

# What You Can Learn from a Year of Our Support Cases

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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

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



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

# Agenda

- **How Support Tickets Typically Reach Us**
- **HCL Notes / MarvelClient Support Helper**
- **panagenda Support Reports**
- **Customer Cases**
- **Q & A**



# How Support Tickets Typically Reach Us



Upgrade Your Time

## How Support Tickets Typically Reach Us



**Ideally, you never have to open a ticket at all, because you were able to resolve the issue yourself.**

Not because we don't enjoy helping, we genuinely love it, but because every minute you don't spend on a support ticket is a minute back for the work that truly matters to you. Our products, Knowledge Base and FAQs are built to put answers within your reach.

**And whenever you do need us — we're here, and always happy to help.**

# Two Ways to Open a Support Ticket

As a panagenda customer you can reach support through two channels – pick whichever fits.

01

## Support Portal

Open a ticket in the panagenda Help Center

Log in and raise your request directly online. Track status, add details and see your full ticket history in one place. Best for existing customers with portal access.

<https://tinyurl.com/panagenda-support>

02

## E-Mail

No Help Center access yet? Just write to us

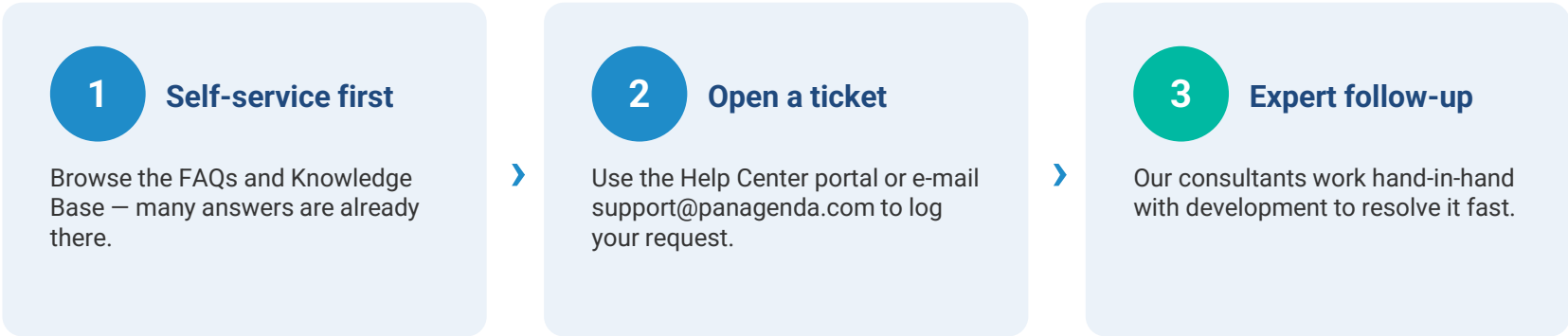
Send your request by e-mail and you'll be assigned a ticket number instantly. One of our experts then gets in touch to help you out.

[support@panagenda.com](mailto:support@panagenda.com)

Either way you receive a ticket number, and a panagenda expert follows up – typically within one business day.

# How panagenda Support Works

From first question to resolution – here's the journey and what to expect.



**~1 day**  
**Typical first response**  
(no guaranteed SLA)

**7am–7pm**  
**Support hours**  
Europe-based, GMT+1

**12 mo.**  
**Support & maintenance**  
included with licenses

**4.97/5**  
**Customer satisfaction**  
average rating



**HCL Notes / MarvelClient  
Support Helper**

# Why Support Cases Get Slow

## WITHOUT the Support Helper

Hunting through folders for the right logs

Easy to miss NSD or MarvelClient files

Back-and-forth: "can you also send...?"

Days added to every resolution

**Frustration on both sides**

## WITH the Support Helper

One click collects everything correctly

Nothing missing, nothing forgotten

Complete package sent the first time

Resolution in a fraction of the time

**Less frustration, faster fixes**

# panagenda MarvelClient Support Helper



panagenda MarvelClient Support Helper 14.5.15.42

[Open Help on panagenda.com](#)

Notes Program directory  
c:\Program Files\HCL\Notes

Notes Data\workspace\logs directory (Standard client only)  
C:\Users\panagenda\AppData\Local\HCL\Notes\Data\workspace\logs\

NSD / IBM/HCL\_TECHNICAL\_SUPPORT directory  
C:\Users\panagenda\AppData\Local\HCL\Notes\Data\IBM\_TECHNICAL\_SUPPORT\

MC\_WorkingDirectory  
C:\Users\panagenda\AppData\Local\panagenda\marvel\

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

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

Do not run NSD   Create Email  Anonymize

Status  
Waiting ...

# One Click to Clean, Complete Support Logs



MCSupportHelper is a small, free Windows tool that gathers your HCL Notes and MarvelClient logs into one ready-to-send package – optionally anonymized – so support gets everything needed the first time around.

## Always complete

Collects client logs, MarvelClient data and NSD crash files together – nothing missing when you reach out.

## Free for everyone

No license required. Anyone can use it – including for your own internal IT support and helpdesk.

## Privacy built in

Optional anonymization strips names, e-mails, servers and IPs before anything ever leaves your network.

# Key Features

Everything needed for fast, privacy-friendly troubleshooting – in one tool.



## Smart Select

Point it at a log.xml, config.xml or notes.ini and it auto-discovers the right paths.



## NSD on demand

Can run an NSD before collecting, so crash diagnostics are always included.



## Anonymization

Replaces PII with generic tokens; the mapping table stays on your machine.



## E-mail in one step

Creates a mail message with the result zip already attached.



## Trusted & signed

Officially EV code-signed and fully Hi-DPI aware across every monitor.



## Cleanup tools

Optional Workspace and Plugin cleanup to fix common client issues.

# From Click to Support in Five Steps

1

## Download

Get MCSupportHelper.exe

2

## Run

Launch the tool

3

## Check paths

Use Smart Select

4

## Start

Collect, run NSD & anonymize

5

## Send

Zip file via eMail to Support (or upload to Support Portal)

### What ends up in the zip

- Client logs (\*.xml, \*.log) from the last 7 days
- NSD / technical-support files (\*.txt, \*.log, \*.nbf, \*.dmp)
- MarvelClient working-directory data
- MarvelClient upgrade logs (auto-unzipped)

### Free download

[Get MCSupportHelper.zip](#)

[Download here](#)

Tip: keep the mapping table ("DO NOT SEND") for yourself, never share it.

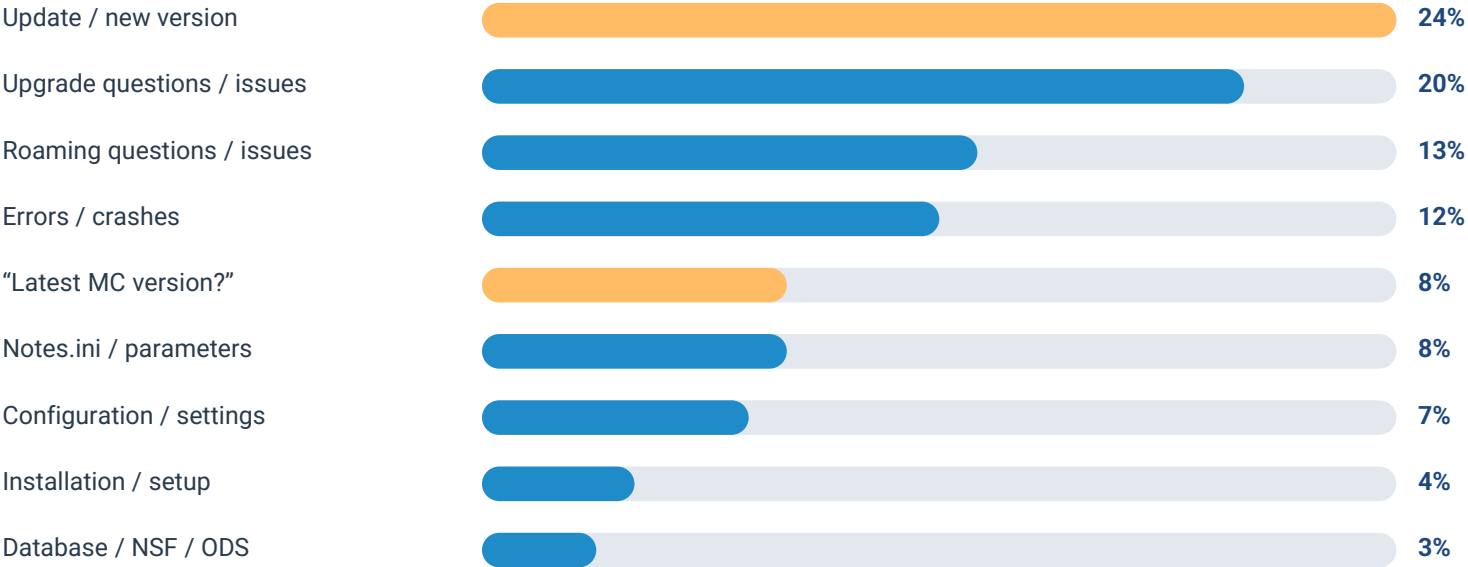
A white step ladder is leaning against a white staircase that recedes into the distance. The scene is brightly lit, creating soft shadows and a clean, minimalist aesthetic. A vertical blue line is positioned to the left of the main title.

# panagenda Support Report

Upgrade Your Time

# MarvelClient - Most Reported Issues

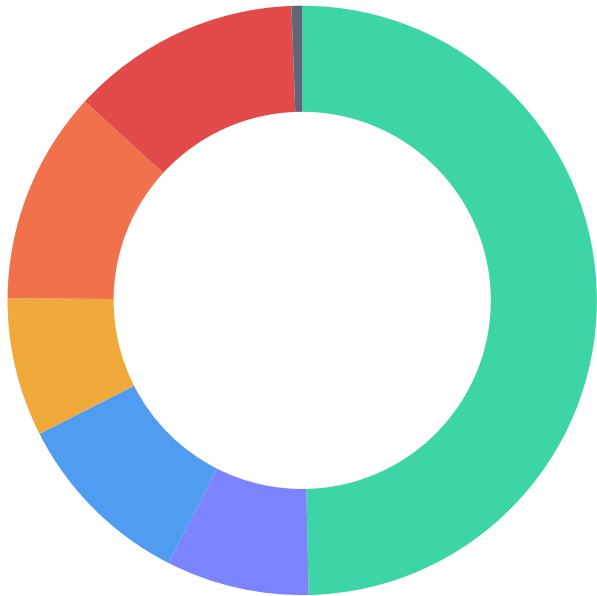
Share of reported issues · last 12 months



■ ~32% are version questions – “what’s the newest build / how do I update?” A single, visible current-version reference removes most of this bucket.

# Resolution Speed

How fast tickets get closed · MarvelClient / HCL products · last 12 months



### Time to close

	< 1 day	49%
	1-3 days	9%
	4-7 days	10%
	1-2 weeks	8%
	2-4 weeks	12%
	> 1 month	12%
	> 2 months	<1%

Almost half of all tickets are closed in under a day 😊



**Customer Case - I**

# No first Notes Start after Upgrade

Customer case · global automotive manufacturer

Automotive

10,000+ users

Notes 10.0.1 → 14.0

MarvelClient Upgrade

**The rollout**  
A company-wide client upgrade – every employee moved from IBM Notes 10.0.1 to HCL Notes 14.0 (FP4).

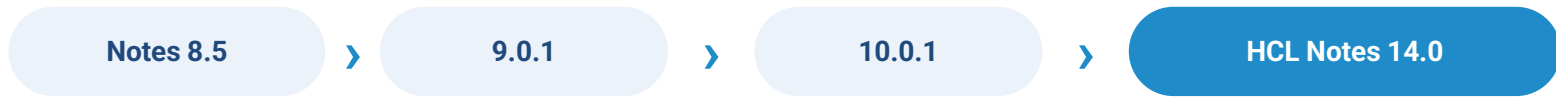
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**50%+** of clients in the pilot could not start Notes after the upgrade.

A show-stopper for the entire rollout.

# The Hunt for the Root Cause

Notes ran fine before the upgrade – so what changed?



One personal workspace folder, carried forward across every client generation – for years.

- **Root cause**

The aged, overgrown workspace folder – not the upgrade itself – was what stopped the new HCL Notes 14 client from starting.

# Cleanup Workspace to the Rescue

Good news — we already had the fix.

## Cleanup Workspace

Already part of the MarvelClient Support Helper since March 2025.



## Built into MarvelClient Upgrade

Analyzed, implemented and tested in about 2 days.

## What Cleanup Workspace does

- Resets the workspace folder to a clean, healthy state
- Keeps every user setting and preference — nothing is lost
- Delivers the stability and performance a new client version needs

# A Happy Ending

Customer pilot, then full rollout – done.

0

## Failed Notes starts after the upgrade

Every user launched the new client successfully.

### From blocker to clean rollout

Before: 50%+ couldn't start



After: 0 failures

Now recommended before every major client upgrade

Run it proactively – a fresh workspace, full stability, and not a single lost setting.



**Customer Case - II**

# A Cryptic Error on First Start

The ticket · reported via a panagenda partner

HCL Notes 14.5

IDVault Download

VDI

MarvelClient Roaming

## The rollout

The customer upgraded their clients to HCL Notes 14.5 – new clients talking to an older Domino / ID-vault server.

On first login, users hit:

**“An unsupported cryptographic operation was requested.”**

The client then closed. The real trigger was simply Notes 14.5 downloading the ID file from the IDVault at startup, not MarvelClient Roaming. Deleting the ID from any existing data folder reproduces the exact same error on the next start.

# The Hunt: IDVault, Not Roaming

Older clients were fine. The trigger was the IDVault download – not roaming.

HCL Notes 14.5 client



Pre-14.x ID-vault server

A new 14.5 password-auth algorithm meets an older ID-vault server → result: “Illegal Security function code.”

## What was really going on

- Notes/Domino 14.5.0 introduced a new, stronger default algorithm for ID-vault password authentication
- Endpoints running pre-14.0 code don't support it, so the ID download fails with “Illegal Security function code”
- Not a MarvelClient Roaming fault: deleting the local ID file and restarting reproduces it on any setup
- Once the ID is rewritten in the new format, older clients can no longer open it

Sources: [HCL technote KB0122915](#) · [Daniel Nashed's blog \(27 Aug 2025\)](#)

# MarvelClient Closes the Gap



panagenda and the partner, side by side.

## Reproduced & adapted

panagenda reproduced the error, isolated HCL's change, and adapted MarvelClient to it.

## Validated end-to-end

Fresh setup, delete the ID file, restart – the ID downloaded and login succeeded every time.

## The deliverable

**mc64.dll · v14.5.7 (build 11267)**

Installed over the existing DLL in the Notes program directory – no full reinstall needed.

# 29 Days Ahead of HCL



The outcome — fixed before HCL.

# 29

**Days ahead of HCL's own fix**

panagenda shipped the fix first.

## Timeline

- **18 Aug** Issue hits — no HCL fix in sight
- **1 Sep** panagenda fix shipped
- **+29 d** HCL's official fix arrives

**A 30,000+ user rollout unblocked — weeks before HCL's own fix**

The fix is now part of the MarvelClient 14.5 release.

# Takeaways



# Key Takeaways



What a year of support cases taught us.

## Help us help you

The free MarvelClient Support Helper sends complete logs, client data and NSDs, in one anonymized click. Faster fixes, far less back-and-forth.

## Ask us — that's why we're here

Don't sit on an issue. The more you involve us and the more we understand your environment, the better we can help. Making customers successful is the reason panagenda exists — so reach out and let us help.

## We've got your back

When it's a deeper bug, panagenda and you solve it together — fast. This year, at least one case was fixed ahead of HCL's own patch.

# What to Do Next

Three habits that keep support fast – and how to reach us.

## Make it routine

- ✓ Keep the free Support Helper on hand for every ticket
- ✓ Run Cleanup Workspace after ALL client upgrades
- ✓ Stay current – new MarvelClient builds carry the latest fixes
- ✓ Self-service first: check the Knowledge Base & FAQs

## Need us?

[tinyurl.com/panagenda-support](https://tinyurl.com/panagenda-support)

[support@panagenda.com](mailto:support@panagenda.com)

Typically within one business day.

# QUESTIONS?



Your Feedback Matters to Us



SCAN ME



WEBINARSERIE

2026

# Ein Jahr im Wandel

15. September 2026 | 10am CEST | 5am EDT

- ✔ 6 Webinare von den führenden Experten
- ✔ Notes 2026, Data Retention Compliance, Lernen vom Support
- ✔ Den Veränderungen voraus sein

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