

Notes client Management Solution

Audit, Fix-up Problems and Enforcement of Company Notes Standards



Technical Datasheet

COOPERTEAM
Technical

Introduction

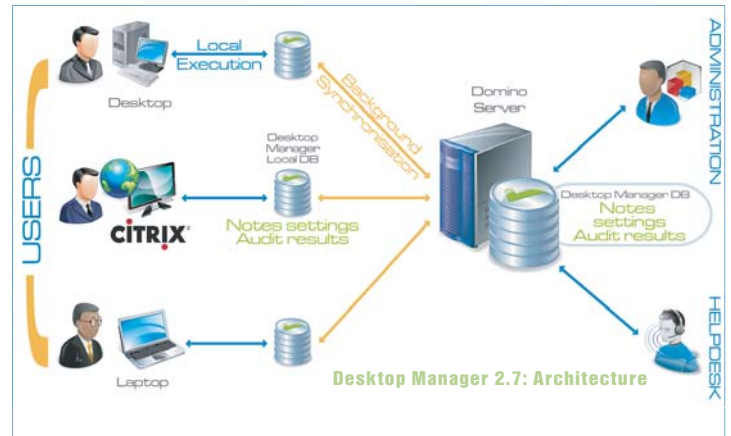
Desktop Manager™ is a complete management solution for Lotus Notes clients. **Desktop Manager™** Audit functionalities and Remote Administration capabilities enable administrators to configure and maintain their Lotus Notes clients.

Desktop Manager™'s Functionalities can be divided into three main categories:

- » Audit
- » Notes Settings Modification and Standardisation
- » Control

Audit : **Desktop Manager™** automatically collects a comprehensive inventory of your users' Notes client configuration settings, such as :

- » Workstation settings (microprocessor, memory, hard drive, operating system, software list, local regional setting)
- » Notes client configuration (version, installation folder, log, user preferences, ECL, User ID, Notes.ini...)
- » Local Address Book configuration files
- » Local Notes databases (size, doc number, encryption, ODS)
- » User Mailfile (Server and Local Mailfile, Local Archives...)
- » NSD file, roaming information, widget catalog, local databases
- » Replication traffic on a per-user and per-database basis



User Name / User Key	Release / Install Type	Program / Data Paths	No Database	On Error	Location / Phone	Usage	Duration
COUTEL John John Coutel/NICE/INT/Cooperteam : CT0804LT :	Release 8.5.1 AllClient	C:\Program Files\lotus\notes851\	Replicated: 8 Workspace: 518	Error: 2 Fixup: 1	+33 497 138 706	0 %	Full : 66 s Silent : s
Notes Install : C:\Program Files\lotus\notes851\ John							
Mail File : Calendar & Delegation Profile							
Mail File : Out Of Office Profile							
Mail File : Archive Profile							
Mail File : Archive Settings (Default for Last Modified)							
Mail File : Archive Settings (Default for Expired)							
Mail File : Mail Rule (Enable)							
Mail File : Mail Rule (Disable)							
Personal NAB : Directory Profile							
Personal Log : Misc Events (5) , Mail Routing Events (0) , Replication Events (0)							
Connection : king/Cooperteam TCPIP 129.35.163.171							
Location : Island (Disconnected)							
Location : John							
--> Replicator (10 entries)							
Location : Office (Network)							
Location : Travel (Notes Direct Dialup)							

Notes settings modification and standardization of Notes clients: To guarantee application availability to Lotus Notes Users, operational teams have two options: one-time actions often completed by the Helpdesk to resolve a specific issue and recurrent actions usually realized by the Notes administrators to optimize configurations of all Notes clients.

Using Task document, **Desktop Manager™ can automate Helpdesk actions** such as:

- » Immediate and Transparent Server Name Changes.
- » Trigger maintenance processes on local databases (fixup, compact, update, refresh design, purge, etc.)
- » New database setup on users' workstations (replication, copies)
- » User Preferences Modification (Notes.ini variables, messaging options, smarticons, sametime pref, etc.)
- » Modification of Users' PNAB documents such as: Location, Connection, Account, Replicator pages.
- » Modification of User's Workspace & bookmarks: Add, Move, Rename, Delete icons and tabs, change display setting.
- » Update and Modification of local databases ACL, Encryption, ReplicaID, Design and much more, update desktop ECL.
- » Execution of Notes agents, batch files and any executables.
- » Automatic File Deployment (signatures, templates, image files, etc.)

» **Desktop Manager™ Tasks are quickly created and immediately available to be applied on Users' workstations. Tasks identified as "emergency tasks" are applied in priority.**

Using Profiles documents, **Desktop Manager™ can automate recurrent Administration actions** such as:

- » Definition of Users' PNAB documents: Location, Connection, Account, Cross-certificates, and program documents.
- » Enforcement of User workstation Preferences (Notes.ini variables, messaging options, smarticons, sametime pref, etc.)
- » Enforcement of User Workspace Icons, pages and bookmark icons.
- » Local databases replicas and replicator page definitions.
- » Definition of ECL, ACL Management, Change Local database encryption, update Notes documents, refresh and replace Design, etc.
- » Guarantee the presence of specific files on user's workstation (html signatures, image files, database template, etc)
- » Execution of Notes Agents and external programs (cache deletion, workspace compact, Log purge, etc.)
- » Automatic Notes configuration files backup and Roaming User management.

» **Profiles applied on users standardize Notes configuration.**





Desktop Manager™, is a product of the **Desktop Management Suite™**, which also includes:

» Desktop Project™

Full automation Project Monitoring and Project Management Solution for Lotus Notes Server consolidation and user migration projects.

» Desktop Upgrader™

Full automation Project Monitoring and Project Management Solution for Lotus Notes Clients Release Upgrade - New version 1.0 available.

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More robust and reliable than Notes Policies, **Desktop Manager™** enables you to enforce Notes configuration to groups of Notes clients.

Control : With **Desktop Manager™**, Administrators can control certain user actions using Hook Events. The events can be defined to prevent the user from:

- » Sending mails over a specific size.
- » Sending mails containing non approved files such as mp3, video, exe, etc.
- » Sending mails to a specific recipient or group listed in the company address book.
- » Creating local replica of critical databases.
- » Sending mails with strong impact on bandwidth (when number of recipients x size > ...Mb).

» **Hook Events are applied locally and according to user specificities.**

Desktop Manager™ Advantages

On Servers

New dashboard available via browser provides a graphic overview of the Desktop Manager configuration data. **Desktop Manager database audit** allow administrators to take preventive actions improving performance of the solution.

Easy installation: no modification on the Notes.ini, no need to copy files into the program folder of the domino server.

Intuitive Usage: results are immediate.

Disaster Recovery available: backup server can be defined for failover plans.

User Selection is done via a Setup document: flexible pick by certificate, messaging server, citrix, @Formula and picklist.

Cleanup agents: automate double deletion, obsolete audit documents, etc.

Integrated Database Information module for application health check: number of documents, index size, internal code, document activity, etc.

Search and Export module: analyze and extract Notes clients setting and configuration.

Modular Architecture: Desktop Manager™ can be adjusted to fit your infrastructure.

Requirements

Supported Versions

» Lotus Notes clients and Domino Servers :

All versions from 4.6.x to 8.5.x

» Operating Systems :

All Windows versions

32 bits (95, 98, Me, 2000, NT, XP, Vista, 7)

» Citrix Environments

User Identity		Hardware & Software		Network Usage		Notes Client Configuration	
Replication Traffic							
Period of Analysis		01/09/2009 - 12/01/2010					
Number of database		29					
		Latest Month History			Latest Year History		
		January	December	November	2010	2009	2008
Total Sent to Servers (MB)		14,3	51,2	46,2	14,3	165,0	
Total Received from Servers (MB)		23,8	65,3	58,6	23,8	206,5	
Total Sent + Received (MB)		38,0	116,5	104,8	38,0	371,5	
Database Local Replica Path	Sent + Received Total (MB)	Sent + Received Total (MB)	Sent + Received Total (MB)	Sent + Received Total (MB)	Sent + Received Total (MB)	Sent + Received Total (MB)	Sent + Received Total (MB)
King\DiskMgr\26.nsf	0,0 + 0,0	28,6 + 32,2	20,1 + 35,0	0,0 + 0,0	74,1 + 80,2	0,0 + 0,0	0,0
king\Dev\DiskMgr\DiskMgr\26.nsf	0,0	60,8	55,1	0,0	154,3	0,0	0,0

Replication traffic auditing on a per-user and per database basis

On User Workstations

Lotus Notes 8.5 and Sametime preference auditing and management

Fully transparent execution: the product is no longer impacted by client server connectivity.

Continuous update of client settings: modifications are applied quickly and do not require a re-start of the Notes client.

Proven Technologies: Notes API, Lotus Script et @Formula.

Files deployed are light: total size of the 5 components is less than 2 Mb per workstation.

Log File: 7 days of history are saved in the temp folder of the User's workstation.

Scheduled execution of Desktop Manager: (for Users who don't close their Notes Clients) to run pending Tasks and Profiles.

Lotus script Agent run locally: reducing total execution time.

Roaming and Backup features : backup and recovery of roaming files, enabling users moving from one workstation to another.



Certified for



e-business software

Ready for

Lotus Notes 8.5.1

For more information

Visit

www.cooperteam.com

About COOPERTEAM

Cooperteam develops software specializing in corporate messaging and infrastructure management. Cooperteam's mission is to improve your productivity and messaging system reliability. Cooperteam's solutions are designed to manage, optimize, and improve **IBM Lotus Notes** environments.

Cooperteam Head Quarters are in France with offices in Paris, Nice, London (UK), and Boston (USA). We have a large partner network to help reinforce our global presence.