

Using MarvelClient Support Helper / MCSupportHelper

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.

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Quickstart Guide

STEP 1: Download MCSupportHelper.exe

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

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 collection, 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:

panagenda MarvelClient Support Helper 14.0.0.1

Notes Data\workspace\logs directory

NSD / IBM/HCL_TECHNICAL_SUPPORT directory

MC_WorkingDirectory

MarvelClient Upgrade Directory

Output directory

Do not run NSD ☒ Create Email ☒ Anonymize

Status
Waiting ...

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.

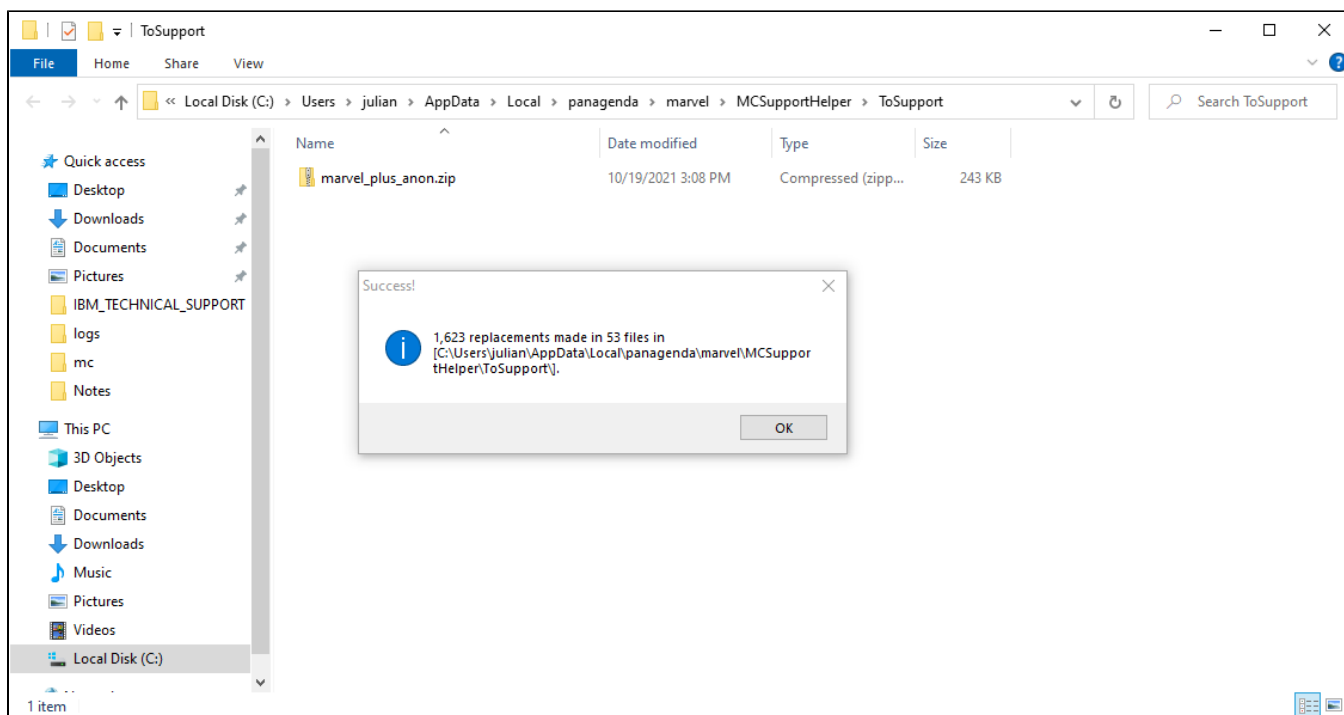
STEP 3: Check the paths

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.

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:



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**.



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/tps/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