OPEN TEXT
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Open Text Document Management, eDOCS DM Release Notes

Version 6.0.5 CU3

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1 Introduction

These Release Notes describe the latest updates to eDOCS DM Version 6.0.5. CU3. Open Text recommends 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.

We also recommend that you check the Open Text Knowledge Center (https://knowledge.opentext.com/) for any patches or documentation updates that may have been posted after the initial release of eDOCS DM Version 6.0.5 CU3.

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2 About eDOCS DM 6.0.5 CU3

The DM 6.0.x service and maintenance releases are cumulative. That is, a later service or maintenance release will contain everything that an earlier service or maintenance release contained, plus any new modifications. A list of Fixed Issues in contained in this release can be found here.

For information about issues fixed in Releases 6.0.1, 6.0.2, 6.0.3, 6.0.4 and 6.0.5, see the release notes for those releases:

DM and RM 6.0.1 Release Notes

DM and RM 6.0.2 Release Notes

DM and RM 6.0.3 Release Notes

DM and RM 6.0.4 Release Notes

DM and RM 6.0.4 CU3 Release Notes

DM and RM 6.0.4 CU3 Release Notes

DM and RM 6.0.4 CU3 Release Notes

DM and RM 6.0.4 CU4 Release Notes

DM and RM 6.0.4 CU5 Release Notes

DM and RM 6.0.4 CU6 Release Notes

DM and RM 6.0.5 Release Notes

DM and RM 6.0.5 CU1 Release Notes

DM and RM 6.0.5 CU2 Release Notes

2.1 New Features

2.1.1 Support for Microsoft Office 2007 SP2

Office 2007 SP2 was tested and is supported in conjunction with eDOCS DM 6.0.5 CU3.

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2.1.2 Integrate Adobe 9.0 Professional/Standard with eDOCS DM

Customers now have the ability to integrate Adobe 9.0 Professional/Standard with eDOCS DM.

2.1.3 Support for Open Text Email Archiving

Open Text Email Archiving is now supported in eDOCS DM 6.0.5 CU3.

2.1.4 Visual Indicator that a Search is occurring

When performing a search for a document, there is now a visual indicator that the search is occurring.

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3 Packaging and Documentation

The documentation and help files in DM 6.0.5 CU3 are those delivered with DM 6.0.1. 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 6.0.5 Software* document contains specific information related to this release, including using Microsoft Office 2007, Windows Vista, Dynamic Views, DM Extension for Lotus Notes, updates to Dynamic Views documentation, and how to setup Project 2007 with Interceptor. This new information is ***not*** located within the original core documentation set.

New Documentation and Updates—The *DM/RM 6.x Documentation Updates* document contains new and updated documentation since the original release of DM 6.0.1, including information as a result of service releases and maintenance releases. This document also contains clarifications to existing documentation.

Windows Help (WinHelp) Not Included in Windows Vista

The Help files delivered with DM 6.0.5 CU3 were 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.

NOTE: The Help files do not contain any new information for DM 6.0.5 CU3. You must consult the ***Open Text - Using eDOCS DM 6.0.5 Software and DM/RM 6.x Documentation Updates*** documents for all new information pertaining to this release.

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4 Supported Environments and Compatibility

The following tables list the supported environments in DM 6.0.5 CU3.

4.1 Server Machines

4.1.1 DM Server

Processor	Dual Pentium 4, 1.9 GHz or better
Memory	2 GB or greater (1 GB minimum)
Operating System	Microsoft Windows 2003 Server SP2 Microsoft Windows 2000 Server
Databases	Microsoft SQL Server 2000 and 2005 Oracle 10g Release 2 and Oracle 11g

NOTES: For optimal SQL server performance, we recommend a dedicated server-class machine with a minimum of 1 GB RAM.

The system requirements for DM Workflow, RM, and Collaboration DM Server Integration are the same as for DM. The DM Server machine requires approximately 60 MB of disk space for Collaboration DM Server Integration.

4.1.2 Document Server

Operating System	Novell Netware 6.5 Microsoft Windows 2003 Server Microsoft Windows 2000 Server EMC Centera

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4.1.3 DM Web Server

Processor	*Dual Pentium 4, 1.9 GHz or better* These processor requirements are for dedicated DM Server machines. If SQL engines and/or DM Web Server are installed on the same machine, additional processing power and memory will be required.
Memory	2 GB or greater (1 GB minimum)
Operating System	Microsoft Windows 2003 Server Microsoft Windows 2000 Server
Web Server	Internet Information Server (IIS) 5.0 or 6.0
Client	Internet Explorer 6.0 and 7.0

NOTE: The system requirements for DM Workflow Web Server are the same as for DM Web Server. For the Internet Imaging Document Server (IIDS) on the DM Web Server, we recommend a dedicated partition of 10 GB for the image cache.

4.2 DM User Workstations

Processor	Pentium III 600 or better (recommended) Pentium III 500 (minimum)
Memory	512 MB or greater (recommended)
Operating System	Microsoft Windows XP (SP2, SP3) Microsoft Vista (SP1, SP2) Citrix Presentation Server 4.5 VMWare ESX Server
Web Browser	Microsoft Internet Explorer 6.0, 7.0 and 8.0

NOTES:

- **If DM Imaging is installed on user workstations, we recommend at least 1GB of RAM and 500 MB of free disk space if users are viewing large images.**
- **DM Extension for AutoCAD requires Autodesk AutoCAD 2007 or 2008. We recommend a 1024 x 768 VGA video display. Minimum of 800 x 600.**
- **The system requirements for DM Workflow Extensions and DM Extensions for AutoCAD are the same as for DM client workstations.**

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4.3 Supported Applications

4.3.1 Integrated Applications

The following table lists the applications supported in DM 6.0.5 CU3:

Adobe Acrobat	8.0 & 9.0
AutoCAD	2007 and 2008
Corel Presentations	12.0 and X3
Corel Quattro Pro	12.0 and X3
Corel WordPerfect	12.0 and X3
Lotus 1-2-3	9.7 and Millennium Edition 9.8
Lotus Word Pro	9.7 and Millennium Edition 9.8
Microsoft Word	2003 and 2007
Microsoft Excel	2003 and 2007
Microsoft Visio	2003 and 2007
Microsoft PowerPoint	2003 and 2007
Microsoft Project	2003 and 2007
Workshare DeltaView	3 (3.8680.0190) and 4.5 SR1 point release 2 (4.5.8680.116)

4.3.2 Email Applications

The following e-mail applications are supported in DM 6.0.5 CU3:

Novell GroupWise	6.5 and 7.0
Lotus Notes	7.0.4 and 8.5
Microsoft Outlook	2003 and 2007

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5 Installation and Upgrade Notes

5.1 Installation Notes

Before installing DM 6.0.5 CU3, review the Configuration Notes and the Fixed Issues sections for information that may be applicable to your DM implementation.

When you download the DM 6.0.5 CU3 release, it is extracted by default to C:\Program Files\Hummingbird\Enterprise 2005 6.0.502. You can change the installation path, if you want. When the download is finished, the Hummingbird Service Release Browser launches. You can download Release 6.0.5 CU3 for each server that you update, or you can download the service release set to a shared network location and update your servers from there. If you are running from a network location, double-click \Enterprise 2005 6.0.502\ setup.exe to launch the service release browser.

The 6.0.5 updates to the DM API are installed with the DM Server and DM Extensions updates for Release 6.0.5 CU3.

In eDOCS DM, if you upgrade from DM Server 6.0.4 to version 6.0.5, and you attempt to save an existing document using a DM 6.0.4x client, the document might become corrupt. A hotfix is available for this problem. Please see KBA 16685256.

5.1.1 Database Changes

Database changes were made in DM 6.0.5, so if you are upgrading from a version of DM 6.x prior to 6.0.5, you will need to run Library Generation. Please see Section 5.2.2 for more information.

5.1.2 .NET Framework 2.0

The .NET Framework 2.0 is a prerequisite for all products. To install, please download the Framework from the Microsoft Download Center. You must install .NET Framework 2.0 on both the client and server machines.

If .NET 2.0 is not installed on the client workstation, the install may appear to hang after the dialog is displayed informing you that .NET 2.0 must be installed. To correct the issue, ensure that .NET 2.0 is installed prior to installing the DM Extensions client.

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5.1.3 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.

For complete instructions on using hybrid searching, consult the "Improved Performance for Hybrid Searches" section in the *DM/RM 6.x Documentation Updates* document.

5.1.4 Support for Microsoft Office XP

Although Microsoft Office XP is not listed as a supported application for DM 6.0.5 CU3, we have performed minimal testing with Microsoft 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 6.0.5 CU3; however, if that is not possible, we will continue to accept support cases from customers using DM 6.0.5 CU3 with Microsoft Office XP.

Consult the Open Text - *Using eDOCS DM 6.0.5 Software* document for the “Supported Applications and Platforms in DM 6.0.5” chapter.

5.1.5 Support for Microsoft Office 2007*

For specific information regarding the support and application integration matrix for Microsoft Office 2007, please consult Chapter 6 of the DM 6.0.5 Release Notes.

***Microsoft Office 2007 SP2 is supported as of eDOCS DM 6.0.5 CU3.**

5.1.6 Support for Microsoft SQL Server 2005

Support for Microsoft SQL Server 2005 is provided in native mode.

5.1.7 Update Deployment Packages Created Prior to DM 605

Deployment Packages that were created prior to DM 6.0.5 need to be updated. Edit your existing deployment packages, re-enter your administration credentials, reselect the correct components, and execute a **Save** before using the package. After you install DM 6.0.5 CU3, you should run the Deployment Package Wizard and resave all deployment packages that use the “Run as Administrator” option.

To re-save a deployment package:

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1. Click Stat>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.

5.1.8 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. In addition be sure to verify that your launch methods are correct as they can vary between application versions.

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

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5.1.9 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.
- When turning on COM Logging under Windows Vista, COM integration will crash and native save dialogs will appear

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

5.1.10 Windows Vista Firewall

When using the Windows Vista Firewall, the user may be presented with a dialog to unblock DM-related items the first time they are run such as papihost.exe and any Office Active COM integrated applications. DM-14359.

5.1.11 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.

5.2 DM Server

5.2.1 Pre-Installation

DM Server 6.0.1 or greater must be installed before Release 6.0.5 CU3 can be applied. The Release 6.0.5 CU3 installation program validates the licensing to determine which products are installed and installs files that need updating.

Before installing the DM Server files on a server that is indexing with SearchServer™, stop your SearchServer indexes using DM Server Manager. When the installation is finished, restart the indexes. See Section 6.5 for additional information about creating and deploying indexes with DM 6.0.5 CU3.

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If the DM Web Server is installed on the DM Server machine, it must be stopped to release connectivity with the DM API. Shut down the IIS Admin Service in Control Panel>Services. When the installation is finished, restart the IIS Admin Service and all appropriate Web services.

How to Install

1. To install Release 6.0.5 CU3 on the DM Server being updated, from the service release browser, click **Install Products>DM Server**.

2. The DM Server installation shuts down the DM Server service, installs the Release 6.0.5 CU3 files, and restarts DM Server. At the end of the DM Server installation you may receive a **Reboot Required** notice. Reboot the DM Server to complete the installation. If you cannot connect to user workstations after the Release is installed, verify that the **Server State** in DM Server Manager is **Started**.

5.2.2 Post Installation

DM 6.0.5 requires that you update your database. Be sure to run Library Generator against your database, if you are upgrading to DM 6.0.5 CU3 from a version prior to 6.0.5.

To modify or repair your DM Server installation at a later time:

1. Uninstall DM Server from **Control Panel>Add or Remove Program**s.

2. Using the DM 6.0.1 installation media, reinstall DM Server.

3. Reinstall DM Server 6.0.5 CU3.

5.3 DM Web Server

5.3.1 Pre-installation

DM Web Server 6.0.1 or greater must be installed before Release 6.0.5 CU3 can be applied. The Release 6.0.5 CU3 installation program validates the licensing to determine which products are installed and installs files that need updating. If you have multiple Web Server instances installed for multilingual support, the 6.0.5 CU3 installation program updates all instances.

How to Install

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

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5.3.2 Post Installation

To update DM Extensions, run DM Extensions Server Setup after updating DM Web Server.

If you have custom directories for your users or groups, copy the appropriate files from the **Cyberdocs****Backup** directory to your custom directories after the release has been installed.

To modify or repair your DM Web Server 6.0.5 CU3 installation at a later time:

1. Uninstall DM Web Server Service Release from **Control Panel>Add or Remove Programs.**
2. Using the DM 6.0.1 installation media, perform a Modify or Repair.
3. Reinstall DM Web Server 6.0.5 CU3.

5.4 DM Workflow Server

5.4.1 Pre-installation

DM Workflow 6.0.1 must be installed before the service release can be applied.

How to Install

1. On the server being updated, from the service release browser, click **Install Products>DM Workflow Server**.
2. Apply DM Workflow Server updates.
3. Update the DM Workflow clients.

5.4.2 Post Installation

If you need to modify or repair your DM Workflow Server installation at a later time:

1. Uninstall the DM Workflow Server from **Control Panel>Add or Remove Program**s.
2. Using the DM 6.0.1 installation media, reinstall DM Workflow Server.
3. Reinstall DM Workflow 6.0.5 CU3.

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5.5 DM Extensions Server Setup

5.5.1 Installation

DM Extensions Server Setup 6.0.1 or greater must be installed before Release 6.0.5 CU3 can be applied.

How to Install

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

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

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6 Configuration Notes

6.1 Library Regeneration

All libraries that have not been updated with DM 6.0.5 must be updated with the Library Generation utility. Changes that Library Generation will make are:

Introduced in Version	Description of Library Generation Change
DM 6.0.5	See the DM and RM 6.0.5 Release Notes for changes.
DM 6.0.4	Changes CALC_SECURITY stored procedure that is used to obtain security during a search against multiple documents. Impacts any search that also gets security. Required for all libraries.
DM 6.0.4	Provides support for Library Generation with Oracle 10g.
DM 6.0.2	Changes filter for lookup _DMFOLDERS to ITEM_TYPE='F'. Valid for customers using the Classified module.
DM 6.0.2	Corrects a script file error when creating triggers for the Classification tables. Valid for new Government libraries on Oracle.

If you are using the Classified Security Module, copy the **INDUSTRY.INI** file to the **Program Files\Hummingbird\DM Server\Program** directory from the **\Program Files\Hummingbird\Enterprise 2005 6.0.501\Tools\DM Server\Enu\program\csm** directory before running Library Generation.

6.2 Database Schema Changes

See the DM and RM 6.0.5 Release Notes for database scheme changes.

6.3 Oracle

To create an Oracle ODBC connection, you must first establish an Oracle Local Net Service Name Configuration for the Oracle Server machine. This requires installation of the Oracle client and ODBC driver on the DM Server machine.

1. To install the client and ODBC driver, perform an Administration installation of the Oracle Client for 10gR2 or 11g.

2. Use one of the following ODBC drivers installed with the client software:

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- Oracle 10gR2: Driver 10.0.2.0.1.0 patched to 10.0.2.0.3.0 with ODBC patch #5699495
- Oracle 11g: Driver 11.1.0.6.0 or later

6.4 Importing DM e-Clips into Enterprise Webtop

Perform the following steps to import DM e-Clips into Enterprise Webtop for DM 6.0.5 CU3:

1. Log on to Enterprise Webtop as an administrator.
2. From Administration, select Import.
3. Browse for the file DM6eClips.zip (..Program Files\Hummingbird\....\Tools\DM Web Server\eClips).
4. Click OK.

6.5 DM Indexer Considerations

This release contains SearchServer 6.1.0.167. When upgrading from any release prior to the DM 6.0.5 release, 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 6.0.5 CU3 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.

6.6 Open Text Email Archiving Integration

Integration of eDOCS DM/RM with Open Text Email Archiving for Microsoft Exchange (also formerly known as Livelink ECM – Email Archiving for Microsoft Exchange) is being included in DM 6.0.5 CU3 and will be included in all future releases of DM 6.0.5.

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 Tab 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*** .

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The Operating System listbox on the DM Admin > Library Parameters > Document Servers Tab should be set to Livelink. This will set the Operating_System field in SQL to 97.

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 document 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.

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7 Fixed Issues

A list of Fixed Issues contained in this release can be found here.

- In DM 6.0.5, a Content Server Cache Monitor was added and is referenced in the DM Server manager as “AccessMonitor Cache”, however when DM 6.0.5 CU3 is applied to a version prior to DM 6.0.4 CU6, the name is changed to NFS Access Monitor. This is only an aesthetic problem and does not cause any functional problems with the release. This does not occur if upgrading from eDOCS DM 6.0.5 or later.

- In eDOCS DM, if you upgrade from DM Server 6.0.4 to version 6.0.5, and you attempt to save an existing document using a DM 6.0.4x client, the document might become corrupt. A hotfix is available for this problem. Please see KBA 16685256. This patch must be applied each time you update your DM 6.0.5 server to a new patch release.

- In eDOCS DM 605 CU3, when you open a hyperlinked document, the document will open, however the check-out mark does not display in the Recently Edited List until you select the opened hyperlink document or refresh the cache. The document is marked as checked out in the database and the issue is only a display issue.

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8 Known Issues

8.1 View PDF document (DM-17883)

If a user does a content search in DM Extensions and then selects Document > View on a PDF file from that result list the file will not open in DM Viewer. Instead the user will get an error message.

Resolution: Contact Open Text support to receive the hotfix update which resolves this issue.

8.2 DM Server Index Corruption (DM-17662)

If you create an index for a DM repository, the index might become corrupt over a period of time

Resolution: To download the existing patch from the Knowledge Center, click here. This patch resolves an index corruption issue with DM Indexer. For further details on this issue, please refer to KBA 16518073.

8.3 DM-18801 – Cannot Work Online after second Work Offline

In eDOCS DM 605 CU3 in the Outlook Client Extensions, after selecting the DM drop down menu then choose Work Offline, from the DM drop down menu choose Work Online, from the DM drop down choose Work Offline. Then when selecting to Work Online for the second time the following error will occur: “Unable to Expand the Folder”.

Resolution: The issue is still under investigation. It is recommended that you exit the eDOCS DM application(s) by closing Outlook instead of using the Log Off option in the interim.

8.4 DM-19073 – Copying an Excel document to Attache

In eDOCS 605 CU3, after copying an Excel document to Attache, choosing to Work Offline, when you open the Excel document it will be blank.

Resolution: The issue is still under investigation.

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8.5 Windows Vista SP1 issues

8.5.1 DM-19256 – Adobe Reader 9

When using Adobe Reader 9 and the DM Interceptor on this version of Windows, an error may occur when doing a “Save a Copy” from within Adobe Reader.

Resolution: Upgrading to Windows Vista SP2 resolves the issue.

8.5.2 DM-19257 – PDF Embedded in a Web page

When viewing a Web page which includes an embedded PDF file in the Web page content and using Adobe Reader 9 and the DM Interceptor, a local save dialog appears when trying to “Save a Copy” of the PDF document to DM.

Resolution: This issue is still under investigation.

8.5.3 DM-19259 – MS Project 2007

When using Microsoft Project 2007 and the DM Interceptor on this version of Windows, a Local Dialog may appear when doing a “Save As” from within Project 2007.

Resolution: Upgrading to Windows Vista SP2 resolves the issue.

8.5.4 DM-19095 – Error when you go to restart Vista

In eDOCS DM 605 CU3, after upgrading DM Extensions on Windows Vista, when you go to restart the workstation the following error is displayed:

- HumGss: HumGSS.exe - Entry Point Not Found. The procedure entry point DontCheckNFSHost could not be located in the dynamic link library hnfscore.dll.
- After pressing OK, Vista warns that the following programs are still running: - HumGss
- This program is preventing your computer from restarting. - HumGss: HumGSS.exe - Entry Point Not Found

Resolution: Selecting restart now after the error message will restart the computer and the error message will no longer appear on future Vista restarts.

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