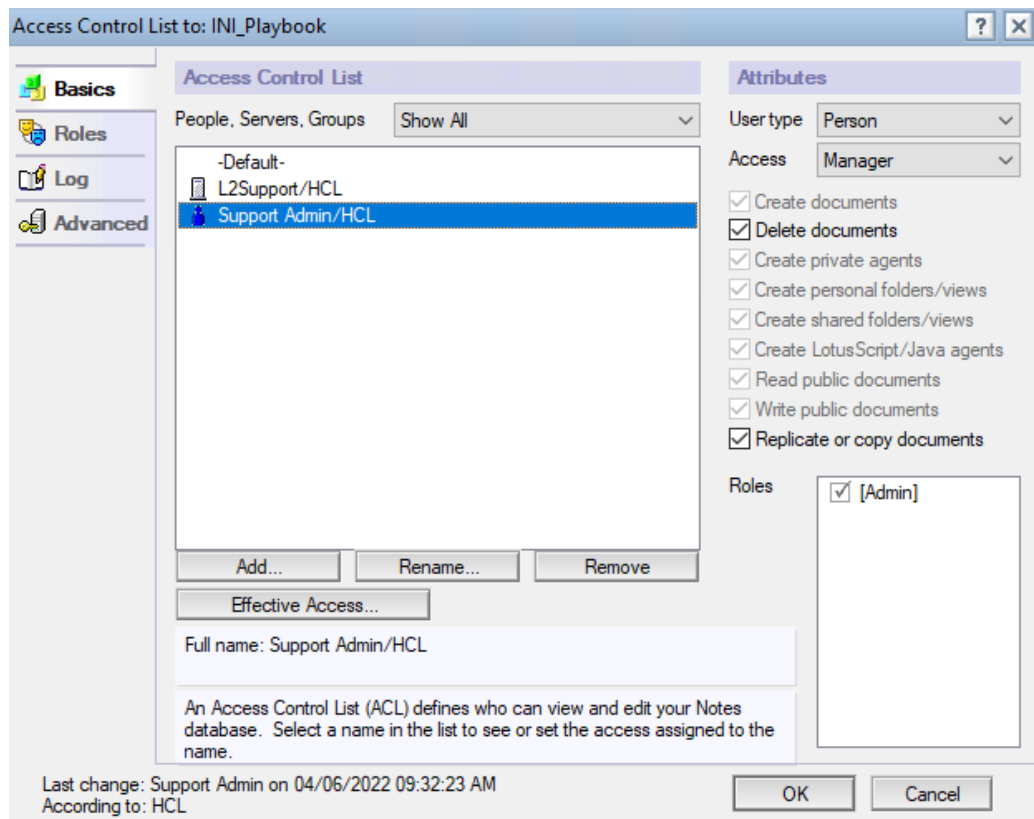


INI Playbook Manual

Overview:

The INI Playbook application helps the Administrators and business users to enable and disable the INI debug parameters on the user's Notes client for the troubleshooting purpose. It also helps to track the status of Notes client debugging of all users. The application is easy to use for both Administrators and business users. The following steps explain how to use this application.

1. The Administrator user should have the "Admin" role enabled in the database ACL. The business users shouldn't have the "Admin" role enabled.



2. You need to deploy this database on Domino server and sign it with a trusted ECL Signer ID, so that the business users don't get the ECL alert when they use this database on Notes client.
3. Login with Administrator ID on Notes client and open the database. You will see the following screen.



4. There are four tabs on the left side frame for Administrator. The first two ('Welcome' and 'My Documents') are visible to all business users. The last two ('All User Docs' and 'INI Settings') is kept hidden to business users. Administrator can see all the four tabs.
5. **All User Docs** – Click on this tab to open “All User Docs” view in the centre frame. This view shows the User Settings documents of all users that are created by Administrator. The Administrator can check the category of client debugging, its status and enabled / disabled date and time in this view. If you click on any document, you can preview the document in the right-side frame. This view contains an action button “Create New”. Click on this button to open a new Form. Here you can select username for whom the client debugging needs to be done and can select the category for which client debugging needs to be done. You will see this in detail in later steps.

INI_Playbook

Left Sidebar: Welcome, My Documents, All User Docs, INI Settings

Main View: Create New

	User	Category	Status	Enabled Date/Time	Disabled Date/Time
1	Test User1/HCL	Connectivity/TCP/IP	Obsolete	06/14/2022 06:10:49 AM	06/14/2022 06:45:10 AM
1	Test User2/HCL	Archiving	New		
2					

Right Sidebar: User Settings

Test User1/HCL (Obsolete)

Category: Connectivity/TCP/IP

Parameters:
 DEBUG_TCP_ALL=1
 DEBUG_NT_I_ALL=1
 LOG_SESSIONS=1
 LOG_CONNECTIONS=1

Comments: Type some comments here

6. **INI Settings** – This is a lookup view which stores the category and its related INI debug parameters which will be used for client debugging purpose. The category column is pulled into a Listbox on the Form which is created using “Create New” button on the “All User Docs” view. Click on any document to preview the information in the right-side frame. Some categories are already pre-stored in this database.

INI_Playbook

Left Sidebar: Welcome, My Documents, All User Docs, INI Settings

Main View: Create New

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_NT_I_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_NT_I_HTTP=10, DEBUG_NT_I_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_SI
NameLookup/Mailer/Routi	DEBUG_NAMELOOKUP=1, DEBUG_MAILER=1, MAILLOOKUPDEBUG=2, MAILLOOKUPNAM
Policy	DEBUG_DYNCONFIG=1, DEBUG_POLICY=1, DEBUG_CLIENTRECORD=1, DEBUG_POLIC
Replication	LOG_REPLICATION=1, LOG_SESSIONS=1, LOG_VIEW_EVENTS=1, DEBUG_REPL=1, DEB
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

Right Sidebar: INI Parameter Settings

Connectivity/TCP/IP

DEBUG_TCP_ALL=1
 DEBUG_NT_I_ALL=1
 LOG_SESSIONS=1
 LOG_CONNECTIONS=1

Powered by HCL Domino

7. You can also create your own category by clicking on “Create New” button on the “INI Settings” view. A sample is shown below. To add multiple parameters in same document, press ENTER key after typing each parameter as shown below.

INI Parameter Settings

Save

Category	Connectivity/TCPIP
INI Parameters	DEBUG_TCP_ALL=1 DEBUG_NTI_ALL=1 LOG_SESSIONS=1 LOG_CONNECTIONS=1

(For multiple parameters, press Enter and then add parameter)

8. **My Documents** – This view shows the User Settings documents of the current logged-in user. The business user can check his / her user settings documents here with category, status and enabled / disabled date and time. The business user can also enable / disable the client debugs by editing the document and clicking on Enable / Disable button.

Welcome
 My Documents

Category	Status	Enabled Date/Time	Disabled Date/Time
Connectivity/TCPIP	Obsolete	06/14/2022 06:10:49 AM	06/14/2022 06:45:10 AM

User Settings

Test User1/HCL (Obsolete)

Category: Connectivity/TCPIP

Parameters:
 DEBUG_TCP_ALL=1
 DEBUG_NTI_ALL=1
 LOG_SESSIONS=1
 LOG_CONNECTIONS=1

Comments: Type some comments here

9. To create a User Settings document for Notes client debugging, Go to “All User Docs” and click on “Create New” button. It opens the following Form.

User Settings Creation

User Name(s)*

Category*

Comments

10. Click on “User Name(s)” field label and choose the business user’s name from the Address Book or just start typing in the username in the field and press Tab key once the username is auto

populated. You can also add multiple users in this field. The default maximum user names that can be submitted at a time is set to 25. You should not add Group name in this field. If multiple users are selected at a time, then same category will be applied to all. If each user needs separate category, then you need to create separate user settings document for each user.

User Settings Creation

The screenshot shows a 'Select Addresses' dialog box. On the left, there's a list of addresses from 'HCL's Directory'. The list includes 'Admin , Support', 'Administration Requests', 'IBM Notes/Domino Fault Reports', 'IBM Notes/Domino Smart Upgrade Tracking Re', 'L2Support/HCL', 'LocalDomainAdmins', and 'LocalDomainServers'. A 'To:' field is empty on the right. Buttons for 'Details...', 'Add to Contacts', 'Remove', 'Remove All', 'OK', and 'Cancel' are at the bottom. A tip at the bottom says 'Tip: You can drag and drop the names'.

11. You can change the default maximum user names value by editing profile document named "AppProfile". Create a formula agent with following formula, set Target to None in Agent Properties, save agent and run this agent from Action menu in Notes client. It will open the Profile document. Change the value and save the document.

@Command([EditProfile];"AppProfile");

12. Click on "Category" field and select a category from the Listbox for which you need to do Notes client debugging.

User Settings Creation

<u>User Name(s)*</u>	Test User1/HCL
Category*	<input type="text"/>
Comments	<input type="text"/>

Select Keywords

Keywords

Archiving
Common/Base
Connectivity/TCPIP
Disable Browser rendering of email
FTI
HTTP
IDVault
Indexer
Memory leaks
NameLookup/Mailer/Routing
Policy
Replication
Roaming

OK
Cancel

13. You can add some comments or support case number (if any) in the “Comments” field. This is an optional field and can be left blank.
14. Click on “Create User Documents” button. When you submit this form, it creates a user settings document for the selected user and category. It also triggers an Email to the business user with doc link to the User Settings document. If multiple users are added at a time, then separate User Settings documents are created and separate Emails are triggered to each user which were added in the Form.

User Settings Creation

<u>User Name(s)*</u>	Test User1/HCL
Category*	Connectivity/TCPIP <input type="text"/>
Comments	Type some comments here

Create User Documents

15. You can check the created User Settings document in the “All User Docs” view.

INI_Playbook

Welcome

My Documents

All User Docs

INI Settings

Create New

	User	Category	Status	Enabled Date/Time	Disabled Date/Time
1	Test User1/HCL	Connectivity/TCPIP	New		
1	Test User2/HCL	Archiving	New		
2					

User Settings

Test User1/HCL (New)

Category: Connectivity/TCPIP

Parameters:
 DEBUG_TCP_ALL=1
 DEBUG_NT1_ALL=1
 LOG_SESSIONS=1
 LOG_CONNECTIONS=1

Comments: Type some comments here

16. The business user will receive an Email with subject format “Notes Client Troubleshooting for Category_Name” and the body contains a doc link to the User Settings document.

Test User1 - Mail

Test User1
L2Support

Inbox (5)

Drafts

Sent

Follow Up

All Documents

Junk

Trash

Chat History

Views

Folders

- > Archive
- > Tools
- > Other Mail

Open MiniView

New Reply Reply to All Forward

Search in View 'Inbox'

Search for

! Who Subject

Today (total: 1)

Support Admin Notes client troubleshooting for Connectivity/TCPIP

Older Messages (total: 4)

Notes client troubleshooting for Connectivity/TCPIP
Support Admin to: TestUser1

Hi,

Please click on the following document link to enable the Notes client troubleshooting.

Regards

17. When the business user clicks on the doc link, it opens the User Settings document in the database.

Test User1/HCL (New)

Category: Connectivity/TCPIP

Parameters:

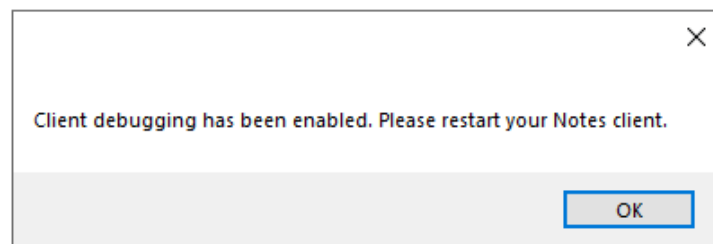
DEBUG_TCP_ALL=1

DEBUG_NTI_ALL=1

LOG_SESSIONS=1

LOG_CONNECTIONS=1

18. The business user clicks on the “Enable” button to enable the client debugging for the selected category. A message box pops up saying “Client debugging has been enabled. Please restart your Notes client”. The INI parameters are now added to the user’s local notes.ini file. The business user should restart the Notes client, so that the INI parameters can take effect.



19. Now the Admin or business user can reproduce the issue on Notes client and collect the logs for the support.
20. Once the logs are collected, business user can disable the INI debugs by going back to the same User settings document through doc link provided in the Email or by going to the “INI Playbook” database in the “My Documents” view and opening the User Settings document.
21. Alternatively, Admin can send an email notification to the business user to disable the settings. Admin needs to open the User Settings Document and click on “Send Mail to Disable” button.

Test User1/HCL (Active)

Category: Connectivity/TCPIP

Parameters:

DEBUG_TCP_ALL=1

DEBUG_NTI_ALL=1

LOG_SESSIONS=1

LOG_CONNECTIONS=1

Comments: Type some comments here

22. This will trigger an email to the business user with doc link of User Settings document in the mail body.



Disable Notes client troubleshooting for Connectivity/TCPIP
Support Admin to: TestUser1


Hi,


Please click on the following document link to disable the Notes client troubleshooting.




Regards

23. The business user can also access the User Settings documents from the “My Documents” view. It is in Active status and shows the Enabled Date/Time.







INI_Playbook

Welcome

My Documents

Category	Status	Enabled Date/Time	Disabled Date/Time
HTTP	Obsolete	06/05/2022 11:31:31 PM	06/05/2022 11:32:27 PM
Archiving	New		
Connectivity/TCPIP	Active	06/05/2022 11:57:25 PM	

24. The business user will open this User Settings document and clicks on “Disable” button to disable the client debugging. It will remove the INI parameters corresponding to the category from the user’s local notes.ini file which was added earlier.

Test User1/HCL (Active)

Category: Connectivity/TCP/IP

Parameters:

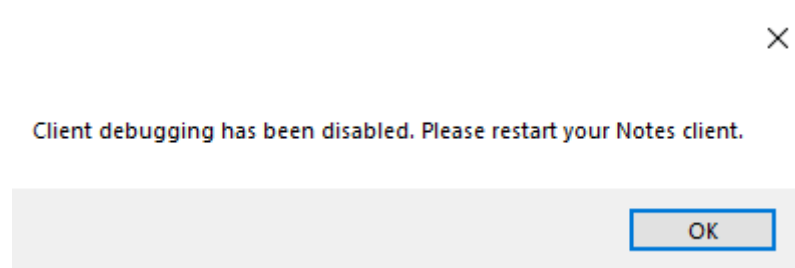
DEBUG_TCP_ALL=1

DEBUG_NTI_ALL=1

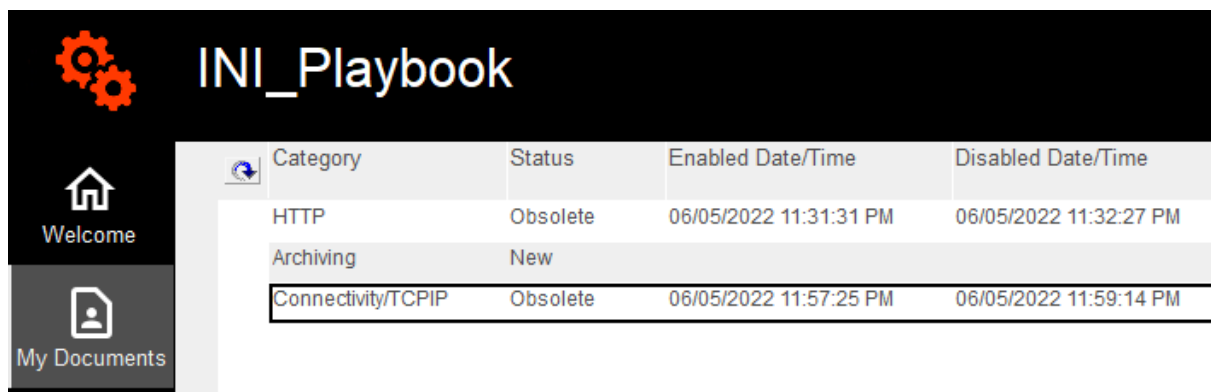
LOG_SESSIONS=1

LOG_CONNECTIONS=1

25. A message box pops up saying “Client debugging has been disabled. Please restart your Notes client”. The business user should restart the Notes client, so that the removal of INI parameters can take effect.



26. The status of the disabled category changes to “Obsolete” and the Disabled Date/Time is captured.

The image shows the INI_Playbook application interface. On the left is a dark sidebar with three icons: a gear icon at the top, a house icon in the middle labeled "Welcome", and a document icon at the bottom labeled "My Documents". The main area has a black header with the text "INI_Playbook" in white. Below the header is a table with four columns: "Category", "Status", "Enabled Date/Time", and "Disabled Date/Time". The table contains three rows of data.

Category	Status	Enabled Date/Time	Disabled Date/Time
HTTP	Obsolete	06/05/2022 11:31:31 PM	06/05/2022 11:32:27 PM
Archiving	New		
Connectivity/TCP/IP	Obsolete	06/05/2022 11:57:25 PM	06/05/2022 11:59:14 PM

This completes the manual of the INI Playbook application.