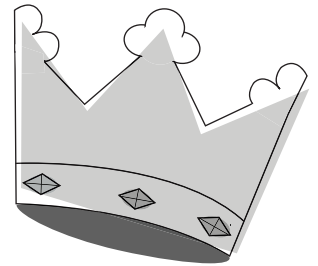


## A Ytria Customer's Story

# Tools Fit For a King

How scanEZ and the other Ytria tools helped this developer get a promotion and become the 'King of Lotus' at his company



"Having the Ytria tools furthered my career," says Fabrice Langlois, IT Systems Architect at Teradyne, a world leader in test equipment design and manufacturing.

"I came from being just another Notes developer to being the King of Lotus" he adds with a smile.

Of course he never would have risen to his position if he weren't already a highly competent Lotus Notes pro, but he points out that scanEZ and the other Ytria tools gave him an edge that caught the eyes of long-suffering end-users:

"I attribute that to my ability to turn around and satisfy end-user requests in a matter of minutes rather than telling them to submit a request to the funnel and wait for weeks because a design change in production is required to run the formula that will solve their issue," he explains. "You could say that scanEZ de-bureaucratized and cut out the unnecessary red tape in Notes Support for basic things like removing a field or changing values across multiple docs."

"With the old way of doing things, even simplest of data changes required creating an agent but with scanEZ you don't have to create design elements," he adds. "You're never bypassing security but you're avoiding the drudgery of manually needing to open every document one-by-one just to change values."

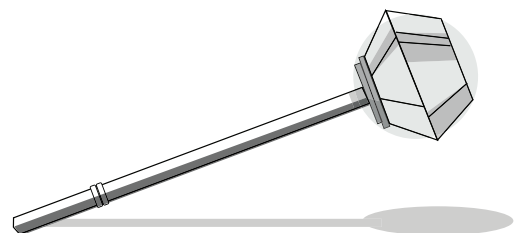
"First thing I told them the day I got started [at Teradyne] was 'we need these tools, they'll pay for themselves in no time'"

### Defending the Notes realm

"I used to only have wear one hat—the developer hat," he notes. "But now I wear the architect hats for Development and Administration"

After getting the promotion, his newfound influence within the company came in handy when there was a push to abandon Notes:

"Being in a position where I could wear both hats and understand every aspect of the platform allowed me to get the right perspective to fight off Google and Microsoft two years ago," he says.



## An open and shut ROI case

When asked if he had any trouble justifying the cost of Ytria software, he explained that he quite easily convinced bosses in his last two jobs to buy him the tools:

“I didn’t have to work too hard to convince my boss to authorize the expense in my last job,” he remembers. “And when I moved on to work with Teradyne the first thing I told them the day I got started was ‘we need these tools, they’ll pay for themselves in no time’—so they got them and they did [end up paying for themselves in no time].”

“Once you’ve seen scanEZ in action a few times and heard end-users say ‘wow, that was quick’ and word gets around how happy they are to see things completed in three hours rather than three weeks, it gets to be an easy story to sell to your boss,” he adds.

## Uncertain beginnings

“Back around 2004, I was working for another company and a colleague said ‘hey you should know about these Ytria tools,’ and so I got them,” recalls Fabrice. At that time, only very early versions of scanEZ, actionBarEZ and signEZ were available.

He admits that his first impression of these early-version tools was one of intimidation, “You opened it up and there were a gazillion buttons and the fields were tiny and there was just so much stuff that you just didn’t know where to look,” he recalls with a laugh, adding “Now that I’m used to the interface I think it’s great! I guess it’s just as intimidating for someone when they first open the Domino Designer client. Now that I’m used to them, I’ve got no problems with the interfaces whatsoever. And it didn’t take me very long at all to get used to it.”

## They stand alone

Besides their actual functionality, one of the first things he came to appreciate about the tools was the fact that they’re standalone applications: “I’d tried other companies’ tools but I much preferred the Ytria ‘external to Notes approach’ because it doesn’t lock up your Notes client or display pop-ups which prevent you from doing anything else,” he says.

## Change for the better

Fabrice notes that the tools, in particular scanEZ, fundamentally altered the way he works with Notes in some important ways.

“Unless I’m building an app, I don’t even bother writing agents anymore. I do everything in scanEZ,” he explains. “I learned the scanEZ commands inside-out and it’s so easy to just open up scanEZ and do a ‘Diff’ [a compare and contrast operation on fields across documents] and select a field and change a value or maybe do a command that does a DBLookup and just run it. I love the fact that I can evaluate things to make sure they’ll work or not and then go back to the Diff panel and run the changes without ever having to write a single design element—it’s very neat and I do that all the time.”

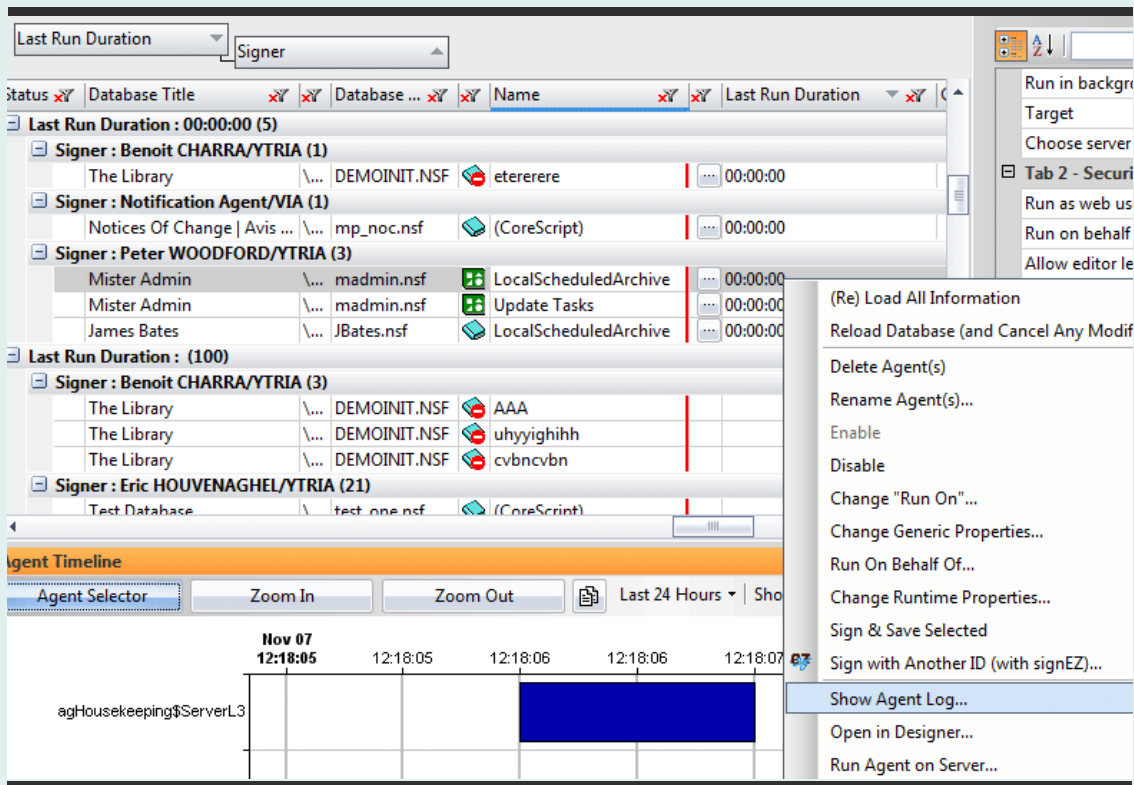
“Unless I’m building an app, I don’t even bother writing agents anymore. I do everything in scanEZ”

## Troubleshooting uncanny issues

Being a scanEZ power user, Fabrice has taken the time to learn the product’s deeper functionality. He explains how one of its less-obvious features, ‘The Post Replication Auditor,’ proved invaluable for dealing with those eerie and infuriating ‘resurrected document’ issues:

“With the default 90 day deletion stub lifetime, when someone goes on leave or forgets his laptop in the bottom of a drawer and takes it out a year later and starts replicating, a whole bunch of garbage comes back—I’m sure this is something that’s happened in every Notes shop in the world,” he explains. “When this happens, it’s a pain trying to figure out what’s going on, but with the Post Replication Auditor I can see the resurrected documents right away and delete them en-masse.”

(Note: We have a Ytria Tech Lab article on dealing with document resurrection issues, read it [here](#).)



“Until I figured out that we could use agentEZ, I wasted a bunch of hours looking though databases that maybe could have contained this agent [that stopped working]—it was like trying to find a needle in the haystack”

## Trust but verify

Fabrice is also a longtime user of Ytria signEZ, a tool that was designed, in part, to remove administration bottlenecks from Notes development. It allows administrators to delegate access to application signing IDs with strict conditions and without ever revealing the password.

“We didn’t have access to the signer ID at my job at the time when I first started using signEZ,” he recalls. “The admins didn’t want us developers to have access to the signing IDs. So we bought signEZ and we got them to type in the password so that we could use signEZ and go in there and be able to sign our own design elements—that’s really the way to do it.”

“It was a pretty easy thing to get the administrators to approve signEZ—they were happy because we didn’t have to go and bug them and they didn’t have to give us the password in order to use signEZ,” he adds with a laugh.

## An agent unmasked

He was already using all the other Ytria tools when agentEZ was released but it didn’t take long for this product to prove its worth. Fabrice remembers the first major issue he resolved with this tool:

“We had a scheduled agent that ran every week that stopped working—it was no longer updating profiles,” he recalls. “We only knew about this agent because documents were being upgraded—and we knew it was an agent because somebody remembered that much, but we couldn’t figure out what server it ran on and which database it ran it.”

“To solve this, I just went through all the servers that ran agents and looked at them in agentEZ and soon enough I went ‘ah, there it is!’ And after that I just opened the database with the agent,” he adds.

Fabrice and his team initially attempted to fix this issue without agentEZ. That didn’t go very well:

“Until I figured out that we could use agentEZ, I wasted a bunch of hours looking though databases that maybe could have contained this agent—it was like trying to find a needle in the haystack,” he recalls. “It was a case where documentation couldn’t be found but agentEZ still let us go in and find the agent.”

## Painless facelifts

These days Fabrice is doing more systems architecture work than either development or administration, but he still finds Ytria viewEZ to be invaluable for periodic major updates.

“I use viewEZ a least once or twice a quarter—guaranteed—and typically I might use it a few more times during the quarter,” he notes. “We have these views in a number of applications that need to be updated quarterly—headers need to be changed and columns need to be updated. I tried automating this process and I came to the conclusion that there’s just no way to do it; so I use viewEZ.”

We asked him how much of a time savings this represents:

“Oh viewEZ saves me at least few days of effort, testing and validation work each time,” he adds. “If it weren’t for viewEZ, we’d get the work done manually either by myself or offshore and that just takes a long time, is error prone, requires testing, validation it and tweaking. We’re saving a lot of time doing it with viewEZ.”

## Life without Ytria tools

When asked if he thought he accomplish the things he’s done in Notes with the Ytria toolkit, Fabrice offered the following:

“Well nothing is impossible, but a lot of things would have been so prohibitively time-consuming that they never would have happened.”

So how does he explain the folks out there who don’t use productivity tools for Notes development and administration? Are tools worth it for everyone?

“Yes. Just get familiar with the interfaces and start using the tools every day like I do, they’ll pay for themselves in a matter of weeks, I’d say,” he notes. “But, if you’re one of the people who is scared of new things and not very curious, then it will take longer for someone who just uses tools one or twice to solve a problem and then go back to your regular activities of doing things the good old fashioned way.”

“Some people will just keep shoveling against the wind because it doesn’t require too much thinking,” he adds with a laugh.

The screenshot displays the Ytria Replication Auditor interface. At the top, there are options for filtering by 'Modified (In this file) After' and 'Database Creation Date'. The current database is 'The Library on WEBTEST/YTRIA (Demo\DemoInit.nsf)'. Below this, there are checkboxes for 'UNID', 'Sequence Number', 'Modified (Initially)', 'Modified (In this fil...', 'Title', and 'Modified by'. A table titled 'Status: Possible Resurrection (1256)' is shown, with columns for 'Diff ...', 'Diff', 'Status', 'In...', 'T...', 'Created (Initially)', 'Created (In this file)', and 'Title'. The table contains multiple rows of data, including document IDs, titles, and creation dates. A context menu is open over the table, showing options like 'Compare', 'Copy UNID', 'Delete Do', 'Add to New 'My Selection'', 'Add to Current 'My Selection'', 'Grid Action', and 'Grid Columns'. A text box on the right side of the interface contains the following text: "When someone goes on leave or forgets his laptop in the bottom of a drawer and takes it out a year later and starts replicating, a whole bunch of garbage comes back... it's a pain trying to figure out what's going on, but with the Post Replication Auditor, I can see the resurrected documents right away and delete them en-masse."

Diff ...	Diff	Status	In...	T...	Created (Initially)	Created (In this file)	Title
434	616	Possible Resurrection			1/17/2006 2:39:44 PM	9/25/2007 5:15:43 PM	Order_Upd
434	616	Possible Resurrection			1/17/2006 2:41:26 PM	9/25/2007 5:15:43 PM	SpecialCon
434	616	Possible Resurrection			1/17/2006 2:28:04 PM	9/25/2007 5:15:43 PM	AccessCon
434	616	Possible Resurrection			1/17/2006 2:29:26 PM	9/25/2007 5:15:43 PM	Database S
1...	383	Possible Resurrection			2/16/2010 4:02:43 PM	3/7/2011 11:49:21 AM	
1...	383	Possible Resurrection			2/16/2010 4:06:18 PM	3/7/2011 11:49:21 AM	
434	616	Possible Resurrection			1/17/2006 2:39:44 PM	9/25/2007 5:15:43 PM	
1...	383	Possible Resurrection			2/16/2010 4:02:51 PM	3/7/2011 11:49:21 AM	
434	616	Possible Resurrection			1/17/2006 2:39:44 PM	9/25/2007 5:15:44 PM	
1...	383	Possible Resurrection			2/16/2010 4:06:18 PM	3/7/2011 11:49:21 AM	
434	616	Possible Resurrection			1/17/2006 2:29:42 PM	9/25/2007 5:15:44 PM	
434	616	Possible Resurrection			1/17/2006 2:27:28 PM	9/25/2007 5:15:45 PM	
434	616	Possible Resurrection			1/17/2006 2:39:51 PM	9/25/2007 5:15:45 PM	
434	3...	Possible Resurrection			2/16/1999 12:36:41 PM	9/25/2007 5:15:45 PM	
1...	383	Possible Resurrection			2/16/2010 4:05:40 PM	3/7/2011 11:49:21 AM	MvDoc