

# Clean up your act!

## Effectively manage your Notes clients with Cooperteam DesktopManager



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Do your end users mysteriously delete Connection documents or change key settings in Lotus Notes and then call for help, perplexed that Notes is no longer working? Are you putting off a Notes project, like moving a server, because you anticipate client cleanup before or after the project? Are you solving the same problems over and over again?

Cooperteam Desktop Manager is an application that can help administrators resolve client cleanup using three primary functions: audit, response, and enforcement.

### Audit client configurations

Having a complete and accurate audit of all the Notes clients deployed in your environment is a crucial first step toward taking control of your Notes infrastructure. Desktop Manager performs a full audit the first time the software is installed, and then it performs recurrent “silent audits” to keep the information up to date without the end user even knowing it.

Desktop Manager audits each client machine that is running Notes and captures information such as screen resolution, memory, operating system, available free disk space, whether the machine has a battery or not (likely a laptop), Internet Protocol (IP) address (whether the user is in the office or off-site), and much more.

Desktop Manager also captures over 150 different Notes client attributes in categories such as workspace, bookmarks, databases, templates, program settings, and local address book settings.

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Desktop Manager works with Notes clients from release 5 through 8 and is compatible with Windows, Mac, and Citrix platforms. It can work with a centralized database for users on a network or a local replica for remote users.

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During the audit, Desktop Manager not only brings information about each user’s desktop into a Notes database, it also performs the following tasks to highlight data that the administrator is likely to need:

- Analyzes the contents of the Log file
- Discovers local replicas that have not replicated for a number of days
- Analyzes Mail file access control lists (ACLs)
- Computes the number of databases requiring a fixup, the status of the cache.dsk (i.e., whether it has reached its limit), and the remaining free space on the hard drive hosting the Notes data directory

- Summarizes all the server names it can find in all configuration areas

This information can be invaluable when troubleshooting a particular Notes client.

### Rapid response to Notes client issues

When a change occurs in your environment (e.g., a server changes IP addresses) or an issue arises with a particular Notes client (e.g., an end user deletes a local replica), you need to take action to avoid user downtime.

Using Desktop Manager’s intuitive user interface, you fill out a simple Task form to describe the action you want Desktop Manager to perform (see **Figure 1**) and select the user or users it should apply the action to. Actions cover the whole spectrum of settings related to the Notes client, including the user’s workspace, bookmarks, local databases, replicator tab, cross-certificates, Notes.ini values, and more. The Task form is easy to fill in because it is connected to the audit results, which provide the form with user-specific information about databases, icons, and settings.

Desktop Manager then automatically applies the specified action to the user’s machine the next time the user starts the Notes client. If the action you require is not already predefined in the Task form, you can

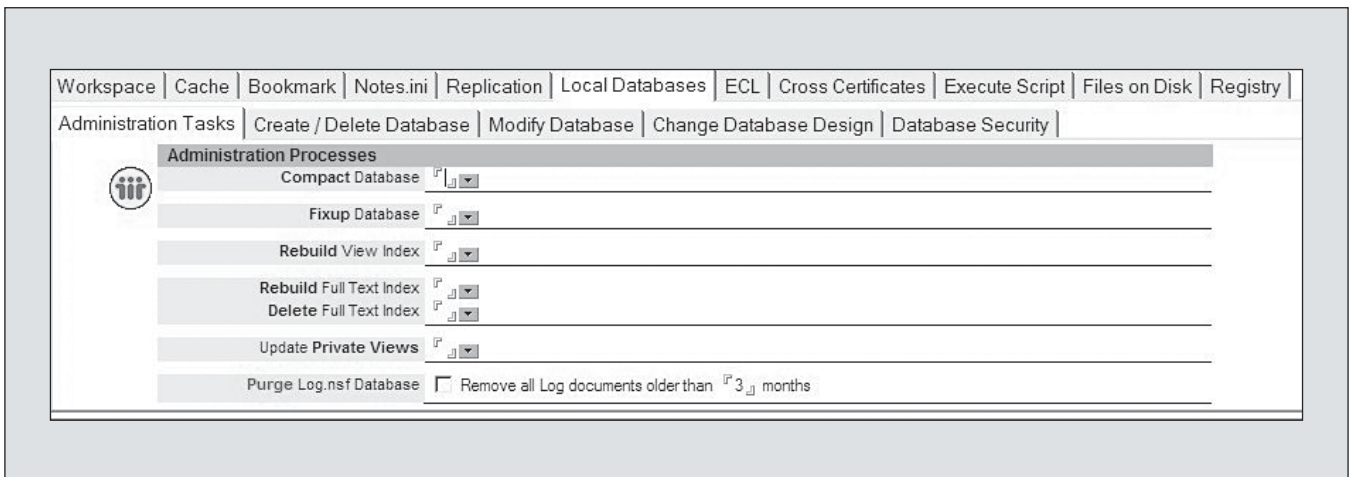


Figure 1 Desktop Manager's Task form displaying options on the Local Databases tab

simply add an agent to the Desktop Manager database and specify that the end user run the agent.

## Enforcement: Proactively avoiding recurring issues

Help desk staff members often deal with many recurrent Notes issues, and they end up solving the same problems over and over again on different user clients. You can put an end to this cycle with Desktop Manager.

If you have a common Notes problem that is affecting many users, you can solve this problem across multiple clients simultaneously. Here's how: Using Desktop Manager, you create sample Connection and Location documents, specify required local replicas, group common settings, and save these settings as a single profile. You can then apply this profile to all your users or to a subset of users that match specific criteria, such as membership in a group.

For example, suppose all the members of your mobile sales force require a Workspace tab labeled "Sales" that contains the following:

- Four database icons

- Four local database replicas to coincide with the four sales icons
- A Connection document to the sales server
- Replicator page entries that specify how the sales databases are to be replicated
- Two Location documents — one in-office and one for use when traveling (selected automatically based on the IP address)

Desktop Manager allows you to specify all this in a *single* Profile document, and then apply the profile to the group "Sales." Now you can be sure that everyone in that group always has all the items specified. If a user deletes a local replica, Desktop Manager puts it back. If a salesperson gets a new laptop, the Workspace tab, icons, local replicas, and so on are all created automatically.

Because no company uses Notes in the same way, Desktop Manager offers the flexibility to solve specific project challenges. The Desktop Manager application programming interface (API) puts you in control; your developers can write scripts for agents that call documented Desktop Manager functions, which you can link to Task or Profile documents.

## Conclusion

Desktop Manager helps your end users get the most out of Lotus Notes by ensuring that each Notes client is always properly configured, optimized for your environment, and consistent with the other client machines in your infrastructure. The product creates and maintains a comprehensive and up-to-date inventory of your deployed machines and Notes client settings. It provides features to quickly and easily fix problems that may arise with no user interaction required. If end users do try to fix problems themselves, the Notes client detects the changes and repairs itself without end-user or administrator action. Desktop Manager also lets you define groups of settings that you can apply as a single profile, which allows you to proactively avoid problems.

For more information about Cooperteam Desktop Manager, please visit [www.cooperteam.com](http://www.cooperteam.com).

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