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## Notes Client Management

Comprehensive audit, enforcement of corporate standards and automatic recovery of Notes desktops

### With Desktop Manager™ reduce Lotus Notes clients TCO

- Improve Lotus Notes administration team productivity
- Improve HelpDesk Productivity
- Standardize client configuration
- Eliminate administrative and management tasks for users
- Guarantee messaging system availability and quality of service
- **ROI inferior to 6 months**

### Introduction

The Lotus Notes administration client enables you to enforce configuration settings on Lotus Notes clients. But how do you know which settings were used on each client initially? And what was the impact of the enforcement? This type of information is critical to effectively manage a Lotus Notes environment.

With **Desktop Manager™**, **efficiently manage your Lotus Notes environment** : start by auditing the entire environment, then collect the data and establish an effective management strategy; finally, enforce new policies from a central administration console.

### Administrators : Master your Lotus Notes environment through a complete audit

Automatically collect a comprehensive inventory of your users' Notes client configuration settings.

#### Audit detail :

- ◆ Collect local databases and machine settings (RAM, disk space, etc.) for each user
- ◆ Collect Notes ".ini" and ".id" for each user : these files can then be accessed centrally and archived
- ◆ Fully audit local replicas which can later be used to help enforce quotas on these databases
- ◆ Collect ACL information
- ◆ Identify databases that need fix-up.

### Benefits

Mastering your Lotus Notes environment enables you to :

- ◆ Estimate and reduce TCO
- ◆ Plan updates, consolidations & migrations for your entire environment
- ◆ Improve & simplify change management.

### Helpdesk : Quickly Diagnose and Solve Lotus Notes client issues

Notes end users are often the source of operational issues. When these problems or changes occur, **Desktop Manager™** is prepared to make any necessary modifications such as : **adding icons to the workspace, creating local replicas, modifying Location documents, and settings, and much more...**

### Actions

- ◆ Immediate and Transparent Server Name Changes.
- ◆ Workspace and Icon Recovery.
- ◆ Modify & Delete Cross-Certifications on Local NABs.
- ◆ Modify Local Database Encryption settings.
- ◆ Database Management including Fix-up, Compact and even rebuild the Index.
- ◆ Clean up and Remove Missing Database Links and Icons.
- ◆ "Desktop.dsk" File Management with the Ability to Change or Delete the File and/or Compact it.
- ◆ Ability to Launch Executables, Script Agents and/or Batch Files and Then Restart the Notes Client.
- ◆ Ability to change and replace the database structure at both the server and user level.
- ◆ Automatic client reconfiguration when mail or application databases are moved from one server to another.

### Benefits

Controlling the entire Lotus notes environment from a central point significantly reduces Helpdesk and Administration costs through :

- ◆ Reduction of helpdesk incoming calls & duration of calls.
- ◆ Optimization of administration tasks.
- ◆ Allowing the administration team to focus on higher value-added tasks.
- ◆ Minimizes travel costs.



## Key Features

- » Audit of the Workstation (CPU, Memory, DiskSpace, OS, Local Settings, etc)
  - » Support for roaming users
  - » Local maintenance launch (Fix up, compact, update all, refresh design, etc)
  - » Manage database icons on the workspace
  - » Change the icon database name/path
  - » **Management of Personal Address Book documents (connection, location...)**
  - » Modify Location Connection and Account document values
  - » Modify the options of Replicator page entries (Replication direction, Server definition, Active/not-active)
  - » Modify Archive Profile document values
  - » Compact databases
  - » Modify database ACL
  - » Update desktop ECL from NAB administration ECL
  - » Add / delete / modify Notes.ini files variable values
  - » Define a Notes database as the default startup Page for the Notes client
  - » Sample Agents that shows you how to build a dynamic Mail Signature containing user's personal information (phone number, location ...)
- If some of the information is changed, the Signature is updated automatically (!)

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## About Desktop Manager™

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

### » Desktop Manager™ Project for Consolidation

*Project Monitoring and Project Management Solution* for Lotus Notes Server consolidation and user migration..

### » Desktop Manager™ Project for Upgrade

*Project Monitoring and Project Management Solution* for Lotus Notes Clients Release Upgrade - Version 1.0 available May 2009.



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# Desktop Manager™

2.6 release

## Administrators : Enforce & Maintain Notes configuration settings

Most of the problems that end users report about their Notes clients are self-induced. Users delete their mail files, modify connection documents and delete workspace pages... **Desktop Manager™** will enforce the correct Connection and Location documents. When an end user deletes a standard Connection document or any other critical setting, **Desktop Manager™** will automatically replace or reset it.

The Roaming feature (*Notes files backup and restore*) ensures data integrity and updating, enabling users to access their configuration from any system.

### Benefit

**Configuration standardization reduces system complexity and administration cost.**

## Administrators : Control user actions

With **Desktop Manager™** you can block specific user actions such as sending emails or attachments exceeding size limits.

### Benefit

**Guarantee SLAs by blocking actions that might penalize messaging infrastructure.**

The screenshot shows the 'Desktop Manager Hook' interface. It has a 'Main' tab and a 'Mail Size' sub-tab. A setting is shown: 'Prevent users to send mail larger than' with a 'Size Limit' of '5 MB'. Below this is an 'Alert Message' section with a 'Number : 2'. A table lists the alert messages in English and French.

Language	Title	Message
English	Mail size limitation	You can't send a mail bigger than 5 MB
French	Limite de la taille des messages	Vous n'êtes pas autorisé à envoyer des messages dont la taille dépasse 5 Mo.

## End users : No more administrative tasks

**Desktop Manager™** users no longer need to manage their Lotus Notes Client configuration, freeing up their time for more productive activity.

**Desktop Manager™** is automatically deployed and configured, requiring no input or intervention by the end user.

## Requirements

### Supported Versions

- » **Domino Servers :**  
All versions from 4.6.x to 8.x
- » **Operating Systems :**  
All Windows versions  
32 bits (95, 98, Me, 2000, NT, XP & Vista)
- » **Citrix Environments**

For more information  
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## About COOPERTEAM

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

At the end of 2009, Cooperteam will launch the first solutions for **Microsoft**, such as **MailFlow Analyzer™** for **Exchange**, that will allow a bigger number of companies to benefit from its know-how and expertise in the area of electronic messaging.