

# HCL Notes and Nomad Troubleshooting for Dummies

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# 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.

- ▶ 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](https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0104362)

- **HCL FixList**

[https://ds\\_infolib.hcltechsw.com/lld/fixlist.nsf](https://ds_infolib.hcltechsw.com/lld/fixlist.nsf)

- **System Requirements**

[https://support.hcltechsw.com/csm?id=kb\\_article&sysparm\\_article=KB0101491](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**

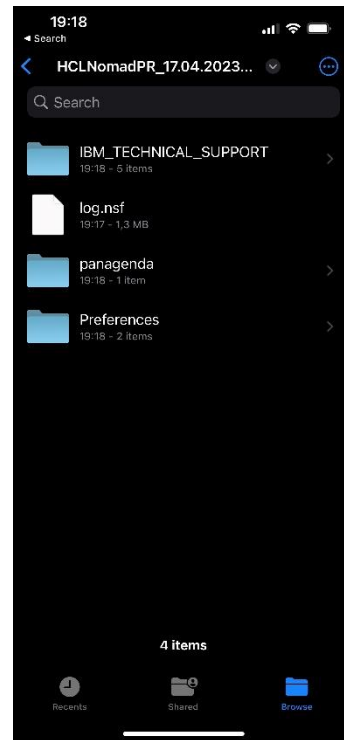
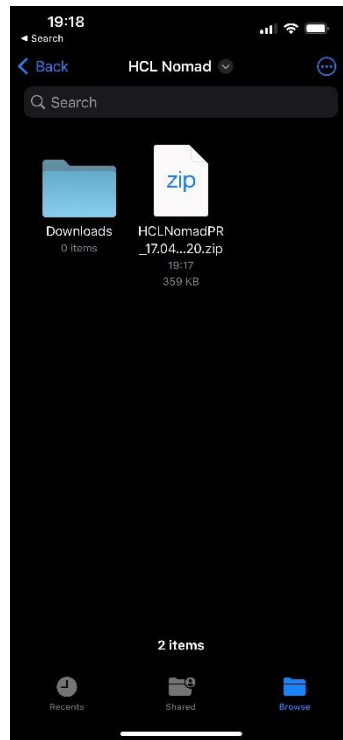
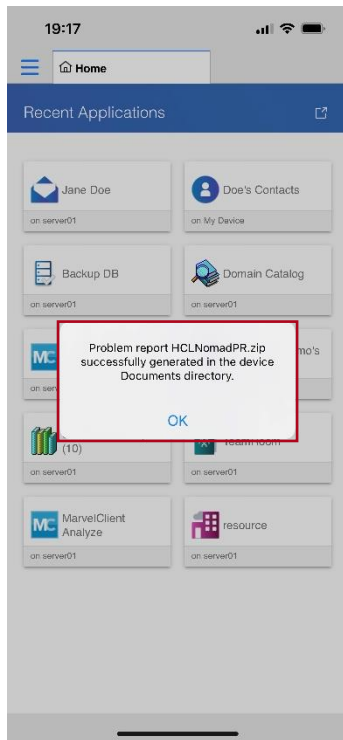
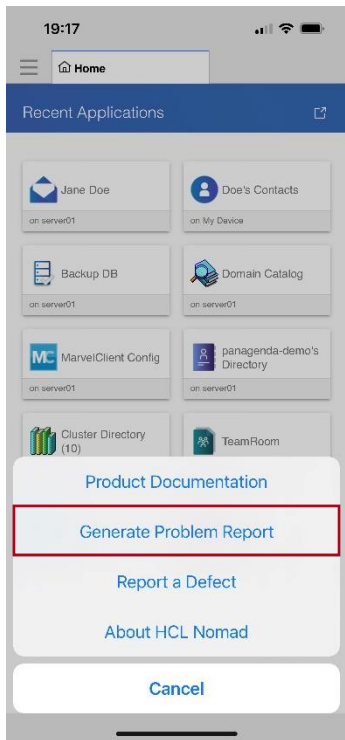
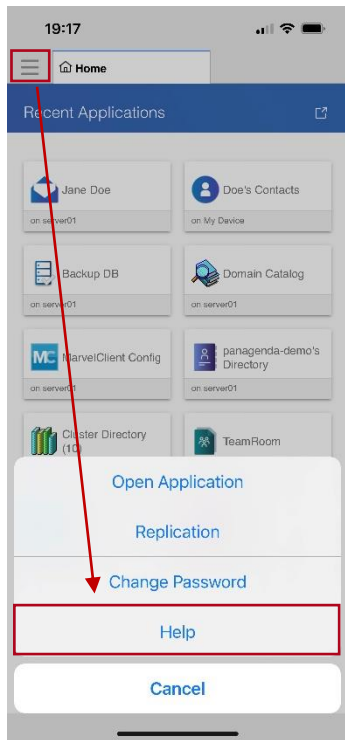
~/Library/Application Support/HCL Notes Data/IBM\_TECHNICAL\_SUPPORT  
~/Library/Application Support/HCL Notes Data/Expeditor/Applications/logs  
~/Library/Preferences/Notes Preferences → *notes.ini file*

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

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

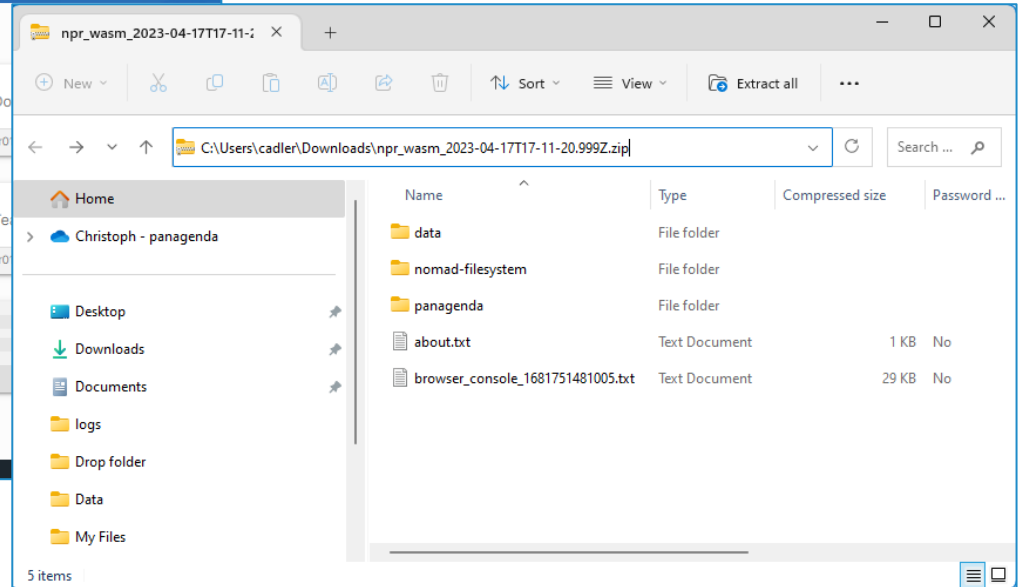
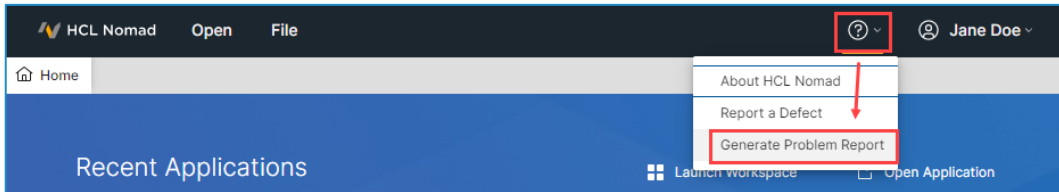
# Troubleshooting/log files – 3. iOS/Android

## ➤ Nomad (mobile)



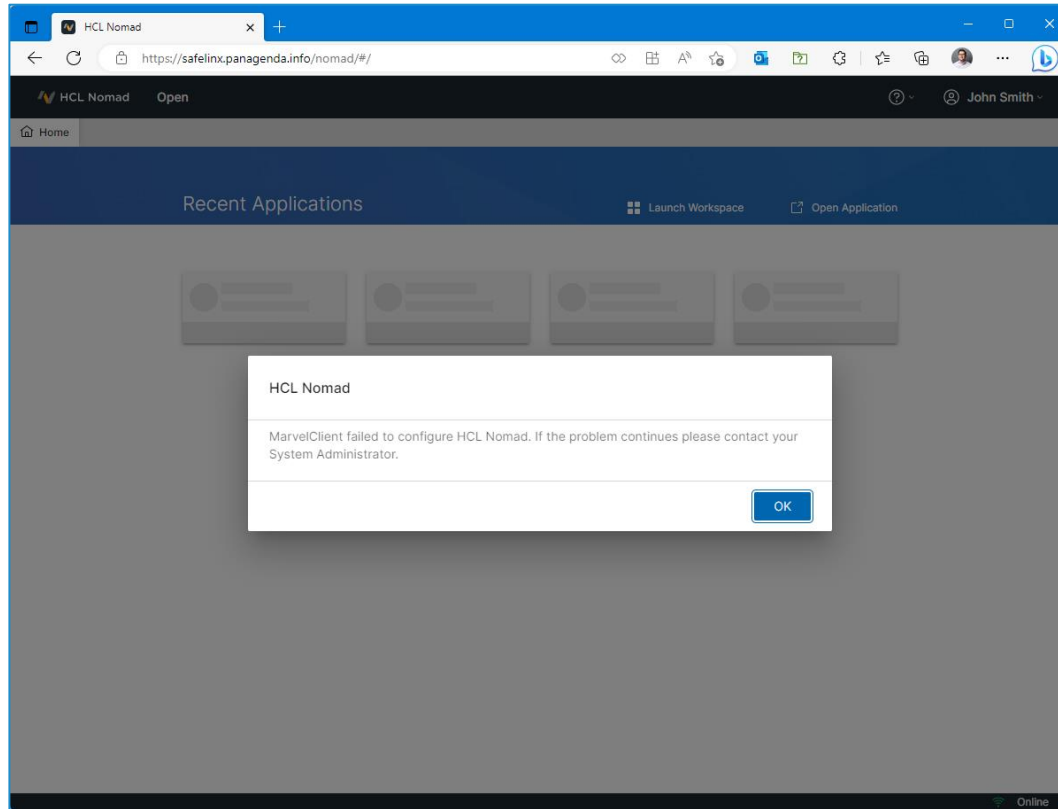
# Troubleshooting/log files – 4. Browsers

## ➤ Chrome, Edge & Firefox (non-mobile)



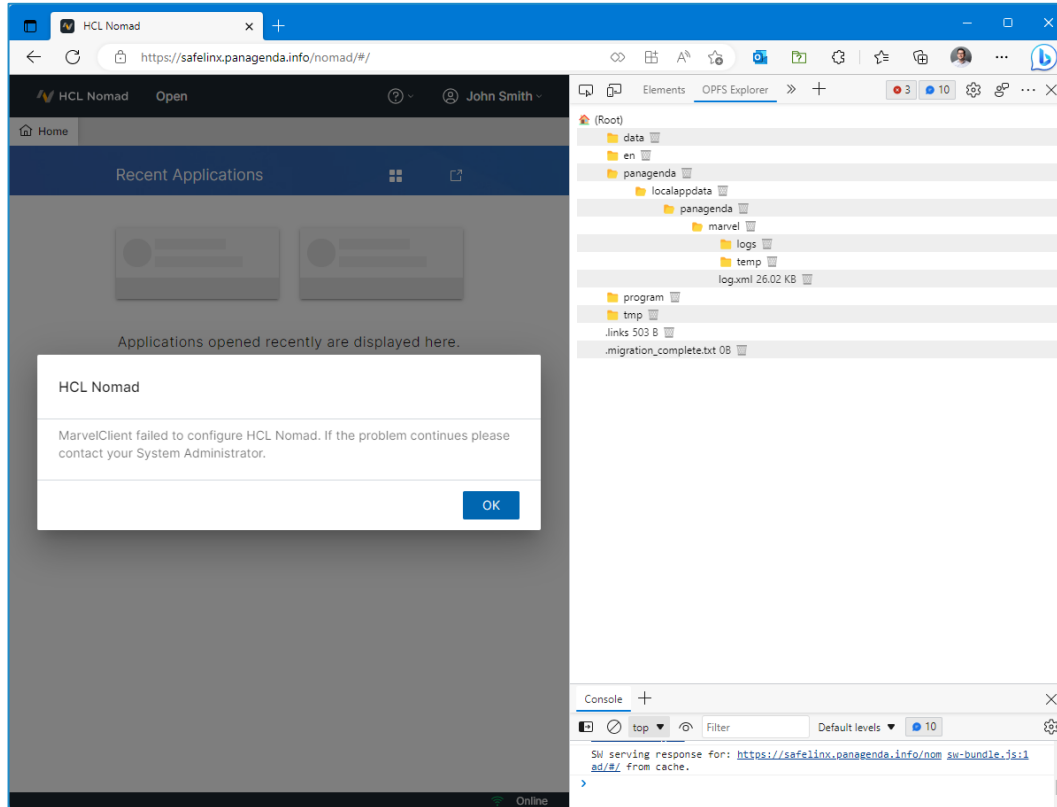
# Troubleshooting/log files – 4. Browsers (cont.)

➤ 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.)



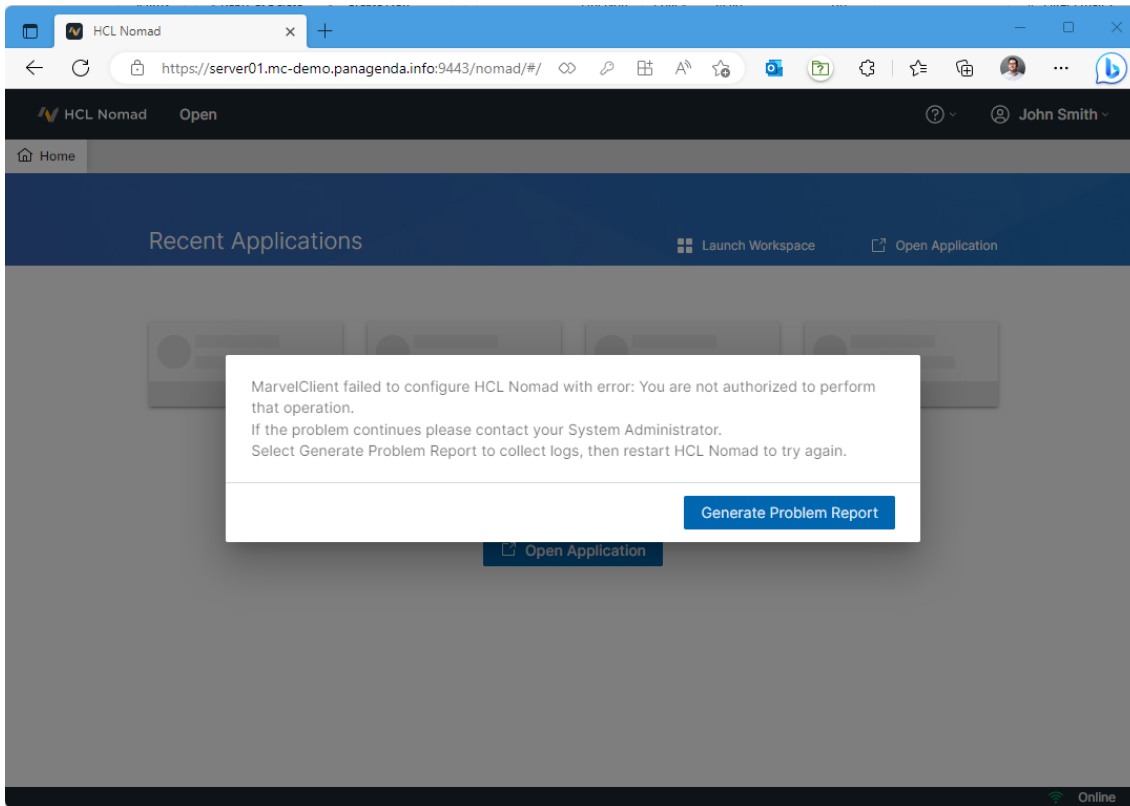
## ➤ What if you can't use "Generate Problem Report" (issue during start-up) ?

```
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.



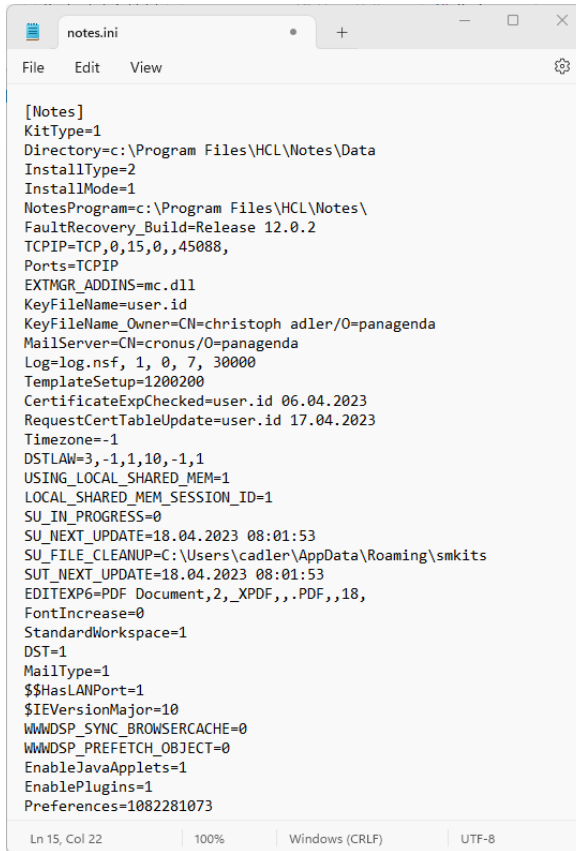
<https://tinyurl.com/OPFSExplorer>

A photograph of a football player in a white and blue uniform, wearing a white helmet, reaching up to catch a football. The player is on the left side of the frame. In the background, there are stadium lights and a crowd of spectators under a cloudy sky. A vertical blue line extends from the top of the word "Analysis" down to the football.

## Analysis

# What's inside the Troubleshooting/log files?

## ➤ Notes.ini

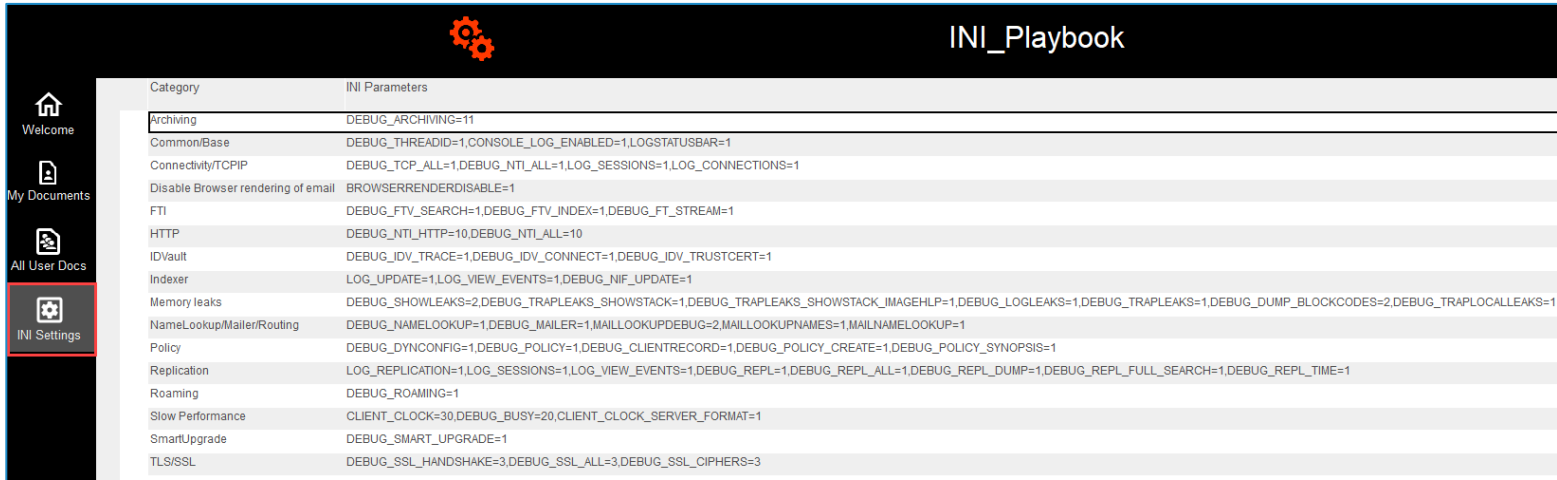


```
[Notes]
KitType=1
Directory=c:\Program Files\HCL\Notes\Data
InstallType=2
InstallMode=1
NotesProgram=c:\Program Files\HCL\Notes\
FaultRecovery_Build=Release 12.0.2
TCPIP=TCP,0,15,0,,45088,
Ports=TCPIP
EXTMGR_ADDINS=mc.dll
KeyFileName=user.id
KeyFileName_Owner=CN=christoph adler/O=panagenda
MailServer=CN=cronus/O=panagenda
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
WWWDSPP_SYNC_BROWSERCACHE=0
WWWDSPP_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”?



The screenshot shows a web interface titled "INI\_Playbook" with a sidebar on the left containing navigation icons for "Welcome", "My Documents", "All User Docs", and "INI Settings" (which is highlighted with a red border). The main content area displays a table with two columns: "Category" and "INI Parameters".

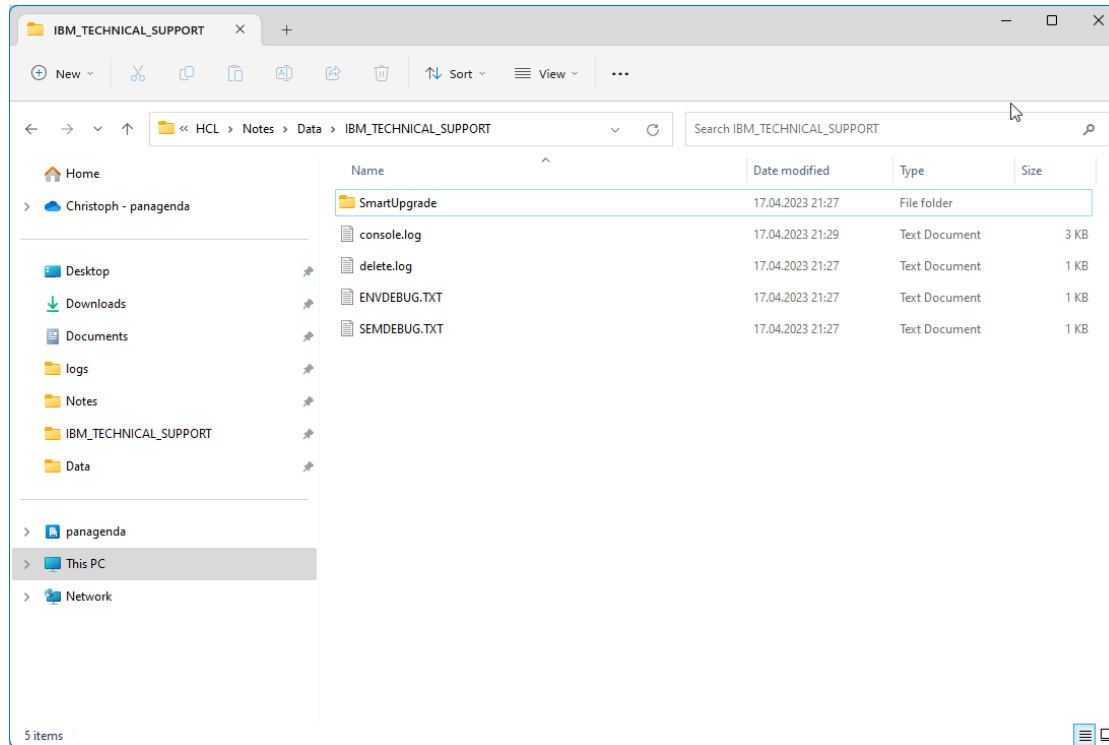
Category	INI Parameters
Archiving	DEBUG_ARCHIVING=11
CommonBase	DEBUG_THREADID=1,CONSOLE_LOG_ENABLED=1,LOGSTATUSBAR=1
Connectivity/TCP/IP	DEBUG_TCP_ALL=1,DEBUG_NTI_ALL=1,LOG_SESSIONS=1,LOG_CONNECTIONS=1
Disable Browser rendering of email	BROWSERRENDERDISABLE=1
FTI	DEBUG_FTV_SEARCH=1,DEBUG_FTV_INDEX=1,DEBUG_FT_STREAM=1
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?

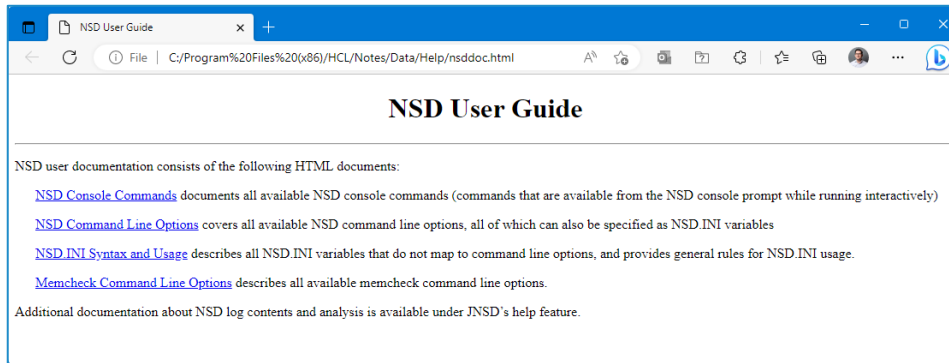
## ➤ IBM\_TECHNICAL\_SUPPORT → healthy



# What's inside the Troubleshooting/log files?

## ➤ IBM\_TECHNICAL\_SUPPORT

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

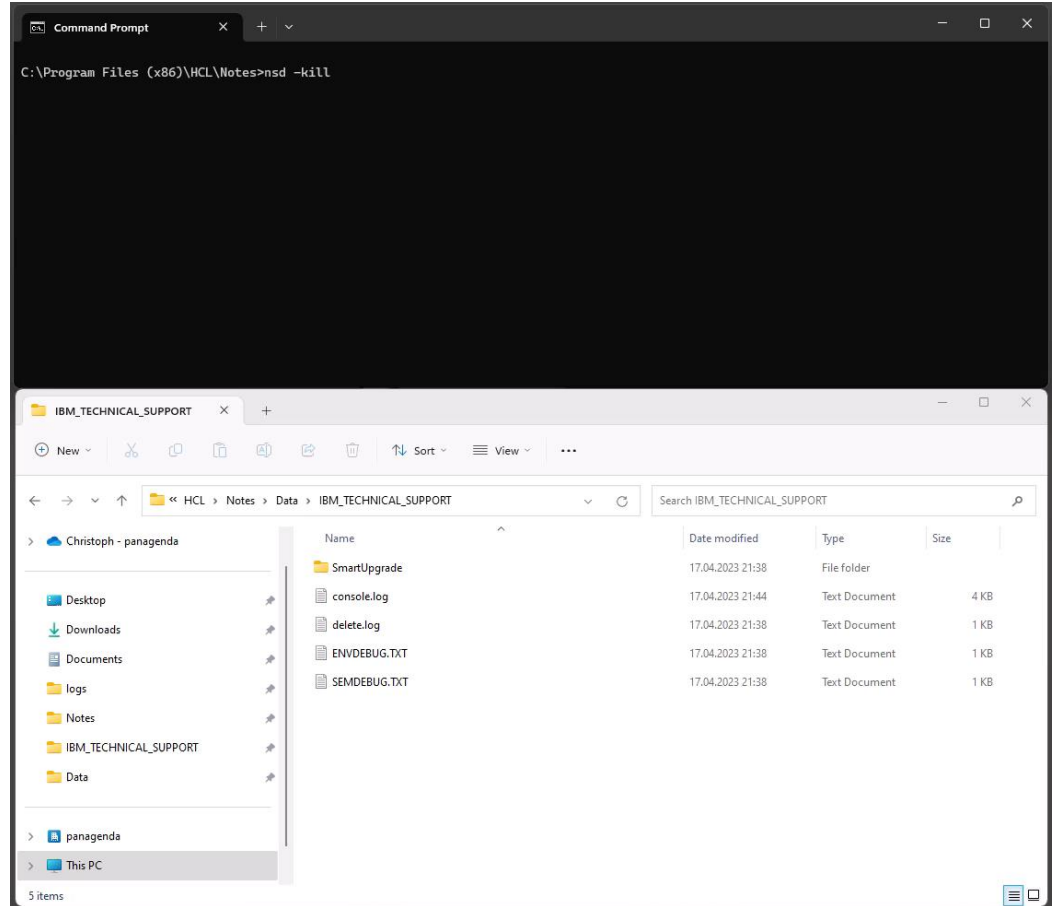


- To get a better understanding, the C-API Documentation is important to be able to read and understand NSD's better – see here:

<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 at the top, showing the command `C:\Program Files (x86)\HCL\Notes>nsd -kill`. Below it, a File Explorer window is open to the folder `C:\Program Files (x86)\HCL\Notes\Data\IBM_TECHNICAL_SUPPORT`. The folder contains the following items:

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:

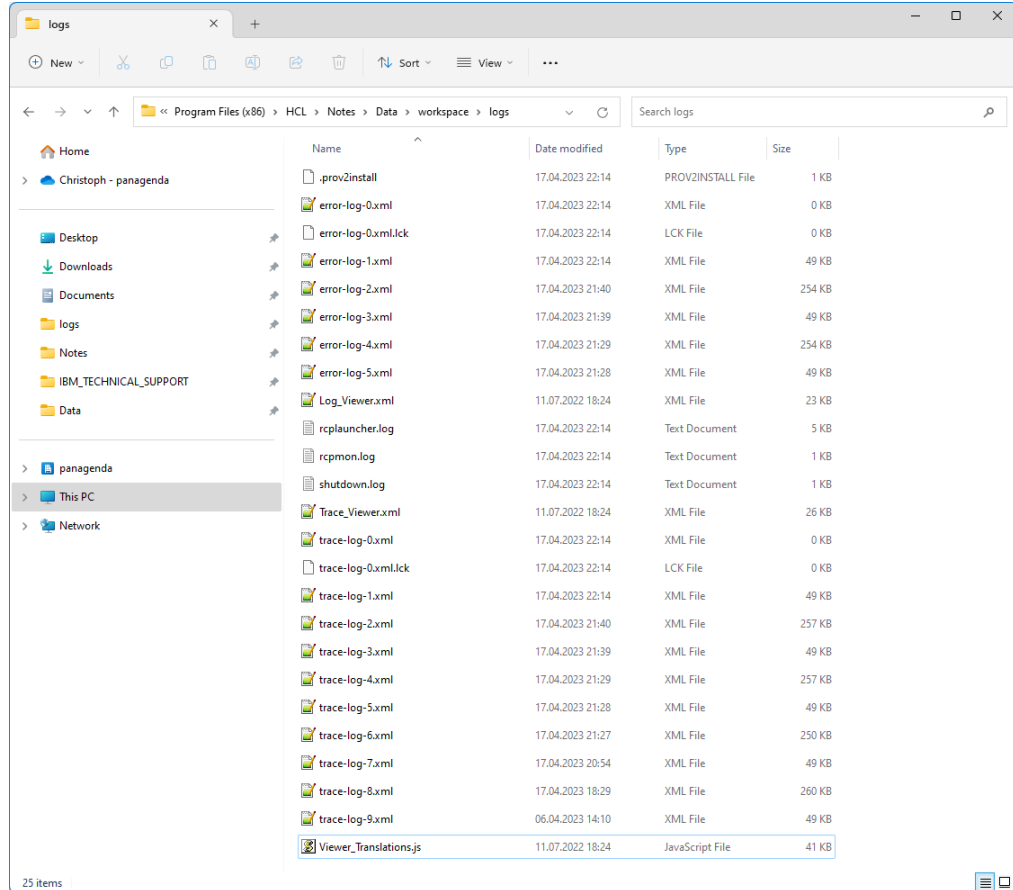
If you need to force a shutdown of the Notes processes with the NSD command, add `<space> -kill` after `nsd.sh` in the command line. Do this after running the full NSD (without `-kill`).

Source:

[https://support.hcltechsw.com/csm?id=kb\\_article&sysparm\\_article=KB0080556](https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0080556)

# What's inside the Troubleshooting/log files?

➤ **Workspace\logs → healthy**

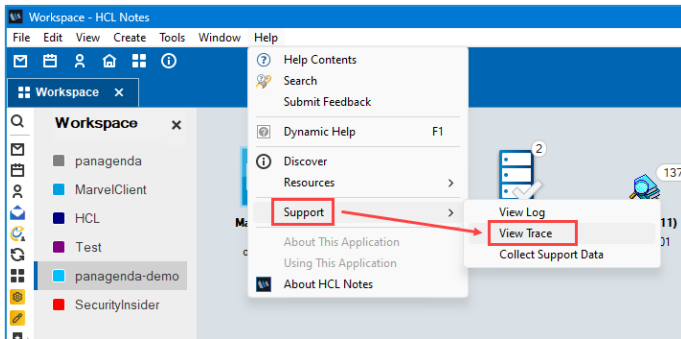


The screenshot shows a Windows File Explorer window titled "logs" with the address bar set to "Program Files (x86) > HCL > Notes > Data > workspace > logs". The left sidebar shows the navigation pane with "This PC" selected. The main pane displays a list of 25 files and folders. The files are organized into two groups: error logs and trace logs. The error logs include files like .prov2install, error-log-0.xml, error-log-0.xml.lck, error-log-1.xml, error-log-2.xml, error-log-3.xml, error-log-4.xml, error-log-5.xml, Log\_Viewer.xml, rcplauncher.log, rcpmon.log, shutdown.log, and Trace\_Viewer.xml. The trace logs include files like trace-log-0.xml, trace-log-0.xml.lck, trace-log-1.xml, trace-log-2.xml, trace-log-3.xml, trace-log-4.xml, trace-log-5.xml, trace-log-6.xml, trace-log-7.xml, trace-log-8.xml, trace-log-9.xml, and Viewer\_Translations.js. The "Viewer\_Translations.js" file is highlighted with a blue selection bar.

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



Log and Trace Viewer

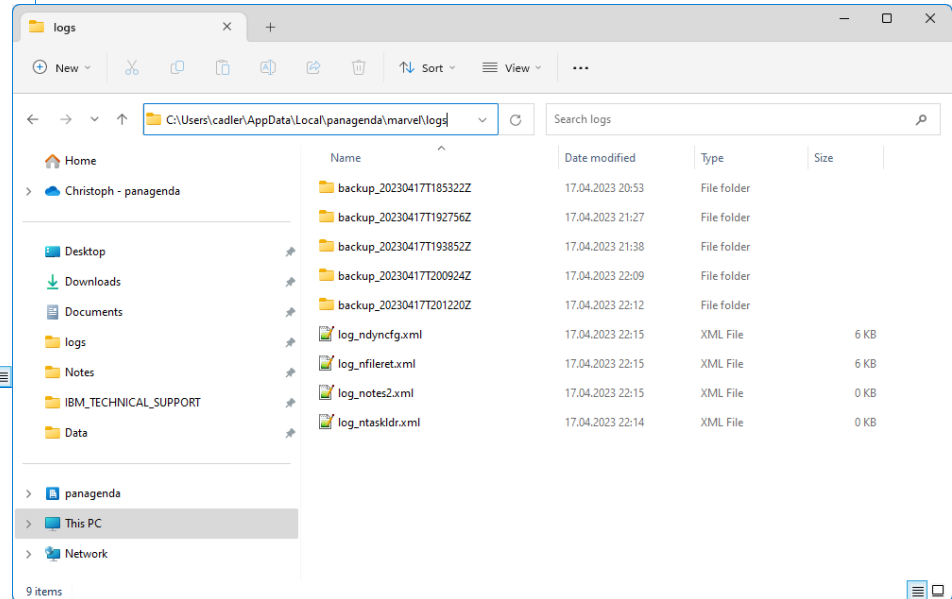
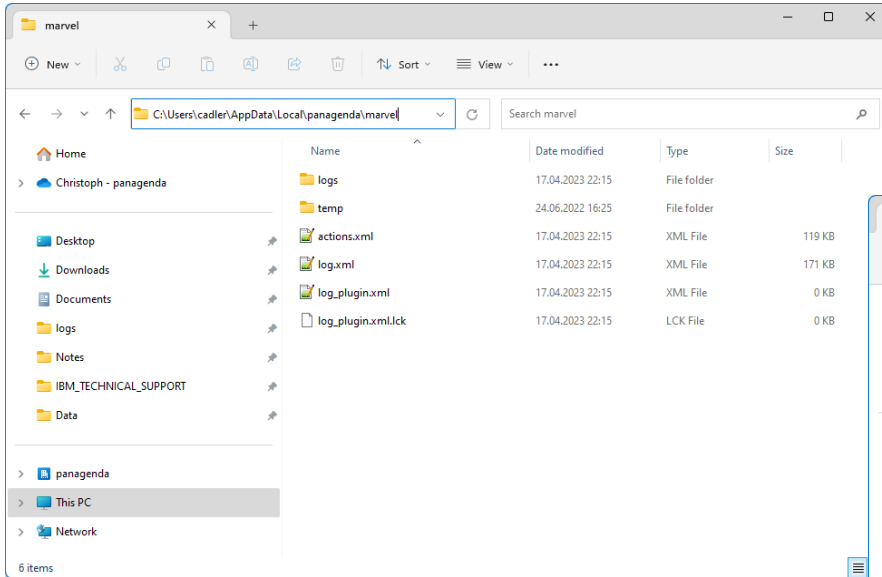
Trace Viewer  
de.AT

Viewer Preferences

Time	ThrId	Severity	Source Class.Method	
22:14:57.046	51	SEVERE		<pre>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 at &lt;unknown class&gt;.start(Unknown Source) at &lt;unknown class&gt;.incStartLevel(Unknown Source) at &lt;unknown class&gt;.incStartLevel(Unknown Source) at &lt;unknown class&gt;.doContainerStartLevel(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.run(Unknown Source)</pre>
22:14:57.067	51	SEVERE		<pre>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="12.0.1.20220404-1852"; osgi.identity at &lt;unknown class&gt;.start(Unknown Source) at &lt;unknown class&gt;.incStartLevel(Unknown Source) at &lt;unknown class&gt;.doContainerStartLevel(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.run(Unknown Source)</pre>
22:14:57.086	51	SEVERE		<pre>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="12.0.1.20220404-1852"; osgi.identity at &lt;unknown class&gt;.start(Unknown Source) at &lt;unknown class&gt;.incStartLevel(Unknown Source) at &lt;unknown class&gt;.incStartLevel(Unknown Source) at &lt;unknown class&gt;.doContainerStartLevel(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.dispatchEvent(Unknown Source) at &lt;unknown class&gt;.run(Unknown Source)</pre>

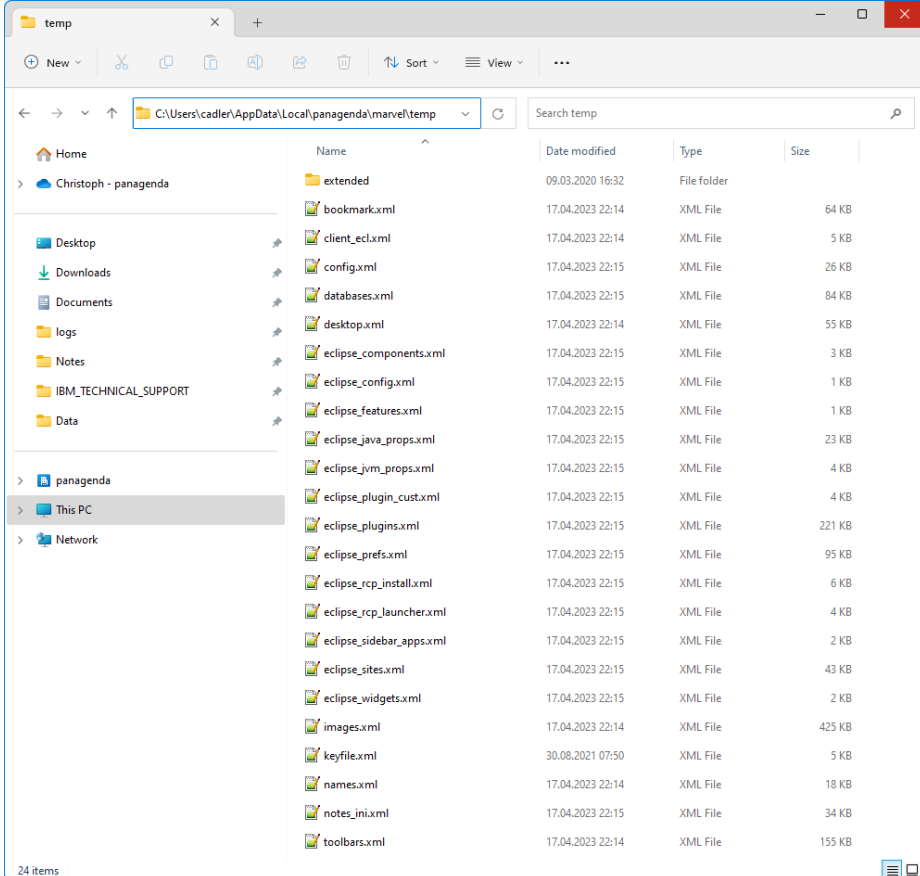
# What's inside the Troubleshooting/log files?

## ➤ 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 displaying '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 24 items in a table format.

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 <kdocument>
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 namespaces</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 sections</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><e>ERROR</e><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>FWL: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>sgap_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

panagenda MarvelClient Support Helper 12.1.0.0

Notes Data\workspace\logs directory  
c:\Program Files (x86)\HCL\Notes\Data\workspace\logs\ Select

NSD / IBM\HCL\_TECHNICAL\_SUPPORT directory  
c:\Program Files (x86)\HCL\Notes\Data\IBM\_TECHNICAL\_SUPPORT\ Select

MC\_WorkingDirectory  
C:\Users\cadler\AppData\Local\panagenda\marvel\ Smart Select

MarvelClient Upgrade Directory  
C:\Users\Public\MCUpgrade\ Select

Output directory  
C:\Users\cadler\AppData\Local\panagenda\marvel Select

Status  Create Email  Anonymize Start

Waiting ...



Success!

70 files prepared in  
[C:\Users\cadler\AppData\Local\panagenda\marvel\MCSupportHelper\ToSupport]  
4 MB processed --> 522,8 KB zipped

OK



marvel\_plus.zip

New | Cut | Copy | Paste | Print | Share | Delete | Sort | View | Extract all

C:\Users\cadler\AppData\Local\panagenda\marvel\MCSupportHelper\ToSupport\marvel\_plus.zip

Name	Date modified	Type	Size
logs		File folder	
TECHNICAL_SUPPORT		File folder	
temp		File folder	
workspace		File folder	
actions.xml	17.04.2023 18:29	XML File	119 KB
log.xml	17.04.2023 18:29	XML File	264 KB
log_plugin.xml	17.04.2023 18:28	XML File	26 KB
notes.ini	17.04.2023 18:29	Configuration sett...	15 KB



# SupportHelper

FREE



SCAN ME

# THANK YOU!



Your Feedback Matters to Us





Achieving Operational Excellence in HCL Notes and Nomad

# Hybrid Environments and What They Mean for HCL Notes and Nomad

May 04, 2023

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**Christoph Adler**

HCL Ambassador & Senior Consultant

panagenda

