DM

DesktopManager™

Comprehensive audit, enforcement of corporate standards & automatic recovery of HCL® Notes™ desktops

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D A T A S H E E T

Key Benefits

For Helpdesk

- Reduced number of incoming calls.
- Minimized call duration.
- No more travel expenses.

For Administrators

- Desktop standardization.
- Reduction of time dedicated to administration and management of Notes clients.
- User action control at desktop level.
- Reduction of time required for the creation of new accounts.
- Instant retrieval of Lotus Notes configurations in case of file loss or corruption.

For Users

- Guarantee of Notes client configuration compliance with company standards.
- Better application availability.
- Transparent interventions.

Introduction

Reducing Notes client administration costs is a key element in a global IT cost reduction strategy, especially for companies with very large HCL Notes environments. With the release of Notes 8.5 came the need to migrate user desktops, which increased administrators need to optimize client management.

Desktop Manager™ significantly reduces your HCL Notes client administration costs, and therefore your IT costs by:

- **Standardizing** HCL Notes Client configurations.
- **Optimizing** administration tasks which represent up to 70% of management costs.
- **Minimizing** the impact of application changes and upgrades.

Desktop Manager™ runs a comprehensive audit of your HCL Notes environment to obtain highly detailed information and calculate the TCO.

Desktop Manager™'s auditing process offers up to date information at any point.

Through the analysis of Desktop Manager™'s audit results:

- Take the right measures to reduce the TCO of your Notes environment.
- Plan updates, consolidations & migrations for your entire environment.

Desktop Manager™ administration and control functionalities aid in deploying a centralized management strategy to:

- Reduce TCO of HCL Notes desktops.
- Reduce your administration costs and free up your administration teams for added value tasks.
- Guarantee HCL Notes desktops compliance with company standards.
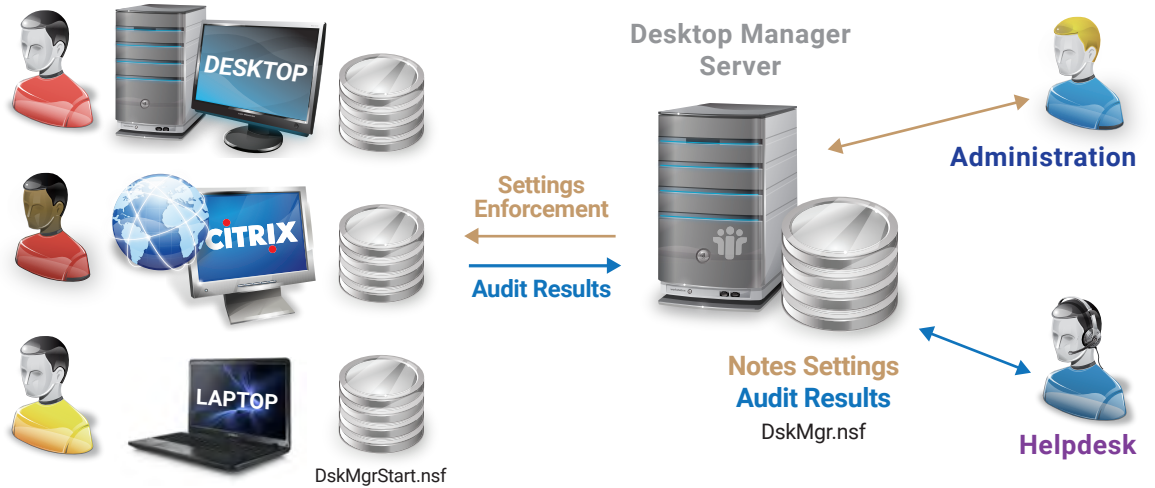
New in this Release

- Re-designed Administration Interface.
- Powerful reporting engine.
- Smart Notes users segmentation.
- Extended audit capabilities.
- Easier deployment.
- Enhanced user experience.
- New Notes parameters support.
- Extended Script Language.
- Windows 10 & HCL Notes Domino 10 Compatibility.

Notes Client Management & Control

Remote Audit
with Desktop Manager Audit

Helpdesk

Control User Action
with Desktop Manager Hook

Modify Settings
with Desktop Manager Tasks

Administration

Administration

Enforce Settings
with Desktop Manager Profile

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Desktop Manager™ Architecture

Desktop Manager Server

DESKTOP

CITRIX

LAPTOP

DskMgrStart.nsf

Settings Enforcement

Audit Results

Administration

Notes Settings
Audit Results
DskMgr.nsf

Helpdesk

Key Features

⊕ Workstation audit.

⊕ Support for roaming users.

⊕ Local maintenance launch.

⊕ Workspace database icons management.

⊕ Modify Location Connection and Account document values.

⊕ Modify Replicator page entries options.

⊕ Modify Archive Profile document values.

⊕ Compact databases.

⊕ Modify database ACL.

⊕ Update desktop ECL from NAB administration ECL.

⊕ Add / Delete / Modify Notes.ini file variable values.

⊕ Build a dynamic mail signature.

⊕ Run Desktop Manager API outside Notes sessions.

Architecture

Reduce Administration Costs

Desktop Manager™ provides your administration team complete and remote control over the Notes clients they manage :

⊕ **Remotely audit** Notes client configurations.

⊕ **Remotely control, modify or configure** Notes clients.

⊕ **Standardize and maintain** Notes Configuration settings.

⊕ **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.

⊕ **Ensure data integrity**: update with backup & restore Roaming feature.

⊕ **Remotely Control User actions** blocking specific actions that penalize the infrastructure such as sending emails or attachments exceeding a certain size.

Reduce Helpdesk Costs

Desktop Manager™ reduces volume and duration of Helpdesk calls through:

⊕ **Standardization** of the Notes configurations.

⊕ **Change Management Control** through automatic and transparent deployment of configuration changes without user intervention.

⊕ **Automation** of repair processes.

⊕ **Quick Diagnosis and repair** without involving the End-User.

⊕ **Remote audit and control** of the Notes clients supported.

Improve User Productivity

⊕ Improve HCL Notes application availability.

⊕ Free end-users from administrative tasks.

⊕ Access the same desktop configuration when moving from one workstation to another with **Desktop Manager™** roaming feature.

Supported Versions

Workstations	*Domino Servers*		
› HCL Notes Clients v.6.x to v.11.x	› HCL Domino v.6.x to v.11.x	› AIX 32/64 bits	› Citrix
› Windows XP to 10	› Windows Servers 32/64 bits	› Linux 32/64 bits	

About COOPERTEAM

COOPERTEAM is a messaging and collaboration solutions specialist developing, integrating and commercializing software and digital/social collaboration solutions.

Based on technologies from top brand publishers on the market, COOPERTEAM offers a wide range of software and digital collaboration solutions that are feature-rich, flexible and scalable.

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