Oracle® Fusion Middleware

Oracle WebCenter Content Release Notes

11*g* Release 1 (11.1.1)

E54969-01

August 2014

Documentation for administrators and developers that lists
known issues for this release for Oracle WebCenter Content

ORACLE®

Oracle Fusion Middleware Oracle WebCenter Content Release Notes, 11*g* Release 1 (11.1.1)

E54969-01

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Preface

This preface includes the following sections:

- Audience
- Documentation Accessibility
- Related Documents
- Conventions

Audience

This document is intended for users of Oracle WebCenter Content 11*g*.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see these Oracle resources:

- Oracle Fusion Middleware Documentation Library 11g Release 1 (11.1.1)
- Oracle Technology Network at
  http://www.oracle.com/technetwork/index.html.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Introduction

This chapter introduces the Oracle WebCenter Content Release Notes, 11*g* Release 1 (11.1.1). It includes the following sections:

- Section 1.1, "Latest Release Information"
- Section 1.2, "Purpose of this Document"
- Section 1.3, "System Requirements and Specifications"
- Section 1.4, "Certification Information"
- Section 1.5, "Downloading and Applying Required Patches"
- Section 1.6, "Licensing Information"

1.1 Latest Release Information

This document is accurate at the time of publication. Oracle will update the release notes periodically after the software release. You can access the latest information and additions to these release notes on the Oracle Technology Network at:

http://www.oracle.com/technetwork/indexes/documentation/index.html

1.2 Purpose of this Document

This document contains the release information for Oracle WebCenter Content 11*g* Release 1 (11.1.1). It describes differences between Oracle WebCenter Content and its documented functionality.

Oracle recommends you review its contents before installing or working with the product.

1.3 System Requirements and Specifications

Oracle WebCenter Content installation and configuration will not complete successfully unless users meet the hardware and software pre-requisites before installation.

For more information, see *Oracle Fusion Middleware System Requirements and Specifications*.

1.4 Certification Information

The latest certification information for Oracle WebCenter Content 11*g* Release 1 (11.1.1) is available at the *Oracle Fusion Middleware Supported System Configurations* page.

1.5 Downloading and Applying Required Patches

After you install and configure Oracle WebCenter Content 11*g* Release 1 (11.1.1), there might be cases where additional patches are required to address specific known issues.

Complete the following steps to obtain a patch:

1. Log into the My Oracle Support web site at https://myoraclesupport.com/.

2. Click the Patches & Updates tab.

3. Use the Patch Search area to locate patches.

4. On the Patch Search Results page, select a patch and click Download to download the patch.

5. Install the patch by following the instructions in the README file that is included with the patch.

1.6 Licensing Information

Licensing information for Oracle WebCenter Content is available at:

http://oraclestore.oracle.com

Detailed information regarding license compliance for Oracle WebCenter Content is available at:

http://www.oracle.com/technetwork/middleware/ias/overview/index.html

2

Installing and Configuring Oracle WebCenter Content

This chapter describes installation and configuration issues associated with Oracle WebCenter Content. It includes the following topics:

- Section 2.1, "Rebranding of Oracle Enterprise Content Management Suite to Oracle WebCenter Content"

- Section 2.2, "Documentation Errata"

For more information about Oracle WebCenter Content installation and configuration, see the *Oracle Fusion Middleware Installing and Configuring Oracle WebCenter Content* guide or the *Oracle Fusion Middleware Installing an Evaluation Instance of Oracle WebCenter Content* guide.

2.1 Rebranding of Oracle Enterprise Content Management Suite to Oracle WebCenter Content

Oracle Enterprise Content Management Suite has been changed to Oracle WebCenter Content in the Oracle Fusion Middleware 11*g* (11.1.1.6.0) release. Oracle WebCenter Content is part of the Oracle WebCenter product stack, to provide the most complete, open, and unified enterprise content management platform.

The software and documentation for most of the Oracle WebCenter Content products have been rebranded accordingly. Table 2.1 shows the new and previous names.

Table 2–1   Oracle WebCenter Content Names Rebranded from Oracle Enterprise Content Management Suite

New Name	New Short Name	Previous Name	Previous Short Name
Oracle WebCenter Content	None	Oracle Enterprise Content Management Suite	Oracle ECM
Oracle WebCenter Content	WebCenter Content	Oracle Universal Content Management	Oracle UCM
Oracle WebCenter Content Server	Content Server	Oracle Content Server	Content Server
Oracle WebCenter Content: Inbound Refinery	Inbound Refinery	Oracle Inbound Refinery	Oracle IBR
Oracle WebCenter Content: Imaging Oracle WebCenter Imaging	Imaging	Oracle Imaging and Process Management	Oracle I/PM
Oracle WebCenter Content: Records	Records	Oracle Universal Records Management	Oracle URM
Oracle WebCenter Content: Desktop	Desktop	Oracle UCM Desktop Integration Suite	Oracle DIS

The following names remain unchanged:

- Oracle Information Rights Management (Oracle IRM)
- Oracle UCM Site Studio, or Oracle Site Studio (Site Studio)
- Oracle Universal Records Management Adapters
- Oracle Forms Recognition

2.2 Documentation Errata

This section describes documentation errata. It includes the following topic:

- Section 2.2.1, "Start Capture Managed Server Before Setting Application Roles"

2.2.1 Start Capture Managed Server Before Setting Application Roles

The order of tasks for configuring Oracle WebCenter Content: Capture is incorrect in Section 7.2, "Completing the Initial Configuration of Capture," in *Oracle Fusion Middleware Installing and Configuring Oracle WebCenter Content*, version 11*g*R1 (11.1.1.8.0).

The tasks should be in the following order because the Capture Managed Server needs to be started before the application roles are set:

1. Start the Capture Managed Server.
2. Assign roles to Capture users in Fusion Middleware Control.
3. Modify system-level settings through MBeans.

Likewise, the sections for these tasks should be in the following order:

- 7.2.1 Starting the Capture Managed Server
- 7.2.2 Assigning Roles to Capture Users
- 7.2. Modifying System-Level Settings

3

Oracle WebCenter Application Adapters

This chapter describes issues associated with Oracle WebCenter application adapters. It includes the following topics:

- Section 3.1, "Configuration Issues and Workarounds"
- Section 3.2, "Documentation Errata"

3.1 Configuration Issues and Workarounds

This section describes configuration issues and their workarounds. It includes the following topics:

- Section 3.1.1, "Populating the AXF_MA_PARAMETERS Table to Pass Extra Metadata Values (Managed Attachments)"
- Section 3.1.2, "Configuring Business Context for a Managed Attachments Solution with Oracle E-Business Suite Forms"

3.1.1 Populating the AXF_MA_PARAMETERS Table to Pass Extra Metadata Values (Managed Attachments)

This section provides additional information on passing extra metadata values from a business application to Content Server for an Oracle E-Business Suite Forms configuration, as described in "Passing Extra Metadata Values From a Business Application to Content Server" in *Oracle Fusion Middleware Administering the Application Adapters for Oracle WebCenter*.

To populate the AXF_MA_PARAMETERS table, use a script similar to the following:

Example 3–1 PL/SQL Script to Populate the AXF_MA_PARAMETERS Table

```
BEGIN
  FOR x1 IN
  (SELECT fndid, block_name FROM axf.axf_fnd_map WHERE FORM_NAME = 'APXINWKB')
  LOOP
  INSERT
  INTO AXF.AXF_MA_PARAMETERS VALUES
  (
  AXF.AXF_MA_PARAMETERS_SEQ.nextval,
  x1.fndid,
  'extraxIDNumber',
  'DATA',
  x1.block_name,
  'INVOICE_NUM',
  NULL,
```

```
      '0',
      SYSDATE,
      SYSDATE,
      '0',
      '0'
      );
    END LOOP;
END;
```

Note that this script creates many new rows in the AXF_MA_PARAMETERS table. You can use the script for other forms by changing the form_name parameter (APXINWKB). You can also change the metadata field (xIDNumber) to another field. If pulling a different field value from the Oracle E-Business Suite form (xl.block_name and INVOICE_NUM), replace these settings.

3.1.2 Configuring Business Context for a Managed Attachments Solution with Oracle E-Business Suite Forms

The section "Customizing Settings Based on Users' Business Context" in *Oracle Fusion Middleware Administering the Application Adapters for Oracle WebCenter* describes how to configure business context for a Managed Attachments solution with PeopleSoft and Oracle E-Business Suite OAF, but not with Oracle E-Business Suite Forms.

For each Oracle E-Business Suite Forms page, insert a row in the AXF_COMMAND_ PARAMETERS table that passes a context value. In Table C-22, see the example second row in which PARAMETERNAME=businessObjectContext and CONSTANTVALUE=ScanContext. Note that you can specify a value using a constant value or a data block/fieldname.

3.2 Documentation Errata

This section describes documentation errata. It includes the following topic:

- Section 3.2.1, "Incorrect Default Document Type Specified"
- Section 3.2.2, "dPrivilege Parameter in AFGrants Table Incorrectly Identified as Optional"

3.2.1 Incorrect Default Document Type Specified

In the section "Customizing the Document Type Used For New Attachments" in *Oracle Fusion Middleware Administering the Application Adapters for Oracle WebCenter*, the entry used to specify the default document type is incorrect: **afDocType** should be replaced with **dDocType**.

3.2.2 dPrivilege Parameter in AFGrants Table Incorrectly Identified as Optional

In the section "AFGrants Table" in *Oracle Fusion Middleware Administering the Application Adapters for Oracle WebCenter*, the dPrivilege table entry incorrectly states that the dPrivilege parameter is optional. This parameter is required. If not specified, the access level specified for the AppAdapterGrantPrivilege configuration variable is used.

4

Oracle WebCenter Content

This chapter describes issues associated with Oracle WebCenter Content. It includes the following topics:

- Section 4.1, "General Issues and Workarounds"
- Section 4.2, "Configuration Issues and Workarounds"
- Section 4.3, "Documentation Errata"

4.1 General Issues and Workarounds

This section describes general issues and workarounds. It includes the following topics:

- Section 4.1.1, "Site Studio Does Not Support Multibyte Characters in Site IDs, Directory Names, and Page Names"
- Section 4.1.2, "Site Studio Publisher Does Not Support Multibyte Characters"
- Section 4.1.3, "Oracle WebCenter Content Servers and IPv6 Support"
- Section 4.1.4, "Content Categorizer Trace Log Settings Discontinued"
- Section 4.1.5, "Extra Lines Displayed Viewing Contribution Folders in Internet Explorer 8"
- Section 4.1.6, "WebDAV Connection Fails After Logout or Restart"
- Section 4.1.7, "WinNativeConverter Requires .NET Framework"
- Section 4.1.8, "Detailed Oracle OpenOffice Configuration Settings"
- Section 4.1.9, "Clarification When Setting Classpath to OpenOffice Class Files"
- Section 4.1.10, "Inbound Refinery PDF Conversion May Differ Visually from the Original Content"
- Section 4.1.11, "Mismatching User and Server Locales Prevent Access to Oracle E-Business Suite and PeopleSoft Managed Attachment Pages in WebCenter Content"
- Section 4.1.12, "Connection Issues with Windows to WebDAV"
- Section 4.1.13, "Manual Addition of xdoruntime.ear Library for Records Management"
- Section 4.1.14, "Using HCSP Custom Elements with SSXA"
- Section 4.1.15, "Backing Up Site Studio Websites Using Chrome"
- Section 4.1.16, "DAM Video Storyboard Errors With Chrome and Safari"

4.1.1 Site Studio Does Not Support Multibyte Characters in Site IDs, Directory Names, and Page Names

Oracle Site Studio does not support multibyte characters in any value that will be used in URLs, including site IDs, directory names, and page names.

4.1.2 Site Studio Publisher Does Not Support Multibyte Characters

Oracle Site Studio Publisher does not support multibyte characters.

4.1.3 Oracle WebCenter Content Servers and IPv6 Support

Oracle WebCenter Content servers are supported on IPv4/IPv6 dual-stack hosts, but not on"IPv6-only" hosts. The following topologies are supported:

- Oracle Database on IPv4 hosts

- Oracle WebCenter Content, Oracle WebCenter Content: Records, Oracle WebCenter Content: Inbound Refinery on IPv4/IPv6 dual-stack hosts

- Client (browser) on either IPv4 or IPv6 hosts

4.1.4 Content Categorizer Trace Log Settings Discontinued

The Content Categorizer-specific execution trace log settings are discontinued. Use the Content Server System Audit Information facility instead. To enable Content Categorizer execution trace, enter `contentcategorizer` in the Active Sections control of the Tracing Sections Information section of the Admin System Audit Information page.

4.1.5 Extra Lines Displayed Viewing Contribution Folders in Internet Explorer 8

When using Folders in Internet Explorer 8 with default settings, IE8 adds extra lines. This is solved by opening the Compatibility View Settings dialog and unselecting the **Display intranet sites in Compatibility View** checkbox.

4.1.6 WebDAV Connection Fails After Logout or Restart

In Windows 7 and Windows Vista clients, after logging out and logging back in or after restarting, the Network Place used to access WebCenter Content over WebDAV may no longer work. This is solved by deleting and recreating the connection.

4.1.7 WinNativeConverter Requires .NET Framework

The Inbound Refinery component WinNativeConverter requires the vb.Net libraries included in the Microsoft .NET Framework 3.5 Service Pack 1 Redistributable Package for a Windows operating system. This package is available from the Microsoft Download Center at:

http://www.microsoft.com/downloads

Search for "Microsoft .NET Framework 3.5 Service Pack 1" and download and install the dotnetfx35setup.exe on your Windows operating system.

4.1.8 Detailed Oracle OpenOffice Configuration Settings

When configuring Inbound Refinery to convert content using Oracle OpenOffice, additional configuration details can be found in the Oracle 10*g* release of the PDF

Converter Installation and Administration Guide. The complete guide is available for download in either PDF or HTML format from Oracle Technology Network at the following URL:

http://download.oracle.com/docs/cd/E10316_01/ouc.htm

Oracle OpenOffice configuration is detailed in the "OpenOffice" section of "Installing Third-Party Applications" in Chapter 4, "Installing PDF Converter" and can be accessed directly at the following URL:

http://download.oracle.com/docs/cd/E10316_01/refinery/refinery_
doc_
10/pdfconverter/wwhelp/wwhimpl/common/html/wwhelp.htm?context=in
stall_admin_pdfc_10en&file=page_04_19.htm

Oracle OpenOffice configuration is detailed in the "OpenOffice" section of "Installing Third-Party Applications" in Chapter 4, "Installing PDF Converter" and can be accessed directly at the following URL:

http://download.oracle.com/docs/cd/E10316_01/refinery/refinery_
doc_
10/pdfconverter/wwhelp/wwhimpl/common/html/wwhelp.htm?context=in
stall_admin_pdfc_10en&file=page_04_19.htm

4.1.9 Clarification When Setting Classpath to OpenOffice Class Files

In the Oracle Digital Asset Manager and Conversion Administration guide, chapter 2 "Managing Conversions" under the section "Configuring Content Server and Refinery Communication," step 2 asks you to enter:

```
JAVA_CLASSPATH_openoffice_
jars=<OfficePath>/Basis/program/classes/unoil.jar:<OfficePath>/URE/java/ridl.jar:<
OfficePath>/URE/java/jurt.jar:<OfficePath>/URE/java/juh.jar
```

Note that the true value for *<OfficePath>* is likely to include spaces and care must be taken when setting this in a Microsoft Windows environment.

Ensure that the paths are not enclosed in quotes, that slashes (/) are used for path separators and not backslashes (\), and that any space in the path is escaped using a backslash (\). For example, a properly formed classpath in a Windows environment could look like this:

```
JAVA_CLASSPATH_openoffice_
jars=C:/Program\Files/OpenOffice.org\3/Basis/program/classes/unoil.jar:C:/Program\
Files/OpenOffice.org\3/URE/java/ridl.jar:C:/Program\
Files/OpenOffice.org\3/URE/java/jurt.jar:C:/Program\ Files/OpenOffice.org\
3/URE/java/juh.jar
```

4.1.10 Inbound Refinery PDF Conversion May Differ Visually from the Original Content

Oracle WebCenter Content: Inbound Refinery makes every effort to maintain the visual integrity and formatting of content being converted from its native format to PDF, but Oracle cannot guarantee that the resulting PDF will be an exact visual replication.

4.1.11 Mismatching User and Server Locales Prevent Access to Oracle E-Business Suite and PeopleSoft Managed Attachment Pages in WebCenter Content

For the Oracle E-Business Suite and PeopleSoft managed attachment function in WebCenter Content, users are not granted access to managed attachment pages if their

user locale does not match the server locale, which means they cannot view these pages.

4.1.12 Connection Issues with Windows to WebDAV

Supported Windows operating systems may have difficulty connecting to a WebDAV server running over HTTP and using HTTP Basic authentication in some situations. To correct for this, you must edit the registry of the client computer to enable Basic authentication. For detailed information, see Microsoft Knowledge Base Article 841215 at http://support.microsoft.com/kb/841215.

4.1.13 Manual Addition of xdoruntime.ear Library for Records Management

If the Records Management feature is installed in an Oracle WebCenter Content product, xdoruntime.ear library needs to be added manually from the Oracle WebLogic administration console after a domain is created. A reference to the library must be added to the weblogic-application.xml file of the Oracle WebCenter Content EAR file before the managed server is started for the first time.

To add xdoruntime.ear to the WebLogic WebCenter Content domain, follow these steps:

1. After a domain is created, start the Admin Server only. If a managed WebCenter Content server has already been started, then the administrator will have to perform additional steps to add reference to the deployed WebCenter Content server instance later.

2. Open WebLogic console in browser. Click on **Deployments** in the left pane. Browse the pages to check if there is already a xdoruntime.ear file in the WebLogic administration console. If it is already present, then no more steps need to be performed.

3. If no xdoruntime.ear file is present, click **Install** on the Deployments display. A file selection dialog opens. Browse the available file system and select xdoruntime.ear in the following path:

   /*FMW_HOME*/Oracle_ECM1/ucm/idc/components/ReportPublisher/lib/xdoruntime.ear

4. Click **Next**. The option page to select the file as library opens. Select "Install this deployment as a library" and click **Next**.

5. The Target Selection Screen opens. Select all targets and click **Next**.

6. The Deployment Name screen opens. In the Security section, select "DD Only: Use only roles and policies that are defined in the deployment descriptors." In the Source accessibility section, select "Copy this application onto every target for me" and click **Next**.

7. In the Additional Configuration section, select "Yes, Take me to the deployment's configuration screen" and click **Finish**. The library is now deployed in the environment.

To reference the deployed library from the WebCenter Content Enterprise Application library, follow these steps:

1. Extract the cs.ear file from the following path:

   /*FMW_HOME*/Oracle_ECM1/ucm/idc/components/ServletPlugin/cs.ear

2. In the extracted directory modify META-INF/weblogic-application.xml and add the following line for library reference:

```
<library-ref>
    <library-name>oracle.xdo.runtime</library-name>
</library-ref>
```

3. Create an archive file named cs.ear from the extracted modified directory and replace the file by the same name in the path it was retrieved from. This change will take for all undeployed WebCenter Content server instances.

4. Start the managed server.

If the managed server has been started at least once after the domain has been created, complete the following:

- Locate the weblogic-application.xml of the Oracle WebCenter Content enterprise application in the deployed WebCenter Content domain at a path similar to the following example:

  /FMW_HOME/domain path/servers/UCM_server1/servers/UCM_server1/tmp/_WL_
  user/Oracle Universal Content Management - Content
  Server/k6ggd/META-INF/weblogic-application.xml

  Modify the META-INF/weblogic-application.xml and add the following line for library reference:

  ```
  <library-ref>
      <library-name>oracle.xdo.runtime</library-name>
  </library-ref>
  ```

  If the UCM_server1 is not available in */FMW_HOME*/domain path/servers/, then this step is not needed, as the managed server has not been started, which would have deployed the UCM_server1 at this location.

4.1.14 Using HCSP Custom Elements with SSXA

When a new custom element form is created from scratch (rather than copying an existing form to build an element from), it may have issues lading properly in SSXA.

To use HCSP custom elements within SSXA, you must include the following in the SSXA application's web.xml file:

```
<mime-mapping>
    <extension>hcsp</extension>
    <mime-type>text/html</mime-type>
</mime-mapping>
```

This will allow the files related to the custom element to be executed rather than downloaded.

4.1.15 Backing Up Site Studio Websites Using Chrome

When backing up a Site Studio website using Chrome, and manage the archive and download as a ZIP file, the name of the ZIP file might not be as expected.

The name of an archive downloaded as a ZIP file should be in this format: *server_DDMMYYYY_HHMMSS*.zip. But when using Chrome, the name may be idcplg.zip.

4.1.16 DAM Video Storyboard Errors With Chrome and Safari

The storyboard links on the Rendition Info page for a video item (which should make the video start playing at a specific spot) are not working in Chrome or Safari browsers with Windows Media or QuickTime player plug-ins. Nothing happens when you click

on the links. They do work in Chrome and Safari with the flash player, and they work with all plugins in Firefox and IE.

4.1.17 Issues Applying Table Styles When Using FireFox and FCK Editor

When using FCK editor and the Firefox browser with Site Studio Contributor, it is difficult to apply available table styles to a table. This is a functionality missing from FCK editor, and not a limitation of Firefox or Site Studio.

4.1.18 Content Information Server Is Not Supported for 11*g*

Oracle Content Information Server (CIS) is not supported for WebCenter Content 11*g* connections in any formats.

4.1.19 Window Size Using Trays with Firefox

When using the Trays view with Site Studio on the Content Server, some screens viewed with the Firefox browser may not correctly fill the browser window.

4.1.20 VB6 Component Dependency for Kofax 9

Kofax 9 does not install VB6 components required for many of the Export Connectors. Install and register the required VB6 components to use the Export Connectors.

4.1.21 Windows (32-Bit): Offline Server Status Icon Overlay Not Displayed on Windows Vista and Windows 7

On Windows XP, Oracle WebCenter Content: Desktop shows a special icon overlay for offline content servers in the Oracle Content Servers tree in Windows Explorer (a red circle with a red diagonal line). This icon overlay is not displayed on Windows Vista and Windows 7. You can see if a server is offline in its details pane.

4.1.22 Windows (32-Bit): Opening an Older Managed File Revision Not Available in Microsoft Excel

The Microsoft Office integration provided by Oracle WebCenter Content: Desktop allows you to open an older revision of a managed file in the Office application. However, this feature is not available in Microsoft Excel. Please note this is not a bug in Desktop, but rather a limitation in Excel, which does not allow two files with the same file name to be opened simultaneously.

4.1.23 Using URLs With SSP Include and Exclude Filters

If URLs are used in the Include or Exclude Filters list then any periods ('.') will need to be escaped, otherwise the filter will fail. For example:

```
http://www\.oracle\.com/information/about\.html
```

Note the '.' have been escaped with '\'

4.1.24 Disabling the Folders_g Deprecation Alert

There is an alert displayed when Folders_g is enabled that says, "The Folders_g component is in use but is now deprecated. Folders_g is replaced with the FrameworkFolders component, which implements the Folders feature. Folders_g data can be migrated to the new Folders feature."

To prevent this alert from displaying, open the config.cfg file and set the following configuration value:

```
DisableFoldersgDeprecationMesssage=1
```

4.1.25 Windows (32-Bit): Dragging and Dropping Microsoft Office Documents in Windows Explorer

On a Windows 7 or Vista system, Microsoft Office documents may become corrupted if you drag and drop them from an Oracle WebCenter Content: Desktop content folder in Windows Explorer to a location outside Content Server, particularly documents in native Office 2007/2010 format (`.docx`, `.xlsx`, or `.pptx` extension).

If you want to edit a document, you should use the **Check Out** or **Available Offline** (previously the **Make Available Offline**) item on the context menu.

If you have administration privileges, you can disable the DesktopTag component before performing a drag and drop operation, to avoid document corruption.

4.1.26 Accessing ZipRenditionStaticAccess Scheduled Job Information

The ZipRenditionManagement component automatically creates a scheduled job to aid in the creation of static renditions. This job is sometimes created at the wrong time during the setup or configuration process, which causes an error when an administrator accesses the **Administration** > **Scheduled Jobs Administration** > **Active Scheduled Jobs** page. If the administrator deletes the job and restarts Content Server, the job will be recreated, and the Active Scheduled Jobs page will not throw an error.

4.1.27 Check-in and Search Forms Pop Up Error Messages when UCM is in EBR Mode

When UCM is run in EBR more, the following errors pop up when opening check-in or search forms.

"Unable to generate data for the view websiteobjecttypelist. Unable to build where clause for for view WebsiteObjectTypeList. The field dKey does not exist in table OptionsList"

"Unable to generate data for the view pachagedconversionslist. Unable to build where clause for for view PachagedConversionsList. The field dKey does not exist in table OptionsList"

"Unable to generate data for the view pdfwtemplatetypelist. Unable to build where clause for for view PdfwTemplateTypeList. The field dKey does not exist in table OptionsList"

"Unable to generate data for the view videorenditionslist. Unable to build where clause for for view VideoRenditionsList. The field dKey does not exist in table OptionsList"

As a result, some dropdowns in the forms are not populated with data.

4.1.28 View Publishing Errors Are Observed in Logs When UCM is in EBR Mode

Once UCM managed server is started, errors of the kind `!csSchemaUnableToPublishView` can sometimes be seen. These errors happen only when UCM is in EBR mode.

4.1.29 Optimization Errors with External OracleTextSearch

When using OracleTextSearch using an Oracle 11.2.0.2.0 database as an external search provider, optimization errors may appear in the logs. It is an issue with the database, not UCM. This issue is resolved in the 11.2.0.3.0 database.

4.1.30 Propagating the cwallet.sso Changes to Deployment Manager

The updates to the cwallet.sso file, in some cases, are not propagated from the UCM server to the Deployment Manager. In these cases, you must propagate the change manually.

The Oracle UCM server updates the cwallet.sso file located in

```
WAS_PROFILES/UCM_SERVER_NAME/config/cells/UCM_CELL_NAME/fmwconfig/
```

when it starts after completing configuration on the Post Install Configuration Page or after enabling PdfWatermark or BpelIntegration components. In these instances, propagate this change back to the Deployment Manager.

To do this, copy the cwallet.sso file to

```
WAS_PROFILES/DEPLOYMENT_MANAGER_NAME/config/cells/UCM_CELL_NAME/fmwconfig/
```

immediately after the start.

4.1.31 UCM in EBR Mode Fails to Start when Dynamic Converter Component is Enabled

When the UCM is in EBR mode, and Dynamic Converter is enabled, UCM managed server will not start due to an error with creating the HtmlConversions object. An ORA-00955 error will be referenced in this exception:

```
!csDbUnableToPerformAction_create,HtmlConversions!$ORA-00955: name is already used
by an existing object
```

A possible workaround is to disable DynamicConverter component using the Component Wizard.

4.1.32 Content Tracker Report Date Format Supported in Nine Languages

Auto-filled dates in the Content Tracker Report page are only supported in nine languages. If the admin locale is not set to one of the nine languages, the date format is displayed in the default (English).

The nine supported admin locales are: Chinese-Simplified, Chinese-Traditional, Deutsche, English-UK, English-US, Espanol, Francais, Italiano, Japanese.

4.1.33 Inbound Refinery PDF Optimization Not Supported with Ghostscript 9.07

When using Inbound Refinery WinNativeConverter to convert documents to PDF, the PDF Optimization option does not work if the distiller being used is Ghostscript version 9.07. PDF Optimization does work with Ghostscript version 9.06.

4.1.34 Thai Locale in Firefox Browser Displays Larger Asian Font

When using Firefox browser with Content Server set for the Thai locale, the font size for Asian characters is larger than for non-Asian characters. This issue is specific to Firefox. A general recommendation is to use a different browser.

A workaround for using Firefox with the Thai locale is to access the Accessibility preferences in Content Server and select Use Large Fonts. Then in the Firefox Options, open the Advanced dialog in the Fonts & Colors section and deselect "Allow pages to choose their own fonts." The Thai font will display more accurately.

4.1.35 'Show on Top' Context Menu Option Does Not Display as Expected in WebCenter Content User Interface

When using the WebCenter Content user interface (as opposed to the native 11*g* interface) to work with a multi-level folder tree and doing a right-click on a sub-folder to display the "Show on Top" context menu option, the option is not always immediately displayed. Also, when the option does display, it does not always immediately function when clicked.

A workaround is always select the folder first (by doing a left-click), then do a right-click to invoke the context menu.

4.1.36 Windows (32-Bit): Viewing Metadata Window for Files to Upload Using Internet Explorer 9 and WebCenter Content User Interface

When using the WebCenter Content user interface (as opposed to the native 11*g* interface) and Internet Explorer version 9 to select multiple files to upload, clicking on the row does not expand the metadata window. This is inconsistent with behavior in Firefox version 18, Chrome, or Safari version 5.

A workaround is to click a file name to expand the metadata window.

4.1.37 Using Dropdown Menu on Chrome When Ask.com Toolbar Present

When using the WebCenter Content user interface (as opposed to the native 11*g* interface) and Chrome, the presence of the Ask.com toolbar disables dropdown menu functionality. A workaround is to remove the Ask.com toolbar.

4.1.38 Windows (32-Bit): Behavior of Folder Search Bar is Erratic in Internet Explorer 9

When using the WebCenter Content user interface (as opposed to the native 11*g* interface) and Internet Explorer version 9, clicking the text input area of the folder search bar can result in erratic behavior. For example, the placeholder text may be cleared and the input focused, or the search bar buttons are enabled and the tree is hidden, or may it behave normally.

4.1.39 Using Tabular View in Screen Reader Mode in WebCenter Content User Interface

When using the WebCenter Content user interface (not the native 11*g* interface) in Screen Reader mode to access a Documents, Libraries, Favorites, or Folders page, then switching to the Tabular view, an error will occur if you perform a right click to get to the Context menu. The workaround is to select the desired document and then access the Context menu by using the menu bar and More menu. This situation only occurs when using the Screen Reader mode with the Tabular view.

4.1.40 Framework Folders AutoSuggest Type-Ahead Feature Limitation

When the WebCenter Content user interface is implemented instead of the native 11*g* interface, Framework Folders must be enabled (Folders_g cannot be used). As of 11.1.1.8.0, Framework Folders uses an AutoSuggest type-ahead feature when users enter search terms. The AutoSuggest feature is required and is enabled as part of the

AutoSuggestConfig component with the WebCenter Content user interface. By default the AutoSuggest index engine splits a term into grams and stores them in the index. For better performance the minimum gram length is set to a default of 2. Because the minimum gram length is 2, users cannot select user and role names that are only one character in length. Avoid creating documents, folders, libraries, users, and roles with a single character name.

4.1.41 Site Studio ASP and JSP Sites Functionality in 11gR1

Active Server Page (ASP) and Java Server Pages (JSP) sites are still available for legacy (pre-10gR4) projects, but they do not have 11gR1 functionality. They will function as they did with previous releases of Site Studio.

ASP sites will work only when the Site Studio 11gR1 component is installed on a 10g Content Server. IIS is not a supported web server for 11g Content Server, so it is not possible for ASP sites to work out-of-the-box on 11g Content Server.

4.2 Configuration Issues and Workarounds

This section describes configuration issues and their workarounds. It includes the following topics:

- Section 4.2.1, "Minimum JDBC Driver Version Required for Oracle Text Search Component"

- Section 4.2.3, "Setting Security Privileges for Modifying Contribution Folders"

- Section 4.2.4, "Linux x86: Site Studio for External Applications (SSXA) Port Values for Oracle Content Server 10gR3"

- Section 4.2.5, "SSXA Required DC Version for Oracle Content Server 10gR3"

- Section 4.2.6, "Content Portlet Suite (SCPS) WebCenter as Producer Targeting Libraries"

- Section 4.2.7, "Logout URL for SSO Logout Integrating with Oracle Access Manager 11g"

- Section 4.2.8, "Using the Custom Truststore with the JPS Connection to ActiveDirectory"

- Section 4.2.11, "Electronic Signature Login and Time Limit"

- Section 4.2.12, "Configuring Temporary Directories"

- Section 4.2.13, "Setting Maximum Windows Per Session Parameter"

- Section 4.2.14, "AutoSuggestConfig Component Must Be Disabled in Native 11g Interface"

- Section 4.2.15, "Content Server Localization and Verbose Tracing"

- Section 4.2.16, "FrameworkFolders Patch for Release 11gR1 (11.1.1.8.0)"

4.2.1 Minimum JDBC Driver Version Required for Oracle Text Search Component

The Oracle Text Search component that is part of WebCenter Content 11gR1 requires a JDBC driver version of 10.2.0.4 or higher. The component will not work with older JDBC driver versions.

4.2.2 Windows (32-Bit): Manually Disabling 8.3 File Naming for Inbound Refinery on Windows 7

When running Oracle WebCenter Content: Inbound Refinery on Windows platforms, you may see this alert:

"The weblayout directory is on a filesystem with 8dot3 semantics. Legacy 16-bit 8dot3 filenames conflict with revision labels and will cause file loss. Disable 8dot3 semantics by running `Installer DisableNtfs8dot3` and then restarting Windows."

On Windows 7, running `Installer DisableNtfs8dot3` does not resolve this. You must make the configuration change manually in the Windows registry.

To change the Windows registry, go to the following key:

`HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Control/FileSystem`

Then, set the value of the NtfsDisable8dot3NameCreation key to 1. You must restart Windows for the new setting to take effect.

Please note that Inbound Refinery is supported on Windows 7 in development environments only.

4.2.3 Setting Security Privileges for Modifying Contribution Folders

By default, users only need RW privileges to modify contribution folders (Folders_g), where before the default was that RWD or owner was required unless collaboration was enabled.

Users explicitly relying on RWD privileges must set the environment variable to allow for this. WebCenter users and those with no upgrade issues are not affected.

For those who require RWD rather than RW, set the variable as:

`FoldersModifyWithRW=false`

4.2.4 Linux x86: Site Studio for External Applications (SSXA) Port Values for Oracle Content Server 10gR3

The JDeveloper Site Studio for External Applications connections dialog is pre-populated with a default web connection port value of 16200 for an Oracle Content Server 11g instance. Oracle Content Server 10gR3 web servers most often listen on port 80. As such, this value will likely have to be changed when connecting to an Oracle Content Server 10gR3 instance.

4.2.5 SSXA Required DC Version for Oracle Content Server 10gR3

To use dynamic conversion of native documents on your Site Studio web sites running off of Oracle Content Server 10gR3, you must install and configure Dynamic Converter build version 8.1.0.736 or greater.

4.2.6 Content Portlet Suite (SCPS) WebCenter as Producer Targeting Libraries

When creating a custom managed server, the following libraries need to be targeted to the newly created managed server (for example, CPS_Portlet). Note that the libraries for 11gR1 PS2 (11.1.1.3) are different from the libraries for 11gR1 PS3 (11.1.1.4) and 11gR1 PS4 (11.1.1.5) installation of WebCenter.

Libraries for 11gR1 PS2 (11.1.1.3) installation of WebCenter:

- oracle-ridc-client-app-lib(10.3.2,10.3.2)

- oracle-ucm-spi-app-lib(10.3.2,10.3.2)

- p13n-app-lib-base(10.3.2,10.3.2)

- vcr-app-lib(10.3.2,10.3.2)

- oracle.webcenter.framework(11.1.1,11.1.1)

- oracle.webcenter.spaces.fwk(11.1.1,11.1.1)

Libraries for 11*g*R1 PS3 (11.1.1.4) and 11*g*R1 PS4 (11.1.1.5) installation of WebCenter:

- oracle.ucm.ridc.app-lib(11.1.1,11.1.1)

- p13n-app-lib-base(10.3.2,10.3.2)

- oracle.webcenter.framework(11.1.1,11.1.1)

- oracle.webcenter.spaces.fwk(11.1.1,11.1.1)

- oracle.webcenter.framework.core(11.1.1,11.1.1)

When consuming Oracle Content Portlet Suite 11*g*R1 PS3 (11.1.1.4) on Oracle WebCenter 11*g*R1 PS3 (11.1.1.4), users will see the exception "java.lang.IllegalArgumentException:IdcContext.setUser() method not valid, do not use this method."

Contact Oracle support for the options available to resolve this issue.

4.2.7 Logout URL for SSO Logout Integrating with Oracle Access Manager 11*g*

When integrating WebCenter Content with Oracle Access Manager 11*g*, add the following to the Logout URL setting for the WebGate:

```
/oamsso/logout.html
```

4.2.8 Using the Custom Truststore with the JPS Connection to ActiveDirectory

JpsUserProvider should be up for WebCenter Content to be able to fetch users' roles/groups from the LDAP server. The JPS layer does not automatically pick up the SSL truststore configuration from WLS. Since a custom truststore is being used in the WLS configuration, the problem is that the JPS connection to ActiveDirectory is not using this custom truststore.

Therefore, set the following Java properties when starting UCM_server1:

```
Djavax.net.ssl.trustStore=<location of custom truststore>
Djavax.net.ssl.trustStorePassword=<truststore password>
```

If you start the server from the command line using startManagedWeblogic.sh you can set the environment variable EXTRA_JAVA_PROPERTIES before invoking startManagedWeblogic.sh.

If you start the server using the NodeManager, these can be set using the WLS Admin console by setting the Arguments in the Server Start tab for the Configuration of UCM_server1.

4.2.9 Windows (32-Bit): Using WebDAV on a Windows 7 Client

If you use WebDAV on a Windows 7 client, consider the following issues:

1. Registry changes are necessary for WebDAV use.

- Windows 7 will not connect to a WebDAV server running over HTTP and using HTTP basic authentication. To fix this, set these registry entries:

  - Set `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\ Services\WebClient\Parameters\BasicAuthLevel` to 2.

  - Set `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\ Services\WebClient\Parameters\UseBasicAuth` to 2.

- By default, Office 2010 will not open documents over WebDAV using basic authentication over a non-SSL connection.

  To get around this problem, you need to create a registry entry, `HKEY_ CURRENT_USER\Software\Microsoft\Office\14.0\Common\ Internet\BasicAuthLevel`, and set it to 2.

- The WebDAV implementation used by Windows 7 (Mini-Redirector) does not implement the WebDAV locking protocol correctly (still the case as of WebDAV version 6.1.7601.17514). This means that on a drag and drop using Explorer, you will get an error. The file will likely be checked in correctly, though.

  To avoid the error, you can turn off the locking protocol through a registry setting. Set `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\ Services\WebClient\Parameters\SupportLocking` to 0.

2. Drag and drop creates an empty first revision.

   The WebDAV implementation used by Windows 7 (Mini-Redirector) creates an empty file for an initial revision on a drag and drop using Explorer. This just means that you will get two revisions for your first drag and drop of a file, and the first revision will be zero bytes.

3. The Network Location shortcut to WebDAV in Windows Explorer stops working.

   The typical method for accessing and browsing the WebDAV share for Oracle WebCenter Content Server is through creating a network location in Explorer, as follows:

   a. Select **Computer** in the Explorer navigation tree on the left, and select **Add a network location** on the right.

   b. Enter the WebDAV URL to Content Server (`http://..../_ dav/cs/idcplg/webdav/`).

   c. Log in.

   After you log in, a shortcut to the Content Server WebDAV URL will be displayed in Explorer under the list of drives for the client computer.

   You will initially be able to access the WebDAV share for Content Server through this shortcut, as expected. However, once your session expires (typically after 2 hours of inactivity, as configured), you will not be able to access the WebDAV share through this shortcut again. The reason this occurs seems to be the way the shortcut data is stored and used for reconnecting.

   If you delete the shortcut and re-create it the same way, it should work correctly.

4. Deleting a folder may cause a performance issue. The Windows 7 (Mini-Redirector) client will navigate the entire folder tree, deleting each item in the tree recursively. Microsoft's previous WebDAV client sent a single DELETE command to the server and relied on the server to perform the delete folder action. The new behavior may have performance and network traffic repercussions for large folder trees.

5. Deleting a folder shortcut will delete the contents of the entire tree. The base WebDAV protocol does not distinguish between shortcuts to folders and normal folders. That means deleting a folder shortcut will cause all the items contained in the target folder of the shortcut to be deleted. This will not typically happen with other WebDAV clients, like the Microsoft XP Web Folders implementation. The reason for this is the behavior described in item 4 above.

4.2.10 Setting the Connection Pool for an External LDAP ID Store on IBM WebSphere Application Servers

An LDAP server is not automatically installed and configured when you install Oracle WebCenter Content on IBM WebSphere Application Server - Network Deployment (ND) or IBM WebSphere Application Server. Before you can configure WebCenter Content, you must install and configure an external LDAP identity store for your WebCenter Content applications. For information about how to set up external LDAP identity stores, such as Oracle Internet Directory, see the "IBM WebSphere Identity Stores" section of the "Managing Oracle Fusion Middleware Security on IBM WebSphere" chapter of the *Oracle Fusion Middleware Third-Party Application Server Guide*.

After the LDAP identity store is set up for a cell, you must set the `CONNECTION_POOL_CLASS` property in the cell's `jps-config.xml` file to avoid excessive LDAP connections. You need to add the following property to the `<serviceInstance>` entry in the file:

```
<property name="CONNECTION_POOL_CLASS"
value="oracle.security.idm.providers.stdldap.JNDIPool"/>
```

To set the connection pool for an external LDAP ID store on IBM WebSphere application servers:

1. Modify your cell's `jps-config.xml` file with a text editor:

a. Open the `WAS_HOME`/profiles/`profile_name`/config/cells/`cell_name`/fmwconfig/jps-config.xml file.

`WAS_HOME` is the location where the WebSphere application server is installed, `DISK/IBM/WebSphere/Application Server` by default, `profile_name` is the name of the WebSphere Deployment Manager profile for the cell, and `cell_name` is the name of the cell.

b. Specify the `CONNECTION_POOL_CLASS` property in the `<serviceInstance>` entry as follows:

```
<serviceInstance name="idstore.ldap.0" provider="idstore.ldap.provider">
          <property name="subscriber.name"
value="dc=us,dc=oracle,dc=com"/>
          <property name="CONNECTION_POOL_CLASS"
value="oracle.security.idm.providers.stdldap.JNDIPool"/>
          <property name="bootstrap.security.principal.key"
value="bootstrap_idstore"/>
          <property name="idstore.type" value="OID"/>
          <property name="ldap.url" value="ldap://example.com:3060"/>
          <property name="bootstrap.security.principal.map"
value="BOOTSTRAP_JPS"/>
          <property name="user.login.attr" value="mail"/>
          <property name="username.attr"  value="mail"/>
          <extendedProperty>
              <name>user.search.bases</name>
              <values>
                  <value>cn=Users,dc=us,dc=oracle,dc=com</value>
```

```
                </values>
            </extendedProperty>
            <extendedProperty>
                <name>group.search.bases</name>
                <values>
                    <value>cn=Groups,dc=us,dc=oracle,dc=com</value>
                </values>
            </extendedProperty>
        </serviceInstance>
```

2. Synchronize all managed nodes.

3. Restart all the servers.

For more information about installing and configuring Oracle WebCenter Content on WebSphere application servers, see the "Managing Oracle WebCenter Content on IBM WebSphere Application Servers" chapter of the *Oracle Fusion Middleware Third-Party Application Server Guide*.

4.2.11 Electronic Signature Login and Time Limit

The electronic signature authentication process has been redesigned to include changes to the ESIG_GET_SIGN_CONTENT_FORM and ESIG_SIGN_CONTENT services in order to redirect users to the Oracle WebLogic Server login page before they can sign content items.

The Sign Content Item page has a time limit cookie (the default is 2 minutes) for re-authenticating users before signing content items. The cookie timeout can be reconfigured by setting the ESigCookieTimeOut property (with the value in seconds) in the electronicsignatures_environment.cfg file. For example, to set the cookie timeout value to 30 seconds, specify the following: ESigCookieTimeOut=30

4.2.12 Configuring Temporary Directories

For systems using the WebCenter Content user interface instead of the native 11*g* interface, the administrator *must* set the application configuration property temporaryDirectory to a safe location that does not automatically get cleaned up by the operating system or other scheduled jobs.

For example, if the temporaryDirectory property is not set, on the Linux operating system it defaults to /tmp. Many Linux distributions include cron jobs that automatically clean up the /tmp directory. If this happens, the application cannot recover from this unexpected error and it needs to be restarted.

4.2.13 Setting Maximum Windows Per Session Parameter

For systems using the WebCenter Content user interface instead of the native 11*g* interface, the configuration parameter maximumWindowsPerSession is used to limit the number of active Doc Properties windows. The default is set to 10. If the WebCenter Content instance is experiencing higher than desired memory consumption, the setting can be changed to 6 to reduce the required heap size.

4.2.14 AutoSuggestConfig Component Must Be Disabled in Native 11g Interface

The AutoSuggestConfig component is a new feature that is valid only with the WebCenter Content user interface, not with the native 11*g* interface. When using the WebCenter Content user interface, both the FrameworkFolders and AutoSuggestConfig components are required and must be enabled. When using the

native 11*g* interface, the AutoSuggestConfig component must be disabled, even if the FrameworkFolders component is enabled.

4.2.15 Content Server Localization and Verbose Tracing

Enabling Content Server localization tracing with Verbose also enables strict error detection. As a result, Content Server throws an exception when it tries to localize a key that is not valid. When Content Server gets in this state, the only solution is to restart the server. To disable strict error detection for localization, set the parameter `EnableLocalizationAssertions=false` in the `config.cfg` file.

4.2.16 FrameworkFolders Patch for Release 11*g*R1 (11.1.1.8.0)

Administrators should contact Support to obtain a patch for the following FrameworkFolders bugs in release 11*g*R1 (11.1.1.8.0):

- 17171852: FLD_PROPAGATE Should Not Allow Content to Have xLibraryGUID Altered
- 17171834: UPDATE_DOCINFO Should Not Allow Content to Have xLibraryGUID Altered
- 17171818: UPDATE_DOCINFO Should Not Allow Content to be Unfiled
- 17164502: UPDATE_DOCINFO to Move Content from EL to ADHOC Does Not Error
- 17160600: UPDATE_DOCINFO to Move Content from EL to Another EL Does Not Update GUID
- 17153780: Move of an EL Folder to Another EL Folder, Subfolder Content Fail to Update GUID
- 17362858: FLD_MOVE to /Enterprise Libraries Does Not Update xLibraryGUID
- 17323595: Copying a Folder: All Files Are Flattened into One Directory
- 17317268: FLD_MOVE with OverrideDuplicates Does Not Correctly Handle xLibraryGUID
- 17314494: Folder Move with RESOLVE on a Folder Renames Subfolders in Conflict Resolution
- 17312366: FLD_COPY with ReviseDuplicates Does Not Correctly Handle xLibraryGUID

4.3 Documentation Errata

This section describes documentation errata. It includes the following topics:

- Section 4.3.1, "Content Portlet Suite (CPS) WSRP URLs for WebCenter as Producer"
- Section 4.3.2, "Update Component Configuration Information Missing in 11.1.1.8.0 Documentation Set"

4.3.1 Content Portlet Suite (CPS) WSRP URLs for WebCenter as Producer

After deploying the CPS EAR file to WebCenter as a producer, the WSDL URL for 11*g* PS2 (11.1.1.3) is different from the WSDL URL for PS3 (11.1.1.4) and PS4 (11.1.1.5). For

more information, see the *Deployment Guide for Content Portlet Suite*, Section 3.1.4, Step 17.

WSRP URL for PS2 (11.1.1.3) installation of WebCenter:

```
http://Host_Name:Port/cps/portlets/wsrp1?wsdl
```

WSRP URL for PS3 (11.1.1.4) and PS4 (11.1.1.5) installations of WebCenter:

```
http://Host_Name:Port/cps/portlets/wsrp2?WSDL
```

4.3.2 Update Component Configuration Information Missing in 11.1.1.8.0 Documentation Set

Update component configuration information included in the 11.1.1.6.0 documentation set is not included in the 11.1.1.7.0 and 11.1.1.8.0 documentation sets. The information in section A.3.7 "Update Component Configuration Interface" in the 11.1.1.6.0 *Oracle WebCenter Content System Administrator's Guide for Content Server* is valid and can be viewed on the Oracle online documentation library at
http://docs.oracle.com/cd/E23943_01/doc.1111/e10792/e01_interface.htm#CIACFBAG

5

Oracle WebCenter Content: Records

This chapter describes issues associated with Oracle WebCenter Content: Records. It includes the following topics:

In addition to the information discussed here, see the chapter in this release note documentation concerning Oracle WebCenter Content. Issues which affect WebCenter Content may also affect Records.

5.1 General Issues and Workarounds

This section describes general issues and workarounds. It contains the following sections:

5.1.1 Role Report Output is Dependent on User Generating the Report

A role report can be generated by choosing **Records** then **Reports** then **Role** from the Main menu. Note that the output of the report may not show all data for all roles. The output is dependent on the user who is generating the report and the permissions given to that user.

5.1.2 Items Returned When Using Screening

It should be noted that screening is a retention feature that only returns content items with a life cycle or items that are frozen.

5.1.3 Oracle Text Search and Report Configuration Options

When using Oracle Text Search, an incompatibility existed with the options to exclude report templates and reports in search results. These options appear on the Configure Report Settings Page.

It is now possible to exclude reports in search results by selecting the **Exclude Reports in Search Results** checkbox. However, if the **Exclude Report Template in Search Results** checkbox is selected, templates are still included in searches. Oracle is aware of this issue and is working to fix it in a future release.

5.1.4 Upgrade from 10g Audit Trail Periods Missing

When upgrading this product from release version 10g to release version 11g, the complete audit trail dates are not available. The audit periods from 2001 to 2010 should be present after upgrading, but only periods between 2001 to 2006 are present. The missing years can be added manually. Oracle is aware of this issue and is working to fix it in a future release.

5.1.5 DB2 Databases and FOIA/PA Functionality

Due to the size of the database used with the Freedom of Information Act/Privacy Act (FOIA/PA) functionality, the FOIA/PA option is not supported for those sites using DB2 for their database.

5.1.6 Sorting and Listing Retention Category Content

When retention categories are sorted then listed, they are listed on a per-source basis. For example, if three sources are used (Source1, Source2, Source3), all items from Source1 are sorted as a separate group, items from Source2 are sorted as a separate group, and items from Source3 are sorted as a separate group. Then items from each source are displayed in a "round robin" style with the first item of Source1, the first item from Source2, and the first item from Source3, followed by the second item of each source.

5.1.7 Using Firefox to Configure the Dashboard

"Drag and drop" functionality to move dashboard panels is not available when using the Firefox browser. Instead, you should remove the panel and re-insert a new panel in the proper location.

5.1.8 Setting Security Group for Retention Items

Items created for use in the Retention Schedule should have the security group set to recordsgroup rather than Public. If set to Public, non-URM users may have access to items in the Retention Schedule when performing standard searches.

5.1.9 Problem Viewing the Search Results

If you upgrade URM from 10g to 11.1.1.8.0 using a DB2 database, then you will be able to view only the first page of the search results. Attempts to view subsequent pages will display blank pages.

To workaround, go to Settings and then RM Security Options. Select one of the options like Supplemental Marking or Classification. Ensure that the **no security** or **no post filtering** rights are turned off.

5.2 Configuration Issues and Workarounds

This section describes configuration issues and workarounds. It contains the following sections:

- Section 5.2.1, "Import FOIA Archive Error Message"
- Section 5.2.2, "Restart Required: Performance Monitoring and Reports"
- Section 5.2.3, "Audit Trail Sorting Results and Database Fulltext Search"
- Section 5.2.4, "Prefix Size Limitation When Using Offsite Storage"
- Section 5.2.5, "Enabling Email Metadata Component"
- Section 5.2.6, "Relative Web Root Must Be Changed"
- Section 5.2.7, "Configuring 10g Adapters for Version 11g"
- Section 5.2.8, "Configuring RSS Reader for Dashboard"

5.2.1 Import FOIA Archive Error Message

Importing the Freedom of Information Act (FOIA) archive from the Setup Checklist page may display a spurious error message stating *Archiver is already running, please try again later*.

This error may be safely ignored. It is generated because the click to initiate the archive is registered twice. Ignore the warning, wait fifteen minutes and then see if the alert notification for that task is removed. The import of the archive can also be confirmed by opening the Archiver and verifying that the FOIAPrivacyAct archive is present.

5.2.2 Restart Required: Performance Monitoring and Reports

After performance monitoring is selected and enabled, the Content Server must be restarted in order for monitoring to commence. Note that a restart is also required after configuration of the software in order for all report options to appear on the appropriate menus.

5.2.3 Audit Trail Sorting Results and Database Fulltext Search

When sorting the audit trail using Oracle DB, the output depends on the type of sort being performed.

When sorting with Database Fulltext Search, sorting is case-sensitive, meaning that upper case items will always appear first in a list. When sorting with Oracle Text Search, a case-insensitive search is performed.

5.2.4 Prefix Size Limitation When Using Offsite Storage

If offsite storage functionality is enabled on the system, the total size allowed for the content ID for a physical item is 11 characters. When setting up offsite storage, verify if automatic assignment of IDs is enabled and if so, make sure the content prefix is set to 5 characters or less.

5.2.5 Enabling Email Metadata Component

If the EmailMetadata component is installed for use with WebCenter Content, a configuration variable must be set in order for the user interface to be made available in Records.

Set the `ShowEmailMetadataMenu` variable to TRUE in the emailmetadata_ environment.cfg file in the /components/EmailMetadata directory.

Restart Content Server after setting the variable then refresh or reload the browser. Options become available to map email fields to metadata fields. To use those options, choose **Administration** then **Configure Email Metadata** from the Main menu.

5.2.6 Relative Web Root Must Be Changed

When upgrading from the 10g version, the `HttpRelativeWebRoot` configuration parameter must be changed in the config.cfg file to the following:

```
HttpRelativeWebRoot=/urm/
```

It is critical to change the parameter exactly as shown.

5.2.7 Configuring 10g Adapters for Version 11g

A connection address must be changed to enable 10g adapters to work with version 11g.

Previous connection strings were similar to the following example:

```
http://myhost.mycompany.com:myport/URMinstance/idcplg
```

The new connection string should be similar to the following example:

```
http://myhost.mycompany.com:myport/_dav/URMinstance/idcplg
```

The addition of the `_dav` string is all that changes.

5.2.8 Configuring RSS Reader for Dashboard

The following configuration variables should be set in the config.cfg file to configure the RSS Reader in the Dashboard.

If the Content Server is used behind a proxy server, the proxy address and port number must be set:

`RssProxyServerAutoDetected=` *content server network's proxy address*

You must also configure the proxy port for the content server network:

`RssProxyPortAutoDetected=`*content server network's proxy port*

5.3 Documentation Errata

This section describes changes in the documentation. It contains the following sections:

- Section 5.3.1, "Menu Name Changes Not Reflected in Documentation"
- Section 5.3.2, "Physical Content Management Services Not Documented"
- Section 5.3.3, "Additional FTP Option for Offsite Storage"

5.3.1 Menu Name Changes Not Reflected in Documentation

The **External Performance Monitoring** menu listed in documentation should be changed to **Performance Monitoring**. This is accessed by choosing **Records** then **Audit** then **Performance Monitoring** from the Top menu.

5.3.2 Physical Content Management Services Not Documented

The following services were omitted from the PCM services documented in the *Oracle WebCenter Content Services Reference Guide*:

- GET_RELATED_CONTENT: retrieves a page used to show Related Links for the specified content. The following are additional required service parameters:

    - dSource: source being used for the search (for example, "Physical").

    - dID: the unique identifier of the external item.

    - dLinkTypeID: the unique identifier for the related content type link.

- GET_EXTERNAL_ITEM_SEARCH_RESULTS: retrieves a page used to search physical items. The following are additional required service parameters:

    - dSource: source being used for the search (for example, "Physical").

    - QueryText: the text used for the search.

    - ErmSearchTable: the source table name. This should be EXTERNAL_SOURCE for a Physical source.

    - SearchEngineName: the search engine to use. Default is DATABASE.

    - SearchQueryFormat: the search query format to use. Default is UNIVERSAL.

5.3.3 Additional FTP Option for Offsite Storage

The option to use sftp is now available (in addition to other options) as the FTP protocol when creating Offsite Storage. This was omitted from the documentation.

6

Oracle WebCenter Content: Imaging

This chapter describes issues associated with Oracle WebCenter Content: Imaging. It includes the following topics:

- Section 6.1, "General Issues"
- Section 6.2, "Browser Compatibility Issues"
- Section 6.3, "Accessibility Issues"
- Section 6.4, "Documentation Errata"

6.1 General Issues

This section describes general issues. It includes the following topics:

- Section 6.1.1, "Imaging Session Time Out When Using OSSO Requires Browser Refresh"
- Section 6.1.2, "Mixed Translations On Page"
- Section 6.1.3, "Deleting More Than 100 Documents Can Cause Http 404 Errors"
- Section 6.1.4, "Time Zone Based on Time Zone of Imaging Server"
- Section 6.1.5, "Imaging Documents May Be Visible Natively Within WebCenter"
- Section 6.1.6, "Removing Full-Text Search Capabilities From Defined Applications"
- Section 6.1.7, "Application Field Limitations When Using Oracle Text Search"
- Section 6.1.8, "Records Missing from Imaging Searches"
- Section 6.1.9, "Linux x86-64: Unable To Log In To I/pm"
- Section 6.1.10, "WebLogic Server Listening Address and AXF Driver Page URL Must Reference the Same Domain"
- Section 6.1.11, "Must Start NFS Locking Service When Input Agent Used with Linux Shares"
- Section 6.1.12, "DefaultSecurityGroup MBean Allows For Assigning Administrator Rights to Security Group at First Log In"
- Section 6.1.13, "Input Mapping Error When Input Definition File Includes Blank Line"
- Section 6.1.14, "Differing Behavior of Decimals When Ingested Into Number or Decimal Fields"
- Section 6.1.15, "Using Browser Forward, Back, and Refresh Navigation Not Recommended"

6.1.1 Imaging Session Time Out When Using OSSO Requires Browser Refresh

When using Oracle Single Sign On and an Imaging session expires, WebLogic Server will return an internal server error. Refreshing the page returns to the Imaging log in page for reauthentication to start a new session.

6.1.2 Mixed Translations On Page

Oracle products support 10 standard languages for administrative tasks and 27 standard languages for user tasks. This means that in instances when a selected language is supported for user tasks and an administrative task is performed, multiple languages may be displayed in the user interface.

6.1.3 Deleting More Than 100 Documents Can Cause Http 404 Errors

There is a known issue with Microsoft Internet Explorer if attempting to delete more than 100 documents using a search results table. Doing so can cause Internet Explorer to return a 404 Page Not Found error or potentially lock. This is due to Internet Explorer limiting URL strings to a maximum of 2083 characters. If it is necessary to delete over 100 documents using a search results table, Mozilla Firefox supports URLs up to 65,000 characters.

6.1.4 Time Zone Based on Time Zone of Imaging Server

All time information is now based on the time zone of the Imaging server. This means that any date metadata generated by the Imaging system, such as document creation date, modify date, or other audit events, is governed by the time zone of the Imaging server, and not the user time zone. This can cause date data to be displayed differently to what may be expected on some documents because the time zone may cross midnight.

For example, if the Imaging server is in the Greenwich Mean Time (GMT) time zone and a document is created in the GMT+6 time zone on January 10th at 2:00 AM local time, the creation date that will be displayed in the user interface will be January 9th at 8:00 PM. This can have implications when searching for content based on creation and modification dates of documents.

6.1.5 Imaging Documents May Be Visible Natively Within WebCenter

If an Imaging document is viewed through WebCenter, then the document is cached in WebCenter. This means that if a document is viewed in WebCenter prior to being annotated, the non-annotated document is viewable until such time as the WebCenter cache is refreshed. Redacting a document after it has been cached in WebCenter does

not cause the original document to be purged from the WebCenter cache, and so redacted content may be compromised. To help protect redacted content when Imaging is integrated with WebCenter, use the Viewer on the Upload page to redact documents prior to uploading to Imaging.

6.1.6 Removing Full-Text Search Capabilities From Defined Applications

Removing full-text search capabilities from a defined application can cause an error in any defined search against that application if the Document Content condition is not also removed from the search. When modifying an existing application to remove full-text indexing capabilities, ensure that you also remove all Document Content conditions from any defined searches against that application.

6.1.7 Application Field Limitations When Using Oracle Text Search

When Imaging is configured to use OracleTextSearch and an application is defined to do full-text indexing, a maximum limit of 20 SDATA fields for the Content Server repository is imposed on Imaging. SDATA fields are defined as optimized fields by the Oracle Text Search component and are typically non-text, non-memo fields, although other criteria can exist to define text fields as optimized SDATA fields.

When defining an application, Imaging queries the repository DOCMETA table for the number of available SDATA fields and does not allow the creation of any non-text fields within the application beyond the available number. However, additional components installed on the Content Server repository, such as Folders or Discussions, may reduce the total number of available SDATA fields. Because other configurations may consume SDATA outside of the DOCMETA table, you may be able to add fields to an application but get an error when trying to rebuild the search index in Content Server. If this occurs, you must redefine the application using a different Content Server connection with available SDATA fields. If no additional Content Server connection is defined, you can install and configure an additional Content Server and create a new connection to it in Imaging. Alternately, you can redefine the application using the original Content Server connection but with fewer non-text fields until you are able to successfully rebuild the search index.

6.1.8 Records Missing from Imaging Searches

Care should be taken when integrating Imaging with Oracle WebCenter Content: Records. If a document is uploaded into an Imaging application that has been configured to use a Records-only Retention Category and the user who uploaded the document does not have rights on the Content Server repository to see records, they will not be able to see any of the uploaded documents in an Imaging search. Rights to retention categories are determined in Records. If integrating Imaging and Records, ensure that all users needing rights to view records have the correct security, that Retention Categories are set correctly in all Imaging applications, and that users understand what can happen if the Records-only Retention Categories are used.

6.1.9 Linux x86-64: Unable To Log In To I/pm

This Issue Manifests When You Install Oracle Enterprise Content Management Suite (Oracle Ecm2) Or Imaging And Process Management (I/pm) On 64-bit Rhel5 Or Oel5 Operating System, On Intel-based Hardware Using Sun Jdk.

After The Installation Of Oracle Ecm2 Or I/pm Completes, The I/pm Login Screen Becomes Unreachable. Or Even If You Are Able To Login, The I/pm Page Is Not Displayed Properly And The Following Message Is Seen In The I/pm Server Log File:

```
Java.lang.stringindexoutofboundsexception
```

The 64-bit Sun Java Jvm Causes Issues Rendering I/pm And Enterprise Manager Pages. It Also Causes Error In Weblogic Server.

To Workaround This Issue, You Need To Perform The Following Steps:

1. In The `Startweblogic.sh` File Under `$domain_home/bin` Directory, Append `-xx:-usesse42intrinsics` To `Save_java_options`.

2. Rename Or Remove The Following File Located Under `$domain_home/servers/ipm_server1/tmp/_wl_user/imaging/175cc9/public/adf/styles/cache` Directory:

   ```
   "Blafplus-rich-desktop-qnvpus-en-ltr-gecko-1.9.1.x-cmp.css"
   ```

3. Restart Weblogic Server.

4. Clear The Browser Cache And Then Log In To I/pm.

Another Alternative Is To Use Jrockit Jdk Instead Of Sun Jdk.

6.1.10 WebLogic Server Listening Address and AXF Driver Page URL Must Reference the Same Domain

If leveraging AXF functionality with Imaging, the Listen Address base domain configured in the WebLogic Server console must match how the domain is specified in the URL used to access AXF. Otherwise content may not load properly and users may not have access to AXF. To configure the Listen address in AXF, do the following:

1. Log in to the WebLogic Server administration console.

2. Under the Environment section of the ecm_domain, select **Servers**. The Summary of Servers page is displayed with the **Configuration** tab active.

3. Click **imaging_server<*number*>**. The Setting for **imaging_server<*number*>** page is displayed for the selected Imaging server with the **Configuration** and **General** tabs active.

4. Set the **Listen Address** to the preferred URL. The Listen Address specified should be the base domain without the protocol.

   > **Note:** The Listen Address base domain and the URL base domain used to access AXF must be identical. If the fully qualified domain name is used for the Listen Address setting, then it must also be used for the access URL, even when inside the domain. For example, if the base domain **server_name.domain.com** is used in the Listen Address configuration setting, the access URL would be **http://server_name.domain.com:<*port*>/**.

6.1.11 Must Start NFS Locking Service When Input Agent Used with Linux Shares

When Input Agent is being used with Linux and NFS shares, the NFS locking service must be started in addition to the other NFS services. If the NFS locking service is not running, Input Agent fails to acquire file locks and displays an error message stating that no locks are available. If this happens, Input Agent cannot function until the NFS locking service is started.

6.1.12 DefaultSecurityGroup MBean Allows For Assigning Administrator Rights to Security Group at First Log In

The functionality of the DefaultSecurityGroup MBean has been augmented. In addition to being the default security group to use for document security when creating an application, this setting can also be used during security initialization to assign full administrative permissions to a specified group. If a value is specified in the DefaultSecurityGroup MBean prior to Imaging security being initialized, then when the first user logs in, the specified group is given full administrative permissions as well as the user logging in.

6.1.13 Input Mapping Error When Input Definition File Includes Blank Line

Note that when mapping an input definition file, the input field mapping page may display an error if it encounters a line with no data in the definition file. Should this occur, map the fields using a line in the definition file that contains data. You can move to a different line in the definition file using the Show Previous Line and Show Next Line icons in the Sample Data column of the input field mapping page.

6.1.14 Differing Behavior of Decimals When Ingested Into Number or Decimal Fields

When ingesting a decimal representation of a whole number into a number field, the decimal is stripped. For example, "1.0" is ingested as "1." When ingesting a decimal that is not whole, the ingestor does not round the value and an error occurs. For example, "1.1" is not ingested into a number field and causes an error.

When ingesting a decimal value into a decimal field, the decimal value must not exceed the precision specified in the application, even if the represented value is the same. For example, if the application specifies a scale of 2, then "123.45" is ingested correctly, where "123.450" would cause an error. This is because "123.450" exceeds the number of decimal places allowed by the application. This behavior is consistent with the conversion routines available in Java.

6.1.15 Using Browser Forward, Back, and Refresh Navigation Not Recommended

Using browser navigation such as Forward, Back, and Refresh does not provide navigation within a document, a document's panels, or between document tabs open in the Viewer. Instead, browser controls navigate outside of the Imaging Viewer. When viewing a document, it is recommended that all navigation within the Viewer be done using the navigation controls in the Viewer toolbar.

6.1.16 Document Upload or Update Failure if Content Server English-US Locale Not Enabled

The Content Server locale English-US must be enabled on the Content Server. Imaging documents will fail to upload or update if the English-US locale in the Content Server is disabled. It does not need to be set as the active locale, but it must be enabled.

6.1.17 Document Move Failure if Content Server Not Started with English-US Locale

The Content Server must be initially started with the active locale set to English-US or moving Imaging documents from one application to another fails. Once started, the active locale can be changed and documents can be successfully moved as necessary.

6.1.18 Clearing Java Temporary Files of Cached Files

When viewing files in advanced mode, some files are cached on the local client computer. If storage space is a concern on the client computer, manually delete any cached files in the client temp directory.

6.1.19 Solution Editor Enabled Only On Imaging Systems Using an Oracle Database

The Solution Editor is enabled in the Tools menu of the Navigator Pane provided that Imaging is using an Oracle database. If Imaging is using a database other than Oracle, access to the Solution Editor is not available.

6.1.20 Additional MBean Configuration Options

The following configuration MBeans are read only and not included in Section 3.6, "Configuring MBeans" of the *Oracle WebCenter Content Administrator's Guide for Imaging*. They are part of Oracle's implementation of the Java Management Extension (JMX) standard and are visible in the Enterprise Manager System MBean browser but cannot be altered.

MBean	Description
ConfigMBean	Indicates if this MBean is a Config MBean.
	Default: false
eventProvider	Indicates that this MBean is an event provider as defined by JSR-77.
	Default: true
eventTypes	All the event's types emitted by this MBean.
	Default: jmx.attribute.change
objectName	The MBean's unique JMX name.
	Default: oracle.imaging:type=config
ReadOnly	If true, it indicates that this MBean is a read only MBean.
	Default: false
RestartNeeded	Indicates whether a restart is needed.
	Default: false
stateManageable	Indicates that this MBean provides State Management capabilities as defined by JSR-77.
	Default: false
statisticsProvider	Indicates that this MBean is a statistic provider as defined by JSR-77.
	Default: false
SystemMBean	It indicates that this MBean is a System MBean.
	Default: false

6.1.21 Viewer Cache Does Not Work After Upgrading or Patching

Beginning with the 11g Release 1 (11.1.1.7.0) patch set, follow these steps to enable the Viewer Cache in Imaging or to preserve it if upgrading. In order to enable the Viewer Cache, you will need to extend the Imaging domain with a new separately packaged Viewer Cache component. In previous releases, the Imaging domain was extended

using a manually run script that produced the domain extension. However, the 11g Release 1 (11.1.1.7.0) patch set leverages a user friendly configuration wizard to provide the domain extension.

> **Note:** If you are upgrading from 11g Release 1 (11.1.1.4.0), 11g Release 1 (11.1.1.5.0), or 11g Release 1 (11.1.1.6.0) and you are already using the Viewer Cache feature, then you must complete the steps in this section to extend the domain to enable Viewer Cache in the 11g Release 1 (11.1.1.7.0) patch set.

To extend the Imaging domain:

1. Navigate to the following directory:

   ```
   cd $ORACLE_HOME/common/bin
   ```

2. Run the following script to start the domain configuration wizard:

   ```
   ./config.sh
   ```

3. Select **Extend an existing WebLogic domain** and click **Next**. The Select a WebLogic Domain Directory screen is displayed.

4. Select the domain in which Imaging is currently configured. By default, the domain name of the ECM install is *base_domain*.

5. Click **Next**. The Select Extension Source screen is displayed.

6. Select **Oracle WebCenter Content: Imaging Viewer Cache - 11.1.1.0 [wcc]** and click **Next**.

7. If you are applying the patch set to upgrade from a previous release which already had the Viewer Cache enabled, the Conflict Detected dialog box is displayed indicating that the component Viewer JMS ConnectionFactory is already defined. Select the **Replace existing component** option and click **OK**. The Configure JDBC Component Schema screen is displayed.

8. Click **Next**. The Configure GridLink RAC Data Sources screen is displayed.

9. Click **Next**. The Test JDBC Component Schema screen is displayed.

10. Click **Next** and then click **Extend**.

11. Restart the system's Weblogic Managed servers.

12. Upgraded systems with previously configured Viewer Caches will operate as before. To take advantage of the new feature for the first time, use the steps listed in "Configuring the Imaging Viewer Cache" in the *Oracle Fusion Middleware Enterprise Deployment Guide for Oracle WebCenter Content*.

6.2 Browser Compatibility Issues

This section describes browser compatibility issues. It includes the following topics:

- Section 6.2.1, "IE: Non-ASCII Characters Not Supported in Internet Explorer for ExecuteSearch"

- Section 6.2.2, "Firefox: Version and Download Dialog Boxes Appear Behind Viewer in Advanced Mode"

- Section 6.2.3, "Internet Explorer 9: Problem With Link to Install Java SE Runtime Environment Necessary for Viewer"

6.2.1 IE: Non-ASCII Characters Not Supported in Internet Explorer for ExecuteSearch

The Search URL Tool (ExecuteSearch) does not work in Microsoft Internet Explorer if non-ascii characters are used in the search name. If it is necessary for your search name to have non-ascii characters, you must use Mozilla Firefox version 3.5 or higher and set the following parameters:

- prefs.converted-to-utf8=true

- network.standard-url.escape-utf8=true

- network.standard-url.encode-utf8=true

- network.standard-url.encode-query-utf8=true

6.2.2 Firefox: Version and Download Dialog Boxes Appear Behind Viewer in Advanced Mode

There is a problem with how Firefox 3.6, 5.0 and higher handles layer order of page items in the advanced mode of the Viewer. This causes the main page region where documents are displayed to hide the Version and Download dialog boxes when a document is viewed using Firefox. To work around this issue, expand the Properties, History, or Sticky Notes panel into the main page region enough to allow the obscured items to be displayed prior to accessing dialog boxes. This is not an issue when using Microsoft Internet Explorer or Firefox 3.5.*x* and a workaround would be to use either of these browsers to view documents when using the advanced Viewer mode.

6.2.3 Internet Explorer 9: Problem With Link to Install Java SE Runtime Environment Necessary for Viewer

The Viewer requires a Java SE Runtime Environment (JRE) plug-in to be installed to view documents in advanced mode. If a JRE is not installed, the Viewer will prompt you to install the plug-in the first time it is used in advanced mode. If using Internet Explorer 9, the link to install the JRE plug-in fails. If using Internet Explorer 9, you must obtain and install the JRE plug-in manually to use the Viewer in advanced mode.

6.3 Accessibility Issues

This section describes accessibility issues. It includes the following topics:

- Section 6.3.1, "Button Activation Behavior Different Depending on Viewer Mode"

- Section 6.3.2, "Limitations of Sticky Note Contents"

- Section 6.3.3, "Skip to Content Link Added for Keyboard Navigation"

- Section 6.3.4, "Firefox: Skip to Applet Link Added for Keyboard Navigation in Advanced Viewer Mode"

- Section 6.3.5, "Internet Explorer 7: Focus Issue on Upload Document and Preferences Pages"

- Section 6.3.6, "Name of File Selected For Import Not Displayed in Screen Reader Mode"

- Section 6.3.7, "Issues Selecting From Calendar Using Keyboard"

- Section 6.3.8, "Focus Issue in Create Searches Wizard Using Keyboard"

- Section 6.3.9, "Annotations Not Recognized By JAWS"

- Section 6.3.10, "Date Selected From Calendar Lost Using Keyboard"

- Section 6.3.11, "Some Annotation Buttons Incorrectly Read by JAWS"

- Section 6.3.12, "Internet Explorer: Long Panels Not Visible In Screen Reader"

6.3.1 Button Activation Behavior Different Depending on Viewer Mode

The keyboard command to activate a button that has focus is different between basic and advanced Viewer modes. The enter key is used to activate a focused button when using the basic Viewer mode. The space key is used to activate a focused button when using the advanced Viewer mode.

6.3.2 Limitations of Sticky Note Contents

The contents of sticky notes are not downloaded or printed with the document, nor are they viewable through the REST Viewer. The contents of a sticky note can be printed, with limitations, by expanding the sticky note in the Sticky Notes Panel and printing the web page.

6.3.3 Skip to Content Link Added for Keyboard Navigation

The first link encountered on a page when using keyboard navigation in the Imaging user interface is a **Skip to Content** link at the top of the page. Selecting this link and pressing **Enter** takes the focus to the first item in the content region of the page. For example, if on the home page, the first content item is the help links. If a search has been executed and the results are displayed in the content region, then the **Skip to Content** link takes you to the first search tab.

6.3.4 Firefox: Skip to Applet Link Added for Keyboard Navigation in Advanced Viewer Mode

When viewing a document in the advanced Viewer mode, keyboard focus starts in the Viewer toolbar. However, in Firefox, if focus moves out of the toolbar, it will not return when cycling through the elements using the keyboard. To work around this, a **Skip to Applet** link is at the top of the page. To return keyboard focus to the Viewer toolbar, tab to the **Skip to Applet** link and press **Enter**.

6.3.5 Internet Explorer 7: Focus Issue on Upload Document and Preferences Pages

When using Internet Explorer 7, the keyboard appears not to focus on any command buttons on the Upload Document page (Open Viewer, Create, Reset, Close) or Preferences page (Apply, Revert, Close). Focus is achieved, however there is no indication which button is active. This issue does not occur in Internet Explorer 8.

6.3.6 Name of File Selected For Import Not Displayed in Screen Reader Mode

When in screen reader mode and selecting a file to import, the file is loaded and the Next button becomes available, but the name of the file to be imported is not displayed.

6.3.7 Issues Selecting From Calendar Using Keyboard

In Internet Explorer 7, when selecting dates from a calendar using the keyboard, you cannot select a day. This is not an issue in Firefox, Safari and later versions of Internet Explorer. In addition, the following buttons are skipped when tabbing: Previous month, Previous year, Month increase/decrease, and Year increase/decrease. An

alternative to selecting the date with the keyboard is to manually enter the date with the number keys.

6.3.8 Focus Issue in Create Searches Wizard Using Keyboard

After completing fields in the Create New Search Wizard, the keyboard focus changes to the browser URL and you must tab through the banner and navigation before you can edit the current page.

6.3.9 Annotations Not Recognized By JAWS

When viewing a document with annotations while running JAWS, you can tab to an annotation, but no description is read by JAWS.

6.3.10 Date Selected From Calendar Lost Using Keyboard

When using the keyboard to select a date from a calendar control, the selected date is not retained. The workaround is to enter the date into the date field using the number keys on the keyboard.

6.3.11 Some Annotation Buttons Incorrectly Read by JAWS

When you first open a document in Advanced Viewer mode using screen reader mode, JAWS incorrectly adds the phrase *Insert F1 Help Text* after each button name.

6.3.12 Internet Explorer: Long Panels Not Visible In Screen Reader

When using Microsoft Internet Explorer and **I use a screen reader** is enabled on the user preferences page, some panels in the Navigation pane may not display, although the text of the panel title is still read. This is caused when the panel name is too long. Depending on the user interface language, this could happen to one or multiple panels. If you expand the panel above the hidden panel, the hidden panel is then displayed.

6.4 Documentation Errata

Currently, there are no documentation issues to note.

7

Oracle WebCenter Capture

This chapter describes issues associated with Oracle WebCenter Capture (also referred to as Oracle WebCenter Enterprise Capture). It includes the following topics:

- Section 7.1, "General Issues and Workarounds"
- Section 7.2, "Configuration Issues and Workarounds"
- Section 7.3, "Documentation Errata"

> **Note:** Ensure that the most recent patches are applied. You can download patches from My Oracle Support (support.oracle.com).

7.1 General Issues and Workarounds

This section describes general issue and workarounds. It includes the following topics:

- Section 7.1.1, "Windows (32-Bit): Workaround if Workspace Console Drop-down Field Does Not Open in Internet Explorer 10"
- Section 7.1.2, "Batch Processing Error Message Not Displayed in Client"
- Section 7.1.3, "Bi-Directional Display Issues Detected in Client"
- Section 7.1.4, "Certain Client Error Messages Display in Server Language Rather Than Browser Language"
- Section 7.1.5, "Capture Client Error Resulted After SSO Time-out"
- Section 7.1.6, "Rare Batch Commit Error Not Cleared After Subsequent Commit By Another Commit Profile"
- Section 7.1.7, "Document Conversion Processor Error Detected During PDF Conversion With No Monitor Configuration"
- Section 7.1.8, "Search Criteria Issue Detected When Granting Security Access to Workspaces or Client Profiles"
- Section 7.1.9, "Certain Import Processor Metric Table Values May Display Zero Values"
- Section 7.1.10, "Need to Specify the Server System Fonts Location For PDF Image Only Commit"

7.1.1 Windows (32-Bit): Workaround if Workspace Console Drop-down Field Does Not Open in Internet Explorer 10

An issue was discovered in which a drop-down field in the Capture workspace console did not open when running in Internet Explorer 10. To work around this issue, click outside of the drop-down field, then click again in the drop-down field.

7.1.2 Batch Processing Error Message Not Displayed in Client

An issue was discovered in which a recognition batch processing error occurred, but the batch error and its error message did not display in the client. This type of error indicates a system level issue. If an issue like this occurs, review the log file for information.

7.1.3 Bi-Directional Display Issues Detected in Client

Issues were discovered with fields in the client not displaying correctly in RTL (Right to Left) layout with a bi-directional language such as Arabic or Hebrew selected as the browser language.

7.1.4 Certain Client Error Messages Display in Server Language Rather Than Browser Language

An issue was discovered in which some error messages in the client display in the server language rather than the browser language.

7.1.5 Capture Client Error Resulted After SSO Time-out

An issue was discovered in which the Capture client, when integrated with OAM (Oracle Access Manager), experienced an error after timing out. To work around this issue, use the Oracle WebLogic Server Administration Console to set the Capture application's time-out setting to the same value as set for OAM.

7.1.6 Rare Batch Commit Error Not Cleared After Subsequent Commit By Another Commit Profile

A rare case was encountered in which an unsuccessful batch commit error was not cleared when it should have been. In this instance, after a commit by one commit profile failed, the batch was later successfully committed by another commit profile. However, document level errors relating to the initial failed commit were reported. Instead, the batch's errors should have been cleared, and the batch removed.

7.1.7 Document Conversion Processor Error Detected During PDF Conversion With No Monitor Configuration

A PDF conversion issue was discovered when the Document Conversion Processor is used in a headless (no display monitor) configuration, resulting in an error.

To work around this issue, set the DISPLAY environment variable to the following:

```
DISPLAY=:0
```

7.1.8 Search Criteria Issue Detected When Granting Security Access to Workspaces or Client Profiles

When granting security access for users or groups to a workspace or client profile, the Add Security Member window provides a text entry field in which to specify search criteria. However, searching does not work as indicated in the window. Instead, entering any single letter of a user or group, with or without a wildcard, yields a match.

7.1.9 Certain Import Processor Metric Table Values May Display Zero Values

When viewing the Performance Summary page in Enterprise Manager after starting an import processor job, values for Total Imported Batches, Total Imported Documents, and Total Imported Pages may fluctuate between displaying an expected value and 0.

7.1.10 Need to Specify the Server System Fonts Location For PDF Image Only Commit

After installing Oracle WebCenter Capture in a UNIX environment, the system administrator should identify the system font location on the server for the PDF Image-Only export commit driver.

On the Capture configuration page in Enterprise Manager, enter the system font location in the **GD Font Path** field. For example, you might enter the following location:

```
/usr/share/X11/fonts
```

7.2 Configuration Issues and Workarounds

There are no known issues at this time.

7.3 Documentation Errata

There are no known issues at this time.

8

Oracle Information Rights Management

This chapter describes issues associated with Oracle IRM Server and Oracle IRM Desktop, together known as 'Oracle IRM'. Unless otherwise stated, the version of Oracle IRM to which these release notes apply is 11.1.1.5.0 (incorporating version 11.1.50 of Oracle IRM Desktop).

This chapter includes the following topics:

- Section 8.1, "General Issues and Workarounds"
- Section 8.2, "Configuration Issues and Workarounds"
- Section 8.3, "Documentation Errata"

8.1 General Issues and Workarounds

This section describes general issues and workarounds. It includes the following topics:

- Section 8.1.1, "Data Truncation May Occur If One Large or Multiple Excel Files Are Open"
- Section 8.1.2, "Some Functionality is Disabled or Restricted in Adobe Reader X and Adobe Reader 9"
- Section 8.1.3, "Limitations of Support for Microsoft SharePoint in this Release"
- Section 8.1.4, "Lotus Notes Email Message May be Lost if Context Selection Dialog is Canceled"
- Section 8.1.5, "Save As is Blocked in Microsoft Office 2000/XP for Sealed Files if the Destination is a WebDAV Folder"
- Section 8.1.6, "No Prompt to Use Local Drafts Folder for Sealed Files in SharePoint 2010"
- Section 8.1.7, "Incorrect Initial Display of Oracle IRM Fields in Microsoft Excel Spreadsheets When Used With SharePoint"
- Section 8.1.8, "Behavior of Automatic Save and Automatic Recovery in Microsoft Office Applications and SharePoint"
- Section 8.1.9, "Support for Microsoft Windows 2000 Has Been Removed"
- Section 8.1.10, "Unreadable Error Message Text When Client and Server Locales are Different"
- Section 8.1.11, "Changes Lost if Tab Changed Before Applying the Apply Button"

8.1.1 Data Truncation May Occur If One Large or Multiple Excel Files Are Open

A product defect has been identified in Oracle IRM when it is used with a single large size or multiple open Microsoft Excel files. This may affect the integrity of the Microsoft Excel files that are saved with Oracle IRM.

When you have Oracle IRM enabled with multiple Excel files open or a single large size sealed Excel file, the defect causes data truncation in the open Excel files. There is no error message or warning when the truncation happens.

This defect has been observed for file sizes greater than 10MB although the issue cannot be ruled out for smaller size files as well. The amount of data truncated is random but the rows affected are typically those at the bottom of the file. After the truncation occurs, the data is permanently lost data when the file is saved.

The workaraound is to use smaller sealed Excel workbooks, if possible. If not, confirm the correct row size with the document author, and confirm that value each time you open the sealed file.

There is no confirmation of a resolution as Oracle IRM is nearing the end of support and will be EOL soon.

8.1.2 Some Functionality is Disabled or Restricted in Adobe Reader X and Adobe Reader 9

To protect the security of sealed PDF documents, some Adobe Reader functionality is disabled or restricted, as described below.

Protected Mode in Adobe Reader X

Sealed PDF documents cannot be opened if Adobe Reader Protected Mode is active. If Protected Mode has not been disabled in advance, Oracle IRM will offer to disable Protected Mode when you attempt to open a sealed PDF document. You can choose

not to accept, in which case Protected Mode will remain active and the sealed PDF document will not be opened.

Use of Toolbar and Other Controls in Adobe Reader X

When using a sealed PDF document in the traditional view, you cannot use the toolbar that is shown within Internet Explorer across the top of the document. Instead, you must switch to the Read-Mode view (using `Ctrl+H`) and use the buttons on the floating toolbar that appears in that view. You can use the buttons on the Read-Mode floating toolbar to save and print the sealed PDF document (if you have sufficient rights), and to page up and down, or to zoom in and out. You can also, subject to your rights, use the following keyboard shortcuts: Print (`Ctrl+P`), Save (`Ctrl+Shift+S`), and Copy (`Ctrl+C`).

Use of Toolbar and Other Controls in Adobe Reader 9

The following Adobe Reader 9 toolbar buttons do not function:

- Email

- Collaborate

- Create Adobe PDF using Acrobat.com

If you click these buttons, you will see a message that the associated function is unavailable.

All other Adobe Reader 9 controls are available if you have sufficient rights. If you do not have sufficient rights, you will see a message when you attempt to use the control.

A further restriction applies to controls added to the Adobe Reader 9 interface by users when they have a sealed PDF document open: the added control will be inactive until Adobe Reader is closed and reopened.

8.1.3 Limitations of Support for Microsoft SharePoint in this Release

Read-only support for Windows 2000/XP

Sealed documents will always open read-only when opened from Microsoft SharePoint using Microsoft Office 2000 or Microsoft Office XP. From Microsoft Office 2003 onwards, full checkout, edit, and save capabilities are supported. The following is the behavior when using a Microsoft SharePoint web site to browse and open sealed files:

- Microsoft Office 2000 "open" behavior. Clicking any file in Microsoft SharePoint will result in the option to open the file or save it locally. Sealed files will always open read-only unless saved locally.

- Microsoft Office 2000 "edit" behavior. The **Edit in Microsoft Word [PowerPoint/Excel]** option is not supported for any file (sealed or unsealed).

- Microsoft Office XP "open" behavior. In **Microsoft SharePoint 2007**, when clicking a sealed file, a download dialog will be presented offering the option to open the file or save it locally. Sealed files will always open read-only unless saved locally. In **Microsoft SharePoint 2010**, when clicking a sealed file, a download dialog will be presented offering only the option to save the file locally.

- Microsoft Office XP "edit" behavior. In **Microsoft SharePoint 2007 and 2010**, when choosing Edit in Microsoft Word [PowerPoint/Excel] from the drop- down list for the file, nothing will happen for the following sealed file types: `.sppt`, `.spot`, `.sxlt`, `.sdot`. All other sealed file formats will open read-only. In **Microsoft**

SharePoint 2010, the **Edit Document** option is missing for sealed files when using the Datasheet view.

No support for merging

Files opened from Microsoft SharePoint that are locked for editing by another user will not offer the chance to edit a local copy and merge changes later. Oracle IRM Desktop forces the document to open read-only. In Microsoft Office 2010, the Office bar and Backstage view offer an Edit button to switch to edit mode: this is prevented for sealed documents. If you wish to edit the file, you will need to open it for editing from the Web browser: if it is not locked for editing elsewhere, it will open editable.

Microsoft Word 2010 files opened from SharePoint 2010 are read-only

The following Microsoft Word 2010 sealed file types cannot be edited if they are opened from SharePoint 2010: `.sdocx`, `.sdocm`, `.sdotx`, `.sdotm`. Other sealed Microsoft Word formats (for example, `.sdoc`) will open as normal. The workaround is to save a copy of the file locally, edit that file, then upload it to SharePoint.

The Check Out button is sometimes missing when opening a sealed Excel file in Protected Mode

If the Microsoft SharePoint Web site is running under Protected Mode in Internet Explorer on Microsoft Vista or Microsoft Windows 7, the Check Out button is not shown. To work around this issue, check out the file first from the Web browser, or open the file directly via Windows Explorer, the Open dialog (available by choosing Open on the File menu), or the most-recently-used (MRU) list.

Using Microsoft Outlook to work with SharePoint offline

Microsoft Office 2007 onwards supports the ability to open a SharePoint folder in Outlook. The SharePoint files can then be worked on while offline, and Outlook will handle the synchronization of any changes. There are known issues with this capability when working with sealed files because Outlook opens them differently to native Microsoft Office files. You may get the message "Outlook cannot track the program used to open this document. Any changes you make to the document will not be saved to the original document" when opening sealed files from this view, and changes made to the sealed file will not automatically upload to the server. A manual send/receive is required.

In Microsoft Office 2010 the sealed files are opened in a mode which is similar to email attachments and require the following protected view settings:

- Uncheck **Enable Protected View for Outlook Attachments**. This will allow opening of the server file from within the Outlook offline view.

- Uncheck **Enable Protected View for file originating from the Internet**. This will allow opening of files when they are being edited offline.

Using Windows Explorer to open sealed files from SharePoint

Microsoft Office 2003 on Windows Vista may have problems opening sealed files from the Windows Explorer view of SharePoint. Microsoft Office may display a message similar to the following:

```
Could not open http://<sp_server>/DavWWWRoot/Docs/MyFolder/file.sdoc
```

A workaround for this is to access the folder using UNC. For example:

```
\\<sp_server>\Docs\MyFolder
```

8.1.4 Lotus Notes Email Message May be Lost if Context Selection Dialog is Canceled

When using the base release of Lotus Notes version 8.5, if the context selection dialog is canceled when sending a sealed email, an error occurs and the message is lost. This does not occur in earlier versions of Lotus Notes. This issue is resolved in Lotus Notes version 8.5.2.

8.1.5 Save As is Blocked in Microsoft Office 2000/XP for Sealed Files if the Destination is a WebDAV Folder

The use of **Save As** is blocked in Microsoft Office 2000/XP for sealed files if the destination is a WebDAV folder (for example, in UCM). You'll need to save the sealed file to the local file system and upload it manually to the WebDAV folder. However, if you have the 11g UCM Desktop Integration Suite (DIS) installed, you can save sealed files as a new content item in UCM using the DIS menu in Microsoft Office.

The use of **Save as Sealed**, or of right-click **Seal To** (from Windows Explorer), will work when the destination is a WebDav folder.

8.1.6 No Prompt to Use Local Drafts Folder for Sealed Files in SharePoint 2010

When you check out unsealed files in SharePoint 2010, you are warned about the checkout and given the choice to use a local drafts folder. When you check out sealed files in SharePoint 2010, the file is checked out without giving the option to use a local drafts folder.

8.1.7 Incorrect Initial Display of Oracle IRM Fields in Microsoft Excel Spreadsheets When Used With SharePoint

This issue refers to Oracle IRM Fields set up using custom properties, as described in the Oracle IRM Desktop help, in the topic *Adding Oracle IRM Fields in Microsoft Excel*.

The problem occurs when using a combination of Microsoft Windows Vista, Microsoft Internet Explorer 7 or 8, Microsoft Office 2007, and Microsoft SharePoint 2007.

If you open a sealed Microsoft Excel spreadsheet that contains custom properties, when you go to edit the spreadsheet, the custom properties are initially shown with the placeholder #NAME? rather than with their correct values. The custom properties should update with their correct values when you start to edit the spreadsheet.

8.1.8 Behavior of Automatic Save and Automatic Recovery in Microsoft Office Applications and SharePoint

The behavior of automatic save and automatic recovery in Microsoft Office applications is as detailed below.

General

On automatic recovery, users are prompted to save the file to disk immediately in order to persist the recovered changes to a sealed file on disk. This is true for all versions and applications which support auto-recovery.

Word

- All supported versions: automatic save and recovery of sealed files should behave as normal, with the exception that automatic saving is blocked if the filename contains a dot that is not part of the extension (for example, my.filename.sdoc), or if the filename contains any double byte character.

- In Word 2010, automatically saved files recovered from the Recovery pane will not automatically prompt for a **Save As**: users will need to perform the **Save As** manually.

PowerPoint

- PowerPoint XP, 2003: automatic save and recovery of sealed files should behave as normal.

- PowerPoint 2007: the automatic saving of sealed files does not take place.

- PowerPoint 2000: automatic save is disabled if sealed files are open, meaning that, if the system crashes, any unsaved changes to any file (sealed or original) will be lost.

- PowerPoint 2010: Automatically saved files do not appear in the Recovery pane, but Microsoft Office 2010 creates auto-saved files that can be opened via the Backstage view, enabling changes to be recovered.

Excel

- All supported versions: automatically saved Excel files (`.xar`) will be sealed, but the recovery of these files does not happen automatically. To recover "lost" changes, users need to locate the `.xar` file and rename it to `.sxls`.

- Excel 2010: Automatically saved files do not appear in the Recovery pane, but Microsoft Office 2010 creates auto-saved files that can be opened via the Backstage view, enabling changes to be recovered.

Microsoft Office draft documents

- Microsoft Office keeps unsaved copies of files for a short period. These are accessible from the Backstage view. Oracle IRM treats these files as auto-saved files, and opening them users will be prompted to perform a **Save As** operation. To use the restored file in place of the original file, users must copy the saved version over the original.

Because of these restrictions, it is recommended that you do not rely on automatic save and recovery. Instead, save your work frequently when using these applications.

8.1.9 Support for Microsoft Windows 2000 Has Been Removed

Oracle IRM no longer supports the Microsoft Windows 2000 operating system.

8.1.10 Unreadable Error Message Text When Client and Server Locales are Different

Error messages are sent to the client (Oracle IRM Desktop) in the language of the server (Oracle IRM Server). Therefore, if the locale of the server is different to the locale of the client, the error code may be rendered in garbage characters. The error code remains readable, and can be provided to support services as necessary.

8.1.11 Changes Lost if Tab Changed Before Applying the Apply Button

On the Oracle IRM Server Management Console, if you make changes on a tabbed page that has an Apply button, and then move to another tab without using the Apply button, the changes will be lost. You will not be prompted to save the changes that you made.

8.1.12 Some File Formats are Not Supported When Using the Microsoft Office 2007 Compatibility Pack with Microsoft Office 2003

The following Microsoft PowerPoint and Microsoft Excel formats are not supported for sealing when using the Office 2007 Compatibility Pack with Office 2003 and earlier: SPOTM, SPOTX, SPPTM, SPPTX, SXLSX, and SXLTX. For these applications, use other file formats that are supported for sealing.

8.1.13 Microsoft Word May Hang if a Sealed Email is Open During Manual Rights Check-In

In Oracle IRM Desktop, if you attempt to check in your rights while a sealed email is open in Microsoft Word, Microsoft Word may hang. It is recommended that you do not check in your rights while a sealed email is open.

8.1.14 Sealed Emails in Lotus Notes will Sometimes Show a Temporary File Name

In Lotus Notes, if a sealed email has a communication thread with multiple messages or replies, the title bar may show a temporary file name instead of the correct subject name. You may also be prompted to save changes when you have not made any. No harm should arise from these anomalies.

8.1.15 No Support for Sealing Files of 2GB or Larger in Size in Oracle IRM Desktop

Sealing files of size 2GB or larger is not supported in the current release of Oracle IRM Desktop.

8.1.16 Inappropriate Authentication Options After Failed Login on Legacy Servers When Setting Up Search

When setting up indexed search, if you enter incorrect authentication credentials for a legacy server (for example, a 10*g* Oracle IRM Server) that has been set up for Windows NT authentication, the login retry dialog will show options for Windows basic authentication. You should not use Windows Authentication credentials to log in to legacy servers set up for Windows NT Authentication.

8.1.17 Opening Legacy Sealed Documents in Microsoft Office 2007 May Fail on First Attempt

If users attempt to open a legacy Microsoft Office 2007 document (a document sealed with an older version of Oracle IRM), and Oracle IRM Desktop has not been synchronized with the server against which the document was sealed, the attempt will fail. The sealed document will not be opened, and the user will not be prompted to authenticate against the server to which the document was sealed. A second attempt to open the sealed document should succeed, because the initial attempt should have synchronized Oracle IRM Desktop with the server. Alternatively, the user can synchronize to the server manually (using the Oracle IRM Desktop Options dialog) before opening a legacy sealed document.

8.1.18 Log Out Link Inoperative When Using OAM 11*g* for SSO

When using OAM (Oracle Access Management) 11*g* for SSO, the Log Out link on the Oracle IRM Server Management Console does not log the user out.

8.1.19 Double-byte Languages Cannot be Used for Entering Data with Legacy Servers

This release of Oracle IRM Desktop is available in many more languages than previous releases, including some double-byte languages. However, for legacy (10g) servers, as previously, data (user names, etc.) must still be entered using the 7-bit ASCII range of characters.

8.1.20 Use of SPACE Key Instead of Return Key in Oracle IRM Server

In some dialogs in the Oracle IRM Server Management Console, the Return key does not execute buttons. When this occurs, use the SPACE key instead.

8.1.21 Calendar Controls in Oracle IRM Server Not Accessible Via the Keyboard

In the Oracle IRM Server Management Console, the calendar controls are not accessible via the keyboard, and do not appear if the console is in Screen Reader mode. To enter a date using the keyboard, the date should be typed in.

8.2 Configuration Issues and Workarounds

This section describes configuration issues and their workarounds. It includes the following topics:

- Section 8.2.1, "New JPS Configuration Properties for User and Group Searches"
- Section 8.2.2, "Mandatory Patch Number 12369706 For Release 11.1.1.5.0 of Oracle IRM Server, To Fix Role Edit Bug"
- Section 8.2.3, "Installing the 64-Bit Version of Oracle IRM Desktop"
- Section 8.2.4, "Reboot Necessary to Obtain New Online Information Button"
- Section 8.2.5, "Deploying Oracle IRM Using Oracle Access Manager Version 10g"
- Section 8.2.6, "LDAP Reassociation Fails if User and Group Names are Identical"
- Section 8.2.7, "Upgrading Oracle IRM Desktop From Versions Earlier Than 5.5"
- Section 8.2.8, "Synchronizing Servers After an Upgrade of Oracle IRM Desktop"
- Section 8.2.9, "Reapplying Lost Settings After an Upgrade of Oracle IRM Desktop"
- Section 8.2.10, "Changing Oracle IRM Account When Authenticated Using Username and Password"
- Section 8.2.11, "Post-Installation Steps Required for Oracle IRM Installation Against Oracle RAC"
- Section 8.2.12, "Enabling the Oracle IRM Installation Help Page to Open in a Non-English Server Locale"

8.2.1 New JPS Configuration Properties for User and Group Searches

The following new JPS configuration properties are supported in PS5. These settings allow the attributes used in the Oracle IRM Server Management Console user and group searches to be defined.

Property: oracle.irm.default.search.user.attributes

Valid values (one or more values are allowed, separated with a comma):

- NAME

- USER_NAME

- FIRST_NAME

- LAST_NAME

- BUSINESS_EMAIL

Default value = "NAME,USER_NAME,FIRST_NAME,LAST_NAME,BUSINESS_EMAIL"

Property: oracle.irm.default.search.group.attributes
Valid value:

- ROLE_NAME

Default value = "ROLE_NAME"

This complements the search filter attributes already supported in jps-config.xml.

Property: oracle.irm.default.search.filter
Valid values (one of the following):

- EQUALS

- BEGINS

- ENDS

- CONTAINS

Default value = "CONTAINS"

Example
An example JPS LDAP service instance entry:

```
<serviceInstance name="idstore.ldap" provider="idstore.ldap.provider">
<property name="idstore.config.provider"
value="oracle.security.jps.wls.internal.idstore.WlsLdapIdStoreConfigProvider"/>
<property name="CONNECTION_POOL_CLASS"
value="oracle.security.idm.providers.stdldap.JNDIPool"/>
<property name="oracle.irm.default.search.filter" value="BEGINS"/>
<property name="oracle.irm.default.search.user.attributes" value="USER_
NAME,NAME,BUSINESS_EMAIL"/>
<property name="oracle.irm.default.search.group.attributes" value="ROLE_NAME"/>
</serviceInstance>
```

8.2.2 Mandatory Patch Number 12369706 For Release 11.1.1.5.0 of Oracle IRM Server, To Fix Role Edit Bug

The Oracle IRM Server Management Console has an issue that requires a patch to be applied to the installed or upgraded system. When selecting rights for a context, the **Properties**, **Edit**, and **Remove** buttons are always disabled and cannot be used. Selecting one or more rights will not enable the buttons.

Patch 12369706 fixes this issue. This patch can be downloaded from https://support.oracle.com

To install the patch:

1. Log onto https://support.oracle.com

2. Select **Patches & Updates**.

   3. Enter the patch number `12369706` in the patch search.

   4. Click **Search**.

   5. Follow the installation instructions provided with the patch.

8.2.3 Installing the 64-Bit Version of Oracle IRM Desktop

For this release, you can choose to install a 64-bit version of the Oracle IRM Desktop client tool. There are no specific instructions for this installation, but if you attempt to install the 64-bit version in a 32-bit environment, you will see messages that this is not possible.

8.2.4 Reboot Necessary to Obtain New Online Information Button

After an upgrade from a previous release of Oracle IRM Desktop, the new **Online Information** button on the IRM tab in the Properties dialog (obtained by right-clicking **Properties** on a file in Windows Explorer) is missing until the system is rebooted. This does not affect new installations. A workaround is to restart after upgrading from a previous release of Oracle IRM Desktop, even though the installer does not prompt that a reboot is necessary.

8.2.5 Deploying Oracle IRM Using Oracle Access Manager Version 10*g*

Deploying Oracle IRM version 11*g*R1 in an environment using Oracle Access Manager version 10*g* requires additional configuration to process logout requests properly. For detailed information, see the section "Configuring Global Logout for Oracle Access Manager 10*g* and 10*g* WebGates" in the *Oracle Fusion Middleware Application Security Guide*.

8.2.6 LDAP Reassociation Fails if User and Group Names are Identical

When reassociating an LDAP identity store, the Oracle IRM process for exporting user and group information has an issue if user and group names are identical. If a user and group have identical names, the export process will lose either the user or the group details during the export step. This is because the user or group name is used as the file name, so one file overwrites the other. A post-reassociation workaround is to check user and group right assignments, and to manually reassign any that are missing.

8.2.7 Upgrading Oracle IRM Desktop From Versions Earlier Than 5.5

You can upgrade to this release from Oracle IRM Desktop version 5.5 onwards, by running the installation wizard on the computer that has the older version.

For versions earlier than 5.5, or from any version of SealedMedia Unsealer or Desktop, you can upgrade to this release only by uninstalling the older version and installing this release.

If you are upgrading to this release of Oracle IRM Desktop from a 10*g* release, you will lose the locally stored rights to use sealed documents (the rights that enable you to continue working when you are offline). When this happens, you will have to obtain new rights by going online and synchronizing with the server. For this reason, do not begin an upgrade unless you have online access to the server.

When upgrading on Windows Vista or Windows 7, you may encounter a file lock and be prompted to retry, ignore, or cancel. You can safely use the ignore option if this happens.

8.2.8 Synchronizing Servers After an Upgrade of Oracle IRM Desktop

If you are upgrading to this release of Oracle IRM Desktop from a 10*g* release, you will not be synchronized to any servers (Oracle IRM Server). This will show as a blank list on the Servers tab of the Oracle IRM Desktop Options dialog. Servers are automatically added to the list when you open sealed documents for which you have access rights. The easiest way to repopulate your list of servers is to open documents that have been sealed against servers on which you have rights.

8.2.9 Reapplying Lost Settings After an Upgrade of Oracle IRM Desktop

If you are upgrading to this release of Oracle IRM Desktop from a 10*g* release, your previous settings (as shown on the Oracle IRM Desktop Options dialog) are not applied to the new installation. These include support for email systems, so you should reset these before attempting to work with sealed emails in Microsoft Outlook and Lotus Notes.

8.2.10 Changing Oracle IRM Account When Authenticated Using Username and Password

Oracle IRM Desktop caches user rights in an offline database. In earlier releases, this database was shared by all users of a machine. In this release, there is one offline database per Windows user.

You are strongly advised to use only one Oracle IRM account with each Windows account.

If you authenticate to the server (Oracle IRM Server) with a username and password, you can change the account you use as follows:

1. On the Update Rights tab of the Oracle IRM Desktop Options dialog, check in rights for all servers by clicking **Check in**.

2. On the Servers tab of the Oracle IRM Desktop Options dialog, select the server to be updated and click **Clear Password**.

3. Quit from any Oracle IRM-enabled applications, such as Adobe Reader and Microsoft Office.

   If you think that Oracle IRM-enabled applications may still be running, restart Microsoft Windows.

4. On the Update Rights tab of the Oracle IRM Desktop Options dialog, synchronize rights for all servers by clicking Synchronize.

Users who are automatically authenticated to the server using Windows authentication cannot change their Oracle IRM account.

Access to the offline database is protected by your Windows credentials. You are no longer required to additionally authenticate to Oracle IRM when working offline.

8.2.11 Post-Installation Steps Required for Oracle IRM Installation Against Oracle RAC

To use Oracle RAC with an Oracle IRM instance, the Oracle IRM data source needs to be altered using the WebLogic Administration Console and the following procedure:

1. From Services, select **JDBC**, then select **DataSources**.

2. Select the OracleIRM data source.

3. On the Transaction tab, check **Supports Global Transactions**, then check **Emulate Two-Phase Commit**.

4. Click **Save**.

This will set the `global-transactions-protocol` for Oracle IRM data-sources for Oracle RAC to `EmulateTwoPhaseCommit`.

8.2.12 Enabling the Oracle IRM Installation Help Page to Open in a Non-English Server Locale

Use the following procedure to enable the Oracle IRM installation help page to open in a non-English server locale:

1. Unzip the shiphome.

2. Extract all the non-HTM files (7 files in total) from `help\en` in the `ecminstallhelp.jar` file located in `Disk1\stage\ext\jlib\`

3. Put these 7 files into the folder jar for the locale in which you will install ECM.

4. Overwrite `ecminstallhelp.jar` with the modified version.

8.3 Documentation Errata

There are no known issues at this time.