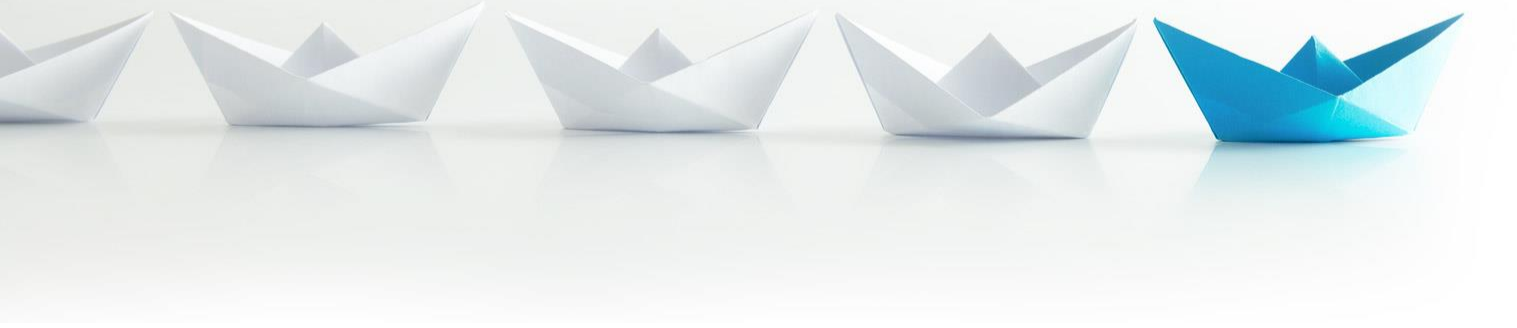
HCL Notes and Nomad
Troubleshooting for Dummies

April 18th, 2023



Host & Speaker

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Before We Start

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

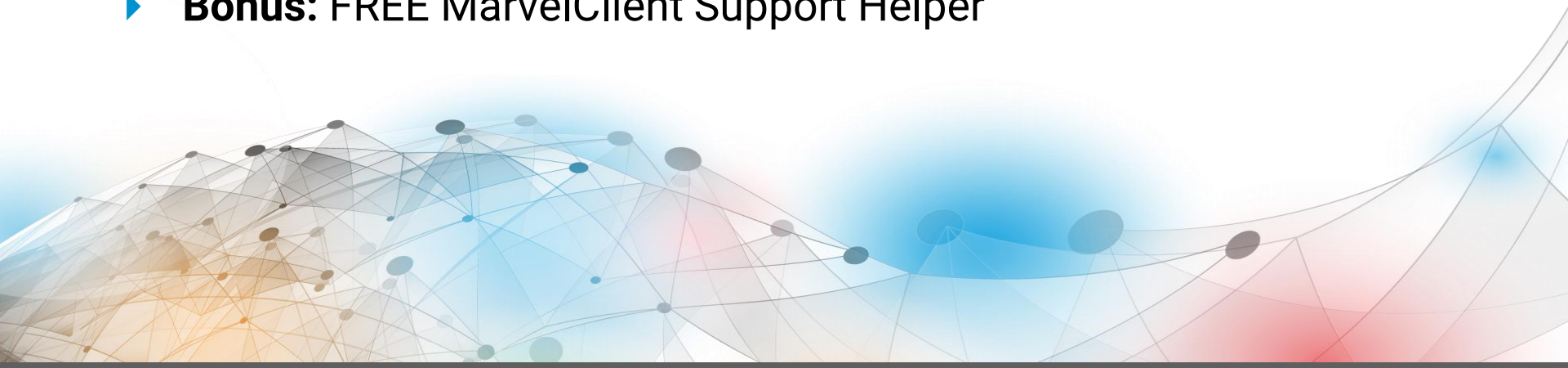
After the webinar, we will send you a mail to give access to the recording and presentation slides.

Share your feedback with us

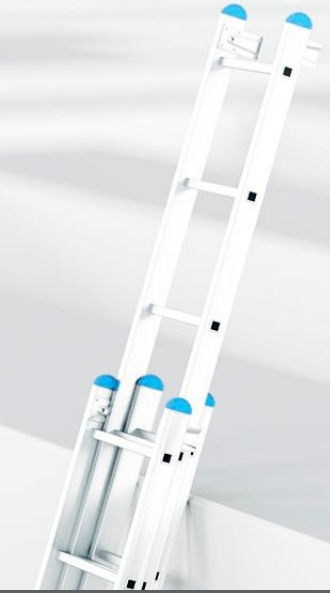
Use the link provided at the end to let us know what we can do better.

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
MarvelClient	✓	✓	✓	✓	✓	*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

Virtual packages

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

Troubleshooting/log files – 1. Windows

- **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

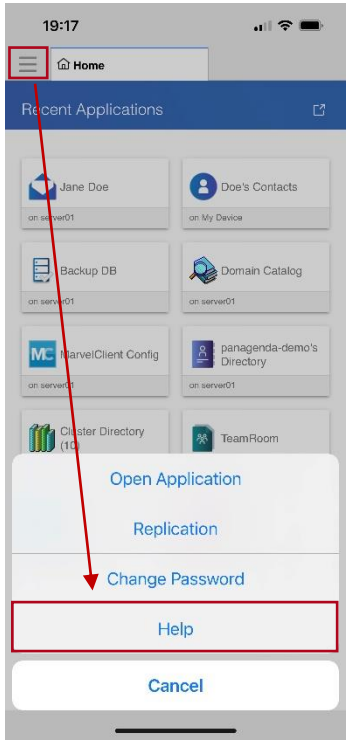
Troubleshooting/log files – 2. macOS

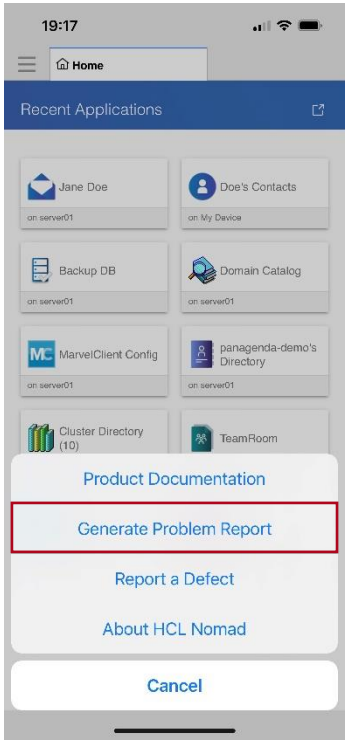
- **Notes Standard**
  ~/Library/Application Support/HCL Notes Data/IBM_TECHNICAL_SUPPORT
  ~/Library/Application Support/HCL Notes Data/Expeditor/Applications/logs
  ~/Library/Preferences/Notes Preferences → *notes.ini file*

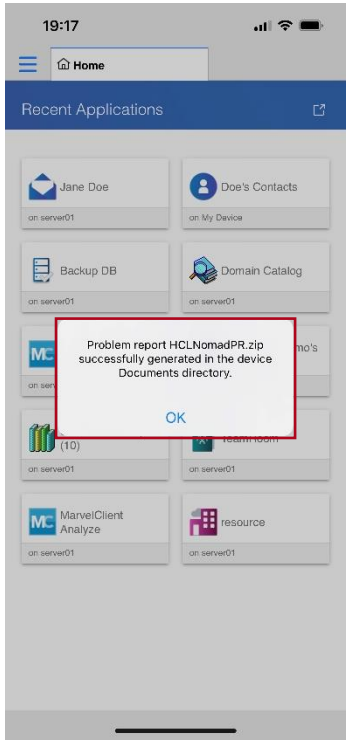
- **MarvelClient** (Essentials **OR** Licensed)
  ~/Library/Application Support/panagenda/pmc **OR** /marvel

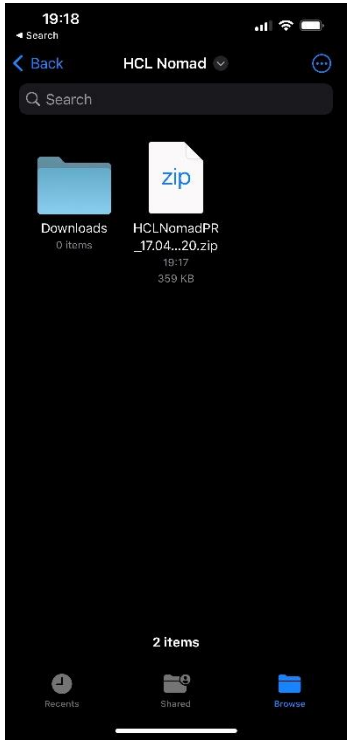
Troubleshooting/log files – 3. iOS/Android

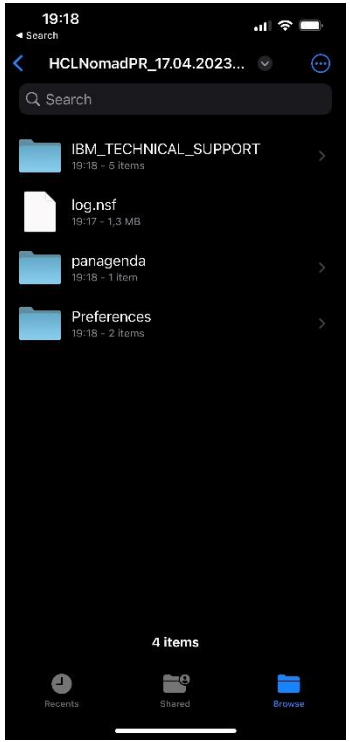
Nomad (mobile)





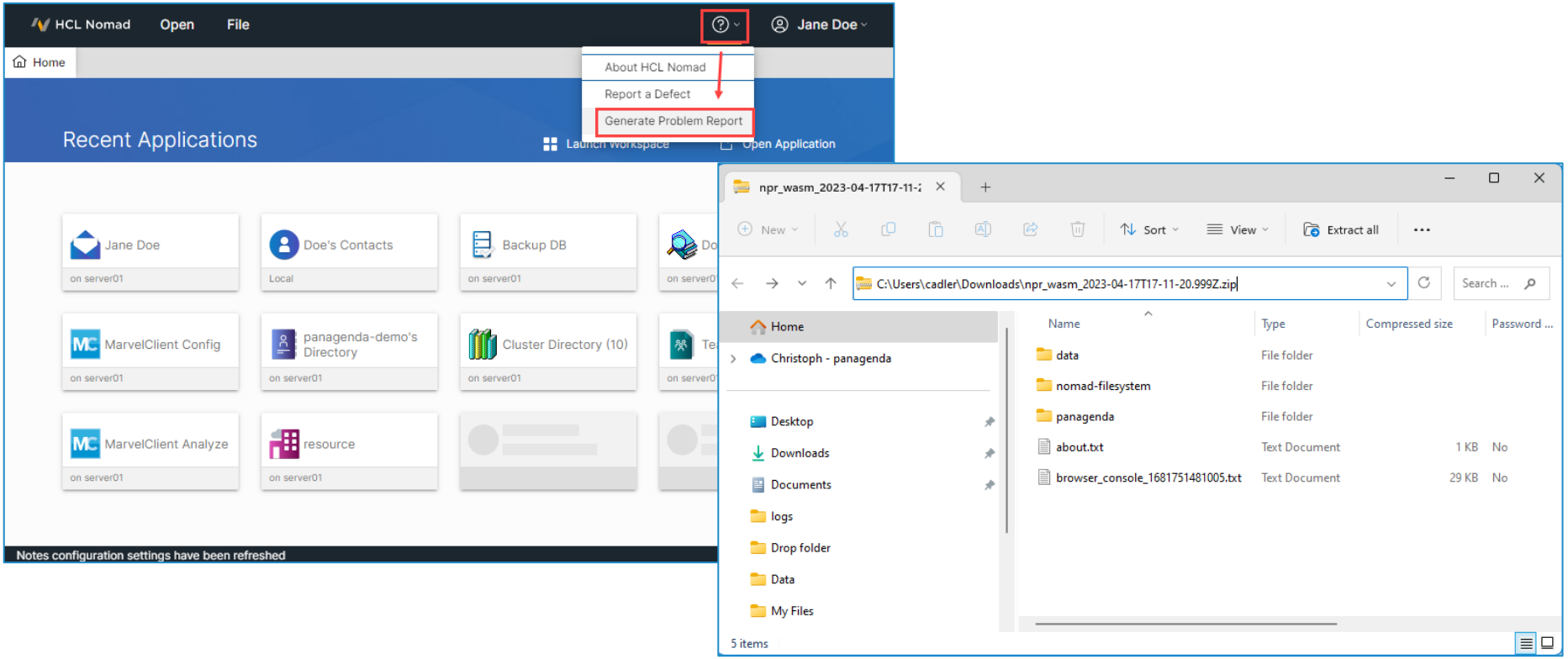






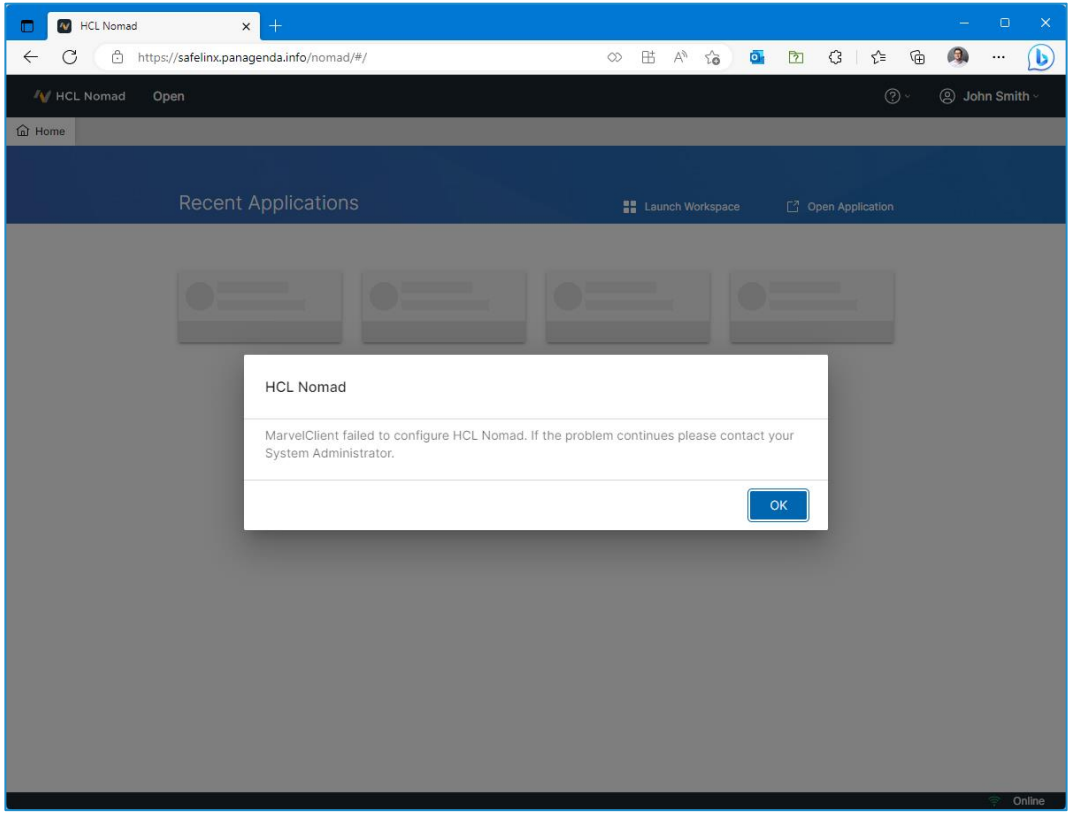
Troubleshooting/log files – 4. Browsers

➢ 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.)

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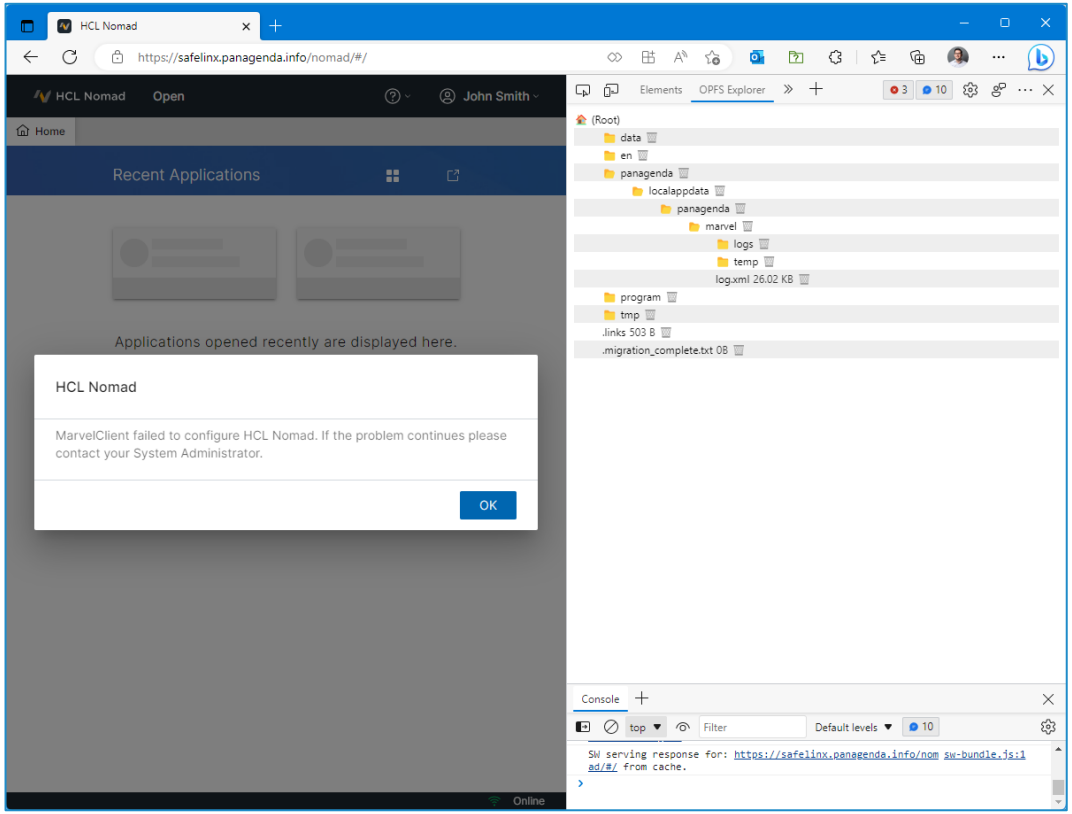


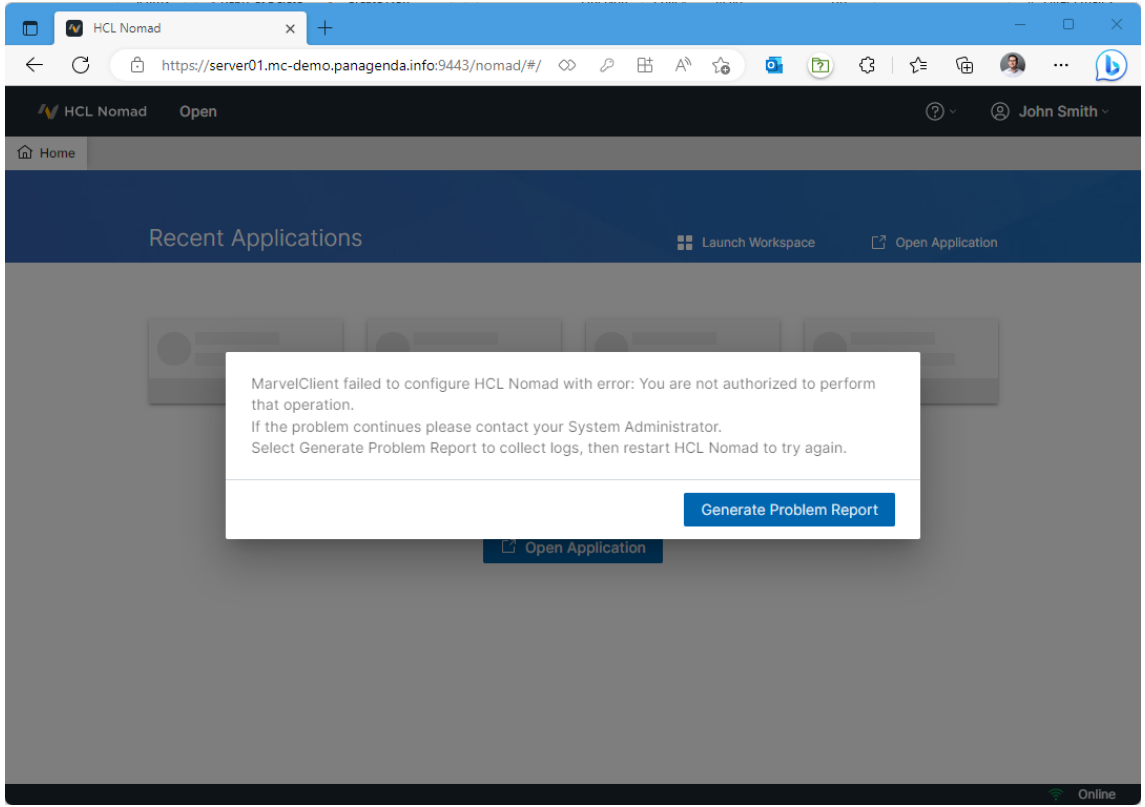
Troubleshooting/log files – 4. Browsers (cont.)

- **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/O=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/O=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/O=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>
164 <le><t>41324</t><l>2</l><i>2</i><m>sending BUSY_MESSAGE_MARVELCLIENT_POSTSETUP</m></le>
165 <le><t>41348</t><l>2</l><i>2</i><m>--------------------------------------------------------------------------------</m></le>
166 <le><t>41349</t><l>2</l><i>2</i><m>================================================================================</m></le>
167 <le><t>41350</t><l>2</l><i>2</i><f>Execute</f><m>run section afterloginbeforesync</m></le>
```

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

Analysis

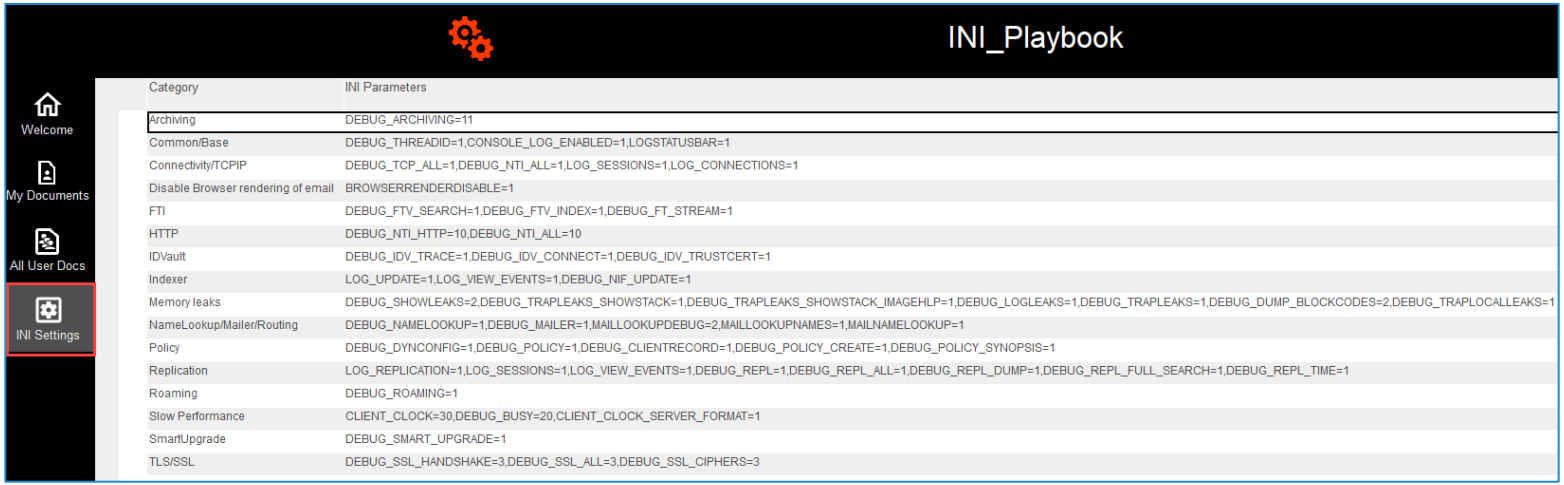
What‘s inside the Troubleshooting/log files?

- **Notes.ini**

What‘s inside the Troubleshooting/log files?

panagenda

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

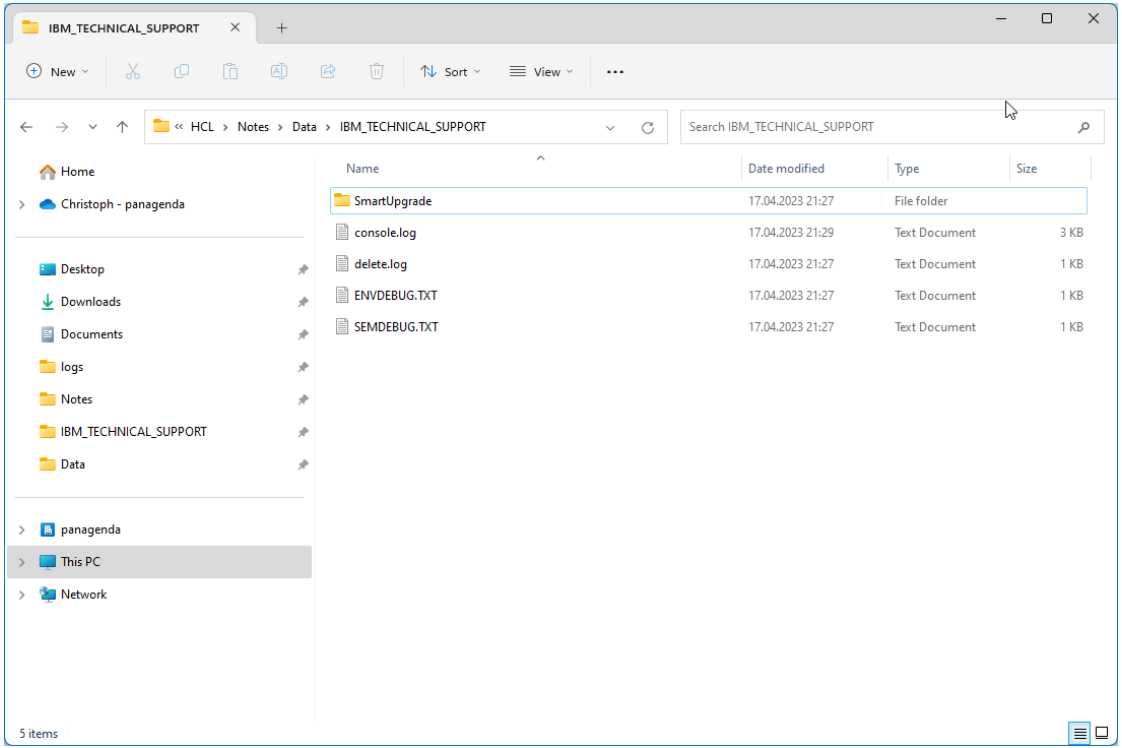


Category	INI Parameters
Archiving	DEBUG_ARCHIVING=11
Common/Base	DEBUG_THREADID=1,CONSOLE_LOG_ENABLED=1,LOGSTATUSBAR=1
Connectivity/TCPIP	DEBUG_TCP_ALL=1,DEBUG_NTI_ALL=1,LOG_SESSIONS=1,LOG_CONNECTIONS=1
Disable Browser rendering of email	BROWSERRENDERDISABLE=1
FTI	DEBUG_FTV_SEARCH=1,DEBUG_FTV_INDEX=1,DEBUG_FT_STREAM=1
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_IMAGEHLP=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

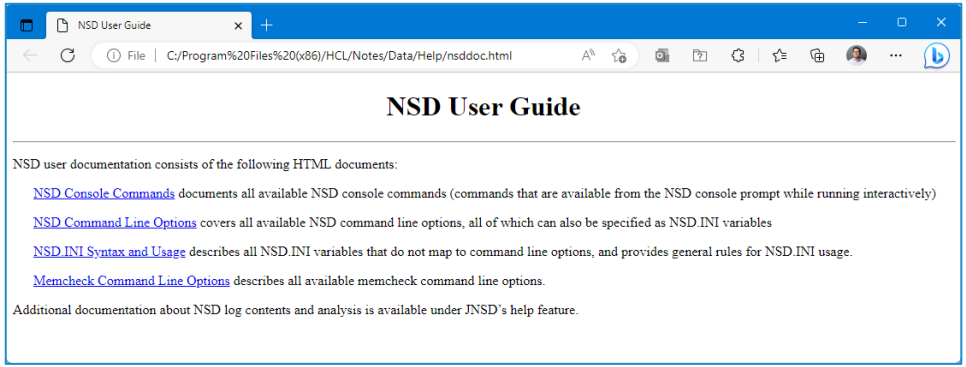
What‘s inside the Troubleshooting/log files?

- **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

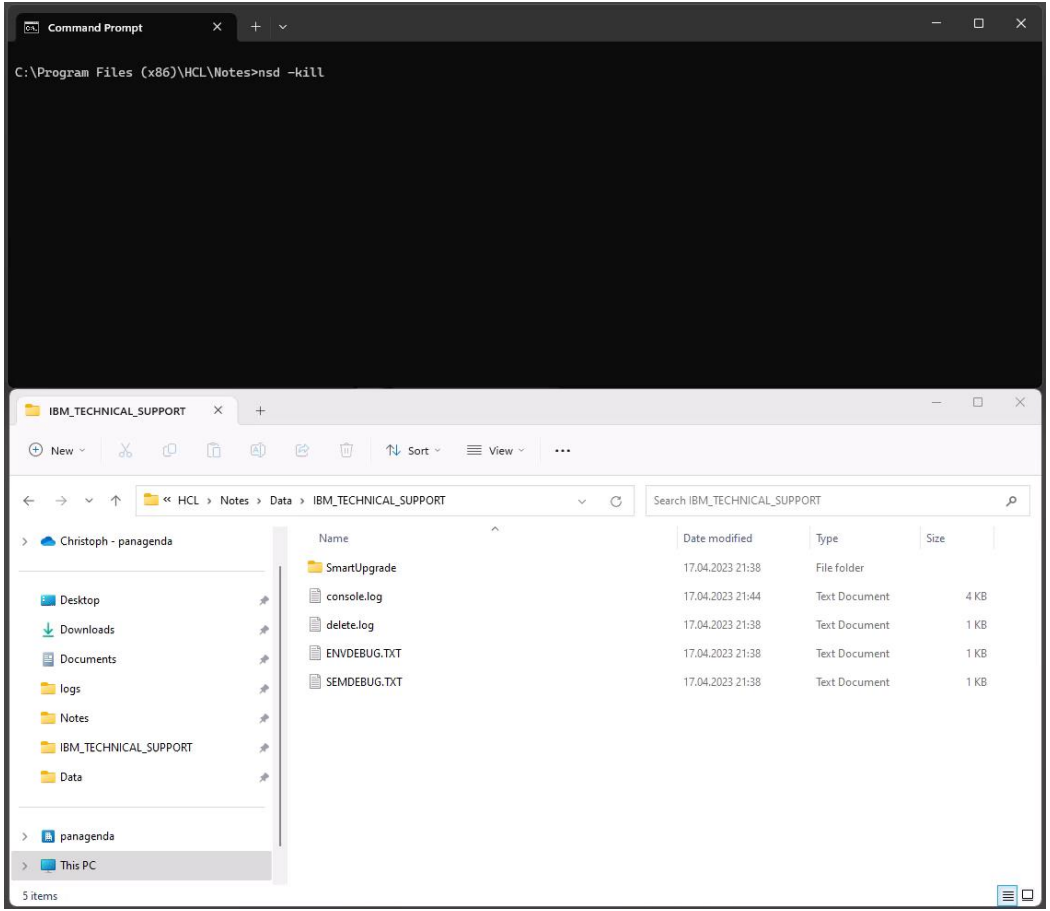


  - To get a better understanding, the C-API Documentation is important to be able to read and understand NSD’s better – see here:

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

What‘s inside the Troubleshooting/log files?

- **IBM_TECHNICAL_SUPPORT**



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

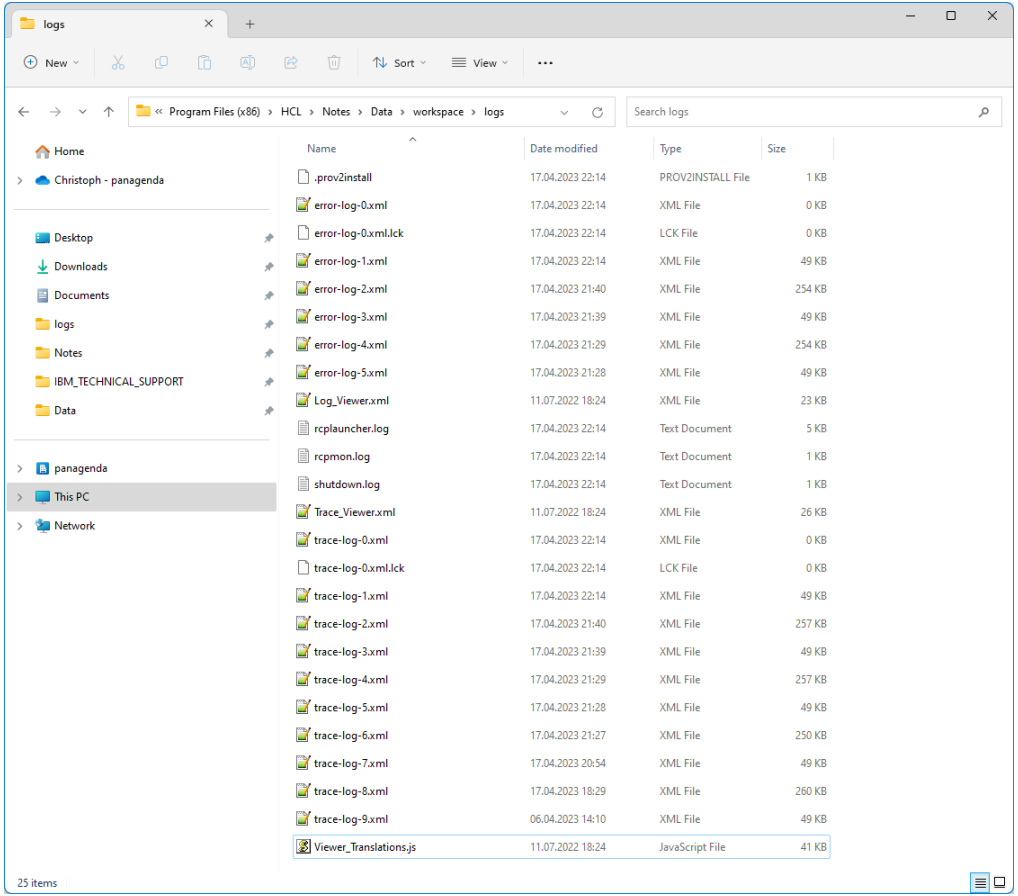
1. Command → /bin/bash "/Applications/HCL Notes.app/Contents/Resources/Support/nsd.sh“
2. Finder → ~/Library/Application Support/HCL Notes Data/IBM Technical Support

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

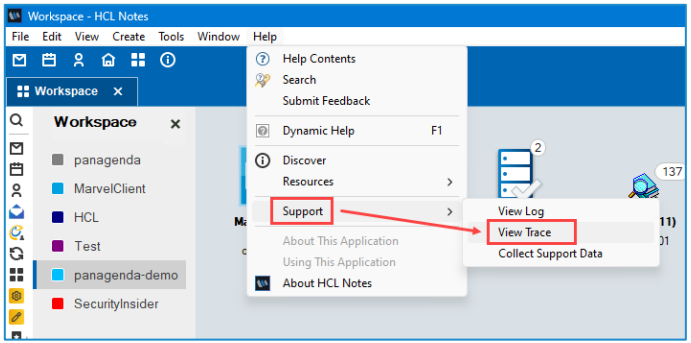
What‘s inside the Troubleshooting/log files?

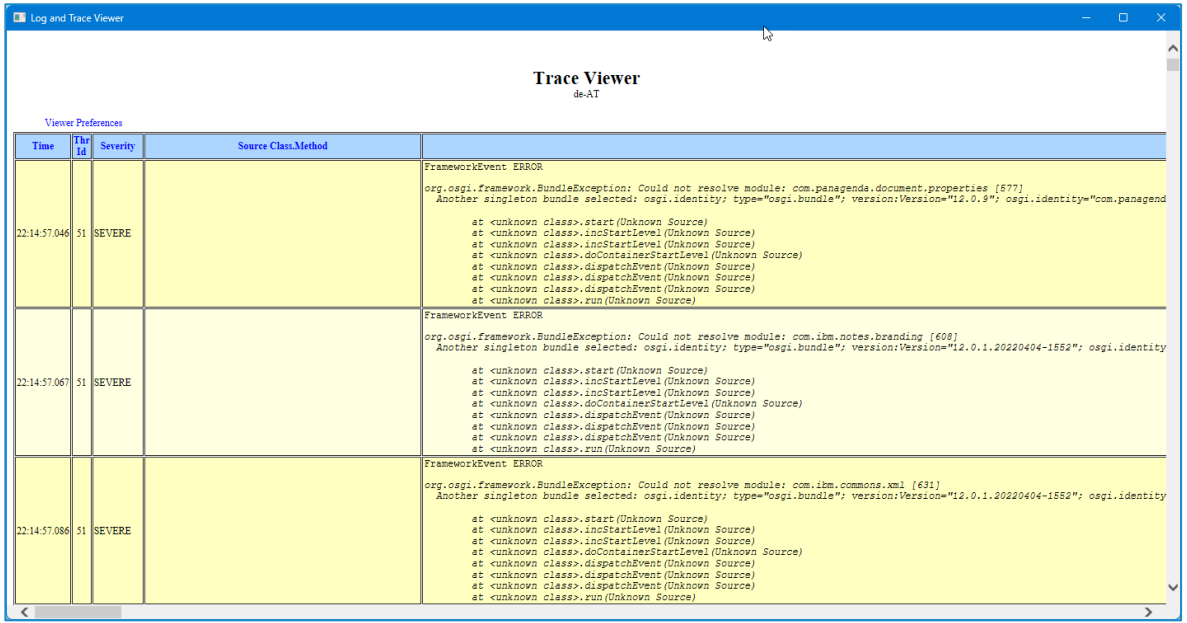
- **Workspace\logs → healthy**



What‘s inside the Troubleshooting/log files?

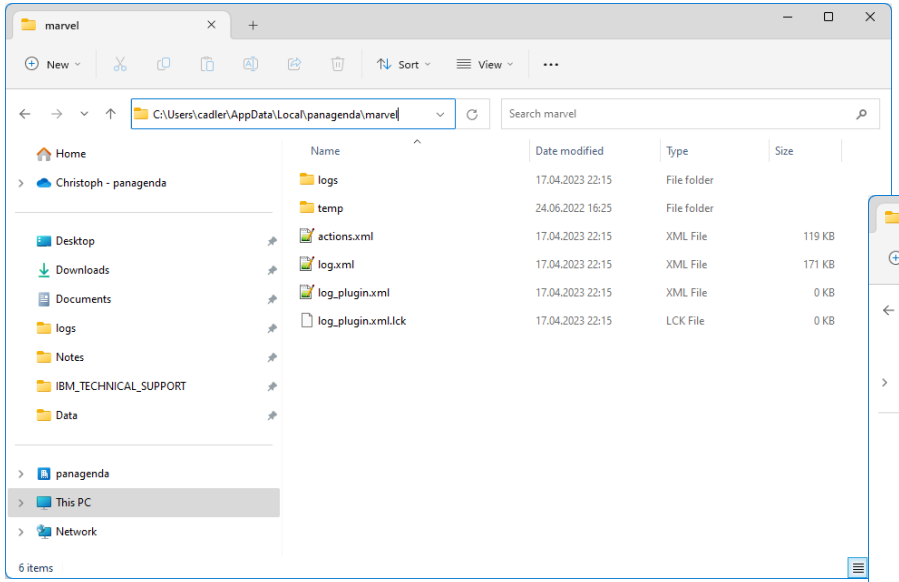
➢ Workspace\logs

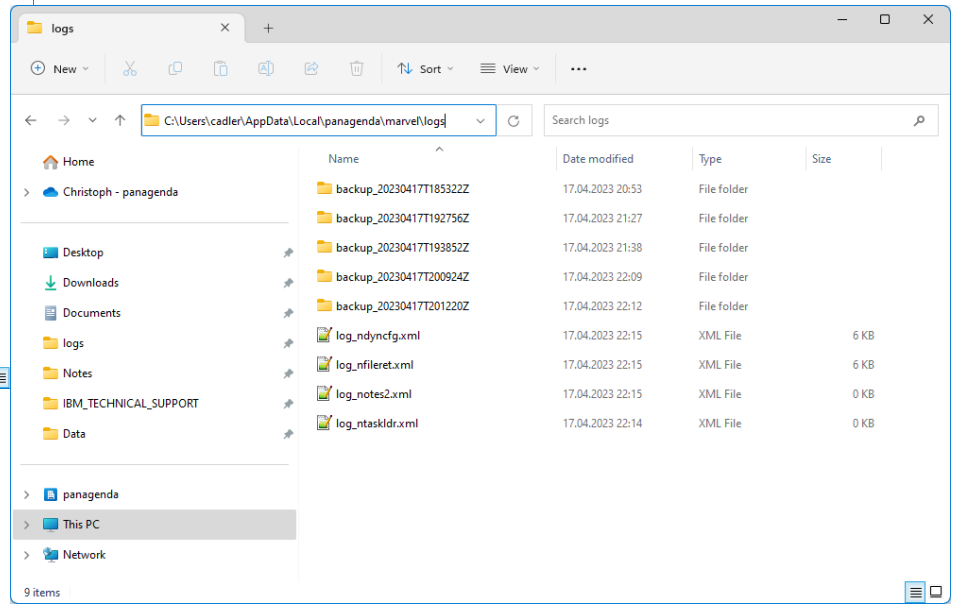




What‘s inside the Troubleshooting/log files?

- **panagenda\pmc** OR **\marvel**





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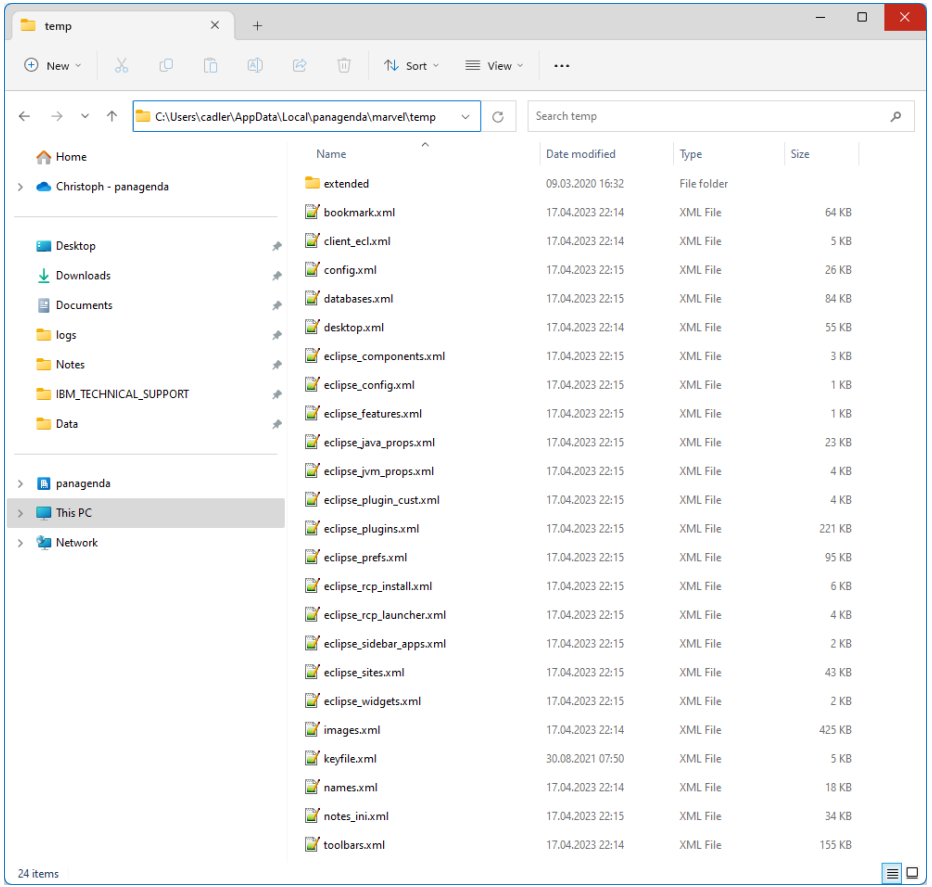


What‘s inside the Troubleshooting/log files?

➢ **panagenda\pmc** OR **\marvel → log.xml**


```
<document>
<log>
<le><t>20</t><l>0</l><m>new thread detected; boost ID: 'c7ec' OS thread ID: '51180'</m></le>
<le><t>20</t><l>2</l><f>MainEntryPoint</f><m>init curl (version: 7.78.0)</m></le>
<le><t>24</t><l>2</l><m>SetHooks_Shutdown</m></le>
<le><t>24</t><l>2</l><f>LDR::Init</f><m>initialize config</m></le>
<le><t>142</t><l>2</l><f>LDR::Init</f><m>initialize log</m></le>
<le><t>155</t><l>2</l><m>panagenda MarvelClient 12.0.56.9988 (32-bit) C:20221031T151630 B:20221031T153317</m></le>
<le><t>155</t><l>2</l><m>Supported Client versions up to Notes 12</m></le>
<le><t>155</t><l>2</l><m>now: 20230417T201220Z == 20230417T221220</m></le>
<le><t>155</t><l>2</l><m>client: Release 12.0.1FP1|March 30, 2022</m></le>
<le><t>155</t><l>2</l><f>LDR::Init</f><m>register filesystem namespace</m></le>
<le><t>155</t><l>2</l><f>LDR::Init</f><m>initializing eclipse info</m></le>
<le><t>156</t><l>2</l><f>ECM::MCPlugin::Init</f><m>workspace directory from OSGetRCPDataDir: c:\Program Files (x86)\HCL\Notes\Data\workspace</m></le>
<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>
<le><t>163</t><l>2</l><f>LDR::Init</f><m>reading db paths from INI</m></le>
<le><t>163</t><l>2</l><m>refreshing config variables configdb_* based on notes.ini</m></le>
<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>
<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>
<le><t>163</t><l>2</l><f>AM::ActionMan_Impl::RefreshConfigDBLocation</f><m>config db dblocation: %notes_homeserver%!!panagenda\panagenda.nsf</m></le>
<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!!panagen
<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>
<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
<le><t>193</t><l>2</l><m>=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=</m></le>
<le><t>193</t><l>2</l><m>=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=</m></le>
<le><t>193</t><l>2</l><m>init duration: 38</m></le>
<le><t>193</t><l>2</l><m>=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=</m></le>
<le><t>193</t><l>2</l><m>=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=</m></le>
<le><t>195</t><l>2</l><f>FW::KeyFileInfo::Set</f><m>ID File: c:\Program Files (x86)\HCL\Notes\Data\user.id [8736b03c40381d6195200317b33841ca]</m></le>
<le><t>195</t><l>2</l><m>=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=</m></le>
<le><t>195</t><l>2</l><m>=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=</m></le>
<le><t>195</t><l>2</l><m>gap_init_beforeloginpre duration: 2</m></le>
<le><t>195</t><l>2</l><m>=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=</m></le>
<le><t>195</t><l>2</l><m>=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=+=</m></le>
<le><t>195</t><l>2</l><m>before login pre starting</m></le>
<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>
<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>
<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>
<le><t>198</t><l>2</l><m>found new database: 'localfeedcontent.nsf' [C1258554:0032A486]</m></le>
<le><t>200</t><l>2</l><f>AM::ActionMan_Impl::XMLReadPrimary</f><m>reading actions</m></le>
<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>
<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>
<le><t>1436</t><l>2</l><f>AM::ActionXML::ActionXML</f><m>loading action xml 'C:\Users\cadler\AppData\Local\panagenda\marvel\actions.xml' (primary)</m></le>
```

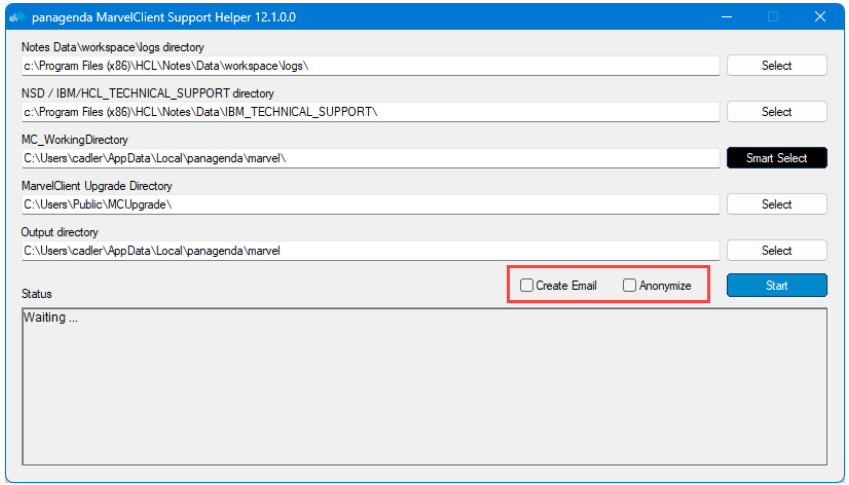
What‘s inside the Troubleshooting/log files?

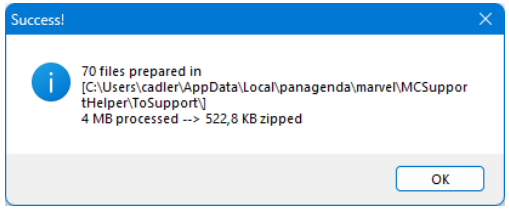
- **panagenda\pmc** OR **\marvel**

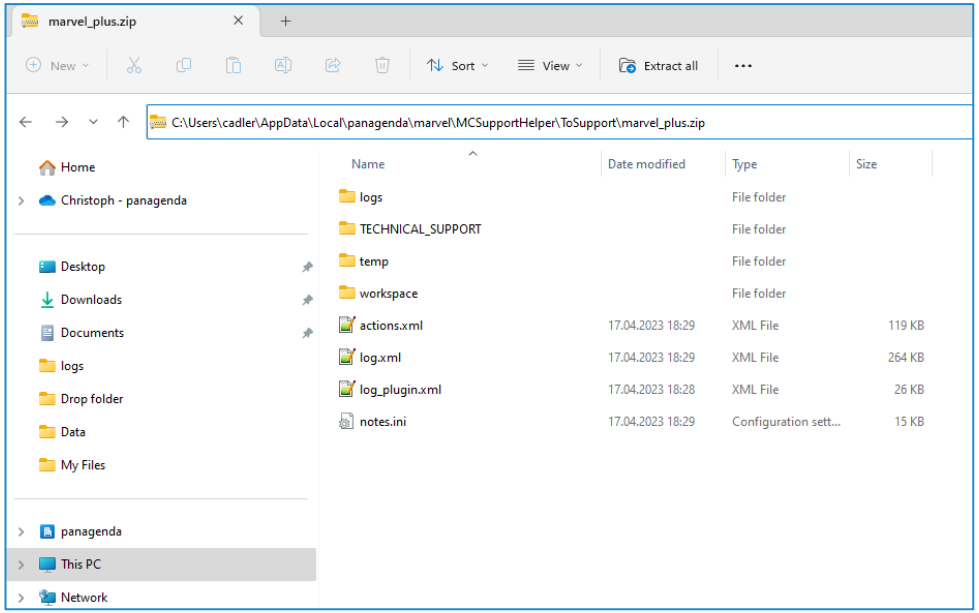
notes.ini entries for customizing MarvelClient		
MC_LogLevelThreshold	The default log level for panagenda MarvelClient is 2; increase to 3 or 4 only when so instructed by support	3 defaults to not set = 2
MC_LogToConsole	Logs all MarvelClient log.xml output into HCL Notes console.log, too	defaults to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

Bonus:
FREE MarvelClient Support Helper

MarvelClient Support Helper for Windows - FREE







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MarvelClient™

SupportHelper

FREE

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