

80% Less Helpdesk Tickets with Notes Client Management

Florian Vogler
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Welcome!

80% Less Helpdesk Tickets with Notes Client Management

- Thank you for joining!



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panagenda

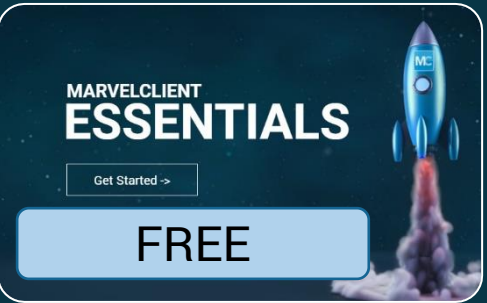
80% Less Helpdesk Tickets **with Notes Client Management**

- Introduction / Refresher
- Getting Started
- A rich collection of use and business cases
 - 5 FREE
 - 5 FREE on HCL Nomad
 - 3 for sale
- Q&A

Introduction / Refresher: MarvelClient

- Notes Client Management Solution
 - for Windows, Citrix/VDI, Mac and HCL Nomad
 - for Basic, Standard and ICAA/HCAA

 **Roaming**  **Realtime**  **Automate**  **Eclipse**  **Mail**

 **MARVELCLIENT ESSENTIALS**
Get Started ->
FREE

MarvelClient Basic for Rich Clients

FREE: MarvelClient (Basic) for HCL Nomad

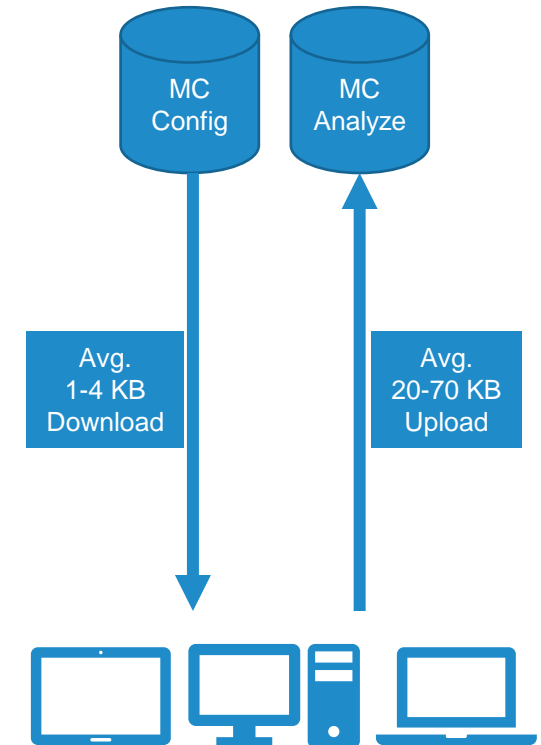
 **MARVELCLIENT UPGRADE**
Complete Mission ->

A photograph of a football player in a white and blue uniform, wearing a white helmet, catching a football with both hands. The player is in the foreground, and the background shows a stadium with tall light towers under a cloudy sky. A thin blue vertical line is positioned to the left of the text "Getting Started".

Getting Started

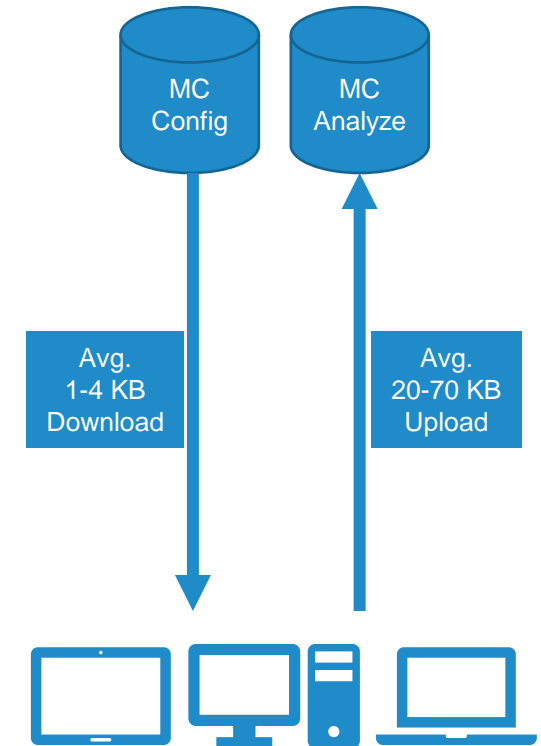
MarvelClient: Components

- Two server-side Databases
 - MarvelClient Config
 - MarvelClient Analyze
- Single binary on the Notes Client
 - Deployed to the Notes data directory
 - Activated via EXTMGR_ADDINS in notes.ini



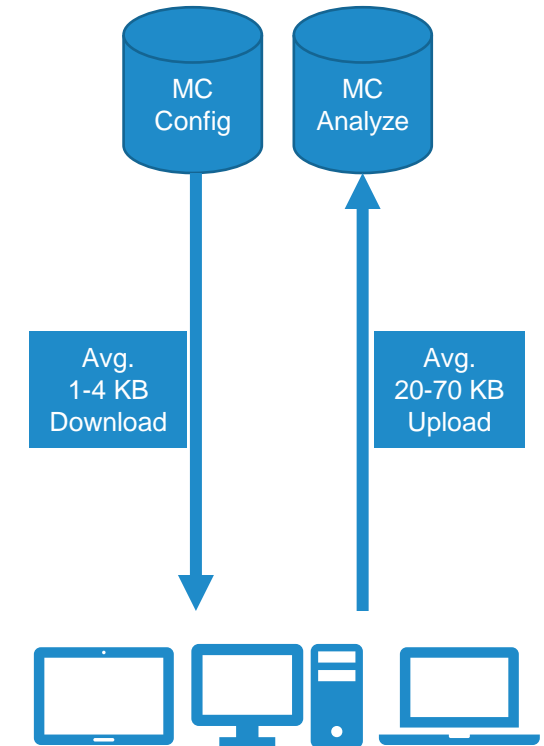
MarvelClient: Components

- Two server-side Databases
 - MarvelClient Config
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- Single binary on the Notes Client
 - ~~Deployed to the Notes data directory~~
 - Activated via EXTMGR_ADDINS in notes.ini
- Already included in Notes \geq 10.0.1



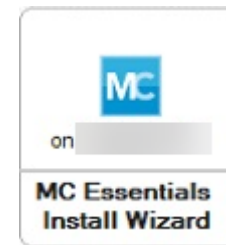
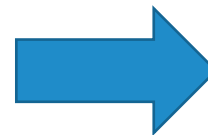
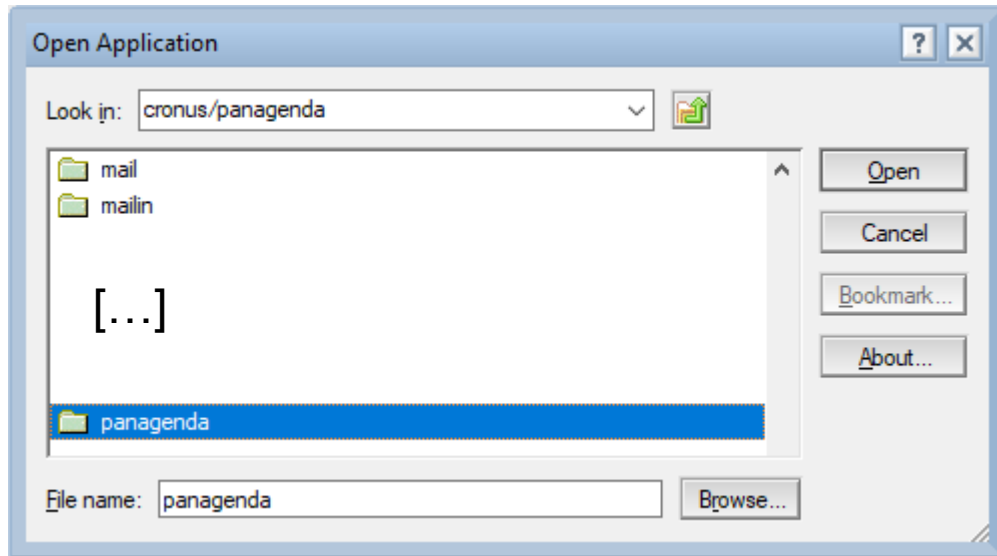
MarvelClient: Components

- Two server-side Databases
 - MarvelClient Config
 - MarvelClient Analyze
- Single binary on the Notes Client
 - ~~Deployed to the Notes data directory~~
 - ~~Activated via EXTMGR_ADDINS in notes.ini~~
- Already included and enabled in HCL Nomad!



MarvelClient: Installation

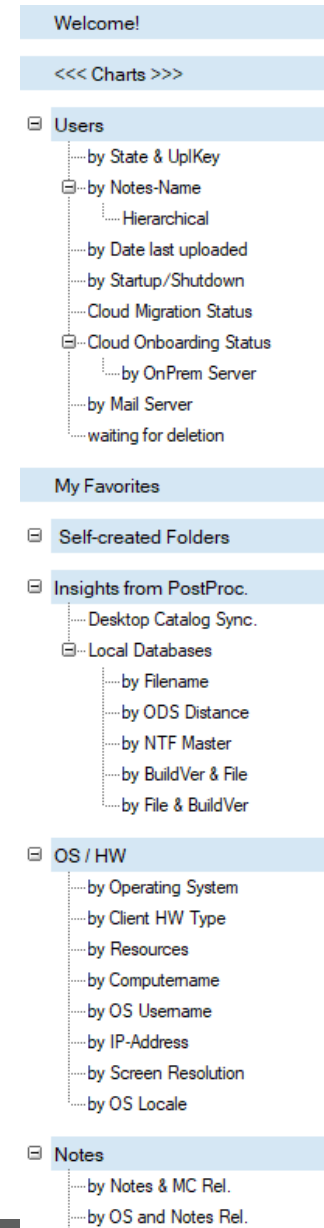
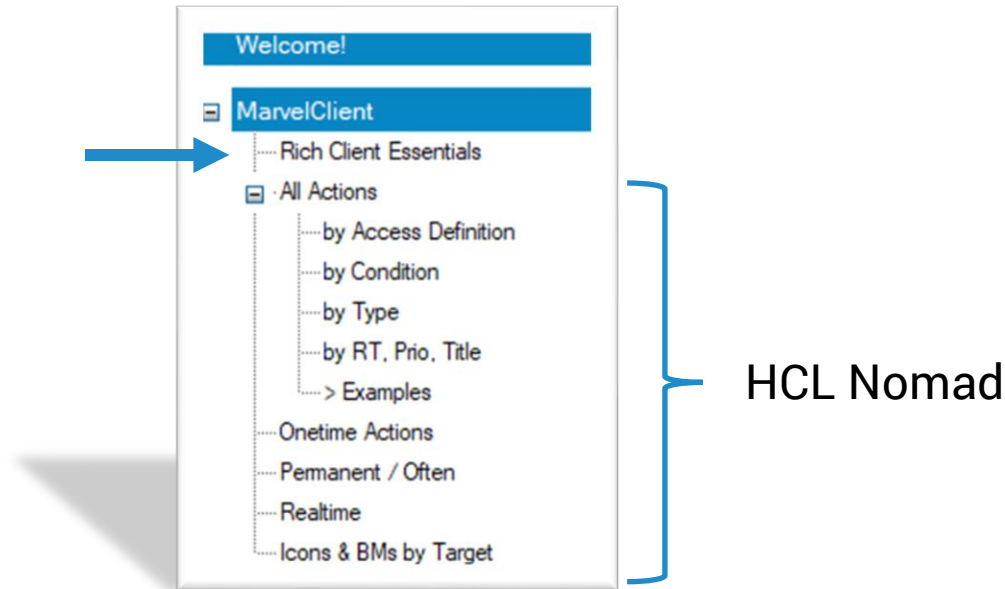
Domino >= 10.0.1 or <https://www.panagenda.com/marvelclient-for-nomad/>



MarvelClient: Config

&

Analyze



MarvelClient: Creating Actions

Action specific Only if ... Only for ...

↓ ↓ ↓

What When Who Admin

Title: _____ Status: Enabled

Titles help

Runtypes & Repeat

START	LOGIN	User Interface										END
Before Login (BL)		After Login (AL)										Client Shutdown
Essentials Init		Ess. Main										Ess. Shutdown
BL Init	Before Login	ExitNotes	Before DL	Before Sync	Before Roam	After Login	After Write	Backgr. Init	FSAC	Backgr.		Shutdown

Persistent
 Once only
 Once a day only
 Once from start to end
 Limit # of exec.:

Devices and Platforms

Desktop	Laptop	Citrix	Tablet	Phone
Windows	Mac	Linux	iOS	Android

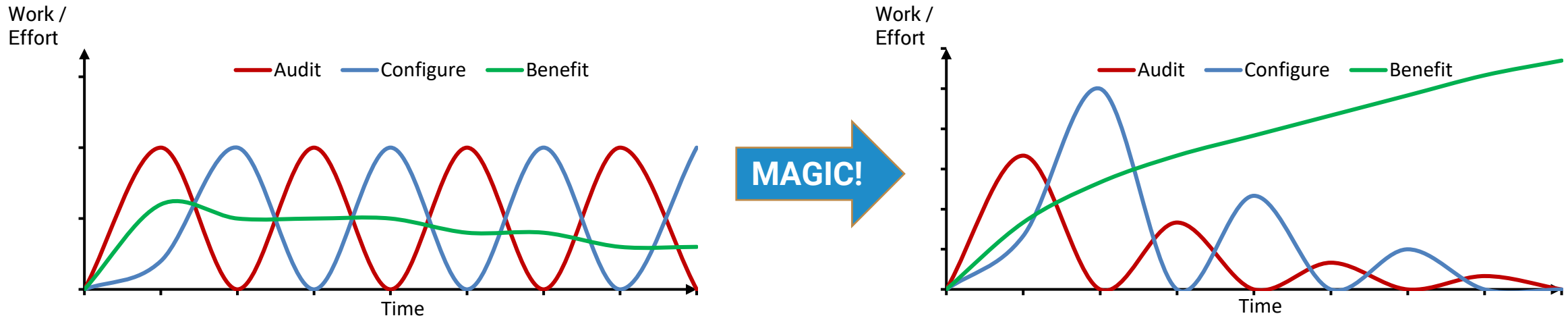
When	Who
No Cond.	Everyone
Priority & Dependencies	
2.100.000.000 (Default)	
No Alias	No Dep.

↑

MAGIC!

MarvelClient: Magic!

- 1: Permanently enforce settings



- 2: Allows you to perform the settings you need
- 3: Works offline and is lightning fast



Use and Business Cases

Use and Business Cases: #1 (FREE)

Problem:

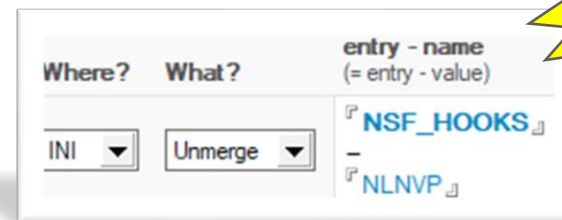
- Some `notes.ini` entries are **multivalue entries**
- You want to get rid of a **subset**
 - Because you don't (want to) know who has which entries

Examples:

- `NSF_HOOKS=...,NLNVP,...`
- `NAMES, AddinMenues, EXTMGR_ADDINS, ...`

Solution:

- `notes.ini` Management



Yes, you
can also
Merge

Use and Business Cases: #2 (FREE)

Problem:

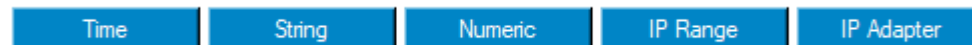
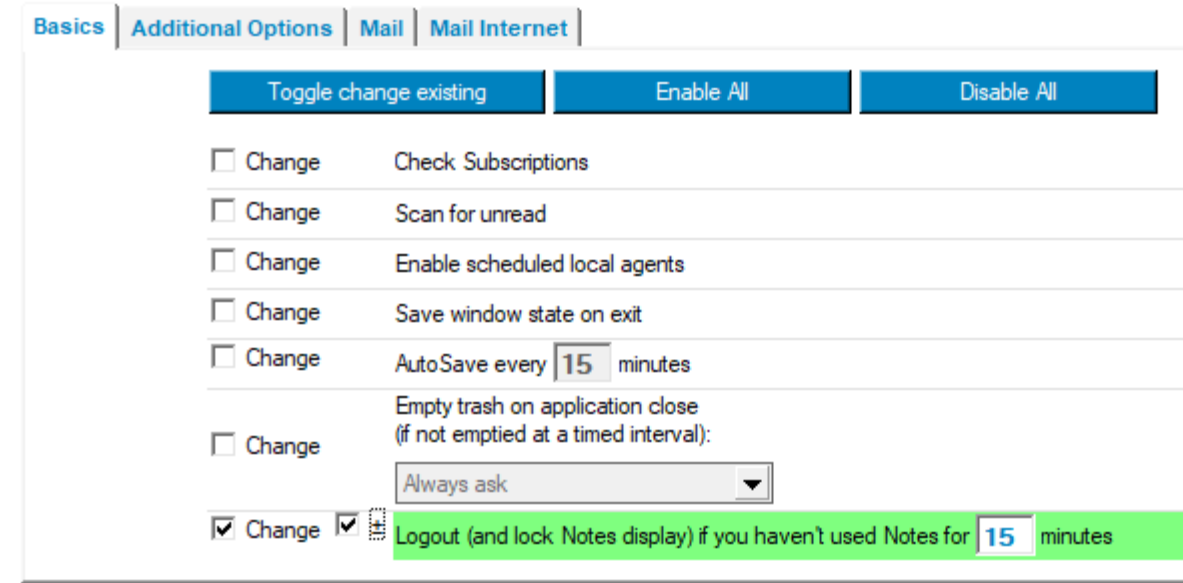
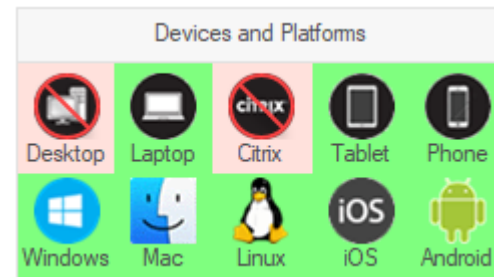
- You want better control over notes.ini settings

Examples:

- Settings for laptops, or based on IP settings, for example

Solution:

- notes.ini Management and User Preferences



Use and Business Cases: #3 (FREE)

Problem:

- You need to deploy files on some or all Notes clients

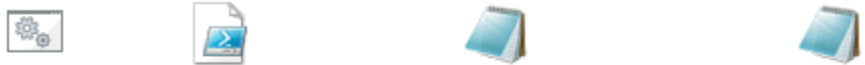
Examples:

- Images (e.g., Splash), Custom Scripts, Basic Client dictionary files ...

Solution:

- File Deployment

▼ 4 attachments



rev_run.cmd rev_run_check.ps1 rev_SpeculationControl.psd1 rev_SpeculationControl.psm1

Source file(s)	Target	Download?	Unzip?
run.cmd run_check.ps1 SpeculationControl.psd1 SpeculationControl.psm1	<mc:working_directory>\meltedown_spectre	Always	

Use and Business Cases: #4 (FREE)

Problem:

- You need to run a program

Examples:

- Launch web browser
- Run custom script
- Run command line
- ...

Solution:

- Run Program Action

Program & (optional) parameter(s):	
Programpath:	<code>cmd.exe</code>
Parameters:	<code>/c"start https://panagenda.com"</code>
Action:	Action:
	<input type="radio"/> Launch Notes process <input checked="" type="radio"/> Open <input type="radio"/> Edit <input type="radio"/> Explore <input type="radio"/> Find <input type="radio"/> Print <input type="radio"/> Properties
Wait?	<input checked="" type="radio"/> Do not wait for program to finish <input type="radio"/> Wait for program to finish
Visibility:	Display:
	<input type="radio"/> Visible <input checked="" type="radio"/> Invisible

Use and Business Cases: #5 (FREE)



Problem:

- You need to deploy large files to all or some users

Example:

- Install packages

Solution:

- Smart File Downloader

The screenshot shows the configuration for a Smart File Downloader. The main configuration area includes:

- Source file for calculation:** <os:user_pulic_directory>\MCUpgrade\Notes_Designer_Admin_1101_Win_English.exe (20200402T070946Z) [910.00 MB]
- Source type:** Filepath, URL
- Source file:** Source filepath (directory+filename) from viewpoint of target clients: <os:user_pulic_directory>\MCUpgrade\Notes_Designer_Admin_1101_Win_English.exe
- Target:** <env:PUBLIC>\MCUpgrade\Notes_Designer_Admin_1101_Win_English.exe

Below the main configuration, there are three time window sections:

- Time Window 1:** (unchecked)
- Time Window 2:** (checked). Start Time: 00:01, End Time: 23:59. # of Chunks: 100.000, Limit Bandwidth: - Not limited -
- Time Window 3:** (unchecked)

On the right side, a **Checksums** panel displays:

- Chunksize: 911 MB
- File Checksum: N/Ogd4dNxc5RSkx5JVJfGw==
- # of Chunks: 1
- Chunk Checksums: N/Ogd4dNxc5RSkx5JVJfGw==

Use and Business Cases: #6 (FREE on HCL Nomad)



Problem:

- You need to manage Location or Connection documents

Examples:

- Add, Change, Remove including field-level

Solution:

- Location and Connection Actions

Location Action

Action: Remove
 Only change if exists
 Only add if non-existent
 Add / change

Search-type: Full match
 Wildcards
 Reg. Exp.

Location Name:

Formula: In addition to the search type, all locations with the following formula (optional):

Basics | Servers | Ports | Mail | Internet Browser | Replication | Instant Messaging | Comments | Advanced... | Administration

Accept Policy Updates?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> 1 <input type="radio"/> ~ <input checked="" type="radio"/>
Location type:	<input type="text" value="Local Area Network"/>	<input type="radio"/> 1 <input type="radio"/> ~ <input checked="" type="radio"/>
Internet mail address:	<input type="text" value="%LOOKUP_INTERNETMAILADDRESS%"/>	<input type="radio"/> 1 <input type="radio"/> ~ <input checked="" type="radio"/>
Proxy configuration:	<input type="text" value=""/>	<input type="radio"/> 1 <input type="radio"/> ~ <input checked="" type="radio"/>
Default display name:	<input checked="" type="radio"/> Primary names <input type="radio"/> Alternate names	<input type="radio"/> 1 <input type="radio"/> ~ <input checked="" type="radio"/>
Prompt for time/date/phone:	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> 1 <input type="radio"/> ~ <input checked="" type="radio"/>

Use and Business Cases: #7 (FREE on HCL Nomad)



Problem:

- You need to set the best Location

Examples:

- In/outside office

Solution:

- Location Settings Action

A screenshot of a web application interface titled "Location Configuration". The interface is divided into two main sections: "Before Login:" and "After Login:".
In the "Before Login:" section, there is a checked checkbox labeled "Set default location for login dialog". Below this is a dropdown menu currently showing "Online". To the right of the dropdown are two buttons: a blue "Up" button and a red "Remove" button. Below the dropdown is a blue "+" button and a green ">> List" button.
In the "After Login:" section, there is an unchecked checkbox labeled "Override location AFTER login dialog".
On the far right, there is a small table with a header "Travel" and one row containing "Online".

Use and Business Cases: #8 (FREE on HCL Nomad)



Problem:

- You need to manage HCL Nomad Application Restrictions

Example:

- Max. attachment size

Solution:

- Nomad Application Restrictions

Application Restrictions:	
Attachments:	<p><input type="text" value="Ignore"/> adding attachments from the mobile device</p> <p>When enabled (Nomad default), the user will be able to add attachments from the mobile device via direct capture from camera and attachment of files.</p>
	<p><input type="text" value="Ignore"/> view of attachments</p> <p>When enabled (Nomad default), attachments can be viewed and shared from the mobile device.</p>
Cut/Copy/Paste:	<p><input type="text" value="Ignore"/> cut, copy and paste operations</p> <p>When enabled (Nomad default), cut, copy and paste operations will be permitted from within the application.</p>
Import:	<p><input type="text" value="Ignore"/> import of content from the mobile device</p> <p>When enabled, the user will be able to import content from the mobile device. This includes content captured from camera and import content from file.</p>
Users mail:	<p><input type="text" value="Ignore"/> open of mail application</p> <p>When enabled (Nomad default), the user will be able to open their Notes mail application.</p>
Replication / Offline replica:	<p><input type="text" value="Ignore"/> local replication</p> <p>When enabled (Nomad default), Notes applications can be replicated to an offline replica.</p>
	<p><input type="text" value="Ignore"/> maximum attachment size</p> <p>Maximum attachment size (Nomad default=10MB) in megabytes (MB) allowed to replicate. Set to 0 to allow all attachments. This value can be changed on the device unless maxReplicaAttachmentSize is set.</p>
	<p><input type="text" value="Ignore"/> max attachment setting</p> <p>Locks (Nomad default=UnLocked) the maximum attachment size setting so the end user cannot change it on the device when creating a local replica.</p>
Biometric authentication:	<p><input type="text" value="Ignore"/> configuration of the use of biometric authentication by the user</p> <p>When enabled (Nomad default), the client can be configured by the user to utilize biometric authentication. If biometric authentication is enabled and configured the Notes ID password will no longer be required.</p>

Use and Business Cases: #9 (FREE on HCL Nomad)



Problem:

- You need to manage HCL Nomad Recent Apps

Example:

- The most important apps for your users

Solution:

- Nomad Recent Apps Action

Recent Applications options

Position / handling existing:

Add entries for databases from the list, and remove all other entries
 Add entries for databases from the list, and fill any free spaces with existing entries

Add Applications

... users Mail application

... local Addressbook application ... local Bookmark application

... from MC application actions ... via manual input

... from database catalog ... from link in clipboard

NOTE: Apps are only displayed in the 'Recent Apps', if they are on the desktop/workspace, too. Use 'A3.2. Applications/Mailfile' actions accordingly.
If no server is specified, the top icon is taken from the desktop stack we find, for an unstacked desktop the first icon in no particular order

Up

Remove

Remove server

Title ReplicaID~(Server) 4 application(s)

Users Mail <notes:um_replicaid>~(<notes:um_server>)
Local Addressbook <notes:names_replicaid>
panagenda's Directory C12572D7004CB9E3~(cronus)
Wine Tastings 2.1 C125830D0037FA0A~(anubis)

Use and Business Cases: #10 (FREE on HCL Nomad)



Problem:

- You want to manage local replicas

Example:

- The most important apps for your users

Solution:

- Application/Mailfile Action

The screenshot shows the configuration interface for Collabsphere on Collab. The 'Local Replica' tab is selected, and the 'Manage local replica on Nomad, too' checkbox is checked. The 'Basic' tab is active, showing the 'Local Replica Management' section. The 'Local (physical) replica options' are set to 'Create replica'. The 'Do not create a replica, if ...' section has two unchecked options: 'Source database is larger than ...' and 'Remaining free space < ...'. The 'Local filename incl. path (upon creation)' is set to 'As on Server'. The 'Replication Priority' is set to 'Normal'. The 'Encryption (upon creation)' is set to 'As follows ...'.

Local Replica Management	
Local (physical) replica options:	<input type="radio"/> Do nothing <input checked="" type="radio"/> Create replica <input type="radio"/> Remove local replica if exists <input checked="" type="radio"/> Stub only <input type="radio"/> Full Replica <input type="radio"/> Always replicate <input type="radio"/> Variable
Do not create a replica, if ...:	<input type="checkbox"/> Source database is larger than ... <input type="checkbox"/> Remaining free space < ...
Local filename incl. path (upon creation):	<input type="checkbox"/> Enforce <input checked="" type="radio"/> As on Server <input type="radio"/> Different from Server ...
Replication Priority:	<input type="checkbox"/> Enforce <input checked="" type="radio"/> Normal <input type="radio"/> High
Encryption (upon creation):	<input type="radio"/> Do not encrypt <input type="radio"/> According to client preferences <input checked="" type="radio"/> As follows ... <input type="radio"/> 128-bit AES <input checked="" type="radio"/> Strong <input type="radio"/> Medium <input type="radio"/> Simple

Use and Business Cases: #11 (for sale)

Problem:

- You want the same functionality on rich clients as on HCL Nomad

Example:

- Locations, Connections, Desktop Icons, Bookmarks, local Replicas, Replicator pages, ...

Solution:

- MarvelClient Basic

Use and Business Cases: #12 (for sale)

Problem:

- You want fast and comprehensive Roaming via network drives or http(s)

Example:

- < avg. 2 MB instead of 50+ MB
- Also great for Citrix/WTS/VDI
- Free up ~8 file handles per clients towards filer infrastructure

Solution:

- MarvelClient Roaming

Use and Business Cases: #13 (for sale)

Problem:

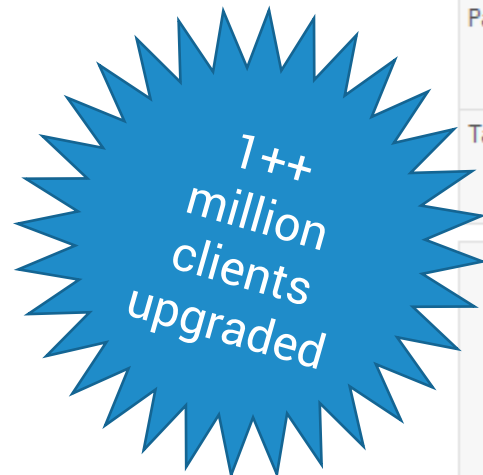
- You want to upgrade your Clients easy, reliable and fast
 - Including initial deployments
 - Including Citrix optimization

Example:

- Any to any in one go and smart

Solution:

- MarvelClient Upgrade



Prepare or Publish Upgrade

Language(s) | Distribution | Conditions | Elevation | User Experience | Preparation | (Un)Install | Data Migration

Installer distribution

Package Distribution: Distribute Installer(s) with MarvelClient
 Distribute Installer(s) independent of MarvelClient

Chunk?: Distribute each file in chunks of 50MB (max. every 5 minutes)
 Distribute each file in one go

Source from where end user clients download: Filepath
 URL/http(s)

If you need multiple download locations (for different geographies or sites, for example), you can later on duplicate the s after publishing this Upgrade configuration.
 Filepath can be UNC or mapped drive, e.g \\uncserver\directory or N:\directory

Full Client Installer

Full Client Package:

Full installer: HCL Notes 11.0.1 (Standard) (11.01.20080) [Notes_1101_Win_English.exe]

Target Filename: Target filename on end user computers (in Upgrade directory):
 Notes_1101_Win_English.exe

Addon / Fixpack / Hotfix / Language Pack(s) / other Installation Installer(s)

Language pack: HCL Notes 11.0.1 MUI Pack for G1 (Standard): BrazilianPortuguese,French
 Language pack: IBM Notes 10.0.1 MUI Pack for G1 (Basic): BrazilianPortuguese,Catalan,Fr
 Language pack: IBM Notes 10.0.1 MUI Pack for G1 (Basic): BrazilianPortuguese,Catalan,Fr
 Language pack: IBM Notes 10.0.1 MUI Pack for G1 (Standard): BrazilianPortuguese,Catalan

THANK YOU for your time!



Questions & Answers





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Make Your Data Work For You