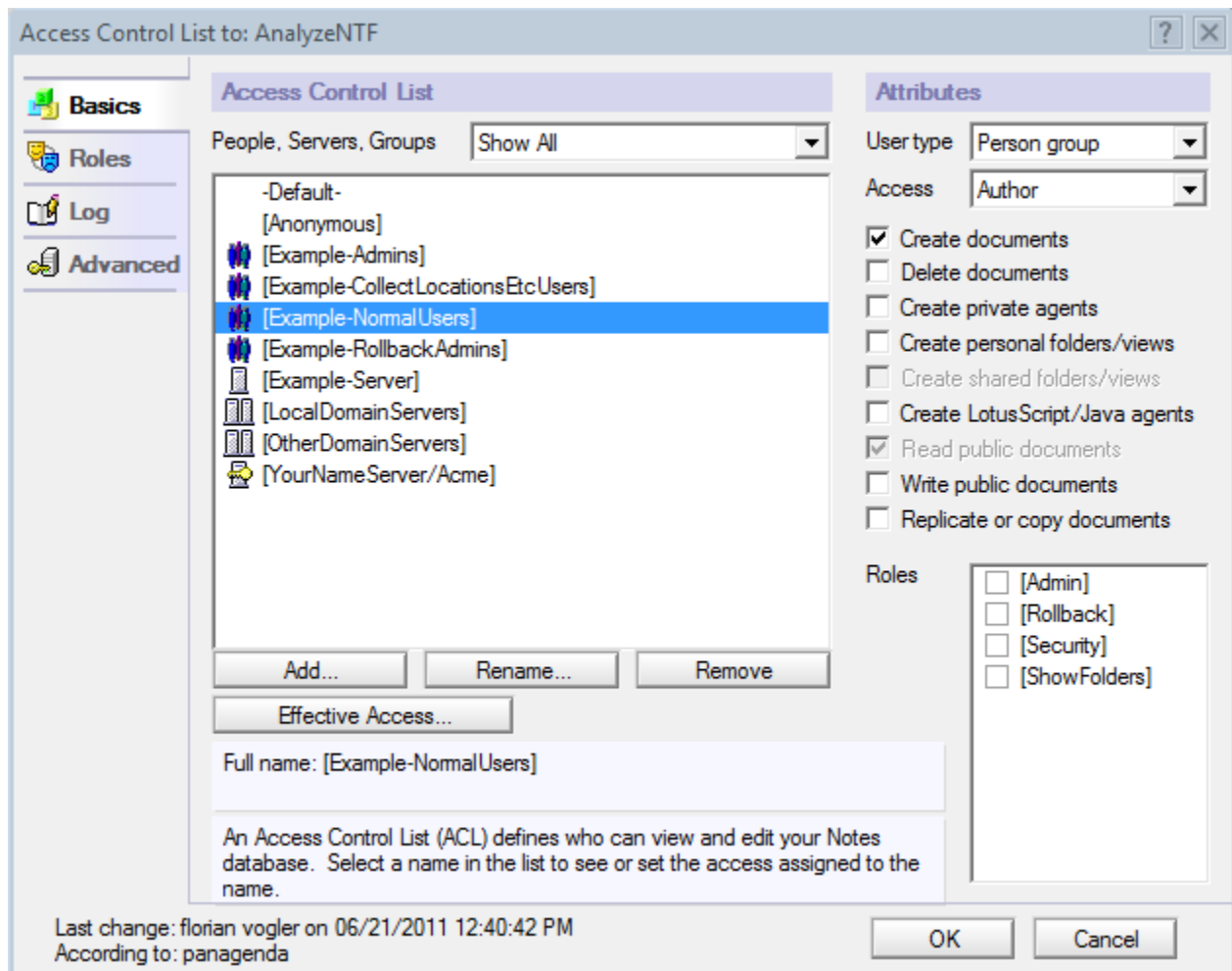
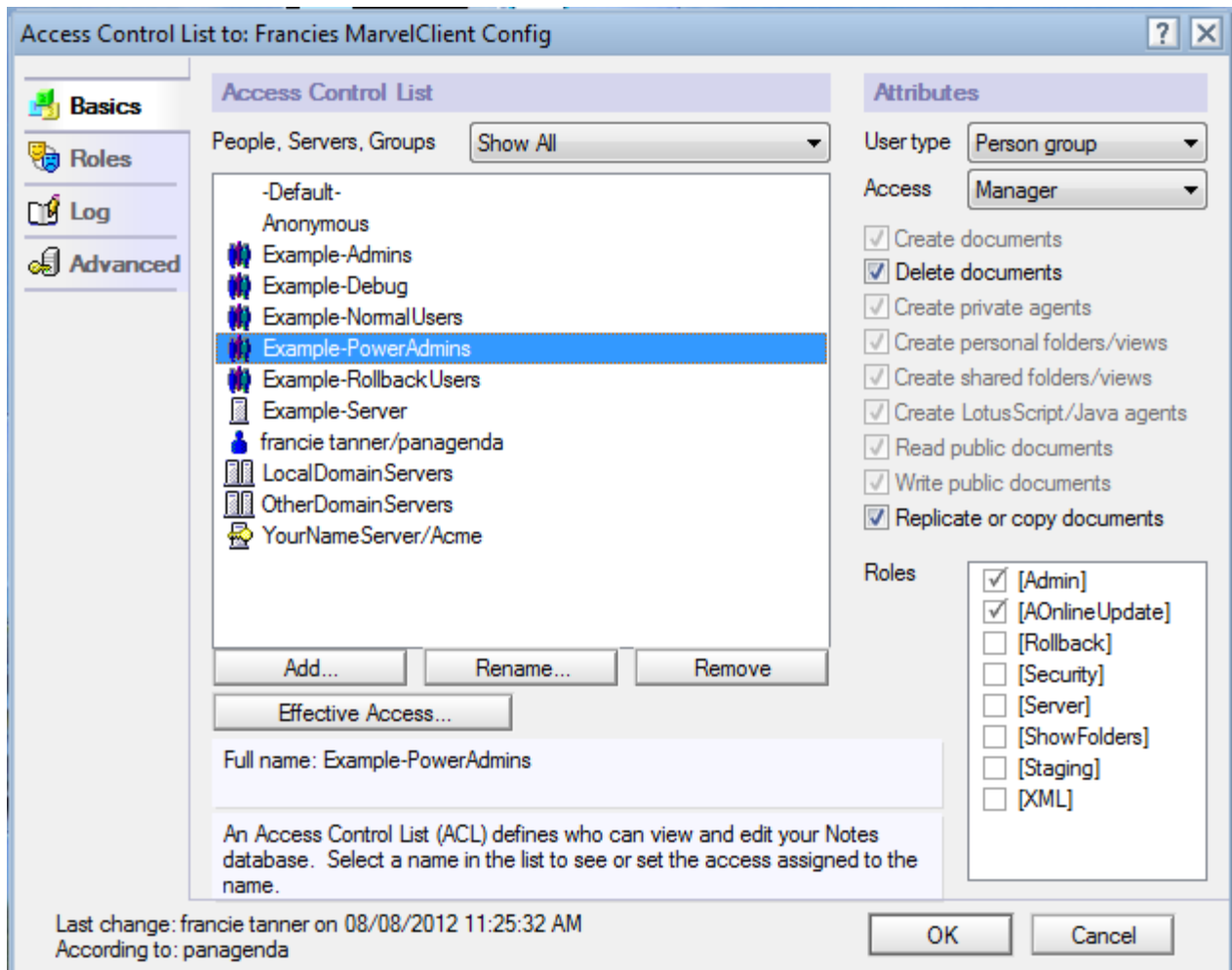


# What to Do If Documents Don't Appear in the Analyze Database

If for some reason you have installed and deployed MarvelClient but you're not receiving any client documents in MarvelClient Analyze, please check the following:

1. Check the ACL and roles of both your MC Config and MC Analyze database, which should look similar to the below with values in [brackets] being replaced with group or server names:





2. Next, check the location of your MarvelClient Config and Analyze databases and write down the server name and file path, such as cronus/panagenda - panagenda\panagenda.nsf and/or appsmc\_analyze.nsf

3. Then, open your "Set Path to MC Analyze (ini:MC\_UploadDB)" action document in the MarvelClient Config database and look at the "Filename Incl. Directory" field.

!Ready-to-use for MarvelClient Essentials				
✓	n/a	20190918T161440Z0098		ANALYZE: Exclude ini-Entries Directory, SharedDataDirectory and more
✗	2 100 000 000	20190925T112122Z0022		Enable Essentials Shutdown Runtime (ini:MC_EssentialsShutdownEnabled)
Audit/Monitoring				
✓	1 000	20181106T092950Z0024		Set Path to MC Analyze (ini:MC_UploadDB)
✓	4 199 999 999	20190918T161448Z0390		BACKUP: Upload Audit / Monitoring Data into Analyze Database
!Ready-to-use for panagenda customers and HCL Nomad				
✓	1 500 000 000	20190918T161434Z0030		Workspace Page 1
✓	n/a	20190918T161440Z0098		ANALYZE: Exclude ini-Entries Directory, SharedDataDirectory and more
✓	n/a	20180929T132610Z0100		ROAMING: Exclude ini-Entries Directory, SharedDataDirectory and more
✓	n/a	20180929T132739Z0090		Send and Receive Smallest First (All Locations)
✗	3 000 000 000	20180929T132854Z0222		DesktopIcon: Manage Mailfile Icon on Page 1, top left
Audit/Monitoring				
✓	251	20180929T132946Z0024		Export Extended Database Information and ID file Details
✓	1 000	20181106T092950Z0024		Set Path to MC Analyze (ini:MC_UploadDB)
✓	4 199 999 999	20190918T161448Z0390		BACKUP: Upload Audit / Monitoring Data into Analyze Database
Performance Monitoring				
✓	251	20180929T133024Z0020		Measure Latency to/from user's mailserver

NOTE: The highlighted documents in above screenshot are the same = ONE document, just displayed in two different categories, so you only need edit ONE.

```
.ini entry - name
(= .ini entry - value)
```

```
MC_UploadDB
=
panagenda\mc_analyze.nsf
```

The field content showing "panagenda\mc\_analyze.nsf" in above screenshot should match the path of your Analyze database noted in step 2 above. In other words, if your Analyze database is deployed to anything other than panagenda\mc\_analyze.nsf then this field needs to be updated with your actual file path.

Next, open your "BACKUP: Upload Audit / Monitoring Data into Analyze Database" action document in the MarvelClient Config database and look at the "Server" field.

!Ready-to-use for MarvelClient Essentials			
✓	n/a	20190918T161440Z0098	ANALYZE: Exclude ini-Entries Directory, SharedDataDirectory and more
✗	2 100 000 000	20190925T112122Z0022	Enable Essentials Shutdown Runtime (ini:MC_EssentialsShutdownEnabled)
Audit/Monitoring			
✓	1 000	20181106T092950Z0024	Set Path to MC Analyze (ini:MC_UploadDB)
✓	4 199 999 999	20190918T161448Z0390	BACKUP: Upload Audit / Monitoring Data into Analyze Database
!Ready-to-use for panagenda customers and HCL Nomad			
✓	1 500 000 000	20190918T161434Z0030	Workspace Page 1
✓	n/a	20190918T161440Z0098	ANALYZE: Exclude ini-Entries Directory, SharedDataDirectory and more
✓	n/a	20180929T132610Z0100	ROAMING: Exclude ini-Entries Directory, SharedDataDirectory and more
✓	n/a	20180929T132739Z0090	Send and Receive Smallest First (All Locations)
✗	3 000 000 000	20180929T132854Z0222	Desktopicon: Manage Mailfile Icon on Page 1, top left
Audit/Monitoring			
✓	251	20180929T132946Z0024	Export Extended Database Information and ID file Details
✓	1 000	20181106T092950Z0024	Set Path to MC Analyze (ini:MC_UploadDB)
✓	4 199 999 999	20190918T161448Z0390	BACKUP: Upload Audit / Monitoring Data into Analyze Database
Performance Monitoring			
✓	251	20180929T133024Z0020	Measure Latency to/from user's mailserver

NOTE: The highlighted documents in above screenshot are the same = ONE document, just displayed in two different categories, so you only need edit ONE.

Backup Configuration	
Roamingset?	<input type="checkbox"/> Define as Roamingset
Target type:	<input type="radio"/> File system <input checked="" type="radio"/> Database <input type="radio"/> Database (for http roaming) <input type="radio"/> FTP <input type="radio"/> Webdav
Server:	<mc.configdb_server>
Filename incl. Directory:	<ini:MC_UploadDB>

The server field shown above means that MarvelClient will look for the Analyze database in the path specified, **on the same server the Config database is located**. So if your Analyze database resides on a different server from your Config database, the "Server" field also needs to be updated. We don't often see customers deploy the Config database on a different server than the Analyze database, so this is rarely the case. If needed, however, you can simply enter a servername like "servername/certifier" into the field (without quotes).

4. Next, check the Notes.ini of a client that has MarvelClient deployed. The Notes.ini should have an entry for EXTMGR\_ADDINS as well as one pointing to the location of your MarvelClient Config database via MC\_DB=:

EXTMGR\_ADDINS=mc.dll


or

EXTMGR\_ADDINS=pmc.dll

MC\_DB=NameOfYourTestServer\!directoryand\FilenameOfYourConfigurationDatabase.nsf

or no MC\_DB entry at all, in which it defaults to %notes\_homeserver%!!panagenda\panagenda.nsf

5. Lastly, check your license document in your MarvelClient Config database to ensure that the certifier matches and that the license is not expired. To do this, open the License Updates view in the Administration section of your Config database and open the enabled document.



**MarvelClient**

- All Actions
  - by Access Def.
  - by Condition
  - by Type
  - by RT, Prio, Title
  - > Examples
- Onetime & Mass Change
- Permanent / Often
- Realtime
- Icons & BMs by Target

**Administration**

- Online Update
- License Updates**
- DLL Updates
- Mailbased Install

Categories: 10 | En/Disable

0/1	Who	Last modified UTC+SEC	License Key	Title
<b>(Not Categorized)</b>				
✓		20110805T162245Z0001	71...5DA...125...001	
✗		20110805T152100Z0010	DD...43...AD5...673C...11F...	panagenda FULL
✗		20110502T162623Z0001	...7...85C...IC...3C...F...	

