

Upgrading with Cooperteam's DESKTOP UPGRADER - FAQs

Q. Do I need to install Desktop Manager to use Desktop Upgrader?

A. Yes. Desktop Upgrader is a plug-in module which uses Desktop Manager as an engine to drive its modules.

Q. Do I still need to make a package with InstallShield Tuner?

A. Not necessarily. If you only have a basic upgrade scenario, you may be able to simply run the standard Lotus Install .msi from within Upgrader, and perform all the customisation you want with Desktop Manager profiles. All of the install switch options used by the standard Lotus .msi are supported by Desktop Upgrader, including the new Eclipse package option switches.

Q. Can't I just use Lotus' Smart Upgrade tool instead?

A. Desktop Upgrader gives you end-to-end visibility of migration progress status for ALL your clients, immediate customisable reporting, control over when the package is delivered and installed, profiling of client-readiness to upgrade, and avoids the need to configure Domino policies,

Q. How do you avoid saturating the network with installation traffic?

A. You retain control over how many installations are deployed at one time, so you can limit the amount of bandwidth consumed. Desktop Upgrader can also be configured to only distribute the package between designated times (i.e lunch times or out of core business hours), and then 'trickle-feed' the package to the desktop in small blocks. e.g. 20MB at a time if needed, to limit the impact to the network.

Q. Human Resources require us to notify users of the progress of their upgrade. Is there any way we can we do this?

A. Desktop Upgrader allows you to preconfigure as many e-mails as you like and send them to users at each stage of the upgrade process.

Q. How does Upgrader get the package installed onto a 'locked down' desktops?

A. We allow a network administrator to create a 'Security Document', which is basically an encrypted network ID and password with access to install software on the desktop machine. When users are give a migration profile, a Security Document can be associated with the profile and used when the software is about to be deployed. If the Security document is created by the network administrator themselves, you do not even need to know the ID and password combination, if this is a concern. The security document cannot be decrypted

Q. What if our Desktop Team still wants to deliver the package to the workstations with SMS, AD, LanDesk, ZenWorks, or another similar software delivery tool?

A. Desktop Upgrader can work alongside this tool. Simply ask your desktop management team to deliver, but NOT install the package to a standard location on the workstations. Desktop Upgrader can detect when the package is fully arrived and pick up the installation procedure steps again from that point.

Q. My manager wants a daily report on the status of the migration for each business unit, can you do that?

A. Desktop Manager updates as each user gets installed. The basic views tell you how each OU is progressing. The database design is open, so you can also customise reports based on your own specific criteria. You could also give your manager a read-only view to access.

Q. Can we install a Fix Pack or Patch at the same time as performing the upgrade?

A. Yes, we have a variety of ways to do this in sequence. We can also help you to customise a more 'scripted' section if you have specialised requirements.



Q. We have lots of different categories of users with different hardware and installation requirements; how do we manage this?

A. You can create as many different 'Migration Setup' documents as you need to cater to different categories of users.

Q. We have many different language groups, can Desktop Upgrade handle this?

A. Yes, we can automatically detect the operating system language and customise the messages users receive.

Q. Will your tool work even with our version 5.x users (Smart Upgrade is not available for us)?

A. Yes. As long as Desktop Manager is present and working, Desktop Upgrader can do it's work. (Don't forget if you want to go from version 5.x to 8.x clients though, you will need to do a mandatory two-step migration via version 6.5 to avoid configuration problems. We can also automate this for you.)

Q. Can I install the package directly off of a network drive?

A. Yes. This is not recommended due to potential network issues in your environment but it is possible.

Q. Does Desktop Upgrader remove the package and installation files after the upgrade has been completed?

A. Yes. You can choose to delete the package and project files post upgrade and track this task within the Desktop Upgrader tool.

Q. Can the user defer the upgrade?

A. Yes. The user can defer the upgrade. The number of times the user defers is tracked within the Desktop Upgrader tool.

A Quick Comparison Chart - Tools for Lotus Notes Upgrades

	Cooperteam Desktop Upgrader	IBM Smart Upgrade	SMS, LanDesk, ZenWorks
Locked Down Desktop Support	Yes	Yes (with SuRunAs utility)	Yes via AD
Upgrade Scheduling at a specified time	Yes	No	No
No Need for Policies	Yes	No	Yes
Upgrade status checking	Full logging within Desktop Upgrader	With a separate external tracking database	Basic exit codes only Excel or CSV
Configurable User Notifications and Mails from Tool	Yes	No	No
Immediate Status Reporting of migrated / non-migrated users by Batch Group or Business Unit	Yes	No	No
User upgrade selection via readiness for single Users and/or Groups	Yes	No	No
Readiness Profiling	Yes	No	No
Low impact package distribution	Yes	No (Scalable for some type of installation)	No (Scaled to available network bandwidth)
Support for version 5.x clients	Yes	No	Yes (two deployments)