

MCSupportHelper

Using MarvelClient Support Helper

The MarvelClient Support Helper tool (MCSupportHelper.exe) is a small program for Windows that helps you **collect and optionally anonymize your Notes client logs and MarvelClient data**, so you can easily send them to support for analysis and troubleshooting.

- [Using MarvelClient Support Helper](#)
- [Quickstart Guide](#)
- [How Anonymization Works](#)
- [Collecting Files from HCL Nomad Clients](#)
- [Files that are Collected in Each Directory](#)
- [Content that is anonymized](#)

Quickstart Guide

STEP 1: Download MCSupportHelper.exe

You can find it here: <https://update.panagenda.com/mclhc/MCSupportHelper/MCSupportHelper.zip>

2026-02-05: 14.5.15.42

- FIX: Fixed an issue where checking for existing processes prior to workspace or plugin cleanup checked all processes instead of now just current user
- FIX: Fixed an issue where repositioning of windows neither worked reliably, nor honoured DPI scaling
- ENHANCEMENT: MCSupportHelper now also supports the Basic client for sending emails
- ENHANCEMENT: Added logging details to the beginning of MCSupportHelper.log

2025-12-08: 14.5.11.42

- FIX: Fixed an issue where workspace cleanup removed rcpininstall.properties, leading to upgrade issues unless the client was restarted at least once
- NEW: Added a help link at the top of MCSupportHelper
- ENHANCEMENT: When launching MCSupportHelper, Notes client child windows which are outside of the Windows desktop are automatically repositioned to where the Notes client is displayed (happens to the Property dialog box at times :-P)
- ENHANCEMENT: If found/applicable, NotesData\pid.nbf is now also included in the resulting zip file under TECHNICAL_SUPPORT

2025-11-27: 14.5.10.42

- FIX: Fixed an issue where non-existing Notes folders were parsed from notes.ini via shortcuts. Registry will now win over non-existent notes.ini folders
- FIX: Fixed an issue where workspace cleanup deleted custom plugins
- ENHANCEMENT: Workspace cleanup now allows to choose whether custom plugins should be kept or deleted

2025-11-22: 14.5.9.42

- FIX: Fixed an issue where workspace cleanup deleted the list of applications (working sets) in Domino Designer

2025-11-17: 14.5.8.42

- FIX: Fixed an issue where Plugin Cleanup failed for HCL Notes 14.5FP1

2025-07-28: 14.5.7.42

- FIX: Fixed an issue where MCSupportHelper displayed "Error in line 8860" when launched on clients without MarvelClient installed

2025-07-14: 14.5.5.42

- FIX: "Cleanup Workspace" no longer deletes Sametime Emoticons
- ENHANCEMENT: MCSupportHelper is now fully per Monitor Hi-DPI-aware

2025-04-16: 14.5.0.42

- ENHANCEMENT: 7-Zip has been updated from version 9.22 beta to 24.09

2025-03-23: 14.4.4.42

- ENHANCEMENT: Added a messagebox to display information when "Cleanup Plugins ..." requires elevation

2025-03-06: 14.3.3.42

- FIX: Fixed an issue where shortcuts to C:\Program Files\... were wrongly resolved as C:\Program Files (x86) due to a Windows bug
- FIX: Fixed an issue where MCSupportHelper would detect a missing MC_WorkingDirectory as 0 instead of empty / not set
- NEW: The MCSupportHelper.log file is included in the resulting zip file and contains Notes client autodetection details, as well as details of all found Notes shortcuts
- NEW: Added a new feature "Cleanup Workspace"
- NEW: Added a new feature "Cleanup Plugins" (requires administrative rights)
- NEW / CHANGE: MCSupportHelper now writes a MCSupportHelper.log file to the Windows TEMP folder

- CHANGE: The input fields for the various folders/directories are no longer editable. They should only be changed using the buttons right next to them

2024-05-21: 14.1.3.42

- FIX: Fixed an issue where the working directory was set to "not set" after clicking on "Smart Select" and canceling folder/file selection
- CHANGE: Removed support for selecting log.nsf via "Smart Select" - it simply does not provide sufficient consistent context in most cases. You can still select a log.nsf file, but it's not the best thing to do, really.

2024-05-21: 14.1.2.42

- FIX: Fixed an issue where a local notes.ini was picked up instead of Notes Preferences if a Nomad.zip file was selected
- FIX: Fixed an issue where already unzipped Nomad and Nomad Web support files were not processed properly - it is best to therein select about.txt or Preferences\Notes Preferences, or actually just point "Smart Select" at a nomad or nomad web zip file
- CHANGE: Changed the window style from topmost to normal
- CHANGE / ENHANCEMENT: Version information is no longer wrongly detected as an IP address, if it begins with "Version: " or "Version " or dot (.)
- ENHANCEMENT: Added notes:user_hierarchyonly_abbreviated to obfuscation table

2023-12-21: 14.0.1.42: ENHANCEMENT: Updated the digital signature to Nov 2024 (previous releases were valid until March 15, 2023)

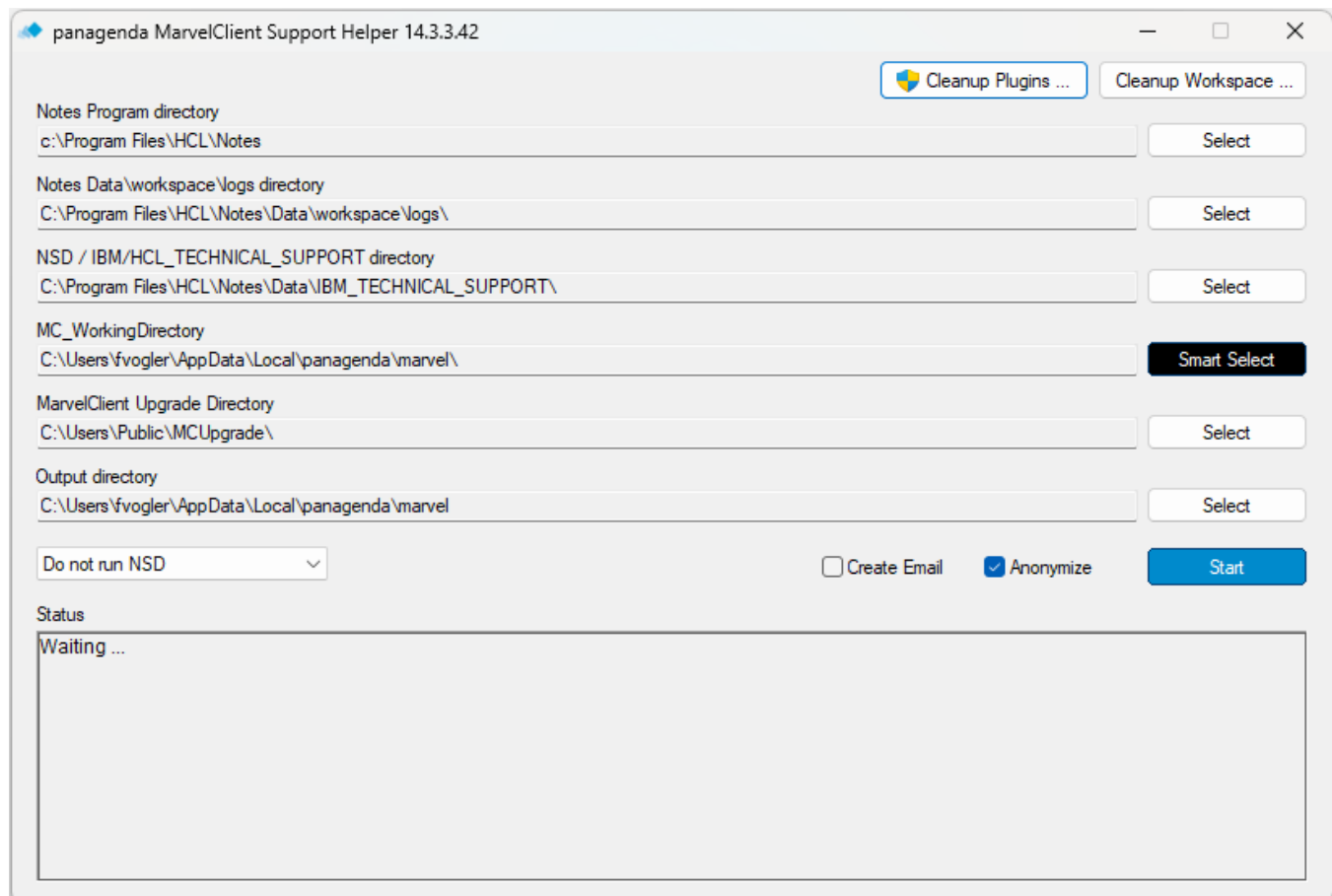
2023-09-06: 14.0.0.1: ENHANCEMENT: Enhanced client folder autodetection

2023-05-10: 14.0.0.0: NEW: Now including to also run NSD prior to data collector, automatic launching of Notes for email creation (if not yet or no longer present), and support for Microsoft Outlook for email sending

2022-09-29: 12.1.0.0: NEW / ENHANCEMENT: Updated to also work for HCL Notes 64 bit clients

STEP 2: Run MCSupportHelper.exe

After you've downloaded the MarvelClient Support Helper and run it, you will see a dialog like the following:



i Info

When launching the application for the very first time, it might take a few seconds for it to open. This is because Windows may have to update your certificate chain to validate the official extended validation (EV) certificate of the Support Helper executable.

STEP 3: Check the paths

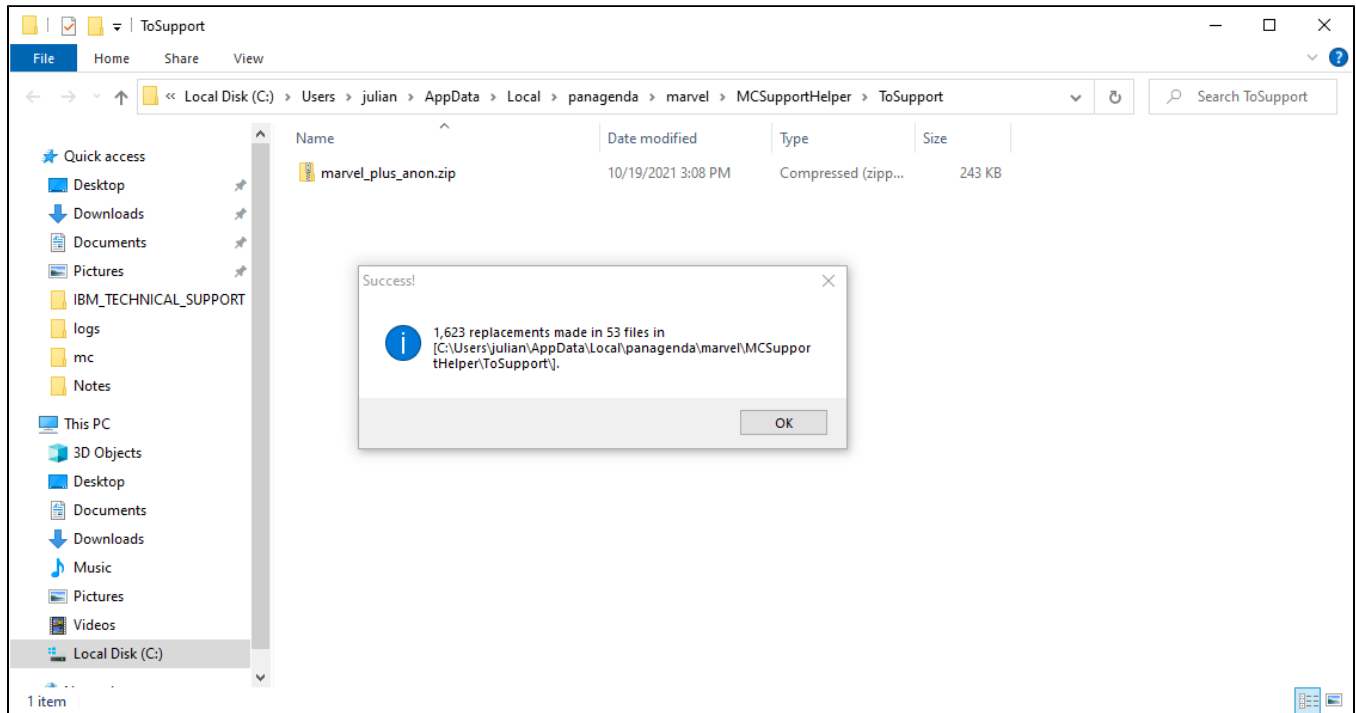
If the paths don't look correct, you can click the **Smart Select button** to select a directory with a log.xml, config.xml, log.nsf, or notes.ini file, and it will attempt to auto-discover the appropriate paths from there. Or you can select the directory paths individually. If there are any directories you don't have or don't want to include, you can leave them blank.

You can also select a Nomad Support Zip file as a source for MCSupportHelper - see "Collecting Files from HCL Nomad Clients" further down for more details.

STEP 4: Click Start

Once the paths and options are correct, just click the **Start button** to run the Helper!

This will gather the files into the OutputDirectory that you specified, and open the output folder in a new window:



i Info

Support Helper automatically appends \MCSupportHelper to the Output Directory!
Also, it will delete ALL files and subdirectories in the Output Directory\MCSupportHelper during every run.

STEP 5: Send the zip file to support

The zip file in the "ToSupport" directory is the one you can [send to panagenda support](#) for analysis. If the "Anonymize" option was selected, the files will be anonymized as described below.

If the "Create Email" option was selected, an email document will automatically be created and opened **with the zip file already attached**.

i Info

If your default mail client is set to "Microsoft Outlook" (without quotes, HKLM\SOFTWARE\Clients\Mail\{Default}), the mail will be created with Microsoft Outlook. Otherwise, it will be created in Notes. If the Notes client is not yet or no longer running at the end of data collection, MCSupportHelper will attempt to launch it and wait for a successful launch including login for up to 60 seconds.

How Anonymization Works

If the "Anonymize" option is selected on the MCSupportHelper dialog, the output files in the marvel_plus_anon.zip file will have all detectable **Personally Identifiable Information (PII)** removed.

It does this by scanning the MarvelClient config file and the notes.ini file for known PII keys – like user name variations, email addresses, and server names – and replacing all occurrences of those strings with a generic string like OBFUSNAME11. It also replaces specified patterns like IP addresses, email addresses and ftp/http(s):// URLs with generic strings.

All of the mappings of generic strings to PII are stored in a file called !MappingTable-DONOTSEND!.txt. **This mapping table is not included in the zip file, and should not be sent to panagenda support!** It is simply a reference for you.

You can also choose to deselect the "Anonymize" option, and use the MarvelClient Support Helper as an easy way to gather files for support. In most cases, it is easier to troubleshoot support problems when the logs are not anonymized; however, this is a choice that each customer can make for themselves.

Collecting Files from HCL Nomad Clients

MarvelClient Support Helper can easily collect (and optionally anonymize) data from HCL Nomad clients too. In order to get the log files from Nomad:

- For iOS and Android, follow [the steps for reporting a problem](#) and send the email (which includes a zip file) to yourself
- For Nomad Web, follow [the steps for reporting a problem](#) and save the zip file to your computer

Once you have the zip file with the Nomad logs, open MarvelClient Support Helper and click the **Smart Select button** to select the zip file. This will automatically unzip the file to the same directory that the zip file is in and pre-fill the appropriate directory paths for you.

Then you can click the **Start button** to run the Helper!

Files that are Collected in Each Directory

For each directory that is processed by MarvelClient Support Helper, the following files are collected:

Notes Data\workspace\logs directory	all *.xml, *.log files from the last 7 days
NSD / IBM/HCL_TECHNICAL_SUPPORT directory	all *.txt, *.log, *.nbf, *.dmp files from the last 7 days
MC_WorkingDirectory	all xml files in the directory and all subdirectories
MarvelClient Upgrade directory	all *.log, *.ini, *.html, *.log.zip files in the directory and all subdirectories; Zip files are unzipped automatically

Content that is anonymized

IMPORTANT

For safety reasons, any findings with a length of <= 6 are only replaced if they are followed by one of the following characters:
 ~ . , / \ | [0-9] ! ? " ' \$ % & () { } = ` ` * + # _ - : ; ^ \ Whitespace EndOfLine

Entry	Remarks
OS Computername	as obtained from Microsoft Windows
OS LogonDNSDomain	as obtained from Microsoft Windows
OS LogonDomain	as obtained from Microsoft Windows
OS LogonServer	as obtained from Microsoft Windows
OS Username	as obtained from Microsoft Windows
Name of OS Username from OS User Profile Directory	
MC config.xml notes.ini	CN=*/O=*

MC config.xml:user	any <user>...</user> value
MC config.xml:notes\user_common_name	
MC config.ml:userdetails_shortname	
MC config.xml:userdetails_fullname	
MC config.xml:computer	
MC config.xml:*.id notes.ini ...=*.id	
MC config.xml:mail*.nsf MC desktop.xml:mail*.nsf notes.ini ...=mail*.nsf	
MC config.xml:any email address notes.ini:any email address	
MC config.xml:any IP address notes.ini:any IP address	
MC desktop.xml MC bookmark.xml MC client_ecl.xml MC names.xml MC notes_ini.xml notes.ini	Any Notes name (CN=*O=* until !! or end of tag)
MC notes_ini.xml:URLAddress##= notes.ini:URLAddress##=	
notes.ini:AdminLastServer=	
Any email address	
Any ftp/https/http/https:// URL	except matches beginning with www.w3.org/
First 6 characters of any finding with more than 6 characters, followed by ~##	This is to match Windows 8.3 filenames, e.g. panage~1