

IBM Content
Manager Client for Windows



Release Notes

Version 8 Release 2

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Note:

Before using this information and the product it supports, read the information in "Notices" on page 15.

First Edition (March 2003)

This edition applies to Version 8 Release 2 of IBM Content Manager for Multiplatforms (product number 5724-B19).

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Chapter 1. About these release notes

These release notes contain new information, describe known problems, and include updates to the documentation in support of Client for Windows Version 8.2.

Chapter 2. Hints and tips

This section contains hints and tips for administrators and for end users.

For administrators

Menu behavior regarding Item Type Views, in conjunction with Access Control Lists (ACLs).

Client for Windows® sometimes shows a menu enabled, but when the user tries a feature, it fails due to insufficient user privileges. This is because sub-view privileges and base-view privileges must both be enabled for some features to be fully enabled. This is true only when user authorization is based on sub-view ACL, as determined by the library server's binding level.

The following menu options are affected:

- Add To Folder
- Remove From Folder
- Add to new Folder
- Check Out
- Attributes (Editing Attributes and Re-Indexing)
- Delete

Parts and ACLs

Client for Windows does not perform part-level ACL validation. Therefore, menu items like Open, Browse, menu items related to annotations, menu items related to note log, and so forth are not disabled even if the user does not have access to these parts. To avoid these problems, the Content Manager system administrator should associate an ACL (to each of the parts) that authorizes the user to read/add/update the parts under the **Document Management** tab of the system administration client when creating the item type.

For users

Deleting registry keys

If item type definitions have been modified on the server and you experience inconsistencies in the item lists (e.g., missing or inconsistent attribute columns), try deleting registry keys under:

HKEY_CURRENT_USER\Software\IBM\Content Manager\8.x\Client

Searching on item types that have child components

Consider the following setup on the server:

Item type 'Employee' has the following schema:

SSN root attribute

Name root attribute

Business Address

child component with minimum cardinality of 0

Street child attribute

City child attribute

Phone child attribute that is NULLABLE (not required)

This item type currently has two items with the following attributes (see Table 1 on page 4).

Table 1. Items and attributes

Item	Attribute	Value
1	SSN	123-45-6780
	Name	John Smith
	Business Address (child component 1)	<ul style="list-style-type: none">• Street: 123 Sunshine St• City: New York• Phone: NULL**
	Business Address (child component 2)	<ul style="list-style-type: none">• Street: 456 Sunset St.• City: Albany• Phone: (123) 456-7890
2*	SSN	987-65-4321
	Name	Chris Doe
* Note: this item has no child components ** Note NULL attribute value.		

What results to expect when search against Employee where BusinessAddress/Phone 'Is NULL'

This search only returns the first item (from above) because it is the only item that HAS a child component with attribute value of NULL. The second item does not have a child component, and therefore does not have any child attribute values to search against. There is, however, a way to search against items that have no child components. To do this, you need to know the internal name (as opposed to the display name) of the child component and use the advanced search dialog to incorporate some advanced query syntax (see Workaround below).

Workaround for the example scenario above:

1. Bring up the Advanced search dialog by clicking **Search-->Advanced...** and click **New** to create a new search.
2. Select the **Employee** item type.
3. Select **Business Address/Phone** from the Attributes box, and **Is Null** from the Operators box.
4. Select **Add to Search**.

In the large edit box below, the query you have just built is added. The text in this box is editable. If you add OR (NOT ./BusinessAddress) to the end of the existing query, it adds a condition that returns items that have no "BusinessAddress" child components.

Important: Use the internal name of the child component here.

Understanding the difference between an empty string and a NULL value.

In character type attributes, an empty string, "", is not the same as a NULL value. This might cause some confusion in the item lists, in which for an attribute value, there seems to be no value shown, and might be interpreted either as an empty string or a NULL value. Queries that use the operators other than "Is NULL" and "Is not NULL" (i.e., "Equal to", "Not equal to", "Less than", "Greater than", "Like", "Not like", and so forth) do not evaluate values where the attribute has a NULL value

because this value is “unknown” to the database. For example, there is an item type with three items: one with attribute value of “Fairfield”, one with an empty string value, and one with a NULL value. A query searching for items where the attribute is not equal to “Fairfield” only returns the item with an empty string value, and not the one with a NULL value. Queries using the operator “Is NULL” return items where the attribute value is the NULL value, and not an empty string.

Chapter 3. Installation

This section contains information about installing and uninstalling Client for Windows.

Known problems

Uninstall does not clean up all environment variables. On some systems, after an uninstallation is performed, some environment variables might still exist on the machine. Prior to installing the new Client for Windows, remove any instances of the OIVT environment variable from your system variables. This can be done using the System Properties panel in the Control Panel. If neither Content Manager nor Enterprise Information Portal are installed on your system, then you can manually remove the CMCOMMON environment variable. Important: Removing this variable when you still have Content Manager or Enterprise Information Portal on the system might prevent these products from working properly.

Chapter 4. Known problems and limitations

This section describes general and specific known problems and limitations.

General issues

Corruption of fixed-width character attributes on Unicode database.

DB2[®] does not correctly handle fixed-width character (i.e., CHAR) attributes on databases that store data in Unicode. Workaround: Until a fix for this problem is available from IBM[®] DB2 support, use variable-width character (VARCHAR) attributes instead of fixed-width character attributes when defining item types if you created your library server using Unicode as the codepage.

Incompatible EIP version

If an incompatible version of EIP is installed after the Client and ODMA, you might need to manually update the PATH environment variable in order for the Client and ODMA to function properly. In the PATH, simply place the Client's install directory BEFORE any other directories that may contain similar EIP DLLs.

Time stamps

Time stamp fields are in an ISO-standard format and are not localized, so you should expect to see YYYY-MM-DD-hh.mm.ss.tttttt.

Restrictions when running more than one instance of the client at a time.

It is possible to run more than one instance of the client application at a time. However, this is not recommended and there are several restrictions when running in this mode:

1. Custom code written to the client's OLE interfaces can only communicate with one instance of the client. The first instance of the client that is started will process all OLE requests
2. Display of thumbnails when viewing documents will not work if more than one client is running. Thumbnails should be turned off via the menu bar Option in this case.
3. The default method of retrieving documents from the server (via URLs) will not work. It is necessary to disable this method and use a slower method of retrieval. To turn off the URL mode, the value of the DisableURLCode line in the **Options** section of the ICMClient.ini file in the Windows directory must be changed so that it appears as follows: DisableURLCode=yes.

Viewing and printing issues

Display of Stamp Annotation with Image

In Windows 98 and Me, there is a problem displaying the stamp annotation with image. Stamp annotation with text displays correctly.

HTML documents

As documented in the online help, we only support HTML versions through 3.0. We do not support javascript or XML.

Display of “Office” format documents

We do not guarantee 100% fidelity for display of non-image or Office formats such as Lotus® 1-2-3®, or RTF.

Display of Microsoft® Works format documents

We do not support the display of Microsoft Works formatted documents.

Display and printing of Lotus WordPro (.lwp) format documents

Only one Lotus WordPro (.lwp) document can be displayed or printed at a time. Any attempt to display or print a second WordPro document when the first one is displayed causes the viewer to display an error message.

Printing annotations with a document

Annotations must already be saved to a document before they can be printed with it.

Keyboard shortcuts

The keyboard shortcuts (arrow keys, Home, End, Page Up and Page Down) do not currently perform the scrolling and page navigation actions that are described in the Keyboard shortcuts page of the documentation. This will be corrected in the future.

National language limitations for Thai

We do not support the display of Thai text (other than possibly plain text) in our viewer. This includes, but is not limited to: HTML, RTF, and WordPro formats.

National language limitations for Bi-Directional (BiDi) support

We do not support the display of Right-to-Left HTML (“<HTML DIR=RTL>” tag) or BiDi MSWord/RTF files.

National language limitations for Turkish

We might not support Turkish HTML encoded as CHARSET=iso-8859-9. However, we do support Turkish HTML encoded as CHARSET=windows-1254.

Other client issues

All Item Type Search

Depending on the complexity and number of item types on the server, a search on <All Item Types> might not execute, and the following message occurs: “The query is too long or complex”. This can occur if the DB2 configuration for SQL statement heap is too small.

To see the current stmtheap size, type:

```
db2 get db cfg for <database_name>.
```

To increase the size, type:

```
db2 update db cfg for <database_name> using stmtheap <size>.
```

If this error message still occurs, it could be due to the complexity and number of item types defined on the server. One possible workaround is to use the “Advanced Search” dialogs to create the query on a union of item types. Selecting a specific subset of the item types, instead of querying across all the item types, reduces the resulting SQL string that would otherwise be “too long or complex”. If an attribute exists in many component types, then the error message might still occur, but this workaround helps in many situations.

Scanning with SCSI Drivers

If you use a SCSI Adapter on a Windows XP machine to connect to the

scanner, then the latest version of the drivers (Version 4.71) can be downloaded from the Adaptec web site: <http://www.adaptec.com>.

Selecting “Any Scanner w/ PIXTWAIN” in the scanner selection dialog might not work for all scanners

The Client for Windows uses software provided by Pixel Translations for scanning purposes. This software is designed to work best with ISIS drivers, so you should try to obtain an ISIS driver for your scanner. However, some scanners only support TWAIN drivers.

To help with this problem, the Client for Windows is shipped with a special driver called PIXTWAIN. This driver allows you to use TWAIN compliant drivers with the Client for Windows. To configure a TWAIN source, follow these instructions:

1. Install the TWAIN drivers for the scanner.
2. Run PIXCONFIG.EXE from WINNT\PIXTRAN directory.
3. Verify that you can see the TWAIN scanner in the Data Source drop-down box in the PIXTWAIN Configuration dialog.
4. Click Configure and follow the instructions to configure the ISIS over TWAIN driver.
5. Open the Client, and click Scan (or click File-->Scan from the menu).
6. Click on Device and in the scanner selection dialog, select this entry: **Name of Scanner w/PIXTWAIN**.

Restriction: Do not select the **Any scanner w/PIXTWAIN** entry.

If the **Name of Scanner w/PIXTWAIN** entry is not found, it implies that Pixel was unable to locate the TWAIN driver. This is the only situation when the Any scanner w/PIXTWAIN option should be selected, and if this option is selected then the TWAIN driver for the scanner has to be added manually by clicking **Add** on the scanner selection dialog.

Annotation preferences under the General tab do not take effect until Client is restarted

When you change viewer related settings from the Preferences dialog, the changes are only reflected when the client is restarted, because viewer settings are initialized when the client starts up.

ODMA issues

Inability to successively open files using ODMA-enabled Microsoft Word for Windows.

With certain versions of Microsoft's ODMA-enabled Word for Windows, the application might not display the ODMA client's File-Open dialog after a file that was previously opened via the ODMA client has been closed.

Workaround: Before attempting to open another file stored on a Content Manager server via Microsoft Word for Windows, terminate Microsoft Word for Windows and restart it. A fix for this problem requires a fix to Microsoft Word. The IBM ODMA client is not the source of this problem.

Search results dialog header too small when ODMA client is used with Lotus WordPro

The column headers used to display the names of child component attributes in the ODMA client's search results dialog might appear too narrow when the client is used with Lotus WordPro. The headers are the

correct size when the client is used with Microsoft Office applications. This problem is currently being investigated with Lotus.

Incorrect file type in ODMA search results dialog for files saved with Lotus WordPro.

The ODMA client's search results dialog displays "ICM system reserved" as the file type for files saved with Lotus WordPro. This is due to a problem with Lotus WordPro.

If you select Home on the Options menu in the ODMA help, you receive this error message: The page cannot be displayed.

This error does not impact the functionality of the help. ODMA help does not have a home page.

Chapter 5. Documentation

This section contains corrections to the online help and to the documentation.

Corrections to the online help

Performing basic searches:

From the Basic Search dialog, click Help. The Performing basic searches help panel opens. Expand the help topic How to perform a basic search. In step #3, it states that child components and their attributes are separated by dots (.). For example, in step #3, it shows that "PolicyHolder.Last.Name" represents a child component and its attribute. When, in fact, instead of "PolicyHolder.Last.Name", it should say "PolicyHolder/LastName". Attributes are NOT separated by dots (.), they are separated by slashes (/). Also, the client does not show three levels of an item, only two: the first level child component and an attribute of that child component.

Working with index information:

In the help panel Working With index Information, expand the help topic, Working with special attribute values. Step #1 in the instructions about adding a new row tells users to add a row by clicking on the arrow in the bottom row. The word "arrow" should be replaced by "plus sign". This section should also include how to delete rows. To delete a row:

1. Select the row that you want to delete by clicking on the bullet.
2. Push the Delete key.

Using the Versions List:

The Client for Windows online help, under Using the Versions List in the Versions List dialog, says:

"If you select a previous version, the Client closes the current document and displays the selected version in its place. If you select any version other than the most recent one, the document is displayed in read-only mode."

Correction to the help:

You can "browse" any version of the document, but you can only "open" the current version. If you do not first close a previous version of a document before attempting to browse/open a different version, the previous version remains open.

Process information

The **Getting work process information** and **Item lists preferences** pages of the online help refer to Step type and Date and Time the item entered the step columns. These columns are not available in this release of the Client for Windows.

Keyboard shortcuts

The Keyboard shortcuts section of the documentation lists a number of shortcuts for actions that are not currently supported. These actions are:

- cut/copy/paste
- undo/redo

- move to front / send to back
- resize selected annotation
- view the first/last document
- new document
- toggle to next annotation

You should ignore these entries.

Additionally, shortcuts are listed for show/hide thumbnails and close all documents, but these actions do not have shortcuts. Finally, the table lists Ctrl + D as the shortcut for opening the scan window. The correct shortcut is Ctrl + Shift + I, as shown in program on the menu and toolbar.

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