object and all descendant objects</i> (domain object <b>Properties</b>   <b>Security</b> tab   <b>Advanced Security Settings</b>   <b>Edit</b> ).
Mail Connector	Smart hosts must be configured, if not using internal routing domains. (See <i>Email coexistence before and after CMN</i> in User Guide chapter 3.)

# Active Directory server requirements

Table 13. CMN Component requirements

CMN Component	Requirements for particular components
Directory Connector	The Exchange schema extensions on the AD server. Read/write access rights for the account configured to run the Directory Connector service. At a minimum, the target OU must be delegated to this account.

# Outlook end-user workstation support

Table 14. Support for Outlook clients

Outlook clients	Mail Connector	Free/Busy Connector
Outlook M365	✓	✓
Outlook 2024: RTM	✓	✓
Outlook 2021: RTM	✓	✓
Outlook 2019: RTM	✓	✓
Outlook 2016: RTM	✓	✓
Outlook 2013, 32- or 64-bit: RTM	✓	✓

# Outlook Web Access host server support

CMN supports Outlook Web Access 2016, 2019 and Subscription Edition.

## Admin CMN servers (running CMN components) support

**IMPORTANT:** Admin CMN servers must reside on separate machines from the Exchange and Domino servers.

Table 15. Support for Admin CMN server operating systems

Operating Systems supported	Directory Connector	Mail Connector	Free/Busy Connector
Windows Server 2025	✓	✓	✓
Windows Server 2022	✓	✓	✓
Windows Server 2019	✓	✓	✓
Windows Server 2016	✓	✓	✓

Table 16. Hardware Specifications

CMN Component	Minimum Requirement	Recommended
Directory Connector	<ul style="list-style-type: none"> <li>• 500MB disk space</li> <li>• 2GHz processor</li> <li>• 4GB memory</li> </ul>	<ul style="list-style-type: none"> <li>• 1+GB disk space</li> <li>• 2- or 4-core processor</li> <li>• 8GB memory</li> </ul>
Mail Connector and/or Free/Busy Connector (for each)	<ul style="list-style-type: none"> <li>• 20GB disk space</li> <li>• 4-core 3+GHz processor</li> <li>• 4GB memory</li> </ul>	<ul style="list-style-type: none"> <li>• 20GB disk space</li> <li>• 4-core 3+GHz processor</li> <li>• 8-16GB memory</li> </ul>

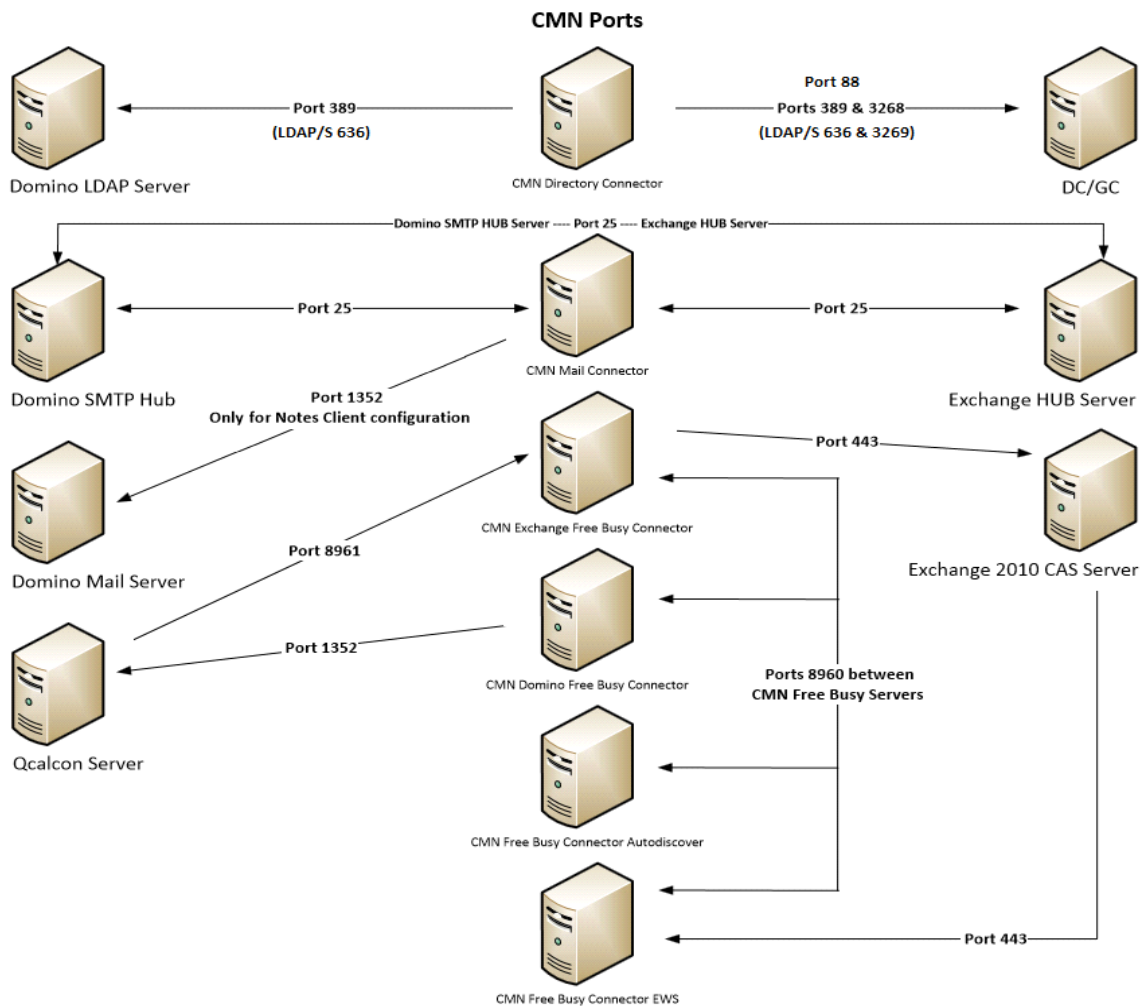
Table 17. Component specific requirements

CMN Component	Requirement for particular component
On every computer hosting any CMN component	<p>Microsoft .NET Framework 2.0, and 4.0 Full Framework. (The CMN Installer provides links to these, as a convenience if they are not already installed.)</p> <p>Active mail processing requires HCL Notes client 12.0.1 or 12.0.2, or 14.0.0 or 14.5.0. v11.01 Notes client is also supported by CMN. Lotus Notes Basic (not Eclipse) 8.0.0.</p> <p>QuestLogViewer needs to be installed separately to view the logs of all CMN connectors. Its installer is available in QuestLogViewer setup folder.</p> <p>Installer Path for QuestLogViewer: <b>C:\Downloads\CMN\QuestLogViewer</b></p>
Directory Connector	<p>Microsoft .NET Framework 4.7.2 (in addition to versions 2.0, 3.51, and 4.0 Full Framework as noted above), available at <a href="#">this Microsoft link</a>.</p> <p>Quest recommends that CMN servers reside in the same domain as Exchange.</p>

Table 17. Component specific requirements

CMN Component	Requirement for particular component
Mail Connector	<p>.NET Framework 4.7. is required to support TLS 1.2. It can be downloaded from <a href="#">this Microsoft link</a>.</p> <p>Microsoft PowerShell 2.0 or later (v5.1 required in case of Windows Server 2025), 64-bit (a component of Windows Management Framework, which comes with any supported operating system).</p> <p>CMN servers can reside anywhere (no domain membership requirement).</p>
Free/Busy Connector	<p>.NET Framework 4.7. is required to support TLS 1.2. It can be downloaded from <a href="#">this Microsoft link</a>.</p> <p>CMN F/B Connector servers must reside in the same domain as Exchange.</p> <p>Microsoft PowerShell 2.0 or later, 64-bit (a component of Windows Management Framework, which comes with any supported operating system). Also: In some environments this command is necessary to enable the PowerShell layer using remote PowerShell (v5.1 required in case of Windows Server 2025):</p> <pre>get-executionpolicy unrestricted</pre> <p>HCL Notes Client 10.0.0 to 14.5.0, installed and configured in single-user mode. The Notes user for the Free/Busy administration server requires a mail file as the user must be able to natively look up a Notes user's Free/Busy.</p> <p>CMN's Autodiscover, EWS and Microsoft Graph require Microsoft IIS 6.0, 7.0, 7.5 or 8.5, and:</p> <ul style="list-style-type: none"> <li>• If IIS 6.0, 7.0 or 7.5: IIS must be configured and enabled to use ASP.NET 4.0.</li> <li>• If IIS 8.5: IIS must be configured and enabled to use ASP.NET 3.5 and 4.7.</li> </ul>

# CMN port assignments



## Upgrade and compatibility

The information in this topic applies only if you are upgrading to the current CMN version from an already-installed earlier CMN version. Installation and upgrade procedures are documented together in the [Upgrade and installation instructions](#) topic below.

## Upgrading the Directory Connector, Mail Connector, or Free/Busy Connector

You can install this new version without uninstalling the v3.9.2 or 3.10.0 of CMN Directory Connector, Mail Connector, or Free/Busy Connector before installing this new version. The CMN application will detect any 3.9.2 or 3.10.0 version installation and install the new software accordingly. If you are upgrading from CMN 3.9.2 or 3.10.0,

the automated upgrade process will transfer your existing license key into the new version, so you need not re-install it.

There is no direct upgrade path to CMN 3.10.1 or higher from any pre-3.9.2 version of CMN. To upgrade from a pre-3.9.2 version to the current CMN release you must first upgrade to a 3.9.2 version (as described in the Quick-Start Guide for that version), and then upgrade from 3.9.2 to the current release.

You can import your existing (pre-3.9.2) DC configuration data into the new Directory Connector. The procedure is documented in the [Upgrade and installation instructions](#) topic below.

## Product licensing

Quest Coexistence Manager for Notes is a metered-use product that requires the application of a valid license key. When the product is installed you must install a Quest license key before you can run any CMN Windows service and before the CMN Management Console will save any configuration entries. The license key must be installed in the CMN Management Console, in the Common | Licenses screen.

You can obtain your first or a subsequent license key by contacting a Quest Software sales representative. For either a trial or perpetual license, the key takes the form of a file *CoexManagerNotes-###-#####.asc* (where ###-##### represents your unique license number), sent to you from Quest Licensing as an email attachment.

If you are upgrading from CMN version 3.9.x or 3.10.x, the automated upgrade process will transfer the existing license key into the new version, so you need not re-install it.

To install your license key if you are installing CMN for the first time:

- 1 Copy to your Desktop, or to some other convenient location, the license file (*CoexManagerNotes-###-#####.asc*) sent to you by email from Quest Licensing.
- 2 If you have not installed Coexistence Manager for Notes, run the Setup program to install the software (as described in the [Upgrade and installation instructions](#) below).
- 3 Once the software is installed, run the CMN Management Console. Select Licenses under the Common section of the Management Console, and click the Update License... button. Select your license, and then click OK.
- 4 You may review your installed licenses in the Licenses section of the configuration utility.
- 5 If you have previously installed a trial or other permanent license on your computer, you can upgrade to your new license by using the License screen within the Configuration utility. Click on the **Update License...** button to direct the program to the License Key file.

## Getting started with CMN 3.10.1

- [Deployment considerations](#)

## Deployment considerations

CMN's three primary components are installed, configured and run independently. Each component's operations require the connection and coordination of three separate environments: the Notes and Exchange environments, and the server(s) between them hosting the CMN applications. CMN operations also require the use of accounts with suitable access rights to Exchange and Notes, and of course the CMN components themselves must be configured for your own environment and operational preferences.

**IMPORTANT:** When configuring CMN for a hosted Exchange (such as M365), it is particularly important to involve your IT security specialists early in the project planning, to accommodate all of the account permissions and configuration requirements that are unique to the hosted system.

Before installing CMN, it is important to document a deployment plan. The plan should specify the components, where they will be installed, and how many instances will be required. You can install and configure the CMN components in any order you like, but consider that the Directory Connector provides directory updates the Free/Busy Connector needs to facilitate its functionality.

It is possible to install two or more CMN components on a single server, but some production environments with a greater volume of message and free/busy traffic may benefit from installing on separate servers for optimal performance. One common approach involves installing the three CMN components to three separate computers, one for each component.

Environments with very high message volume may also deploy multiple Mail Connectors and/or install the Free/Busy components on different computers:

- Directory Connector
- Mail Connector 1
- Mail Connector 2
- Mail Connector [n] ...
- Free/Busy Connector for GW-to-Exchange F/B queries
- Free/Busy Connector for Exchange-to-GW F/B queries

For more information, review Mail Connector Deployment Options in chapter 3 of the CMN User Guide.

For technical reasons, the QCalCon subcomponent of the Free/Busy Connector (FBC) must be installed on a Domino server. But if the Domino environment contains more than one Domino server, QCalCon is installed on only one server. (Other Domino servers must be configured to find and use the single QCalCon instance on the “bridgehead” server.) The other four FBC subcomponents can be installed on a single computer, although deployment to two separate computers (as illustrated in chapter 4 of the CMN User Guide) will improve performance in environments with higher volumes of F/B queries and replies.

The relative processing and hardware requirements for different components will vary based on the typical activity in each environment. However, the Free/Busy Connector will see heavier demand in many environments. The Mail Connector will also have requirements around mail and calendar processing, but the volume of required updates may not be excessive for many Notes and Exchange coexistence environments. Directory Connector activity is typically scheduled and requires resources only during active processing. As a result, the demands and requirements are typically lower than for either the Mail Connector or Free/Busy Connector.

# Upgrade and installation instructions

Before you begin, review the [Deployment considerations](#) above, and map out your intended deployment before you install CMN components. If you are upgrading from an earlier version of CMN, be sure to also see [Upgrade and compatibility](#) above for important upgrade considerations and guidance.

**IMPORTANT:** Quest recommends you temporarily turn off Microsoft's UAC (User Account Control) during CMN installation, because UAC interferes with some CMN installer functions in many environments. UAC can then be re-enabled after CMN installation.

## If you are upgrading your Directory Connector from an earlier version

The Directory Connector's underlying engine, which facilitates data transfers between the Domino directory and Active Directory, was replaced in version 3.7. There is no automatic upgrade path to this new 3.7 Directory Connector from any earlier version. If you are upgrading from any version earlier than 3.7, you must uninstall the

earlier version, and then install the 3.10.1 version. You will, however, be able to import your existing (pre-3.7) DC configuration data into the new Directory Connector.

Use Windows' Programs and Features (Vista or later) or Add or Remove Programs tool (both in Windows' Control Panel), to uninstall your previous Directory Connector version. Note the following:

- When you select the CMN Directory Connector to uninstall, the "Directory Connector Tools" (which appears separately in the list of programs) will also be uninstalled.
- This uninstallation does not remove the Directory Connector's XML configuration file, which contains all of the DC connector definitions from the previous version. You will be able to import all of that configuration data into the new 3.10.1 DC in a later step below.
- This uninstallation will not remove the SQL application that the Directory Connector used in pre-3.7 versions. The new DC does not need and will not use SQL, so you may manually remove it if no other application on your computer is using it. Note that Quest's Migrator for Notes to Exchange (MNE), commonly used with CMN, does need the SQL application, so do not remove your SQL if you also have MNE installed.

After uninstalling any pre-3.7 CMN Directory Connector, you may install the 3.10.1 version.

### **To install or upgrade Coexistence Manager for Notes**

- 1 Download Coexistence Manager for Notes from the [software.quest.com](http://software.quest.com) website, and extract all files into a temporary folder.
- 2 Verify that your environment conforms to the [System requirements](#) specified above.
- 3 Run CMN.exe from the installation folder. (Or you could instead simply insert a CMN product CD, which starts the utility automatically.)
- 4 When you are ready to install, select component from setup folder and install it. CMN components are listed separately and installed independently.
- 5 Click the name of the component you want to install. Then click **Next**, and read and accept the license agreement.
- 6 Follow the remaining instructions and prompts in the CMN Installer, and click **Finish** from the last screen to complete the installation.

**NOTE:** If you are upgrading from a pre-3.7 version of CMN and the target Exchange version is 2013 CU4 or below, you must check the box **Is Exchange 2013 CU4 or below** for all upgraded Directory Connectors, in the Target Domain information page of the Directory Connector wizard. This check box is unchecked by default.

The last screen of the Install utility contains a checkbox (marked by default) to automatically run CMN's Management Console for the CMN component you just installed. If you leave the checkbox marked, the Management Console will run when you click the **Finish** button from the Installer.

If you have chosen to run the Management Console upon exit from the Install utility:

- CMN component operations are configured and controlled by settings and values entered in the Management Console—for server and directory names and locations, scope of operations, other operational options, scheduled runs, and so forth. The CMN Management Console is used to configure all three CMN components, although different components' settings are managed on different screens. See the CMN User Guide (and the FBC Scenarios Guide too, if installing the Free/Busy Connector) for instructions and guidance in using the Management Console to configure the component you have just installed.

**NOTE:** Upon upgrading the Free/Busy Connector from CMN 3.9.x or 3.10.x to the current version, the F/B Management Console asks if you want to "save changes" to the configuration even if you haven't made any changes. This may be confusing, but the Console is actually detecting changes that accompanied the FBC upgrade, so just confirm that you want to save the changes, and the Console will not ask again.

- If you are upgrading the Directory Connector from any earlier version, the Management Console will detect the previous version and automatically run a special upgrade utility to import your connector definitions and other DC configuration data from your previously installed version into the newly installed 3.10.1 version. The Management Console then opens when the configuration import utility closes. From the Console, you must then run the Connector Creation Wizard for each DC connector imported into version 3.10.1, verify all settings, and save it.

- 7 If you want to install another CMN component on this same computer, go back to step 5. If not, you may browse the setup folder if you like.
- 8 When you are finished installing components on this computer, and browsing other tabs, click the Close box (X) in the top-right corner of the window) to close the installer utility.
- 9 Unbind the default website from ports 80 and 443.

**IMPORTANT:** When making backups of CMN directories, do not keep the backups in the same subtree root folder as the original program directories. The CMN programs will see and try to use the backups if they reside in the same subtree root folder.

### ***To run the DC upgrade utility manually***

If you are upgrading your Directory Connector from a CMN 3.9.x or 3.10.0 version, and have just installed the new 3.10.1 version but have not yet run the CMN Management Console:

- 1 In Windows, open a Command Prompt window.
- 2 Navigate to the DC's installation directory (typically *C:\Program Files\Quest\Coexistence Manager for Notes\Directory Connector*), and run the DC upgrade utility from the command line:  
*CMN.Apps.DirectoryConnector.UpdateConfiguration.exe*

This utility will import your connector definitions and other DC configuration data from your previously installed version into the newly installed 3.10.1 version. The utility should be run only once, before your first run of the DC after you upgrade from CMN 3.9.x or 3.10.0.

- 3 For each imported connector definition: Open the connector definition into the 3.10.1 Connector Creation Wizard, verify all settings, and save it.

## About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. 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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