



Troubleshooting Guide

Note

Before using this information and the product it supports, read the information in "Notices" on page 91.

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Revision log

The following table identifies changes made to this document.

Date	Revision
12/02/09	<p>Added the following new topics to the Content Engine section:</p> <ul style="list-style-type: none"> • Creating a large choice list in IBM DB2 for z/OS fails with SQL error code 805. • Content Engine Upgrader (version 4.0.1 to 4.5) tools • Content Engine diagnostic information <p>Added the following new topics to the IBM FileNet Connectors for SharePoint section:</p> <ul style="list-style-type: none"> • Kerberos authentication failed. • Authentication errors occur and prevents communication. <p>Added the following new topic to the Workplace applications section:</p> <ul style="list-style-type: none"> • Transparency for annotations is no displayed by default in Image Viewer. <p>Added the following new topics to the Records Manager section:</p> <ul style="list-style-type: none"> • The RMBaseURL can become outdated when the RM URL changes • New WSI retry configuration option • Corrupted entities if Hold Sweep is terminated in the middle of its run <p>Added the following new topics to the Security section:</p> <ul style="list-style-type: none"> • How to change LDAP short name in Process Engine if dn remains the same • Windows' Data Execution Prevention feature prevents BPM-related Java processes from running <p>Added the following new topic to the Database > DB2 for z/OS section:</p> <ul style="list-style-type: none"> • AddOn installation can fail with resource unavailable exception <p>Added the following new topic to the Application Server > WebSphere section:</p> <ul style="list-style-type: none"> • Creating FileNet P8 domain or object store fails, when database is DB2 for z/OS <p>Added the following new topics to the Workplace XT section:</p> <ul style="list-style-type: none"> • Unable to see the IBM ECM tab on the Microsoft Office 2007 Ribbon. • Unable to send e-mail. • Cannot upload or download a file larger than 100 MB.

Date	Revision
10/07/08	<p>Added the following new topics:</p> <ul style="list-style-type: none"> • Images federated from CFS-IS do not display properly in Image Viewer • Unable to authenticate using Application Integration for Microsoft Office • Process Configuration Console fails to launch • File Tracker functionality fails in a Windows Vista FDCC environment <p>Added an additional solution to the “Events are not published to the Process Analyzer topic.</p>
03/07/08	<p>Removed footnote from the Content Federation Services Import Errors table.</p> <p>Updated Notices section to apply missing back cover pages.</p> <p>Updated formatting for Table of Contents.</p>
01/22/08	<p>Applied updated formatting.</p> <p>Added the following new topics:</p> <ul style="list-style-type: none"> • Workplace. Unable to log in to Workplace due to improper synchronization of LTPA security information in a WebSphere ND environment. • Workplace. Unable to log out of Workplace after using Image Viewer. • Workplace XT. The folder selector sometimes does not display correctly when the screen resolution is set to 1024x768 or lower. • Workplace XT. Log in error when the trust association is enabled on WebSphere 6.0.2.17. • Records Manager. Using the File Plan Import and Export Tool. • Component Manager. Restarting Component Manager results in an error. • Process Engine. Use the vwtool loadstatus command to diagnose Process Engine server processing errors (non-Farmed Process Engines only). • Content Engine. The SystemOut.log file grows very large (WebSphere 6.0). • Content Engine. DB2 error occurs while adding a large number of properties to a document class. • Content Engine. Incorrect storage maximums can cause the storage area to become disabled.

Date	Revision
	<ul style="list-style-type: none"> • Content Engine. What do the storage area counters count? • Content Engine. Cannot add documents to a file or fixed storage area. • Content Engine. Do the storage area maximums control how much data can be stored on the fixed content device? • Content Engine. What's the staging area directory used for? Do I need to back it up? • Content Engine. Why don't the storage area counters change when I add a document to a fixed content device? • Content Engine. If I don't specify a storage area or storage policy for a document or its class, where does it get stored? • CFS-CS and CFS-IICE. Resolving Deadlock errors when federating large quantities of documents from CS to Content Engine. • CFS-CS and CFS-IICE. Import error is not cleared when rule is rescheduled. • CFS-CS and CFS-IICE. Mime type for a federated document is incorrect. • CFS-CS and CFS-IICE. Added CFS-CS and CFS-IICE error table. • CFS-CS and CFS-IICE. Content Services (CS) limits the number of simultaneous library requests per user credential, causing export errors. • CFS-IS. IP address change for IS connection is not propagated to Content Engine application server. • CFS-IS. Where are federated IS Annotations stored in the Content Engine? • CFS-IS. How large are IS Annotations? • CFS-IS. Can I delete federated IS Annotations from a FileNet P8 application? • CFS-IS. How do I transfer my IS document class mapping from one object store to another? • CFS-IS. Is there a limit for the number of concurrent FileNet P8 users accessing documents stored on the IS server? • CFS-IS. Why does my custom application take up so many IS sessions when not that many users are accessing documents at the same time? • CFS-IS. How many IS sessions do the IS Import Agents use? • CFS-IS. How do I increase my throughput when federating millions of documents?
03/05/07	Initial document release.

About this document

This document provides troubleshooting tips for the IBM® FileNet® P8 system.

Document organization

Troubleshooting tips are listed only once, and they are organized by how a problem manifests or by the major area associated with a task or operation. For example, if you cannot launch a workflow from Workplace, check for troubleshooting tips under Workplace and under Process Engine workflows.

NOTE Most topics have both a cause and a solution. However, some topics just have tips that are associated with the heading topics.

Recommended documentation

The following IBM FileNet documents also provide problem solving information:

- IBM FileNet P8 Release Notes (known issues).
- IBM FileNet P8 Performance Tuning Guide

To download these documents from the IBM support page, see the following “Access IBM FileNet documentation” topic.

Access IBM FileNet documentation

To access documentation for IBM FileNet products:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).
2. Select the appropriate IBM FileNet product from the "Select a category" list. For IBM FileNet P8 products, select either **FileNet Business Process Manager** or **FileNet Content Manager**.
3. From the Product Support page, click **Documentation**, and then click **Product Documentation**.
4. Click the icon in the appropriate release column to access the document you need. For IBM FileNet P8 products:
 - If necessary, click a product Doc Link to display the list of component product documentation.
 - Click the icon in the appropriate release column to access the document you need.

Contact customer support

For information about contacting customer support:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).
2. Select FileNet Product Family from the "Select a category" list.
3. From the FileNet Product Family support page, click **View all Flashes**, and then select **How to get support for IBM FileNet products**.
 - a. Click **Matrix** to access the compatibility matrix.
 - b. Click the release number to access the fix pack you need.

General

Tips

Directory servers

When you set up the directory server, avoid using duplicate short names.

Keep the security implementation simple. Unusually restrictive or complex security policies can cause the system to operate in ways that you might not expect.

Databases

If a database is configured to be case-sensitive, the case of stored pathnames must match the case of the path to the referenced item.

Server date and time

Synchronize the date and time on all servers. Users can experience a variety of problems if one or more servers are not synchronized with the rest of the system.

Release version and build information

To determine the release version or build information for your software, see “identifying Software Build Information” at the end of this document.

Application Engine

Workplace

Log on and log off

Unable to log on

Solutions:

- Verify the Content Engine application server is running.
- Verify all operating system and application server patches and fix packs have been installed.
- For more information, see the *IBM FileNet P8 Hardware and Software Requirements Guide*. To download this document from the IBM support site, see [“Access IBM FileNet documentation” on page 10](#).
- Verify access between Application Engine and Content Engine.
- From the Application Engine server, ping the Content Engine server hosting the Application Engine Web Connectivity (Java™) module, and from the Content Engine server hosting the Application Engine Web Connectivity (Java) module, ping the Application Engine server.
- Verify at least one object store has been created on Content Engine.
- Verify the Content Engine name in the `WcmApiConfig.properties` file is correct, and was not misspelled or incorrectly specified during Application Engine installation.
- For more information, see the FileNet P8 Help system: **FileNet Documentation > FileNet P8 Administration > Application Engine Administration > Key configuration files and logs > CryptoKeyFile.properties**.
- Verify bootstrap preferences were configured.
- Test EJB communication: View `http://content_engine_name:port_number/FileNet/Engine`.
- Verify the user's short name does not match the short name of a different user.
- Normally, users can log on using either their short name or their distinguished name. However, eDirectory or a Sun ONE directory servers in a multi-domain environment where duplicate short names are being used, require users with identical short names to log in using their distinguished name. (For example: `uid=dsmith,ou=Sales,dc=FileNet,o=com.`)
- Verify the user belongs to a default Content Engine and Process Engine domain.
- Active Directory servers require users who do not belong to a default Content Engine and Process Engine domain to log in using their long name. (For example: `mjones@filenet.com.`)
- Check log in failure details under root exception when you use long keys for symmetric encryption or user tokens (required for Application Integration).
 - The following message indicates you have not added the unlimited strength jars to your JDK directory.

```
Root Exception:  
com.filenet.wcm.api.EncryptionException: Problem initializing encryption/  
decryption with keyId be4b25d1, size 448 bits. java.home=C:\j2sdk1.4.2_03\jre.  
Cause: java.lang.SecurityException: Unsupported keysize or algorithm
```

parameters

- The following message indicates you should verify the java.security file is using the proper JCE.

```
Root Exception:
com.filenet.wcm.api.EncryptionException: Problem creating JCE Cipher instance
for Blowfish/ECB/NoPadding algorithm. java.home=/export/home/bea/jdk131_08/
jre. Cause: java.lang.NoClassDefFoundError
```

- (WebSphere® only) The following message indicates that the LTPA security information is not properly synchronized in a WebSphere ND environment. The LTPA settings at the deployment manager were not propagated to the managed node to which Content Engine was deployed. This results in a situation where the Application Engine Admin and managed nodes are in synch with the Content Engine Admin node, but not with the Content Engine managed node.

```
Root Exception:
Credentials Exception
at com.filenet.wcm.toolkit.server.base.WcmSignInPolicy.setCredentials
(WcmSignInPolicy.java:475)
at
com.filenet.wcm.apps.server.controller.WorkplaceSignInPolicy.setCredentials
(WorkplaceSignInPolicy.java:98)
at com.filenet.wcm.toolkit.server.util.SSLSignInToken.authenticate
(SSLSignInToken.java:112)
at com.filenet.wcm.toolkit.server.base.InternalTokenPolicy.setCredentials
(InternalTokenPolicy.java:75)
at com.filenet.wcm.toolkit.server.base.WcmController.tryInternalUserToken
(WcmController.java:2926)
```

Manually copy the security.xml file from the Admin node to the managed node.

“Invalid Credentials” message displays at log on.

Cause: The user name or the password was typed incorrectly.

Solution: Check the Caps Lock key, and then log on again.

Cause:

- The account is locked.
- The account requires a password change.
- The account is disabled.

Solution: Check with the system administrator about the account.

Cause: User does not have a valid domain account.

Solution: Verify the user has a valid domain account and is not trying to log on using a machine account instead of a domain account.

Cause: The web server is not pointing to a valid location for the Application Engine Web Connectivity (Java) module.

Solution: Open the WcmAPIConfig.properties file and verify the web server is pointing to a valid location for the Application Engine Web Connectivity (Java) module.

For more information, see the FileNet P8 Help system: [FileNet Documentation > FileNet P8 Administration > Application Engine Administration > Key configuration files and logs > WcmApiConfig.properties](#).

Cannot access Image Services documents by proxy from Workplace

Solution: Verify the ISRA (Resource Adapter) is installed.

1. Launch your browser.
2. Enter the URL for the Application Engine ISRA servlet, for example,

http://ApplicationEngineISRAServlet servername:port/ApplicationEngineISRAServlet/ISRA

NOTE ApplicationEngineISRAServlet is the default context root. If a different name was used for the context root when Application Engine ISRA servlet was deployed, change the URL to match this configuration.

If the ISRA servlet is installed and deployed correctly, a Congratulations message displays. For example:

```
Congratulations! ISRA Interface servlet is configured at this URL.
WcmApiConfigFile = D:\ISRAInterface\jsp\WEB-INF\WcmApiConfig.properties
WcmApiConfig file exists

CryptoKeyFile/UserToken =
C:\ProgramFiles\FileNet\Authentication\UTCryptoKeyFile.properties
CryptoKeyFile/UserToken exists

FileNet ISRA classes are in the classpath
com.filenet.is.ra.cci.FN_IS_CciConnectionSpec
```

“Credential is not available”

Cause: When you log off from Workplace but still have a session for a Process applet running (such as Process Designer or Process Configuration Console) and you try to log on to Workplace again, the existing user's token will not match that of the Workplace session and the “Credential is not available” error message displays.

Solution: Exit any applets and close the browser, then restart the browser and log on to Workplace.

Unable to log out of Workplace after using Image Viewer

Cause: Image Viewer caches information to the user profiles, increasing its size and exceeding the corporate-set limits for a client. After the limit is exceeded, the profile requires manual intervention to remove the Image Viewer files from the profile, which enables the user to log off.

Solution: Edit the *AE_install_path\Workplace\UI-INF\jsp\ui\WcmJavaViewer.jsp* file to set the location of the folder for the cachePath setting. The following example sets the cachePath location to c:\mytempfolder.

NOTE Configuration parameters for the Image Viewer. Many of these parameters are necessary for FileNet P8 to function normally. It is important that you do not modify any of the FileNet parameters.

```
writeParam('code', 'ji.applet.jiApplet.class')
writeParam('codebase', './FnJavaV1Files/');
writeParam('JavaScriptExtensions', 'true');
```

```
writeParam('cache_archive', archive );  
writeParam('cache_version', cacheVersion);  
writeParam('cachePath', 'c:\mytempfolder');
```

Document processing

Workplace folders fail to refresh after filing or unfiled a document

Cause: Workplace does not perform a refresh after a document has been filed or unfiled.

Solution: Log off and log back on. Or, click on the end of the folder path.

Out-of-memory errors (java.lang.OutOfMemoryError)

Cause: Workplace does not have enough allocated memory while processing a large number of records.

Solution: (*Designer and administrative applets on client machines*) Increase the Java heap value from the default 64m to 256m.

1. From the **Control Panel**, select the **Java Plug-in**.
2. In the Java Run Time Parameters field, enter:

-Xmx256m

Solution: (*Application server*) Increase the minimum and maximum Java heap values in your startup script to 256m and 512m.

NOTE See your application server documentation for the recommended minimum and maximum heap size values.

System performance is not optimal

Cause: An excessive number of subfolders in a single folder can affect retrieval performance.

Solution: For information, see the section about handling a large number of folders and objects in the *IBM FileNet P8 Performance Tuning Guide*. To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10](#).

Workplace applications

Unable to access Workplace applications

- Verify all recommended operating system and application server patches and fix packs have been installed.

For more information, see the *IBM FileNet P8 Hardware and Software Requirements Guide*. To download this document from the IBM support site, see [“Access IBM FileNet documentation” on page 10](#).

- Verify access between Application Engine and Content Engine.
- From the Application Engine server, ping the Content Engine server hosting the Application Engine Web Connectivity (Java) module, and from the Content Engine server hosting the Application Engine Web Connectivity (Java) module, ping the Application Engine server.
- Verify users have valid credentials as configured on the directory server, and that these credentials have access to the object stores.
- Verify users have access to the object store where the site preferences are stored.

File Tracker

File Tracker functionality fails in a Windows Vista FDCC environment

For information, see [“File Tracker functionality fails in a Windows Vista FDCC environment”](#) on page 20.

File Tracker does not keep track of checked-out files

Cause: File tracking is not available in NTFS systems when a file is moved:

- To or from a FAT system
- Within a FAT system

Cause:

- ActiveX controls might be disabled.
- File Tracker might not be installed.
- File Tracker might be turned off.

Solution: Enable ActiveX controls. Install or turn on Workplace File Tracker.

NOTE Users must log off and log back on after you enable ActiveX controls and after you install or turn on Workplace File Tracker.

Application Integration

Unable to authenticate using Application Integration for Microsoft Office

Cause: Microsoft® Internet Explorer on Windows® Vista checks the Certificate Revocation List (CRL) by default, whereas Windows XP does not.

Solutions: For Secure Sockets Layer (SSL) authentication to work, you must:

- Have a valid certification chain, including a valid LDAP path to the CRL validation server, with correct CRL list checking
- Clear the “Check for server certificate revocation” check box in the Internet Explorer properties.

Image Viewer

Transparency for annotations is not displayed by default in Image Viewer

Solutions:

Make the following changes to your HTML code.

1. Locate the following line:

```
writeParam('annotationHideContextButtons', 'hyperlink,behind, transparent');
```

This line indicates to Image Viewer that the semi-transparency button must be disabled. This is a clear indication to the viewer that type of transparency is not wanted.

2. Make the following changes to that line:

```
writeParam('annotationHideContextButtons', 'hyperlink,behind');
```

This removes the hide transparent option and the button reappears. In Image Viewer, you can right-click an annotation to see the button. A rectangle window pane is also displayed. This is the semi-transparency property. If the button is hidden as in the current HTML code, the

button will not be displayed. When you Write permission to the IS annotation, you can right-click the button and access the context menu.

Make the following changes to the application code:

1. Locate the following lines:

```
writeParam('annotationhidebuttons', 'line, solidtext, highlightpoly,
rectangle, redact, redactpoly, poly, openpoly, oval, hyperlink, transparent');
writeParam('annotationHideContextButtons', 'save,text,hyperlink,behind');
= writeParam('annotationHideContextButtonsids',
'note,freehand,stamp,arrow,highlight,text,
transparent');
```

2. Make the following changes to those lines:

```
writeParam('annotationhidebuttons', 'line, solidtext, highlightpoly,
rectangle, redact, redactpoly, poly, openpoly, oval, hyperlink');
writeParam('annotationHideContextButtons', 'save,text,hyperlink,behind');
writeParam('annotationHideContextButtonsids', 'note,freehand,stamp,arrow,highlight,t
ext');
```

3. Locate the following lines:

```
writeParam('annotationhidebuttons', 'redact, redactpoly, hyperlink, transparent');
writeParam('annotationHideContextButtons', 'hyperlink,behind');
```

4. Make the following changes to those lines:

```
writeParam('annotationhidebuttons', 'redact, redactpoly, hyperlink');
writeParam('annotationHideContextButtons', 'hyperlink,behind');
```

User interface

Images do not display in Workplace

(WebSphere) Regenerate the plug-in and restart your HTTP server.

- Attempt to connect directly through WebSphere's default port (usually 9080).
- Attempt to load the Workplace applications by accessing the system through WebSphere's default port (usually 9080), bypassing the separated HTTP servers.

Name field on Tasks pages is truncated

NOTE Workplace Tasks pages are: My Inbox, Public Inbox, My Active Workflows, and Task Tracker.

Cause: The corresponding F_Subject field value is not set high enough to display the entire name.

Solution: Change the F_Subject field value for the corresponding queue or roster.

Table 1:

Task page...	Change the F_Subject setting in...
My Inbox	Inbox user queue
Task Tracker	Tracker user queue
Public Inboxes	<i>name</i> work queue
My Active Workflows	<p>The roster associated with the workflow.</p> <p>To determine which roster is associated with a workflow, open the workflow definition in Process Designer and look for the roster specification in the Workflow Properties dialog box, Advanced tab.</p> <p>Because the Launched Workflows view can contain workflows associated with different rosters, and the F_Subject length is specified for each roster, the number of characters visible in the Name field can vary from workflow to workflow.</p>

Use the Process Configuration Console to modify the length of the F_Subject field for any queue or roster. By default, the F_Subject fields are set to a length of 80; you can increase each one to a maximum of 255 characters.

NOTE Changes are applied once they are saved. However, existing work item names will not change length. Only work items that entered the queue after you made the change will reflect the new length specification.

Localization

Workplace and Workplace applets do not display a newly selected language

Solution: Reset the browser language setting:

1. Confirm the IBM FileNet P8 language packs are installed.
2. Confirm the browser language setting.
3. Exit the JVM by exiting all open applets and closing all browser windows.
4. Open the browser and navigate to Workplace.

Search

Cannot execute a search

The stored search might not have the proper MIME type. This is caused when the stored search is checked in to Content Engine using a tool other than the stored search API. (For example, the stored search was checked in using Enterprise Manager).

Content-based searches do not return results

- The object store is not configured to support content indexing.

For more information, see the FileNet P8 Help system: [FileNet Documentation > FileNet P8 Administration > Content Engine Administration > Content-based retrieval > Concepts > About Indexing](#).

- Stop words were used with the AND operator.

For more information, see the FileNet P8 Help system: [FileNet Documentation > Workplace > Advanced Author Tools > Search Designer > Reference > Stop Words](#).

Search Designer (or Publish Designer) does not start when Application Engine uses WebLogic 9.2

Cause: "The Web App File Case-Insensitive" setting is set to "os".

Solution: Change the "Web App File Case-Insensitive" setting to "false":

1. Log into the WebLogic administrative console.
2. From the **Domain Configurations** menu, click **Domain**.
3. From the **Security > General** tab, expand the menu by clicking on the **Advanced** link.
4. Verify the "Web App File Case-Insensitive" value is set to "false".

Full-text retrieval is not available

Cause: Full-text indexing is not enabled on the object store.

Solution: Configure the object store for full-text indexing.

For more information, see the FileNet P8 Help system: [FileNet P8 Documentation > FileNet P8 Administration > Content Engine Administration > Content-based retrieval > Concepts](#).

Web Services indicate Application Engine cannot be found: "Wrong server name"

Cause: On a FileNet P8 system with a load balancer (hardware or software) for multiple Application Engine servers, the reply message might not reach the Application Engine that is waiting for the reply.

Solution: For each Application Engine server, edit the P8BPMWSBroker.properties file located in the Application Engine Install directory (typically c:\Program Files\FileNet\AE\Workplace\WEB-INF\P8BPMWSBroker.properties).

In the P8BPMWSBroker.properties file, add a property listener.local.host, and set the value to the current Application Engine server with the format host:port.

For example, listener.local.host=appserver1\:9002

Do not change the value of property listener.base.url.

Workplace XT

General

Log on error when the trust association is enabled on WebSphere 6.0.2.17

When the trust association is enabled on WebSphere 6.0.2.17, a Workplace XT user might encounter the following errors:

- Invalid credential entered. Please try again.
This error message also appears when a user logs in to FileNet Workplace or the WebSphere console.
The user must log in again to bypass the message.
- Attempts to use hyperlinks to access Workplace XT content fail.
The user is redirected to the default browse page instead of getting the requested document.

Solution: These failures are caused by a known issue that is resolved in WebSphere 6.0.2.19. See the IBM Support web site for more information:
<http://www-1.ibm.com/support/docview.wss?rs=0&uid=swg24015036>

The folder selector does not display correctly

Cause: The folder selector does not have room to position itself correctly at low screen resolutions (1024x768 or lower).

Solution: Increase your screen resolution, or try one or more of the following options to provide more room for the folder selector:

- Maximize your browser window.
- Turn off your browser toolbars.
- Turn off your browser menus.

Alternatively, you can create a bookmark or favorite to automatically open your browser window with the toolbars and menus turned off. To do so, use the following URL, replacing *WorkplaceXTURL* with the URL for your Workplace XT Web site and adjusting the height and width as needed:

```
javascript:(function() {win =  
window.open('WorkplaceXTURL','', 'scrollbars=yes,menubar=no,height=600,width=900,resizable=  
yes,toolbar=no,location=no,status=no');}) ()
```

File Tracker functionality fails in a Windows Vista FDCC environment

Cause: (*Application Engine and Workplace XT*) If File Tracker fails to download, delete a local copy, or open on check out in a Windows Vista Federal Desktop Core Configuration (FDCC) environment, the Application Engine or Workplace XT server was not set as a trusted site, or the Microsoft group policy setting for trusted sites did not propagate properly.

Solution: Contact Microsoft support for instructions to apply the group policy setting for trusted sites.

Cannot upload or download a file larger than 100 MB

Solution: Try one of the following options:

- Check the available disk space on your Workplace XT application server.

When you upload and download files from Content Engine, the files are temporarily stored in the Workplace XT upload and download directories on the application server, in the following default locations:

install_path/FileNet/WebClient/upload

install_path/FileNet/WebClient/download

- Review the recommendations for database, application servers and Content Engine large content uploads and downloads in the *IBM FileNet P8 Performance Tuning Guide*. To download this document from the IBM support site, see “[Access IBM FileNet documentation](#)” on page 10.
- Review the recommendations for handling large file uploads and downloads in your application server, browser, and operating system documentation.

Application Integration BCS

Unable to see the IBM ECM tab on the Microsoft® Office 2007 Ribbon

Cause: The IBM ECM tab appears on the Ribbon after Application Integration BCS is installed. Application Integration BCS is a Microsoft Add-on. In some instances, the IBM ECM tab no longer appears because the add-on becomes disabled.

Solution: Follow the Microsoft instructions for enabling an add-on when it is disabled.

Unable to send e-mail

Cause: The following issues occur when you are sending e-mail from an integrated Microsoft Office application and Outlook is your e-mail client:

- When Outlook is not started prior to sending an e-mail from an integrated application, the IBM ECM tab does not appear on the Ribbon.
- When Outlook is open and you send an e-mail from an integrated application, it appears as if Outlook failed to send the e-mail message because the window does not close; however the message is sent.

Solution: Follow the Microsoft instructions to download and install the Microsoft hotfix from <http://support.microsoft.com/kb/957692>

Content Engine

Deployment

Content Engine diagnostic information

When Content Engine fails to deploy, verify the state of the deployment as follows:

1. Browse to the following web page:

`http://server:port/FileNet/Engine`

where:

server is the host name of the machine where Content Engine Server is deployed.

port is the HTTP port used by the application server where Content Engine Server is deployed.

Example web page addresses are shown in the following table:

Application Server Type	Web Page Address
WebSphere	<code>http://server:9080/FileNet/Engine</code>
WebLogic	<code>http://server:7001/FileNet/Engine</code>
JBoss	<code>http://server:8080/FileNet/Engine</code>

NOTE It is a best practice to bookmark the web page address in your browser.

2. Verify your installation by checking the following information on the web page:
 - a. The value for the Startup Message key, which shows the Content Engine build and version (for example, dap440.001.008), must match the build and version in the *ce_install_path/ContentEngine/ce_version.txt* file.
 - b. The value for the Process Engine key, which shows the Process Engine Client build and version (for example, pui410.010), must match the build and version in the *pe_client_install_path/version.txt* file, where *pe_client_install_path* is the path to the directory where you installed the Process Engine Client files.
 - c. The values for JDBC driver, server instance, operating system, etc. must match the values you chose when planning the IBM FileNet P8 installation.

Content Engine failed to deploy

Cause:

WebSphere

Incorrect CLASSPATH setting in the startWebLogic.cmd/.sh startup script for the JDBC driver.

WebLogic

Incorrect environment variable setting to the JDBC driver path.

Solution:

WebSphere

Verify the WebSphere environment variables for the JDBC drivers are at both the cell and node levels.

- **WebSphere and WebLogic**

- Launch the application server console and test the datasources and the connection pools.
- Verify you are using the latest supported JDBC drivers.

For a list of the currently supported drivers, see the *IBM FileNet P8 Hardware and Software Requirements Guide*. To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10](#).

Cause:

(WebLogic only) The default authentication provider is set to the default value of Required. When this value is required, the directory server that you specified during installation must exist as a WebLogic default authentication provider.

Solution:

Create a WebLogic default authentication provider with the same name as directory server user or change the Provider Control Flag to Sufficient.

The size of the SystemOut.log file causes errors

Cause: (WebSphere 6.0 only) The SystemOut.log file is too large. Heavy throughput and a long durations of sustained activity increases the size of the SystemOut.log file and can consume a substantial amount of disk space. Multiple warnings similar to the following are logged:

```
[5/23/07 16:42:21:516 PDT] 0000000a ConnectionFac W    J2CA0294W: Deprecated usage of
direct JNDI lookup of resource GCDDBXADS.  The following default values are used:
[Resource-ref settings]
```

Solutions:

- A WebSphere fix pack is available. See the IBM Support web site (<http://www-1.ibm.com/support>) for PK06395: J2CA0294W: Deprecated usage of direct JNDI lookup of resource.
- Use the following syntax to set the logging level to severe to suppress the warning message "J2CA0294W" from the SystemOut.log:

```
*=info:com.ibm.ejs.j2c.ConnectionFactoryBuilderImpl=severe
```

The severe setting suppresses the logging of "warning" and lower level messages. See the WebSphere documentation for more information on log level settings, or see the IBM Support web site (<http://www-1.ibm.com/support>) for this article: J2CA0294W: Deprecated usage of direct JNDI lookup of resource.

Enterprise Manager

Cannot access Enterprise Manager features

Solution: For more information, see the FileNet P8 Help system: **FileNet P8 Administration > Enterprise-wide Administration > Content Engine Administration > About Enterprise Manager > How to... > Start the Enterprise Manager.**

Enterprise Manager does not load

Cause: Administrator removed all permissions from the ACL of the domain root (**Enterprise Manager Domain Root > Properties > Security**) by mistake. Enterprise Manager will not load and the domain object will not be accessible via the API.

Solution: Contact your service representative.

Recently created objects or properties do not display or display incorrectly

Solution: Refresh the metadata by right-clicking the object store node and selecting Refresh. Recently created or edited objects and properties should display.

DB2 error occurs while adding a large number of properties to a document class

Cause: When using Enterprise Manager to add a large number of properties to a document class, the following DB2® error occurs:

```
ErrorCode: -1,585, Message: 'A system temporary table space with sufficient page size does not exist.'
```

When this error occurs, you have reached the record length limit and the page size of 32kb. The length of all columns of metadata within the table has reached the DB2 limit of 32kb page size.

Solution: Reduce the number of properties or the length of the properties.

Object stores

Object stores are unavailable

Cause: Each object store has its own ACL and therefore its own list of administrators. Anyone who can log on to a server containing Enterprise Manager can open Enterprise Manager, but thereafter they must have the correct permissions to open, view, and edit the object store itself.

Solution: Log on to the object store using an account that has Full Control permission to administer the object store.

Cannot connect to an object store

Cause: The connection pool might have an insufficient amount of connections.

Solution: For information, see section about connection pools in the IBM *FileNet P8 Performance Tuning Guide*. To download this document from the IBM support site, see [“Access IBM FileNet documentation” on page 10](#).

Object store creation

Cannot create an object store

Cause: You are not logged on to Enterprise Manager as a GCD administrator.

Solution: Log on to Enterprise Manager as a GCD administrator, that is, a user who has Full Control access to the FileNet P8 domain.

The “Create an object store” wizard fails during object store creation

Solution: Review the messages displayed by Content Engine or Enterprise Manager as well as those appearing in the Object Store Create Status dialog box for the possible source of the error.

Cause: Create database permission is denied in the database.

- Content Engine administration error message = “Unable to create object store. Error code = 800710d9.”
- Object Store Create Status error message = “Unable to read from or write to the database.”

Solution: The necessary permissions for Content Engine database log on are missing or insufficient.

Cause: Insufficient permission to create a file storage area at this location.

- Enterprise Manager error message = “Unable to create object store. Error code = 80070005”
- Access is denied = “Object Store Create Status error message”

Solution: The permissions on the shared folder for the file storage area are insufficient.

NOTE The “Create an object store” wizard might display an additional error message that indicates the object store creation could not be rolled back, and the new database or tablespace for the object store could not be deleted. You can either:

- Delete the entire database or tablespace manually.
- Create a new, empty database or tablespace.

- Drop the User tables from the database or tablespace and reuse this database or tablespace when you rerun the “Create an object store” wizard.

For more information, see the FileNet P8 Help system: [FileNet P8 Documentation > FileNet P8 Administration > Content Engine Administration > Object stores > How to... > Reuse databases](#).

Cause: The “Create an object store” wizard displays a “not shared” error when you try to select the share for use, even though the shared folder exists and proper security has been applied. This problem might be caused by an incorrect value in the registry that prevents creation of a file storage area object store on a Storage Area Network (SAN) drive device.

Solution: This problem might be related to an issue described in the Microsoft® Knowledge Base article ID 106167. Search for “106167” at the Microsoft support web site.

Object stores - object management

Unable to declare records after deleting an object store

Cause: Object store deleted incorrectly.

Solution: You must restore the default preferences in the object store Preferences page before deleting an object store. If you fail to do these tasks in the proper order, you will need to clear all preferences by deleting, renaming, or moving the bootstrap.properties file. It will be rebuilt automatically.

Cannot add documents using a CBR-enabled document class

Verify that both the Content Engine application server and the Autonomy K2 server has access to both the file storage area device (if you do not use database storage) and the directory path of the Autonomy index area collections (as specified in the verify.cfg file).

Cannot add documents to an Oracle-based object store

Cause: Bulk addition of large numbers of documents to an Oracle-based object store might fail with a RemoteServerException error indicating a session logon failure. The error occurs when the number of active Oracle sessions (to update the database when a document is added to a file storage area) exceeds the maximum allowed. The underlying problem is that Oracle is retaining idle sessions rather than disconnecting them after database transactions are completed.

Solution: As a workaround, run the SQL command CREATE PROFILE to reduce the value of the IDLE_TIME resource parameter via the profile of the Content Engine tablespace user that stores records in the Oracle database. The IDLE_TIME value determines how long (in minutes) a session can be continuously inactive before Oracle ends it. Refer to the SQL command CREATE PROFILE in *Oracle9i SQL Reference Release 2 (9.2)* for details. You might need to experiment before determining an optimal value for IDLE_TIME, as it will depend on the amount of activity associated with the object store and the database server.

Cannot delete expired documents from a Snaplock device

Cause: The Snaplock device has its own compliance clock that is used to control all retention period related tasks. This clock needs to be synchronized with the Content Engine server system clock to within five minutes. The reason for this is that Content Engine sets the retention on a SnapLock file as absolute time (for example, "2036-10-19 12:56:01" instead of "NOW + 30 years"). This time is based on the Content Engine server system clock. If the Content Engine system clock is skewed significantly from the SnapLock clock (more than 5 minutes), then the absolute retention time is also equally skewed. This could cause a retention problem, and could cause the Content Retention Date property of the document object to be inaccurate.

Solution: Synchronize the Snaplock device clock with the Content Engine server system clock.

NOTE The minimum retention period applied to a SnapLock device is expressed in days. Therefore, the value of this minimum retention period should not be set to less than 1 day.

Documents are not being indexed for content or properties

Cause: The template is not recognized during index area creation because the name of the template is case-sensitive.

Solution:

1. Login to the Autonomy K2 Dashboard.
2. Select **Collections > Manage Style Sets**.
3. Update the case of the Verity Style Set Alias. (For example, FileNet_FileSystem_PushAPI.)

NOTE This string must match both the string that you have specified in Enterprise Manager and the index area properties for the template type. Also,

(UNIX® only) Autonomy K2 servers had a case-sensitive source path when you first imported the style set, Verify you specified the path exactly how it shows on the operating system.

Documents have no audit history

Cause: The object store is not enabled for auditing.

Solution: Enable the object store for auditing.

Cause: The document class is not configured with the correct audit definitions.

Solution: Configure the document class with the correct audit definitions.

Creating a large choice list in IBM DB2 for z/OS fails with SQL error code 805.

Cause: The number of allocated DB2 statement handles is insufficient for the number of choice values you want to define. The number of available statement handles by default is 1344.

Solution: Allocate additional statement handles using the DB2 `bind` command. For example, you might enter the following command:

```
DB2 bind@db2ubind.lst blocking all grant public sqlerror continue CLIPkg=x  
where x is the number of packages to allocate.
```

See “CLIPkg CLI/ODBC configuration keyword” at <http://publib.boulder.ibm.com/infocenter/db2luw/v9r5/topic/com.ibm.db2.luw.apdv.cli.doc/doc/r0008961.html> for instructions on using the `CLIPkg` keyword. See “Handles in CLI” at <http://publib.boulder.ibm.com/infocenter/db2luw/v9r5/topic/com.ibm.db2.luw.apdv.cli.doc/doc/c0004933.html> for more information about statement handles.

Exporting and importing

The import operation fails

Cause: An object has a circular dependency, and it cannot be imported before the objects to which it is dependent. Dependencies might either be explicitly established by setting object-valued properties that reference other objects that have not been imported, or implicitly, such as a class that contains one or more properties, for which the property template definitions have not yet been imported.

Solution: Remove the dependent objects from the export definition and import the dependencies, and then import the dependent objects.

Cause: Circular dependencies exist between two object-valued properties: Object A has a property that has object B as its value, and object B has a property that has object A as its value. By design, import of this relationship will fail because there is a risk of bypassing the security placed on the two objects. The security permissions of the person performing the import might not include permissions to access the referred-to object because that object does not yet exist in the object store to allow checking the security required by that object.

Solution: Remove the circular dependencies and export/import again, then recreate the circular dependency.

Cause: When Enterprise Manager detects duplicate object store components in an XML file, it cannot successfully create an object store and the import operation fails.

Solution: Automatic object store population does not allow you to import objects selectively. Instead, the system attempts to import all objects included in the XML file. If the object store creation fails due to duplicate objects in the XML file, you can remove the XML file using the auto-import scripts tool. The Import Helper checks for duplicate components and does not overwrite an existing object with a duplicate. When encountering a duplicate object, the Import Helper records the duplicate entry as an error in a log file and continues to import objects that have not already been added to the object store.

Cause: Attempting to import an object that has dependencies before those dependencies have been imported, the import operation fails. Dependencies might either be explicitly established via object-valued properties that reference other objects which have not yet been imported, or implicitly, such as a class that contains one or more properties, for which the property template definitions have not yet been imported.

Solution: Remove the dependent objects from the export definition and import the dependencies, then import the dependent objects.

Opening or parsing an import file cause an error

Cause: The pathnames of the xml export files listed in the export manifest file (*.txt) are not correct.

Solution: Edit the export manifest file to reflect the actual locations of the export files.

Associated DRCRs fail during import

Cause: Associated dynamic referential containment relationships (DRCRs) always fail during import.

Solution: Use the Enterprise Manager Content Engine Query Builder to search for unfiled documents then file them in the correct folders.

Associated subscriptions fail during import

Cause: Associated subscriptions always fail during import.

Solution: Use the Create a Subscription wizard to recreate the subscriptions.

Check security on all objects in the publishing operation such as a source document, publish template, publication target folder. For transformation publishing to HTML or PDF, also check security on the publish style template.

Storage areas

The following tips apply to all storage area types (database, file, and fixed storage areas).

Incorrect storage maximums can disable a storage area

Cause: Enterprise Manager settings for the storage area (such as the **Statistics** tab, **Storage Area Maximums: Maximum Number of Elements** and **Maximum Size**) can be set to a value much smaller than the physical constraints of your storage medium (such as disk space). When one of these maximums is reached, the storage area becomes full, and new content can no longer be added to it. Enterprise Manager shows the storage area as disabled. Any attempts to add new content result in a `EngineRuntimeException` with code `CONTENT_SA_STORAGE_AREA_NOT_OPEN`.

Prior to Content Engine 4.0.1 FP2, the default **Maximum Number of Elements** when creating a new storage area was 2500, which for most customers is too small. This limit is easily reached.

Solution:

For versions prior to Content Engine 4.0.1 FP2, perform one of the following:

- If you have reached the maximum number of elements, increase the value for **Maximum Number of Elements** to a very large number to allow new content to be added.
- If you are creating a new storage area, accept the defaults in the Create New Storage Area Wizard.

Before any content is added to this new storage area, you can set the **Maximum Number of Elements** to unlimited.

- a. Open the property sheet for the new storage area, and select the **Statistics** tab.
- b. In the **Maximum Number of Elements** field, enter 0. This disables the Maximum Number of Elements check.

Once content has been added to this Storage Area, you cannot set the **Maximum Number of Elements** to a value lower than the current content element count.

Storage area counters

The storage area counters count the number of content elements and store the size of each element that belongs to the documents and annotations persistently stored in that storage area.

Cannot add documents to a file or fixed storage area

Verify that the `RootDirectoryPath` property for File Storage Areas and the `StagingAreaPath` property of fixed storage areas are specified from the viewpoint of the Content Engine server.

In addition, if you are running a server farm or cluster of Content Engine servers, the path to this root directory must be the same across all servers. That is, the path should be on a network share that is accessible by all Content Engine servers using the same network path and security credentials.

The root paths for file storage areas and staging areas should not overlap each other. That is, do not embed one file store directory structure underneath another file store's directory structure.

Cannot create a file storage area using a remote or local share

To create, delete, or move file storage areas, you must have started the application server as an operating system user that has read and write rights to the device you will be referencing when creating or modifying a file storage area.

Do storage area maximums control the fixed content device?

No. The storage area maximums apply to the content stored in the staging area directory and not to the space available on the fixed content device.

What is the staging area directory used for? Do I need to back it up?

The staging area directory is used for both temporary and persistent storage.

When content is added from a FileNet P8 Platform application, it is first uploaded into the inbound directory of the staging area. When the upload completes, it is moved to another directory within the staging area. Once the document is checked in, the content is migrated to the fixed content device, and then it is removed from the staging area directory.

Reservations (documents that have not been checked in), are stored in the staging area directory. Since there is no limit between the time a user creates a reservation and then does a check in, reservations can exist in the staging area for an undetermined amount of time.

Annotations whose storage policy specifies a fixed storage area are persistently stored in the staging area directory. Annotations are never migrated to the fixed content device.

For documents that are checked into a fixed storage area whose fixed content device does not allow new content (such as CFS-IIICE), the content is persistently stored in the staging area directory.

For the above reasons, the staging area directory should be backed up.

Storage area counters do not change

The storage area counters do change, but the change can happen so quickly that you do not notice the change. The counters are incremented and decremented every time content passes through the system. When content is added to a fixed storage device, the counters are incremented during the time the content resides in the Content Engine staging area directory. However, the counters are later decremented when the content is migrated onto the fixed storage device. Thus, when a document is added to a fixed content device, the net change to the count is zero.

Annotations that are stored in a fixed storage area always increment the storage area counters because the annotations remain in the staging area directory and are never migrated to the fixed content device. The storage area counters are also incremented for other types of content that remain in the staging area directory, such as reservations.

Do document annotations have to be in the same fixed storage area?

No. However, this depends on the FileNet P8 application that is used to create these annotations. The Annotation class has its own storage area and storage policy properties. You can set the properties so that the annotations for documents stored on a fixed content device are stored in a different storage location, such as the database storage area.

Where are document classes stored when it has no storage area or storage policy?

When an object store is created, the default storage policy added to the document class is the database storage policy. Thus, by default, if not otherwise specified, content is stored in the object store database.

Content Engine Upgrader (version 4.0.1 to 4.5) tool

The Content Engine Upgrader tool database connection test fails

Cause: Unfinished events in the event queue when you test the database connection using the tool in an upgrade of Content Engine from version 4.0.1 to 4.5.

Solution: Clear any remaining events in the event queue, as follows:

1. Run the following SQL command in the corresponding object store database:

```
delete from QueueItem where security_id is not null;
```

2. Test the database connection again in the Upgrader tool, and continue with the upgrade.

Content Engine Java and .NET APIs

Search

WebLogic

A call to SearchScope.fetchObjects with the continuable parameter returns an error

Cause: When the continuable parameter value for SearchScope.fetchObjects is Null or False, query results are not paged and every match is returned; limited only by the value of ServerCacheConfiguration.NonPagedQueryMaxSize.

Neither the pageSize parameter (in SearchScope.fetchObjects) nor the default page size in ServerCacheConfiguration.QueryPageDefaultSize are used.

Depending on the value of ServerCacheConfiguration.NonPagedQueryMaxSize, the query results can exceed the WebLogic response setting for the T3 protocol:

```
(E_UNEXPECTED_EXCEPTION wrapping a WebLogic exception)
```

By default, WebLogic allows a maximum response size of 10MB.

Solutions:

- Call SearchScope.fetchObjects with the continuable parameter set to true.
- Lower the value of ServerCacheConfiguration.NonPagedQueryMaxSize.
- Increase the response size limit used by the WebLogic T3 protocol.

Databases

Microsoft SQL Server

Cannot create a row that exceeds 8060 bytes

Cause: Microsoft SQL Server limits the length of database rows to a maximum of approximately 8060 bytes. Consequently, when you have Microsoft SQL Server installed and you attempt to add information to the object store database, you might receive an error message indicating that the requested insertion would cause a particular row in the database to exceed the maximum allowable length and the insertion will fail.

Solution: This limitation is primarily a concern when adding a large number of custom properties to the document base class and subclasses. However, it can also impact development with the folder and custom object classes and subclasses. Developers are recommended to subclass the FileNet classes and add their custom properties to the subclasses, while maintaining an awareness of the current row size. Keep in mind that the total amount of available space in any row is confined to the leaf class in which you are currently adding custom properties, as well as its superclasses. Available space is not measured for the table as a whole, which represents all classes. In addition, when implementing long string properties use the ntext type of the UsesLongColumn property as this requires a relatively small amount of space (4 bytes) and can be used to represent large strings.

Adding an index on a property indicates the limit of 249 indexes has been reached

Microsoft SQL Server permits no more than 249 property definitions to be used as indexes in a document subclass. No matter how many document subclasses you might have in a particular object store, the total number of indexes for all document subclasses (or any class, including folder and custom object classes) combined cannot exceed 249.

Creating an index on a large object store exceeds the DTC timeout

Cause: On a large object store with a large number of rows in a table, creating an index might take so long that it exceeds the DTC timeout value and result in an exception. The DTC timeout value of 60 seconds might be insufficient for very large indexes.

An event error log similar to the following might occur:

```
Fnk_CatService.exe hr=80040e14 database.cpp[1189] ($Revision: 1.1 $): A database SQL execution error has occurred.
```

```
Error: Distributed transaction completed. Either enlist this session in a new transaction or the NULL transaction.
```

```
Error code: 0x80040e14 Source: Microsoft OLE DB Provider for SQL Server
```

```
Native Error: 8525 SQLSTATE: 42000
```

An exception error with the following code might appear:

```
Error Code: 0x800710d9
```

```
Unable to read from or write to the database
```

Solution: Increase the DTC timeout to a larger value, for example, 3600 seconds.

Oracle

ORA-12535 TNS: Operation timed out error / ORA-12541 No listener error

Cause: The Oracle QUEUESIZE parameter does not specify enough connections for the listener to handle large volumes of concurrent connection requests.

Solution: Change the number of connections defined by the QUEUESIZE parameter.

To set the QUEUESIZE parameter, edit the address line in the listener.ora file as follows:

```
(ADDRESS = (PROTOCOL = TCP)(HOST = servename)(PORT =  
servename)(QUEUESIZE=100))
```

Oracle database queries are not finding documents and folders as expected

Cause: Document titles or folder names might have been left empty.

Solution: See the FileNet P8 Help system: [FileNet P8 Documentation > Developer Help > Content Engine COM API > COM API Guide > Using the Content Engine Database Engine > Database Engine Differences](#).

DB2 for z/OS

AddOn installation can fail with resource unavailable exception

When installing larger AddOns (e.g., like those used in Records Manager) into an object store whose database is DB2 for z/OS, and a timeout error occurs, you might also get a -904 resource exception similar to the following:

```
2008-10-08T06:25:07.204Z 291E291E API FNRCE0230E - ERROR An error
occurred accessing the database. ErrorCode: -904, Message: 'DB2 SQL
Error: SQLCODE=-904, SQLSTATE=57011,
SQLEERRMC=00E70081;00000A00;A12BASE.DOCVERSION, DRIVER=3.51.118'
SQL: "ALTER TABLE DocVersion ADD COLUMN uee8_rmentitydescription
vargraphic(1200)
"\ncom.filenet.api.exception.EngineRuntimeException: DB_ERROR: An
error occurred accessing the database. ErrorCode: -904, Message:
'DB2 SQL Error: SQLCODE=-904, SQLSTATE=57011,
SQLEERRMC=00E70081;00000A00;A12BASE.DOCVERSION, DRIVER=3.51.118'
SQL: "ALTER TABLE DocVersion ADD COLUMN uee8_rmentitydescription
vargraphic(1200) "
```

Cause: This message and reason code (00E70081) indicate that the table of the ALTER statement (DOCVERSION) is currently referenced by a prepared statement in a prepared statement cache and therefore cannot be dropped or altered.

Solution: Disable the prepared statement cache of the object store's XA data source (that is, set to size = 0).

Business Process Management

Process Engine

Server processing errors

vwtool loadstatus

(Non-farmed Process Engines only) Server processing requests can result in errors if inadequate system resources are available. The requests are automatically retried, but these retries can result in a loss of performance or other issues.

Use the vwtool loadstatus command to determine the rate at which requests and errors occur. The rate of processing, type of processing, and any errors that have occurred indicate the system resources that might need additional allocations.

For more information, see the P8 Platform Help topic [FileNet P8 Administration > Process Engine Administration > Administrative Tools > vwtool > loadstatus](#) for a description of the command with the RPC and error counters reported.

“Not enough room in the archiver memory buffer”

Cause: This error might occur when transferring a workflow definition to the workflow database.

Process Engine limits the size of workflow definitions and workflow maps to 512K bytes for Oracle and 64K bytes for Microsoft SQL Server. Any workflow definition or workflow map greater than this size will not transfer to the workflow database.

Solution: **Break** up a workflow map into submaps, or break up large workgroups into multiple subgroups.

Workflows

“This workflow contains errors. It cannot be launched”

Cause: This error might occur when attempting to launch a workflow.

This message displays if the workflow has validation errors or transfer errors. One possible reason for the error is that a step in the workflow definition references a step processor that does not exist.

Solution: Open the workflow definition in Process Designer, and use the Validate command to identify any problem steps. This situation can occur if the workflow definition was defined on a different system or if a step processor was deleted after it was referenced in the workflow definition.

“Unable to get step element”

Cause: This error might occur when you attempt to open a step assignment from an email notification.

Solution: After you complete a work item or return it to a work queue, the work item is no longer in your workflow Inbox. However, the email message remains in your email Inbox. You must delete the email message manually. The system displays a message that it cannot find the item if you try to open the work item from the email message.

Users SysAdminG or SysConfigG cannot participate in workflow-related activities

Cause: The names SysAdminG and SysConfigG are reserved for special internal use on Process Engine. Use of either one as a short name for a group can have unintended results for your workflow system. (While it is unlikely that an actual user will have either of these names, sites upgrading from previous versions of Process Engine software might encounter them.)

When Process Engine encounters SysAdminG or SysConfigG in a context where a group is permissible, it does not check the directory service for the members of the group. Instead, it automatically checks the Process Service properties (set via the Process Task Manager) for the directory server group mapped to the Process Engine Administrators Group or the Process Engine Configuration Group, respectively, and uses the mapped group for further processing.

This affects:

- Any API that passes the directory server short name as an input parameter
- Workflow roster, queue, and event log security
- Workflow participants

Consider this example using the Active Directory. The following groups are defined in the directory service:

- cn=SysAdminG,dc=filenet,dc=com This group has a member named JohnSmith.
- cn=SysConfigG,dc=filenet,dc=com This group has a member named MaryJohnson.
- cn=PESysAdminG,dc=filenet,dc=com This group has a member named JaneDoe.
- cn=PESysConfigG,dc=filenet,dc=com This group has a member named SarahJones.
- In Process Task Manager, you map the following:
 - Process Engine Administrators Group (internal name SysAdminG) PESysAdminG
 - Process Engine Configuration Group (internal name SysConfigG) PESysConfigG

Potential results in this case are:

- Workflow steps assigned to SysAdminG (JohnSmith) will instead be routed to members of the PESysAdminG group (JaneDoe).
- A queue that is restricted in access to members of SysConfigG (MaryJohnson) will instead allow access to members of the group PESysConfigG (SarahJones).
- Executing the method IsMemberOf("SysAdminG") for JohnSmith will return FALSE instead of TRUE. Executing the method IsMemberOf("SysAdminG") for JaneDoe will return TRUE instead of FALSE.

TIP To see if JSmith is a member of cn=SysAdminG,dc=filenet,dc=com, provide the full dn to the API.

Solution: Do not use the names SysAdminG and SysConfigG for users who will participate in workflow-related activities.

System performance is deteriorating rapidly or the server hard drive is thrashing

- Too many isolated regions

For more information, refer to the FileNet P8 Help system: **FileNet P8 Administration > Process Engine Administration > System administration tasks > Improving system performance > Reducing the number of isolated regions.**

- Too many exposed fields or indexes on the workflow rosters, queues, or event logs

For more information, refer to the FileNet P8 Help system: **FileNet P8 Administration > Process Engine Administration > Workflow administration tasks > Coordinating workflow design > Using the Process Configuration Console.**

- An unoptimized query has been executed on the database, usually from a user-defined application. Review the queries being executed, and create an index on the associated table if necessary.

For more information, see the to the **FileNet P8 Help system: Workplace > Admin Tools > Process Configuration Console.**

- The server does not meet Process Engine requirements. Evaluate the need for upgrading one or more of the following:
 - RAM
 - Hard drive
 - CPU or entire motherboard

For more information, see the IBM FileNet P8 Hardware and Software Requirements. To download this document from the IBM Support site, see [“Access IBM FileNet documentation” on page 10.](#)

Items from a specific work class are processing slowly

Cause: Event or trace logging is enabled for the roster. Statistics collection is enabled for the roster.

Solution: See the FileNet P8 Help system: **Workplace > Admin Tools > Process Configuration Console > Events and statistics.**

Nearing the maximum BLOb size

Process Engine logs a warning message in the system event log indicating that the BLOb size of a configuration object or a work item exceeds 95% of the maximum allowable size.

The 512K limit on the BLOb size for Oracle is an arbitrary value that is sufficient for most applications. The following conditions increase the amount of data stored in the BLOb:

- A large number of work spaces. This is the result of a large number of versions of the same workflow definitions transferred to Process Engine in one isolated region.
- A large number of steps on the main workflow map. This condition can be avoided by breaking up the workflow into submaps.
- A large number of data fields.
- Large string data fields.

Cannot connect to remote Oracle database

Cause: Process Engine fails to connect to a remote Oracle database (Process Engine LDAP fails) if Oracle Names Server (ONAMES) is used for name resolution and the sqlnet.ora file contains both of the first two following lines and either one of the second set of following lines:

```
NAMES.DEFAULT_DOMAIN = world
#SQLNET.AUTHENTICATION_SERVICES=(NTS)

NAMES.DIRECTORY_PATH=(LDAP,ONAMES,TNSNAMES)
NAMES.DIRECTORY_PATH=(ONAMES,TNSNAMES,HOSTNAME)
```

Solution: Use the help option of the Oracle Names utility namesctl to determine if the site is using ONAMES, LDAP, etc. You can use Oracle Net Configuration Assistant to configure a new sqlnet.ora file. Then use the tnsping utility to determine if Oracle Client can connect to Oracle server. The net service name is defined in the tnsnames.ora file.

Replacing the NAMES.DIRECTORY_PATH line in sqlnet.ora with the following line will also resolve the problem (that is, verify that TNSNAMES is the first entry):

```
NAMES.DIRECTORY_PATH=(TNSNAMES,LDAP,ONAMES,HOSTNAME)
```

Process applications

Unable to access Process applications

Symptoms:

- Errors occur when accessing Workplace Tasks pages.
- Error occur during automatic launch of a workflow from a subscription.
- A logon dialog box displays when you try to start Process Configuration Console, Process Administrator, Process Tracker, or Process Designer.

Solutions:

- Check Process Engine configuration:
 - Verify that Process Engine is configured with a static IP address.
- Check Application Engine configuration:
 - Verify that the correct connection point is indicated in the Site Preferences.
 - Verify that the connection point is correctly indicated with the valid Process Engine server name and broker port.
 - Verify that Process Engine can be accessed from Application Engine.
 - Verify that Process Engine and all required components are running:
- On Process Engine, run Process Task Manager. The status bar at the bottom of the Task Manager window should say "Software is running." If this status is not indicated, click the Start button on the Task Manager toolbar.

Cannot access workflow tasks

- Verify that you have initialized the isolated region.
- Verify that the correct connection point is indicated in the Site Preferences.
- Verify that the connection point is correctly indicated with the valid Process Engine server name and broker port.
- Verify that Process Engine can be accessed from Application Engine.

Process Configuration Console

Cannot Launch Process Configuration Console

Cause: If Process Configuration Console does not launch, the configuration settings that establish communication between Application Engine, Content Engine, and Process Engine when the Process Configuration Console is launched might be missing or incorrect.

When Process Configuration Console is launched:

1. Application Engine retrieves the connection point name from the Workplace site preferences.
2. Application Engine connects to Content Engine using Enterprise Java Beans (EJB) and the connection point name.
3. Once Application Engine is connected to Content Engine, Application Engine retrieves the region ID for the Process Engine server.
4. Application Engine connect to Process Engine using the region ID.

Solution: Update the Process Engine region ID to the Process Engine server name or the fully qualified DNS name for the Process Engine server.

Solution:

1. Verify that the Workplace site preferences have the correct connection point name. You can verify the connection point name that is configured in the site preferences in:

Workplace or Workplace XT

- a. Log on as a user who is a member of the Application Engine Administrators group.
- b. Click **Admin** (in Workplace) or **Tools > Administration** (in Workplace XT).
- c. Click **Site Preferences**.

Enterprise Manager

- a. Locate the site preferences document in the object store that stores the bootstrap preferences file. (The object store that stores the bootstrap preferences is the object store that was selected during the first log on to this environment.)
 - b. Right-click the site preferences file and select **View document**.
 - c. Locate the connectionPoint tag and verify it has the correct connection point name.
2. Verify the Enterprise Java Beans (EJB) connection to Content Engine. (A successful logon to Workplace or Workplace XT confirms the EJB connection to Content Engine.)

3. Verify the Content Engine connection to Process Engine.
 - a. From Enterprise Manager, select **Process Engine Connection Points** from the domain, right-click the connection point, and select **Properties**.
 - b. Verify the connection point is correctly bound to the correct region ID. (The region ID must be either an IP address or a server name that the Content Engine server can resolve.)
 - c. Ping the Process Engine server from the Content Engine server using the region ID:
ping *peserver1.ibm.com*
 - d. Verify the Process Engine server name does not have a trailing space in the command.
 - e. Verify the port number is the same as the **Process Engine Communication Port** in Process Task Manager.
4. Verify the Application Engine connection to Process Engine.
 - a. Use one of the following commands to ping the Process Engine server from the Application Engine server using the region ID:
 - ping *peserver1.ibm.com*
 - JRE/bin/java -cp lib/pe.jar:../CE_API/lib/log4j.jar
filenet.vw.server.ConfigUtils /url
http://pe_server:pe_port/IOR/FileNet.Process Engine.vworbbroker

NOTE the second command is a JAVA command that is ran from the Application Engine router directory.

Solution: Start Process Engine tracing on the Application Engine server by placing the *fnlogging.properties* file (used by Process Engine 4.0.0 and 4.0.1) or the *fnlog4j.properties* (used by Process Engine 4.0.2) in to the application server JRE/lib directory.

NOTE The properties file will need to be modified to set the appropriate log file location.

The Process Engine trace log provides detailed information about the different communication steps mentioned in the previously suggested solution. Once you have the trace file, contact your support representative to review the Process Engine trace information.

Problems started after an isolated region was recovered

Cause: The restore process restores only the *vwobject<id>* tables, which has only the old mapping information between Process Engine and the database tables. Any new tables or views that were created from queues, rosters, or logs are now orphaned.

Solution: Use *vwtool* to recreate the table or views.

Process Designer

Validate function does not detect invalid function arguments in a workflow definition

For example, in a workflow definition, a `stringtotime` function specifies a time mask "yyyy-mm-dd hh:tt:ss am". At runtime, the `timestring` field value is "06/03/2001 02:10:00 am", which results in an error because it does not match the mask.

Cause: The `Validate` function performs syntax and type checking. It does not validate function arguments. In the example above, validation does not check the time mask literal string, and it cannot check the `timestring` field where the actual value is not known at validation time.

Solution: There is no way to predict invalid runtime values. As a workaround, the effects can be made more manageable by using variables to hold literals, rather than entering literals directly.

In the case of the `stringtotime` function--`stringtotime(timestring, timemask)` where the workflow author might expect different time formats at runtime, `timemask` should be a string field containing the literal value ("yyyy-mm-dd hh:tt:ss am"), rather than the literal entered directly into the function. If a problem occurs at runtime, the workflow administrator can change the value in the `timemask` string field to match the date entered in the `timestring` parameter ("mm/dd/yyyy hh:tt:ss am"); a literal in the `stringtotime` function cannot be modified in an active workflow.

Process Analyzer

Events are not published to the Process Analyzer

Solutions:

- Verify that the **Enable Process Analyzer** option is checked in the Process Configuration Console.
- Verify the PA Engine installation date. Only events generated from the workflows that are launched on or after the PA Engine installation date are published to the PA Engine.
- Verify that connection points have been defined on Content Engine for the regions in which you are expecting event information to be published to PA.
- In a Process Engine farmed environment, verify that all load balancers have been specified on the **Process Engine > Servers** node within Process Task Manager.
- Verify that views for the event logs are in the Process Engine database. Event log view names start with `VWVL`. Use the `vwtool createdbviews` command to create the views if they do not exist.

NOTE The `F_SW` user must have permissions to create and drop views; otherwise, the views will not get created.

Process Analyzer incorrectly combines data in queues

Cause: PA does not recognize case in queue names. For example, if a workflow definition refers to both `wq2` and `WQ2`, the PA outputs the data for both queues as belonging to `wq2`.

Solution: Use unique names rather than case to distinguish queues within an isolated region.

Component Manager

Auto-starting Component Manager as a WebLogic servlet causes a stack trace error

Cause: Identical domain names, server names, or store names exist within two or more integrated WebLogic domains. The resulting stack trace will be similar to the following:

```
2006.11.13 16:42:25.437 VWAdaptor:JMSQueue run SEVERE JMSQueue adaptor is stopped due to exception: Connection not found
```

```
. Last status=JMSQueue adaptor performs JAAS login for jaastest with user pwtestadmin at November 13, 2006 4:41:07 PM PST.
```

```
2006.11.13 16:42:25.531 VWAdaptor:JMSQueue run FINER THROW
```

```
weblogic.jms.common.JMSEException: Connection not found
```

Solution: To successfully start Component Manager as a WebLogic servlet when integrating two or more WebLogic domains, ensure that the following resource names are unique across all domains:

- Domain name
- WebLogic server name
- JMS server name
- JMS store name

Restarting Component Manager causes an error

Cause: After reconfiguring Component Manager during a 3.5 to 4.0 upgrade, you see the following error message when you restart Component Manager:

```
Error Occurred in server thread; nested exception is:
```

```
Java.lang.NoClassDefFoundError:filenet/vw/apps/taskman/VWTaskProcessLauncher
```

Solution: Restart the server.

Cannot viewing registered component classes in Process Configuration Console

Cause: The .jar file is not present on the client computer at the location specified when the component class was registered.

Solution: When you register a component class using Process Configuration Console, the .jar file must be accessible from your local computer during the configuration process. (You can copy the .jar file to a temporary folder on your local computer (for example, C:\Temp)). For runtime, the .jar file must be located on the Application Engine server where the Component Manager runs. You use the Task Manager to specify the exact location of the .jar file and to start the component.

If you later use Process Configuration Console on a different computer to access the classes in this .jar file, an error will display if the .jar file is not present at the previously specified location on that computer. This does not necessarily indicate a problem in the configuration, since the requirement for runtime is that the .jar file be located on the Application Engine server where the Component Manager runs. To view the classes in the specified .jar file, you can either copy the .jar file to the directory on your local computer where Process Configuration Console expects to find it, or you can copy the .jar file to any location on your local system, then re-register the class.

Security

Application Engine, Content Engine, and Process Engine

Connection fails

Cause: The connection between Process Engine and Content Engine for user and group security information does not work.

Solution:

- Check the Windows Event Viewer, and look in the \fnsw\ logs (syslog, vwtrace file in fnsw_loc\sd or /fnsw/local/sd) for messages that explain the problem.
- Verify that the Process Engine is running.
 - Enter the following command at the command line prompt:
 - `initfnsw status`
 - If the response does not include "Software started since..." Process Engine is not running. You can start Process Engine by entering the following command at the command line prompt:


```
initfnsw -y start
```
- Verify that the Process Engine is using port: 32776.
- (*Window-based Process Engine servers only*) Verify the Process Engine Services Manager is running.
- Use the Services applet to verify that PESH is running. If it has not been started, then start it.
- Verify that the vwior process is running. (This process must be running so that the PEDirectoryServer process can communicate with Content Engine.)

Open a web browser on the Process Engine server and enter the following URL. (If Process Engine is using a port other than 32776, adjust the port accordingly):

```
http://localhost:32776/IOR/ping
```

If the vwior process is running, you will see a response similar to the following sample response:

```
Process Engine server
```

```
HQ-PE400 [Win32 Server Production (MS-SQL Blob 512 MB) -- {-rx-ux-nx} Jan 18
2007 11:03:24 en ]
```

NOTE If the vwior process is not running, you might receive a response that indicates it is not running or you might receive no response at all.

If the vwior process is not running, you need to determine why. Typically, it is because another program is using a socket that the vwior process requires. You can confirm this reason by checking the logs. Or, you can obtain the specific exception message that is recorded in the logs by trying to manually run the vwior process from the command line prompt. When the connection cannot be established, the exception message that is logged is also returned as the response.

To run the vwior process from the command line prompt, enter the following command:

```
vwior -p 32776 -b 32777
```

If another application is using the socket required by the vwior process, restart the Process Engine server. Restarting the server causes the other application to release the socket.

- Verify that the PEDirectoryServer Java service is running. (PEDirectoryServer is the Java service that provides the connection from Content Engine to Process Engine.)

Open a web browser on the Process Engine server and enter the following URL. (If Process Engine is using a port other than 32776, adjust the port accordingly):

```
http://localhost:32776/IOR/FileNet.CE.PEDirectoryServer
```

If the vwior process is running, you will see a response similar to the following sample response:

```
IOR:0000000000000002049444c3a46696c654e65745f63656d707270632f63656d707270633a
312e30000000000100000000000007e000102000000000c31302e31352e372e31303800071d
000000000031afabcb000000002084240cba000000010000000000000100000008526f6f74
504f4100000000080000000100000000140000000000020000000100000018000000000501
00010000000000010109000000010001010000000026000000020002
```

NOTE If the PEDirectoryServer Java service is not running, you might receive a response that indicates it is not running or you might receive no response at all.

You can also verify the PEDirectoryServer Java service is running by checking the logs.

If you see the following message (initiation string) listed only once, it indicates the PEDirectoryServer Java service is running. However, if you see the message listed more than once, it indicates the PEDirectoryServer Java service tries to start but fails:

```
VW: PEDirectoryServer start command: C:\fnsw\jre\bin\java -Xmx128M -Xrs -cp
C:\fnsw\bin\pe.jar;C:\fnsw\CE_API\lib\Jace.jar;C:\fnsw\CE_API\lib\log4j.jar;C:\fnsw\CE
_API\wsi\lib\wasp.jar -
Djava.security.auth.login.config=C:\fnsw\CE_API\config\jaas.conf.WSI -
Dwasp.location=C:\fnsw\CE_API\wsi filenet.pe.ceorb.server.PEDirectoryServer /
port=32776
```

You can obtain exception information by manually running the PEDirectoryServer Java service from the command line prompt. When the connection cannot be established, an exception message is returned, which might explain why the PEDirectoryServer cannot start.

To run the PEDirectoryServer Java service from the command line prompt, copy the initiation string (preceding message) from the logs and enter it as the command.

- Verify that the jaas.conf.WSDI file is present.
- Verify that the Jace.jar file is located in the \fnsw\CE_API\lib2 directory on the Process Engine server.

Verify that this Jace.jar file is the same as the Jace.jar file being used on the Content Engine server. If it is not, copy the file from the Content Engine server and place it in the \fnsw\CE_API\lib2 directory on the Process Engine server.

- Verify that the Process Engine server can see the Content Engine server.

Ping the Content Engine server from the Process Engine server.

NOTE Use the hostname of your Content Engine server in place of *your-ce-server*.

WebSphere

Open a web browser on the Process Engine server and enter the following URL:

`http://your-ce-server:9090/admin`

WebLogic

Open a web browser on the Process Engine server and enter the following URL:

`http://your-ce-server:7001/admin`

- Verify that the basic Process Engine security configuration is correct.
Check the user name and service password (as specified on the Security tab of the Process Task Manager).
Verify that the security user name is a member of the administrator group (also specified on the Security tab of the Process Task Manager).
- On the Content Engine application server, verify the authentication providers are correct.
Verify that the built-in authentication provider is not configured as “Required”. Any authentication provider that is configured as “Required” requires all user who will authenticate be defined in that provider.
- Enable Java tracing to see what happens when the PEDirectoryServer tries to communicate with Content Engine.

Windows

Locate the `fnsw_loc\sd\fnlogging.properties.sample` file on the Process Engine server.

Copy the `fnlogging.properties.sample` file in to the `\fnsw\jre\lib` directory on the Process Engine server and rename it to `fnlogging.properties`.

When this file is present in the directory, additional trace information will be written to a file called `c:\PEServerJavaTrace%g.txt` where the `%g` value in the file name is replaced with an integer (probably a zero).

After attaining Java log information, disable Java tracing by renaming the file.

UNIX

Locate the `\fnsw\local\sd\fnlogging.properties.sample` file on the Process Engine server.

Copy the `fnlogging.properties.sample` file in to the `\fnsw\jre\lib` directory on the Process Engine server and rename it to `fnlogging.properties`.

When this file is present in the directory, additional trace information will be written to a file called `c:\PEServerJavaTrace%u.txt` where the `%u` value in the file name is replaced with an integer (probably a zero).

Remove the leading “#” character from the following line:

```
#filenet.vw.base.logging.FileHandler.pattern = %h/PEServerJavaTrace%u.log
```

Comment out the “Windows” trace file name by adding a leading “#” character to the following line:

```
filenet.vw.base.logging.FileHandler.pattern = %h/PEServerJavaTrace%g.txt
```

After attaining Java log information, disable Java tracing by renaming the file.

Cannot delete a security policy from a large object store

If deleting a security policy takes longer than 60 seconds, you might encounter a DTC transaction timeout. This results in the error "The root transaction wanted to commit, but transaction aborted." This error might occur while using either Enterprise Manager or Workplace.

Cause: Due to the size of the database, the transaction has timed out. (Timeout might occur regardless of database type.)

Solution: The Database Administrator should perform the following on the database:

1. Confirm that there are a large number of rows in the docversion table.
2. If so, create the following index:

```
CREATE INDEX I_DocVersion_01 ON DocVersion (security_policy_id)
```

NOTE The index name is arbitrary but must not conflict with the scheme used for Content Engine indexes (which is without the underscore before the digits at the end), and must obey length limits.

3. If there are also many thousands of rows in the Container and Generic tables, then also create an index on the security_policy_id column of those tables. For example:

```
CREATE INDEX I_Container_01 ON Container (security_policy_id)
```

```
CREATE INDEX I_Generic_01 ON Generic (security_policy_id)
```

Security permissions fail to import successfully

Cause: Security permissions can be included in an XML-based export definition by selecting "Export Security Permissions" while running the Export Options tool. If you attempt to import permissions that were exported from an object store in a FileNet P8 domain that uses authentication database A, into an object store in another FileNet P8 domain that uses authentication database B, then the security permissions will not import successfully unless authentication database B has the same user and group accounts as those in authentication database A.

Solution: Use the Security Map Wizard to map the accounts from authentication database A to authentication database B. Keep in mind that during the mapping process, you cannot change the authentication provider type. For example: attempting to map a Sun Java system directory server account to an Active Directory account will fail.

Queries for users and groups time out before returning results

(Active Directory only) Querying the authentication provider for user and group accounts takes place while running the Content Engine installation program (to specify GCD administrative accounts), while running the object store wizard (to specify object store administrators and object store default users), and whenever you need to add new accounts to existing objects (when you click Add from any securable object's security page). The results of the query are available for selecting and adding to the object's list of permissions. This query, based on your input, is sent by Content Engine to the Active Directory which processes it. If the query result is a large matching set, it could take more time to return than is allowed by the Windows LDAP policies. The query will time out and you will be informed of the timeout by Enterprise Manager or Content Engine installation program, depending on which you are using.

Solution: Re-issue the query using more refined criteria (smaller maximum results number or a more specific search pattern) so that it takes less time to process, or use the tools that are

available to increase the Windows LDAP timeout policy. This will affect any other applications using Active Directory. Contact your directory administrator for assistance.

Renaming a user while using Windows non-local authentication causes errors

When the FileNet P8 domain is configured to use a Windows Active Directory-based authentication realm in a Windows domain that is different from the Windows domain containing the Content Engine installation, and when the security administrator changes a user name, Enterprise Manager or other client capable of displaying FileNet P8 security throws errors and cannot display the account's name. This is a Windows error, described in full detail in the Microsoft Knowledge Base Article - 329420, "The LookupAccountSid Function Returns the Wrong Name After You Rename Accounts," and is related to the Service Pack level of the machine.

Solution: Restart Enterprise Manager or other client application. This will cause the client to go back to the Domain Controller for the new user names, and update the local client credentials cache.

How to change LDAP shortname in Process Engine if dn remains the same

Duplicate shortnames can potentially disrupt Process Engine work items. If a user's LDAP shortname has been changed while maintaining the dn, use the following procedure to synchronize the user's shortname stored in Process Engine database with the new shortname stored in LDAP.

To synchronize Process Engine shortname with LDAP shortname

1. Find all of the active work items that are associated with the old shortname of the user, referred to here as UserA.
2. Make sure that UserA is not assigned as an "Out of Office" for another user:
 - a. View all environment records (`vwtool -> env -> view -> persistent -> *`)
 - b. Check the F_ProxyId field.
 - c. If UserA has been assigned as an "Out of Office" for another user, log in to Workplace as an admin user (not as UserA), and change the Out of Office setting to some other user account.
3. Temporarily assign all of UserA's work items to another user, referred to here as User B.
4. In the LDAP directory, change UserA's shortname so that it is unique.
5. Run `vwtool > env > fixup > single` to change UserA's old shortname to UserA's new shortname.

Since work items are tied to users by means of the indirect user ID, the effect of this step is to relink the ID to the new shortname. The application will display work items using UserA's new shortname.

6. Reassign work items from UserB back to UserA.
7. Flush the cache.
8. Because this procedure only fixes Process Engine work items, you will also have to change any instances of UserA's old shortname that still exist in Workflow definitions stored in external datasource.

Windows' Data Execution Prevention feature prevents BPM-related Java processes from running

For related changes such as moving a user from one OU to another OU in the domain tree; moving a user from one group to another group; or changing the email for a user: you should use `fixup->multiple`, since these operations do not require changing the short name. The command `fixup->single` is used only to adjust a short name. Remember to flush the cache after any changes.

Windows' Data Execution Prevention feature prevents BPM-related Java processes from running

Data Execution Prevention (DEP) is a feature introduced in Windows Server 2003 with Service Pack 1, and is designed to help prevent malicious programs from executing. However, it appears that by default it prevents all BPM-related Java processes from starting after the system was rebooted.

This feature could potentially be set by an IT department and unexpectedly prevent IBM FileNet P8 BPM and other processes from executing.

For an explanation of DEP and how to manually configure it, see the Microsoft Technet article <http://technet.microsoft.com/en-us/library/cc738483.aspx>. According to the article, "The majority of applications will not encounter a problem with DEP. However, when an application does encounter a problem with DEP, a Data Execution Prevention message is presented to the user, alerting them to the problem."

The article explains how to configure DEP settings. While you should carefully choose how best to configure DEP in collaboration with your own IT department, IBM FileNet in-house testing indicates that you can re-enable BPM Java process by choosing the setting "Turn on DEP for essential Windows programs and services only".

Content Federation Services

Content Services (CFS-CS) and IICE (CFS-IICE)

Document federation

Resolving deadlock errors when federating large quantities of documents

Cause: When federating large quantities of documents, you might receive the following error:

```
ERROR - Unable to retrieve batch id='E8B1739C-FF4B-8B4B-9150-82BB21B54FA5'  
  
com.filenet.cfs.iice.federator.exception.DataAccessException:  
com.microsoft.sqlserver.jdbc.SQLServerException: Transaction (Process ID 59) was  
deadlocked on lock resources with another process and has been chosen as the deadlock  
victim. Rerun the transaction.
```

Caused by:

```
com.microsoft.sqlserver.jdbc.SQLServerException: Transaction (Process ID 59) was  
deadlocked on lock resources with another process and has been chosen as the deadlock  
victim. Rerun the transaction.
```

Solutions:

- Use a smaller JVM heap size for the RMI Bridge.
- Reduce the batchsize value using the CFS Administrator tool.

Mimetype for a federated document is incorrect

Solution: Create a new version of the document in the external repository with the correct mime type. The next time the rule is run, the updated document will be detected, and the mime type of the new version will be applied to the federated document.

Import and Export

Content Services export errors

Cause: By default, CS can process up to 10 simultaneous library requests, and a single federation rule might need more than 10 threads for processing.

Solution: Increase the number of simultaneous library requests.

1. On the CS server, select **Start > Programs > FileNet > IDM > Configure**.
2. Click **Additional Preferences**.
3. Locate the desired CS library and select **Libraries**.
4. Change the value for **Active Requests per User** to a larger number, such as 20.
5. Restart the RMI bridge.
6. Rerun the federation rule.

Import error is not cleared when rule is rescheduled

Cause: If there is an import error (such as due to a federated item being versioned), this error is logged, as expected. However, when the rule is rescheduled, the error is not cleared.

If there is an import error, the Rule Management page in the Federation Administrator indicates that an error occurred. If you modify the import rule as part of the process of resolving the import error, then the error is cleared from the Rule Management page.

If the error is resolved without editing the rule (for example, by adding or modifying a property in Content Engine), then the import rule has not been changed. Re-running the same import rule might succeed because the problem was fixed, but the error is still indicated in the Rule Management page.

Solution:

1. In the Rule Management page, click **Edit** to edit the rule with the error.
2. Click **Apply**. You do not need to make any changes.
3. Rerun the rule.

Mapping the Date Last Modified property

You can use the Content Engine Date Last Modified property to determine if property updates (import request) have been applied to an existing federated document by mapping the Date Last Modified property to the external document revision date property.

If these properties are mapped, then when a federation rule is run, the revision date in the external repository is compared to the existing Date Last Modified value in the Content Engine for the existing document. Based on the comparison, one of the following actions occurs:

- If the Date Last Modified (Content Engine) is more recent, then the properties are not updated. For example, if the federated document has been updated more recently via a FileNet P8 application, then updates from the external repository are ignored.
- If the revision date (external) is more recent, then the properties are updated and the revision date value is copied into the Date Last Modified property on the federated Document.

If the Date Last Modified is not mapped to the revision date, then the property updates are applied always.

Fixed storage area issues

- A fixed storage area is required in order to import federated documents. Make sure that after you create the IICE Fixed Content Device, you create an associated fixed storage area.
- Although the content element counters of the fixed storage area are not incremented when federated documents are created, there are transient counters within the server that are updated during federated document creation. Since the maximum number of elements for a fixed storage area is low by default (2500), it is possible to exceed this value while importing federated documents, causing the area to be marked 'full'. Once the area is marked full, all import requests fail. Adding another fixed storage area does not solve the problem, since only the first area is used by the importer. To avoid this problem, be sure to set the maximum number of elements to a size commensurate with your expected federation rates when creating the fixed storage area.

Monitoring the progress of the CFS Import Agent

You can use the PCH counters in FileNet Dashboard to monitor the progress of the CFS Import Agent. These counters provide a detailed view into the operation of the Importer, which executes as a background task within a Content Engine server instance.

The counters are located under **User > Server Based Counters > CFS Import Agent > IICE_Fixed_Content_Device_Name**.

NOTE The counters are for a named IICE fixed content device, for a specific instance of the Content Engine server.

The PCH counters are divided into the following groupings:

- Progress: Federated documents created, checked in, checked out, updated, and loaded.
- Database Activity: Rows selected, inserted, updated, and deleted by table: cfs_imp_session, cfs_imp_queue, fdb_version_series
- Exceptions: Rejected requests, expired requests (returned to queue), and obsolete requests.

Import fails when attempting to create a second version of a federated document

Cause: If a Content Engine document property is defined as both 'required' and 'not copied to reservation', then the Importer fails when it attempts to create a second version of a federated document because the document checkout fails. The request remains in the queue, and is retried indefinitely.

Solution: Change the property definition to be either not required, or make it copied to reservation. Once the change is made, the next time the Importer retries the request, the new federated version will be created.

E_OBJECT_MODIFIED error

An object modified error might be generated when an attempt is made to import a new document with multiple versions and file it in a folder. The error can be ignored as the request will be retried automatically.

Importer error codes

The Importer writes invalid requests to an error table (cfs_imp_queue_error). The error table contains the full request, plus an error code and an a description of the error (error_context column). Use this information when troubleshooting import failures. For a complete list, see ["Import errors" on page 85](#)

Image Services (CFS-IS)

Network connections

IP address for IS connection is not propagated to Content Engine application server

Cause: When an IP address for the IS library is edited in the hosts file or via a name resolution service, such as Domain Name Service (DNS), or Network Information Service (NIS), the change is not detected by the Content Engine. For example, attempting to create a Fixed Content Device for the CFS-IS connection fails with an error message that lists the old IP address value.

Solution: Restart the Content Engine application server after changing the address.

Does IS limit the number of concurrent FileNet P8 users accessing documents

Yes. Content Engine uses a single userid (specified on the `IMFixedContentDevice`) to connect to the IS server. IS has a maximum session count of 512 per userid. So this effectively limits the number of concurrent accesses to documents stored on IS to 512.

You can monitor the number of current sessions on the IS server by using `sec_tool` and the `who` command.

Why does my custom application take up so many Image Services sessions?

Make sure your custom application is explicitly closing the `InputStream` after retrieving the content. If the `InputStream` is not closed, it can take up to 30 seconds before the Content Engine recognizes the change and closes the connection automatically.

How many IS sessions do the IS import agents use?

There are 2 IS sessions per IS import agent configured. One of the IS sessions is for federating documents. The other is used to federate annotations.

Document federation

Where are federated IS Annotations stored in the Content Engine?

Unlike federated documents, the federated annotations from IS are copied into Content Engine. However, the storage area used for IS annotations vary according to the version of Content Engine.

- For P8CE 4.0.1 FP001 and earlier, IS Annotations are always stored in the first fixed storage area created that references the IS fixed content device. This storage location cannot be changed, even if that storage area is closed due to reaching its storage area maximums. The only thing that can be done in this case is add more disk space to accommodate the expected size of the IS annotations.
- For P8CE 4.0.1 FP002, multiple fixed storage areas can be defined that point to the same IS fixed content device. Thus, if one fixed storage area becomes full, another one is automatically chosen to store the content for the IS annotation.
- For P8CE 4.0.1 F00P3 and later, the IS Annotation storage will depend on the storage policy set on the `ISAnnotation` class. The annotations can be stored in any storage area you choose, depending on the storage policy.

Can I delete federated IS annotations from a FileNet P8 Platform application?

You can delete federated IS annotations by using one of the following methods:

- Delete the annotation in the IS client application (IDM Viewer). The delete request will be propagated to the Content Engine.
- Use Enterprise Manager to locate and delete the annotation. Search for objects with the class "ISAnnotation" and descriptive text similar to the following:

```
"<CFS-IS Document number Page n"
```

where:
number is the IS document ID
n is the page number where the annotation is located
For example, "<CFS-IS Document 100178 Page 1"
- Create a custom FileNet P8 application that can access and delete the annotation. The delete request will be propagated to IS. Currently, Image Viewer does not allow federated annotations to be deleted.

Images federated from CFS-IS do not display properly in Image Viewer

Cause: A Workplace configuration setting has not been updated for CFS-IS.

Solution:

1. With a text editor, open `install_dir/FileNet/AE/Workplace/UI-INF/jsp/ui/WcmJavaViewer.jsp`.
2. Find the following line, and change the "true" value to "false":

```
writeParam('filenetAlwaysRubberband', 'true' );
```
3. Save and close `WcmJavaViewer.jsp`.
4. If Application Engine is deployed as an EAR or a WAR, redeploy it with the updated `WcmJavaViewer.jsp`.

How large are IS annotations?

Annotations are stored in a binary format that has a maximum size of 800 bytes. When they are federated into Content Engine, they are translated into an XML format with a maximum size between 2-3 KBs.

How do I transfer my IS document class mapping from one object store to another?

You might need to move from a development object store to a production object store.

1. Use Enterprise Manager to export the document classes used in the IS mapping from the original object store.
 - a. Select the Content Engine document class that is used in the IS mapping.
 - b. Right-click the document class name, and select **All Tasks > Add to Export Manifest**.
NOTE Depending on your data, select **Add to Export Manifest (include sub classes)**, if necessary.
 - c. From **Include Options**, select **Include all associated objects**.

NOTE Review your data to determine if this is the appropriate selection depending on the document class being exported.

If necessary, choose **Select associated object to include manually**, and then select the appropriate options.

- If selecting options manually, make sure you select **Include property templates on classes** and **Include choice lists on property templates**.
 - d. Repeat steps a-c for each Content Engine document class that is used in the IS mapping.
2. Select the Export Manifest folder.
 3. Right-click, and select **Export All Objects**.
 4. From **Export Options**, set the following:
 - a. Set the **Export File Location** directory.
 - b. Set the **Log File** location.
 - c. Depending on your data, determine if a other Export Option defaults need to be changed.
 5. Use Enterprise Manager to import the Content Engine doc classes used in IS mapping into the new object store.
 - a. Select the new object store.
 - b. Right-click the object store name, and select **All Tasks > Import All**.
 - c. From the Import Helper:
 - i. From the **Import Manifest File** field,select an export manifest file

NOTE If you changed the file locations between export and import, you will need to manually update the file paths in the manifest file.
 - ii. Set the **Log File** location.
 - iii. Make sure that **Import Object ID** is selected (default setting).
 - iv. Depending on your data, determine if other Import Option defaults need to be changed.
 6. Copy the mapping XML from the custom object in the original object store.
 - a. In the original object store, open the Search Results node and start a new search.
 - b. From the **Select from Table** dropdown list, select the **ISMMappingCustomObject** class, and then execute the search. There should be one object found.
 - c. Get the properties on the object.
 - d. Display or edit the property DocClassAndPropertyMappingXML.
 - e. Copy the text.
 7. Paste the mapping XML for the custom object in the new object store.
 - a. In the new object store, open the Search Results node and start a new search.
 - b. From the **Select from Table** dropdown list, select the **ISMMappingCustomObject** class, and then execute the search. One object should be found.
 - c. Get the properties on the object.
 - d. Display/Edit the property DocClassAndPropertyMappingXML.

- e. Paste the text that you copied earlier, overwriting the existing value.
- f. Save the changes to the custom object. Saving will also update the IS server.

Records Manager

General

The RMBaseURL can become outdated when the RM URL changes

Cause: The RMBaseURL can become outdated when the RM URL changes. The most common reason for this URL to become outdated is if the hostname of the original RM server changes. When this occurs, links that refer to the RM server fail when Workplace redirects the HTTP requests to the RM URL. The RMBaseURL is a key in the Workplace Site Preferences XML file that is stored in the Content Engine. This URL tells Workplace where to find send RM GUI requests. This URL gets set once, when the RM application is launched and you login for the first time.

You will notice this issue, for example, when you select Get Info for a document version that has been declared as a record since Workplace information pages include a Record Properties view. When you click the Record Information **Get Info** button, the browser is not be able to open the page.

At this time there is no GUI-based mechanism to update this URL.

Solution: To correct the problem, update the RMBaseURL setting in the Site Preferences XML file manually using Enterprise Manager. Then, restart the Records Manager application server.

New WSI retry configuration option

Cause: When you are running the RM Hold Sweep tool or the RM Disposition Sweep tool with the multi-thread option, you might receive the following WSI error in the activity log:

```
WSI Failure - invalid format for header value UsernameToken/BinarySecurityToken. Format should be non-null.
```

This is only realized when running the sweep tools with the multi-thread option. Running the tools with the single thread option does not return the error.

NOTE WSI is a public programming interface supported by P8 Content Engine.

Solution: This error can be eliminated by manually editing the configuration files of the two sweep tools (RMSweepConfiguration.xml for the RM Disposition Sweep tool and RMHoldSweepConfiguration.xml for the RM Hold Sweep tool). Add the following string to the files:

```
<WSI_RETRY_COUNT>10</WSI_RETRY_COUNT>
```

After manually adding the option, the impacted area of the configuration files should look as follows:

```
...<READ_BATCH_SIZE>10000</READ_BATCH_SIZE><WSI_RETRY_COUNT>10</WSI_RETRY_COUNT><SWEEP_STOP>>false</SWEEP_STOP>.....
```

Once you have the option in the configuration file, you can edit the file and change the count to more than 10 or some other number you determine.

Please note the following items concerning the retry value:

- If this option is not specified in the tools' configuration files, the default retry count will always be 10.
- The minimum value for the retry count is 10, and can only be manually changed to a higher value.

- When running Sweep configure, even though the option does not show up in the UI, the tools write it to their configuration file with the default value if it's not there. But if the option already exists, it is preserved.
- If the retry entry is not in the config file, you can either run Sweep with the configure option which automatically adds the entry or manually edit the file.
- If anything less than 10 is specified, it will be ignored and the default of 10 retries will be used.

Corrupted entities if Hold Sweep is terminated in the middle of its run

Cause: If a Hold Sweep is abnormally terminated or is shut down in the middle of its run, some entities can be left in an abnormal state. Examples:

- A HOLD can become corrupted. From the Records Manager UI, the entity no longer has the flag for a dynamic hold to "Activate for Sweep processing" or "Initiate Hold Removal". When running Hold Sweep, the entity is not changed, even when using the ForceRemoveHold option.
- The Entities on Hold stay forever on Hold. This occurs because the entities are in a dynamic Hold and cannot be removed by hand or by running sweep because the Hold does not respond to the sweep process.
- Entities show up in the "Entities on Hold" list of the Hold. In the properties page of the entities, the Hold name shows up, but from the user interface, there is no icon indicating that the entity is on hold. This is because the link was not fully created

Solution: To recover, complete the following steps:

1. Log in to Enterprise Manager and expand the FPOS.
2. Perform a Search for the Record Hold class by right-clicking on the object store name and selecting Search. In the **Select From Table** menu, select **Record Hold**, and click **OK**. Click **Yes** and click **OK**. The list of Record Holds displays.
3. Right-click on the Hold that is broken and select **Properties**.
4. Click the **Properties** tab and click **All Properties**.
5. Find the property called Sweep State and set its value to 3. Click **OK**.
6. Refresh the Object Store.
7. Log in to the RM Application using the browser, and right-click on the "corrupted" hold. It should now have an **Activate for Hold Sweep Processing** menu item.
8. Click on the **Activate for Hold Sweep Processing** menu item.
9. On the machine where HoldSweep is installed, run Hold Sweep. The entity on Hold should be processed.

File Plan Import and Export Tool

This section includes information about the common causes of errors that you might encounter when using the File Plan Import Export Tool. Also, this section discusses how to reduce the likelihood of encountering errors.

Common causes of errors

In most cases, the import process stops after encountering an error, and does not display any message. The cause of the error might be any of the following:

- Custom classes and properties were not imported before the file plan.
- The XML file used for the import process is not a compatible format, such as RTF.
- The XML file is not compliant with the XML standard, or is not compatible with the IBM FileNet XML schema model.
- There are business logic errors in the XML file.

The File Plan Import Export Tool includes options that you can use to address potential errors. These options are discussed in the sections that follow.

Manually creating a compliant XML file

Most of the errors that occur while importing a file plan are caused by incompatible or non-compliant XML files. Before you can import a file plan, you must create an XML file that is both compliant with the XML standard and compatible with FileNet's XML schema.

For the purposes of discussion, manually creating an XML file refers to creating an XML file by means other than the File Plan Import Export Tool. For example, you can use macros or other programmatic means to create an XML file.

If you manually create an XML file to use in importing a file plan, you must base the file on the XML schema provided by IBM. Details about the XML schema are provided in the File Plan XML Schema help topic in the Developer Roadmap.

After you manually create an XML file, you should run the File Plan Import Export Tool in validate mode to verify that the file does not contain any errors or non-compliance issues. See "Validating a file plan" in the Records Manager help topic, [FileNet P8 Documentation > Expansion Products > Records Manager > File Plans > How to > Use the File Plan Import Export Tool](#).

For more information on the options that are available when you manually create an XML file, see ["Subcategory schedule inheritance" on page 60](#) and ["ConditionXML property" on page 61](#).

Observing the File Plan Import Export Tool functionality

If you intend to manually create an XML file to import a large file plan with custom classes and objects, a good practice is first creating a small file plan and related metadata, and then executing the tool in export mode. Such a practice is useful before you manually create an XML file for file plans with conditional holds, internal event triggers, and alternate retention objects, all of which contain the complex conditionXML property. Even though you create a file with the correct XML format, the XML file might have incorrect property values or syntax, which can cause an error during importation. Exporting a small file plan enables you to review the XML file that the tool created, and to observe the syntax and property values in the XML file.

Subcategory schedule inheritance

When you create a subcategory, you can use the Record Manager user interface to specify that the subcategory inherits the parent disposition schedule. If you manually create the XML file to import the file plan in which the subcategory is contained, you have an option to specify that the subcategory does not inherit the parent's schedule and provide a different schedule.

In the XML file you create, use the `DisposalScheduleInheritedFrom` property to indicate whether the record category inherits the disposal schedule from the parent. For example:

```
<RecordCategory Name="myCat2" Level="2" ParentPath="/myCat1">
<Properties>
  <Property Name="AGGREGATION" Value="RecordCategory" />
  <Property Name="IsPermanentRecord" Value="false" />
  <Property Name="IsVitalRecord" Value="false" />
  <Property Name="CurrentPhaseExportFormat"></Property>
  <Property Name="IsDeleted" Value="false" />
  <Property Name="HomeLocation"></Property>
  <Property Name="VitalRecordReviewAction"></Property>
  <Property Name="IncrementedBy" Value="1" />
  <Property Name="RecordCategoryName" Value="myCat2" />
  <Property Name="DisposalScheduleInheritedFrom" Value="/myCat1" />
  <Property Name="Reviewer" Value="ylin" />
  <Property Name="RecordCategoryIdentifier" Value="myCat2" />
  <Property Name="VitalRecordDisposalTrigger"></Property>
  <Property Name="Inactive" Value="false" />
  <Property Name="Location"></Property>
  <Property Name="DateOpened" Value="2006-03-07T14:16:00-08:00" />
  <Property Name="DisposalSchedule">
    <ObjectRef ClassId="DisposalSchedule" ObjectId="myDispSchedule" />
  </Property>
</Properties>
</RecordCategory>
```

You can use the `DisposalScheduleInheritedFrom` property in the following four scenarios:

- Use the parent path for the property value of `DisposalScheduleInheritedFrom`, for example:

```
<Property Name="DisposalScheduleInheritedFrom" Value="/myCat1" />
```
- When the `DisposalScheduleInheritedFrom` property is not provided in the XML file, the property value will not be set and there is no disposal schedule inheritance for this container.
- When the parent path is provided for `DisposalScheduleInheritedFrom` property and the `DisposalSchedule` property is not provided in the XML file, the parent's disposal schedule will be inherited.
- The `DisposalSchedule` property is set to the parent's disposal schedule and the `DisposalScheduleInheritedFrom` property will be set to the parent's GUID.

- If the parent does not have a disposal schedule, the item will not be processed and a skip message will be logged to the activities log.
- If the parent path provided for DisposalScheduleInheritedFrom property does not match with the ParentPath attribute of the RecordCategory, the item will not be processed and a skip message will be logged to the activities log.
- When both DisposalScheduleInheritedFrom and DisposalSchedule properties are provided:
 - If the DisposalSchedule provided does not match the parent disposal schedule, the item will not be processed and a skip and error message will be logged to the activities log.
 - If the parent does not have a disposal schedule, the item will not be processed and a skip message will be logged to the activities log.

ConditionXML property

When you manually create an XML file to import a file plan, you have the option of specifying values for the ConditionXML property, which the file plan import tool uses to import the following:

- Alternate Retentions
- Internal Event Triggers
- Dynamic Holds (the term "conditional hold" is used in Help topics)

For Alternate Retentions, Internal Event Triggers and Dynamic (conditional) Holds entities, the ConditionXML property stores search conditions in XML format. The properties tag in ConditionXML stores the property name/value/operator for the RM user interface. The sql tag in ConditionXML stores the SQL statement. When you enter the property value of ConditionXML for file plan import, the special characters (< > & " ') need to be converted to the standard representation (< > & " ').

Below are sample XMLs of entities containing the ConditionXML property for the File Plan Import Export tool.

Sample of ConditionXML for Alternate Retention

```
<Phases>
```

```
<RMEntity Type="Phase" Name="myPhase1">
  <Properties>
    <Property Name="PhaseAction"></Property>
    <Property Name="RetentionPeriodDays" Value="0" />
    <Property Name="RetentionPeriodYears" Value="10" />
    <Property Name="RMEntityDescription" Value="my phase 1" />
    <Property Name="RetentionPeriodMonths" Value="0" />
    <Property Name="PhaseNumber" Value="1" />
    <Property Name="ExportFormat"></Property>
    <Property Name="IsScreeningRequired" Value="true" />
    <Property Name="DisposalSchedulePtr">
      <ObjectRef ClassId="DisposalSchedule" ObjectId="myDispSchedule" />
    </Property>
    <Property Name="PhaseName" Value="myPhase1" />
  </Properties>
</RMEntity>
```

```

<Property Name="AlternateRetentions">
  <ObjectValue Type="AlternateRetention">
    <Properties>
      <Property Name="RetentionBase" Value="CutoffDate" />
      <Property Name="ConditionXML" Value="&lt;response xmlns=&quot;http://
filenet.com/namespaces/wcm/apps/1.0&quot;&gt;&lt;objectset&gt;&lt;count&gt;1&lt;/
count&gt;&lt;customobject&gt;&lt;properties&gt;&lt;property&gt;&lt;symname&gt;ClosedBy
&lt;/symname&gt;&lt;operator&gt;IS EQUAL&lt;/
operator&gt;&lt;value&gt;Administrator&lt;/value&gt;&lt;/property&gt;&lt;/
properties&gt;&lt;aggregation&gt;&lt;/aggregation&gt;&lt;sql&gt; AND ([ClosedBy] =
&apos;Administrator&apos;)&lt;/sql&gt; &lt;/customobject&gt;&lt;/objectset&gt;&lt;/
response&gt;" />
      <Property Name="RetentionPeriodMonths" Value="0" />
      <Property Name="RetentionPeriodYears" Value="5" />
      <Property Name="RetentionPeriodDays" Value="0" />
    </Properties>
  </ObjectValue>
  <ObjectValue Type="AlternateRetention">
    <Properties>
      <Property Name="RetentionBase" Value="DateClosed" />
      <Property Name="ConditionXML" Value="&lt;response xmlns=&quot;http://
filenet.com/namespaces/wcm/apps/1.0&quot;&gt;&lt;objectset&gt;&lt;count&gt;1&lt;/
count&gt;&lt;customobject&gt;&lt;properties&gt;&lt;property&gt;&lt;symname&gt;RMEntity
Description&lt;/symname&gt;&lt;operator&gt;LIKE&lt;/
operator&gt;&lt;value&gt;something&lt;/value&gt;&lt;/property&gt;&lt;/
properties&gt;&lt;aggregation&gt;&lt;/aggregation&gt;&lt;sql&gt; AND
([RMEntityDescription] LIKE &apos;%something%&apos;)&lt;/sql&gt; &lt;/
customobject&gt;&lt;/objectset&gt;&lt;/response&gt;" />
      <Property Name="RetentionPeriodMonths" Value="0" />
      <Property Name="RetentionPeriodYears" Value="5" />
      <Property Name="RetentionPeriodDays" Value="0" />
    </Properties>
  </ObjectValue>
</Property>
</Properties>
</RMEntity>
</Phases>

```

Sample of Disposal Trigger with ConditionXML

```

<DisposalTriggers>
  <RMEntity Type="DisposalTrigger" Name="Date Created">
    <Properties>
      <Property Name="DisposalTriggerName" Value="Date Created" />
      <Property Name="EventType" Value="3" />
    </Properties>
  </RMEntity>
</DisposalTriggers>

```

```

<Property Name="CycleYears" Value="0" />
<Property Name="CycleDays" Value="0" />
<Property Name="AGGREGATION" Value="RecordInfo" />
<Property Name="ConditionXML" Value="&lt;response xmlns=&quot;http://
filenet.com/namespaces/wcm/apps/1.0&quot;&gt;&lt;objectset&gt;&lt;count&gt;1&lt;/
count&gt;&lt;customobject&gt;&lt;properties&gt;&lt;property&gt;&lt;symname&gt;DateCrea
ted&lt;/symname&gt;&lt;displayname&gt;Date Created&lt;/
displayname&gt;&lt;propertytype&gt;3&lt;/propertytype&gt;&lt;value/
&gt;&lt;operator&gt;IS NOT NULL&lt;/operator&gt;&lt;jointype&gt;AND&lt;/
jointype&gt;&lt;/property&gt;&lt;/properties&gt;&lt;aggregation&gt;RecordInfo&lt;/
aggregation&gt;&lt;sql&gt; SELECT OIID , ID , RMENTITYTYPE FROM RecordInfo WHERE (
DateCreated IS NOT NULL )&lt;/sql&gt;&lt;/customobject&gt;&lt;/objectset&gt;&lt;/
response&gt;" />
<Property Name="CycleMonths" Value="0" />
</Properties>
</RMENTity>
</DisposalTriggers>

```

Sample of Dynamic Hold with ConditionXML

```

<Holds>
  <RMENTity Type="RecordHold" Name="dynamic Hold">
    <Properties>
      <Property Name="Active" Value="true" />
      <Property Name="HoldName" Value="dynamic Hold" />
      <Property Name="HoldReason" Value="dynamic Hold" />
      <Property Name="ConditionXML" Value="&lt;response xmlns=&quot;http://
filenet.com/namespaces/wcm/apps/1.0&quot;&gt;&lt;objectset&gt;&lt;count&gt;2&lt;/
count&gt;&lt;customobject&gt;&lt;properties&gt;&lt;property&gt;&lt;symname&gt;RecordCa
tegoryName&lt;/symname&gt;&lt;displayname&gt;Record Category Name&lt;/
displayname&gt;&lt;propertytype&gt;8&lt;/propertytype&gt;&lt;selectable&gt;true&lt;/
selectable&gt;&lt;value&gt;dynamic&lt;/value&gt;&lt;operator&gt;like&lt;/
operator&gt;&lt;jointype&gt;AND&lt;/jointype&gt;&lt;/property&gt;&lt;/
properties&gt;&lt;aggregation&gt;RecordCategory&lt;/aggregation&gt;&lt;sql&gt; SELECT
ro.[RecordCategoryName] , ro.[RecordCategoryName] FROM RecordCategory ro Where
ro.[RecordCategoryName] like &apos;%dynamic%&apos; &lt;/sql&gt;&lt;/
customobject&gt;&lt;customobject&gt;&lt;properties&gt;&lt;property&gt;&lt;symname&gt;R
ecordFolderName&lt;/symname&gt;&lt;displayname&gt;Record Folder Name&lt;/
displayname&gt;&lt;propertytype&gt;8&lt;/propertytype&gt;&lt;selectable&gt;true&lt;/
selectable&gt;&lt;value&gt;dynamic&lt;/value&gt;&lt;operator&gt;like&lt;/
operator&gt;&lt;jointype&gt;AND&lt;/jointype&gt;&lt;/property&gt;&lt;/
properties&gt;&lt;aggregation&gt;RecordFolder&lt;/aggregation&gt;&lt;sql&gt; SELECT
ro.[RecordFolderName] , ro.[RecordFolderName] FROM RecordFolder ro Where
ro.[RecordFolderName] like &apos;%dynamic%&apos; &lt;/sql&gt;&lt;/customobject&gt;&lt;/
objectset&gt;&lt;/response&gt;" />
      <Property Name="HoldType" Value="Audit" />
    </Properties>
  </RMENTity>
</Holds>

```

Retention period update

To update the retention period of an existing phase to null, you need to include the retention period properties (RetentionPeriodYears, RetentionPeriodMonths and RetentionPeriodDays) in the XML file with no value.

Below is sample XML of a phase entity for the File Plan Import Export tool:

```
<RMEntity Type="Phase" Name="phase 1">
  <Properties>
    <Property Name="PhaseAction"></Property>
    <Property Name="PhaseNumber" Value="1" />
    <Property Name="ExportFormat"></Property>
    <Property Name="IsScreeningRequired" Value="false" />
    <Property Name="DisposalSchedulePtr">
      <ObjectRef ClassId="DisposalSchedule" ObjectId="mySchedule" />
    </Property>
    <Property Name="PhaseName" Value="phase 1" />
    <Property Name="RMEntityDescription" />
    <Property Name="RetentionPeriodMonths" />
    <Property Name="RetentionPeriodYears" />
    <Property Name="RetentionPeriodDays" />
    <Property Name="AlternateRetentions">
      <ObjectValue Type="AlternateRetention">
        <Properties>
          <Property Name="RetentionBase" Value="CutoffDate" />
          <Property Name="ConditionXML" Value="&lt;response
xmlns=&quot;http://filenet.com/namespaces/wcm/apps/
1.0&quot;&gt;&lt;objectset&gt;&lt;count&gt;1&lt;/
count&gt;&lt;customobject&gt;&lt;properties&gt;&lt;property&gt;&lt;symname&gt;CurrentA
ctionType&lt;/symname&gt;&lt;operator&gt;IS EQUAL&lt;/operator&gt;&lt;value&gt;6&lt;/
value&gt;&lt;/property&gt;&lt;/properties&gt;&lt;aggregation&gt;&lt;/
aggregation&gt;&lt;sql&gt; AND ([CurrentActionType] = 6)&lt;/sql&gt; &lt;/
customobject&gt;&lt;/objectset&gt;&lt;/response&gt;" />
          <Property Name="RetentionPeriodMonths" Value="0" />
          <Property Name="RetentionPeriodYears" Value="2" />
          <Property Name="RetentionPeriodDays" Value="0" />
        </Properties>
      </ObjectValue>
    </Property>
  </Properties>
</RMEntity>
```


Rendition Engine

Publishing

See the following sections for additional troubleshooting topics related to publishing:

Application Engine > Workplace > Search > “Search Designer (or Publish Designer) does not start when Application Engine uses WebLogic 9.2” on page 19.

Problems using publishing templates

A publishing template might not have the proper MIME type. A template can be assigned an incorrect MIME type when it is checked in without using the Publishing API. (For example, the template can be checked in by using Enterprise Manager.)

Publishing does not work

If publish requests have an IN QUEUE status but are not being processed, check the Publishing Configuration to make sure the dispatcher is enabled, and the Rendition Engine connection is set up properly for transformation publishing.

IBM FileNet Connectors for SharePoint

Document Libraries

Kerberos authentication failed. Please check system configuration.

Causes:

- Kerberos configuration information is missing or incorrect in the web.config file.
- The FileNet P8 server is not configured for Kerberos.
- The FileNet P8 server is not running.

Solution: Contact the IBM FileNet P8 system administrator.

Authentication errors occur and prevents communication.

If you can navigate to the web service locally from a SharePoint server, but from a remote Document Library server an authentication error occurs and prevents communication, use one of the following options to resolve this problem.

Solution:

Use the Configuration Manager

1. Open the Configuration Manager and click the Collection Sources tab.
2. Click Add to open the Collection Sources window.
3. Enter the custom web services URL address. Use the IP instead of the machine name.

You optionally change the authentication mode from NTLM to Digest. However, this is a weaker form of authentication than NTLM.

Application servers

WebSphere

Tips

- Verify both WebSphere and Workplace are running.
- Open the admin console, under your node, expand Applications, and click Enterprise Applications. Verify that “app_engine_war” has started. (The green arrow under status indicates that it is running.)
- Verify the app_engine.war file is installed and deployed on Application Engine. If not, execute the create_app_engine_war script (located in *AE_install_path/FileNet/AE/deploy* or *AE_install_path/FileNet/deploy*) to create it manually.
- Attempt to connect directly through WebSphere's default port (usually 9080). If you can connect through port 9080 and not port 80 (the HTTP server), then you will need to regenerate the plug-in and restart the HTTP server.
- See the following section for additional troubleshooting topics related to WebSphere:
Application Engine > Workplace operations >

Application server does not start after installation and shutdown

Cause: This typically occurs if Global Security is not enabled before Content Engine installation.

If Global Security is not enabled before Content Engine installation, the Content Engine installer automatically enables it, which requires valid LDAP users. If any LDAP information is incorrect, you will need to modify your LDAP settings. Also note, the WebSphere server User ID (during Content Engine installation, this is referred to as the WebSphere Administrative Login) must reside within the LDAP Base Distinguished Name that you specified during Content Engine installation.

Solution:

1. Launch `\\IBM\WebSphere\AppServer\profiles\profile\bin\wsadmin -conntype NONE`.
2. At the `wsadmin>` prompt, type “securityoff”, then “exit”.
3. Start the application server again.
4. Launch the console and make necessary changes to the LDAP security settings.

NOTE WebSphere will display an error if you try to save your changes with parameter values that are still incorrect.

Creating FileNet P8 domain or object store fails, when database is DB2 for z/OS

For DB2 for z/OS: If Content Engine's bootstrap user (*ce_bootstrap_admin*) has not been granted at least WebSphere's “Monitor” role, or some higher level of administrative permission, the null pointer exception stack trace will be logged in the WebSphere log, and you will receive unexpected exceptions. This might take place especially during initial creation of the FileNet P8 domain or object store. The reason is that the server will treat the database as DB2 for LUW.

For databases other than DB2 for z/OS: If the bootstrap user has not been granted at least the “Monitor” role, the null pointer exception stack trace will be logged in the WebSphere log, but the application will function correctly, except that any other configuration errors in the data sources will not generate warning messages in the P8 error and trace logs.

Solution:

1. Make sure you know the credentials of the LDAP account that has been assigned as the bootstrap user (*ce_bootstrap_admin*), also known as the Content Engine System User.

During initial installation, this account's name is collected by the Configuration Manager and stored in the CEMPBoot.properties file that is archived in the Content Engine EAR file.

2. In WebSphere, make sure that the Content Engine bootstrap user has been granted an administrative role of at least Monitor.

WebLogic

Tips

- Verify Workplace is deployed and the target server has been started.
- See the following sections for additional troubleshooting topics related to WebLogic:
 - **Application Engine > Workplace > Search >** [“Search Designer \(or Publish Designer\) does not start when Application Engine uses WebLogic 9.2”](#) on page 19.
 - **Content Engine > Deployment >** [“Content Engine failed to deploy”](#) on page 22.
 - **Content Engine >** [“Content Engine Java and .NET APIs”](#) on page 32.
 - **Process Engine > Component Manager >** [“Auto-starting Component Manager as a WebLogic servlet causes a stack trace error”](#) on page 43.

Browsers

Microsoft Internet Explorer

“A script on the page is causing Internet Explorer to run slowly. If it continues to run, your computer might become unresponsive. Do you want to abort the script?”

This error can occur in Internet Explorer when an application attempts to process a large amount of information. Select “No.”

After you change the text size, the text changes back to the normal size

Cause: In Microsoft Internet Explorer 6.0 SP1, you change the text size on a web page to a smaller or larger text size using the **Text Size** option on the **View** menu. After you click a link on the web page, the text changes back to the normal size.

Solution: This problem has been fixed in Internet Explorer 6.0 SP2, which is available with Microsoft Windows XP SP2. Refer to the Microsoft Knowledge Base for additional information about article 887800.

Netscape Navigator

The Designer applications flash bright blues, greens, and red or black tweed

This occurs with certain combinations of operating systems and graphics controllers.

Workplace applications that require the JRE plugin do not download them

Manually download the plugin.

Clicking on a Word document link or icon opens an empty Netscape window

This is expected Netscape behavior. (Internet Explorer closes the extra window.)

FileNet P8 documentation

General

TOC and Search functionality causes a JavaScript™ errors or does not work

Cause: The user's browser client machine does not have JavaScript™ support enabled.

Solution: Open the browser's Preferences or Internet Options settings, and enable the JavaScript support option. For example:

- In Netscape Navigator 7.0, navigate to **Preferences > Advanced > Scripts & Plugins** and select **Navigator** under **Enable JavaScript for**.
- In Microsoft Internet Explorer 6.0.x, navigate to **Tools > Internet Options**, click the **Security** tab > the **Local Intranet Web content zone > the Custom Level** button, and select **Enable** under the **Scripting** option.

Online Help Search does not work (null pointer error)

- If you receive null pointer errors when attempting to search the online Help under WebLogic, you might have deployed the compressed `ecm_help.war` version of the FileNet P8 documentation. Although some versions of WebLogic support deployment of WAR-file-based web applications, you cannot deploy the `ecm_help.war` on this application server platform. You must instead use the fully expanded FileNet P8 documentation directory structure. Otherwise, the searches within the FileNet P8 documentation will not work; you will receive a null pointer error.

For more information, see the *IBM FileNet P8 Platform Installation and Upgrade Guide* for instructions. To download this document from the IBM Support site, see ["Access IBM FileNet documentation" on page 10](#).

Process Engine errors

When PE detects errors, it writes messages to the application log in the Event Viewer. If you are having problems with PE or PE services, check the Event Viewer for error messages.

Even when you are not having problems with the service, you should check the Event Viewer periodically for error messages about potentially troublesome conditions that you have not yet identified.

The application log contains information about PE services. If tracing is turned on for the server and the VWKs trace is turned on from the vwtool application, VWExceptions are logged as:

- **Error** An event that logs a significant error. For example, "Problem configuring a CE 4.0 connection". The PE directory server cannot communicate with CE (check PE Service User logon credentials): The user is not authenticated.
- **Information** An event that describes the successful operation of an application, driver, or service. For example, if you could not log on because of an invalid user name.

View messages using the Event Viewer

1. From the **Start** menu, select **Programs > Administrative Tools > Event Viewer**.
2. Under Event Viewer (Local), select **Application log** to display events in the details pane.
3. Click the **Source** column heading to sort the messages by error source.
4. Scroll through the list to find errors related to PE.
5. Double-click the event to view the event message.

Errors that require administrator intervention

The following table lists some of the errors that you might encounter. This is not a comprehensive list of all errors that might be generated, but only a list of the ones to be aware of.

These errors generally will require intervention by an administrator.

Category	Error Tuple	Description	Action
Process Engine	213,2,300	Internal Error -- see system log for cause of error.	Note the error in the syslog and contact your service representative. Recycle the PE software.
Process Engine	213,4,550	Write to file truncated - disk full?	Check the available disk space and verify the disk is not full.
Process Engine	213,1,301	Not enough available memory.	Verify you have enough memory. Recycle the PE service.
Process Engine	213,75,20	Out of memory.	Close any unnecessary programs that might be running on the machine.
Process Engine	213,109,32	Fatal VW Error -- see system error log.	Recycle the PE software.

Category	Error Tuple	Description	Action
Database	213,109,52	Duplicate index name detected.	Timing related. Recycle the PE software.
Transfer	213,109,65	Request to modify database schema failed Transfer, clean repository, reinitialize database, etc. is not allowed at this time.	Recycle the PE software. Check schemastatus with vwtool. If another operation is active, wait for it to finish. If no other operations are active, recycle the server and client software and try again.
Rules	213,109,190	Unable to send rules message.	If the Rules Engine is configured, verify that the Rules Engine is up and running. If it is not running, start it from the Process Engine Task Manager. This might indicate a network error or other problems on the Rules Engine server.
Rules	213,109,191	Unable to receive rules message.	If the Rules Engine is configured, verify that the Rules Engine is up and running. If it is not running, start it from the Process Engine Task Manager. This might indicate a network error or other problems on the Rules Engine server.
Process Engine	213,109,253	Object service busy on server.	Shutdown all programs and try again. The object service on the server has structures in memory which cannot be deleted. Recycle software on the server and retry the initialize operation. Contact your support representative.

Email Manager errors

Server errors

When an error occurs in Email Manager:

- Messages are written to the Application section of the Windows Event Viewer.
- Log files are written to the Logs folder in the Email Manager installation folder.

If you are having problems with an Email Manager component, check the Event Viewer for error messages then check the Email Manager log files for additional details.

Windows Event Viewer

Windows Event Viewer contains the following types of Email Manager messages:

- **Information** Describes a successful start or stop of the Email Manager services.
- **Error** Identifies an error in Email Manager that requires administrator intervention.

View messages using the Event Viewer

1. From the **Start** menu, select **Programs > Administrative Tools > Event Viewer**.
2. Under **Event Viewer (Local)**, select **Application log** to display events in the details pane.
3. Click the **Source** column heading to sort the messages by error source.
4. Scroll through the list to find errors related to Email Manager.
5. Double-click the event to view the event message.

Log files

Further details might be found in the Email Manager log files, which are by default located in the Logs folder in the Email Manager installation folder. The possible log levels are listed below:

- **Fatal errors** Written to the log when a severe problem or critical condition occurs. Contains minimum logging detail.
- **All errors** Written to the log when an error condition occurs, such as when an attempt to connect to a server fails.
- **Warnings** Written to the log when a warning condition occurs, such as when the server cannot understand a communication sent to it.
- **Information** Written to the log when a significant action occurs, such as when a document is captured.
- **Trace** Written to the log at individual steps. Contains the most verbose logging detail, which is useful only for debugging purposes.

NOTES

- The folder that is used to store log files is specified in Email Manager's Configuration Manager in the Configuration Options screen.
- You can control the types of log entries created in the log file in the Configuration Manager.

Client errors

When an error occurs on an Email Manager client machine, errors are written to an “errlog.log” log file that is located in the user’s %TEMP% folder.

NOTES

- You can change the temp folder by changing the machine’s environment variable settings.
- To access the temp folder from a command prompt, enter:
start %temp%
- In some cases, Email Manager Web Service errors corresponding to client errors might be logged on the Email Manager server. You can view these errors in the Application section of the Event Viewer.

Errors that require administrator intervention

The following table lists Email Manager errors that you might encounter. It is not a comprehensive list but contains errors that you need to be aware of and that generally require intervention from an administrator.

Category	Event ID	Description	Action
Universal File Importer	0x80004027	Object store unavailable. The FileNet P8 connector cannot contact the FileNet P8 object store or the service is in the “Stopped” state.	Verify the user that the UFI service is running under has permission to access network resources. Verify the object store is running. Verify the network connection is working.
Universal File Importer	0x8004021A	Invalid object store. The object store specified in the Index Template is missing or invalid.	Verify the object store specified in the Index Template exists and is valid.
Universal File Importer	0x80070534	COM Permission. The user that the UFI service is running under does not have permissions to instantiate FileNet P8 or Email Manager COM Objects.	The UFI service is running as a user: Verify that user has permissions to instantiate COM objects on the server.
Universal File Importer	0x8007052E	Logon failed. The user login information specified in the Index Template is invalid.	Verify the logon information for the user specified in the Index Template is valid.

Category	Event ID	Description	Action
Universal File Importer	0x8007054B	RPC server unavailable. The FileNet P8 connector cannot contact the FileNet P8 object store or the service is in the "Stopped" state.	<p>Verify the user under which the UFI service is running has permission to access network resources.</p> <p>Verify the object store is running.</p> <p>Verify the network connection is working.</p>
Universal File Importer	0x800706BA	RPC server unavailable. The FileNet P8 connector cannot contact the FileNet P8 object store or the service is in the "Stopped" state.	<p>Verify the user under which the UFI service is running has permission to access network resources.</p> <p>Verify the object store is running.</p> <p>Verify the network connection is working.</p>
Universal File Importer	0x80090311	No Authority For Authentication. The FileNet P8 connector cannot contact the FileNet P8 object store or the service is in the "Stopped" state.	<p>Verify the user that the UFI service is running under has permission to access network resources.</p> <p>Verify the object store is running.</p> <p>Verify the network connection is working.</p>
Universal File Importer	0x80AA0C00	COM Error. A FileNet P8 internal error occurred while processing the file.	Contact your support representative for assistance.
Exchange Connector	N/A	Failed to connect to exchange server "%s" using mailbox "%s".	<p>Verify the Exchange Server is running.</p> <p>Verify the password of the Exchange Connector service account has changed.</p> <p>Verify the Exchange Connector service account user can connect to the Exchange Server using NT authentication.</p>

Category	Event ID	Description	Action
Exchange Connector	N/A	Could not open log file in directory "%s".	Verify the log file directory specified in the Configuration Manager exists and is accessible to the Exchange Connector service account.
Exchange Connector	N/A	Could not get target ID from message.	Verify the message was created by the eMgr client. Messages in the client folder have been copied to the folder manually instead of by the eMgr client. Use the eMgr client for this purpose, or copy the email to a public folder that the Email Manager is configured to monitor, which is not the same as the client folder configured for Email Manager.
Exchange Connector	N/A	Service does not start – and no log file is created.	A problem occurred creating the log file, or connecting to the database. Verify the disk space. Check the Application Event Viewer for more information.
Exchange Connector	N/A	The user %s was not found in the exchange address book.	The user whose private mailbox is to be monitored could not be found. The user information might be ambiguous, or misspelled.
Exchange Connector	N/A	Couldn't open private mailbox for user %s.	Verify the Exchange Connector service account has appropriate permissions on the user's mailbox.
Exchange Connector	N/A	Failed to create sub folder "%s".	Verify the Exchange Connector service account user has 'Create Sub-folders' permission on the parent folder.

Category	Event ID	Description	Action
Exchange Connector	N/A	Couldn't create file "%s".	Verify the temporary directory specified in the configuration manager exists, and that the Email Manager service account user has sufficient permissions. Also verify that there is sufficient disk space available on the Email Manager server.
Exchange Connector	N/A	Can't monitor more than %i folders. Folder "%s" will not be monitored.	The maximum number of "active" monitored locations has been exceeded. Utilize scheduled profiles (with a schedule set to an appropriate interval).
Lotus® Connector	N/A	Instantiation error creating a data store object: "An error occurred while attempting to connect to the Data Store: "Cannot open database requested in login '<dbname>'. Login fails.Login failed for user '<username>'.""	Verify that the Email Manager database is available and the database credentials specified in the Configuration Manager are correct.

Category	Event ID	Description	Action
Lotus Connector	0x80a97010	Notes® error while attempting to initialize a new Notes Session: "Notes error: Wrong Password. (Passwords are case-sensitive - be sure to use correct upper and lower case.) (0x80040FA0)".	<p>If the password for the default Notes ID file has changed, update the Notes password in the Configuration Manager.</p> <p>Verify that the Lotus Connector service account user is a valid user (not the LocalSystem account) and has "run as service" privileges. Log in to Windows using the specified account and verify that the user can use the Lotus Notes® client to connect to the required Domino® Servers using the current location and ID file (the location document should explicitly reference the ID file). Verify that the Notes password is configured in the Configuration Manager.</p>
Lotus Connector	0x80a97010	Notes error while attempting to initialize a new Notes Session: "A password is required."	If the password for the default Notes ID file has changed, update the Notes password in the Configuration Manager.
Lotus Connector	0x80a97028	Notes cache 'Notes Address Shared Cache' warning: both public and private address book lookup options are disabled. Address book lookup, group resolution, mailbox name lookup, dynamic security mapping and global post-processing will be disabled.	In the Lotus Connector Advanced Options, enable either public or private address book lookup as both are currently disabled (public address book lookup is enabled by default).
Lotus Connector	0x80a9601e	Cache database error. Unable to open the cache database '<server>!!<dbpath>': "The database does not exist (or the Notes user does not have permission to see it).	<p>Verify the server name and database path."</p> <p>Verify the Cache server and Cache database specified in the Lotus Connector Advanced Options still exist and are available for use.</p>

Category	Event ID	Description	Action
Lotus Connector	0x80a95013	Crawler error opening Domino database '<server>!!<dbpath>': "The database does not exist (or the Notes user does not have permission to see it).	Verify the server name and database path. Verify the specified Domino Database still exists and can be opened by the Lotus Connector Notes user.
Lotus Connector	0x80a95015	Parser error saving document '<UNID>': "Notes error: Network operation did not complete in a reasonable amount of time; please retry (0x80040FA0)"	The Domino server might not be available. Verify Notes connectivity, network connections and the Domino server load to determine why requests are timing out.
Email Manager Web Services	-500100102	No ObjectStore object currently exists.	The FileNet P8 CE object store might not be available. Verify FileNet P8 CE is running and is accessible.
Email Manager Web Services	-500100103	Error in instantiating ObjectStore.	The FileNet P8 CE object store might not be available. Verify FileNet P8 CE is running and is accessible.
Email Manager Web Services	-500100104	Unable to gain access to object store.	The user credentials specified in the Email Manager Client might not be valid in the selected object store.
Email Manager Client	-50012	Library is not accessible.	The FileNet P8 CE object store might not be available. Verify FileNet P8 CE is running and is accessible.
Email Manager Client	-50018	Failed to load the list of available libraries from the server. Please report this problem to your network administrator.	The FileNet P8 CE object store might not be available. Verify FileNet P8 CE is running and is accessible.

Category	Event ID	Description	Action
Email Manager Client	-50019	Failed to load the list of available document properties from the server. Please report this problem to your network administrator.	The Email Manager database might not be available. Verify the database server is accessible.
Email Manager Client	-50020	Failed to initialize the eMgr Client API. Please report this problem to your network administrator.	The Email Manager server might not be available. Verify the Email Manager server is running.
Email Manager Client	-61006	Failed to load profiles.	Verify the client error log file to determine the reason for the failure. Contact your support representative for further assistance.
Email Manager Client	-83000	An error occurred while saving profile.	Verify the client error log file to determine the reason for the failure. Contact your support representative for further assistance.
Email Manager Client	-50001	No data was returned.	Contact your support representative for further assistance.
Email Manager Client	-60001	An error occurred while converting XML.	Contact your support representative for further assistance.
Email Manager Client	-60002	Failed to communicate with eCWWebServices.	The Email Manager server might not be available. Verify the Email Manager server is running.

Category	Event ID	Description	Action
Email Manager Client	-60006	No properties are defined on the server.	The database server might not be available. The database used by Email Manager might have been deleted and changed to a new database. IIS must be reset on the Email Manager Server for the new database to take effect.
Email Manager Client	-61008	GetDocument: Access is denied.	Verify the Access Control List (ACL) of the email being retrieved in FileNet P8 to determine whether the user has permissions to access the document.
Email Manager Client	-80001	An error occurred while converting XML.	Contact your support representative for further assistance.
Email Manager Client	-80002	Failed to communicate with eCWWebServices.	Contact your support representative for further assistance.
Email Manager Client	-80007	Component has not yet been initialized.	Contact your support representative for further assistance.
Email Manager Client	-2147221233	The operation failed.	The path or name of the Email Manager client public folder being used is incorrect. Verify the folder exists and the current user has access to the public folder. See the Email Manager Setup Guide for details on permissions that must be assigned to the user. If a non-English version of Outlook is being used, contact your support representative for assistance.

Category	Event ID	Description	Action
Email Manager Client	-2147467259	-2147467259: The operation failed.	The current user does not have sufficient permissions to access the Email Manager client public folder. See the Email Manager Setup Guide for details on permissions that must be assigned to the user.
Email Manager Client	-2147024891	-2147024891: The operation failed.	The current user does not have sufficient permissions to access the Email Manager client public folder when processing e-mails with attachments. See the Email Manager Setup Guide for details on permissions that must be assigned to the user.
Email Manager Client	N/A	911: Object variable or With block variable not set.”	Shut down the Lotus Notes client and restart Lotus Notes client. Then click on the eMgr client icon.

Content Federation Services Errors

Content Services (CFS-CS) and IICE (CFS-IICE)

You can access the list of federation errors from the Rules Management page of the Federation Administrator application.

General and query phase errors

Error ID	Description
50	Unable to update the status of the run
51	Unable to retrieve IICE user
52	Unable to retrieve IICE repository
53	Query error. Unable to open the query
54	Query error. Unable to execute the query
55	Query error. Unable to fetch rows from the query
56	Query error. Unable to get the unique id from the current row
57	Invalid selected class name. Please update the rule
99	Unexpected error. See log file for more information

Import errors

Error ID	Description	Action
100	Wrong object store in import request	The object store name in the import request is different from the name previously used to federate the version series. The destination object store cannot be changed once a version series has been imported.
101	Failed parsing the import request XML	The import request is not valid XML data, or the XML contains data that is not a valid import request.
102	No document references found in the import request	There are zero external document references in the import request. A valid request must contain at least one document reference.
103	Multiple document references in the import request point to the current FileNet P8 document	The import request contains multiple document references that point to the current FileNet P8 document. Only one document reference in an import request can point to the current FileNet P8 document.
104	Import request contains out of order document references	One or more of the document references in the import request are out of order, when compared to the existing version series mapping data (fdb_version_series table). Once an external document is federated, the position of each version in the document cannot change when the document is re-imported.
105	Current FileNet P8 document is reserved	The current federated document (as defined in the version mapping data) in CE has been checked out from the Content Engine and has an associated reservation object.
106	Current FileNet P8 document is not the tip of the version series	The current federated document (as defined in the version mapping data) in CE is not the tip of the version series. That is, the document has been checked out and back in.
107	Current FileNet P8 document does not exist	The current federated document (as defined in the version mapping data) in CE does not exist. The document has been deleted from the Content Engine.
108	Invalid Object Store name	The object store name in the request is invalid. That is, the object store does not exist.
109	Property constraint violation	A property in the import request contains invalid data (when mapped to the CE property).

Error ID	Description	Action
110	Duplicate external document URN in import request	The import request contains duplicate document references. That is, the URNs of two or more documents in the request are identical.
111	Invalid isContentVolatile flag in import request	The isContentVolatile flag in the import request is inconsistent with the existing value of the flag. Once the volatile content setting is established for a version series, it cannot be changed.
112	The target folder does not exist	The target folder in the import request does not exist (applies only when creating the first version of a series).
113	No fixed storage area is associated with the fixed content device	There is no fixed storage area associated with the fixed content device in the import request. Federated documents cannot be created unless a fixed storage area is associated with the fixed content device.
114	The importer was unable to lock down the content of the external document before creating the federated document	The importer was unable to lockdown the content of the external document before creating the federated document.

Export errors

Error ID	Description
200	Unable to retrieve IICE item
210	Unable to process IICE item
220	Unable to export IICE item
230	Unable to retrieve IICE user to process the batch
240	Unable to retrieve IICE repository to process the batch
250	Unable to retrieve data map to process the batch
260	Lockdown not supported by the repository for this type of item
299	Item being re-exported as part of an upgrade process

Software builds and Win32 errors

Identifying software build information

When you contact your support representative for assistance, the support engineer might need to know the build, fix pack or release information for your software.

Display the build information for Workplace

1. Display a page from the application in your browser.
2. Use the browser's View source command to display the source HTML for the page. The build information is provided by the "BuildName" and "BuildDate."

For example:

```
<meta name='BuildName' content='rec170.009.001'>
```

```
<meta name='BuildDate' content='08/06/2004'>
```

For more information, see the *IBM FileNet P8 Version Tools Technical Notice*. To download this document from the IBM Support site, see ["Access IBM FileNet documentation" on page 10](#).

Win32 0x800xxxxx error decoding

Refer to the MSDN Library for decoding Win32 error codes.

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