



OPEN TEXT eDOCS DM

VERSION 5.2.1 CU1

RELEASE NOTES

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Chapter 1

Introduction

The following release notes state known problems and last minute changes to Open Text eDOCS DM Version 5.2.1 CU1. We recommend that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

Check the [Open Text Knowledge Center](https://knowledge.opentext.com/) at (<https://knowledge.opentext.com/>) for any patches or documentation updates that may have been posted after the initial release of this version of DM 5.2.1 CU1.

1.1 Contact Information

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Chapter 2

About Open Text eDOCS DM 5.2.1 CU1

2.1 General Information

The DM 5.2.1 CU1 release is cumulative and contains everything that earlier DM 5.2 and 5.1.0.5 service or maintenance releases contained, plus any new modifications.

These service releases automatically detect the products you have installed and apply service releases accordingly. For example, if you have DM Server but do not have RM Server, only DM Server service releases will be applied.

Service releases within this set may have interdependencies. If you encounter issues, be sure that you have applied all service releases in this set and continue to reproduce the problem before contacting Technical Support.

Please see Fixed Issues and Fixed Issues in Previous Releases for details on the public patches included in this release.

2.2 New Features

The following new features are provided in the DM 5.2.1 CU1 release:

2.2.1 Integration with Open Text Email Archiving for Microsoft Exchange

Integration of eDOCS DM/RM with Open Text Email Archiving for Microsoft Exchange (also known as Livelink ECM – Email Archiving for Microsoft Exchange) is being included in DM 5.2.1 CU1 and will be included in all future releases of DM 5.2.x. This integration supports versions 9.7.1 and 9.7.5 of the Open Text Email Archiving for Microsoft Exchange product and does not require any special installation or configuration of that product. The Archive server is

identified within the DM Admin tool as a Read-Only document server using a unique string in the Physical Location field. The string (EXAMPLE: `http,vmserver,4060,8080,enterprise`) is **http, name of Archive server, port (by default 4060), port (by default 8080), name of archive** . The Operating System field will need to be updated in SQL to 97 from the 99 set for Centera. There are also specific settings within SQL that need to be manually set if you are only using DM and not DM/RM. A SQL script is being provided to assist you in these settings. It can be downloaded [here](#).

The integration consists of the ability to save an archived email (a stub) into DM and the ability to move an email or document from the DM document server to the Archive server as a read-only server for the DM environment by making it read-only (or in a DM/RM environment by declaring it a record). This provides for maximum flexibility and security for users when saving emails into DM. It also provides for Full Text searching of the emails and their attachments.

2.2.2 Support for Oracle 11G

Support for Oracle 11G is provided in this release.

2.2.3 Support for Lotus Notes 8

Support of DM Extensions for Lotus Notes is provided for Lotus Notes 8 Basic client. Please note that at this time we do not provide support for the Small Footprint integration into Lotus Notes 8.



Chapter 3

Packaging and Documentation

3.1 Documentation

The documentation and help files in DM 5.2.1 CU1 are those delivered with DM 5.1.0.5 SR1. Consult these for the core documentation set; however, you must also read the following documents to obtain new or corrected documentation:

- **New Documentation** – The [Open Text - Using eDOCS DM 5.2x Software](#) document contains specific information related to this release, including using Microsoft Office 2007, Windows Vista, Dynamic Views, DM Extension for Lotus Notes, and the new save user interface. This new information is *not* located within the original core documentation set.
- **New Documentation and Updates** – The [DM/RM 5.x Documentation Updates](#) document contains new and updated documentation since the original release of DM 5.1.0.5 and DM 5.2, including information as a result of service releases and maintenance releases. This document also contains clarifications to existing documentation.

3.1.1 Documentation Updates

The following topics have been added to the [DM/RM 5.x Documentation Updates](#) document for the DM 5.2.1 CU1 release:

- Using Cyrillic Characters with eDOCS DM – Configuring Windows 2003
- LAST_EDIT_DATE Column Resolves Deviation in Daylight Savings Time Hour in Dynamic Views
- Using the IgnoreProcess Registry Key for Applications Using Interceptor
- New Log File Directory for Lotus Notes

3.1.2 Windows Help (WinHelp) Not Included in Windows Vista

The Help files delivered with DM 5.2.1 were originally created in Windows Help (WinHelp) format. The Windows Help format is not supported, nor included, with Windows Vista operating systems.

You can download the **WinHelp.exe** application and use it to view DM Help files on Windows Vista operating systems. Download the Winhelp.exe application from Microsoft's web site at the following location: <http://go.microsoft.com/fwlink/?LinkId=82148>.

However, the following known issue has been reported by Microsoft. When you open a Help topic (by pressing F1 or by selecting Help>Contents and Index), the following error message appears: *"There was a problem running the macro. (1037)."* After this initial error, you can continue using the Help files.

For more information and workarounds to this issue, consult Microsoft's Article ID 917607 at the following location: <http://support.microsoft.com/kb/917607>.



The Help files do not contain any new information for DM 5.2.1 CU1. You must consult the [Open Text - Using eDOCS DM 5.2x Software](#) and [DM/RM 5.x Documentation Updates](#) documents for all new information pertaining to this release



Chapter 4

Installation and Upgrade Notes

All updates in the DM 5.2.1 CU1 set are provided when you download **dm52101.exe**. When you download the releases, they are by default extracted to **C:\Program Files\Hummingbird\Enterprise 2004 Service Releases\DM 5.2.101\Build 20**. You can change the installation path, if you want. When the download is finished, the Hummingbird maintenance release browser automatically launches. You can download the release set for each server that you update, or you can download the release set to a shared network location. If you are running from a network location, double-click **\Enterprise2004 DM 5.2.101\Build 20\setup.exe** to launch the maintenance release browser.

NOTE: As any combination of DM 5.x products can exist on one machine, you must apply the DM 5.2.1 patch for each component.

All server updates include the DM API updates. The DM API updates are also included with the DM Extensions updates for client machines.

In addition to the instructions that follow, please be sure to review the [Configuration Notes](#) and the [Fixed Issues and Known Issues](#) lists for setup instructions that may be applicable to your DM implementation.

4.1 Running Library Generator

If you are upgrading from a previous version of DM 5105, after you install DM 5.2.1 CU1, you must run Library Generator (**tblcomp.exe**) in order for new and changed tables and columns to be updated.

For a complete list of these tables and columns introduced in DM 5.2, consult the [DM 5.2 Release Notes](#). The “Database Schema Changes” section contains the descriptions and values for each table and column.

4.2 DM Server

DM Server 5.1.0.5 SR1 or later must be installed before the updates can be applied. The maintenance release installation will validate the licensing to determine which products are installed and only update patched files.

On the DM Server being updated, from the maintenance release browser, click **Install Products>DM Server**.

Installation Considerations

- The DM Server maintenance release installation shuts down the DM Service, loads the updated files, and restarts DM Server. If you cannot connect to clients after the update is run, verify that the **Server State** in the DM Server Manager is **Started**. At the end of the DM Server installation, you may receive a Reboot Required notice. Reboot the DM Server to complete the installation.
- Before installing the DM Server updates on a server that is indexing with SearchServer™, all SearchServer indexes must be stopped through DM Server Manager and restarted after the installation is complete.
- If either DM Web Server or DM Extensions is installed on DM Server, it must be shut down to release connectivity with the DM API. For DM Extensions, close all applications and be sure that Interceptor has also been closed. For DM Web Server, you must shut down the **IIS Admin Service** in **Control Panel>Services**. After the maintenance release installation is complete, remember to restart the IIS Admin Service and all appropriate Web services.
- If InstallShield detects processes that cannot be released during the installation process, a reboot will be required after the updated files are copied. After the reboot, all maintenance release files will be updated. The Server Configuration Wizard may launch. If you do not need to change your configuration, click **Cancel**.
- If you need to Repair or Modify your DM Server installation, uninstall the software from **Control Panel>Add/Remove Programs**. A reboot is required before you reinstall. When reinstallation is complete, you will also need to reinstall applicable DM service or maintenance releases.

4.3 DM Web Server

DM Web Server 5.1.0.5 SR1 or later must be installed before the updates can be applied. The maintenance release installation will validate the licensing to determine which products are installed and only update patched files.

DM Extension Server Setup update must be run after updating DM Web Server in order to update the DM Extensions.

On the DM Web Server being updated, from the service release browser, click **Install Products>DM Web Server**.

Installation Considerations

If you currently have custom directories for your users or groups, you will need to copy the appropriate files from the `\Cyberdocs\Backup` directory to your custom directories after the update has been installed.

Hummingbird DM Web Server 5.2.1 can be uninstalled from **Control Panel>Add/Remove Programs**.

Later, if you choose to Modify or Repair your DM Web Server installation from the CD image, you will need to uninstall DM Web Server 5.1.0.5 SR1, make your Modify or Repair changes, and then reinstall.

4.4 DM WorkFlow Server

DM WorkFlow 5.1.0.5 SR1 or later must be installed before the updates can be applied.

On the server being updated, from the maintenance release browser, click **Install Products>DM WorkFlow Server**.

Installation Considerations

DM WorkFlow Server updates must be applied before updating the DM WorkFlow clients.

Later, if you choose to Repair or Modify your DM installation from the CD image, you will also need to reinstall applicable the DM WorkFlow updates.

4.5 DM Extensions Server Setup

DM Extensions Server Setup 5.1.0.5 SR1 or later must be installed before the updates can be applied.

On the server being updated, from the maintenance release browser, click **Install Products>DM Extensions Server Setup**.

Installation Consideration

After the service release for the DM Extensions Server Setup has been installed, users can log on to the DM Webtop to upgrade DM Extensions on the client machines.

4.6 RM Administration Tool

RM Administration Tool 5.1.0.5 SR1 or later must be installed before the updates can be applied.

On the server or workstation being updated, from the maintenance release browser, click **Install Products>Hummingbird RM Administration Tool**.

Installation Note:

Later, if you choose to Repair or Modify your RM Administration Tool installation from the CD image, you will need to reinstall the RM Administration Tool 5.1.0.5 updates.

4.7 Installing DM Imaging on Windows Vista

After you install DM Imaging on a Windows Vista operating system, you must apply a patch to the client workstation. This patch is located in **C:\Program Files\Hummingbird\Enterprise 2004 5.2.101\Image 20\Tools\DM Extensions\Imaging** directory. Copy all files to the **..\DM Extensions** directory.

Chapter 5

Configuration Notes

5.1 Enhancing Application Integration Stability

In addition to specific fixes outlined in these Release Notes, DM 5.1.0.5 and subsequent releases focused on enhancing application integration stability. In conjunction with the recommended registry settings outlined below, significant improvements have been made in error handling related to zero-byte files and other file save anomalies. These registry settings must be manually applied to function correctly with DM 5.2.1. If DM detects that a save or upload process fails, an error message will alert the user, the user will be notified in screen-displayed messages, and the Retry option will occur until the file is saved successfully or the user cancels the action. If the native application's Auto Recovery is activated by an application failure, analysis of the problem will be outside the scope of DM error detection, and users should follow normal application procedures to recover their document.

Manually apply the registry settings below:

```
[HKEY_CURRENT_USER\Software\Hummingbird\PowerDOCS\Core\Plugins\Fusion\Settings]
```

```
"CheckFileSizeOnDownload"=dword:00000002
```

```
"CheckFileSizeAfterUpload"=dword:00000001
```

```
"RetryUploadIfFailed"=dword:00000001
```

```
"RetryUploadDelay"=dword:0000000f
```

```
"UploadIfDifferentSizeOnDownload"=dword:00000001
```

```
"UploadIfDifferentSizeOnUnlock"=dword:00000001
```

NOTE: Additional information is available in Technical Bulletin #133277, "How to Avoid Missing Edits and Zero-Byte Files in Hummingbird DM™". This document is available in the Open Text Knowledge Center at <https://knowledge.opentext.com>.

5.2 Addressable Folders

If you are sending e-mails via Addressable Folders to both primary and remote DM libraries, an address for a primary library folder must be first in the list.

The DM SMTP Service cannot coexist on the same server where Microsoft or other SMTP services are running.

During installation of Addressable Folders, verify that the Administrative Tools dialog boxes pertaining to server services are closed. If any are open, some services cannot be unregistered, and the installation will not be successful.

5.3 Implementing Content Cache

As of DM 5.1.0.5 SR6, Content Cache was enhanced to allow users to save the document to a Content Cache Server and then have immediate access to the document. The Cache Server handles synchronization of document updates to the document server in the background. These actions can greatly increase the efficiency of saving documents from a remote site.

Implementation of this optional enhancement requires running a SQL script and modifying a registry entry. Complete the steps listed below.

To implement the Content Cache feature:

- 1 Using Microsoft SQL Query Analyzer, run the script **content_cache.sql**, which is located in the **\Tools\DM Server** folder, for all Hummingbird DM libraries. If the owner of the library is not DOCSADM, replace DOCSADM in the script with the database owner.
- 2 In DM Server Manager, verify that **Commit Transaction Monitoring** is enabled. On the Content Cache tab, verify that **Enable Content Cache** is selected and the **Content Cache** settings are correct.
- 3 Create the following values in the registry key on the DM Server machine:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Hummingbird\DOCSFusion\Content Cache]
"Cache"="Enabled"
"Max Size"=dword:000001f4
"Lazy Write"="Enabled"
"Location"="C:\content_cache\\"
```
- 4 Set the Location for your Content Cache.
- 5 Restart DM Server.

5.4 DM Extension for Lotus Notes

Because each Lotus Notes document and e-mail message is associated with a Lotus Notes form template, you should not archive, delete, or move the associated form. This form determines how the document or e-mail message is displayed and becomes a related document in DM.

When a user opens a profiled Lotus Notes document, if the related profiled Lotus Notes form cannot be located in DM, the document opens and uses the existing Lotus Notes form located in the Lotus Notes database. This means that if the form has changed, the document will not render in its original form.

You should advise your users not to delete the Lotus Notes form template documents.

5.5 DM Extensions API Connections

In DM 5.1.0.5 SR6 and later, the DM Extensions API takes a new approach for tracking active DM Extensions API connections. To bring their code into conformance with this new approach, developers should introduce the following before using DM Extensions API interfaces:

Instantiate an object of either `IBCSession` or `IBCSession2`.

Call the method `Logon` (for `IBCSession`) or `LogonEx` (for `IBCSession2`) if `IBCBrowser` object is not available.

The session object can be released only when no more DM Extensions API usage is planned, or there are other connected session objects.

5.6 DM Indexer Considerations

This release contains SearchServer 6.1.0.167. When upgrading from DM 5.1.0.5 SR6 MR5 or earlier, you must create new indexes of your DM Libraries. We recommend that you configure one indexing server to build your new indexes before deploying DM 5.2.1 to client workstations. Alternatively, you can select previous releases of SearchServer indexes for client searching while you build the indexes; however, these indexes must be static and cannot be updated by SearchServer 6.1.0.167 during the transition. You can also create indexes before rolling out the upgrade to clients.

The Hybrid Searches feature, which was introduced in DM 5.1.0.5 Service Release 5, can be implemented in DM 5.2.1 CU1. The DM/RM 5.x Documentation Updates document contains detailed instructions on implementing Hybrid Searches (Profile and Content searches) in the “Improved Performance for Hybrid Searches” section. If you choose to implement Hybrid Searches

with DM 5.2.1 CU1, apply the update before recreating your DM indexes. If you add Hybrid Searches after you create your SearchServer 6.1.0.167 indexes, reindexing is required.

NOTE: Hybrid Searching is supported for MS SQL and Oracle DM libraries.

5.7 Dynamic Views

5.7.1 Converting from DVDP in DM 5.1.0.5 to Dynamic Views in DM 5.2.1

DM 5.2 introduced a new version of Dynamic Views. When you install Dynamic Views 5.2.1 on the client machine, the DM 5.1.0.5 version of Dynamic Views Dynamic Profiling (DVDP) is automatically removed. Refer to the *Using Open Text – eDOCS DM 5.2x Software* document for information on converting a current DVDP environment to the new Dynamic Views for 5.2. The conversion process allows DVDP 5.1.0.5 clients (DM 5.1.0.5 SR5 and SR6) to continue using their current version of DVDP until they are upgraded to DM 5.2.1.

5.7.2 Search Objects

In order for search objects to function correctly in Dynamic Views, the MSG_ITEM field must be placed on the QBE search form (DEFQBE.FRM, GOVTQBE.FRM, BANKQBE.FRM, or LAWQBE.FRM). When you create a new library, this process is done automatically; however, if you upgrade a DM 5.1.0.5 library to DM 5.2.x, you must manually add this field to the applicable QBE search form using DM Designer.

To add the MSG_ITEM field to the QBE search form:

- 1 Click **Start>Programs>Hummingbird>DM Server>Server Admin Tools>DM Designer**.
- 2 Click **Profiles**.
- 3 In the Available Forms dialog box, select your industry type's QBE Search Form, and then click **OK**. For example, select **LAWQBE Legal QBE Search Form**.
- 4 In the SQL Columns dialog box, select **MSG_ITEM** and drag it to the Search Form.
- 5 Release the mouse where you want the **MSG_ITEM** field to appear.
- 6 Select **File>Save**.
- 7 In the Save Form dialog box, click **OK**.
- 8 Select **File>Exit** to exit DM Designer.
- 9 Refresh the cache in DM Server Manager.

5.7.3 Last Edit Date/Time Deviation

Dynamic Views Search objects return a last edit date/time that deviates one hour or more from the actual edit date. This issue has been resolved in DM 5.2.1 CU1, however the LAST_EDIT_TIME column must be added to the hit list in order for the fix to take effect. Be sure to refresh the DM Server and Workstation caches for the changes to the form to appear.

5.8 Microsoft Office 2007

The Microsoft Office 2007 redistributables are required if you select Office 2007 integration. These redistributables are installed automatically; however, they will not be removed when DM is uninstalled from the machine.

5.8.1 Microsoft Excel COM Automation Using Non-English Regional Settings

If you use active or passive COM Automation integration with Microsoft Excel, and your operating system's regional settings are set to non-English (United States), you must apply the Microsoft Office Language Pack in order to save native .csv files.

The Microsoft Office Language Pack(s) are located on Microsoft's web site at the following location:
<http://office.microsoft.com/en-us/downloads/HA011133501033.aspx>

5.8.2 Ensuring Application Integration Works When You Do Not Install All Microsoft Office 2007 Applications

If you do not install all Microsoft Office 2007 Basic applications (Word, Excel, and PowerPoint), application integration is broken; however, you can use a workaround to ensure that DM application integration works after installing only one or two of the applications.

To implement the workaround:

- 1 In Control Panel>Add or Remove Programs, select Microsoft Office 2007 Primary Interop Assemblies, and then click Remove.
- 2 Select Start>Run, type `regedit`, and then click OK.
- 3 In the Registry Editor, create the following registry keys:
 - HKEY_CLASSES_ROOT\TypeLib\{00020813-0000-0000-C000-000000000046}\1.6
(Default) Value: Microsoft Excel 12.0 Object Library
 - HKEY_CLASSES_ROOT\TypeLib\{00020905-0000-0000-C000-000000000046}\8.4
(Default) Value: Microsoft Word 12.0 Object Library
 - HKEY_CLASSES_ROOT\TypeLib\{91493440-5A91-11CF-8700-00AA0060263B}\2.9
(Default) Value: Microsoft PowerPoint 12.0 Object Library

-
- 4 Reinstall the Microsoft Office 2007 Primary Interop Assemblies using Microsoft's redistributable package. You should read the package's readme for additional information. Download the Microsoft redistributable package from Microsoft's web site at the following location:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=59daebaa-bed4-4282-a28c-b864d8bfa513&DisplayLang=en>

5.9 .NET Framework 2.0

The .NET Framework 2.0 is a prerequisite for all products and is included with the DM 5.2.1 CU1 release. To install, navigate to ...**Tools\Redistributables\MS_NET_2.0**.

You must install .NET Framework 2.0 on both the client and server machines.

5.10 Oracle Hybrid Searching

Oracle is supported in hybrid searching. The hybrid search enhancement changes the way in which the INDEX table uses metadata when performing a hybrid search, which is a search that contains both profile and content search criteria.

The following files are delivered in the **Enterprise 2004 5.2.101\Tools\DM Server\Profile-Content Search** directory:

- **Oracle_indexed_columns_dm.sql** - This should be run on a DM-only server where RM is not installed.
- **Oracle_indexed_columnsn_rm.sql** - This should be run on a DM/RM server.

Run the appropriate file depending on your setup.

For complete instructions on using hybrid searching, consult the "Improved Performance for Hybrid Searches" section in the [DM/RM 5.x Documentation Updates](#) document.

5.11 Save User Interface Behavior with RM File Parts

When a user saves to a RM file part, that file part will not appear in the Location drop-down menu unless the user has previously browsed the file part in the save user interface or through DM Extensions.

For example, when a user starts an integrated application and saves a document to a RM file part, while the DM session is active, that file part will appear in the **Location** drop-down menu. However, once the user exits and restarts DM, the file part will not appear.

5.12 Support for Microsoft Office XP

Although Microsoft Office XP is not listed as a supported application for DM 5.2.1 or later, we have performed minimal testing with Office XP and determined that integration is possible.

Open Text encourages customers to upgrade to Microsoft Office 2003 or Microsoft Office 2007 before deploying DM 5.2.1; however, if that is not possible, we will continue to support customers using DM 5.2.1 with Microsoft Office XP.

Consult the [Using Livelink ECM – eDOCS DM 5.2x Software](#) guide for the “Supported Applications and Platforms in DM 5.2” chapter.

5.13 Support for Microsoft SQL Server 2005

Support for Microsoft SQL Server 2005 is provided in compatibility mode and can be attained by running Library Generator against the database. Locate the tblcomp.exe file in the **..\Program** directory.

5.14 Support for Microsoft Windows 2003 Server SP1

Support for Windows 2003 Server SP1 began in DM 5.1.0.5 SR5. With the installation of DM 5.2 or greater, the necessary files are delivered for support of Microsoft Windows 2003 Server SP1. You will need to run the DM Server Configuration Wizard after the install reboot.

5.15 Support for Oracle 10g Release 2

Support for Oracle 10g Release 2 is provided with DM 5.2.1. No further action is required after you run Library Generator to upgrade from DM 5.1.0.5 to DM 5.2.1.

Oracle 10G Release 2 is supported with the following Oracle patches installed:

- Oracle 10g Release 2 patch set 10.2.0.3.0 (Oracle patch number 5337014)
- Oracle ODBC drop-ins (Oracle patch number 5699495)

Please contact Oracle support for additional information.

5.16 Update Deployment Packages Created Prior to DM 5.1.0.5 SR5

Any deployment Packages that were created prior to DM 5.2.1 will need to be updated. Edit your existing deployment packages, re-enter your administration credentials, select the correct components, and execute a Save before using the package.

After you install DM 5.2.1 CU1, you should run the Deployment Package Wizard and resave all deployment packages that use the “Run as Administrator” option.

To resave a deployment package:

- 1 Click **Start>Programs>Hummingbird>DM Extensions Server Setup>Deployment Package Wizard**.
- 2 Select a deployment package that has the **Run as Administrator** option enabled, which is displayed in the **Details** box.
- 3 Click **Edit** to edit the deployment package.
- 4 In the Location Information dialog box, click **Next**.
- 5 In the User Information dialog box, type the administrator credentials to be used by the deployment package, and then click **Next**.
- 6 Continue clicking **Next** on all subsequent dialog boxes, and then click **Save**.
- 7 Repeat the above steps for all deployment packages using the Run as Administrator option, and then exit the wizard.

5.17 Upgrading or Changing Integration Methods

When you upgrade or change your integration method (ODMA, COM, Passive, Active, or Interceptor) for an application, some menu items might be unavailable, appear twice, or do not work as expected.

This is working as designed to prevent other potential integration issues, such as performance issues, conflicts with third-party macros, and saving and read-only issues with the **normal.dot** file in Microsoft Word. You can resolve this issue by resetting the toolbars.

To resolve the menu issue:

- 1 Start the application that has unavailable, duplicate, or non-functioning menu options.
- 2 Select **Tools>Customize**.
- 3 In the **Toolbars** tab, select **Standard**, and then click **Reset**.

4 Select **Menu Bar**, and then click **Reset**.

5 In Microsoft Word, click **OK** when you are prompted to reset changes in the **normal.dot** file.

NOTE: Customizations to the toolbar will be lost by resetting the toolbar.

5.18 User Account Control (UAC) Setting in Windows Vista

The User Account Control (UAC) setting in Windows Vista operating systems is enabled by default. The following issues occur with this setting enabled:

- Installing DM Extensions from DM Webtop.
- Starting DM Extensions after starting the Client Deployment Utility (CDU).
- Adding a DM server when you log on to DM Extensions.

For more information about the UAC setting, please consult the Microsoft support site at <http://support.microsoft.com>.

5.19 Visual C++ 2005 SP1

The Visual C++ 2005 SP1 redistributables are a prerequisite to DM Extensions, DM Server, and all server-side products that require the DM API. For server-side patch installations, the DM administrator should be prompted to install this redistributable.

For DM Extensions, the user will be prompted only for interactive installations. This redistributable will not be removed when DM is uninstalled from the machine.



Chapter 6

Fixed Issues and Known Issues

Following is a list of the issues resolved in DM 5.2.1 CU1. For more information on an issue, go to the [Open Text Knowledge Center](#) and search on the Key number (such as DM-4124), which can be found at the beginning of the title, or you may contact Technical Support.

6.1 Fixed Issues

Click [here](#) for a list of all fixed issues in this release.

6.2 Fixed Issues in Previous Releases

You should review the Fixed Issues for all releases between the one you are upgrading from and this release. You can find this information in the following documents:

- [DM 5.1.0.5 Service Release 1 Release Notes](#)
- [DM 5.1.0.5 Service Release 2 Release Notes](#)
- [DM 5.1.0.5 Service Release 3 Release Notes](#)
- [DM 5.1.0.5 Service Release 4 Release Notes](#)
- [DM 5.1.0.5 Service Release 4 Maintenance Release 1 Release Notes](#)
- [DM 5.1.0.5 Service Release 4 Maintenance Release 2 Release Notes](#)
- [DM 5.1.0.5 Service Release 4 Maintenance Release 3 Release Notes](#)
- [DM 5.1.0.5 Service Release 4 Maintenance Release 4 Release Notes](#)
- [DM 5.1.0.5 Service Release 5 Release Notes](#)
- [DM 5.1.0.5 Service Release 5 Maintenance Release 1 Release Notes](#)
- [DM 5.1.0.5 Service Release 5 Maintenance Release 2 Release Notes](#)
- [DM 5.1.0.5 Service Release 5 Maintenance Release 3 Release Notes](#)

- [DM 5.1.0.5 Service Release 6 Release Notes](#)
- [DM 5.1.0.5 Service Release 6 Maintenance Release 1 Release Notes](#)
- [DM 5.1.0.5 Service Release 6 Maintenance Release 2 Release Notes](#)
- [DM 5.1.0.5 Service Release 6 Maintenance Release 3 Release Notes](#)
- [DM 5.1.0.5 Service Release 6 Maintenance Release 4 Release Notes](#)
- [DM 5.2 Release Notes](#)
- [DM 5.2.1 Release Notes](#)
- [DM 5.2.1 HotFix 1 Release Notes](#)

6.3 Known Issues

6.3.1 Lotus Notes Issues

- DM-15349 – An error message will appear when opening a Lotus Notes document from DM, if you are using Lotus Notes 8 Basic. To workaround this issue, please open the Lotus Notes Basic client prior to selecting the Lotus Notes document from DM Extensions.
- DM-15439 – Using Small Footprint Causes Initialization Failure – To avoid this issue, the Lotus Notes administrator should make the Small Footprint option unavailable to users. This applies to both Lotus Notes 7 and Lotus Notes 8 clients.

To make the Small Footprint option unavailable:

1. Open Notes Designer.
2. Open the **HLE_Template.ntf** file (the Hummingbird Lotus Extension Template).
3. From the navigation tree of the Hummingbird Lotus Extension Template database, select **Shared Code – Agents**.

4. Navigate to the integration scope and set the values as shown below:

```
REM {Set the Integration Scope};
```

```
REM {0=Full Integration/1=Small Footprint};
```

```
@SetProfileField("ProfileForm"; "IntegrationScope"; "0"; @UserName);
```

```
@SetProfileField("ProfileForm"; "IntegrationScope_Lock"; "1"; @UserName);
```

6.3.2 Outlook and Email Integration Issues

DM-15253 – Using Windows Vista and Outlook 2007, if you attempt to import multiple documents into a public folder Outlook Extensions may crash. This issue is intermittent and not reproducible with Windows XP and Office 2003.

DM-15238 – When versions and subversions are added to E-mail documents, the following error appears: A dialog box is open. Close it and try again. Although the version or subversion is added, if the error message dialog is left open Outlook may crash.

DM-13755 – When using Outlook 2003 on Vista with Word setup as the email editor and integrated using Active COM integration, if you attempt to insert a file into an email message the Quick Retrieve will appear and the document can be selected, however the focus will return to the native Word open dialog. This does not occur with Windows XP and Office 2003 or if word is not being used as the email editor.

6.3.3 Attaché Issues

DM-13970 – An error is received when closing a document after it was edited in attaché mode: "Cannot copy document: Cannot open the source file <docname and docpath>: The system cannot find the file specified. This error is presented if the document is in the Office 2007 file format and is being edited in Office 2003.

6.3.4 Email Archiving Issues

Currently the Full Text Indexer cannot access archived emails that are created in Outlook and brought into DM as stubs. If an email is brought into DM and then made read-only or declared a record, DM Full Text Indexer is able to access the contents and attachments. This is being addressed in development.

Chapter 7

Image Numbers

7.1 DM Server

DM Server 5.2.1	5.2.101.13
DM Administration Tools 5.2.1	5.2.101.7
RM Server 5.2.1	5.2.101.13
DM API 5.2.1	5.2.101.13

7.2 DM Web Server

DM Web Server 5.2.1	5.2.101.5
DM Web Administration Tools 5.2.1	5.2.101.5
DM API 5.2.1	5.2.101.13
RM Web Server 5.2.1	5.2.101.1
DM WorkFlow Web Server 5.2.1	5.2.101.1

7.3 DM WorkFlow Server

DM WorkFlow Server 5.2.1	5.2.101.1
DM API 5.2.1	5.2.101.13

7.4 DM WorkFlow Server Language Pack

Lang Pack – Enc – English Canadian	5.2.101.1
Lang Pack – Frc – French Canadian	5.2.101.1
Lang Pack – Enu – English	5.2.101.1
Lang Pack – Fra – French	5.2.101.1

7.5 DM Extensions Server Setup

DM Extensions 5.2.1	5.2.101.21
DM API 5.2.1	5.2.101.13
DM WorkFlow Client 5.2.1	5.2.101.1
DM AutoUpdate 5.2.1	5.2.101.1
DM Extension for AutoCAD 5.2.1	5.2.101.2
Imaging Client 5.2.1	5.1.0.5309
RM Client 5.2.1	5.2.101.1

7.6 RM Administration Tool

RM Administration Tool 5.2.1	5.2.101.5
DM API 5.2.1	5.2.101.13

7.7 Automated E-mail Management

Automated E-mail Management 5.2.1	5.2.101.2
Addressable Folders 5.2.1	5.2.101.2



Chapter 8

Files Delivered

Click [here](#) for a list of files included in the DM 5.2.1 CU1 release.