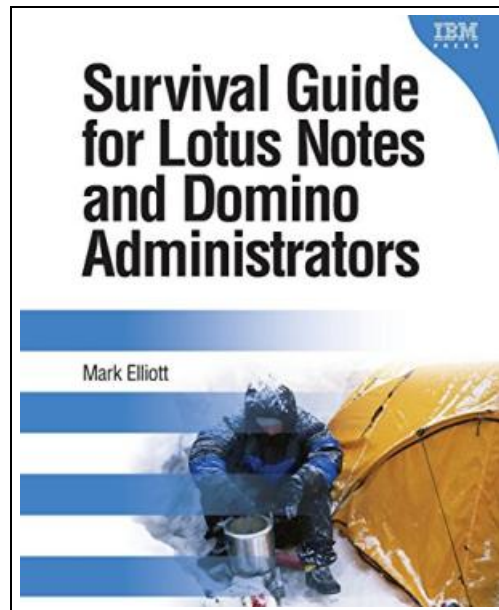


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Pearson Education (US), United States, 2009. Hardback. Condition: New. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. IBM's (R) Practical, Hands-On Guide to Supporting and Administering Lotus Notes and Lotus Domino This is the only book that focuses entirely on the specific technical, desk-side, and infrastructure issues that support professionals and administrators encounter when implementing and running Lotus Notes in production environments. Authored by one of IBM's top Lotus experts, it draws on the firsthand experiences of IBM professionals working in hundreds of client environments. Mark Elliott has created a true encyclopedia of proven resolutions to common problems and has streamlined processes for infrastructure support. Elliott systematically addresses support solutions for all recent Lotus Notes and Domino environments. Survival Guide for Lotus Notes and Domino Administrators is organized for rapid access to specific solutions in three key areas: client setup, technical support, and client software management. It brings together best practices for planning deployments, managing upgrades, addressing issues with mail and calendars, configuring settings based on corporate policies, and optimizing the entire support delivery process. Along the way, Elliott illuminates the administrative and support implications of the latest enhancements to Lotus Notes and Lotus Domino, in areas ranging from messaging to plug-in support. Whatever your role in managing, administering, or supporting IBM Lotus technologies, this book will help you respond more quickly, efficiently, and effectively-reducing support costs as you increase customer satisfaction. Coverage includesAn overview to key software changes introduced in Release 8.0Resolutions to dozens of error messages and other obscure issuesUsing the Smart Upgrade toolkit to automate upgradesImplementing policies to manage client settings and reduce administrative overheadOptimizing Lotus Notes performance and avoid user frustrationMaking the most of technical support tools and plug-insFinding technical support and patches on the IBM developerWorks websiteConfiguring Lotus Notes and...

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