



## Cooperteam's DESKTOP MANAGER 2.7 – FAQs

Q. **What is Desktop Manager 2.7?**

- A. Desktop Manager 2.7, with full support of Notes 8.5.1 Clients and Sametime Preferences, is the core platform of Cooperteam's Desktop Management Suite. It provides *comprehensive* audit, enforcement of corporate standards, and automatic recovery of Notes Clients through a central platform for both Notes Administrators and Help Desks.

With the introduction of its new architecture, Desktop Manager 2.7 delivers increased control over Notes Clients for Notes Administrators through new network independence and network impact management features.

Q. **Can I install Desktop Manager 2.7 on any Domino server?**

- A. Yes, Desktop Manager 2.7 can be installed on any Domino server platform (Windows, AIX, Solaris, Linux, OS/400, ...).

Q. **Can Desktop Manager 2.7 be run on more than one server?**

- A. Yes, you can install Desktop Manager 2.7 on a server and replicate the database across your entire environment.

Q. **What gets installed on the user workstations?**

- A. Two DLL's, two EXE's and one Notes database. The total footprint is less than 10Mb.

Binary Name	Version	OS	Size (KB)
Desktop Manager DLL	2.7	Win 32	1,303
Desktop Manager EXE	2.7	Win 32	399
Desktop Manager Hook	2.7	Win 32	128
Desktop Manager Start Database	2.7	Win 32	4,612
Desktop Manager Task	2.7	Win 32	211

Q. **How do I install Desktop Manager 2.7 on the user workstations?**

- A. There are three methods to install Desktop Manager 2.7.
- (1) Installation by Package (preferred solution)
  - (2) Installation by mail;
  - (3) Installation of @Formula code in the mail database.

Q. **How and when does Desktop Manager 2.7 run?**

- A. Desktop Manager 2.7 runs automatically,
- on the Notes **client startup**
  - on **Switch ID** event
  - if a **Emergency Task** is pending for the User
  - **at least once every 7 days**, if it has not run in the period
  - can also be run **manually** by double-clicking on the Desktop Manager 2.7 database.

Q. **What is the network impact I will see by running Desktop Manager 2.7?**

- A. Desktop Manager 2.7 runs as a local database (DskMgrStart.nsf), using a background synchronization process with server databases to receive new parameter documents (Setup, Profiles, Tasks, Templates, Binary files...) and send audit results documents.



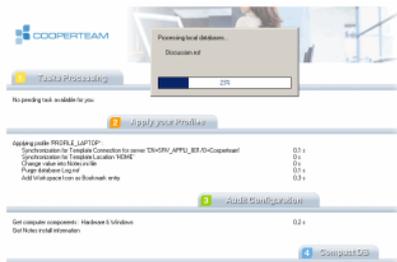
Desktop Manager 2.7 schedules (default setting) the data synchronization between local database (DskMgrStart.nsf) and server databases (DskMgr.nsf / DskMgrUser.nsf / NAB databases), every 2 hours or as modified by the Administrator. Desktop Manager 2.7 now runs on a PC with no network connection or having only a poor one. The synchronization process is hidden from the users. It only runs if a network is available and will try until it can complete the synchronization.

Q. **Will my users be prompted to answer any questions or see any pop up boxes? What do my users see on their screen?**

A. No, your users will not be prompted to answer any questions or acknowledge any pop up boxes.

When Desktop Manager 2.7 runs in Silent mode (daily) your users will not see anything.

When Desktop Manager 2.7 runs in Full mode (which happens if they have assigned Tasks, or on a scheduled basis as you determine) your users will see the screen below for a few seconds.



Q. **What is the difference between a Task and a Profile?**

A. **Tasks** are used for **one-time modifications** of the Notes Client settings (delete cache.ndk, compact a database, restore file, etc.). Tasks can be applied to one user or a group of users. They are tailor-made for Helpdesk Staff, to solve common, frequent user requests.

**Profiles** are used **everyday** to **enforce** Notes Client settings (user preferences, icons on workspace, connection documents, replicator pages settings, etc.). They are applied to groups of users with the same needs (community). Profiles are defined by the Administrator.

Q. **Can I create a Task for more than one user?**

A. Yes, you can create a Multi-user task and run the task for as many users as you want.

Q. **Can I force a Task to run at any time?**

A. Yes, you can create an Emergency task and have it run immediately for your users.

Q. **Will Desktop Manager 2.7 work for my Citrix users?**

A. Yes. You can also create a separate Setup document for your Citrix users as well as create Profile and Tasks to run only on your Citrix clients.



Q. **We have many different languages on our desktops throughout the organization. Can Desktop Manager 2.7 handle this?**

A. Yes, Desktop Manager 2.7 will use one of the available languages (English, French, German, Dutch, Spanish, Portuguese, Italian, Japanese, Chinese, Thai, Indonesian, Arabic).

Q. **Is there a difference between what Admins can do and what Help Desk staff can do?**

A. Yes, you can determine what level of control you wish to grant your Helpdesk based on pre-existing roles configured into the tool.

Q. **What makes Desktop Manager 2.7 stand out as a Lotus Notes client management tool?**

A. The core differentiator of Desktop Manager 2.7 is its architecture that enables the most comprehensive audit capability on the market. It is the basic platform of the Desktop Management Suite which provides support for Admins and Helpdesks to comprehensively manage their Notes clients, from the routine, daily set of activities, to user migrations and version upgrades.

#### 1 Audit results

Desktop Manager 2.7 delivers the most comprehensive audit of the end-user's environment. Data are collected to provide statistics, warnings and trends. These data are the core element enabling the broad range of Notes client management.

Audit results can be updated daily, weekly or monthly. Admins can also decide what data to collect, and how they are organized and presented: each location document can be available as a Notes document within the Desktop Manager 2.7 database, or only reported as a summary line of data within the global Notes Install Audit Result document. Organized within Notes documents, they are available in multiple dedicated views, and can be easily exported using the integrated Export module.

Unlike other products on the market, Desktop Manager 2.7 collects the most comprehensive range of relevant information without impacting Notes client performance (document number count in databases, check encryption, process local Log documents to retrieve error messages, get information from mail server, etc.).

The audit is performed in the background and writes the information into the client Desktop Manager 2.7 database that is then replicated to the server database. This is completely transparent to the end user.

Desktop Manager 2.7's architecture permits on-going, additional data collection at a later date as well. Other products, because of their architecture, act as a Notes client 'slave' DLL (Extension Manager DLL). When they run, they block use of the Notes client. As a result, their tasks must be completed very quickly, an inherent limitation. Because of this limitation, they are unable to query as many elements or to spend the necessary time to process large data volumes such as the local log document, or to search data on servers. The demands of a production environment prevent blocking the use of Notes clients for several minutes. As a result, other products will never have the necessary time to collect as much data as is possible with Desktop Manager 2.7.



## 2 Desktop Manager 2.7 Tasks: "On the fly" daily modifications made easily

Tailor-made for Administrators and Helpdesks, Tasks are used to immediately perform modifications to Notes clients.

Desktop Manager 2.7 can make any necessary modification from a single Notes document interface. Select the appropriate Tab (Replication, Notes Database, ECL, Notes.ini, etc.) and check or configure what you need. Previously used Task documents can be stored and re-used for handling the same problem.

Compared to other products available on the market, the architectural advantages of Desktop Manager 2.7 Tasks include:

- A. The speed with which a Task document is prepared: one click to create an empty Task document, one click to select the target user(s) and a last click to select the settings to change on user's PC.
- B. The Audit Results facilitate the creation of a Task because they appear as contextual background during Task setup. If you want to compact a database, for example, the database list available through the help button lists the databases currently available on user's PC. You never have to type a database name, a server name, an icon database path, a Cross Certificates name, etc. Just pick what you need. No more misspellings or mistakes.
- C. Desktop Manager 2.7 runs automatically or on demand:
  - i. To deploy new settings to a User's PC, the admin creates a Task and the modifications will be applied the next time the user runs Notes, without any user interaction. This is an asynchronous process: both Administrators and Users interact with Desktop Manager 2.7 at different times.
  - ii. The synchronous process is used when a User calls for help and an immediate fix is required. Based upon the scope of the Audit Results and the information coming from the user, the Helpdesk/Admin can quickly diagnose the problem and create a Task to fix it. Because creating a Task for a User is so quick and easy, the User may stay on the line and click to force the Task execution.
- D. Unlike other products on the market that only run at a specified time (Notes Startup), Desktop Manager 2.7 may run at any time with a simple click on the Desktop Manager 2.7 database icon. The Task will be applied immediately and the problem will be cleared. The Audit Results for this user will be updated in the Desktop Manager 2.7 database and the Helpdesk will immediately see the result.

## 3 Desktop Manager 2.7 Enforcement: Real power to standardize Notes Client Settings

The best way to manage Notes configurations issues is to be pro-active. By enforcing the desired Notes configuration settings each time the user starts his Notes client, the problems are fixed before the user even notices them. Applying Profiles to users sets the



key parameters of Notes client configurations to assure their integrity over time. This is also a way to set up and enforce a consistent desktop environment for users with the same profile within a company. In effect, the more settings defined in Desktop Manager 2.7, the more self-healing your organization's Notes clients will be.

#### [4 Desktop Manager 2.7 Hook: Prevent unauthorized user actions at the source, before they impact the network](#)

Desktop Manager 2.7's Hook feature may be set by admins to automatically prevent certain user actions that consume resources such as or contravene corporate policies:

- Sending files that are too large
- Sending certain types of files
- Sending an email with too many recipients
- Creation of a local replica

These actions are stopped at the Notes client level, never impacting the network, routers or servers and/or assure compliance with corporate policies.

#### [5 Desktop Manager 2.7's Open API:](#)

Desktop Manager 2.7 open. It is API oriented; supporting the ability to write scripts in order to most efficiently support each customer's unique requirements.

#### [6 Optional Add On packages: Desktop Project and Desktop Upgrader](#)

Cooperteam's Desktop Management Suite provides support for large-scale projects such as version upgrades and user migrations (i.e., in the context of a server consolidation) using the same familiar interface. User migrations and client upgrades become far more routine and less risky.