

Typical Notes issues resolved with Cooperteam's Desktop Manager™



This document presents a list of typical Lotus Notes client activities performed by Lotus Notes Administrators and Helpdesks staff.

For each activity the issue is detailed, as well as the solution using Desktop Manager.

1. Update the ACL of a local database

Issue: User changes the ACL and is not compliant with environment standards.

Resolution: Desktop Manager can make changes to the ACL to ensure that the ACL meets the environment standards; consistent ACL can also be configured.

2. Run local administrative tasks on the user's workstation such as Compact and Fixup

Issue: Some local administrative tasks require walking a user through running a local fixup or a compact, which is very cumbersome. The only other option is to take over the user's pc. Local mail databases require periodic compaction depending on their level of activity. Large amounts of unused space in local databases can lead to low workstation disk space and reduced responsiveness in messaging operations.

Resolution: With Desktop Manager this can be performed without any user intervention.

3. Delete cross certificates

Issue: After merging domains, certain certificates in the NAB are no longer needed.

Resolution: With Desktop Manager these unnecessary certificates can be automatically removed.

4. Encrypt or Decrypt local databases

Issue: Users may encrypt local databases causing replication issues.

Resolution: With Desktop Manager Admins/Helpdesks can adjust and enforce the Encryption Level.

5. Standardizing, maintaining, and enforcing workspace preferences

Issue: Inconsistent workspace preferences lead to varying end user experiences which result in Helpdesk calls.

Resolution: With Desktop Manager standard workspace preferences can be configured and enforced to achieve consistency across an environment.

6. Deploying new icon's to users' desktops

Issue: Database links or policies need to be created/sent to add new icon's to users' desktop.

Resolution: With Desktop Manager this can be done automatically without user intervention.

7. Refresh or replace the designs of local databases

Issue: Changes in database designs need to be rolled out.

Resolution: With Desktop Manager Admins/Helpdesks can roll out new templates to user workstations and use a Desktop Manager Task to replace or refresh the design using that template.

8. Pointing databases from old servers to new servers

Issue: Databases are migrated to a new server and the icons on the user desktops are still pointing to the old server.

Resolution: With Desktop Manager databases are re-pointed to the proper server automatically.

9. Launching agents

Issue: An agent needs to be rolled out to users' and executed without modifying the mail template.

Resolution: An agent can be created in Desktop Manager and executed on the user's workstation centrally and automatically.

10. Delete unnecessary Location Documents in the user's PNAB –

Issue: Customers want to standardize the Location Documents used in their environment.

Resolution: With Desktop Manager Admins/Helpdesks can remove the unwanted Location Documents and create Templates for standardized Location Documents.

11. Rolling out new Connection Documents

Issue: When new servers are put into production a new Connection Document is sometimes needed to ensure the user can connect. This can also come into play when rolling out a new application.

Resolution: With Desktop Manager a multi-action task can be created to add the new database icon and create the Connection Document.

12. Creating Local Replicas

Issue: Helpdesk has to manually walk the user through the process of creating a local replica.

Resolution: Desktop Manager is used to create Local Replicas of users' mail files and/or Directory Catalogs. The location of the local replica to be created and database encryption can be specified.

13. Change fields in a database

Issue: Fields in Pass-through connection documents need to be modified.

Resolution: Desktop Manager can modify these documents by specifying the form used and field. Wildcards can be used to determine what values to modify.

14. Cache.ndk – setting a maximum size / deleting

Issue: A large client cache can result in a general degradation in Notes performance. Addressing this issue requires clearing the cache by closing the Notes client and renaming it.

Resolution: Desktop Manager performs this automatically.

15. Changing the server that a database replicates with

Issue: The server that a database replicates with has to be changed to either balance out the network load or to correct issues that may have occurred during a migration.

Resolution: With Desktop Manager, local databases can be re-pointed to the correct servers automatically.

16. Setting replication flags for an application

Issue: Improper replication options are selected causing unnecessary network load.

Resolution: With Desktop Manager you can modify the replication flags for your applications.

17. Change replication values and/or settings

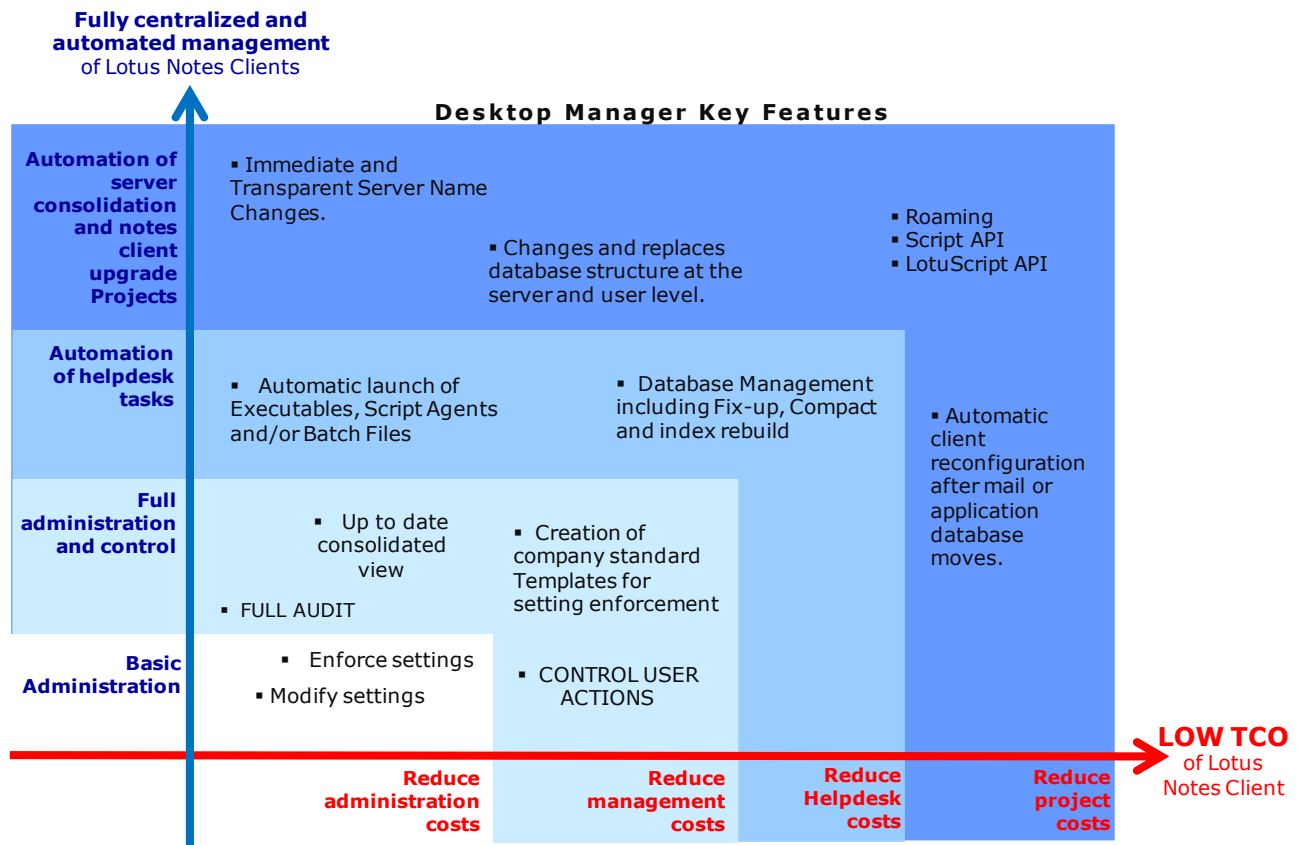
Issue: Changing replication values and/or settings when the preferred server for replication has changed.

Resolution: Changes to the preferred server settings on the replicator page are automatically performed with Desktop Manager.

Conclusion

Lotus Notes Domino Administrators are under increased pressure to more effectively and efficiently manage Lotus Notes environments.

Cooperteam's Desktop Manager is the most comprehensive Lotus Notes administration tool available on the market, providing the broadest range of administrative services based upon years of successful customer experience in the most cost:effective fashion. Desktop Manager helps drive costs and risks out of the Lotus Notes messaging infrastructure, improving the productivity and competitiveness of organizations using Lotus Notes. The flexibility inherent to Desktop Manager ensures that unique customer needs can easily be met.





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