FileNet

Application Connector for Siebel 7

Version 3.2a

SIEBEL
eBusiness

Operations Manual

Release 3.2a

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About this Manual

As the businesses grow, there is substantial increase in the documents being generated. Managing these enterprise documents manually can be a tedious process. For the ease of Siebel CRM application users, FileNet brings the benefits of enterprise document management to Siebel eBusiness applications through a set of modules, known as FileNet's Application Connector for Siebel7 (ACS7). The suite provides enterprise document management functionality to any Siebel implementation allowing quick and easy capture, access, management, and integration of information with Siebel and other business applications.

This manual describes ACS7 and provides the details of the functionalities and features offered by ACS7.

Overview

This manual is designed to assist the Siebel users in storing and accessing documents and linking them to Siebel records through the Siebel Client Interface. The first chapter introduces ACS7, and the subsequent chapters contain task-oriented activities that enable the users to access the documents. Following is an overview of the information that the manual contains:

Chapter 1 – Introduction to ACS7 - introduces to the Application Connector for Siebel 7.

Chapter 2 – User Operations - explains how to access the documents using Siebel Client Interface.

Target Audience

This manual has been designed for Siebel Enterprise Application users. This manual is limited to describing the ACS7 functionality and does not focus on describing any Siebel specific functionality or module.

Conventions and Notations Used in this Manual

To locate and interpret information easily, the manual uses consistent visual cues, and standard text formats.

This table below shows the visual cues used in the manual

Convention	Description
Bold type	Indicates menu names, menu items, file names, directory names, notes, tips, and warnings.
Italic type	Indicates referenced document titles and the name of the screen
Blue text	Indicates a link to another topic, a link to another section in the same topic, or a link to an external topic.
..\	Indicates a directory structure that remains fixed relative to a dynamic location.
Note	Includes information that one might find useful or would want to know about in the given context.

Acronyms and Abbreviations used in this Manual

The table below lists the acronyms and abbreviations used in this manual.

Acronyms and Abbreviations	Explanation / Expansion
ACS7	Application Connector for Siebel 7
CIS	CRM Integration Suite
CRM	Customer Relationship Management
CS	Content Service
CVL	Constant Vocabulary List
EVL	Existing Value List
IDM	Integrated Document Management
IS	Image Service
LOV	List of Values
MVL	Multi Value List
MVC	Model View Controller

SSO	Single Sign On

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Introduction

Application Connector for Siebel7 3.2a

CRM application users have an increasing need to store and access structured and unstructured information. Siebel eBusiness Application is an example of a CRM application. Letters, faxes, emails, spreadsheets, images, engineering diagrams, and multimedia objects are a few examples of unstructured information.

FileNet, an industry leader in Content Management and Workflow Systems, brings the benefits of Enterprise Document Management to Siebel eBusiness Application users through a set of modules. This set of integration modules is known as Application Connector for Siebel7 (ACS7). ACS7 enables Siebel users to seamlessly store and access documents stored in the FileNet Panagon^{TM} IDM repositories.

ACS7 enables Siebel Web client users to perform following operations:

- Adding the document to FileNet library and linking it to active Siebel row
- Viewing the documents linked to active Siebel row
- Searching the documents by specifying Search criteria. Linking / Unlinking searched document with the active Siebel row
- Viewing/Updating the properties of the document
- Viewing/Updating security of the document
- Viewing a document using IDM Viewer / Java Viewer / Native Viewer.
- Checking-in/Checking-out documents residing in CS libraries

Note: Active Siebel Row refers to current Siebel row selected by the user.

What is new in the ACS7 3.2a release

The ACS7 3.2a release consists of the following new features:

- The term CRM Integration Suite (CIS) is changed to Application Connector for Siebel7 (ACS7).

- **About ACS7** link for product related information is provided in *View Linked Documents* screen*, View And Link Searched Documents* screen and *Add Documents* screen*.*

- A linked document can be sent as an attachment to an outgoing mail.

- The existing link(s) can be copied from a Siebel record to another Siebel record of the same business component.

- The documents displayed in the data grid can be sorted on the basis of the displayed column.

- The number of documents to be displayed in the data grid is made configurable using ACS7 Configuration Tool.

- **Next** and **Previous** buttons are provided to scroll through the displayed documents in the data grid. The concept of paging has been introduced in all the pages that display data grid.

- The display of document classes in the tree view control is configurable through *ACS7 Configuration Tool*. This facilitates the display of all the linked documents corresponding to a library, rather than for a specific document class.

- In the *Add Document* screen, the drop down list has been removed. Documents can be added to a specific document class under a particular library that can be selected from the tree view.

- External documents of CS library are supported in ACS7 3.2a. This feature has been incorporated in *View Linked Documents* and *View And Link Searched Documents* screens.

- ACS7 3.2a is provided with the support for MVL.

- Archiving tool is provided with this release that deletes the links of those documents from the ACS7 database that have been archived from the FileNet library.

- Support for creating Stored Searches, Viewing Linked Stored Searches/ Templates and Searching for Stored Searches/ Templates has been provided.

- LOV entries present in Siebel application have a character limit of 30 that can impede the user from entering correct values in "CISHostName". The LOV entry is a concatenation of "Open Client Server Name", "Open Client Virtual Folder Name" and "CIS". If it is more than 30, then the user is restricted from entering the correct value. "CISHostName" LOV entry has been segregated into different LOV entries for storing "Open Client Server Name", "Open Client Virtual Folder Name".

Components of ACS7

ACS7 application consists of an embedded FileNet Attachments view within Siebel Web client. This view consists of following sub views:

- **Add document:** Enables user to add a document to the FileNet library and link it to active Siebel row

- **View linked documents**: Enables user to view the documents linked to active Siebel row

- **Query and link documents**: Enables user to search documents stored in FileNet repositories by specifying search criteria to link and unlink a document with active Siebel row.

ACS7 configurable parameters

This section describes the various configurable options in ACS7. These options can be set by the ACS7 administrator and are described in detail in the *ACS7 Installation and Configuration guide*.

The *ACS7 Configuration Tool* has the following configurable options:

> **Note:** The field names of the *ACS7 Configuration Tool* that corresponds to the configurable options are mentioned in the bold letters.

- **Number of rows to be displayed in Data Grid**: Configures the number of documents to be displayed in the data grid by setting the appropriate value in the field of ACS7 Configuration Tool.

- **Suppress document class folders**: Suppresses the display of document class in the tree view by selecting the option, in *View Linked Document* screen in the ACS7 Configuration Tool. This displays all the linked documents corresponding to a library rather than for specific document classes.

- **Session Time Out**: Refers to the time period in which if a user is idle, ACS7 session times out and unsaved changes are lost. The time out value is set in the Session Timeout field of the Configuration Tool.

- **Display Document Properties:** Displays configured FileNet indices and is selected by checking the appropriate check box.

- **Enable View:** Provides **View** Button on ACS7 Web pages.

- **Open Single Linked Document:** Facilitates user to automatically open a single linked document for a particular document class.

- **Use FileNet credentials for Link/Unlink rights**: Controls the ability to link, or unlink, a FileNet document to a Siebel object on the basis of user's FileNet credentials.

Only those users who have been configured for Read/Write access rights over a document in IS libraries and Author/Owner/Admin access rights over a document in CS libraries are authorized to link or unlink the particular document.

- **Default Viewing Action:** Refers to the default action for viewing documents when clicked on hyper linked Document Id or hyper linked document icon. User can choose one of the two options:

  - **View:** Facilitates opening of the selected document in IDM viewer.

  - **Open:** Facilitates opening of the selected document in **Java Viewer** if it supports selected document's MIME type**.** Otherwise, document opens in **Native application**.

- **Interactive Mode:** Specifies the interactivity mode for ACS7 application. There are two types of interactivity mode:

  - **High Interactivity** mode: Supports an implicit save operation whereby navigating off a record causes the changes to be saved.

  - **Standard Interactivity** mode: Supports an explicit save operation for each record to commit the changes.

    Logon to ACS7 application & FileNet Panagon™ IDM repositories. There is no explicit logon required for logging into ACS7 application. User can access ACS7 application once logged into Siebel Client Application. However, logon is required for logging into FileNet IDM repositories from ACS7 application. Logon to FileNet can be performed in any of the following ways:

  - **SSO:** Facilitates user to silently logon into FileNet libraries, without prompting user for FileNet credentials.

  - **Cookies:** Performs logon using FileNet user credentials stored in the cookies. User supplied credentials are stored in the cookies after an explicit logon.

  - **NT Shared Logon:** Performs logon using the logged in Windows 2000 users credentials. The Open Client should be configured to use NT shared Logon.

  - **Explicit Logon:** Refers to the logon in which the system prompts to enter valid FileNet logon credential and user supplied credential for logging into FileNet libraries. The following Login screen is displayed for user supplied credentials:

Do's and Don'ts

Do's:

ACS7 3.2a supports the following ASCII special characters in the display names of custom properties:

Serial No.	Character Symbols	Character Name
1	%	Percentile
2	#	Hash
3	$	Dollar
4	@	At the Rate / Commercial At
5		White Space
6	*	Asterisk
7	`	Back Apostrophe / Spacing Grave Accent
8	~	Tilde Accent
9	!	Exclamation Mark
10	^	Caret / Spacing Circumflex Accent
11	&	Ampersand
12	(	Left Parenthesis
13	)	Right Parenthesis
14	_	Underscore / Low Line / Horizontal Bar
15	-	Minus / Hyphen
16	+	Plus
17	=	Equal
18	{	Left Curly Bracket
19	}	Right Curly Bracket
20	|	Pipe / Vertical Bar

21	\	Backslash / Reverse Solidus
22	]	Left Square Bracket
23	[	Right Square Bracket
24	;	Semicolon
25	'	Apostrophe / Single Quote
26	"	Double Quotation Mark
27	:	Colon
28	,	Comma
29	.	Decimal Point / Period
30	/	Forward Slash / Virgule / Solidus
31	?	Question Mark
32	>	Greater-than
33	<	Less-than

Don'ts:

- Do not press the **<SHIFT>** key while clicking on any link in the Siebel and ACS7 applications; else it may result in a java script error.

3
User Operations

This chapter explains the following user operations in ACS7:

- View Linked Documents
- Add Document
- Query and Link Documents

Note: This manual explains the functionality of ACS7 by describing it on Service Request business component of *Siebel Call Center* Application. ACS7 functionality can be accessed in a similar manner from the other configured business components.

Accessing ACS7 Operations

To access ACS7 functionality:

1. Logon to the Siebel application.
2. Click on **Service** tab. This displays all views under Service tab as shown below:
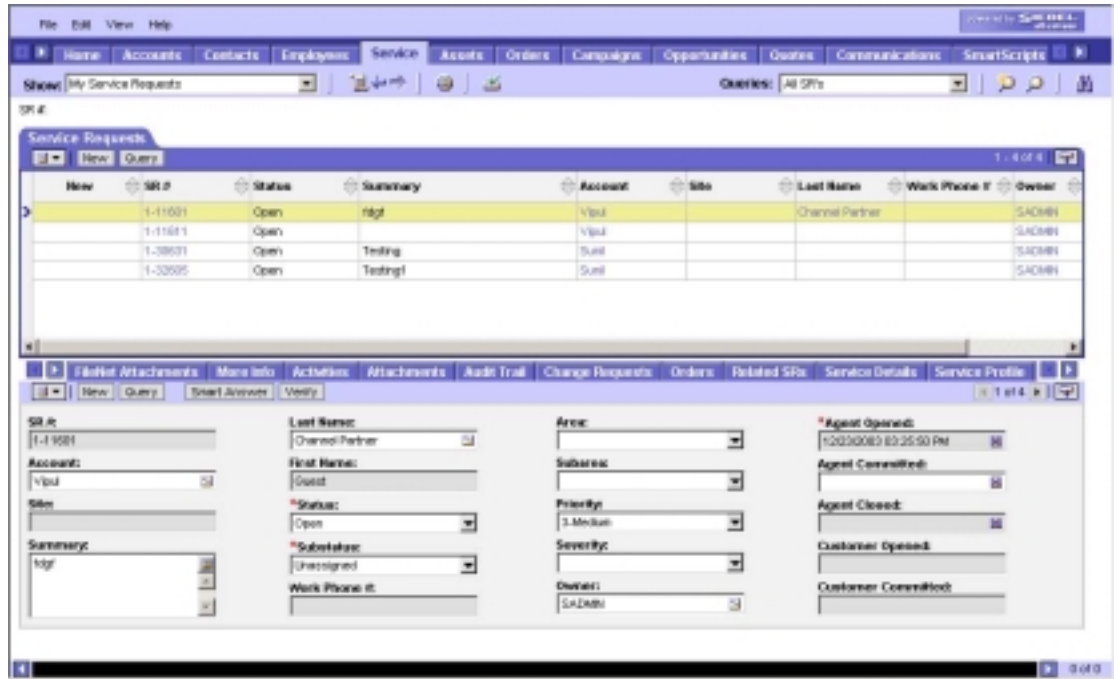
3. Select a Siebel row for performing ACS7 operations.

4. Click on **FileNet Attachments** view, to perform ACS7 operations. The following screen shows the operations available in the FileNet Attachments view:
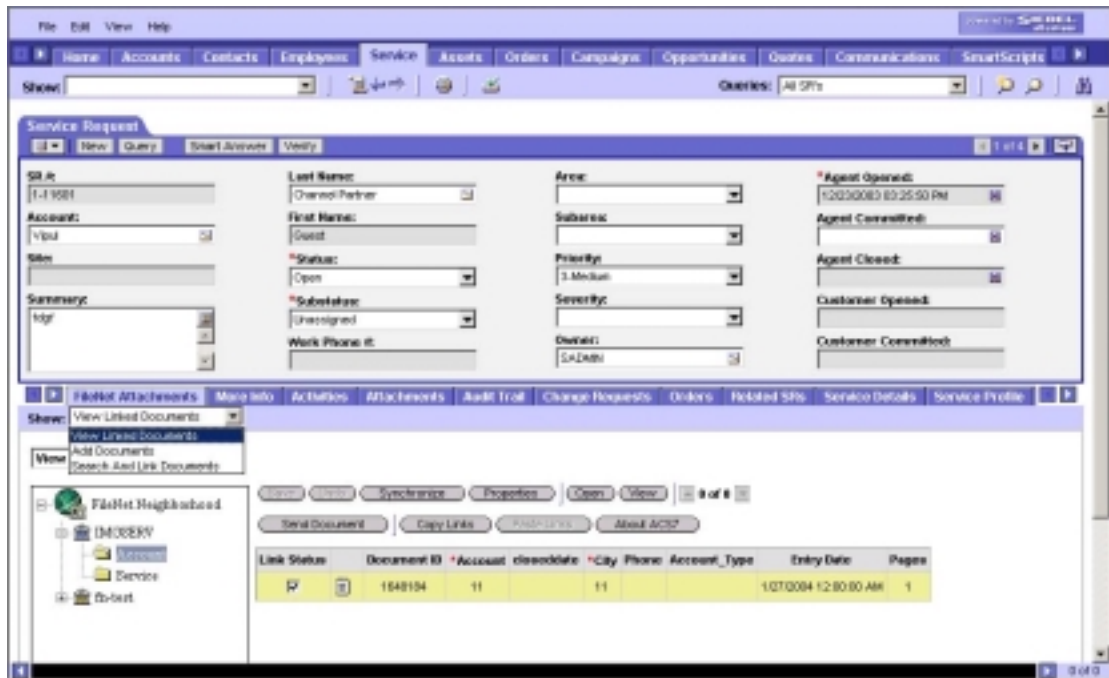
About ACS7

In the earlier version of ACS7, the user had to navigate to ACS7 installation directory to view product related information. The ACS7 3.2a overcomes this limitation and a new button, **About ACS7** has been added in *View Linked Documents* screen, *View And Link Searched Documents* screen and *Add Documents* screen. The *View Linked Documents* screen given below shows the **About ACS7** button:
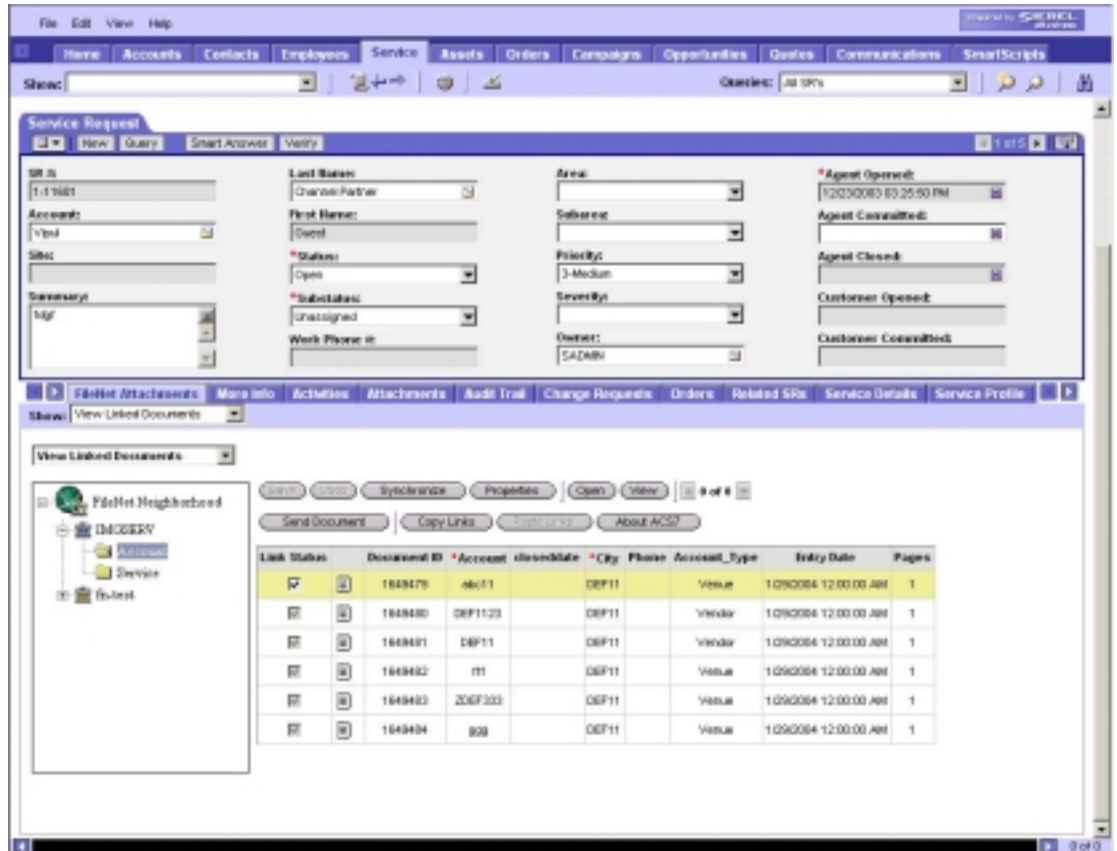
1. Click **About ACS7** to display the product related information, which includes Product Name, Product Version, Patch Installed, as shown below:
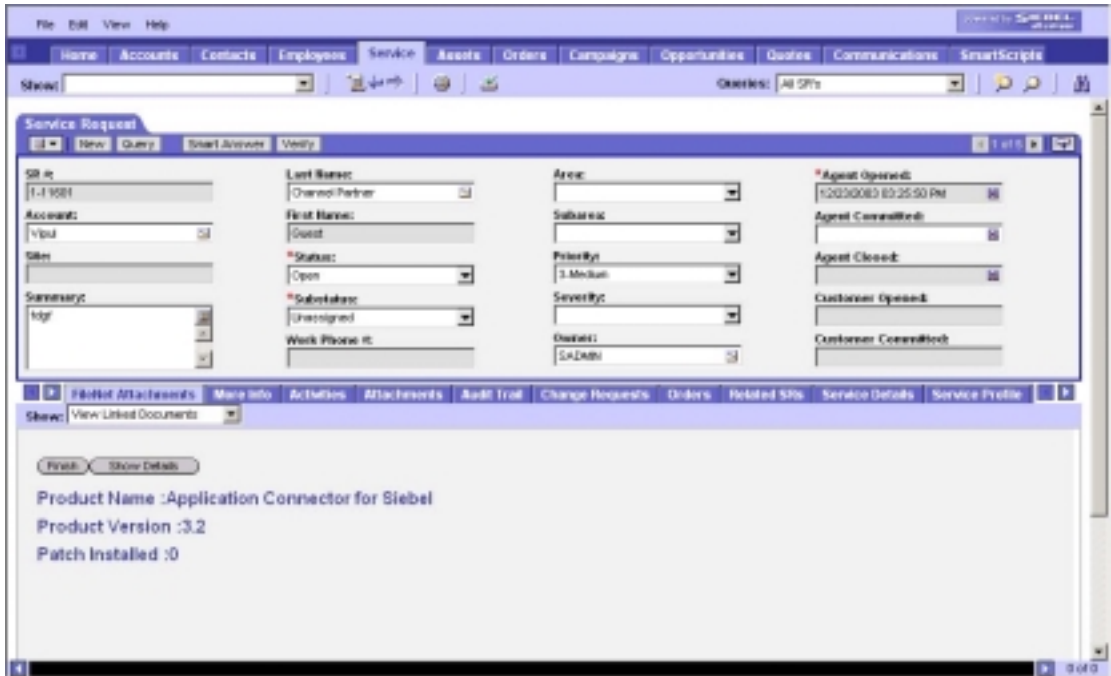
2. Click **Show Details** to display Module Details, as shown below:
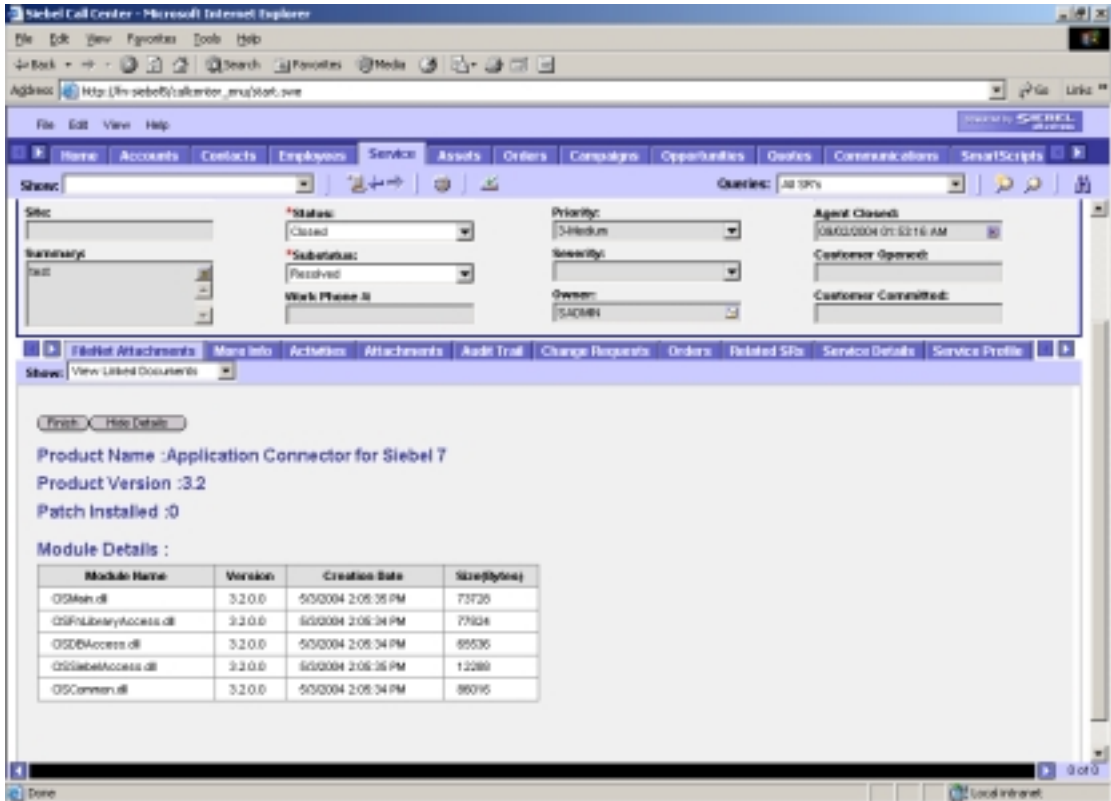
The module details include module name, version, creation date and size in bytes.

3. Click **Hide Details** to hide the module information from the display. On clicking **Finish**, the interface changes to the source screen.

Send Document

This feature has been introduced in the ACS7 3.2a to send a document as an attachment to an outgoing mail. This enhancement is provided in *View Linked Documents* and *View and Link Searched Document* screens. **Send Document** button is provided in the mentioned screens to carry out the functionality. The corresponding screens are shown in the following figures:

View Linked Documents Screen
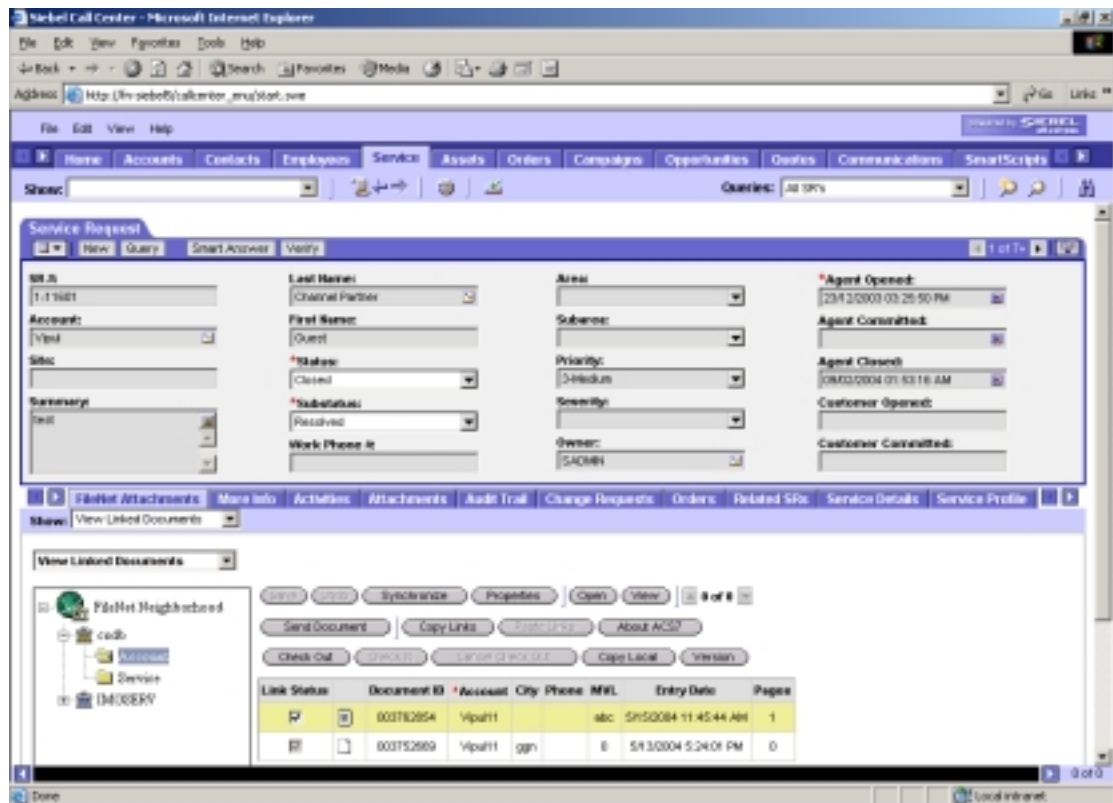
View And Link Searched Documents Screen
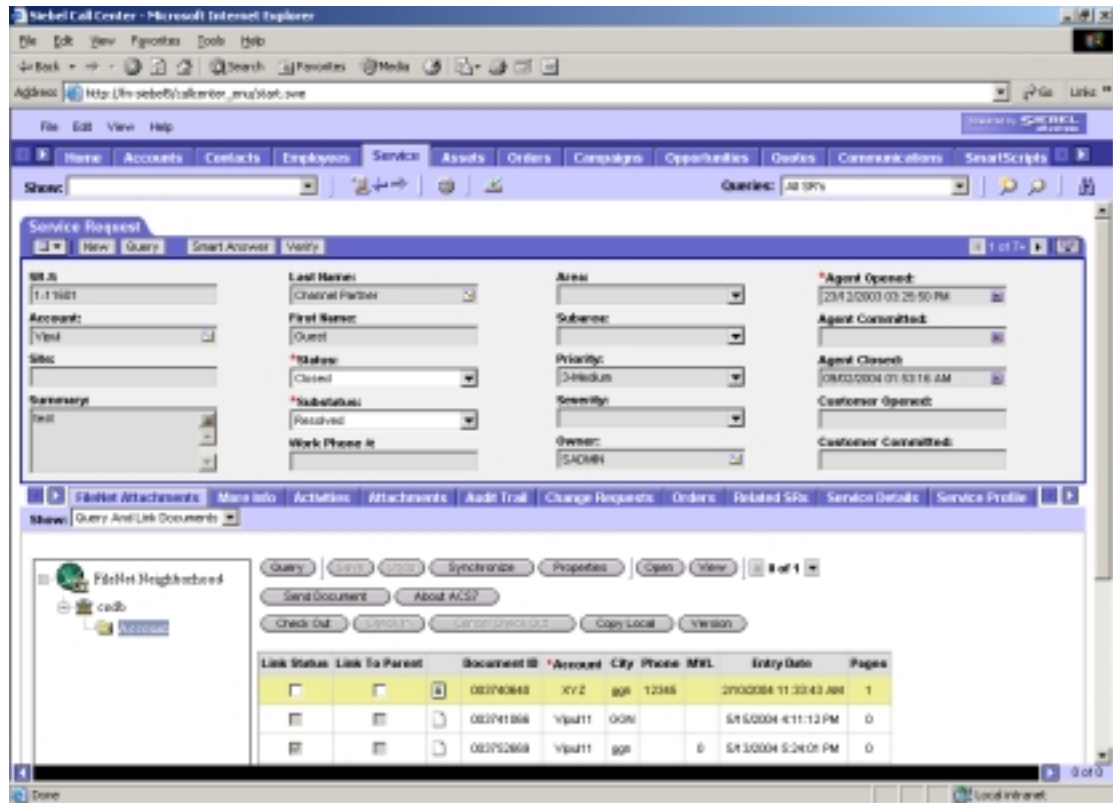
Refer **View Linked Stored Searches** section for a detailed description of the respective screen.

To mail a document:

1. Click **Send Document** either from the *View Linked Documents* screen or *View and Link Searched Document* screen. A screen appears, as shown below:
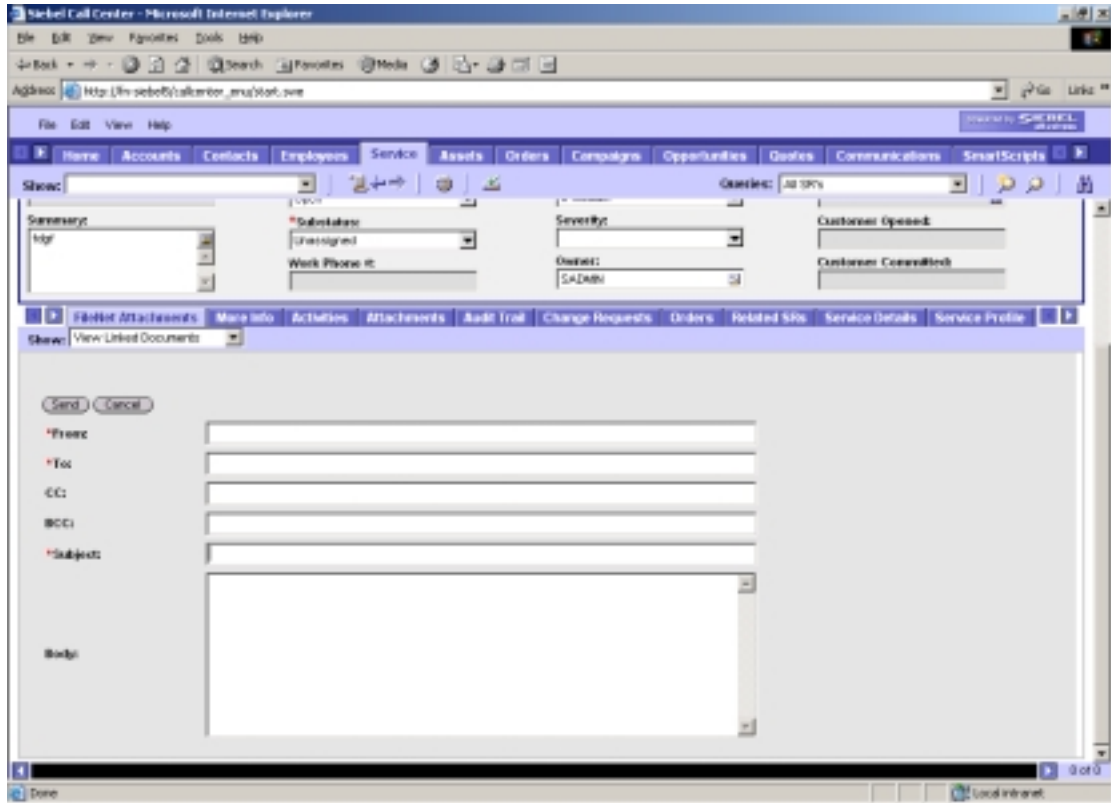
2. Specify the appropriate values in the corresponding fields. Refer to the following table for the required inputs:

Fields	Required Inputs
*From	Specifies the mail address from which the mail has to be sent.
*To	Specifies the mail address(es) to which the mail has to be sent.
CC	Specifies the mail address(es) to which a copy of the mail has to be sent.
BCC	Specifies the respective mail address(es) to which the mail has to be sent as bcc.
*Subject	Specifies the subject of the mail. By default, the document ID of the focused document is displayed in this field.
Body	Contains the message of the mail.
Send	Validates the value and sends to specified mail address(es). Click this button after providing the required inputs.

Cancel	Cancels the selected operation and returns back to the parent screen.

Note: Ensure to enter values in the fields marked with an asterisk (*).

A confirmation note to indicate the user that the message is sent successfully is displayed. The interface is changed back to the source screen.

Note: The source screen refers to the interface on which the user clicked **Send Document**.

Sort Document

The general and custom property columns sort the documents displayed in the data grid. This is an enhancement in ACS7 3.2a. This enhancement is provided in *View Linked documents*, *View Linked Stored Searches* and *View and Link Searched Documents* screens. The sorting of columns does not depend on the data type, such as numeric, date or string.

User can select the respective folder/library from the tree view to view the documents of the library or its document class. The data grid displays the documents of the selected Library/Document Class. The enhancement in ACS7 3.2a permits the user to manually sort the displayed data by clicking on the column headings pertaining to the general and custom property columns. Prior to the initial display, the data is sorted on the basis of their Entry Date.

External Documents

An external document refers to a document that has properties but no contents. For example, an external document might track information about a physical item such as, videotape, where the actual item cannot be stored on a Library server.

ACS7 3.2a provides the support for external documents of CS library. Prior to appropriate operations, the specified document is identified to be external or not. This enhancement is done in *View Linked Documents* and *View And Link Searched Documents* screens. The above mentioned screens support the following features for external documents:

- Synchronize
- Properties
- CheckIn

- CheckOut

- Cancelcheckout

- Copy/Paste Links

However, these screens do not support the following features because external documents do not have contents:

- Open

- View

- Copy Local

- Version

- Send Document.

The screen given below shows the buttons of supported features as enabled and others as disabled:
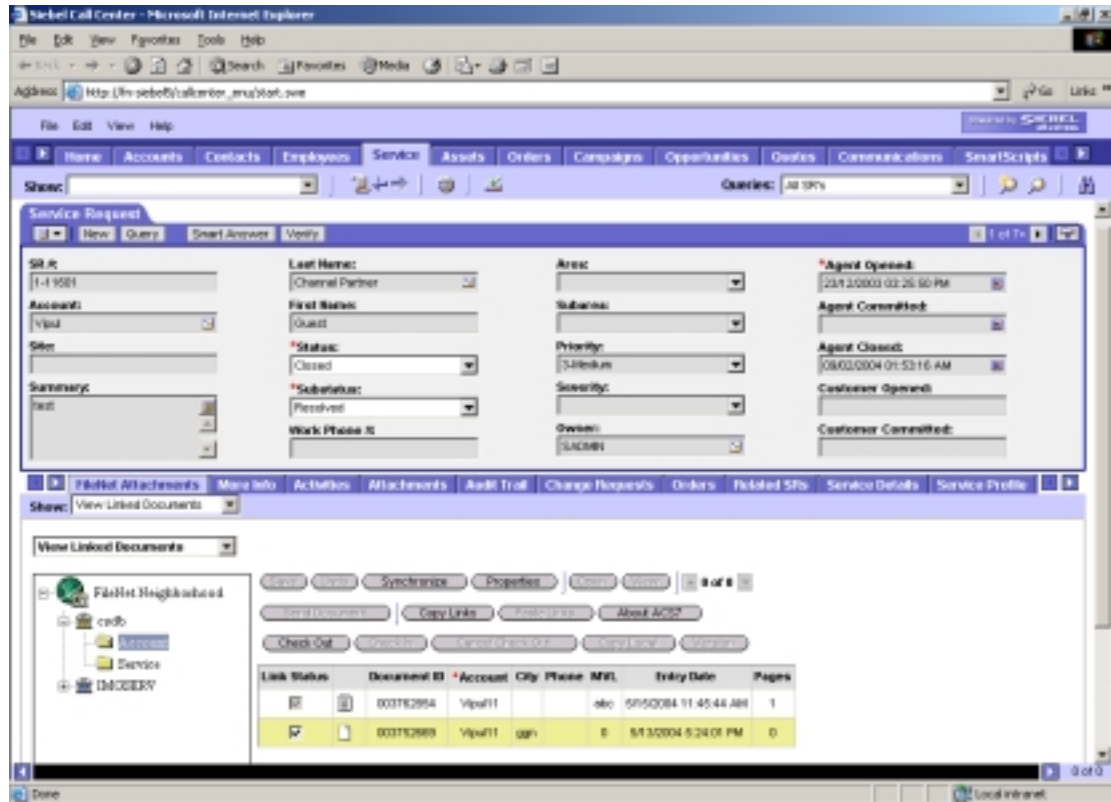
However, it is not possible to add external documents using ACS7.

Support for Multi Value List (MVL)

In addition to providing support for EVL and CVL, ACS7 3.2a provides support for MVL. An EVL lists all the existing values of the field in the database and a CVL lists the pre-defined constant values, which can be accepted by the field. Whereas a MVL can have multiple values for the same field.

Initially when the page is loaded, the entries of the MVL field are sorted in ascending order and the first value is displayed in the data grid. On selecting the MVL column of the respective record, a list box displays the already selected MVL values for the field, as shown below:
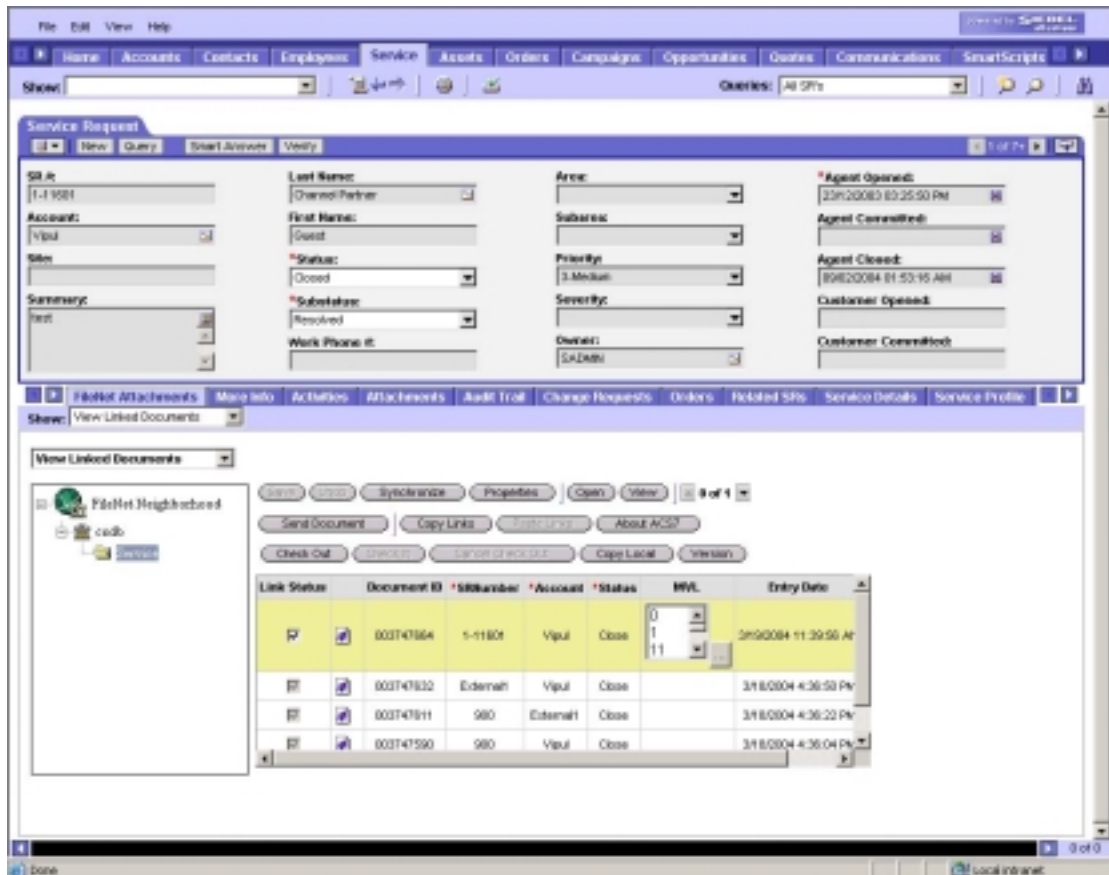
On clicking the button next to the column in the data grid, the user will be redirected to a new page (Select MVL values) based on his rights/permissions to edit the column, wherein he can edit the MVL list.

In case of *Add Document* screen and *CheckIn Document* screen, if the field is configured as a MVL field while adding certain values for the custom properties, then a button is displayed next to the field. On clicking the button, user is redirected to *Select MVL Values* screen.

Select MVL Values screen

Select MVL Values screen provides the functionality of viewing, selecting, deselecting and adding new values to the existing values of the selected field. The *Select MVL Values* screen appears, as shown below:
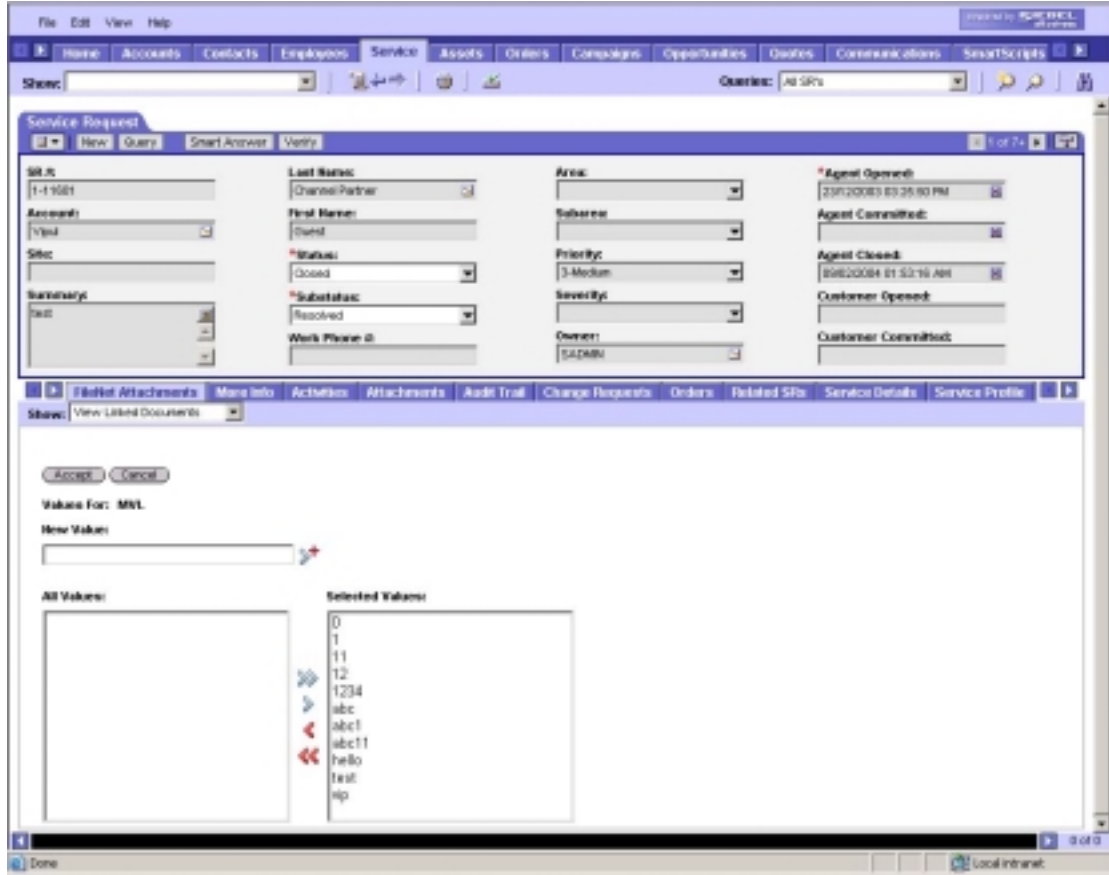
The following table summarizes the fields of *Select MVL Values* screen:

FIELDS	EXPLANATION
New Value	Specifies the value to be added to the list of values. The mentioned value is added to the Selected Values list.
All Values	Lists the previously stored values. Select the respective values and click one of the navigation buttons to move the values to the Selected Values list.
Selected Values	Enlists the values shifted from All Values.
Add	Adds the value specified in **New Value** text box to the Selected Values list
Accept	Saves the modifications done on the screen and displays the source screen. The modifications include adding new value and selecting or deselecting existing values.
Cancel	Displays the source screen without saving the

modifications done on the screen.

Display Configuration

The *ACS7 Configuration Tool* configures the number of documents that have to be displayed in the data grid after selecting a folder/library.

To configure display:

1. Navigate to **Start -> Programs->Application Connector for Siebel7 3.2a (ACS7 3.2a)-> Configuration Tool** to launch *ACS7 Configuration Login* screen, Or

    Specify the URL *http://<OpenClientServerName>/<OpenClient Alias name>/ACS7* in the Web Browser.

    The *ACS7 Configuration Login* screen appears, as shown below:
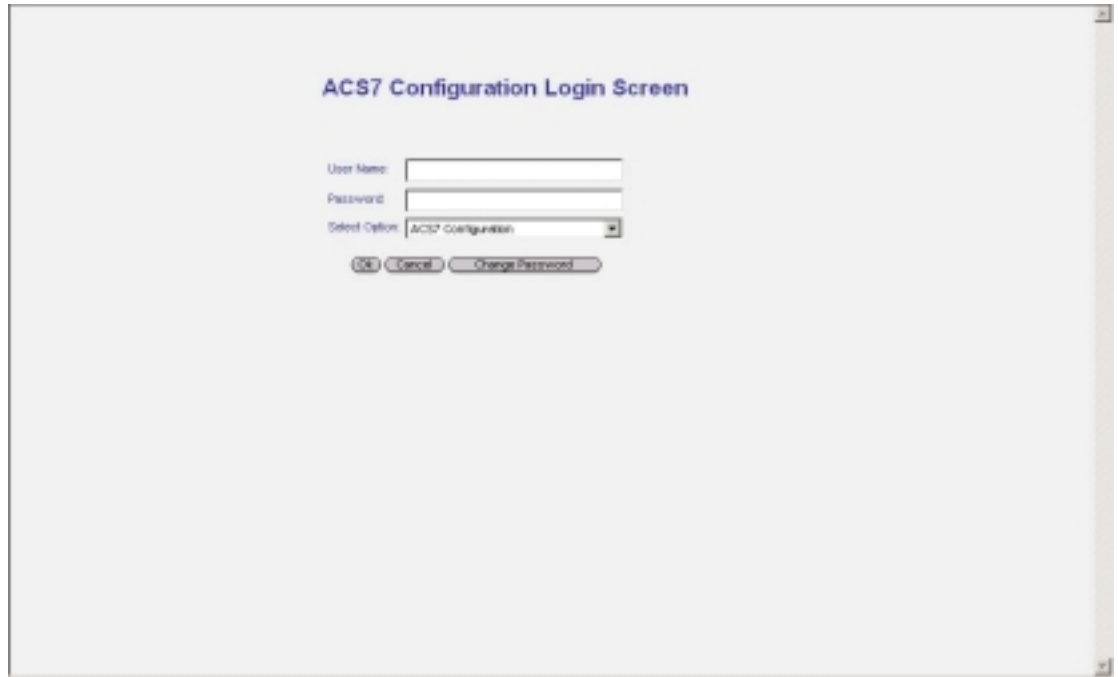
2. Select ACS7 Configuration from **Select Option** drop down list.

3. Specify the login credentials for **User Name** and **Password**. Click **Ok**. The *ACS7 Configuration Tool* screen appears, as shown below:
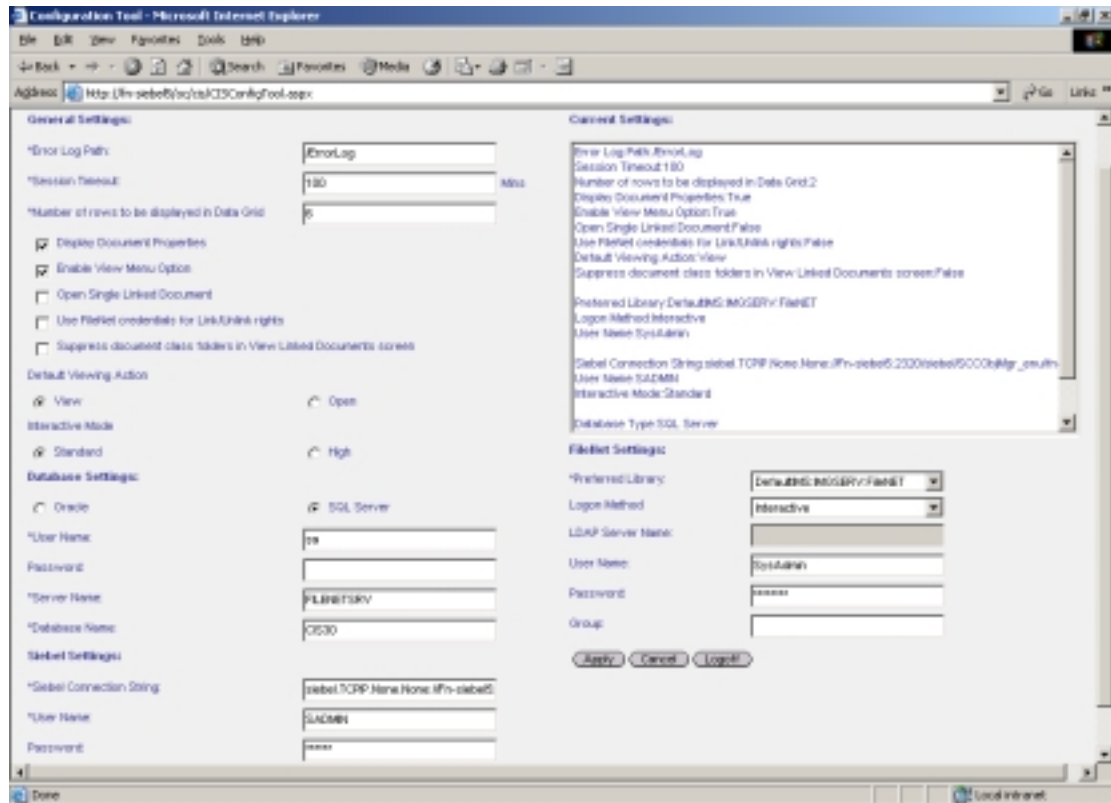
4. Specify the number of documents in the **Number of rows to be displayed in Data Grid** field in **General Settings** section.

5. Click **Apply**. The modifications are saved. The number of documents that is set in the *ACS7 Configuration Tool* is displayed in the data grid, as shown below:
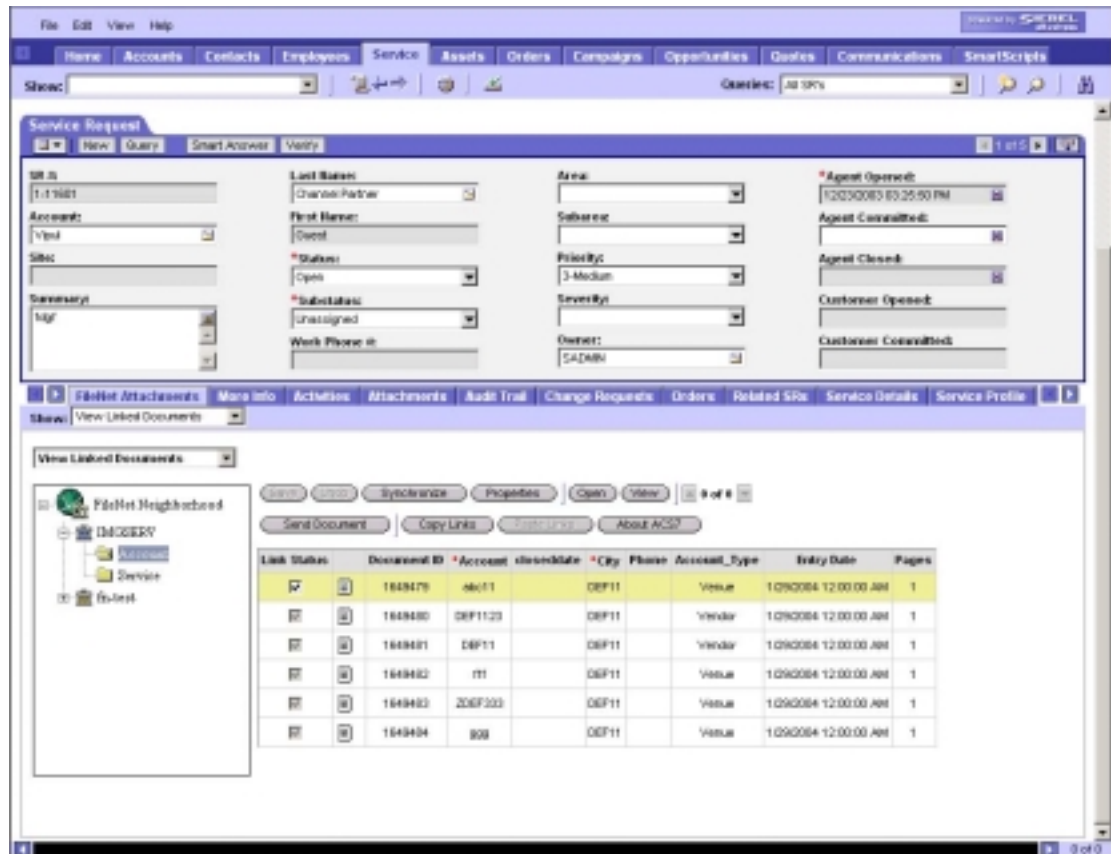
On initial display of the page, if there are more than the set numbers of documents to be displayed in ACS7 3.2a, then the **Next** button is enabled. The **Next** and **Previous** buttons are available above the data grid.

On clicking the **Next** button, the next set of the specified number of documents is displayed and the **Previous** button is enabled.

View Linked Documents

View Linked Documents screen lists previously linked documents with the active Siebel row and allows the linked documents to be viewed, and unlink from active Siebel row. It also allows updating document properties, security settings, and creation of annotations on a selected document.

The *View Linked Documents* screen is invoked automatically, when user clicks **FileNet Attachments** tab,. This operation is also possible by selecting View Linked Documents from FileNet Attachments' show drop down list, as shown below:
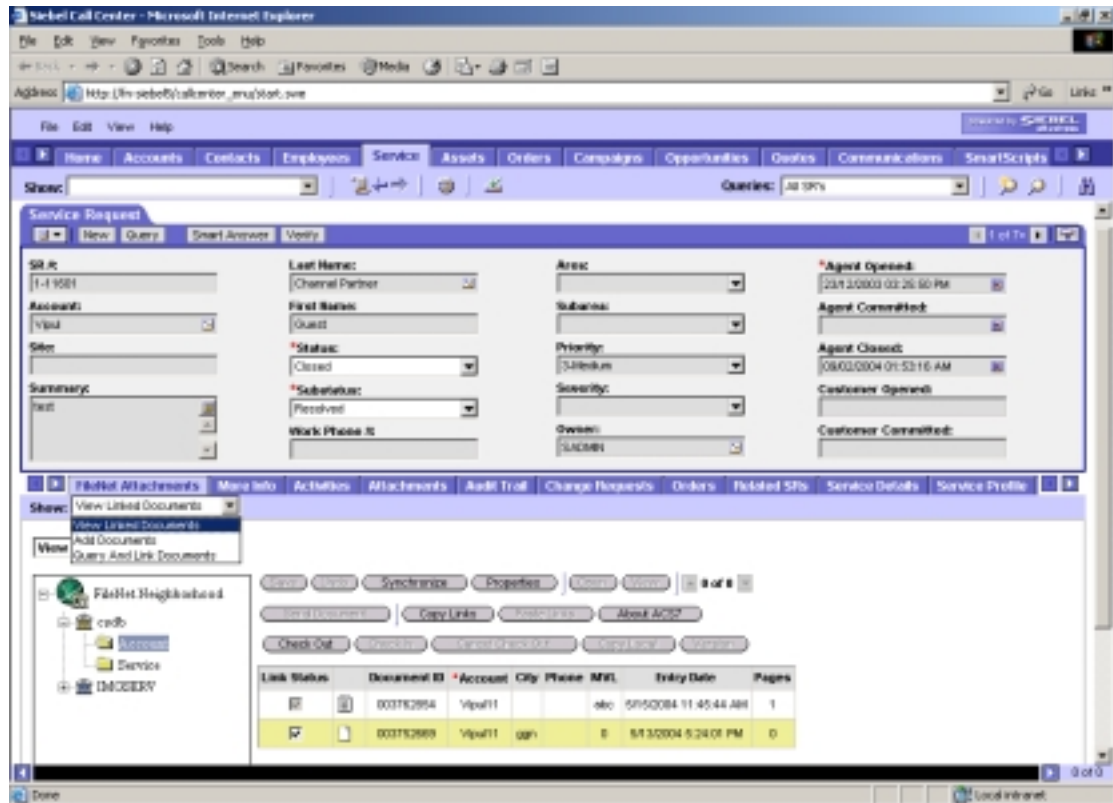
A drop down list has been introduced in ACS7 3.2a with the two options: View Linked Documents and View Linked Stored Searches, as shown below:
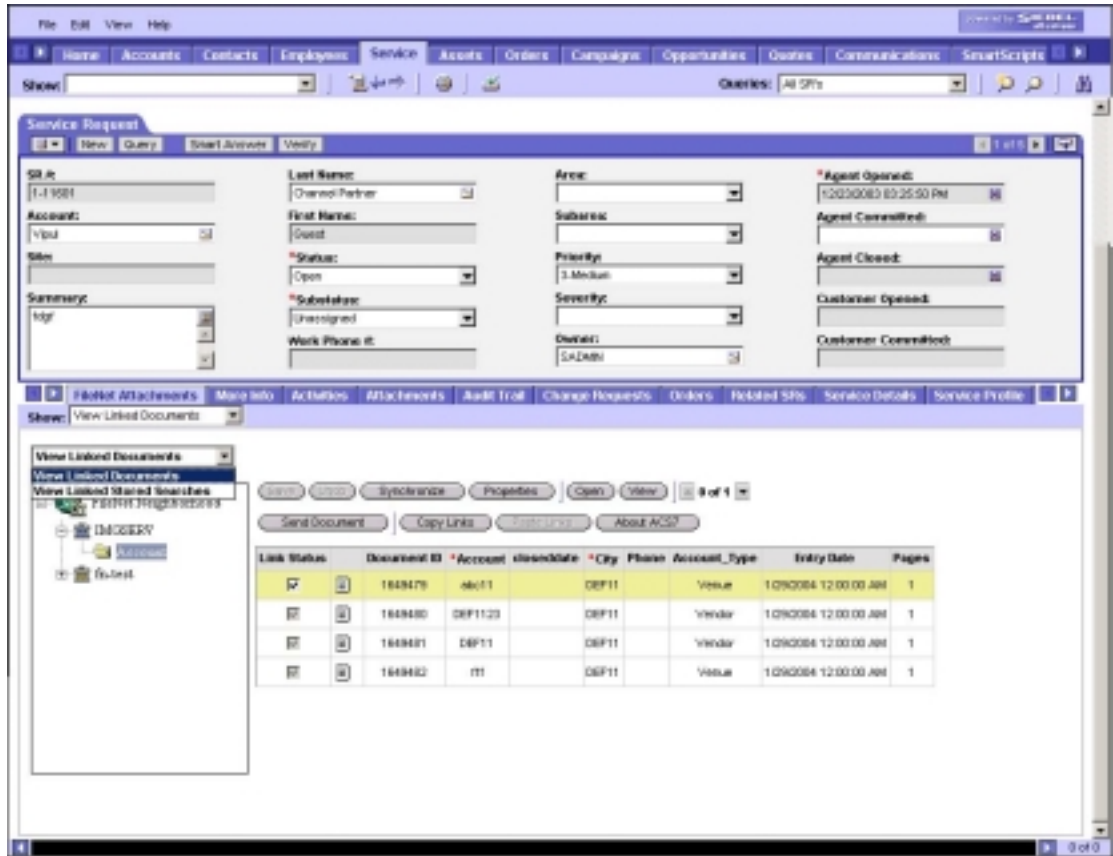
View Linked Documents is discussed in the consecutive sections of this chapter. Refer to **View Linked Stored Searches** section for more details on the respective option.

The FileNet Neighborhood tree view displays libraries and document classes of the linked documents, as shown below:
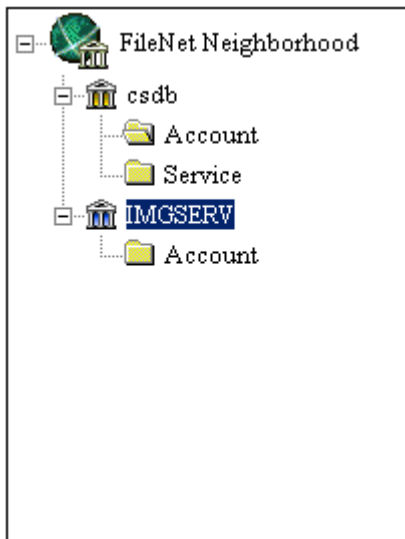
The first document class of preferred FileNet library is automatically selected. The data grid next to the tree view displays the details of documents of this document class, as shown below:

Link Status		Document ID	*SRNumber	*Account	Product	*ClosedDate	Status	Entry Date	Page
☑	📄 ✓	003699930	1-1101	FileNet	CRM	3/25/2003 13:52:28 PM	Close ▼	2/28/2003 4:19:05 PM	1
☑	📄	003699951	1-1201	FileNet	CRM	3/25/2003 13:51:23 PM		3/25/2003 3:57:54 PM	1
☑	📄	003699972	1-10701	FileNet	CRM	3/25/2003 13:50:24 PM		2/28/2003 4:20:00 PM	1
☑	📄	003707116	1-10701	FileNet	CRM	3/25/2003 13:45:06 PM		3/25/2003 1:44:36 PM	1
☑	📄	003707137	1-10701	FileNet	CRM	3/25/2003 13:46:03 PM		3/25/2003 1:45:32 PM	1
☑	📄	003707158	1-10701	FileNet	CRM	3/25/2003 13:47:08 PM		3/25/2003 1:46:32 PM	1

The data grid shows the following default document properties:

- Document ID
- Document Type Icon
- Entry Date
- Pages

The data grid also shows the other configured document properties (indices) for this document class.

The **Link Status** check box indicates the link status of the document. The checkbox is disabled, if the Use FileNet credentials for Link/Unlink rights option is enabled in the *ACS7 Configuration Tool* and the FileNet user does not have modify rights to the document class.

The *View Linked Documents* screen also supports **Send Document**, **Sort Document** and **Display Configuration**. Follow the links for the respective details.
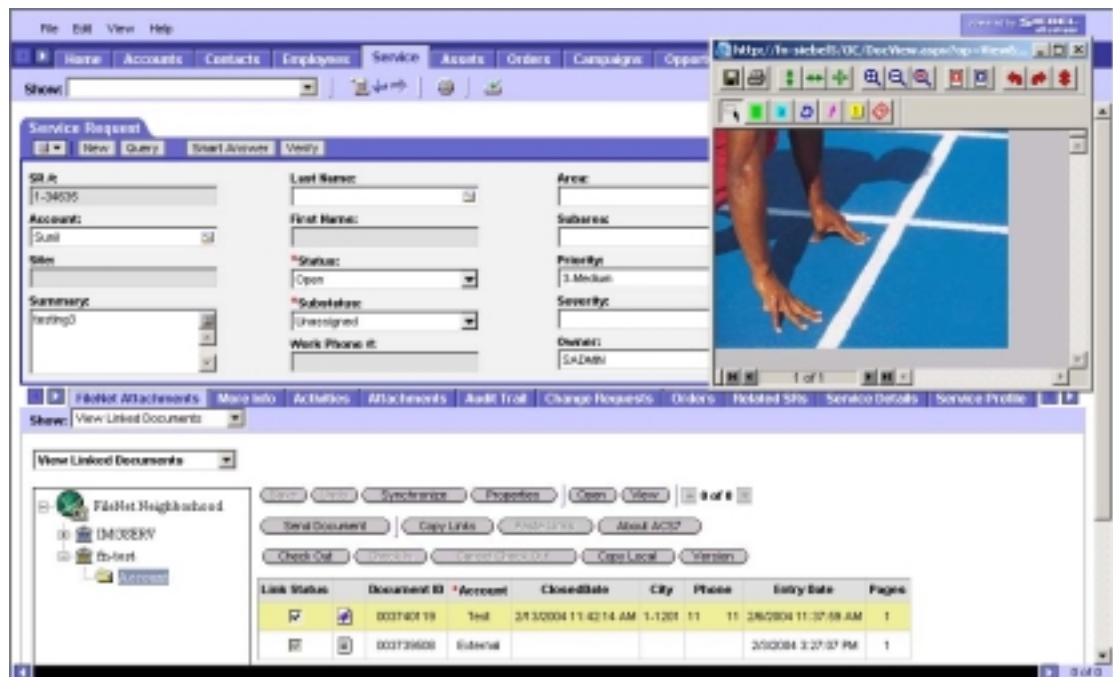
Viewing a document

The options to view a document are:

- <u>Document ID:</u> Enables user to view the document after clicking on Document ID hyper link in any row.

- <u>Document Icon:</u> Enables user to view the document after clicking on document icon hyperlink in any row.

Note: The document contents are displayed using configured Default Viewing Action.

- Menu buttons: Enables you to select the document to be viewed by clicking on any row of data grid. Click **Open** or **View** option from ACS7 menu to view document.

- Single Linked Document: Enables ACS7 to invoke default viewer to display contents of the document if ACS7 application is configured to open Single Linked Document automatically. This default viewer is invoked, when the selected Document Class has only one document listed in data grid.

An opened document is shown below as an example:

If the default viewing action is set to View and IDM viewer is not installed on the machine then the user is redirected to the IDM Viewer download page.

Updating document properties

ACS7 allows updating custom properties within data grid. User can also update properties by clicking **Properties** or **Synchronize** buttons. User must have security rights to update the properties of the document. Select the document for which properties needs to be modified and use any of the following options:

- Data grid
- Properties
  - o Security
    - Updating security for CS documents
    - Updating security for IS documents

- o   Custom
- o   General
- Synchronize

<u>Data grid</u>: Click on any custom properties column, the column becomes editable, as shown below:
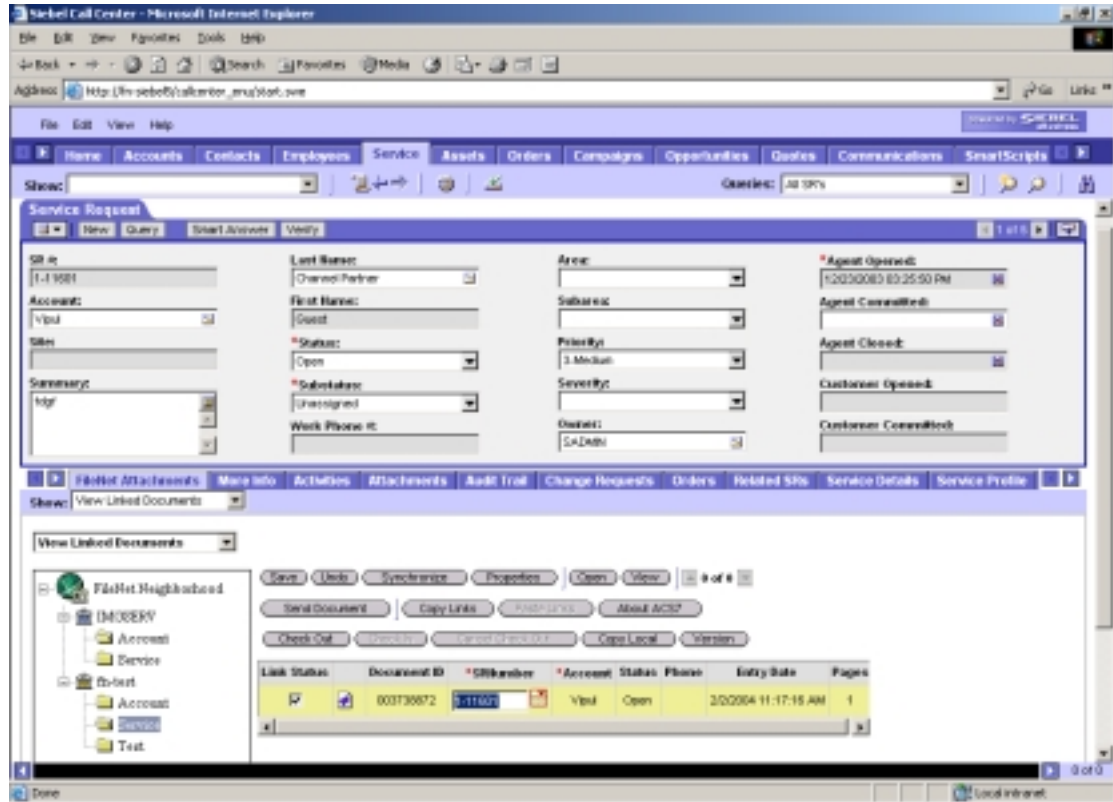

In case of CS libraries, if the property type of an index field is EVL, then an icon is displayed next to the property. The user can enter new values or select an existing value from the drop down list by clicking on the icon.
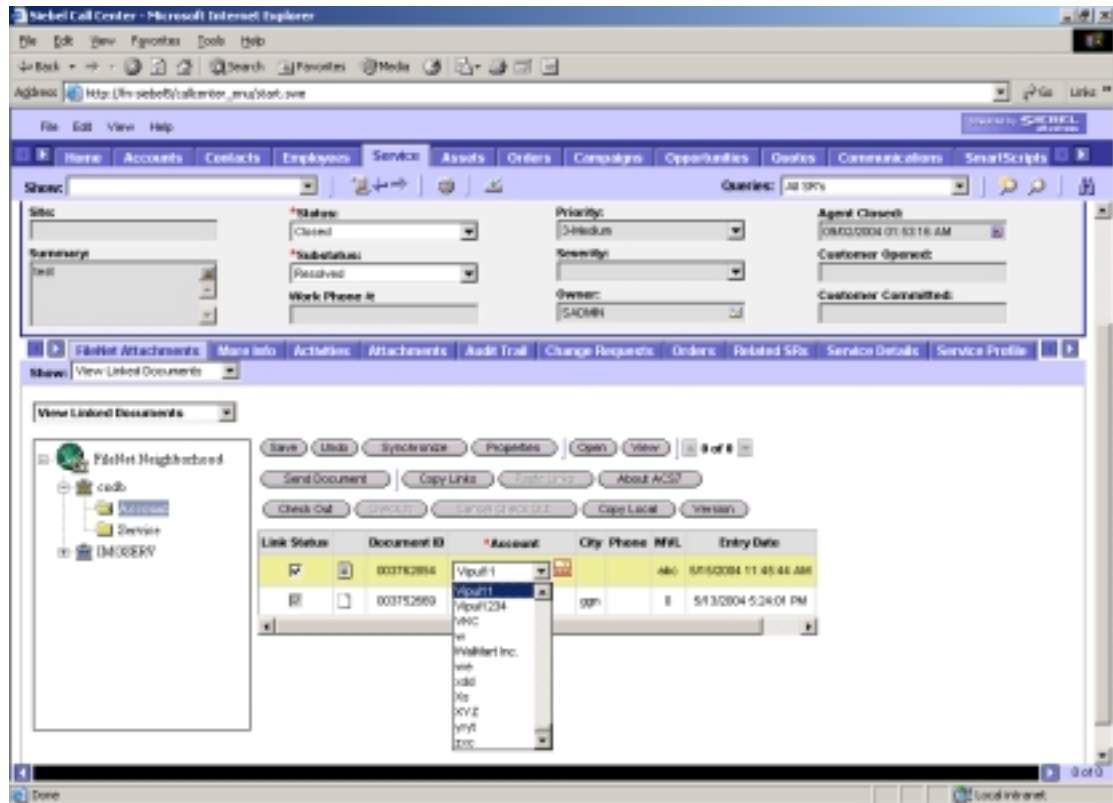
If the property type of an index field is MVL, then on clicking the property, a list box is displayed. The user can select values from the list box according to their preference. For more information, refer to the **Support for Multi Value List (MVL)** section.

If the property type of an index field is CVL, then on clicking the property, a drop down list is displayed from which the user can select values, as shown below:
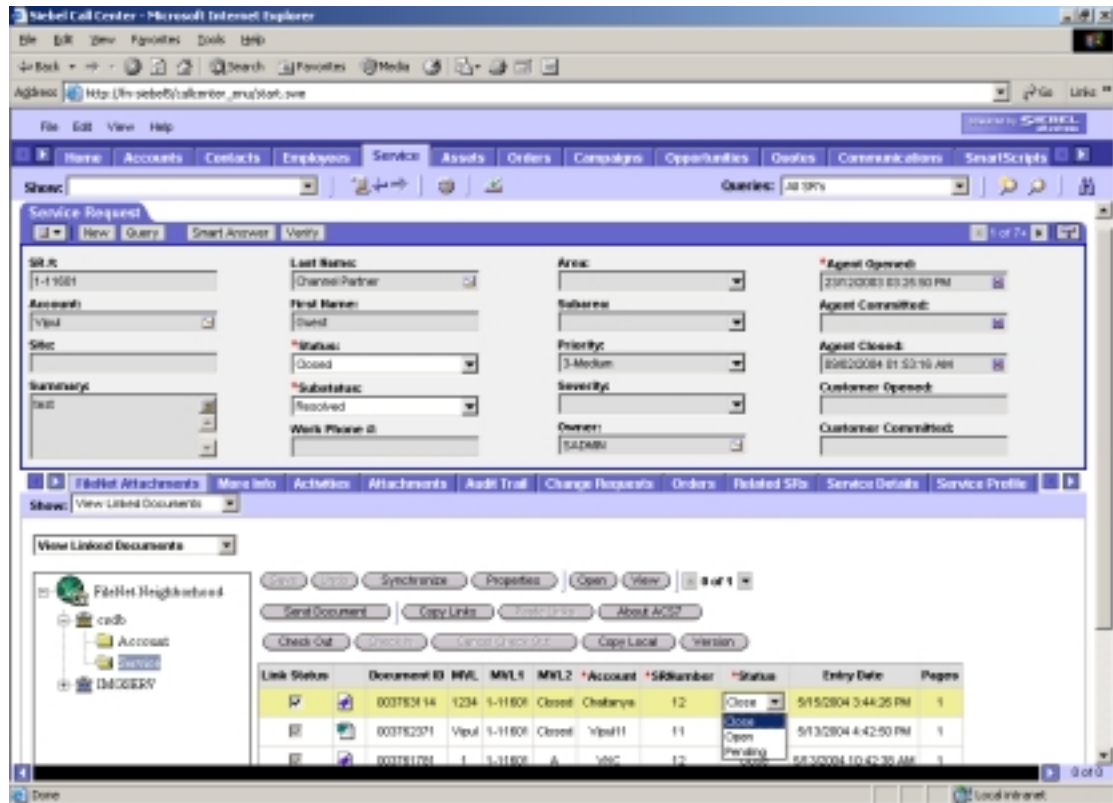
Change the column contents and save the changes.

Properties: Click **Properties** to update the Security, Custom and General attributes of the document.

Security: Changes security settings for the selected document by adding or deleting user / group information along with modify the access level for existing user / group.

Updating security for CS document: The following screen shows the document security attributes for a document archived in a CS library:
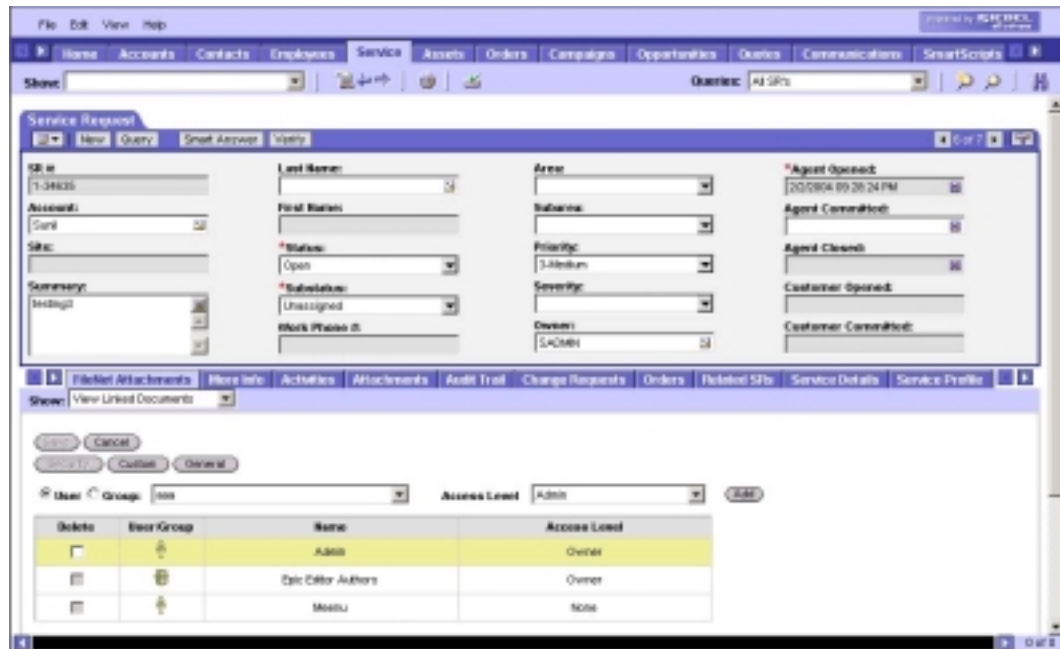
To define security for CS document, select a user or group by clicking the **User** or **Group** radio buttons respectively. Select the user or group name from the dropdown list. From Access Level dropdown list, choose the level of security for this user or group. Click **Add**.

To modify the access level for any user, click on the Access Level column in the data grid to be modified. Select the Access Level to be assigned to the user / group and click **Save**.

To delete an existing security, select the **Delete** check box. Click **Save** to save document properties (including security settings) or click **Cancel** to cancel the property changes. Depending on the source of the request, *View Linked Documents* or *View And Link Searched Documents* screen is displayed.

Defining security for IS document: The following screen shows the document security attributes for a document archived in an IS library:
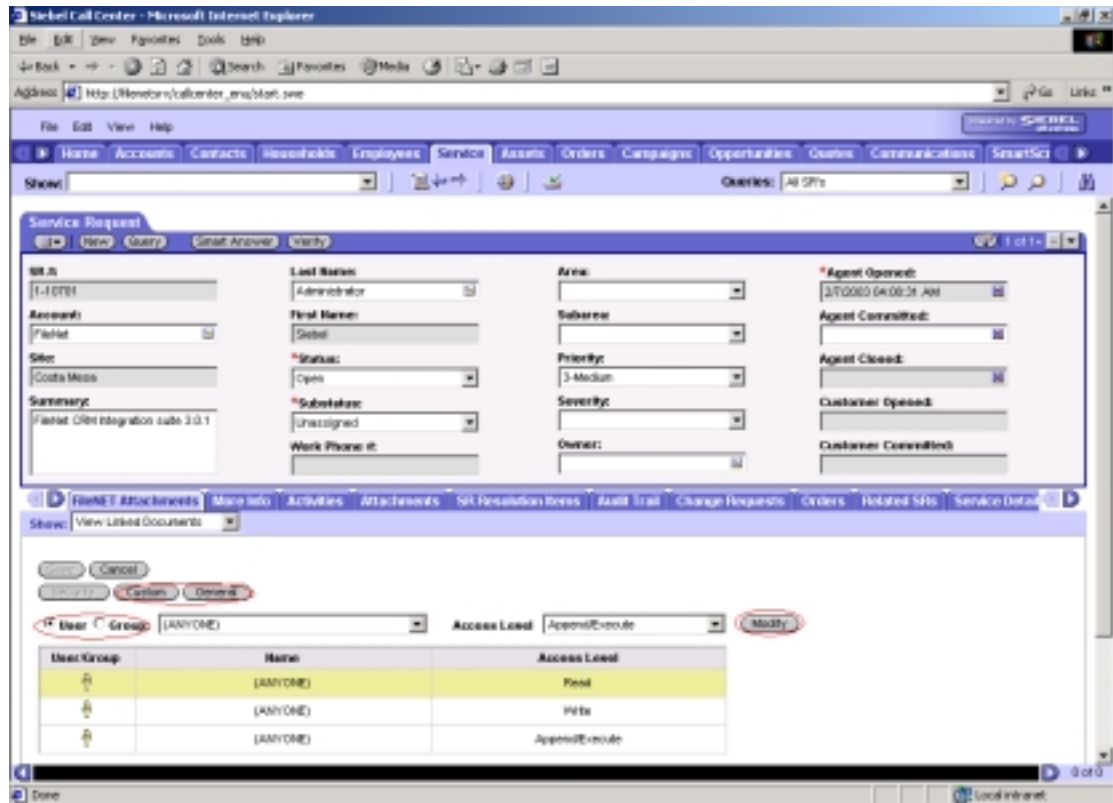
Select either the **User** or **Group**. From the dropdown list, select the user/group that should have the associated access. Select the security access level from Access Level drop down list and click **Modify**. The selected user/group acquires the access assigned.

Click **Save** to save all document properties, i.e. General, Custom and Security or click **Cancel** to cancel the changes. Depending on the source of the request, *View Linked Documents* or View *And Link Searched Documents* screen is displayed.

Custom: This screen displays and allows update of all custom properties, as defined in the document class, in which the document is archived. The indices may or may not be configured in the ACS7 application.

> **Note:** Custom Properties prefixed with red asterisk (*) are mandatory and value must be provided for these fields.

To save the changes to document properties, click **Save**. Click **Cancel** to cancel the changes.

General: This screen displays and allows update of general properties as applicable to libraries used for archiving document. Properties like the Archival, Deletion, Additional Months, and Document Expiration are editable for IS documents. In case of CS documents, Title property alone is editable and other properties are non-editable.

The following screen shows the general property screen for a CS document:
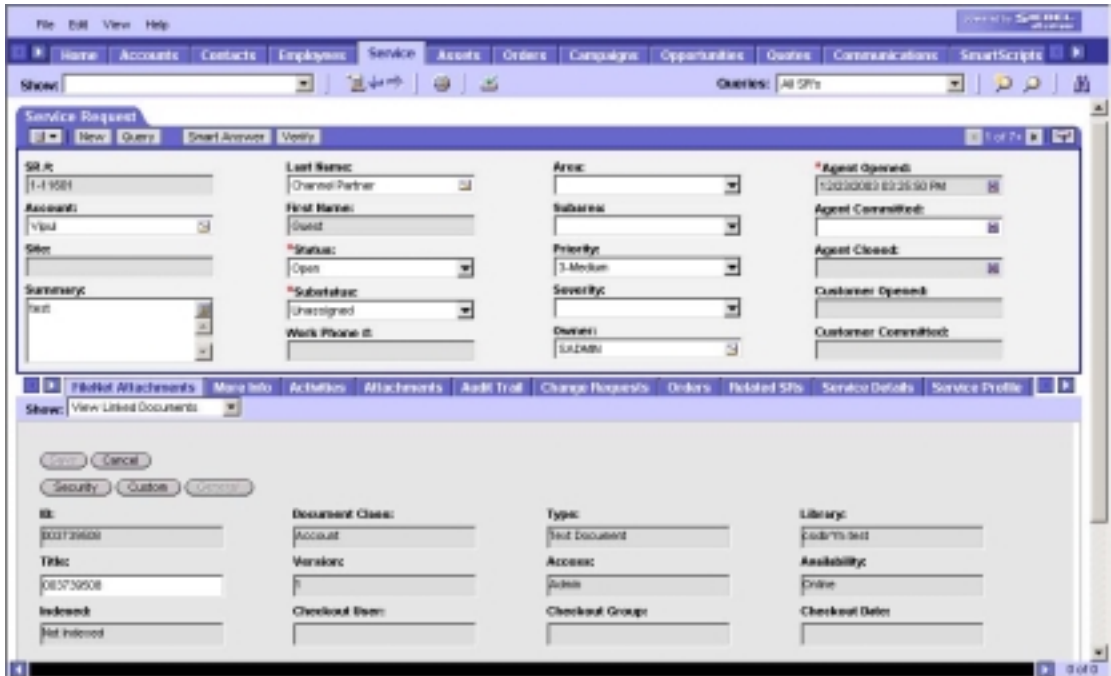
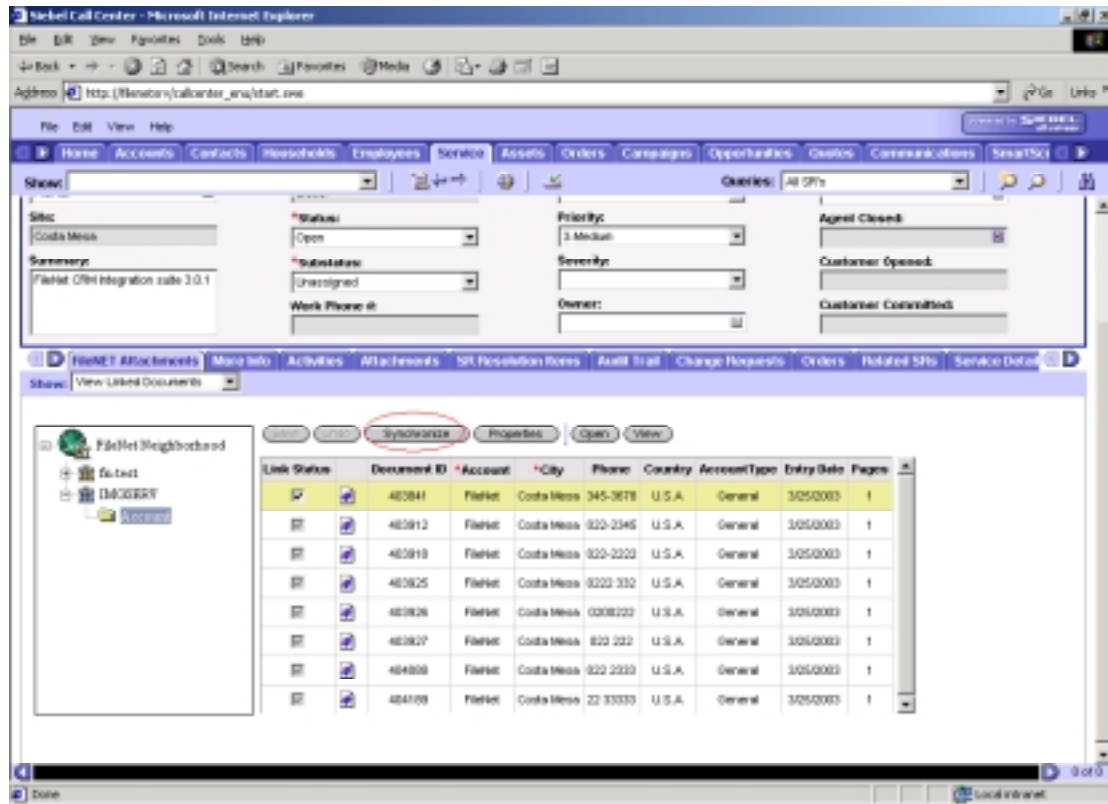The following screen shows the general property screen for an IS document:
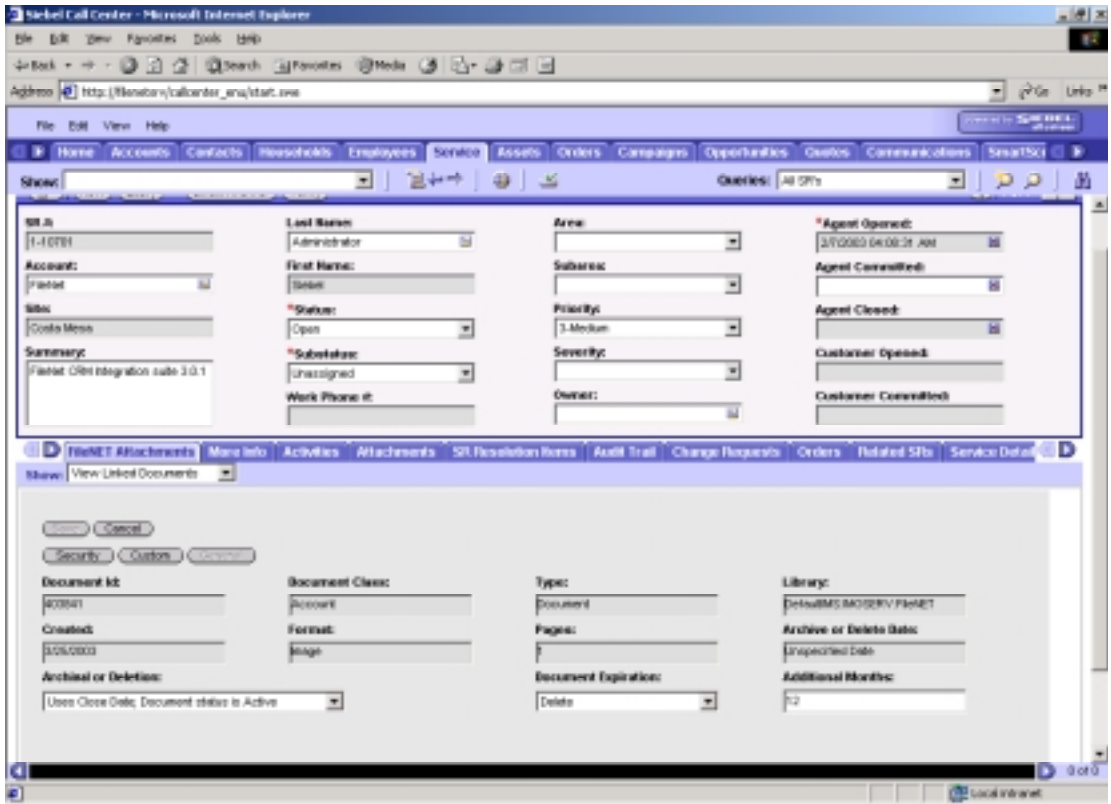
To save document properties click **Save**. Click **Cancel** to cancel the changes.

Synchronize: Click on **Synchronize** to update selected document properties with the mapped Siebel field values of the active Siebel row, as shown below:

Archive Links

After the documents are archived from IS and CS libraries, their links from the ACS7 database are deleted. ACS7 3.2a provides *ACS7 Archiving Tool* to delete the links.
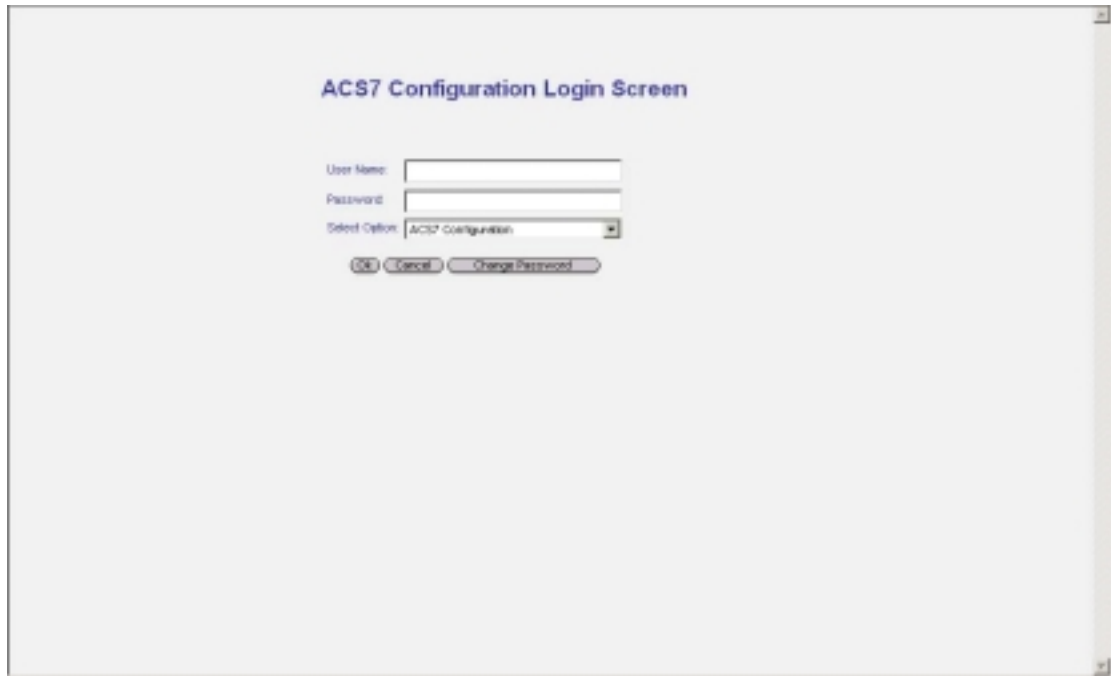
ACS7 Archiving Tool

To logon *ACS7 Archiving Tool*:

1. Navigate to **Start -> Programs-> Application Connector for Siebel7 3.2a (ACS7 3.2a)-> Configuration Tool** to launch *ACS7 Configuration Login* screen, Or

    Specify the URL *http://<OpenClientServerName>/<OpenClient Alias name>/ACS7* in the Web Browser.

The *ACS7 Configuration Login* Screen appears, as shown below:

ACS7 Configuration Login Screen

User Name: [   ]
Password: [   ]
Select Option: [ACS7 Configuration   ▼]
(Ok) (Cancel) (Change Password)

2. Choose ACS7 Archiving Tool from the **Select Option** drop down list.

3. Specify the login credentials in the **User Name** and **Password**.

4. Click **Ok**. The *Archive Link* screen appears. The *Archive Link* screen for IS and CS library has a minor difference. In case of CS there is an additional Group field in the interface. The following figures display the Archive Link screens of the respective FileNet libraries:
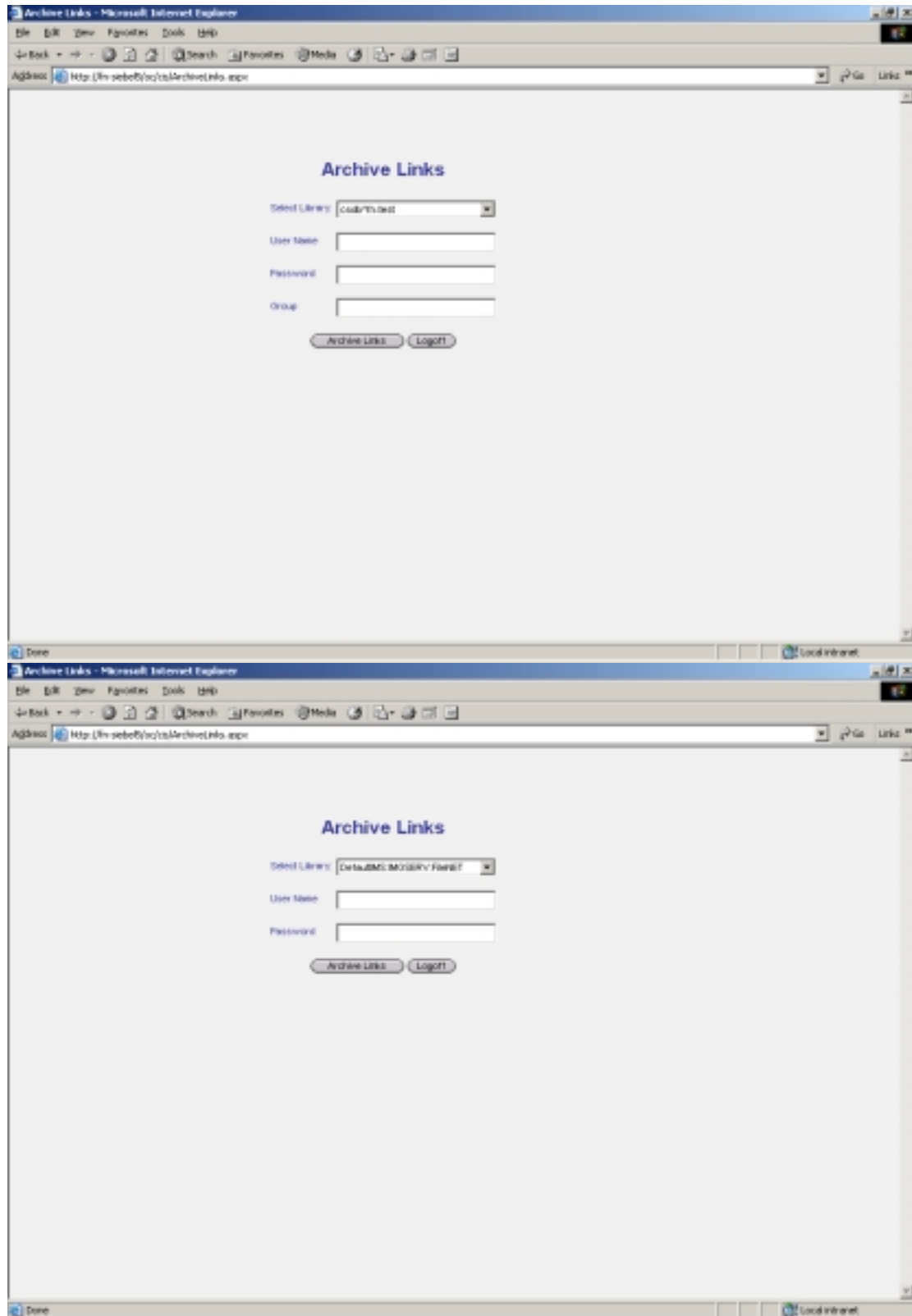
5. Specify the entries for archiving the links in the CS library, referring to the following table:

Fields	Required Inputs
Select Library	Select a library from the displayed list. The list includes all the libraries that are configured on ACS7 server and ACS7 database.
User Name	Specify the user name.
Password	Specify the respective password.
Group	Specify the associated group name. Users are assigned specific Groups in the Administration Console of the CS library. Rights are assigned to users at the Group level.

6. Click **Archive Link**. The specified credentials are validated.

7. Verify and archive the respective property of the IS / CS document according to the following scenario:

   - Image Services document is archived, if its F_CLOSED property is set to TRUE.

   - Content Services document is archived, if its idmVerAvailStat property is set to '2'.

8. Observe that the links of the archived documents are deleted from the ACS7 database. An Archive Log that contains a list of all the documents with the deletion information is created.

9. Click **Logoff**. The *ACS7 Configuration Login* interface appears.

Annotations

View: IDM Viewer supports annotations for the FileNet formats, such as FileNet image formats, TIFF and multi-page TIFF documents, .BMP files, .JPEG files, FileNet forms, and COLD documents. While displaying such a document in IDM view, choose an annotation and apply it to the displayed page.

Create an annotation as follows:

Select **highlight** annotation from the annotation tool bar, click and drag across the area to be highlighted.

Select **text note** annotation from the annotation tool bar, click at the point, where text should start. Then write the text in the text tab in the dialog box.

Select **hand drawn** line annotation from the annotation tool bar, select the pen tool and then drag the pointer in a desired shape.

Select **arrow** annotation from the annotation tool bar, click and drag from the end of line to the point of the arrow.

Select **sticky note** annotation from the annotation tool bar, click on the page where note should appear and write note in the note tab of the dialog box.

Select **stamp** annotation from the annotation tool bar, click on the image where stamp should appear. Select an existing stamp or create a new stamp and write stamp text in stamp tab of the dialog box.

Click **Save** to save Annotations.

Open: Allows to create / update annotations for the displayed document using Java Viewer (if MIME type is supported by Java Viewer), which creates annotation and saves for future viewing.

Create an annotation as per the following instructions:

Select **arrow** annotation from the annotation tool bar, click and drag from the end of line to the point of the arrow.

Select **transparent text** from the annotation tool bar, click on the image on which text is to be written and resize the text box as per need.

Select **sticky note** from the annotation tool bar, click on the page where note should appear and write note in the text window.

Select **Highlight** from the annotation tool bar, drag across the area to be highlighted.

Select **Free hand line** **from** the annotation tool bar, click on the image and drag around the area to be covered.

Select **Stamp** from the annotation tool bar, click on the image where stamp should appear. Select an existing stamp.

Click **Save** to save Annotations.

Unlinking document

User can uncheck the **Link Status** checkbox of the selected document to mark the document for unlinking and click **Save**. This unlinks the document from active Siebel row and removes from the data grid. However, the unlinked document continues to exist in FileNet Library with the same Document ID. The following screen shows the **Link Status** of a document as unchecked:
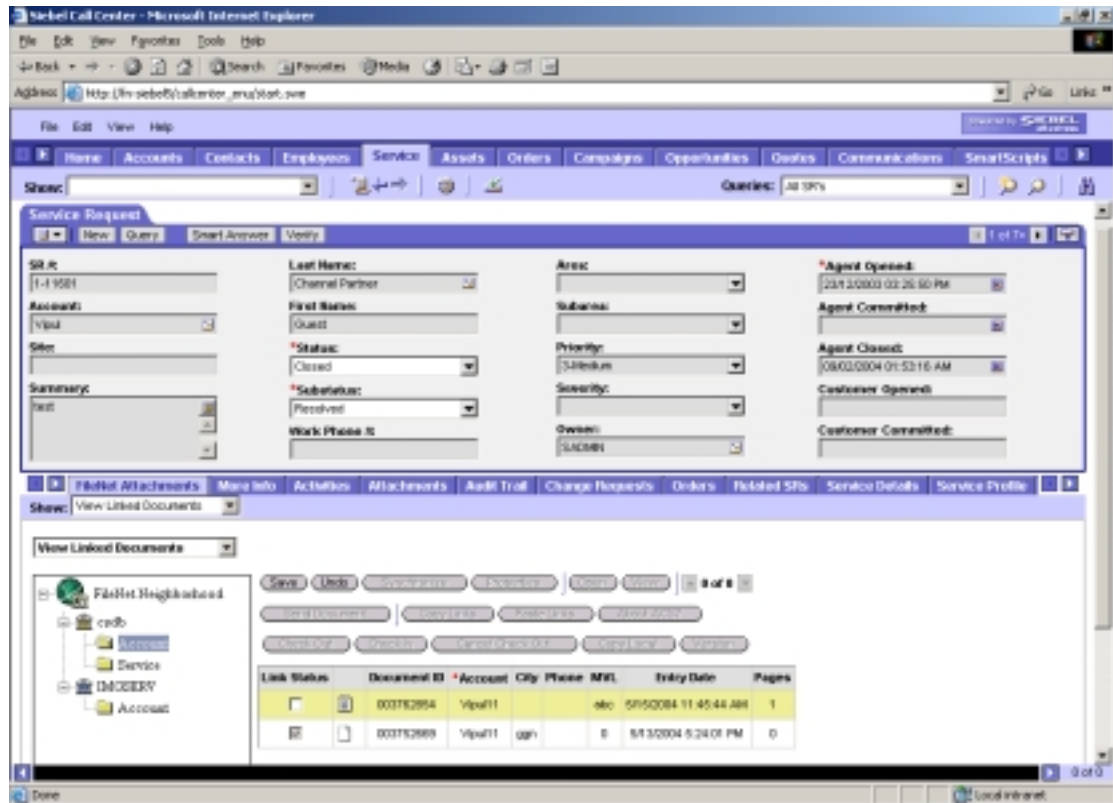
Save / Undo Changes

The steps to save updates explained above depend on the mode of configuration of ACS7 application. These modes are:

- Standard Interactive Mode: Permits the user to perform modifications in the data grid and save the changes on clicking **Save**. Clicking **Undo** reverts all the changes done by the user.

- High Interactive Mode: Saves the changes when user selects any other row in the data grid or DocClass in the tree view. User can also click **Save** to save the changes. Clicking **Undo** reverts changes for the selected row only.

Note: If user selects any other Siebel View tab or ACS7 option from Show drop down list without saving the changes, the changes are lost.

Check in / Check out documents

Check out: Applies only on documents stored in CS Library. To check out a CS document, user must have an Author or higher access rights.

To check out a document:

1. Select a document by highlighting the row in the data grid. The following screen shows the selected document:
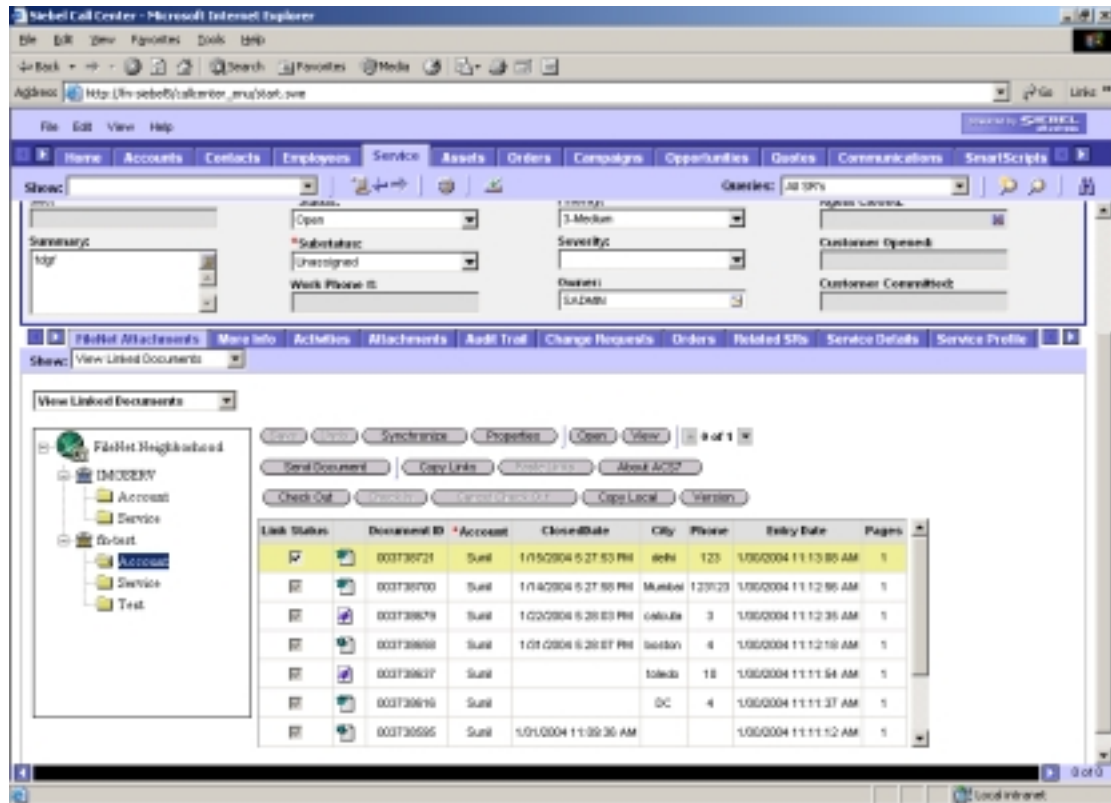
2. Click **Checkout.** The document is marked as checked out and the following screen appears to download the document to local disk:
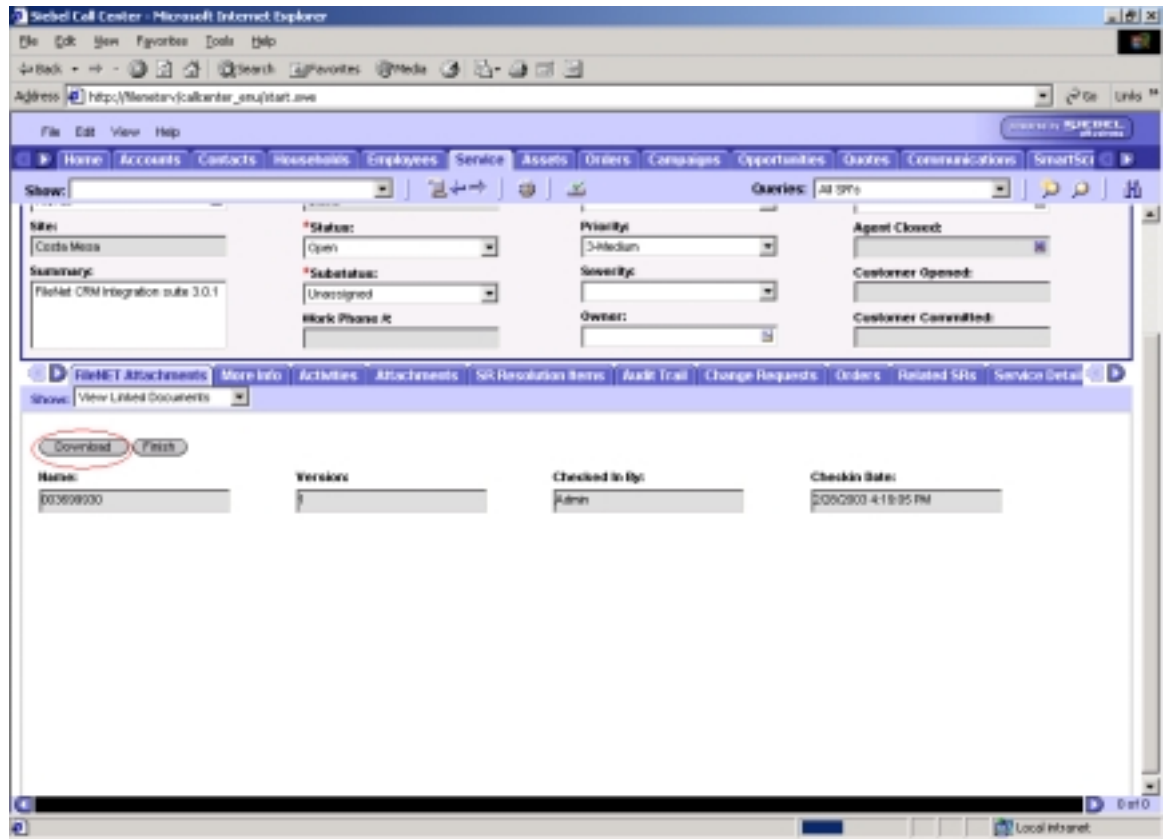
3. Click **Download** to copy latest version of document to local disk. The browser prompts whether to open the file from its current location or save the file to disk, as shown below:
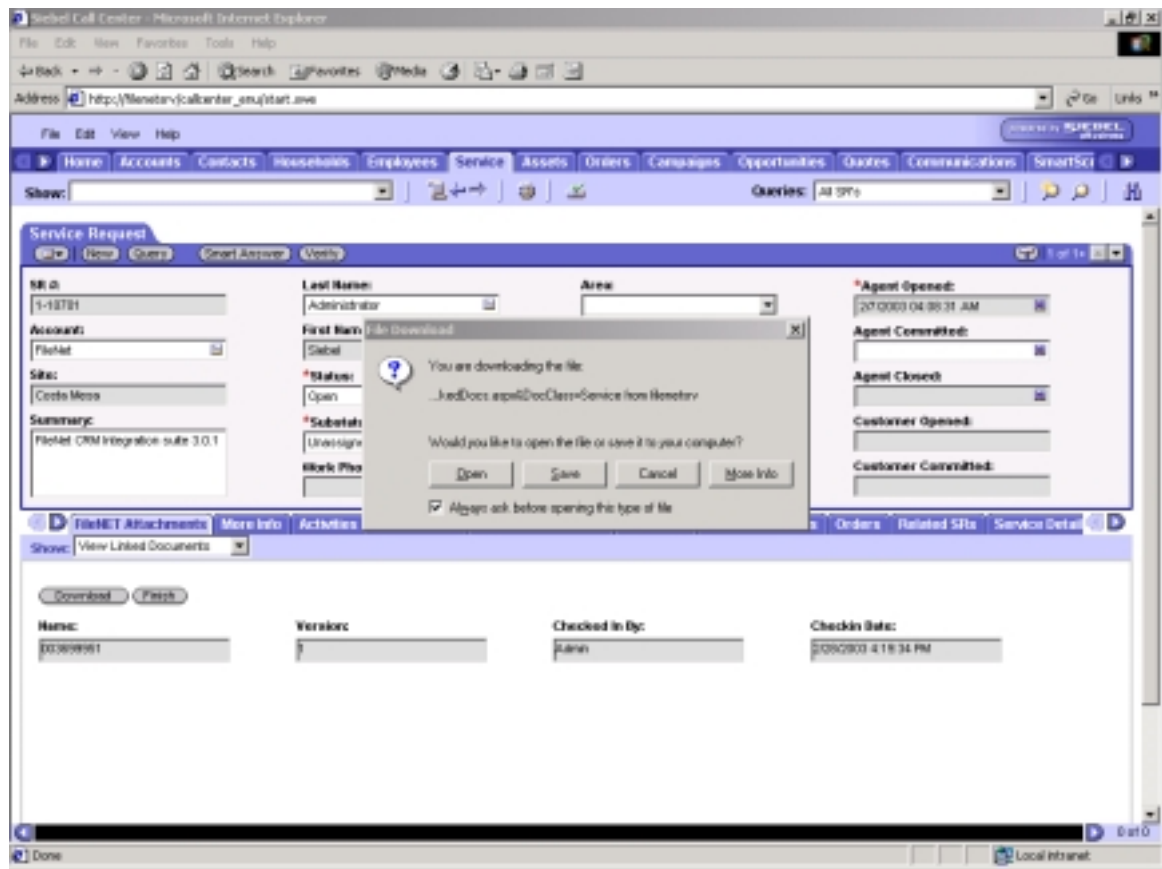
> **Note:** The **Download** button is disabled for external documents. For more information, refer to **External Documents** section.

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4. Click **Finish** to perform checkout without opening /saving the document.

5. Observe that a red check mark appears beside the document type icon indicating that document is checked out, as shown below:
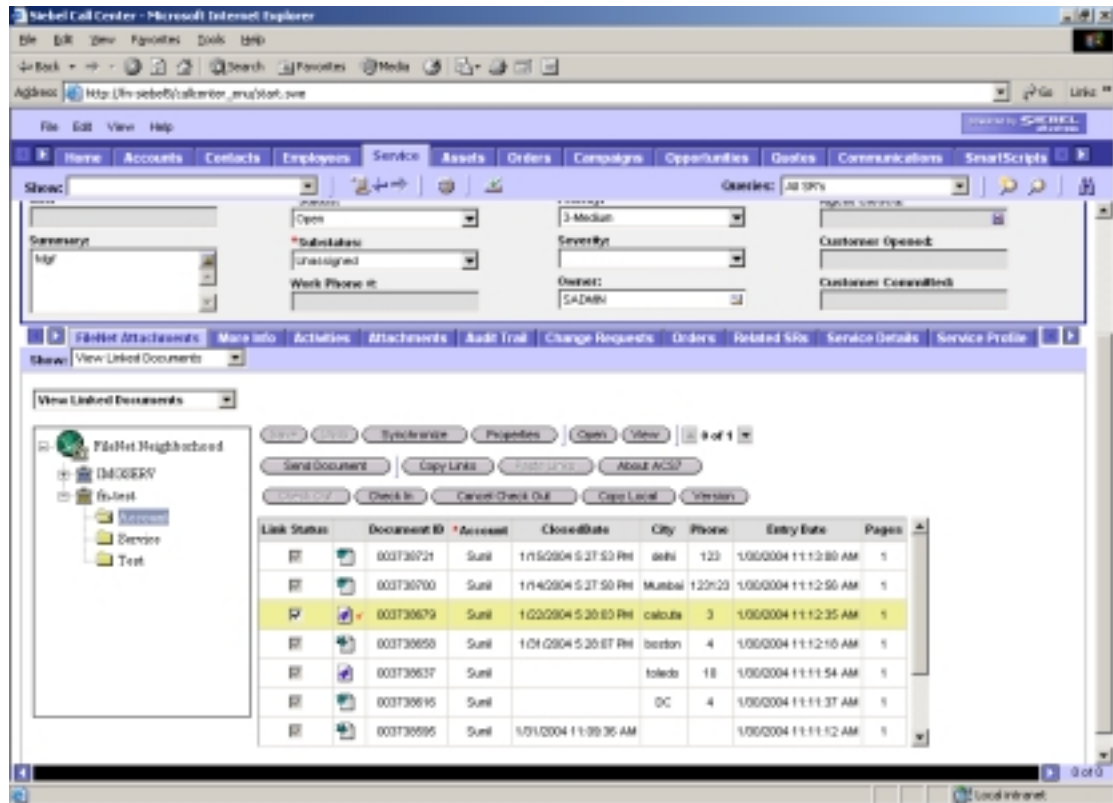
Only one person at a time can have the document checked out.

Check In: Creates a new version of the document, if the user checks in the modified document.

To check in a document:

1. Select a document by highlighting the row in the data grid and click **Check In**. A screen appears as shown below:
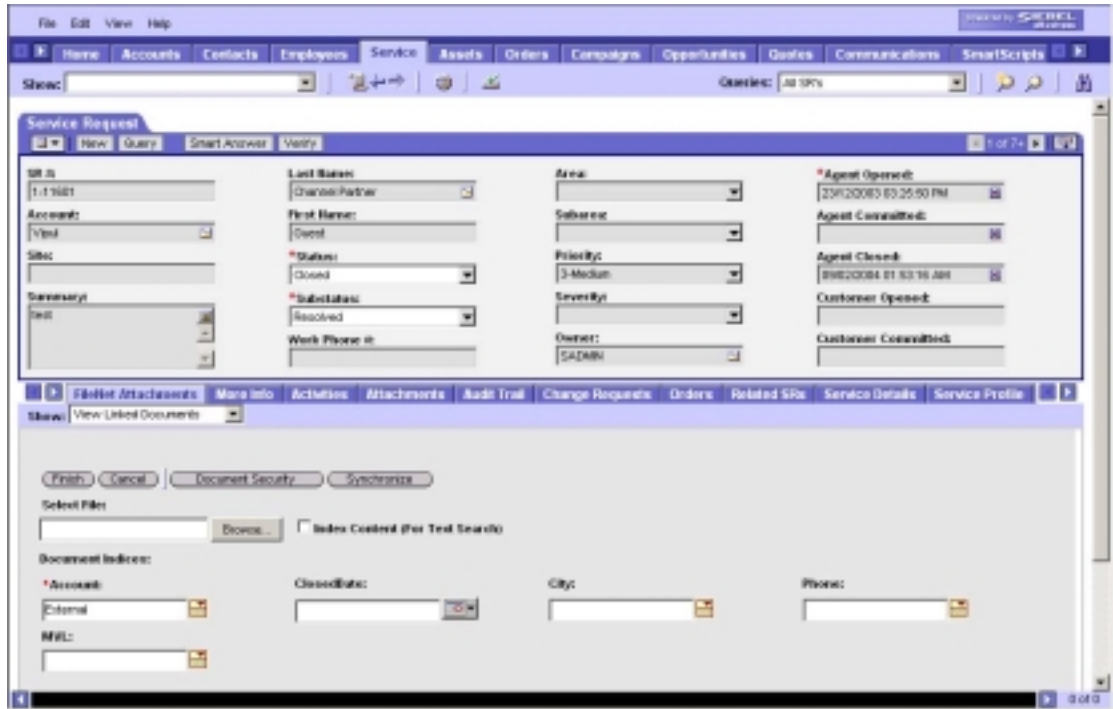
2. Browse to select the file to be checked in. Existing configured document indices are displayed. Click **Synchronize** to synchronize these field values with the mapped Siebel field values.
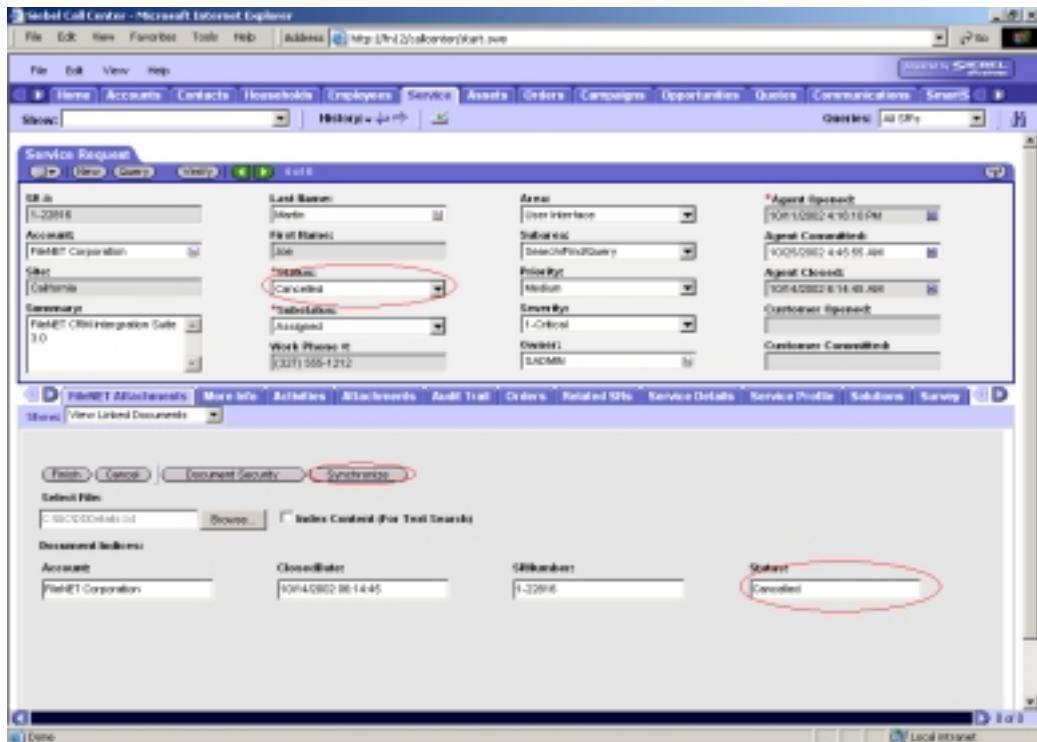
3. Check the **Index Content (For Text Search)** check box to index document content for content search.

Note: The **Browse** button and **Index Content (For Text Search)** checkbox are disabled for External Documents. For more information, refer to **External Documents** section.

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4. Click **Document Security** to modify document security. A screen appears, as shown below:
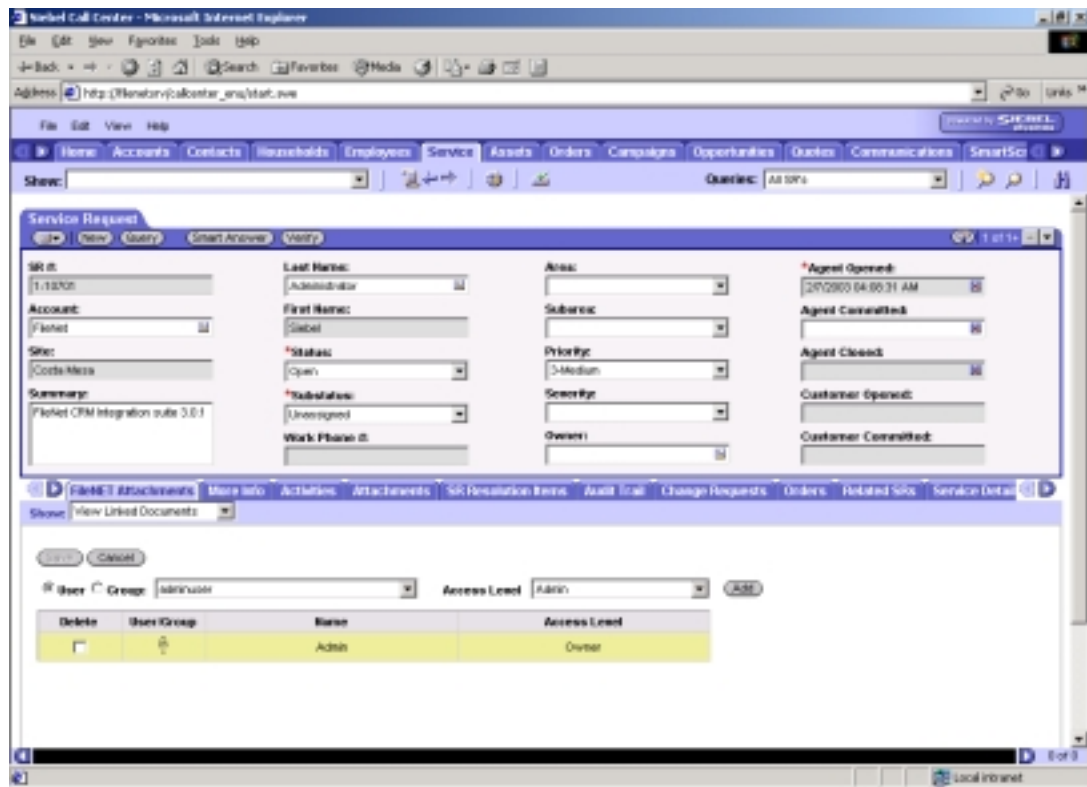
5. Modify security for the document and click **Save**. The *Check In* screen appears.

Note: Refer to Updating document properties section for steps to define Document Security for a document.

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6. Click **Finish** to complete the Check In process. The *View linked documents* screen appears.

Cancel Check Out: Select the document from the data grid and Click **Cancel Check Out** to cancel check out. The checked out status is removed and document

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gets unlocked for other users to check out. In addition, the red check mark besides the document type image disappears, as shown below:
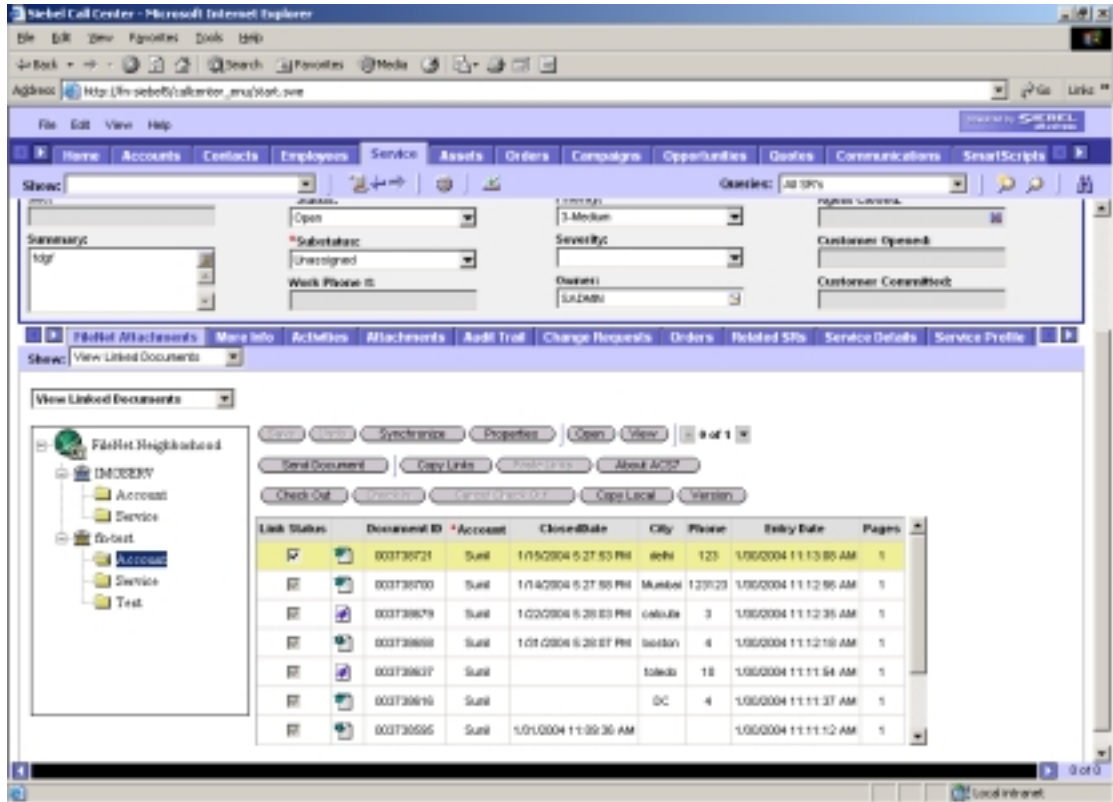
Copy Local: Copies a document locally. To copy a CS document, a user requires View or higher access rights to the document.

> **Note:** **Copy Local** is disabled for External Documents. For more information, refer to **External Documents** section.

To copy a document locally:

1. Select a document by highlighting the row in the data grid, as shown below:
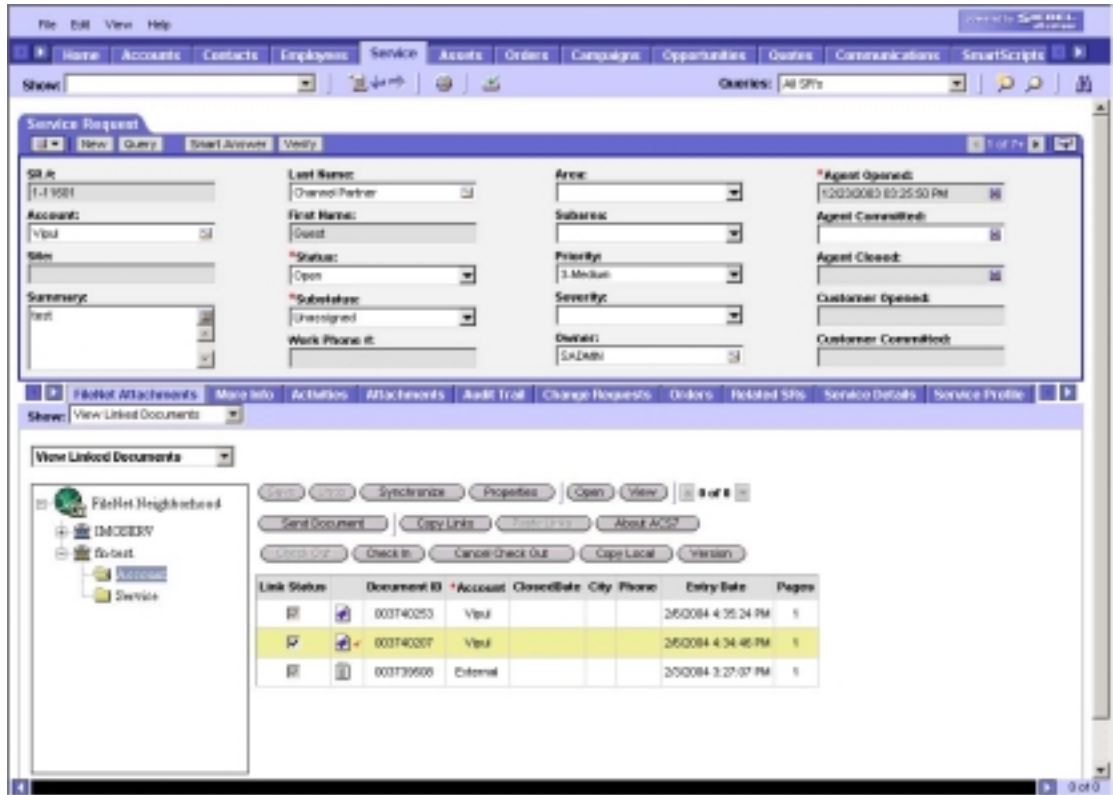
2. Click **Copy Local** to redirect the page to the download form, as shown below:
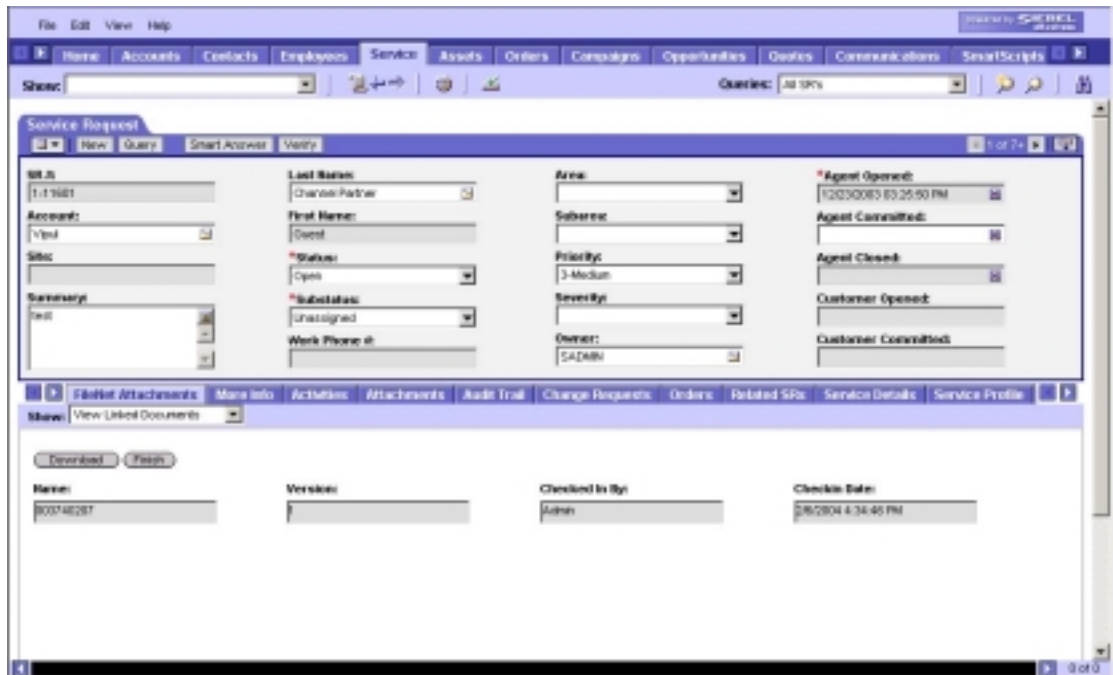
3. Click **Download** to copy latest version of document to local disk. A dialog box appears, as shown below:
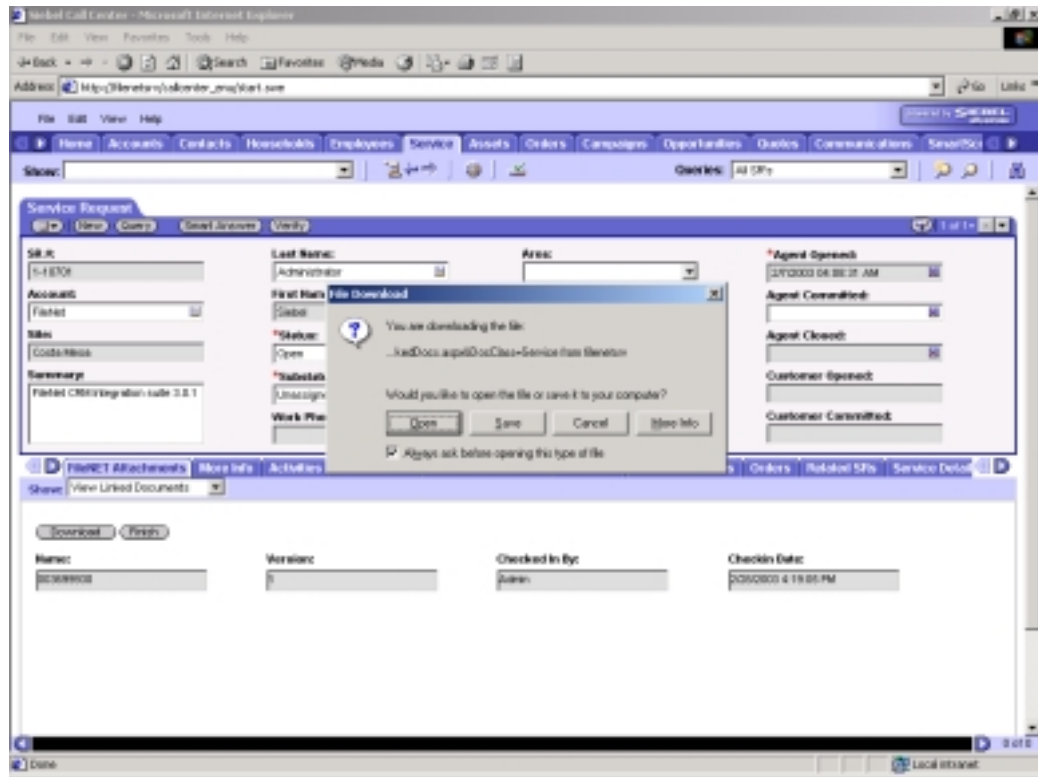
4. Click **Save**. The **Save As** dialog box appears, as shown below:
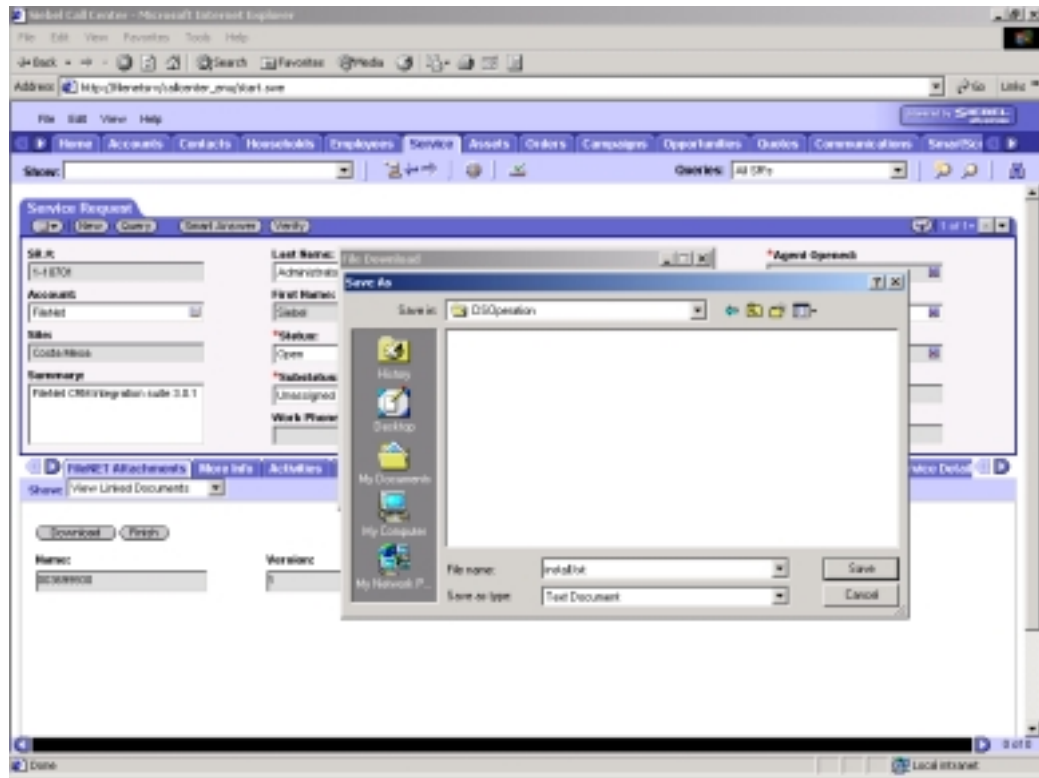
5. Choose a location to save the document and click **Save**. The document is downloaded to the specified folder.

Versions: Displays all available versions of the selected document. In addition to the name and version number, the screen provides information like the name of the user who checked in the version, check-in date and index status, as shown below:
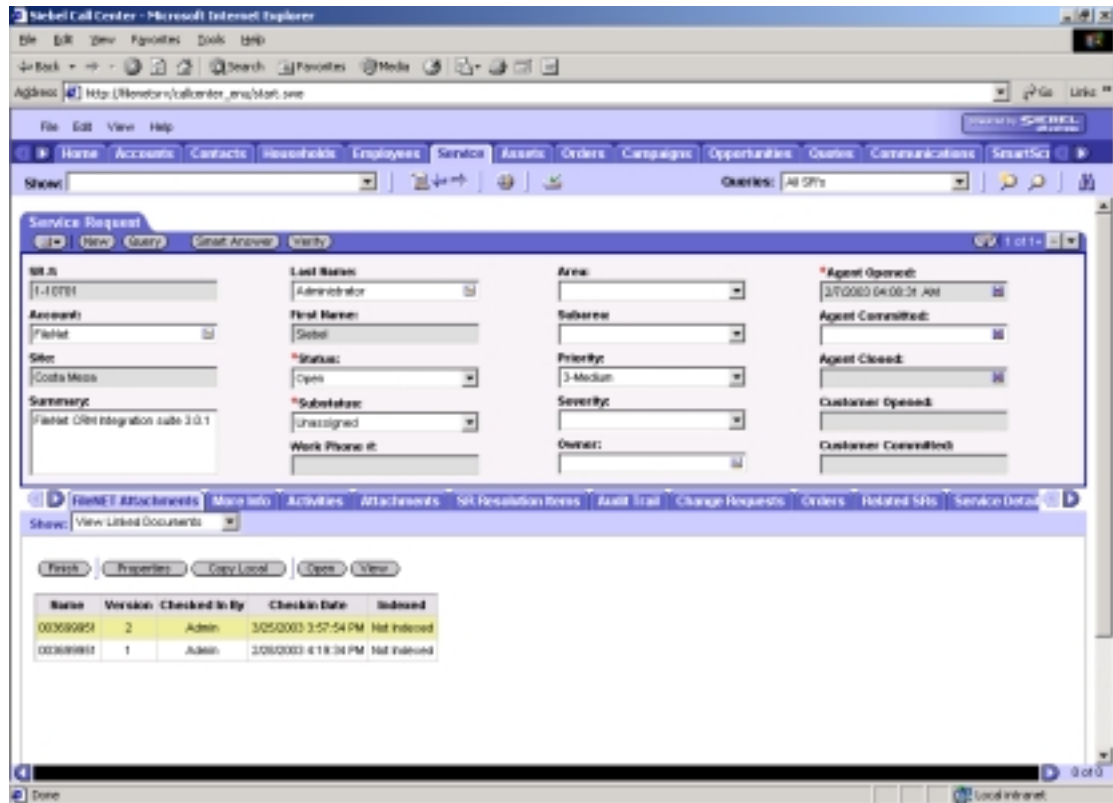
User can view, open and copy any of the versions of the document by selecting the version and clicking on **View**, **Open** or **Copy Local** respectively. Click **Properties** to view the properties of a document.,

Copy links from one Siebel record to another Siebel record

In earlier versions, it was not possible to copy an existing link from one Siebel record to another. ACS7 3.2a overcomes this limitation. The *View Linked Documents* screen provides **Copy Links** and **Paste Links** buttons for this purpose.

On clicking **Copy Links**, the links from the selected Siebel record are copied and the **Paste Links** pastes the links to another Siebel record.

To copy links:

1. Navigate to *View Linked Documents* screen. Ensure that linked documents exist for the selected Siebel row. Observe that the **Copy Links** button is enabled and **Paste Links** button is disabled, as shown below:
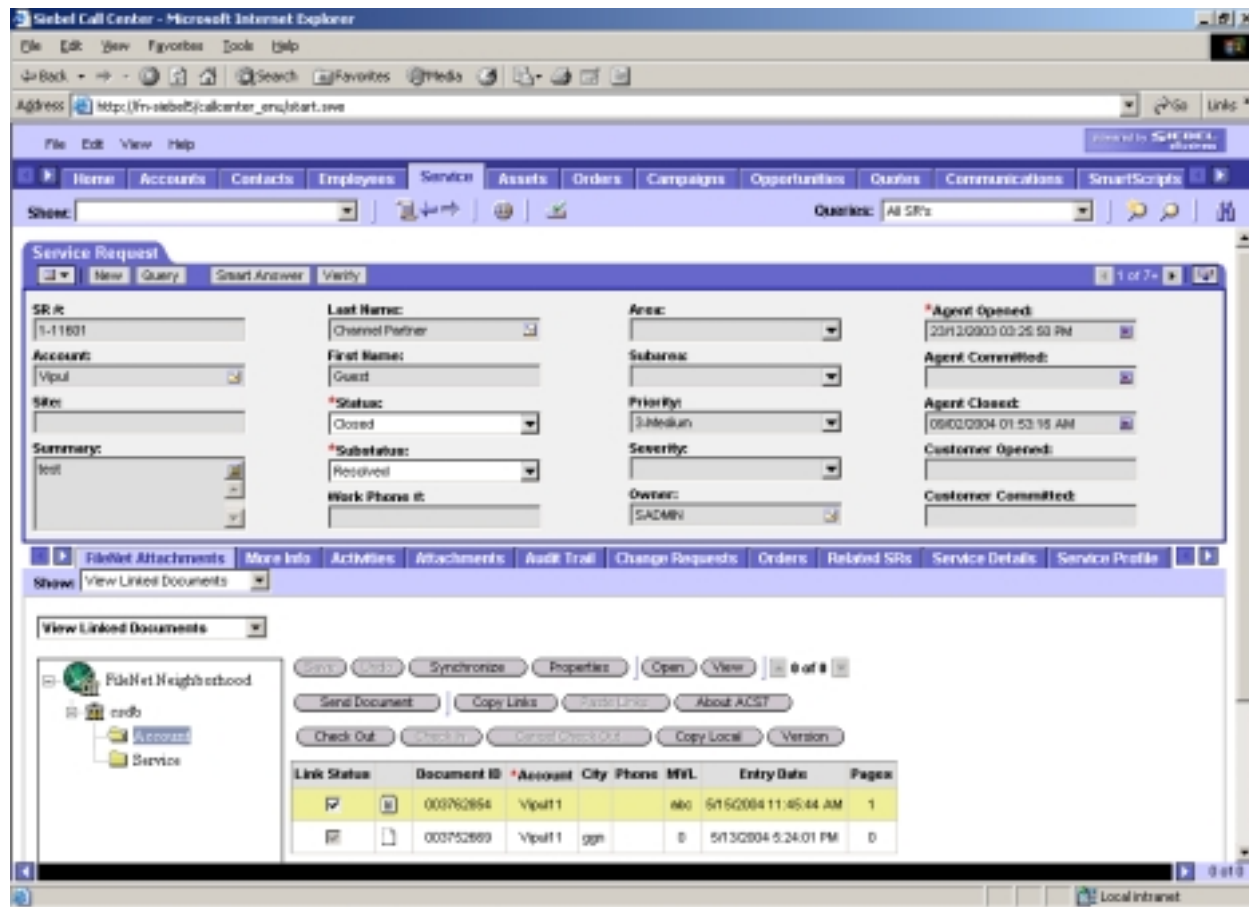
2. Click **Copy Links**. A message appears on the screen as shown below:
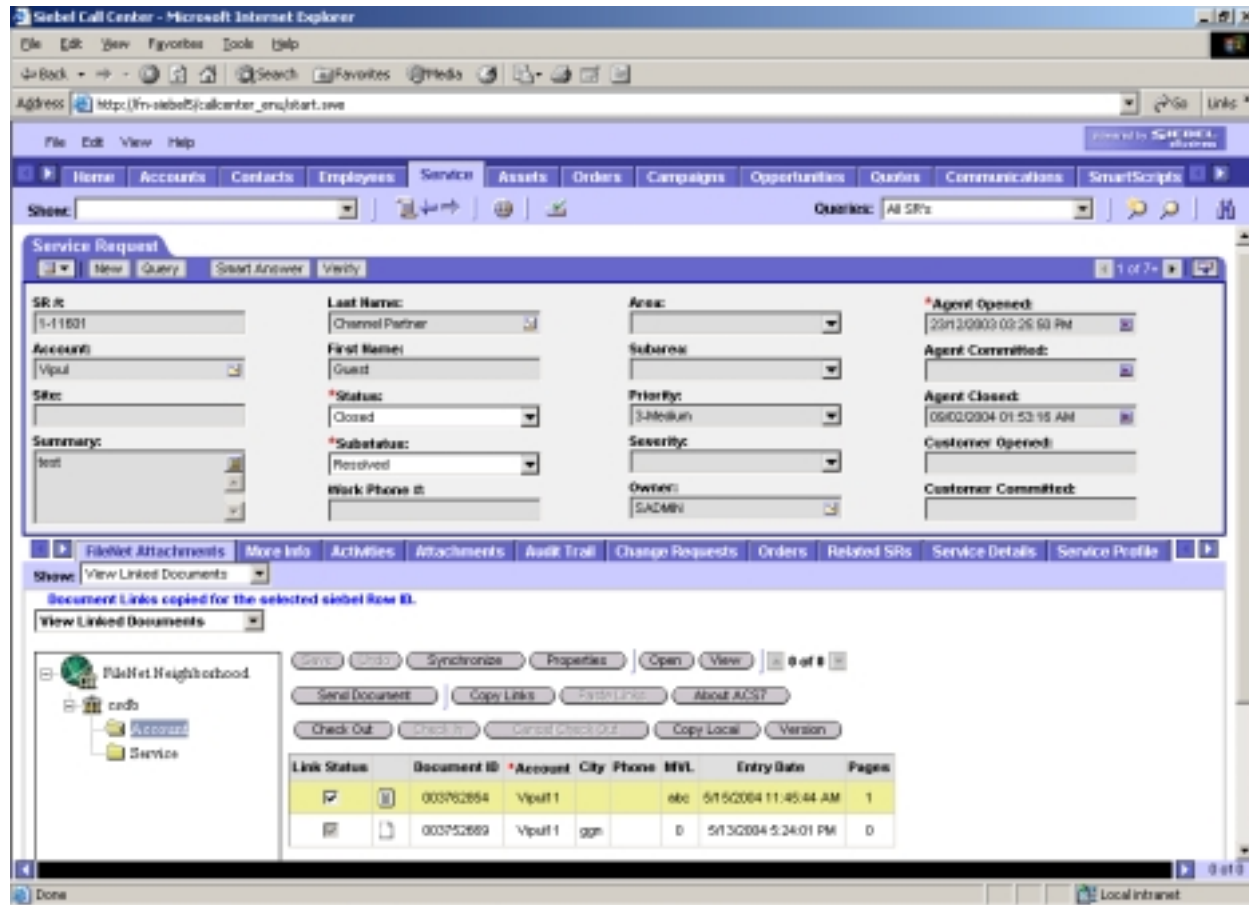
3. Select another Siebel record where the links have to be pasted. Observe that the **Paste Links** button is enabled, as shown below:
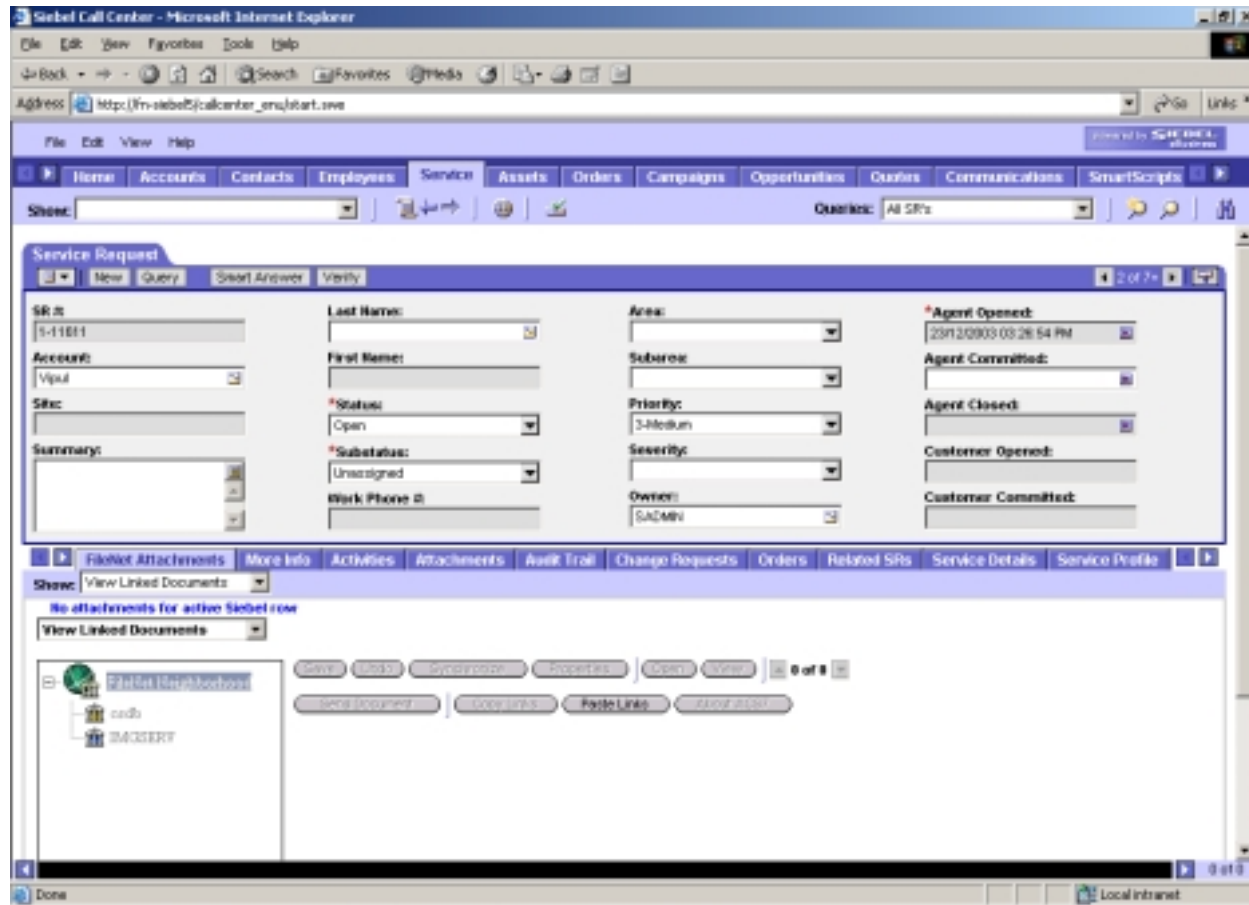
4. Click **Paste Links** to paste the copied links in the selected record.

> **Note:** Links cannot be pasted, if the source and target business components are different. Moreover, a single link cannot be copied to a different Siebel record.

View Linked Stored Searches

View Linked Stored Searches screen refers to the interface that displays the linked stored searches/templates of the selected Siebel row. It can be selected from the drop down list on the *View Linked Documents* screen, as shown below:
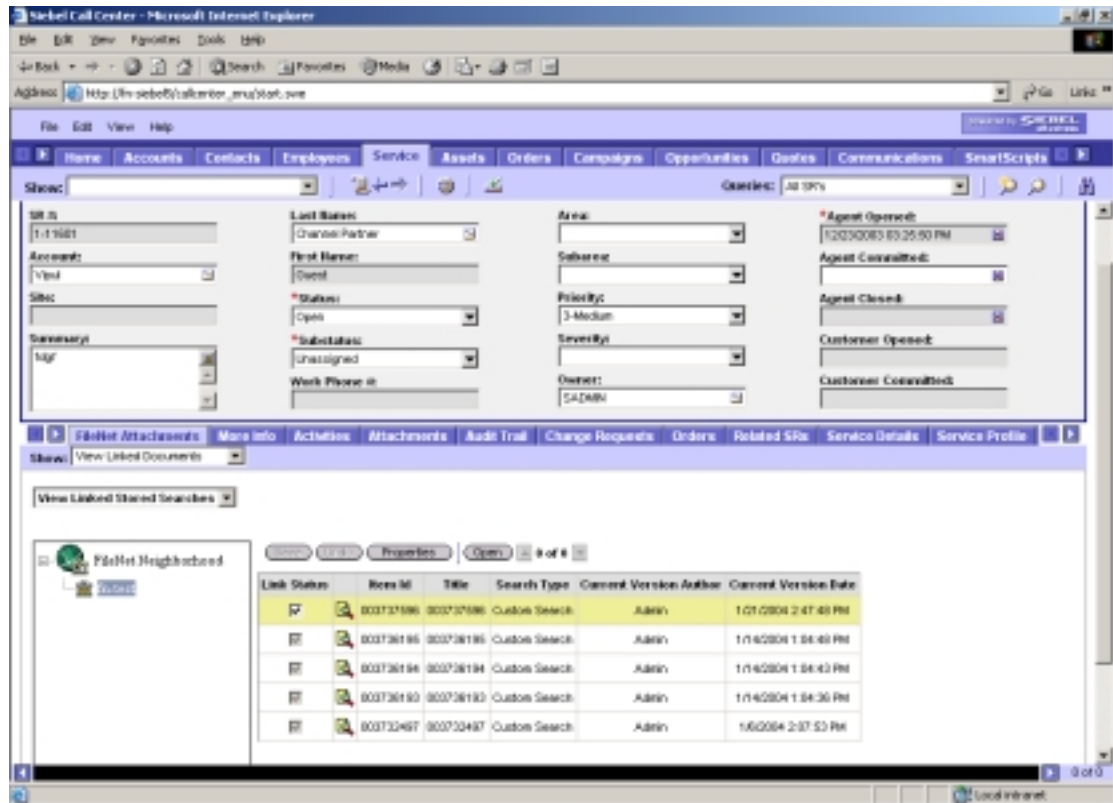
User can sort the displayed stored searches on the basis of the custom and general properties columns. For more information, refer **Sort Document** section. Moreover, the number of documents that are to be displayed in the data grid are configurable using ACS7 configuration tool. **Next** and **Previous** buttons take to the Next and Previous set of documents to be displayed in the data grid respectively.

The search for documents, stored searches and search templates are discussed in detail in the **Searching Documents/Stored Searches/Stored Search Templates** section.

Add Document

User can add a document to the FileNet repositories using this feature. The document is linked to the active Siebel row.

To add and link a document:

1. Select a Siebel row.

2. Click **FileNet Attachments** view under the **Service** tab. By default, the **View Linked Documents** option lists previously linked documents to the active Siebel row.

3. Select **Add Document** option from the **Show** drop down list. A screen appears, as shown below:
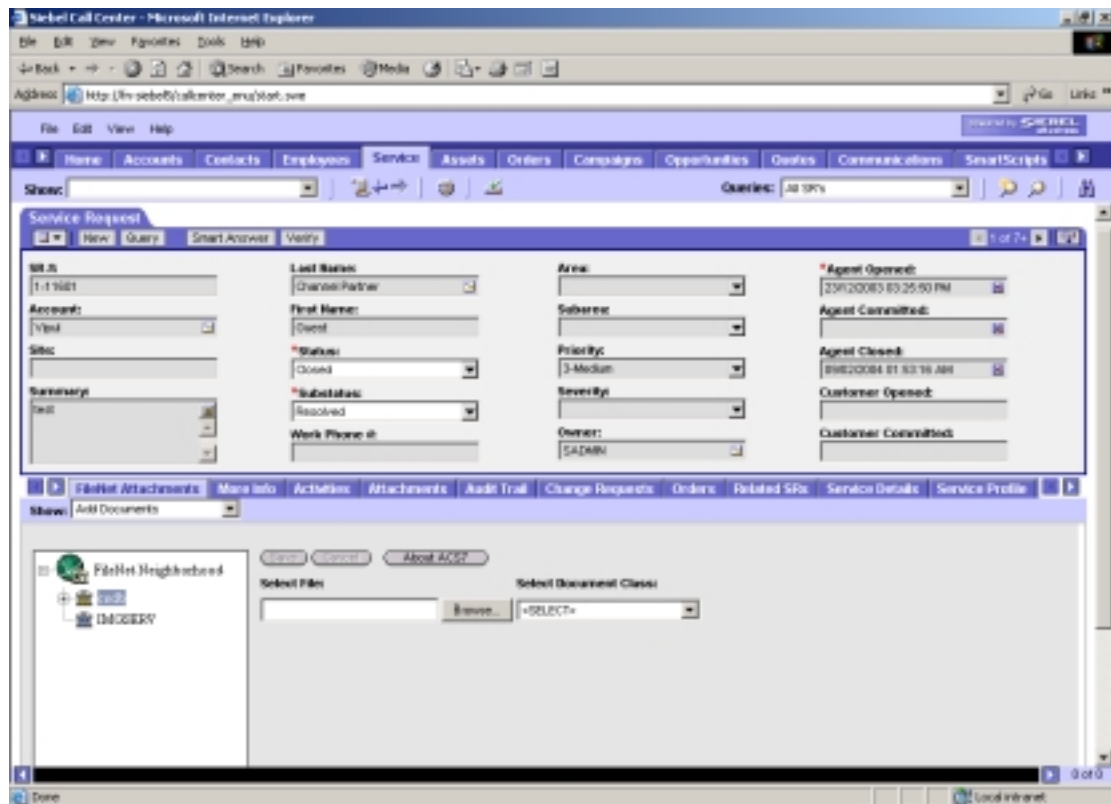
4. Click **Browse** to select a document to be added into the FileNet library. The Open File dialog box appears. Select a file and click **Open**. Select File text box displays the selected filename.

5. Select a folder of the FileNet library from the tree view to add the selected document.

Note: The addition of a tree view control in *Add Documents* screen is an enhancement in ACS7 3.2a. The tree view displays all the libraries that are configured for ACS7 with their respective folder hierarchy. In earlier versions, all the documents were added to the root folder of the library. In ACS7 3.2a, the user can add documents to a specific folder of the library, by selecting from the tree view. If no folder is selected, then the document is added to the root folder of the selected library.

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6. Select an entry from the **Select Document Class** to associate the added document to a document class. The drop down list displays all the configured document classes that belong to the selected FileNet library. On selecting a document class, the document indices are displayed.

   If the document indices are mapped to Siebel fields, their values are automatically filled from the active Siebel row. An asterisk (*) prefixed to any

of the document indices denote that value must be provided for the document index.

7. Check the **Link to Parent** check box to link the document to parent row of selected Siebel record. This option is disabled, if no parent business component is configured for the current business component or document class is not configured for the parent business component in ACS7 database.

8. Check the **Index Content (For Text Search)** check box to enable text-based search on the document. Text-based search is supported only if the library selected in the **Select Library** drop down list is **CS** library, as shown below:
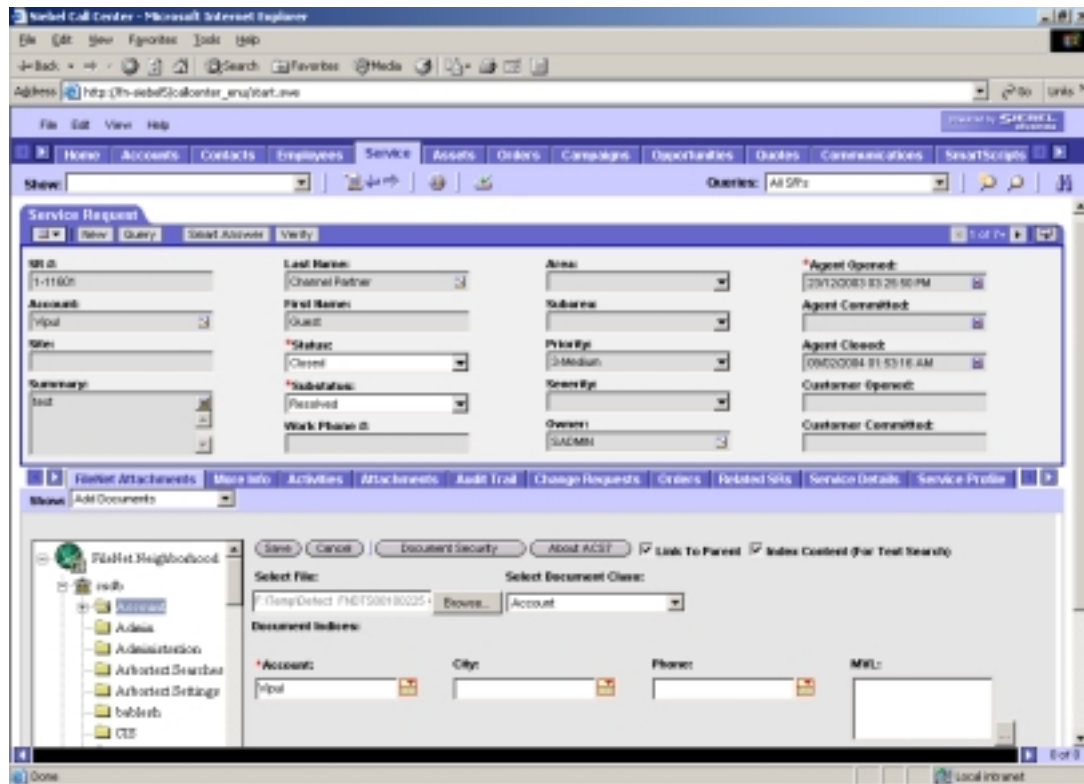
Note: Index Content (for Text Search) check box is disabled for IS Libraries.

9. Click **Document Security** to specify access control (security settings) for the document being added.

If the library selected is IS library, the *IS Document Security* screen appears, as shown below:
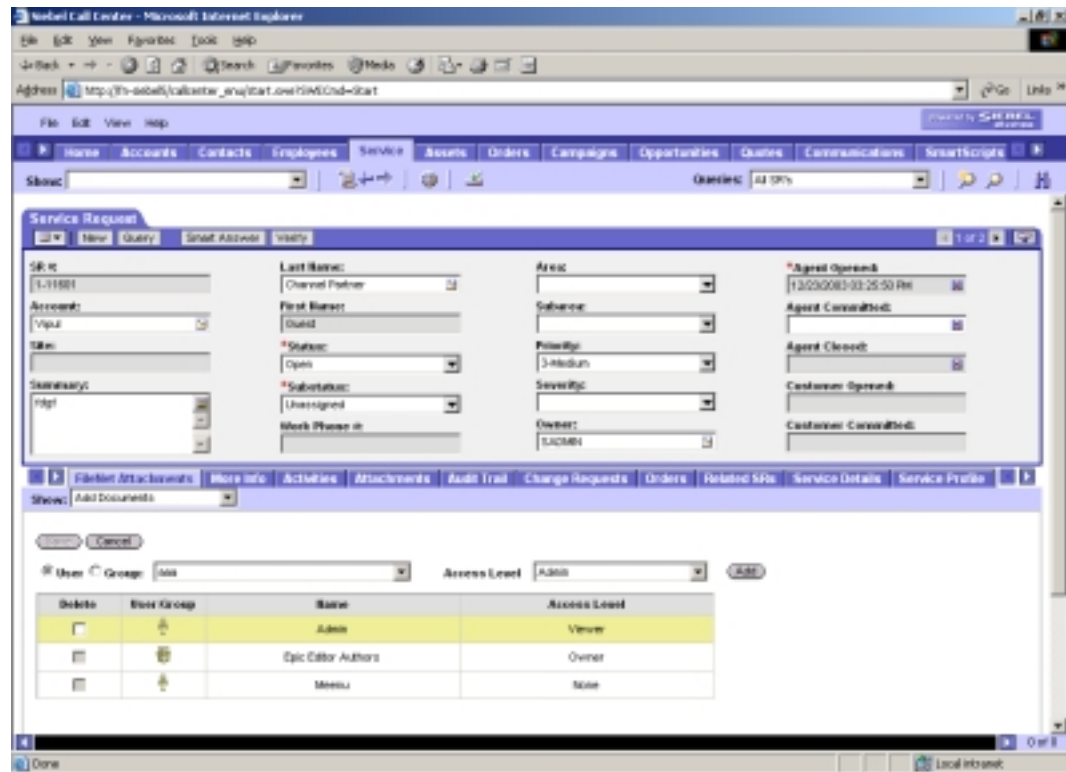
By default, all users have read, write, and append access rights on the documents added to IS library. For each access right there is one row in *IS Document Security* screen.

If the library selected is CS library, the *CS Document Security* screen appears, as shown below:
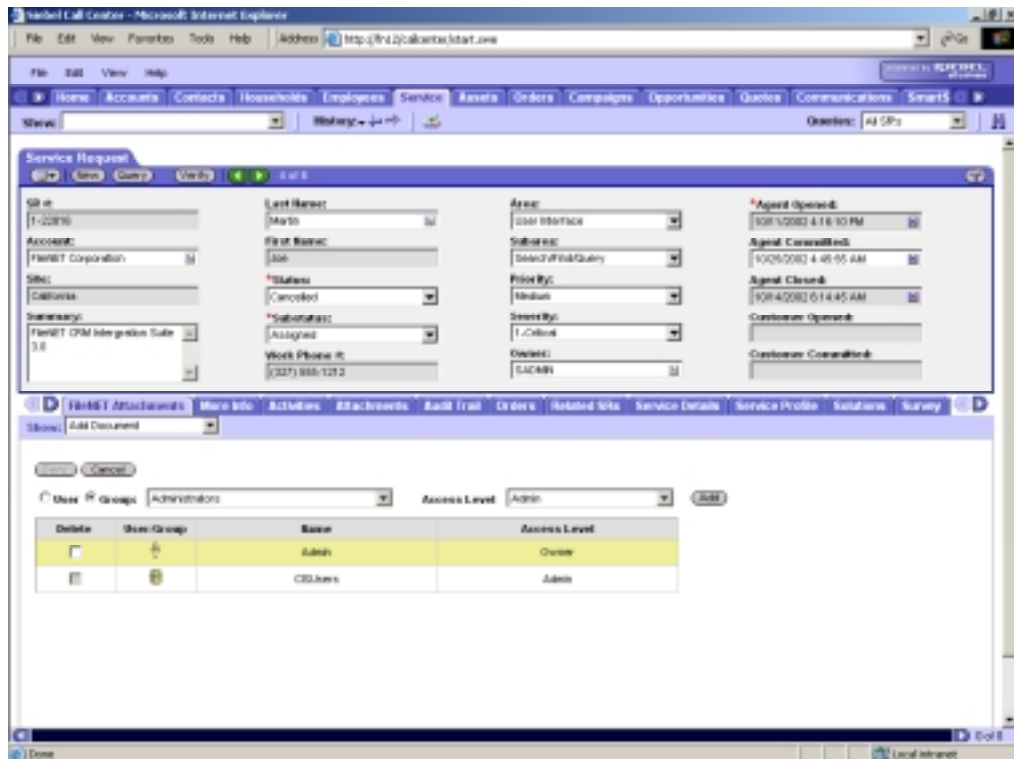
By default, the logged-in FileNet user gets owner rights on the document added to CS library. For changing the rights follow the steps in the section **Updating security for CS document**.

10. Click **Save** to add and link the document or **Cancel** to cancel the add operation.

    When the details are saved, the document is stored in the selected document class in the selected library with the specified index values. A unique document ID is generated.

    On successful addition of the document, respective message appears on the Add *Document* screen along with the path and ID of the document, as shown below:
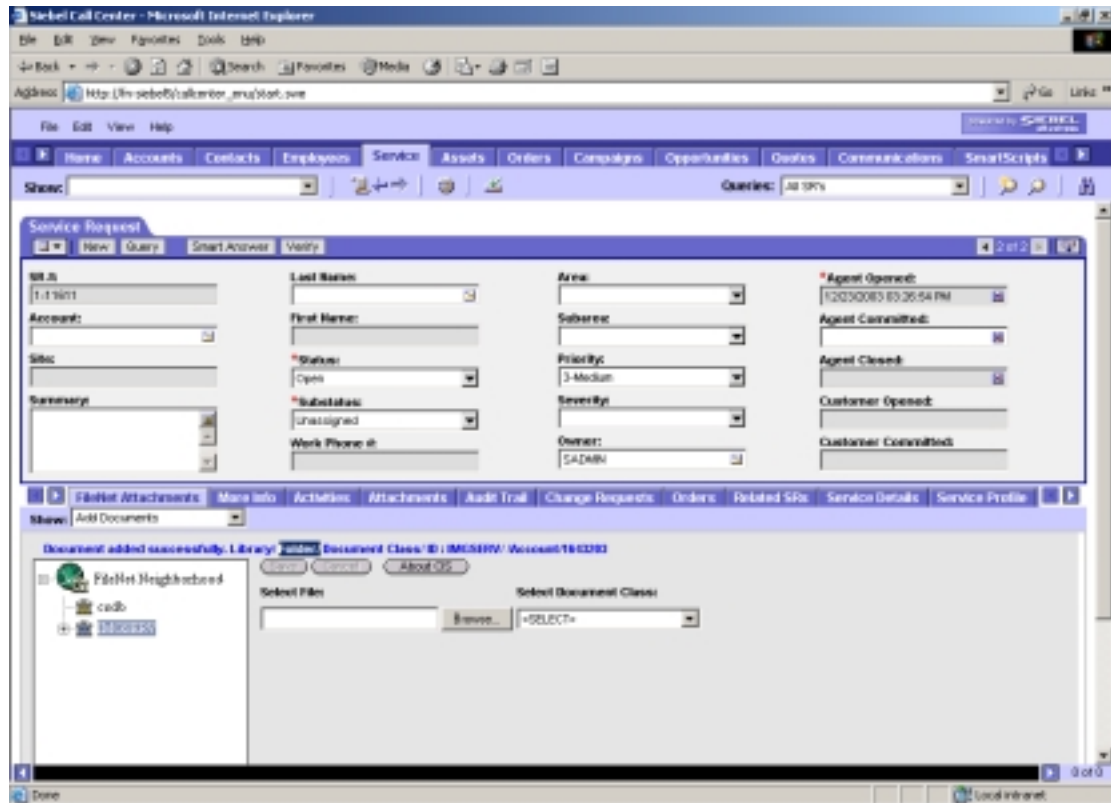
Note: The message also displays the folder, in which the document is added. This is an enhancement in ACS7 3.2a.

Add document feature is not supported for external documents. For more details about external documents, refer to the **External Documents** section.

Query and Link Documents

It is possible to run an ACS7 query on multiple FileNet libraries including IS and CS libraries on a single click. The query criteria are defined against ACS7 multiple FileNet libraries that are selected from the tree view.

The following operations are possible in the Query and Link Documents:

- Create Stored Searches
- Searching Stored Searches/Stored Search Template
- View Linked Stored Searches/Stored Search Template

Creation of Stored Searches

To create Stored Searches:

1. Launch the *ACS7* application.

2. Select **Query and Link Documents** option from the **Show** drop down list. *Search Document* screen is displayed.

3. Select **Search for Stored Searches** option, as shown below:
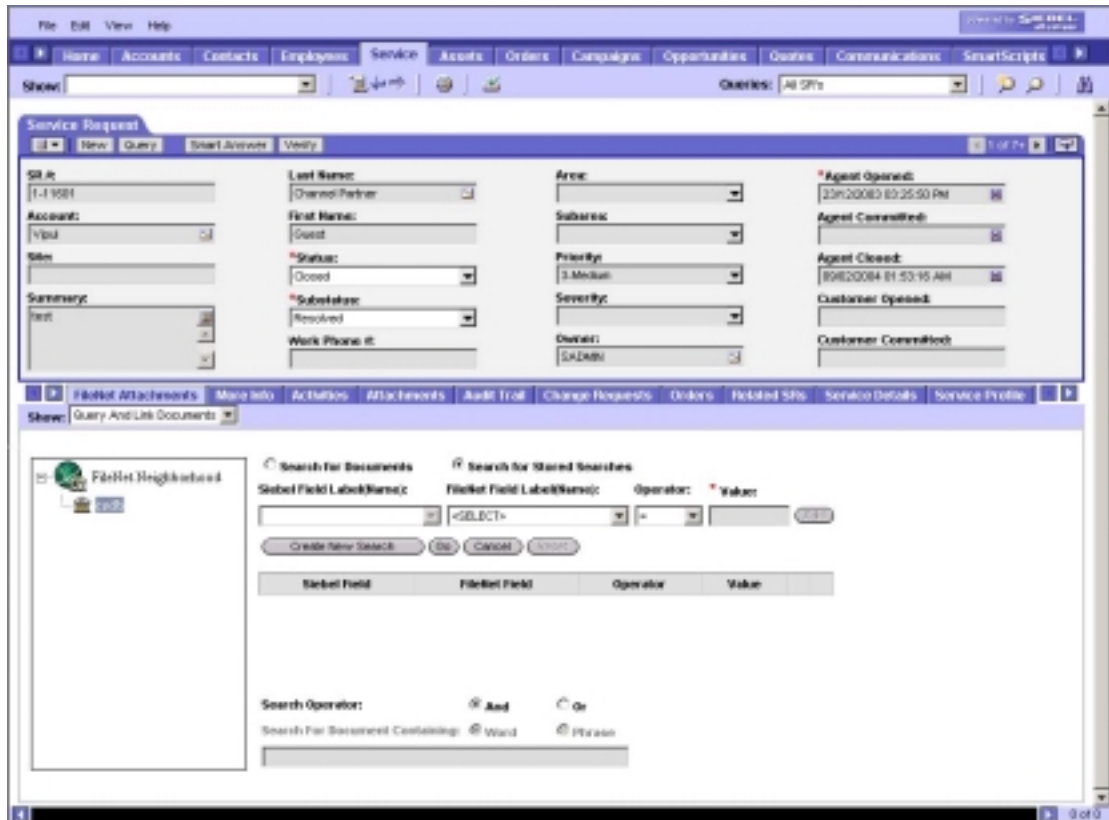
4. Click **Create New Search**. *Create Stored Search* screen appears, as shown below:

Note: By default, the preferred FileNet Library that is set in the Configuration Tool is selected.

The details to be provided for CS and IS libraries are discussed below:

CS library

1. Select a CS library from the **Select FileNet Library** drop down list. The following screen appears:

2. Specify the Property Based Criteria to be saved in the Stored Search.

3. Specify the Content Based Criteria to be saved in the Stored Search.

4. Repeat step 2 and 3 to add multiple search criteria.

5. Click **And** or **Or** options to group the conditions accordingly.

6. Click **Save**. The Stored Search is saved in the selected FileNet library and simultaneously linked in the ACS7 database, or click **Reset** to delete all the specified criteria and load the screen afresh.

IS library

1. Select an IS library from the **Select FileNet Library** drop down list. The following screen appears:
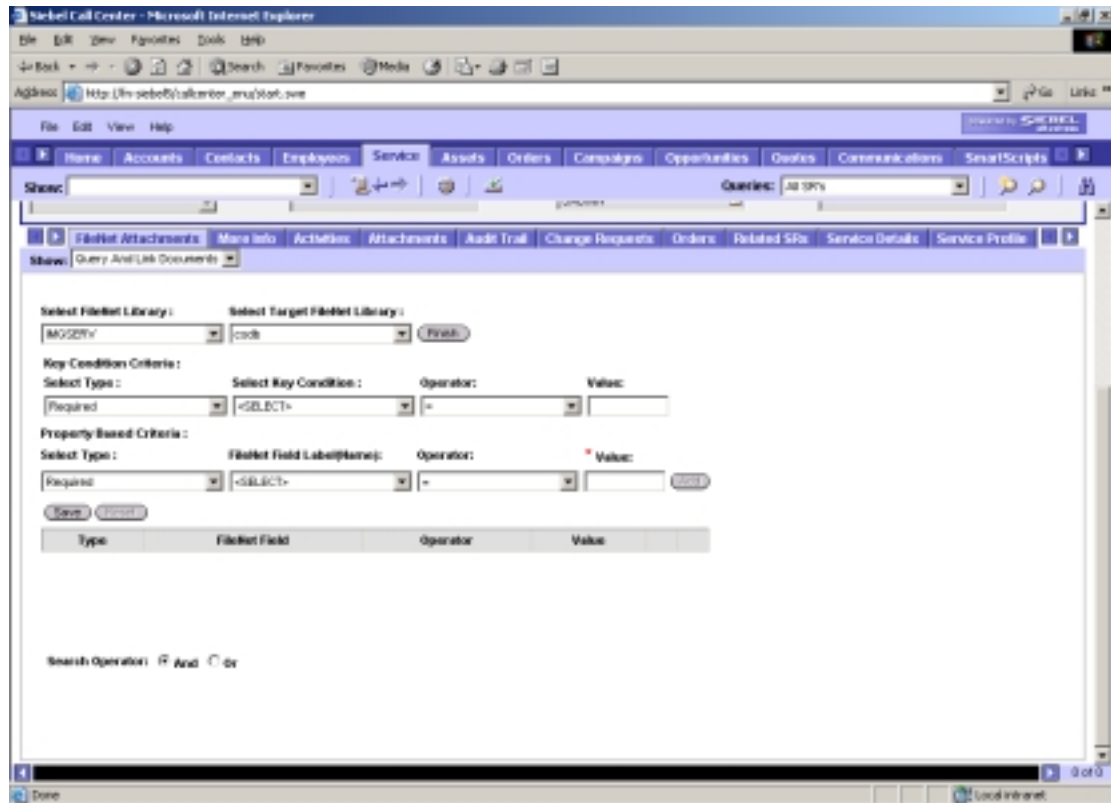
2. Specify the **Key Condition Criteria** that have to be saved in the Stored Search.

3. Specify the **Property Based Criteria** that have to be saved in the Stored Search.

4. Repeat step 2 and 3 to add multiple search criteria.

5. Click **And** or **Or** options to group the conditions accordingly.

6. Click **Save**. The stored search is saved in the selected FileNet library and simultaneously linked in the ACS7 database or click **Reset** to delete all the specified criteria and load the screen afresh.

The limitations of Stored Searches interface include:

*   The interface does not permit the user to create Stored Search Template.

*   The Stored Search that is created through the ACS7 application is custom stored search and cannot be launched by any other IDM application.

Searching Documents/Stored Searches/Stored Search Templates

This section discusses the steps to be performed to search documents or stored searches or stored search templates:

To select a FileNet library:

1. Launch the **ACS7 application**. Refer the section, **Accessing ACS7 Operations** for sequential procedure of launching ACS7.

2. Select **Query and Link Documents** from **Show** drop down list. *Search Documents* screen appears. The FileNet libraries are displayed in the tree view.

3. Select a FileNet library, on which the search has to be performed. A screen appears as shown below:
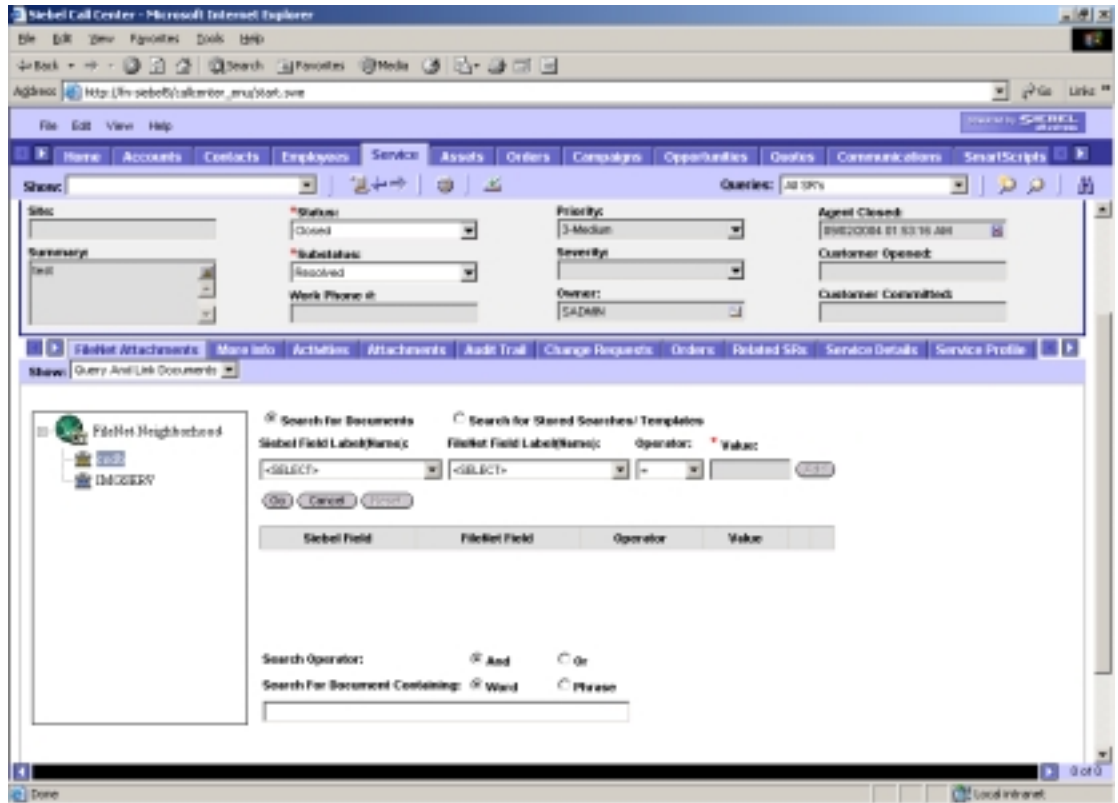
The search screen displays the following radio buttons:

- Search for Documents
- Search for Stored Searches

Search for Documents

The **Search for Documents** permits the user to specify the search criteria for the custom properties that are configured in the ACS7 database. The *View And Link Searched Documents* screen displays the search results.

To search documents:

1. Select a library from the tree view. By default, the preferred library configured in the *Configuration Tool* is selected.

2. Select an entry from the Siebel Field Label (Name) drop down list. FileNet Field Label (Name) drop down list is populated with the mapped FileNet Fields. Select required FileNet field from FileNet Field Label (Name) before proceeding. The value of the currently selected Siebel row is copied to the Value field.

   Alternatively, select FileNet field from FileNet Field Label (Name) drop down list. Siebel Field Label (Name) drop down list will get populated with the mapped Siebel Fields. Select Siebel field from Siebel Field Label (Name) drop down list, the value field will get populated from the field value of the active Siebel row.

   The following screens show the selection of Siebel Field Label (Name) and FileNet Field Label (Name), respectively:
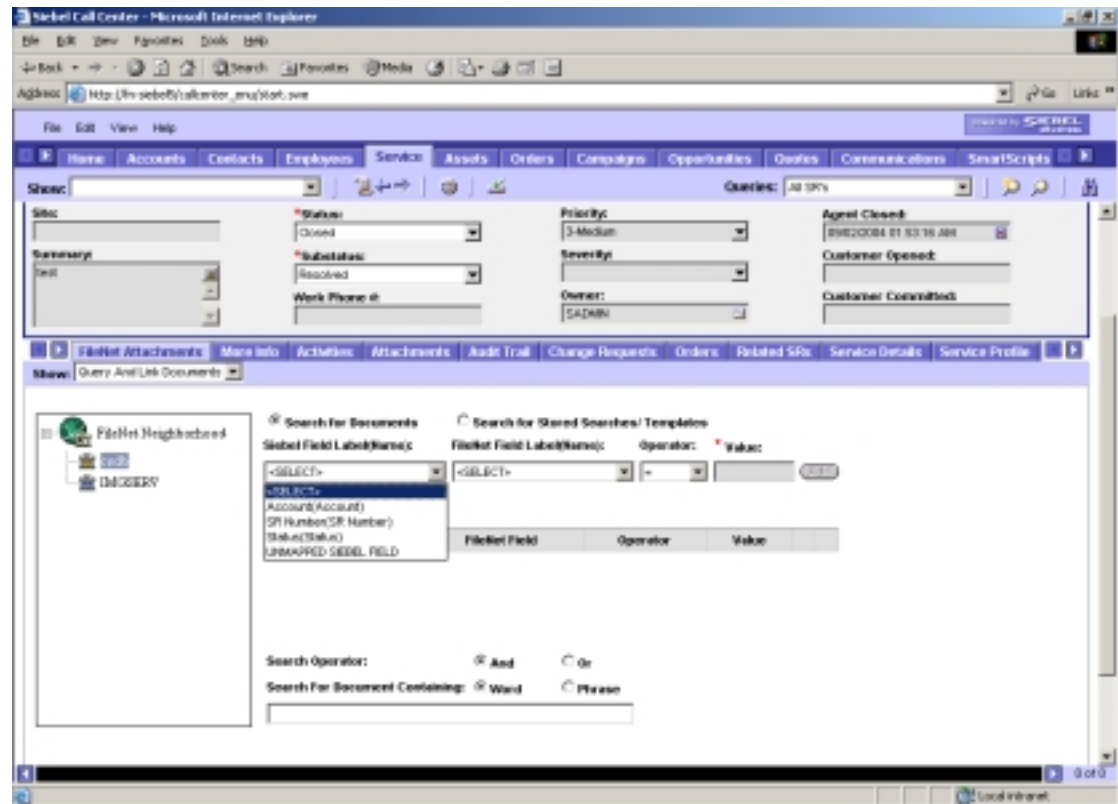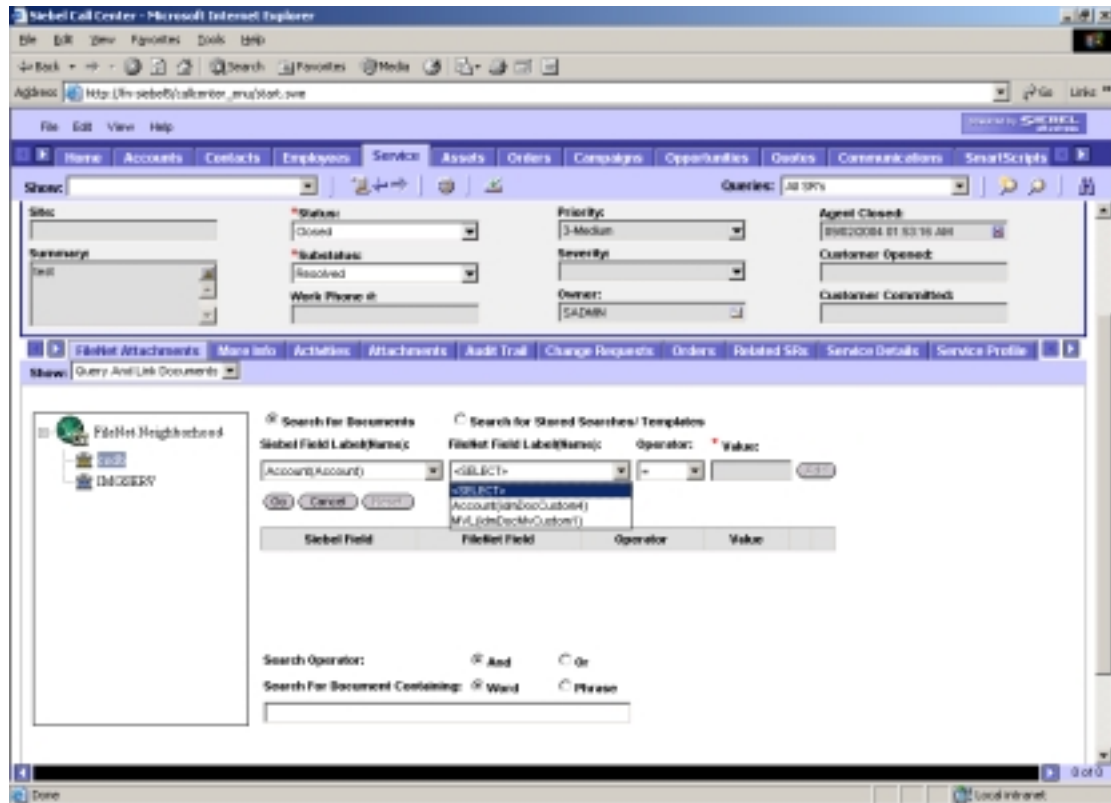
Note: Siebel Field Label (Name) drop down list consists of configured Siebel field entries displayed in the format "Siebel Field Label concatenated by Siebel Field Name in a parenthesis".
Similarly, FileNet Field Label (Name) drop down list consists of configured FileNet field entries displayed in the format "FileNet Field Label concatenated by FileNet Field Name in a parenthesis".

3. Select the value of operator from the **Operator** drop down list. The values for the selection are = (equal to), > (greater than), < (less than), Like, Not Like, Is Null, and Is Not Null, as shown below:
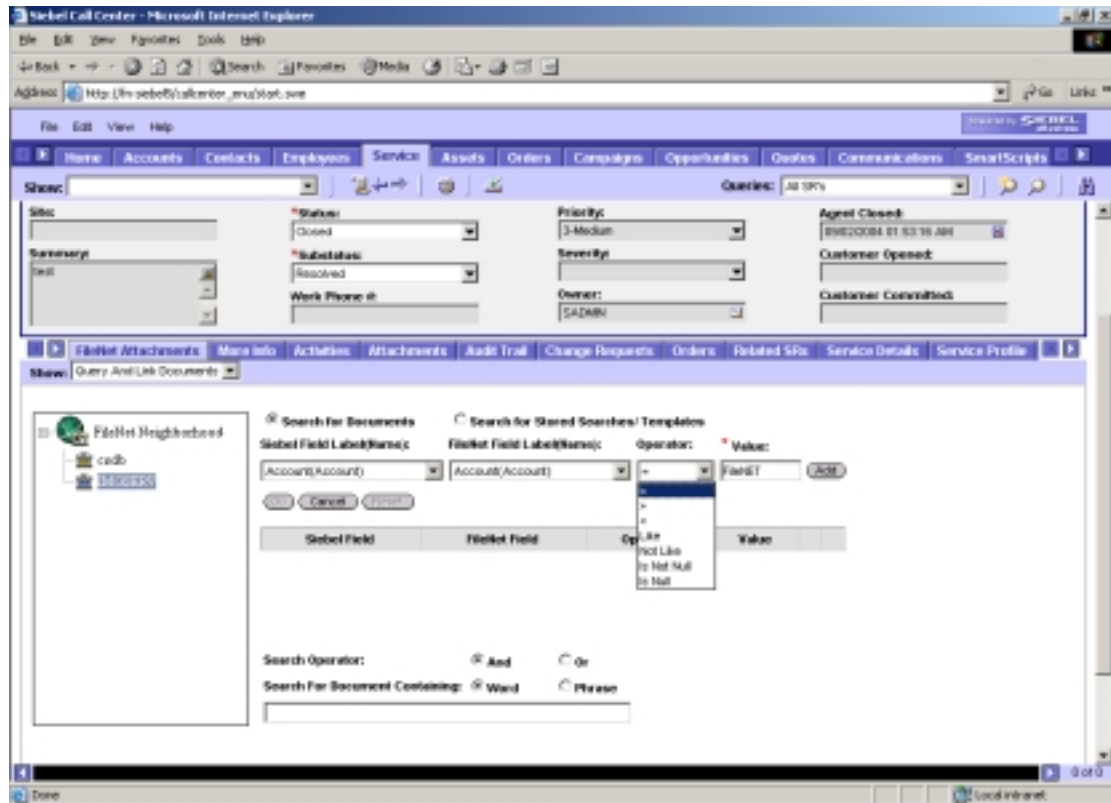
Note: The values **Is Null** and **Is Not Null** in the **Operator** drop down list appear only for IS library and not for CS library.

4. The **Value** text box contains the value of mapped Siebel field from the currently selected Siebel row and is mandatory. User can change this value.

5. Click **Add**. The search criteria specified is added to the list, as shown below:
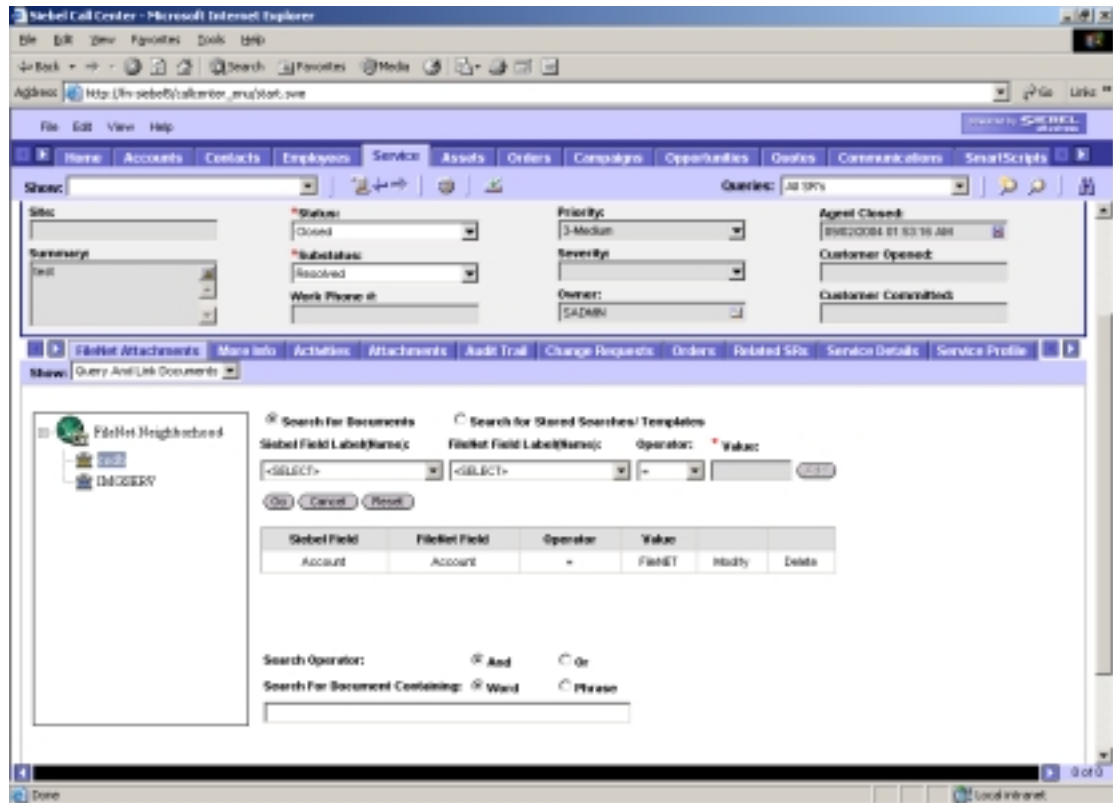
Note: The search criteria added in the list can be either modified or deleted. To modify or delete search criteria, refer to section Modify Search Criteria and Delete Search Criteria respectively.

---

6. Repeat steps 2 to 5 for all the search criteria to be added for the library.

Note: Multiple search criteria can be specified on multiple libraries. Perform the steps 1 to 5 for specifying multiple search criteria on multiple libraries.

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7. Select the value for **Search Operator**. The search operators are **And** and **Or**. On selecting the **And** radio button, documents that meet all of the search criteria are displayed in the search results. On selecting **Or** radio button, documents that meet any one of the mentioned search criteria are displayed in the search results.

8. Select a value for **Search For Document Containing** option. Select either of the options: **Word** and **Phrase**. Specify the word or phrase in the text box.

Note: This field is available for selection, only if the selected FileNet library is CS library. This content search is performed on all documents in the CS Library for which the **Index Content (For Text Search)** option is specified while adding the document.

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9. Click **Go**. The *Search Result* screen appears, as shown below:
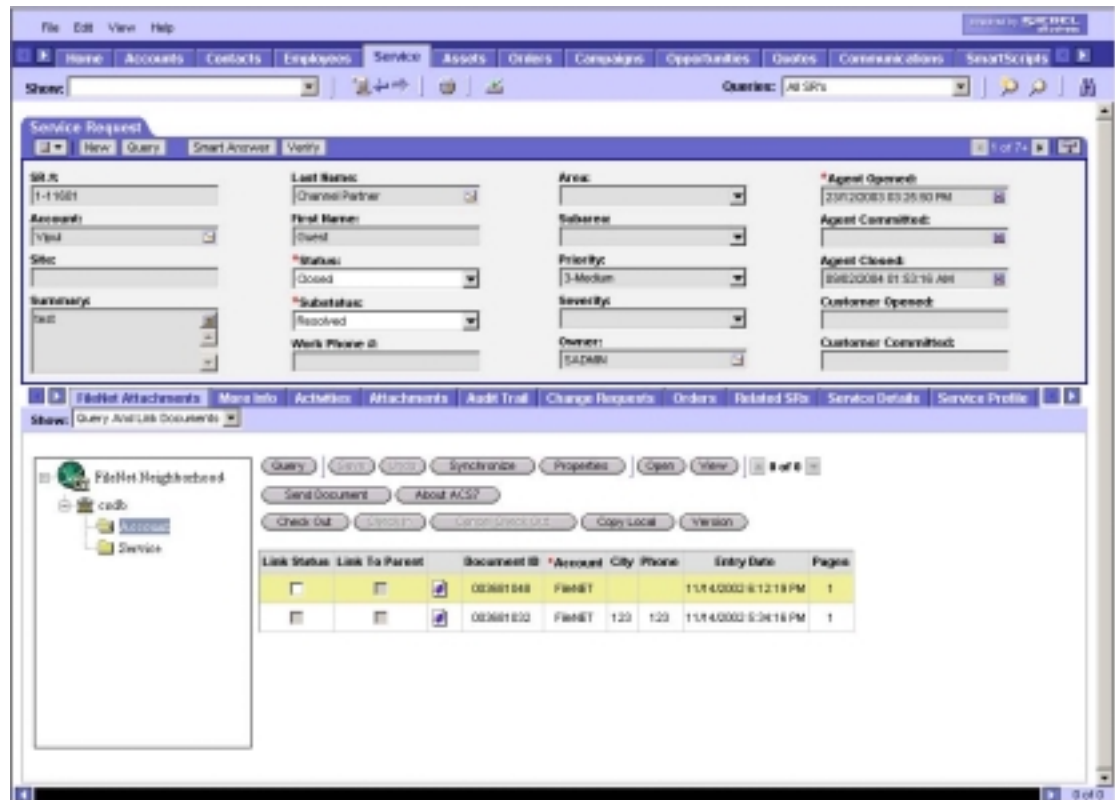
Refer the section **Operations on Searched Document** to perform operations on the searched result.

10. Click **Cancel** to stop execution of the search.

11. Click **Reset** to clear the search criteria and to refresh the FileNet Field Label (Name) and Siebel Field Label (Name) drop down lists.

Search for Stored Searches / Templates

The **Search for Stored Searches / Templates** permits the user to specify the search criteria for a specific list of properties that belong to Stored Searches / Stored Search Templates. The list of properties include:

- Item Id
- Added By Group
- Added By User
- Comment

- Current Version Author
- Current Version Date
- Current Version ID
- Date Added
- Keyword
- Last Access Date
- Search Type
- Title

The following screen shows the above listed properties:
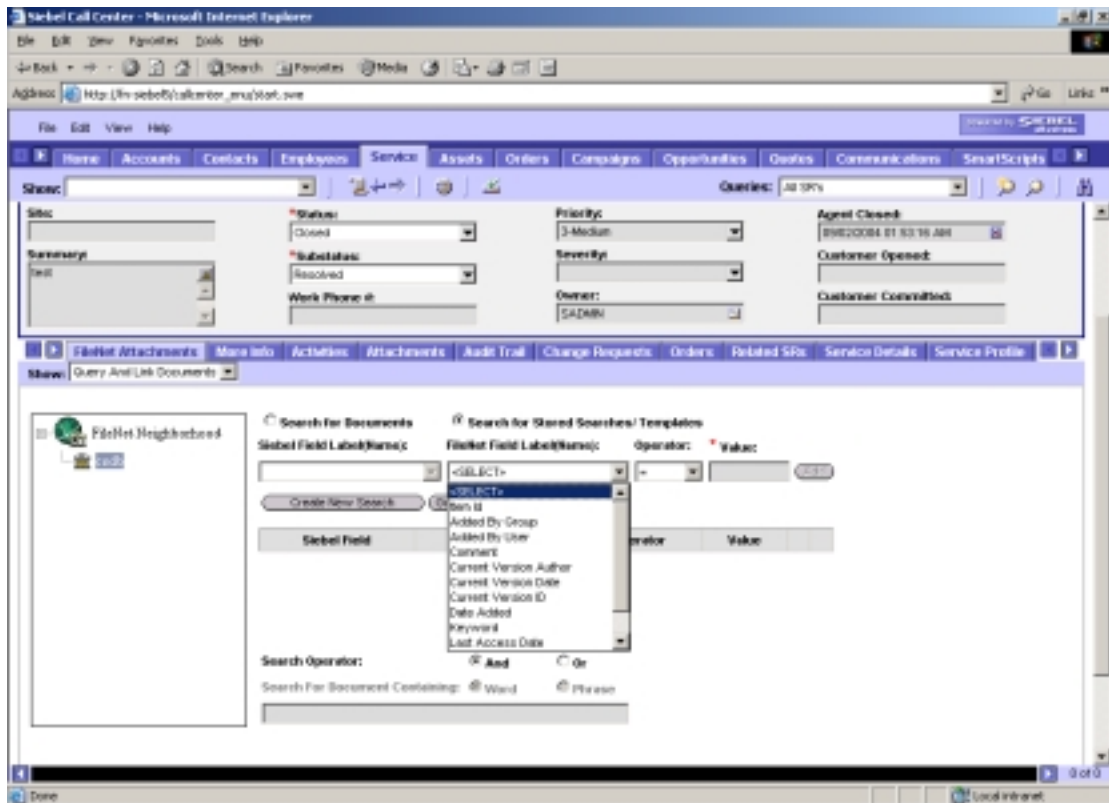
To search Stored Searches / Templates:

1. Select the **Search for Stored Searches / Templates** option on the *Query and Link Documents* screen.
2. Select an entry from the **FileNet Field Label (Name)** drop down list.

3. Select the value of operator from the **Operator** drop down list. The values for the selection are = (equal to), > (greater than), < (less than), Like, Not Like, as shown below:
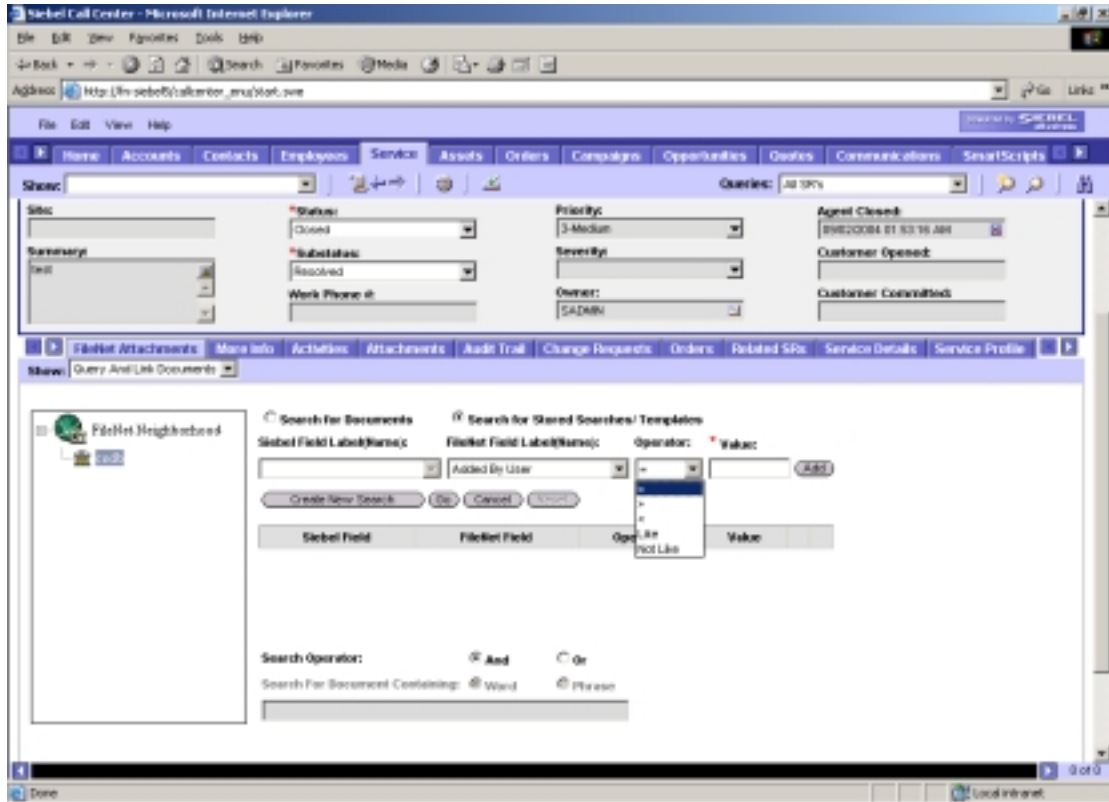
4. Enter an appropriate value for the selected entry in the **Value** text box.

5. Click **Add**. The search criteria is added and displayed in the data grid, as shown below:
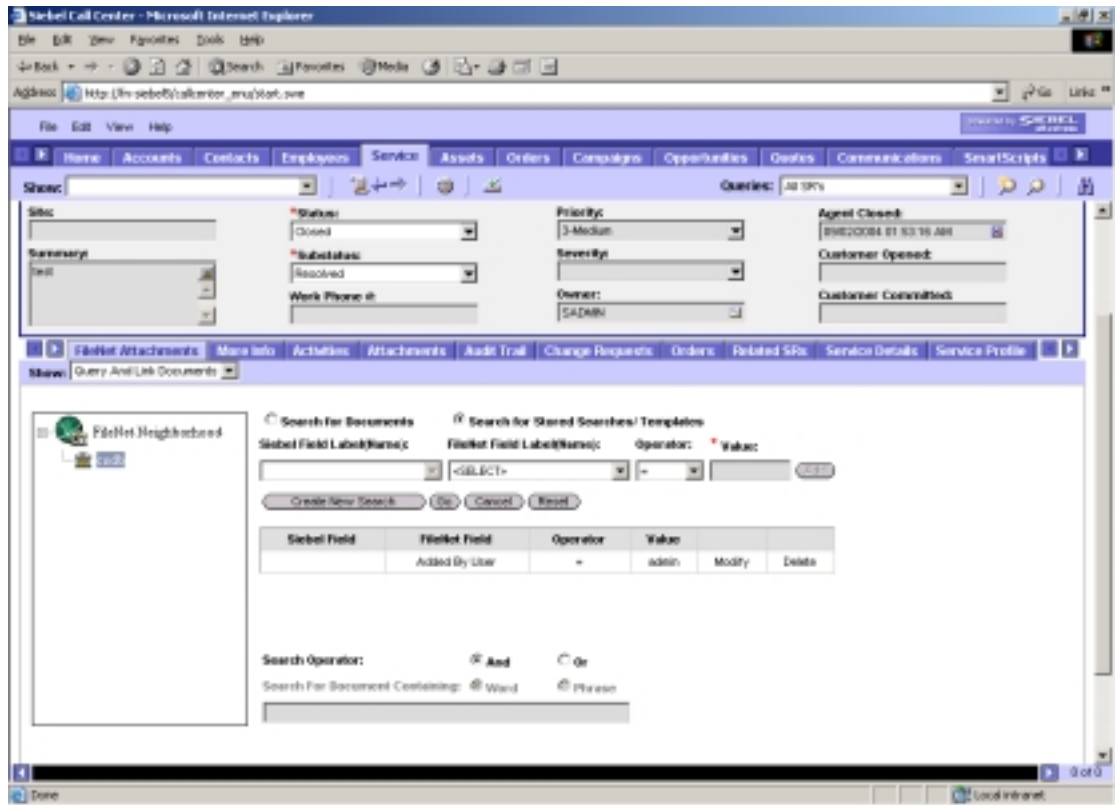
6. Repeat step 2 to 5 to add multiple search criteria in the data grid.

7. Click **Go** to execute the search for Stored Searches / Templates. The search results are displayed in the *View Linked Stored Searches* screen, as shown below:
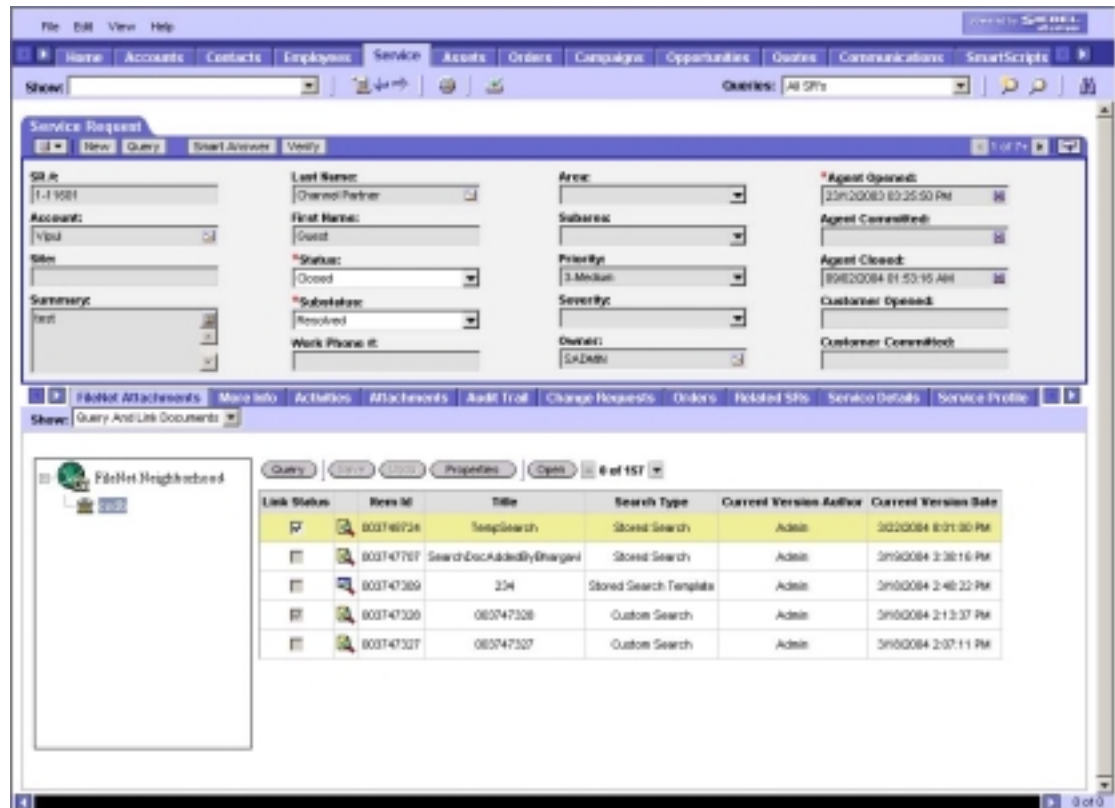
The Stored Search / Stored Search Template can either be linked or unlinked to the respective Siebel record using the **Link Status** check box.

8. Click **Cancel** to stop execution of the search.

9. Click **Reset** to clear the search criteria and to refresh the FileNet Field Label (Name) and Siebel Field Label (Name) drop down lists.

View Linked Documents / Stored Searches

The *View Linked Documents* screen contains a drop down list with the following options:

- **View Linked Documents**: Allows the user to view all the linked documents.

- **View Linked Stored Searches**: Displays the linked stored searches and stored search templates.

To view linked Stored Searches:

1. Launch the *ACS7 application*.

2. Select **View Linked Documents** from the **Show** drop down list.

3. Select the **View Linked Stored Searches** option from the drop down list provided above the tree view. The linked stored searches are displayed in the data grid, as shown below:

4. Select a row from the data grid. Ensure the selected row has one of the values: Stored Search or Custom Search in the **Search Type** column.

5. Click **Open** to execute the selected stored search. The *View And Link Searched Documents* screen displays the search results in the data grid, as shown below:
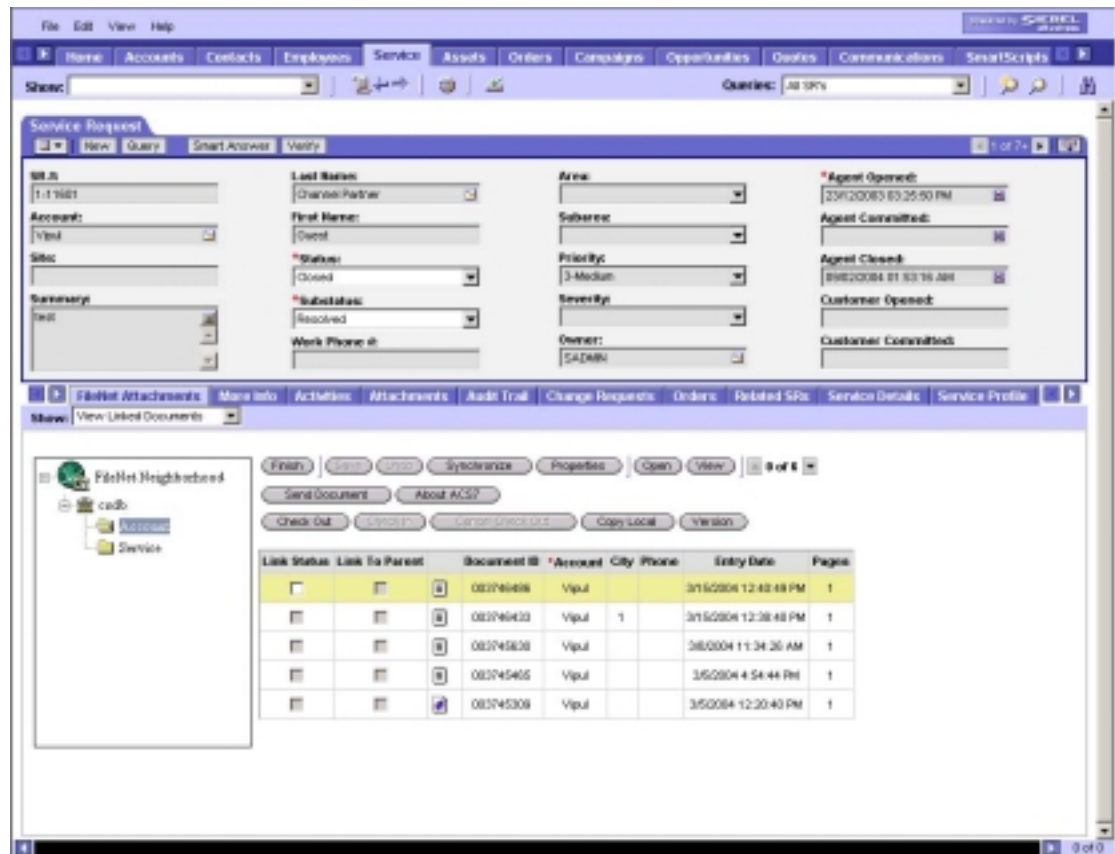
6. Click **Finish** to go to the source screen.

To view linked Stored Search Templates:

1. Launch the *ACS7 application*.

2. Select **View Linked Documents** from the **Show** drop down list.

3. Select the **View Linked Stored Searches** option from the drop down list provided above the tree view. The linked stored searches are displayed in the data grid.

4. Select a row from the data grid. Ensure the selected row has the value Stored Search Template in the **Search Type** column.

5. Click **Open** to view the search criteria of the Stored Search Template. The *View And Link Searched Documents* screen displays the search criteria, as shown below:
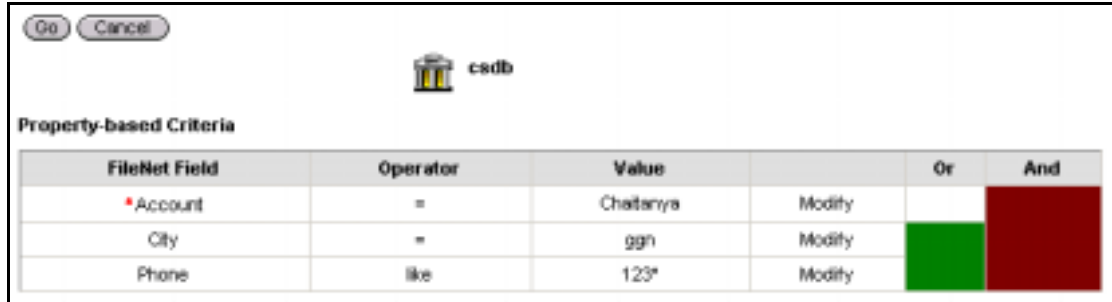
6. Click **Go** to execute the stored search. The *View And Link Searched Documents* screen displays the search results in the data grid, as shown below:
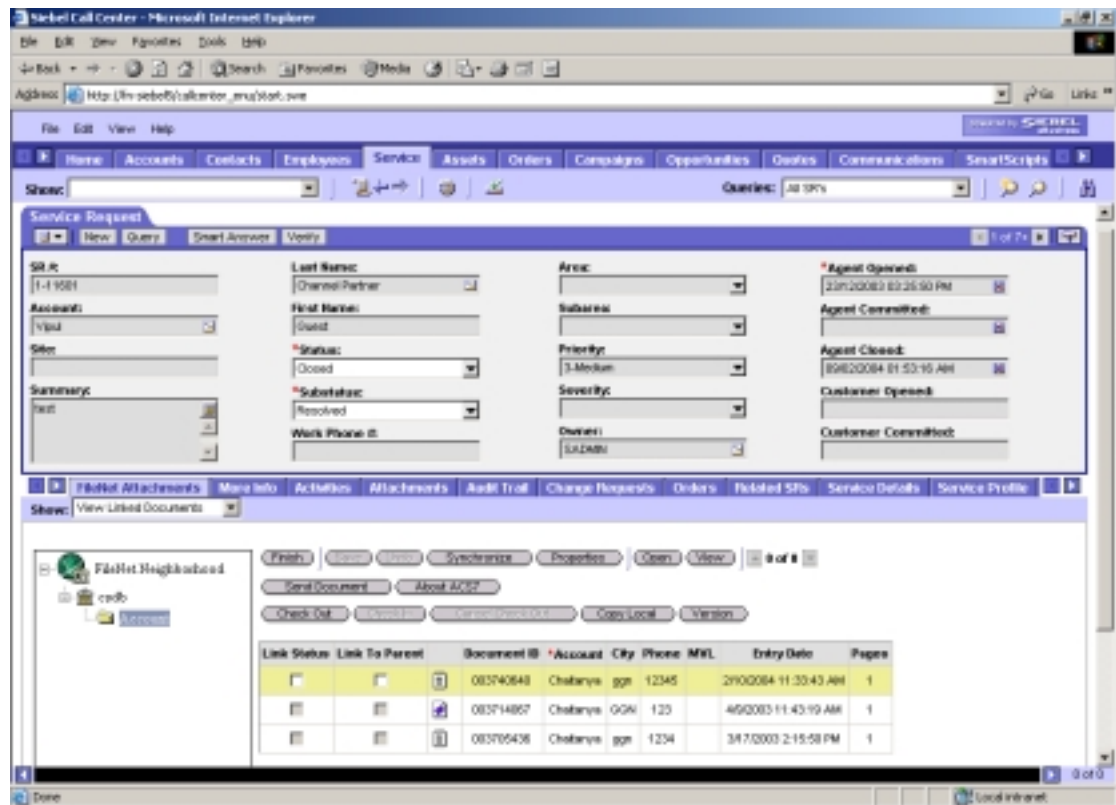
Unlike Stored Searches, the data grid displays the Stored Search Templates that are created through IDM Find application. ACS7 application cannot create Stored Search Templates. It is not possible to specify more search criteria in this interface. However, user can modify the values of the already specified search criteria.

> **Note:** Refer the Panagon Help for information on creating Stored Search Templates.

7. Click **Finish** to go to the source screen.

Modify Search Criteria

To modify the values in the search criteria:

1. Launch *ACS7 application*.

2. Select **Query And Link Documents** from the **Show** drop down list.

3. Select either **Search for documents** or **Search for Stored Searches**.

4. Specify the search criteria as mentioned in the **Searching Documents/Stored Searches/Stored Search Templates** section

5. Click **Add** to add the search criterion to the data grid, as shown below:
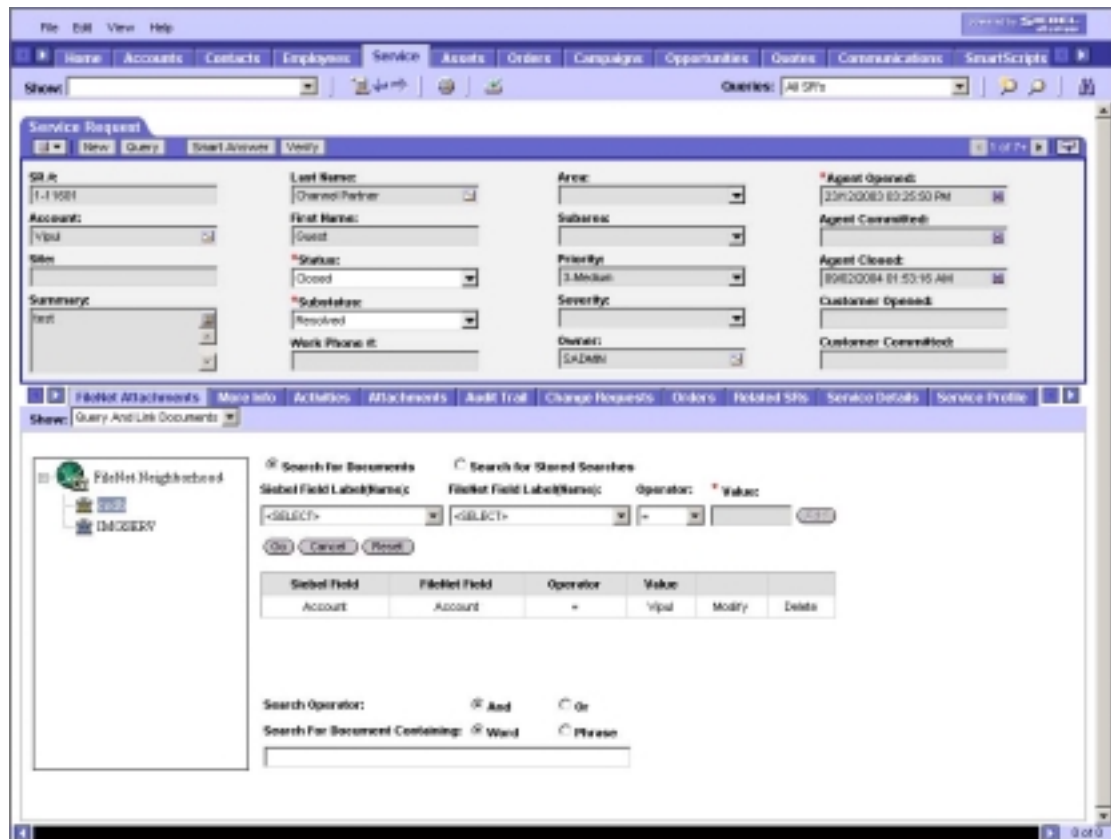
6. Click the **Modify** link of the row to be modified. The **Value** column becomes editable and in the second last column, the **Modify** link is replaced with **Update** and **Cancel** links, as shown below:
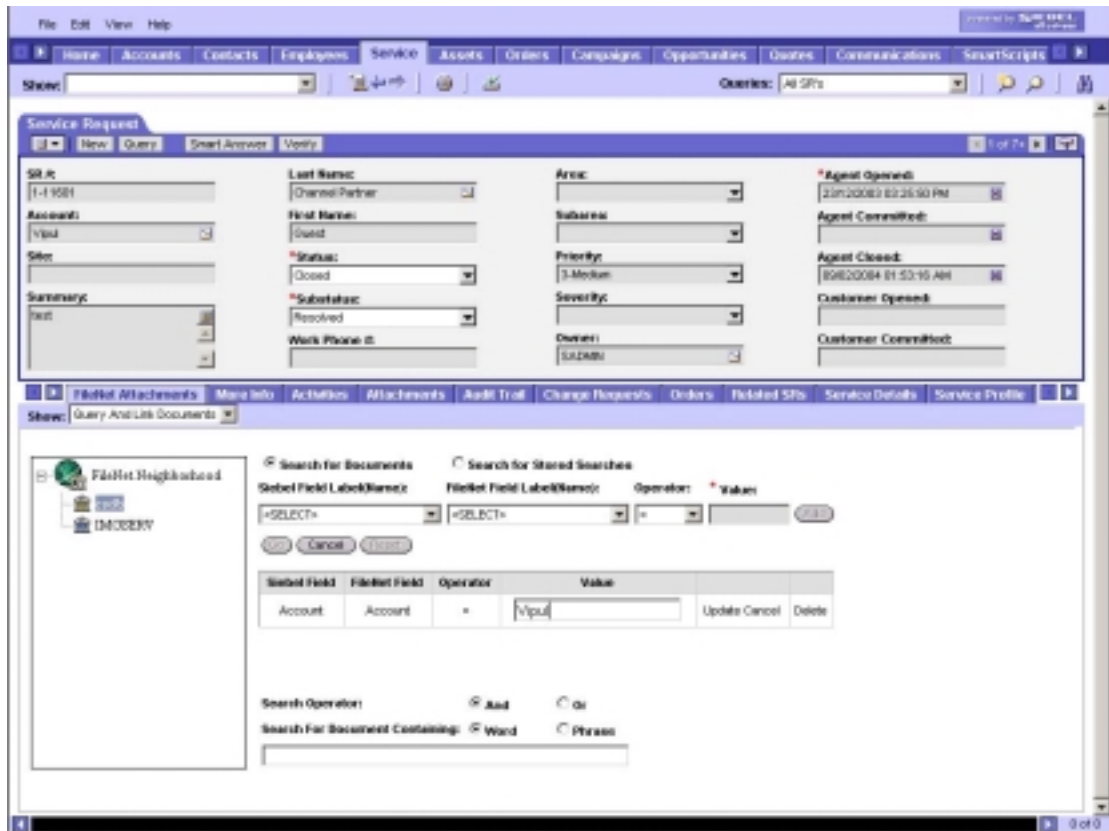
Note: Only the **Value** field is editable.

7. Modify the search value. Click **Update** to save the changes or **Cancel** to ignore. The changes are reflected in the search criteria list, as shown below:
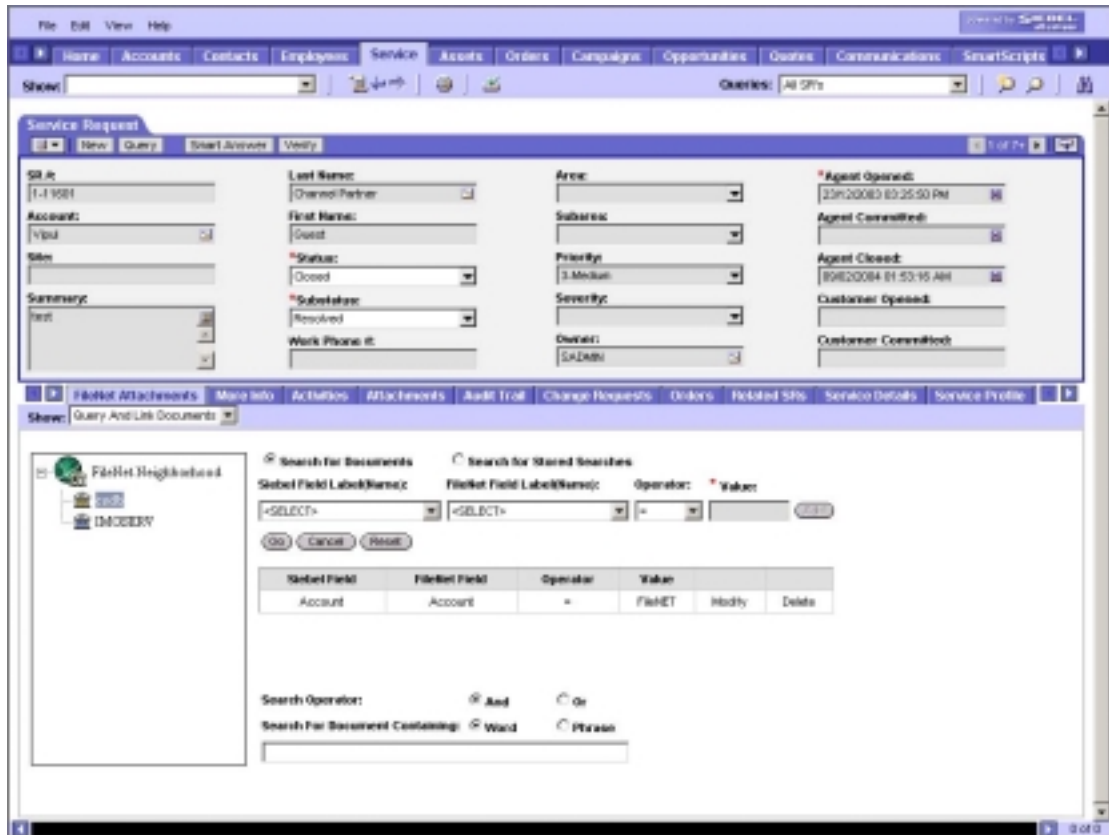
8. Repeat steps 6 to 7 to modify the required search criteria.

Delete Search Criteria

1. Launch *ACS7* application.

2. Select **Query And Link Documents** from the **Show** drop down list.

3. Select either **Search for documents** or **Search for Stored Searches**.

4. Specify the search criteria as mentioned in the **Searching Documents/Stored Searches/Stored Search Templates** section.

5. Click **Add** to add the search criterion to the data grid, as shown below:
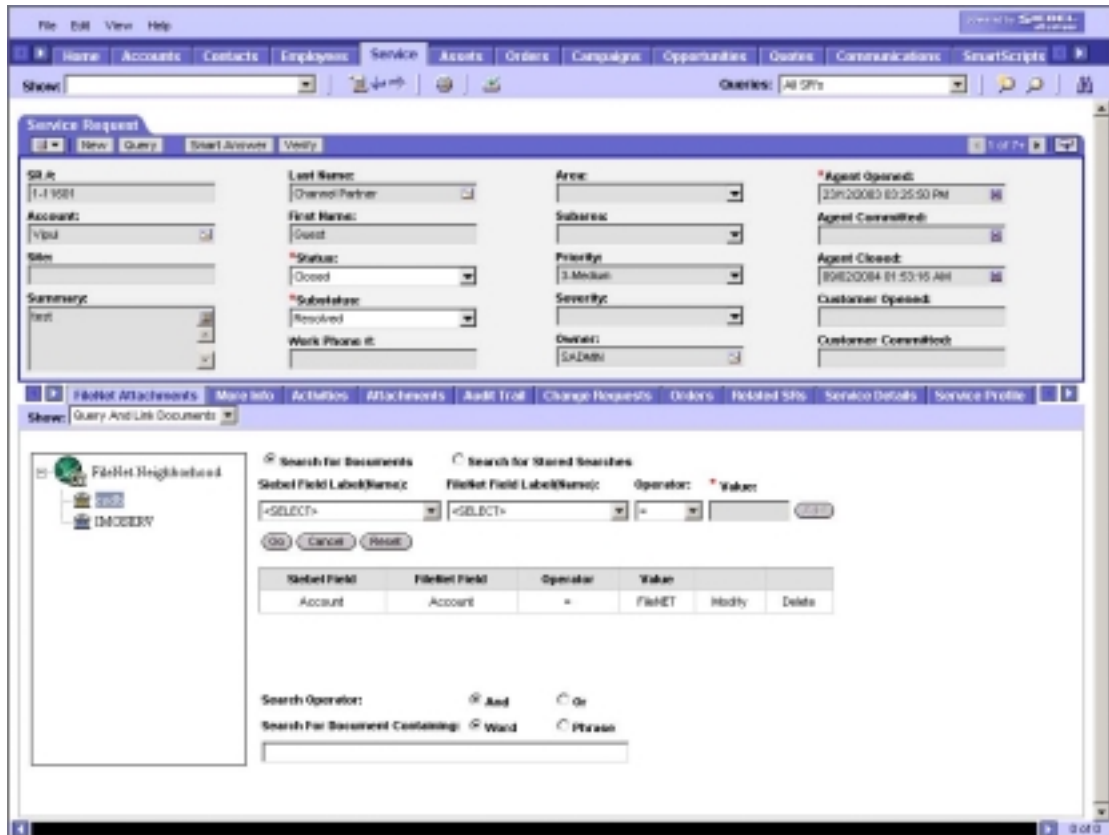
6. Click the **Delete** link of the row to be deleted. The corresponding search criterion is deleted from the data grid.

Operations on Searched Documents

Following operations can be performed on the searched documents (Refer to the **View Linked Documents** section for details):

- View documents

- Update document properties

To link a document to the parent row of the active Siebel row:

1. Select the document class from the tree view in the *Search Result* screen. The screen displays the searched documents under the selected document class in the data grid.

2. Check the **Link To Parent** check box to link the document to parent business component of the active Siebel business component, as shown below:
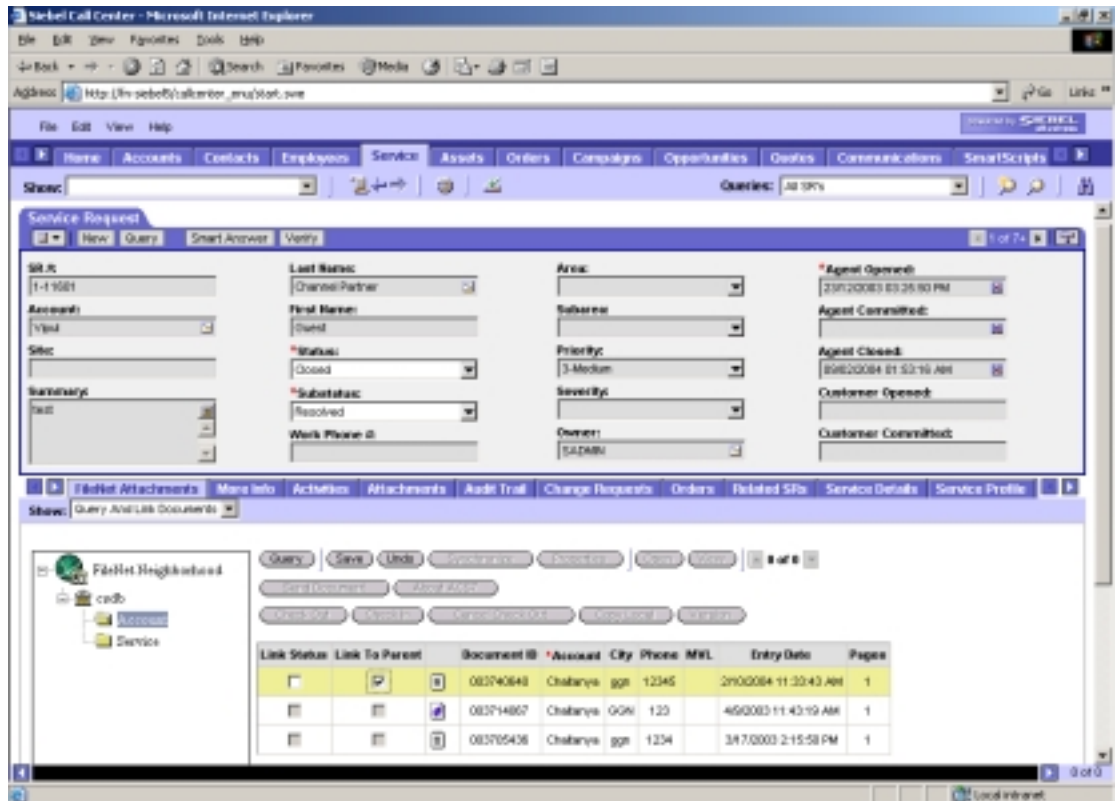
3. Click **Save** to update the status of the document. Click **Undo** to undo the changes.

4. Click **Query** to go back to *Query and Link Documents* screen.

Configure Document Class display

The *View Linked Documents* screen displays the document class along with the libraries in the tree view control. On selection of a document class, the data grid displays all the documents pertaining to the selected document class. The display of the document class is configurable through the *ACS7 Configuration Tool*. When the display of document class is suppressed, user can view all the linked documents corresponding to a library rather than specific document classes.

To configure the document class display:

1. Launch *ACS7 Configuration Tool* and specify the login credentials. The interface of the *ACS7 Configuration Tool* is shown below:
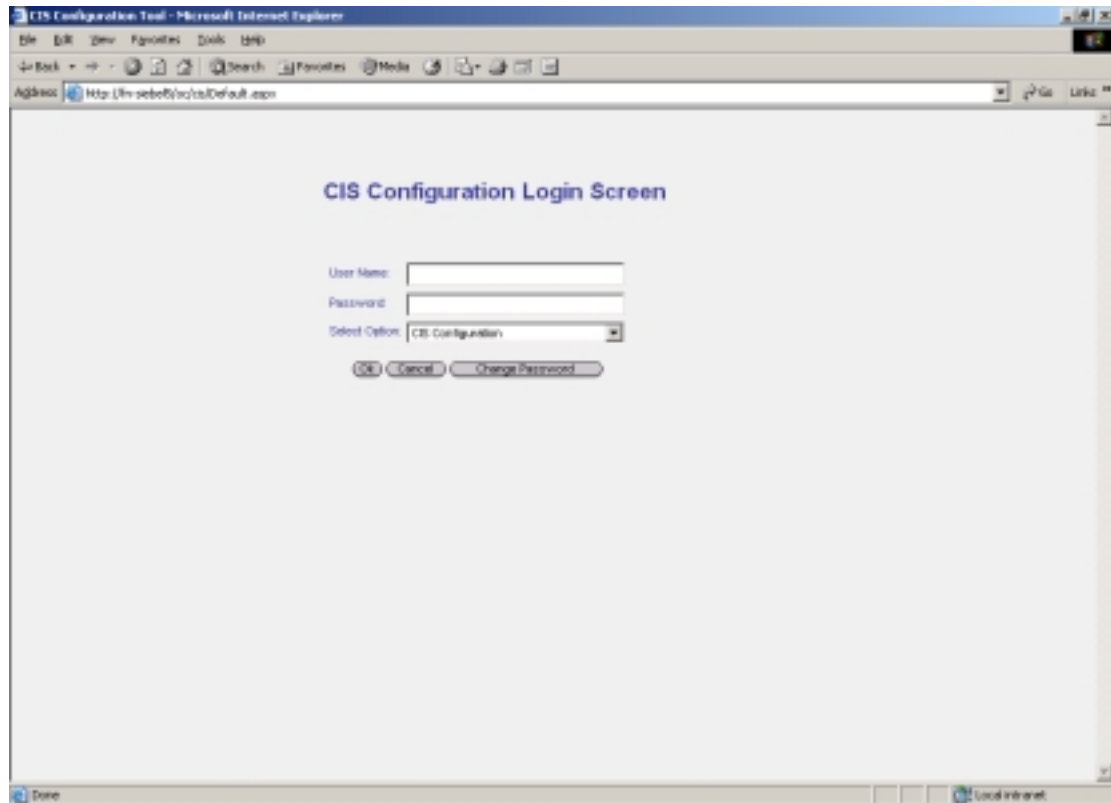
Note: For logging information of *ACS7 Configuration Tool* login and its interface description, refer to the *ACS7 Installation & Configuration* manual.

2. Uncheck the **Suppress document class folders in View Linked Documents screen** option in the **General Settings** section, as shown below:
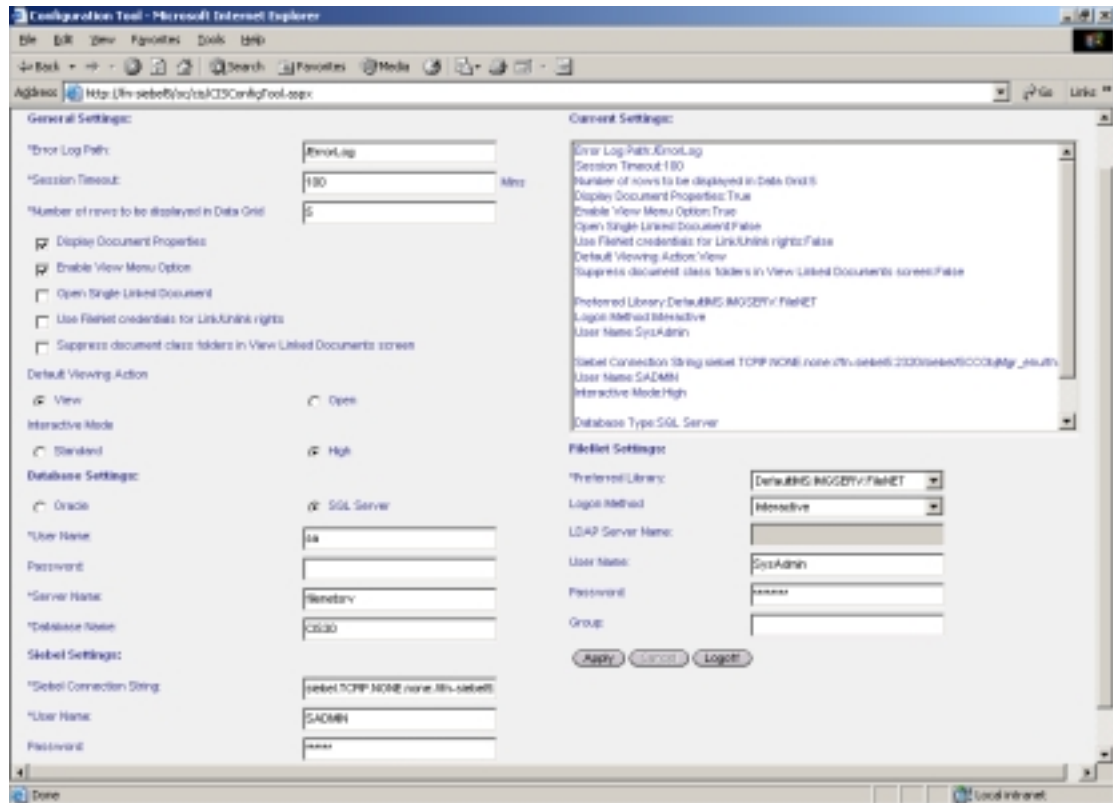
The *View Linked Documents* screen displays the document classes in the tree view. If the option is checked, then the tree view does not display the document classes. On the other hand, data grid displays all the documents corresponding to the selected library.

3. Click **Apply** to save the changes.

4. Click **Logoff** to logout from the *ACS7 Configuration Tool.*

5. Login to ACS7 3.2a application to observe the changed behavior.

Trouble Shooting

CIS-1001

Message

No records found in ACS7 database.

Possible locations/situations of Occurrence

On all screens.

Cause of Occurrence

Improper database configuration.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1002

Message

Unable to logon into ACS7 database.

Possible locations/situations of Occurrence

- *View Linked Document* screen.

- *Add Document* screen.

- *Query & Link* screen.

Cause of Occurrence

Either of below:

- Incorrect Configuration Settings, i.e. Invalid Database UserID & Password or Incorrect Database Name or Server Name.

- Or, if the Database Server is not available.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1003

Message

Parent business component not configured in ACS7 database.

Possible locations/situations of Occurrence

When the user is trying to perform "Link to Parent functionality" and the parent business component is not configured in the ACS7 database.

Cause of Occurrence

Parent Business component not configured for the current Siebel row in ACS7 database.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1004

Message

Unable to link document to the active Siebel row.

Possible locations/situations of Occurrence

- *Add Document* Screen.

- Query And Link Documents screen

Cause of Occurrence

Some ACS7 database related error occurs.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1005

Message

Unable to link document to the parent Siebel row.

Possible locations/situations of Occurrence

When the user is trying to perform "Link to Parent functionality" and the parent business component is not configured in the ACS7 database.

Cause of Occurrence

Some ACS7 database related error occurs.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1006

Message

Parent business component not configured in ACS7 database.

Possible locations/situations of Occurrence

When the user is trying to perform "Link to Parent functionality" and the parent business component is not configured in the ACS7 database.

Cause of Occurrence

Parent business component for the selected business component is not configured in ACS7 database.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1007

Message

No document class configured for business component.

Possible locations/situations of Occurrence

All screens.

Cause of Occurrence

Document class is not configured for a selected business component.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1008

Message

No document classes configured for library.

Possible locations/situations of Occurrence

Add Documents screen

Cause of Occurrence

Document class is not configured for a selected library.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1009

Message

No fields configured for document class.

Possible locations/situations of Occurrence

Add Documents screen

Cause of Occurrence

Index fields are not configured for document class.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1010

Message

Unable to populate field values; Siebel logon failure.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

Invalid or no Siebel credentials configured in SSO administration.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1012

Message

Invalid Siebel field name.

Possible locations/situations of Occurrence

-

Cause of Occurrence

Siebel field not defined.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1013

Message

Invalid value for Siebel field.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

Siebel field value not defined correctly.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1014

Message

Unable to populate field values; Query execute failure.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

Some ACS7 database related error occurs.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1015

Message

Invalid Siebel business object name.

Possible locations/situations of Occurrence

-

Cause of Occurrence

Siebel business object name not defined.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1016

Message

Invalid Siebel business component name.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

Siebel business component not defined.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1017

Message

Unable to populate field values; clear query failed in Siebel.

Possible locations/situations of Occurrence

Add documents screen.

Cause of Occurrence

Incorrect mapping for FileNet fields.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1018

Message

Invalid search criteria.

Possible locations/situations of Occurrence

Query and Link Documents screen.

Cause of Occurrence

Search criteria not correctly defined.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1019

Message

Insufficient rights to perform the operation.

Possible locations/situations of Occurrence

All screens.

Cause of Occurrence

User does not have authorization for a particular operation.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1020

Message

Business component not configured.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

When the business component on which the user is trying to perform ACS7 operations is not configured in the ACS7 database.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1021

Message

Invalid library name.

Possible locations/situations of Occurrence

-

Cause of Occurrence

-

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1022

Message

Unable to create record in FileNet library.

Possible locations/situations of Occurrence

Add Documents screen

Cause of Occurrence

This can happen because of:

- Mandatory index fields of selected document class of the selected FileNet library not configured in ACS7 database.

- Some error relating to FileNet server

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1023

Message

Document not found in FileNet library having ID:XXX

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

When the DocID which is being displayed on the ACS7 screens has been deleted by some other user.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1024

Message

Invalid document index name.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

Document index name not correctly specified in ACS7 database.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1025

Message

Unable to fetch FileNet libraries.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

When some Open client server related error occurs. It can be due to network problem or server being down.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1026

Message

Unable to update properties.

Possible locations/situations of Occurrence

View Linked Documents screen.

Properties Screen.

Query and Link Documents screen.

Cause of Occurrence

Unable to update properties due to invalid index values or mandatory fields not configured in the ACS7 database.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1027

Message

Select a document to proceed*.*

Possible locations/situations of Occurrence

Add Documents screen.

Check-in document screen

Cause of Occurrence

Click **Save** without selecting a document. Click **Document Security** without selecting a document.

Handling (The steps a user needs to take when the error occurs)

Select a valid document and retry.

CIS-1028

Message

Value required for:XXX.

Possible locations/situations of Occurrence

All Screens.

Cause of Occurrence

Invalid or blank value for specified field.

Handling (The steps a user needs to take when the error occurs)

Enter valid values and retry.

CIS-1029

Message

Invalid value entered for session timeout.

Possible locations/situations of Occurrence

ACS7 Configuration screen.

Cause of Occurrence

Invalid value for **Session Time Out** field in 'General settings'.

Handling (The steps a user needs to take when the error occurs)

Enter valid value (< 1000) for **session Time Out** and retry.

CIS-1030

Message

Document added successfully. Library/ Document Class/ ID: XXX.

Possible locations/situations of Occurrence

Add Documents screen.

Cause of Occurrence

Document added successfully to FileNet library.

Handling (The steps a user needs to take when the error occurs)

No action required.

CIS-1031

Message

Unhandled error occurred.

Possible locations/situations of Occurrence

All screens

Cause of Occurrence

Critical error occurred in ACS7.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1032

Message

ACS7 application error occurred.

Possible locations/situations of Occurrence

All screens

Cause of Occurrence

Application error occurred in ACS7.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1035

Message

Query execute failure in ACS7 database.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

Some ACS7 database related error occurs.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1036

Message

Link to active Siebel row created.

Possible locations/situations of Occurrence

-

Cause of Occurrence

-

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1037

Message

Unable to save configuration settings.

Possible locations/situations of Occurrence

ACS7 Configuration screen.

Cause of Occurrence

Error in ACS7 or Open Client.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1039

Message

Invalid FileNet credentials provided.

Possible locations/situations of Occurrence

ACS7 Configuration Tool

Cause of Occurrence

When the user is trying to save invalid FileNet credentials on the *ACS7 configuration* screen

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1041

Message

No document class configured for parent business component.

Possible locations/situations of Occurrence

View and Link Documents screen.

Add Documents Screen

Cause of Occurrence

Checking the **Link To Parent** check box for selected document where no document class has been configured for parent business component in ACS7 database.

Handling (The steps a user needs to take when the error occurs)

Uncheck the **Link To Parent** check box. Contact System Administrator mentioning the error code and location of occurrence.

CIS-1044

Message

FileNet logon operation cancelled for Library.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

Click **Cancel** on *FileNet logon* screen.

Handling (The steps a user needs to take when the error occurs)

No action required. If user wants to retry, enter valid credentials and click **OK.**

CIS-1045

Message

Unable to log error.

Possible locations/situations of Occurrence

ACS7 Error Page

Cause of Occurrence

When the error is not getting logged in the error log file.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1046

Message

Password changed successfully.

Possible locations/situations of Occurrence

FileNet Change Password screen.

Cause of Occurrence

Change password operation successful.

Handling (The steps a user needs to take when the error occurs)

No action required.

CIS-1047

Message

Invalid logon credentials.

Possible locations/situations of Occurrence

FileNet Logon screen for selected library.

Cause of Occurrence

Invalid logon credentials for selected library entered.

Handling (The steps a user needs to take when the error occurs)

Specify valid logon credentials and retry or Contact System Administrator mentioning the error code and location of occurrence.

CIS-1048

Message

New password not confirmed.

Possible locations/situations of Occurrence

Change Password Screen.

Cause of Occurrence

When the user enters different value in **New password** textbox and **Confirm new password** text box on *FileNet Change Password* screen.

Handling (The steps a user needs to take when the error occurs)

CIS-1049

Message

New password cannot be same as old password.

Possible locations/situations of Occurrence

FileNet Change Password screen.

Cause of Occurrence

New and old passwords are same.

Handling (The steps a user needs to take when the error occurs)

Specify a new valid password different from the old password.

CIS-1050

Message

Unable to read configuration settings.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

When ACS7Config.XML file is missing.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1051

Message

Index field not found in ACS7 database.

Possible locations/situations of Occurrence

Add Document screen

Search Documents screen

Cause of Occurrence

When no index fields are defined in ACS7 database for selected document class or the selected library.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1052

Message

No documents found for the specified criteria.

Possible locations/situations of Occurrence

Search Documents screen.

Cause of Occurrence

No results found for specified search criteria.

Handling (The steps a user needs to take when the error occurs)

Specify different search criteria and retry.

CIS-1053

Message

No attachments for active Siebel row.

Possible locations/situations of Occurrence

View Linked Documents screen.

Cause of Occurrence

No documents linked to the current Siebel row.

Handling (The steps a user needs to take when the error occurs)

No action required.

CIS-1054

Message

ACS7 application error.

Possible locations/situations of Occurrence

-

Cause of Occurrence

-

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1055

Message

No attachments found.

Possible locations/situations of Occurrence

View Linked Documents screen.

Cause of Occurrence

No documents linked to the current Siebel row.

Handling (The steps a user needs to take when the error occurs)

No action required.

CIS-1056

Message

Invalid property value.

Possible locations/situations of Occurrence

View Linked Documents screen.

Add Documents screen.

Query and Link Documents screen.

Security / General / Custom Properties screen.

Cause of Occurrence

Invalid value entered for FileNet property.

Handling (The steps a user needs to take when the error occurs)

Enter valid value for the specified property.

CIS-1057

Message

Configuration Settings have been saved.

Possible locations/situations of Occurrence

ACS7 Configuration screen.

Cause of Occurrence

Changes to configuration settings have been saved.

Handling (The steps a user needs to take when the error occurs)

No action required.

CIS-1058

Message

Please specify the search criteria.

Possible locations/situations of Occurrence

Search Documents screen.

Cause of Occurrence

When the search criteria is not specified on the *Search Documents* screen and **Go** is clicked.

Handling (The steps a user needs to take when the error occurs)

Specify search criteria and retry.

CIS-1059

Message

Value field cannot be blank.

Possible locations/situations of Occurrence

Search Documents screen.

Cause of Occurrence

When the user clicks **Add** without entering any value for the Siebel field name selected.

Handling (The steps a user needs to take when the error occurs)

Enter value for selected Siebel Field name and click **Add**.

CIS-1060

Message

Invalid value for FileNet field

Possible locations/situations of Occurrence

View Linked Documents screen.

Add Documents screen.

Query and Link Documents screen.

Security / General / Custom Properties Screen.

Cause of Occurrence

When an invalid value is provided for a FileNet index.

Handling (The steps a user needs to take when the error occurs)

Enter a valid value in the property field.

CIS-1061

Message

Link To Parent operation failed.

Possible locations/situations of Occurrence

View and Link Documents screen.

Add Documents screen

Cause of Occurrence

Parent business component not defined for current Siebel row in ACS7 database.

Handling (The steps a user needs to take when the error occurs)

Click on **Undo** to cancel operation or Contact System Administrator mentioning the error code and location of occurrence.

CIS-1062

Message

Invalid error log path.

Possible locations/situations of Occurrence

All Screens

Cause of Occurrence

When an invalid error log path is specified in ACS7 configuration, where the ACS7 application is not able to create the error log file.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1064

Message

Value cannot be modified for FileNet field.

Possible locations/situations of Occurrence

-

Cause of Occurrence

-

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1065

Message

Selected file type not supported by Java Viewer.

Possible locations/situations of Occurrence

View Linked Documents screen.

View and Link Documents screen.

Version screen.

Cause of Occurrence

Trying to open a document whose format is not supported by Java viewer.

Handling (The steps a user needs to take when the error occurs)

Click **Open** to open the document in native application.

CIS-1066

Message

Session timed out. Please click on **FileNet Attachments** to resume.

Possible locations/situations of Occurrence

All screens.

Cause of Occurrence

User has been idle for a specified time limit as configured in ACS7 configuration.

Handling (The steps a user needs to take when the error occurs)

Click on **FileNet Attachments** tab to refresh the session.

CIS-1067

Message

Configuration file not found at:XXX.

Possible locations/situations of Occurrence

All Screens.

Cause of Occurrence

When ACS7Config.XML file, which contains the ACS7 configuration, is missing.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1068

Message

Document not checked out.

Possible locations/situations of Occurrence

View Linked Documents screen.

View and Link Searched documents screen.

Cause of Occurrence

Trying to check in a document, which is not checked out.

Handling (The steps a user needs to take when the error occurs)

Undo the operation.

CIS-1069

Message

Document already checked out.

Possible locations/situations of Occurrence

View Linked Documents screen.

View and Link Searched documents screen.

Cause of Occurrence

Trying to check out a document, which is already checked out by some other user.

CIS-1070

Message

-

Possible locations/situations of Occurrence

-

Cause of Occurrence

-

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1072

Message

Unable to update FileNet properties for Document ID.

Possible locations/situations of Occurrence

View Linked Documents screen

View and Link Searched documents screen

Cause of Occurrence

When invalid values are provided for the FileNet fields of the selected Document Id.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence. Provide valid values.

CIS-1073

Message

Properties have been changed. Click **Save** / **Cancel** to proceed.

Possible locations/situations of Occurrence

View Linked Documents screen.

Query *and Link Documents* screen.

Security / General / Custom Properties Screen.

Cause of Occurrence

Properties have been changed and not yet saved in Standard Interactivity mode.

Handling (The steps a user needs to take when the error occurs)

Click **Save** to save changes and **Undo** to cancel.

CIS-1074

Message

Invalid file name selected.

Possible locations/situations of Occurrence

Add Document screen.

Check-in document screen.

Cause of Occurrence

Invalid file name selected.

Handling (The steps a user needs to take when the error occurs)

Select valid file name and retry.

CIS-1075

Message

Select a document to proceed.

Possible locations/situations of Occurrence

Add Document screen.

Check-in document screen.

Cause of Occurrence

When the user clicks **Save** or **Document security** without selecting the document.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1076

Message

Delete failed.

Possible locations/situations of Occurrence

ACS7 database configuration screen.

Cause of Occurrence

Generalized message, which is concatenated with other error messages.

Handling (The steps a user needs to take when the error occurs)

Handling not required.

CIS-1077

Message

FileNet field mapped to Siebel.

Possible locations/situations of Occurrence

Configure *FileNet Fields* screen of *ACS7 Database configuration tool*

Cause of Occurrence

When the user is trying to delete a FileNet field which has been mapped to some Siebel field in FN_CIS_BUSCOMPDOCCLASSMAP table.

Handling (The steps a user needs to take when the error occurs)

Delete the mapping from FN_CIS_BUSCOMPDOCCLASSMAP table and then delete the FileNet field.

CIS-1078

Message

Siebel field mapped to FileNet.

Possible locations/situations of Occurrence

Configure *Siebel Fields* screen of *ACS7 Database configuration tool*

Cause of Occurrence

When the user is trying to delete a Siebel field which has been mapped to some FileNet field in FN_CIS_BUSCOMPDOCCLASSMAP table.

Handling (The steps a user needs to take when the error occurs)

Delete the mapping from FN_CIS_BUSCOMPDOCCLASSMAP table and then delete the Siebel field.

CIS-1079

Message

IDL Link Rule exists for FileNet field.

Possible locations/situations of Occurrence

Configure *Map Fields* screen of *ACS7 Database configuration tool*

Cause of Occurrence

When the user is trying to delete a Map field for which an entry is present in FN_CIS_LINKRULES table.

Handling (The steps a user needs to take when the error occurs)

Delete the mapping from FN_CIS_LINKRULES table and then delete the Map field.

CIS-1080

Message

Entry already Exist in ACS7 Database for FileNet Field.

Possible locations/situations of Occurrence

Configure *FileNet Fields* screen of *ACS7 Database configuration tool*

Cause of Occurrence

When the user is trying to add a FileNet field for which an entry is present in FN_CIS_DOCCLASSFIELDS table.

Handling (The steps a user needs to take when the error occurs)

Select a valid FileNet Field to make new entry in ACS7 Database, which is not already present in FN_CIS_DOCCLASSFIELDS table.

CIS-1081

Message

Entry already Exist in ACS7 Database for Siebel Field.

Possible locations/situations of Occurrence

Configure *Siebel Fields* screen of *ACS7 Database configuration tool*

Cause of Occurrence

When the user is trying to add a Siebel field for which an entry is present in FN_CIS_BUSCOMPFIELDS table.

Handling (The steps a user needs to take when the error occurs)

Select a valid Siebel Field to make new entry in ACS7 Database, which is not already present in FN_CIS_DOCCLASSFIELDS table.

CIS-1082

Message

Properties Synchronized successfully for DocID.

Possible locations/situations of Occurrence

View Linked Documents screen.

View and Link Searched Documents screen.

Check-in Document screen

Cause of Occurrence

Click **Synchronize** on screens and the values get synchronized successfully with the selected Siebel row.

Handling (The steps a user needs to take when the error occurs)

No handling required.

CIS-1083

Message

Value required for DocID/ Field Name:XXX.

Possible locations/situations of Occurrence

View and Link Searched Documents screen.

View Linked Documents screen.

Cause of Occurrence

Blank value entered in mandatory FileNet fields.

Handling (The steps a user needs to take when the error occurs)

Provide values for mandatory FileNet fields.

CIS-1084

Message

Unable to Check in Document in FileNet library.

Possible locations/situations of Occurrence

Check-In document screen.

Cause of Occurrence

When the user is unable to check in document in the FileNet library.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1085

Message

Invalid value for DocID/ Field Name:XXX.

Possible locations/situations of Occurrence

View and Link Searched Documents screen.

View Linked Documents screen.

Cause of Occurrence

FileNet Field value entered by the user is invalid.

Handling (The steps a user needs to take when the error occurs)

Specify the correct value for the Field Name and retry

CIS-1086

Message

Unable to Change FileNet password.

Possible locations/situations of Occurrence

FileNet Change password screen.

Cause of Occurrence

Error in server, database or system.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1087

Message

Password has expired. Please change your password.

Possible locations/situations of Occurrence

FileNet Change password screen.

Cause of Occurrence

Password for selected IS library has expired

Handling (The steps a user needs to take when the error occurs)

Change password for the IS library.

CIS-1088

Message

Password configured for the preferred library has expired.

Possible locations/situations of Occurrence

View Linked Documents screen

Add Document screen

Query and Link Documents screen

Cause of Occurrence

Password for IS library which has been configured as preferred library has expired.

Handling (The steps a user needs to take when the error occurs)

Change password for the selected IS library.

CIS-1089

Message

Invalid Siebel Logon Credentials.

Possible locations/situations of Occurrence

ACS7 Configuration screen.

Cause of Occurrence

When the user is trying to save invalid Siebel logon credentials in ACS7 configuration.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence. Provide valid credentials and continue.

CIS-1090

Message

Invalid Database Logon Credentials.

Possible locations/situations of Occurrence

ACS7 Configuration screen.

Cause of Occurrence

When the user is trying to save invalid ACS7 database logon credentials in ACS7 configuration

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence. Provide valid credentials and continue.

CIS-1091

Message

Invalid FileNet Logon Credentials.

Possible locations/situations of Occurrence

ACS7 Configuration screen.

Cause of Occurrence

When the user is trying to save invalid FileNet logon credentials in ACS7 configuration

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence. Provide valid credentials and continue.

CIS-1092

Message

Synchronization failed for FileNet field.

Possible locations/situations of Occurrence

View Linked Documents screen.

Check-In Document screen.

Query and *Link Documents* screen

Cause of Occurrence

Unable to synchronize values for selected row with Siebel Values.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1093

Message

Unable to auto populate values for FileNet field.

Possible locations/situations of Occurrence

Add Document screen.

Cause of Occurrence

FileNet fields mapped to Siebel fields are incorrect or have type mismatch.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1094

Message

The following documents will be unlinked. Do you want to save the changes?

Possible locations/situations of Occurrence

View Linked Documents screen.

Query and *Link Documents* screen

Cause of Occurrence

Link status checkbox unchecked for selected documents.

Handling (The steps a user needs to take when the error occurs)

Click on **OK** to unlink documents or **Cancel** to cancel unlink action.

CIS-1095

Message

The link status for following documents will be updated. Do you want to save the changes?

Possible locations/situations of Occurrence

View Linked Documents screen.

Query and *Link Documents* screen.

Cause of Occurrence

Link status checkbox unchecked for selected documents.

Handling (The steps a user needs to take when the error occurs)

Click **OK** to unlink documents or **Cancel** to cancel unlink action.

CIS-1096

Message

Custom Properties not found for Document Id:

Possible locations/situations of Occurrence

-

Custom Properties screenCause of Occurrence

Document does not have any custom properties associated with it.

Handling (The steps a user needs to take when the error occurs)

Attach some custom properties to the document.

CIS-1097

Message

Document Links copied for the selected siebel Row ID.

Possible locations/situations of Occurrence

View Linked Documents screen

Cause of Occurrence

When the User clicks **Copy Links** on *View Linked Documents* screen.

Handling (The steps a user needs to take when the error occurs)

Click **Paste Links** to copy links to some different Siebel row.

CIS-1099

Message

Email address is invalid.

Possible locations/situations of Occurrence

Send Document screen

Cause of Occurrence

When the user enters invalid Email ID and clicks **Send**.

Handling (The steps a user needs to take when the error occurs)

Enter valid Email ID.

CIS-1100

Message

Entry already Exist in ACS7 Database.

Possible locations/situations of Occurrence

- *Configure FileNet Fields* screen

- *Configure Siebel Fields* screen

- *Configure LinkRules* screen

Configure Parent Business Component screenCause of Occurrence

When the user is trying to add an entry that already exists in the database.

Handling (The steps a user needs to take when the error occurs)

Specify an entry that does not exist in the ACS7 database.

CIS-1101

Message

Business component already mapped with

Possible locations/situations of Occurrence

-

Configure Siebel Fields screenCause of Occurrence

When the user is trying to configure a Business component that is already mapped with some different business object.

Handling (The steps a user needs to take when the error occurs)

Remove all the mappings of business component and configure again.

CIS-1102

Message

Invalid Range Value.

Possible locations/situations of Occurrence

Create Stored Search screen

Cause of Occurrence

When the user specifies an invalid value in the **Range** field.

Handling (The steps a user needs to take when the error occurs)

Enter a valid range value.

CIS-1103

Message

The link status for following items will be updated. Do you want to save the changes?

Possible locations/situations of Occurrence

View Linked Stored Searches screen

Cause of Occurrence

Link status checkbox unchecked for selected stored searches/templates.

Handling (The steps a user needs to take when the error occurs)

Click **OK** to unlink stored searches/templates or **Cancel** to cancel unlink action.

CIS-1104

Message

Custom Stored Search created successfully. Library/ ID

Possible locations/situations of Occurrence

Create Stored Search screen

Cause of Occurrence

When a stored search is saved successfully.

Handling (The steps a user needs to take when the error occurs)

-

CIS-1105

Message

Stored Search not found in FileNet library having ID

Possible locations/situations of Occurrence

View Linked Stored Searches screen

Cause of Occurrence

When the stored search being displayed on the screen has been deleted from the FileNet library.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1106

Message

Following Items do not exist or user does not have permission to view these documents:

Possible locations/situations of Occurrence

View Linked Stored Searches screen.

Cause of Occurrence

When the user tries to open the stored searches/templates without having valid permissions on the items.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1107

Message

No documents found for the stored search.

Possible locations/situations of Occurrence

View Linked Stored Searches screen

Cause of Occurrence

When the user opens a stored search for which no documents are found.

Handling (The steps a user needs to take when the error occurs)

-

CIS-1108

Message

Words or Phrases field cannot be blank.

Possible locations/situations of Occurrence

Create Stored Search screen

Cause of Occurrence

When the user tries to save a stored search without entering Word or Phrase field value in case of CS library.

Handling (The steps a user needs to take when the error occurs)

Enter valid values in Word or Phrase field.

CIS-1109

Message

Module not found

Possible locations/situations of Occurrence

About CIS screen

Cause of Occurrence

When any of the CIS module is not present in the "Bin" folder of Open Client directory.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1111

Message

Document could not be sent.

Possible locations/situations of Occurrence

View Linked Documents screen

View And Link Searched Documents screenCause of Occurrence

When due to some failure the document could not be sent using *Send Mail* screen.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1112

Message

Documents not found.

Possible locations/situations of Occurrence

Archive Links screen.

Cause of Occurrence

When there are no documents found to be archived.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1113

Message

Stored Search Template not found in FileNet library having ID

Possible locations/situations of Occurrence

View Linked Stored Searches

Cause of Occurrence

When the stored search being displayed on the screen has been deleted from the FileNet library.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.

CIS-1114

Message

No visible conditions are available in the Stored Search Template having ID

Possible locations/situations of Occurrence

Show Stored Search Template screen

Cause of Occurrence

When there are no visible conditions present in the selected stored search template.

Handling (The steps a user needs to take when the error occurs)

Contact System Administrator mentioning the error code and location of occurrence.