

HCL Notes und Nomad Troubleshooting für Dummies

18. April, 2023



Host & Speaker



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All attendee lines are muted

This is to prevent interruptions during the presentation.



Please submit questions via the Chat or Q&A panel

Your questions will be addressed directly during the webinar or in the Q&A section after the presentation.



The webinar is being recorded

After the webinar, we will send you a mail to give access to the recording and presentation slides.

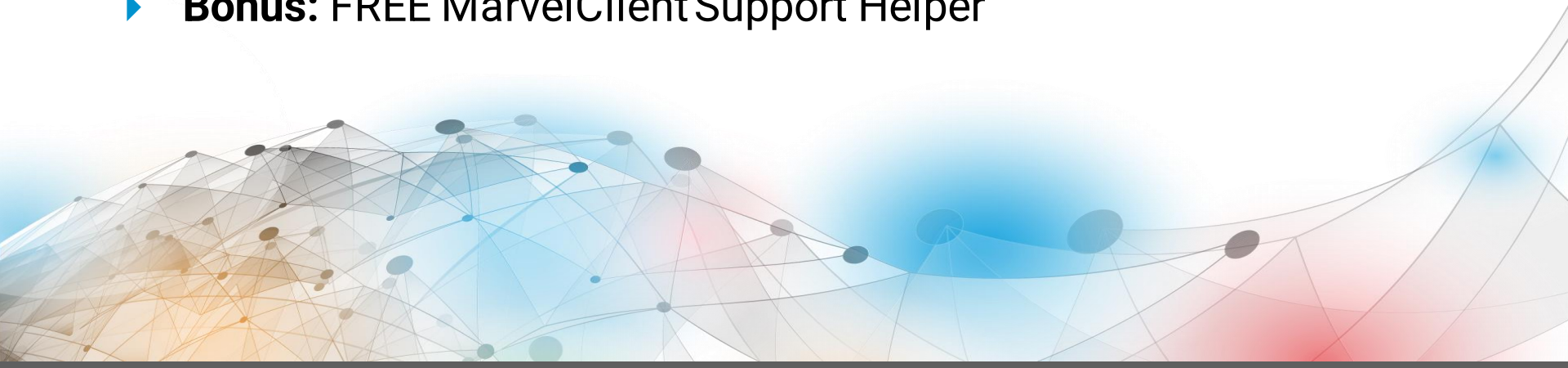


Share your feedback with us

Use the link provided at the end to let us know what we can do better.

Agenda

- ▶ Overview of available Clients
- ▶ Where to find the troubleshooting/log files
- ▶ Analysis
- ▶ **Bonus:** FREE MarvelClient Support Helper





Overview of available clients

Overview of available Clients



Product	Windows	MacOS	Browsers (Chrome, Edge, Firefox)	iOS	Android	Current version
Notes Basic	✓					12.0.2 FP1
Notes Standard	✓	✓				12.0.2 FP1
Notes Admin / Designer	✓					12.0.2 FP1
Nomad (mobile)				✓	✓	1.0.29 (iOS) , 1.0.40 (Android)
Nomad Web			✓			1.0.7
<i>MarvelClient</i>	✓	✓	✓	✓	✓	12.0.62 (Windows, iOS, Android, Browsers), 12.0.63 (MacOS)

HCL Notes 12.0.2 FP1 is available since April 17th, 2023



- **Available on**

<https://hclsoftware.flexnetoperations.com/>

- **HCL Support Article**

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0104362

- **HCL FixList**

https://ds_infolib.hcltechsw.com/ldd/fixlist.nsf

- **System Requirements**

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0101491

1. Windows

Notes Basic + Notes Standard + Notes Admin/Designer (+MarvelClient)

2. macOS

Notes Standard (+MarvelClient)

3. iOS/Android

Nomad (mobile) (+MarvelClient)

4. Browsers (Chrome, Edge & Firefox)

HCL Nomad Web (+MarvelClient)



Where to find the troubleshooting/log files

- **Notes Basic** (MultiUser default)
%localAppData%\HCL\Notes\Data\IBM_TECHNICAL_SUPPORT
%localAppData%\HCL\Notes\Data\notes.ini
- **Notes Standard** (MultiUser default)
%localAppData%\HCL\Notes\Data\IBM_TECHNICAL_SUPPORT
%localAppData%\HCL\Notes\Data\workspace\logs
%localAppData%\HCL\Notes\Data\notes.ini
- **Notes Admin/Designer** (SingleUser default → 64-Bit)
C:\Program Files\HCL\Notes\Data\IBM_TECHNICAL_SUPPORT
C:\Program Files\HCL\Notes\Data\workspace\logs
C:\Program Files\HCL\Notes\notes.ini
- **MarvelClient** (Essentials **OR** Licensed)
%LocalAppData%\panagenda\pmc **OR** \marvel

➤ **Notes Standard**

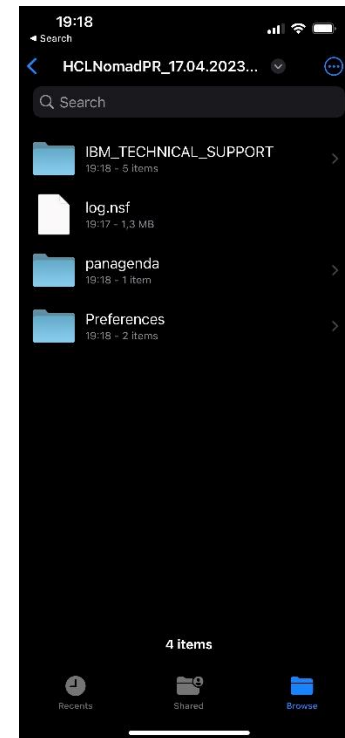
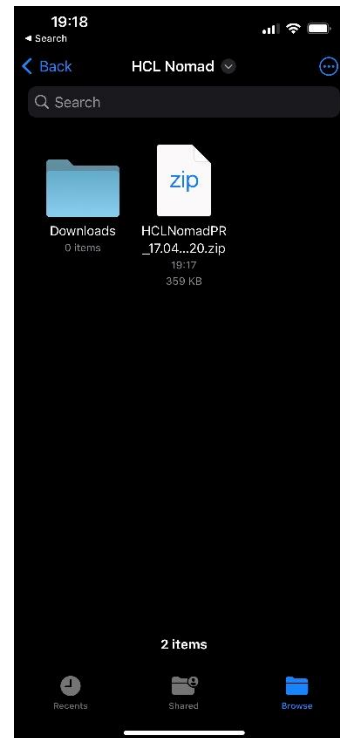
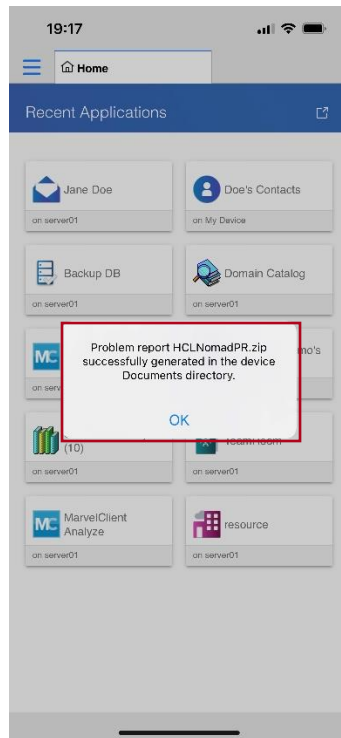
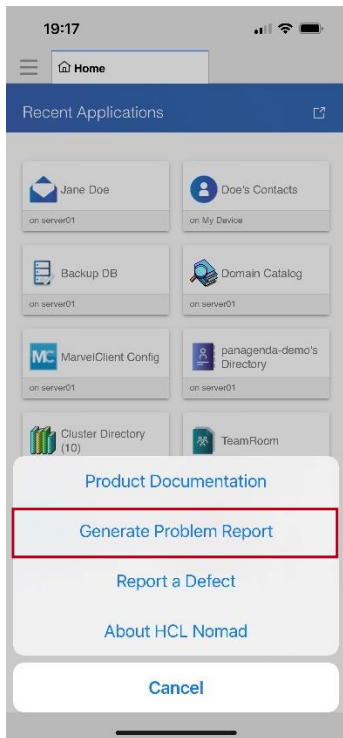
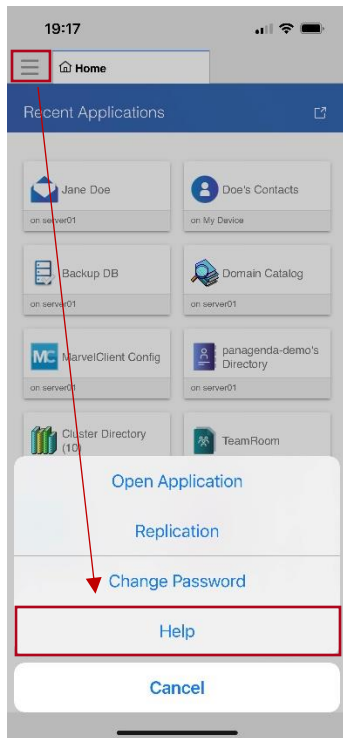
- ~/Library/Application Support/HCL Notes Data/IBM_TECHNICAL_SUPPORT
- ~/Library/Application Support/HCL Notes Data/Expedito/Applications/logs
- ~/Library/Preferences/Notes Preferences → *notes.ini file*

➤ **MarvelClient** (Essentials **OR** Licensed)

- ~/Library/Application Support/panagenda\pmc **OR** \marvel

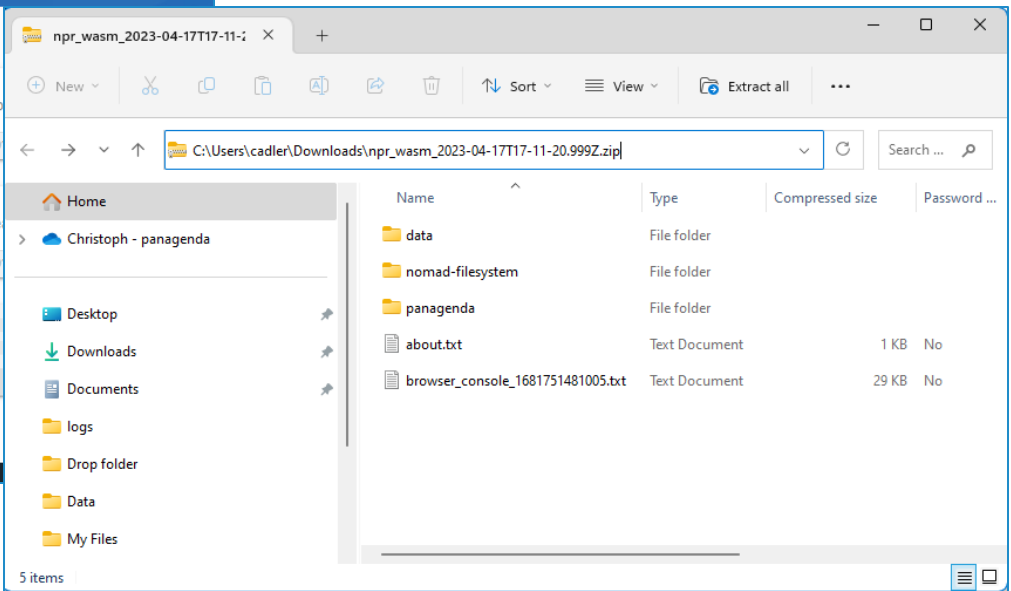
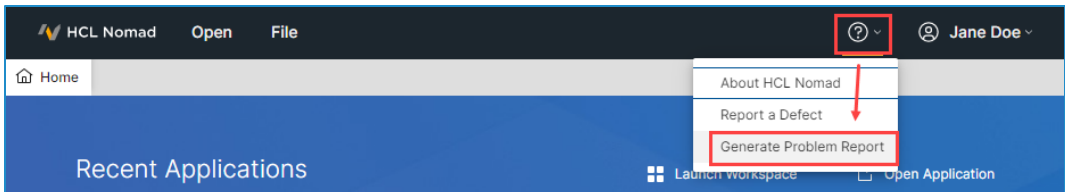
Troubleshooting/log files – 3. iOS/Android

➤ Nomad (mobile)



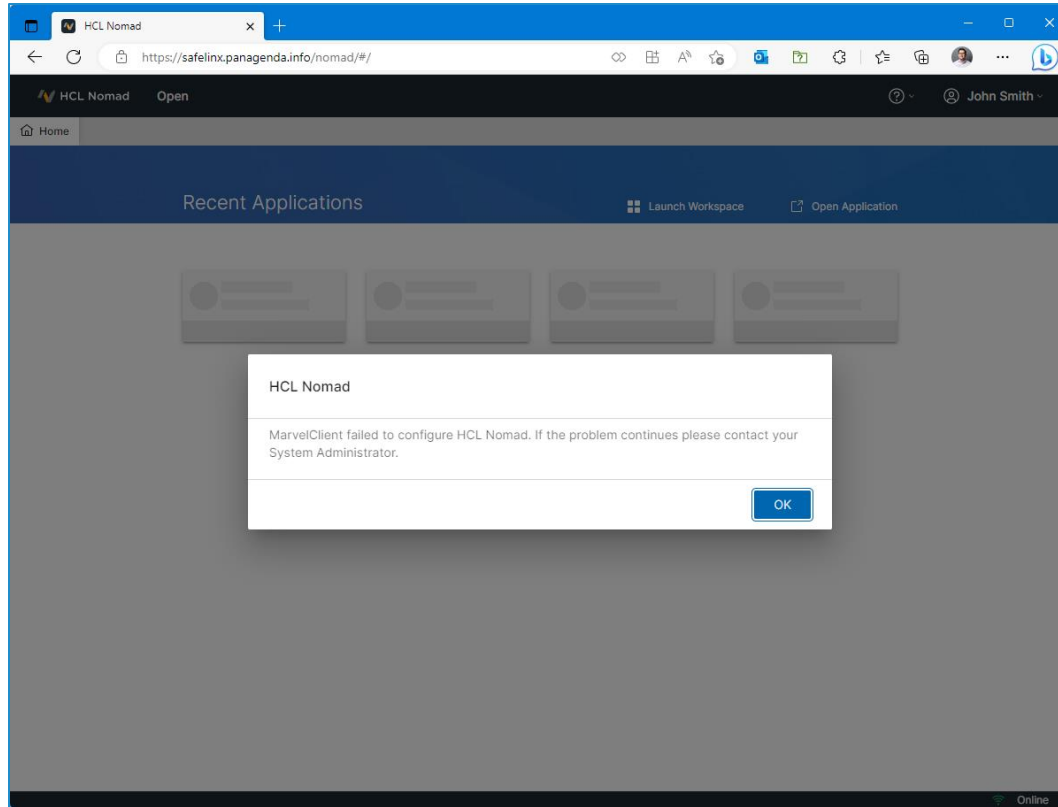
Troubleshooting/log files – 4. Browsers

➤ Chrome, Edge & Firefox (non-mobile)



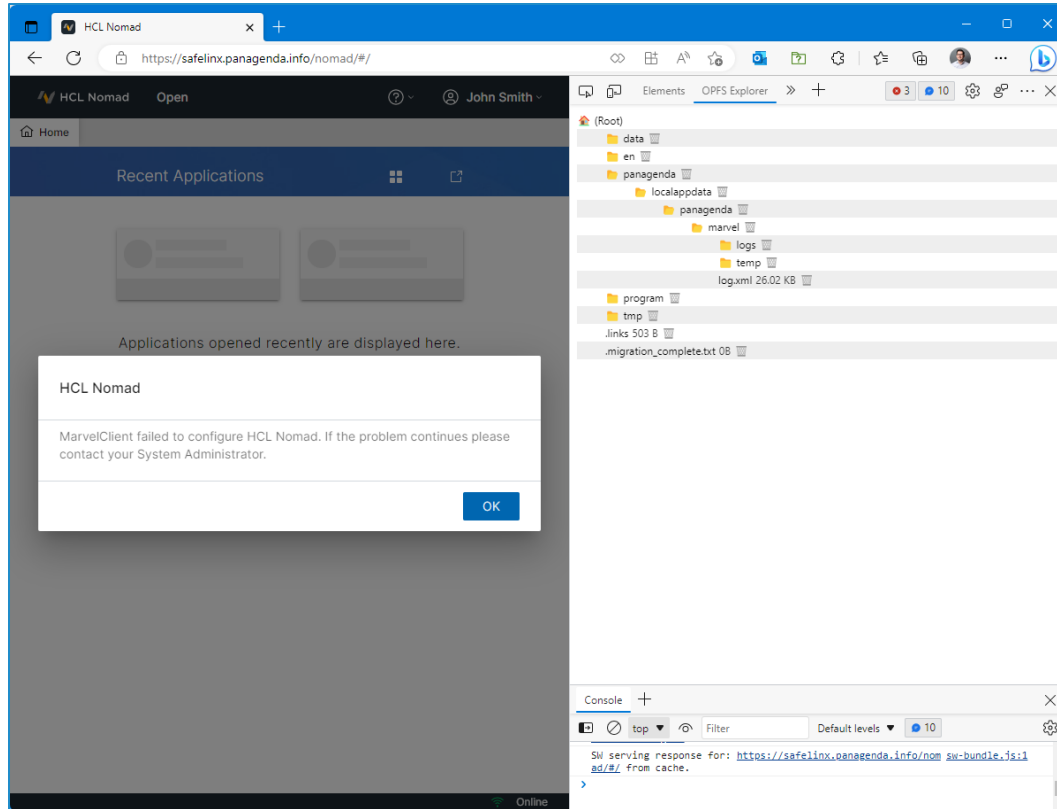
Troubleshooting/log files – 4. Browsers (cont.)

➤ What if you can't use "Generate Problem Report" (issue during start-up)?



Troubleshooting/log files – 4. Browsers (cont.)

➤ What if you can't use "Generate Problem Report" (issue during start-up)?



Troubleshooting/log files – 4. Browsers (cont.)

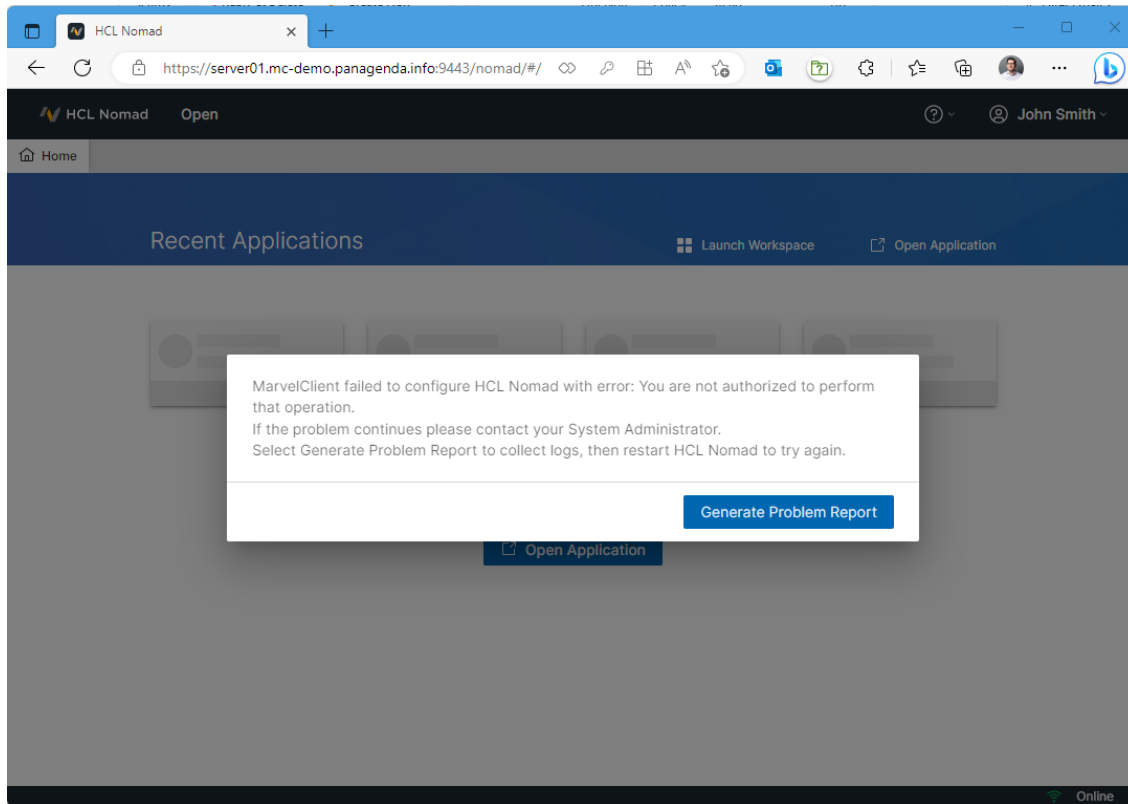


➤ What if you can't use "Generate Problem Report" (issue during start-up)?

```
server01/panagenda-demo!!panagenda\panagenda.nsf; NDError#: 16643 - File does not exist</m></le>
156 <le><t>41268</t><l>2</l><i>2</i><f>AM::ActionMan_Impl::VROpenSourceView::TryDB</f><m>trying to open config database:
'CN=server01/0=panagenda-demo!!panagenda\pmc_config.nsf'</m></le>
157 <le><t>41269</t><l>2</l><i>2</i><f>Open</f><m>opening database: (00000000:00000000)
'CN=server01/0=panagenda-demo!!panagenda\pmc_config.nsf'</m></le>
158
159
160 <le><t>41321</t><l>0</l><i>2</i><c>ERROR</c><f>AM::ActionMan_Impl::VROpenSourceView::TryDB</f><m>could not open: GetDatabase: could not
get database 'CN=server01/0=panagenda-demo!!panagenda\pmc_config.nsf': Open: could not open database
'server01/panagenda-demo!!panagenda\pmc_config.nsf; NDError#: 582 - You are not authorized to perform that operation</m></le>
161
162
163 <le><t>41323</t><l>0</l><i>2</i><c>ERROR</c><f>RunViewreader</f><m>error while downloading new actions from config db: VROpenSourceView:
could not locate a config db</m></le>
<le><t>41324</t><l>2</l><i>2</i><m>sending BUSY_MESSAGE_MARVELCLIENT_POSTSETUP</m></le>
164 <le><t>41348</t><l>2</l><i>2</i><m>-----</m></le>
165 <le><t>41349</t><l>2</l><i>2</i><m>-----</m></le>
166 <le><t>41350</t><l>2</l><i>2</i><f>Execute</f><m>run section afterloginbeforesync</m></le>
167 <le><t>41351</t><l>2</l><i>2</i><f>Execute</f><m>executing 0 actions</m></le>
168
```


Troubleshooting/log files – 4. Browsers (cont.)

➤ **By the way: This issue is already fixed with Nomad Web 1.0.7**



OPFS Explorer – Browser plugin

OPFS Explorer is a Chrome DevTools extension that allows you to explore the Origin Private File System (OPFS) of a web application.



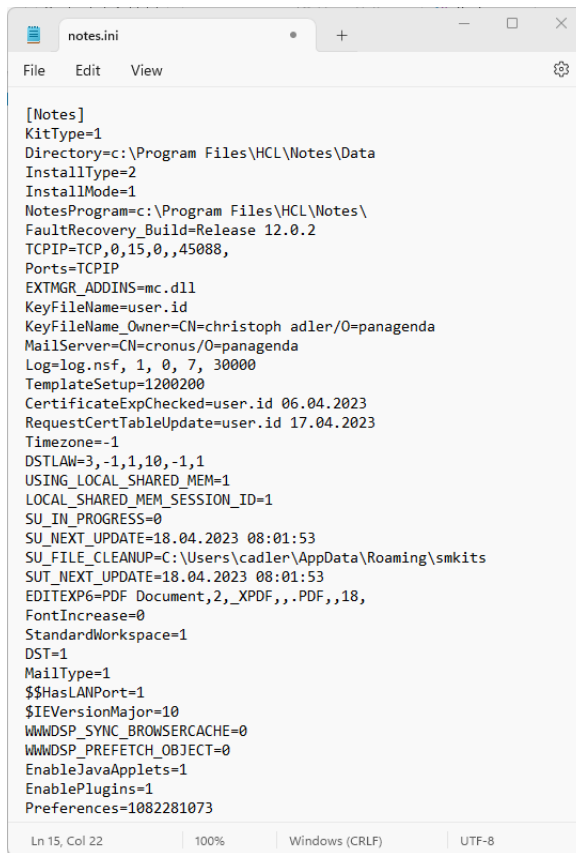
<https://tinyurl.com/OPFSExplorer>

A photograph of a football player in a white jersey with blue sleeves and a white helmet, seen from the side, reaching up to catch a football. The background shows a stadium with tall light towers under a cloudy sky. A thin blue vertical line extends from the top of the word "Analysis" down to the football.

Analysis

What's inside the Troubleshooting/log files?

➤ Notes.ini

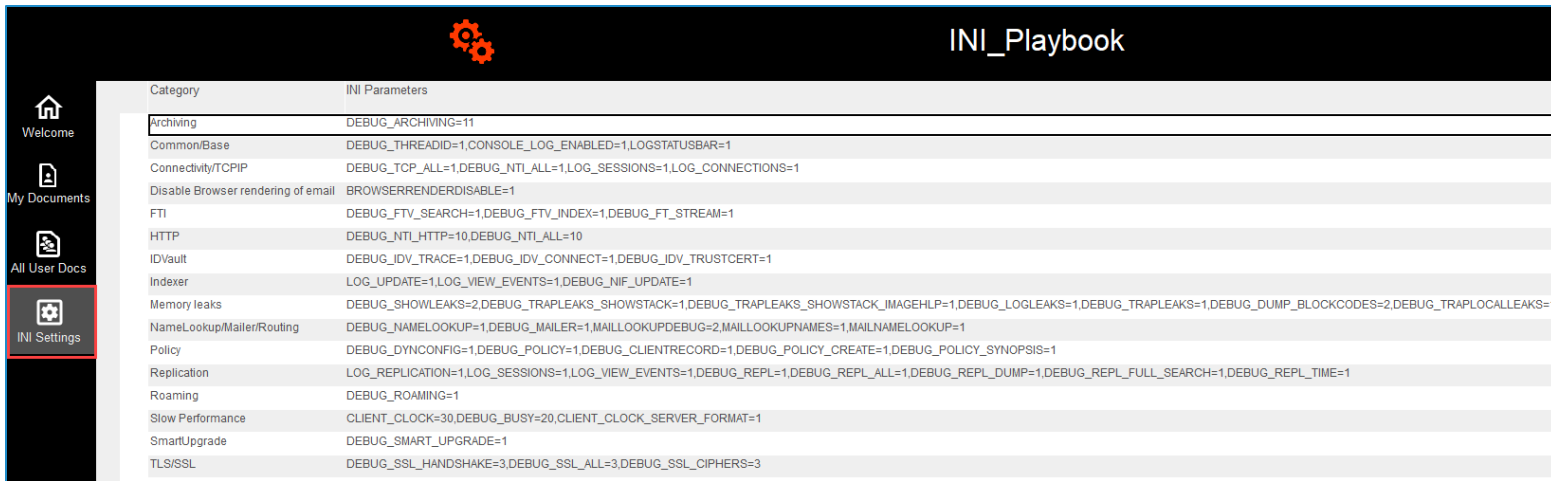


```
[Notes]
KitType=1
Directory=c:\Program Files\HCL\Notes\Data
InstallType=2
InstallMode=1
NotesProgram=c:\Program Files\HCL\Notes\
FaultRecovery_Build=Release 12.0.2
TCPIP=TCP,0,15,0,,45088,
Ports=TCPIP
EXTMGR_ADDINS=mc.dll
KeyFileName=user.id
KeyFileName_Owner=CN=christoph adler/O=panagenda
MailServer=CN=cronus/O=panagenda
Log=log.nsf, 1, 0, 7, 30000
TemplateSetup=1200200
CertificateExpChecked=user.id 06.04.2023
RequestCertTableUpdate=user.id 17.04.2023
Timezone=-1
DSTLAW=3,-1,1,10,-1,1
USING_LOCAL_SHARED_MEM=1
LOCAL_SHARED_MEM_SESSION_ID=1
SU_IN_PROGRESS=0
SU_NEXT_UPDATE=18.04.2023 08:01:53
SU_FILE_CLEANUP=C:\Users\cadler\AppData\Roaming\smkits
SUT_NEXT_UPDATE=18.04.2023 08:01:53
EDITEXP6=PDF Document,2,_XPDF,,.PDF,,18,
FontIncrease=0
StandardWorkspace=1
DST=1
MailType=1
$$HasLANPort=1
$IEVersionMajor=10
WMDSP_SYNC_BROWSERCACHE=0
WMDSP_PREFETCH_OBJECT=0
EnableJavaApplets=1
EnablePlugins=1
Preferences=1082281073
```

Ln 15, Col 22 | 100% | Windows (CRLF) | UTF-8

What's inside the Troubleshooting/log files?

➤ Have you ever heard about the “Notes.ini Playbook”?



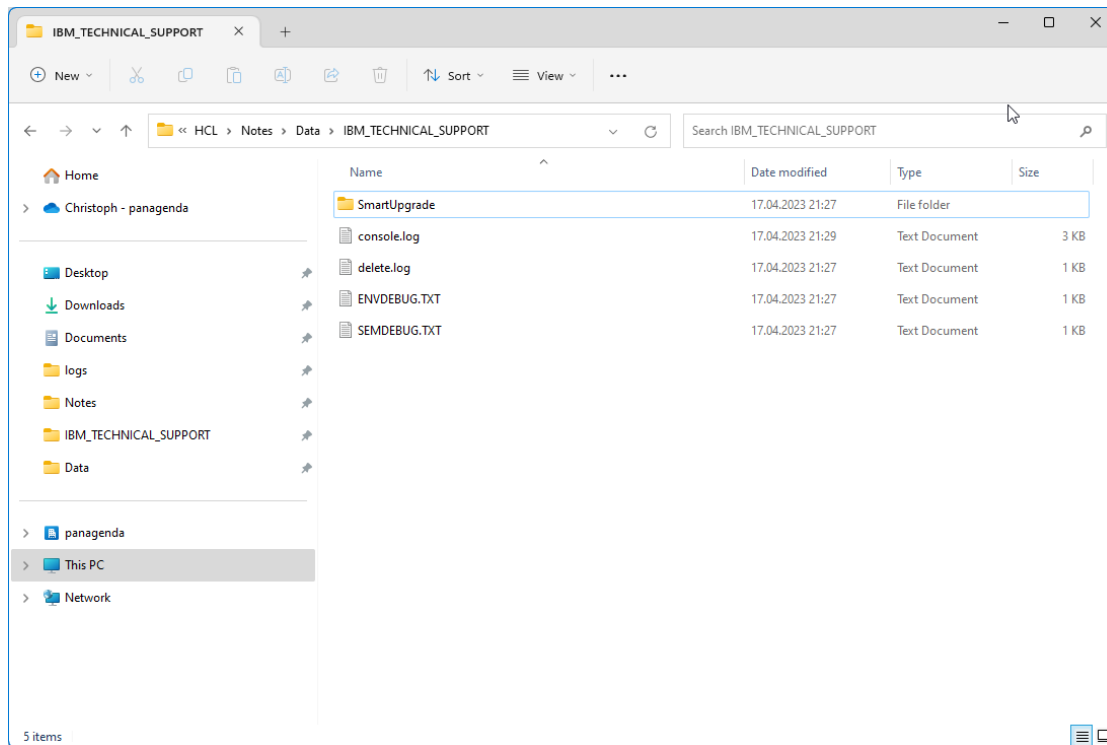
Category	INI Parameters
Archiving	DEBUG_ARCHIVING=11
Common/Base	DEBUG_THREADID=1,CONSOLE_LOG_ENABLED=1,LOGSTATUSBAR=1
Connectivity/TCP/IP	DEBUG_TCP_ALL=1,DEBUG_NTI_ALL=1,LOG_SESSIONS=1,LOG_CONNECTIONS=1
Disable Browser rendering of email	BROWSERRENDERDISABLE=1
FTI	DEBUG_FTV_SEARCH=1,DEBUG_FTV_INDEX=1,DEBUG_FT_STREAM=1
HTTP	DEBUG_NTI_HTTP=10,DEBUG_NTI_ALL=10
IDVault	DEBUG_IDV_TRACE=1,DEBUG_IDV_CONNECT=1,DEBUG_IDV_TRUSTCERT=1
Indexer	LOG_UPDATE=1,LOG_VIEW_EVENTS=1,DEBUG_NIF_UPDATE=1
Memory leaks	DEBUG_SHOWLEAKS=2,DEBUG_TRAPLEAKS_SHOWSTACK=1,DEBUG_TRAPLEAKS_SHOWSTACK_IMAGEHELP=1,DEBUG_LOGLEAKS=1,DEBUG_TRAPLEAKS=1,DEBUG_DUMP_BLOCKCODES=2,DEBUG_TRAPLOCALLEAKS=1
NameLookup/Mailer/Routing	DEBUG_NAMELOOKUP=1,DEBUG_MAILER=1,MAILLOOKUPDEBUG=2,MAILLOOKUPNAMES=1,MAILNAMELOOKUP=1
Policy	DEBUG_DYNCONFIG=1,DEBUG_POLICY=1,DEBUG_CLIENTRECORD=1,DEBUG_POLICY_CREATE=1,DEBUG_POLICY_SYNOPSIS=1
Replication	LOG_REPLICATION=1,LOG_SESSIONS=1,LOG_VIEW_EVENTS=1,DEBUG_REPL=1,DEBUG_REPL_ALL=1,DEBUG_REPL_DUMP=1,DEBUG_REPL_FULL_SEARCH=1,DEBUG_REPL_TIME=1
Roaming	DEBUG_ROAMING=1
Slow Performance	CLIENT_CLOCK=30,DEBUG_BUSY=20,CLIENT_CLOCK_SERVER_FORMAT=1
SmartUpgrade	DEBUG_SMART_UPGRADE=1
TLS/SSL	DEBUG_SSL_HANDSHAKE=3,DEBUG_SSL_ALL=3,DEBUG_SSL_CIPHERS=3



SCAN ME

What's inside the Troubleshooting/log files?

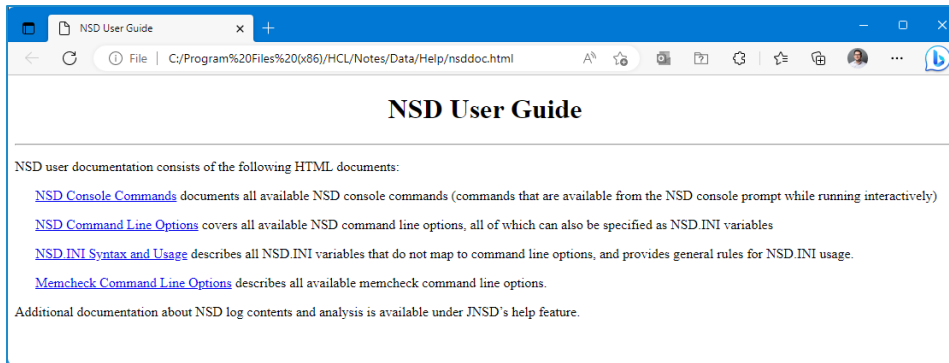
➤ IBM_TECHNICAL_SUPPORT → healthy



What's inside the Troubleshooting/log files?

➤ IBM_TECHNICAL_SUPPORT

- Before your run an NSD, check the available options in “Data\Help\nsddoc.html” on your Notes Admin/Designer client

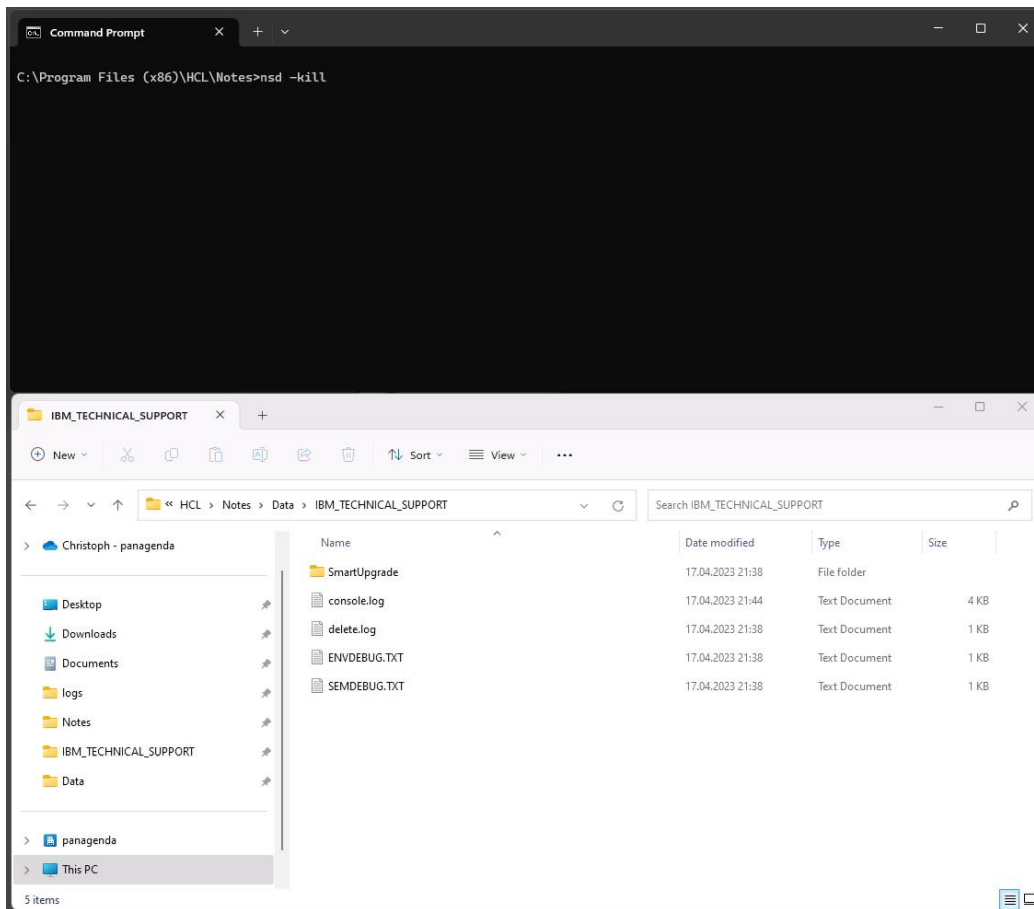


- To get a better understanding, the C-API Documentation is important to be able to read and understand NSD's better – see here:

<https://github.com/HCL-TECH-SOFTWARE/domino-c-api-docs>

What's inside the Troubleshooting/log files?

➤ IBM_TECHNICAL_SUPPORT



The screenshot displays a Windows Command Prompt window and a File Explorer window. The Command Prompt shows the current directory as `C:\Program Files (x86)\HCL\Notes` and the command `nsd -kill` has been entered. The File Explorer window shows the contents of the `IBM_TECHNICAL_SUPPORT` folder, which includes a subfolder `SmartUpgrade` and four text files: `console.log`, `delete.log`, `ENVDEBUG.TXT`, and `SEMDEBUG.TXT`.

Name	Date modified	Type	Size
SmartUpgrade	17.04.2023 21:38	File folder	
console.log	17.04.2023 21:44	Text Document	4 KB
delete.log	17.04.2023 21:38	Text Document	1 KB
ENVDEBUG.TXT	17.04.2023 21:38	Text Document	1 KB
SEMDEBUG.TXT	17.04.2023 21:38	Text Document	1 KB

What's inside the Troubleshooting/log files?



➤ IBM_TECHNICAL_SUPPORT

- If you ever have the need to manually run an NSD on macOS – follow the steps below:

For Notes 12.0.x

1. Command → `/bin/bash"/Applications/HCL Notes.app/Contents/Resources/Support/nsd.sh"`
2. Finder → `~/Library/Application Support/HCL Notes Data/IBM Technical Support`

Hint:

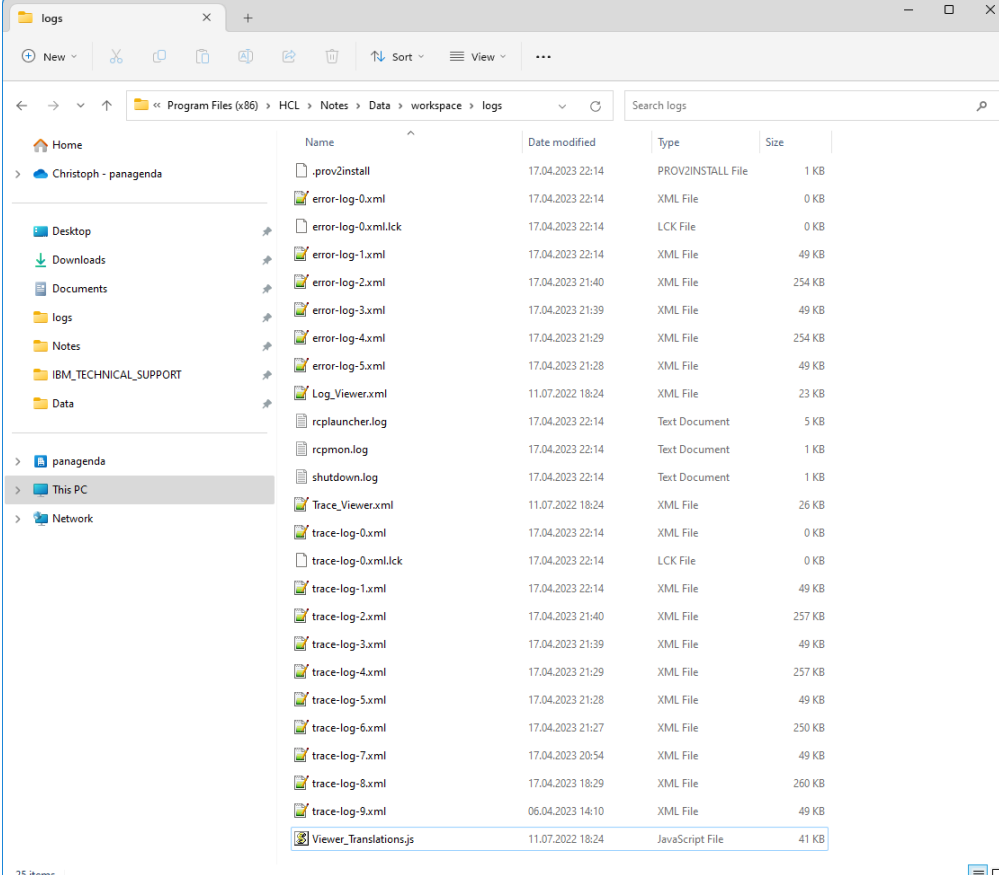
If you need to force a shutdown of the Notes processes with the NSD command, add `<space> -kill` after `nsd.sh` in the command line. Do this after running the full NSD (without `-kill`).

Source:

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0080556

What's inside the Troubleshooting/log files?

➤ **Workspace\logs → healthy**

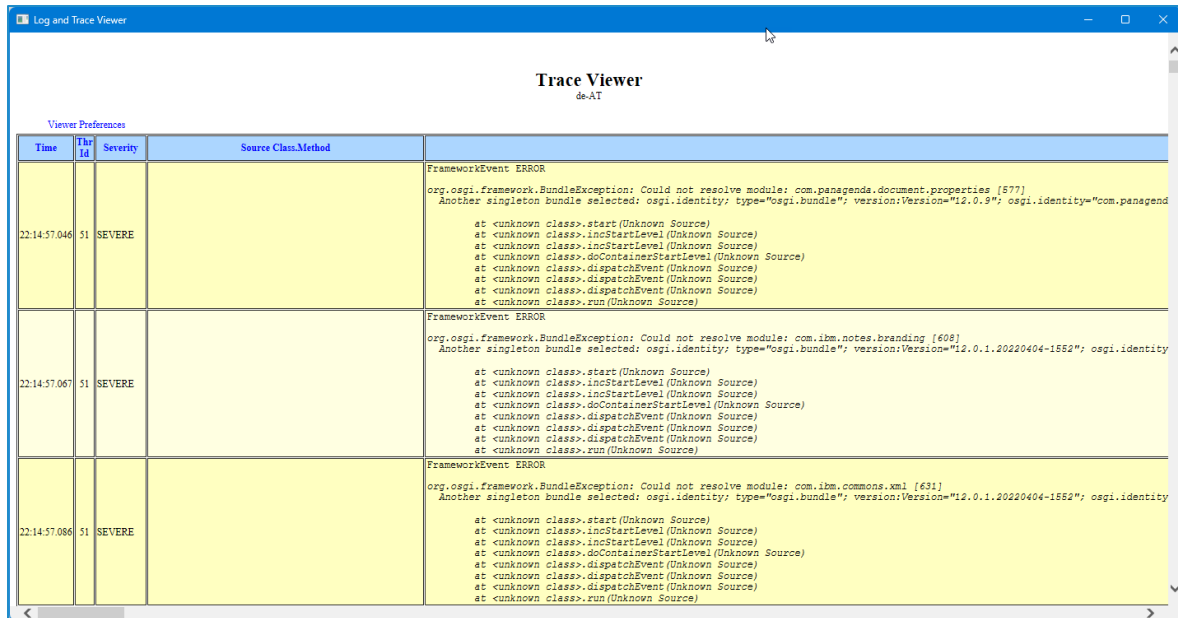
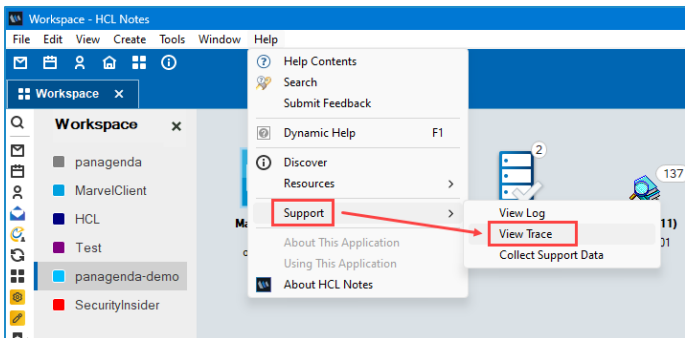


The screenshot shows a Windows File Explorer window titled 'logs'. The address bar indicates the path: Program Files (x86) > HCL > Notes > Data > workspace > logs. The left sidebar shows the navigation pane with 'This PC' selected. The main pane displays a list of 25 items in a table format.

Name	Date modified	Type	Size
.prov2install	17.04.2023 22:14	PROV2INSTALL File	1 KB
error-log-0.xml	17.04.2023 22:14	XML File	0 KB
error-log-0.xml.lck	17.04.2023 22:14	LCK File	0 KB
error-log-1.xml	17.04.2023 22:14	XML File	49 KB
error-log-2.xml	17.04.2023 21:40	XML File	254 KB
error-log-3.xml	17.04.2023 21:39	XML File	49 KB
error-log-4.xml	17.04.2023 21:29	XML File	254 KB
error-log-5.xml	17.04.2023 21:28	XML File	49 KB
Log_Viewer.xml	11.07.2022 18:24	XML File	23 KB
rcplauncher.log	17.04.2023 22:14	Text Document	5 KB
rcpmon.log	17.04.2023 22:14	Text Document	1 KB
shutdown.log	17.04.2023 22:14	Text Document	1 KB
Trace_Viewer.xml	11.07.2022 18:24	XML File	26 KB
trace-log-0.xml	17.04.2023 22:14	XML File	0 KB
trace-log-0.xml.lck	17.04.2023 22:14	LCK File	0 KB
trace-log-1.xml	17.04.2023 22:14	XML File	49 KB
trace-log-2.xml	17.04.2023 21:40	XML File	257 KB
trace-log-3.xml	17.04.2023 21:39	XML File	49 KB
trace-log-4.xml	17.04.2023 21:29	XML File	257 KB
trace-log-5.xml	17.04.2023 21:28	XML File	49 KB
trace-log-6.xml	17.04.2023 21:27	XML File	250 KB
trace-log-7.xml	17.04.2023 20:54	XML File	49 KB
trace-log-8.xml	17.04.2023 18:29	XML File	260 KB
trace-log-9.xml	06.04.2023 14:10	XML File	49 KB
Viewer_Translations.js	11.07.2022 18:24	JavaScript File	41 KB

What's inside the Troubleshooting/log files?

➤ Workspace\logs

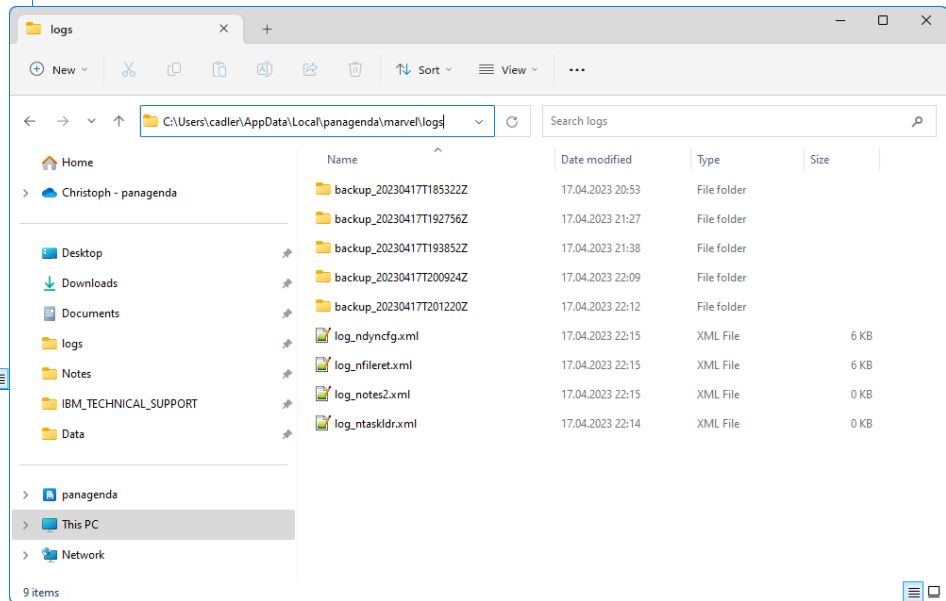
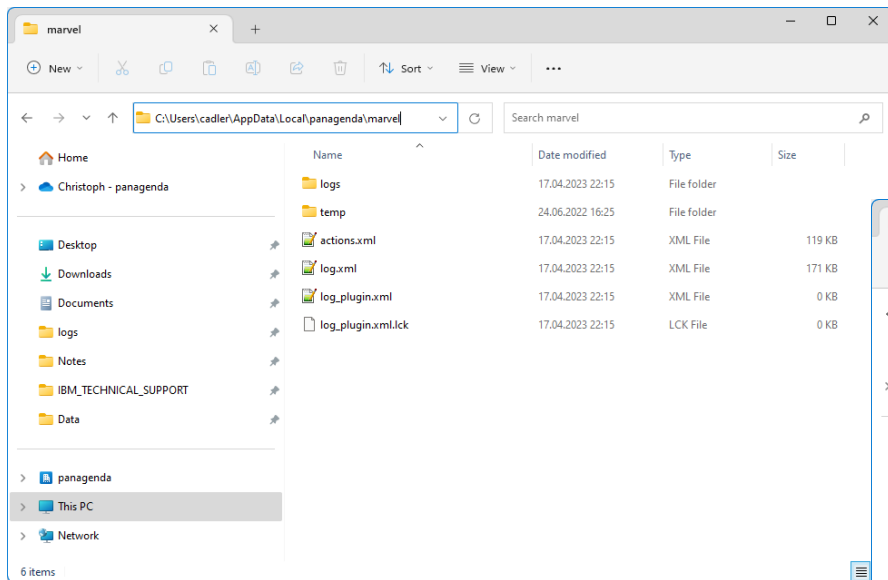


The screenshot shows the 'Log and Trace Viewer' application. The title bar reads 'Log and Trace Viewer'. The main content area is titled 'Trace Viewer de.AT'. Below the title is a 'Viewer Preferences' section. The main area contains a table with columns: 'Time', 'Thr Id', 'Severity', 'Source Class.Method', and a large text area for the log details. The table lists three error entries, all with a severity of 'SEVERE'.

Time	Thr Id	Severity	Source Class.Method	
22:14:57.046	51	SEVERE		FrameworkEvent ERROR org.osgi.framework.BundleException: Could not resolve module: com.panagenda.document.properties [577] Another singleton bundle selected: osgi.identity; type="osgi.bundle"; version=Version="12.0.9"; osgi.identity="com.panagenda.document.properties" at <unknown class>.start(Unknown Source) at <unknown class>.incStartLevel(Unknown Source) at <unknown class>.incStartLevel(Unknown Source) at <unknown class>.doContainerStartLevel(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.run(Unknown Source)
22:14:57.067	51	SEVERE		FrameworkEvent ERROR org.osgi.framework.BundleException: Could not resolve module: com.ibm.notes.branding [608] Another singleton bundle selected: osgi.identity; type="osgi.bundle"; version=Version="12.0.1.20220404-1552"; osgi.identity="com.ibm.notes.branding" at <unknown class>.start(Unknown Source) at <unknown class>.incStartLevel(Unknown Source) at <unknown class>.doContainerStartLevel(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.run(Unknown Source)
22:14:57.086	51	SEVERE		FrameworkEvent ERROR org.osgi.framework.BundleException: Could not resolve module: com.ibm.commons.xml [631] Another singleton bundle selected: osgi.identity; type="osgi.bundle"; version=Version="12.0.1.20220404-1552"; osgi.identity="com.ibm.commons.xml" at <unknown class>.start(Unknown Source) at <unknown class>.incStartLevel(Unknown Source) at <unknown class>.incStartLevel(Unknown Source) at <unknown class>.doContainerStartLevel(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.dispatchEvent(Unknown Source) at <unknown class>.run(Unknown Source)

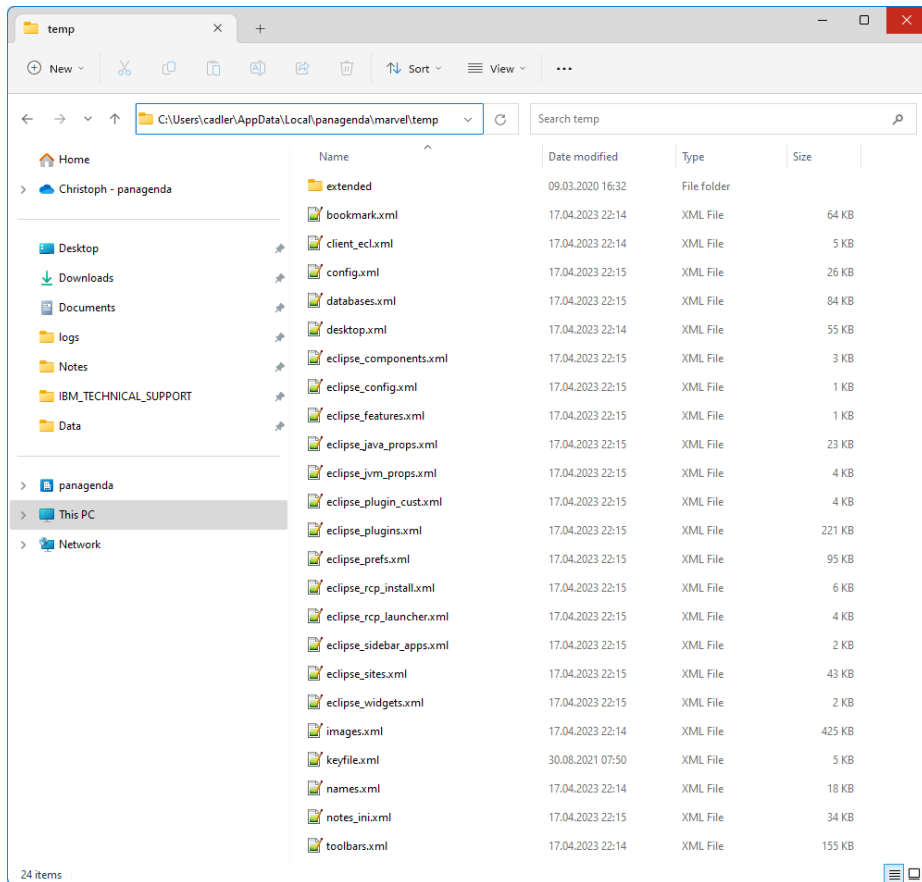
What's inside the Troubleshooting/log files?

➤ panagenda\pmc OR \marvel



What's inside the Troubleshooting/log files?

➤ **panagenda\pmc OR \marvel**



The screenshot shows a Windows File Explorer window titled 'temp' with the address bar set to 'C:\Users\cadler\AppData\Local\panagenda\marvel\temp'. The left sidebar shows the navigation pane with 'This PC' selected. The main pane displays a list of files and folders:

Name	Date modified	Type	Size
extended	09.03.2020 16:32	File folder	
bookmark.xml	17.04.2023 22:14	XML File	64 KB
client_ecl.xml	17.04.2023 22:14	XML File	5 KB
config.xml	17.04.2023 22:15	XML File	26 KB
databases.xml	17.04.2023 22:15	XML File	84 KB
desktop.xml	17.04.2023 22:14	XML File	55 KB
eclipse_components.xml	17.04.2023 22:15	XML File	3 KB
eclipse_config.xml	17.04.2023 22:15	XML File	1 KB
eclipse_features.xml	17.04.2023 22:15	XML File	1 KB
eclipse_java_props.xml	17.04.2023 22:15	XML File	23 KB
eclipse_jvm_props.xml	17.04.2023 22:15	XML File	4 KB
eclipse_plugin_cust.xml	17.04.2023 22:15	XML File	4 KB
eclipse_plugins.xml	17.04.2023 22:15	XML File	221 KB
eclipse_prefs.xml	17.04.2023 22:15	XML File	95 KB
eclipse_rcp_install.xml	17.04.2023 22:15	XML File	6 KB
eclipse_rcp_launcher.xml	17.04.2023 22:15	XML File	4 KB
eclipse_sidebar_apps.xml	17.04.2023 22:15	XML File	2 KB
eclipse_sites.xml	17.04.2023 22:15	XML File	43 KB
eclipse_widgets.xml	17.04.2023 22:15	XML File	2 KB
images.xml	17.04.2023 22:14	XML File	425 KB
keyfile.xml	30.08.2021 07:50	XML File	5 KB
names.xml	17.04.2023 22:14	XML File	18 KB
notes_ini.xml	17.04.2023 22:15	XML File	34 KB
toolbars.xml	17.04.2023 22:14	XML File	155 KB

24 items

What's inside the Troubleshooting/log files?



➤ panagenda\pmc OR \marvel → log.xml

```
1 <document>
2 <log>
3 <le><t>20</t><l>0</l><m>new thread detected; boost ID: 'c7ec' OS thread ID: '51180'</m></le>
4 <le><t>20</t><l>2</l><f>MainEntryPoint</f><m>init curl (version: 7.78.0)</m></le>
5 <le><t>24</t><l>2</l><m>SetHooks_Shutdown</m></le>
6 <le><t>24</t><l>2</l><f>LDR::Init</f><m>initialize config</m></le>
7 <le><t>142</t><l>2</l><f>LDR::Init</f><m>initialize log</m></le>
8 <le><t>155</t><l>2</l><m>panagenda MarvelClient 12.0.56.9988 (32-bit) C:20221031T151630 B:20221031T153317</m></le>
9 <le><t>155</t><l>2</l><m>Supported Client versions up to Notes 12</m></le>
10 <le><t>155</t><l>2</l><m>now: 20230417T201220Z == 20230417T221220Z</m></le>
11 <le><t>155</t><l>2</l><m>client: Release 12.0.1FP1|March 30, 2022</m></le>
12 <le><t>155</t><l>2</l><f>LDR::Init</f><m>register filesystem namespace</m></le>
13 <le><t>155</t><l>2</l><f>LDR::Init</f><m>initializing eclipse info</m></le>
14 <le><t>156</t><l>2</l><f>ECM:MCPlugin:Init</f><m>workspace directory from OSGetRPCDataDir: c:\Program Files (x86)\HCL\Notes\Data\workspace</m></le>
15 <le><t>163</t><l>2</l><f>ECM:MCPlugin:Init</f><m>plugin version 12.0.2 referenced in platform.xml workspace section</m></le>
16 <le><t>163</t><l>2</l><f>LDR:Init</f><m>reading db paths from INI</m></le>
17 <le><t>163</t><l>2</l><m>refreshing config variables configdb.* based on notes.ini</m></le>
18 <le><t>163</t><l>2</l><f>AM::ActionMan_Impl::RefreshConfigDBLocation</f><m>config db fallback lastreachable dblocation: CN=cronus/O=panagenda!!panagenda\panagenda.nsf</m></le>
19 <le><t>163</t><l>2</l><f>AM::ActionMan_Impl::RefreshConfigDBLocation</f><m>cannot find INI variable MC_DB, using default: %notes_homeserver%!panagenda\panagenda.nsf</m></le>
20 <le><t>163</t><l>2</l><f>AM::ActionMan_Impl::RefreshConfigDBLocation</f><m>config db dblocation: %notes_homeserver%!panagenda\panagenda.nsf</m></le>
21 <le><t>164</t><l>2</l><f>AM::ActionMan_Impl::RefreshConfigDBLocation</f><m>homeserver could not be resolved, using config db fallback lastreachable dblocation: CN=cronus/O=panagenda!!panag
22 <le><t>164</t><l>2</l><f>AM::ActionMan_Impl::RefreshConfigDBLocation</f><m>config db fallback public names dblocation: %notes_homeserver!!names.nsf</m></le>
23 <le><t>164</t><l>0</l><c>ERROR</c><m>could not get path to config db fallback public names: AM::ActionMan_Impl::RefreshConfigDBLocation: could not resolve %notes_homeserver%: AM::ActionMan_I
24 <le><t>193</t><l>2</l><m>=====</m></le>
25 <le><t>193</t><l>2</l><m>=====</m></le>
26 <le><t>193</t><l>2</l><m>init duration: 38</m></le>
27 <le><t>193</t><l>2</l><m>=====</m></le>
28 <le><t>193</t><l>2</l><m>=====</m></le>
29 <le><t>195</t><l>2</l><f>FM::KeyFileInfo::Set</f><m>ID File: c:\Program Files (x86)\HCL\Notes\Data\user_id [8736b03c40381d6195200317b33841ca]</m></le>
30 <le><t>195</t><l>2</l><m>=====</m></le>
31 <le><t>195</t><l>2</l><m>=====</m></le>
32 <le><t>195</t><l>2</l><m>gap_init_beforeLoginpre duration: 2</m></le>
33 <le><t>195</t><l>2</l><m>=====</m></le>
34 <le><t>195</t><l>2</l><m>=====</m></le>
35 <le><t>195</t><l>2</l><m>before login pre starting</m></le>
36 <le><t>197</t><l>2</l><m>not scanning path: 'c:\Program Files (x86)\HCL\Notes\Data\journal.nsf'; file does not exist</m></le>
37 <le><t>197</t><l>2</l><m>not scanning path: 'c:\Program Files (x86)\HCL\Notes\Data\notebook.nsf'; file does not exist</m></le>
38 <le><t>197</t><l>2</l><m>not scanning path: 'c:\Program Files (x86)\HCL\Notes\Data\roamingdata.nsf'; file does not exist</m></le>
39 <le><t>198</t><l>2</l><m>found new database: 'localfeedcontent.nsf' [C1258554:0032A486]</m></le>
40 <le><t>200</t><l>2</l><f>AM::ActionMan_Impl::XMLReadPrimary</f><m>reading actions</m></le>
41 <le><t>200</t><l>2</l><f>AM::ActionMan_Impl::XMLDownloadNetworkDir</f><m>downloading action xml from network directory: \\panagenda.local\files\mc-roaming\cadler</m></le>
42 <le><t>1436</t><l>2</l><f>AM::ActionMan_Impl::XMLDownloadNetworkDir</f><m>action xml on network directory hasn't changed since last upload '20230417T194431Z'; no download necessary</m></le>
43 <le><t>1436</t><l>2</l><f>AM::ActionXML</f><m>loading action xml 'C:\Users\cadler\AppData\Local\panagenda\marvel\actions.xml' (primary)</m></le>
```

What's inside the Troubleshooting/log files?

➤ **panagenda\pmc OR \marvel**

notes.ini entries for customizing MarvelClient		
MC_LogLevelThreshold	The default log level for panagenda MarvelClient is 2; increase to 3 or 4 only when so instructed by support	3 defaults to not set = 2
MC_LogToConsole	Logs all MarvelClient log.xml output into HCL Notes console.log, too	defaults to 1 as of MarvelClient (including Essentials) >= version 10. defaults to 0 for MarvelClient release < 10.



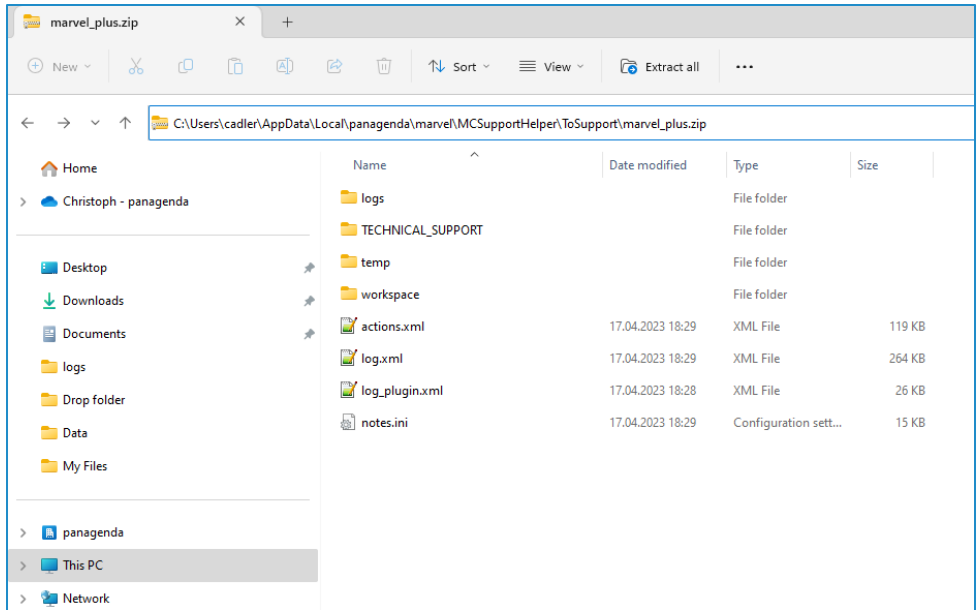
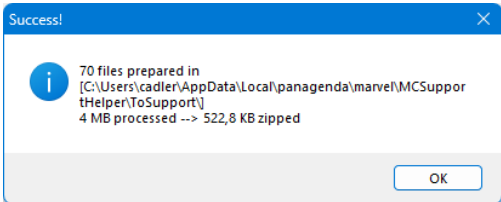
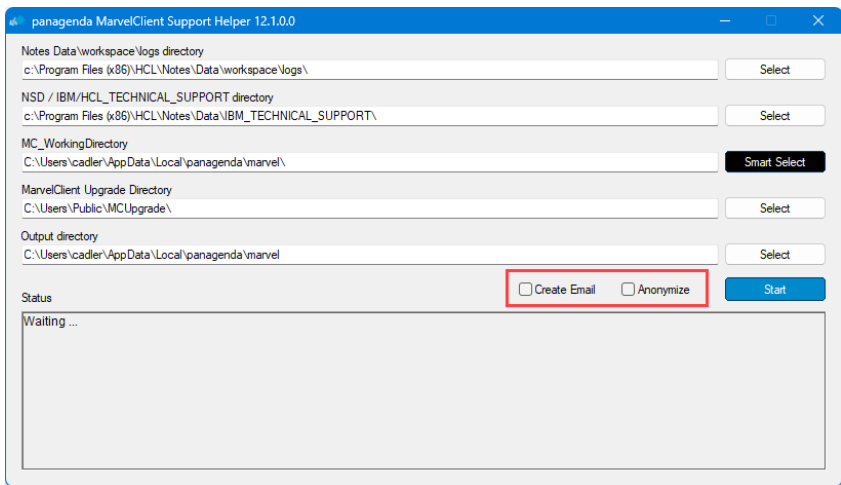


Bonus:
FREE MarvelClient Support Helper



Upgrade Your Time

MarvelClient Support Helper for Windows - FREE





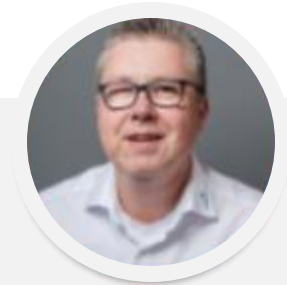
SupportHelper

FREE



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Your Feedback Matters to Us





Der Weg zur Exzellenz im Betrieb in HCL Notes und Nomad

Hybride Umgebungen und was sie für HCL Notes und Nomad bedeuten

04. Mai 2023

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Marc Thomas

HCL Ambassador & Senior Consultant
panagenda



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