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News

About this newsletter

This newsletter is designed to keep you better informed about IBM® Content Manager OnDemand on all platforms. The newsletter is published quarterly.

Previous editions of this newsletter can be found in [support item 628001](#). They are also available on the OnDemand User Group web site under the heading '[Presentations, Newsletters, and such](#)'.

Correspondence related to this newsletter should be directed to darrell.bryant@unicomsi.com.

This newsletter is formatted so that it is easier to read on wide screen devices. Use the full screen viewing option in Adobe Reader or Acrobat (Ctrl+L) for best results.

Bud Paton is retiring

Bud Paton is retiring after 43 years with IBM on December 31, 2021.

Bud spent the last 25 years working with Content Manager OnDemand, as technical support, then in the field as pre-sales and later as the Worldwide Subject Matter Expert for CMOD. Bud's favorite time with CMOD was conducting 1-2 day CMOD Work Shops around the globe, and traveling to customer locations which took him to 85 countries. He truly will miss all the wonderful people he met while working with CMOD.

Bud asked that you all stay in touch with him at his personal email: budrwp@yahoo.com

Server version 10.1.0.9 available

Multiplatforms

The V10.1.0.9 fix pack installation files are available from [IBM Fix Central](#).

See the [Compatibility Matrix](#) for the Content Manager OnDemand clients and servers for compatible OnDemand Administrator and OnDemand end-user clients.

z/OS

To upgrade your system, choose the applicable PTF from the list in [support item 347373](#).

Server version 10.5.0.3 available

Multiplatforms

The V10.5.0.3 fix pack installation files are available from [IBM Fix Central](#). This includes the OnDemand Administrator and OnDemand end-user clients.

z/OS

To upgrade your system, choose the applicable PTF from the list in [support item 347373](#).

IBM i

See the PTF List for a list of the PTF numbers for your release. You should also review the corresponding Read This First document before installing the PTFs. We recommend that you order the Content Manager OnDemand for i PTF group when upgrading your system to V10.5.0.3.

Release	PTF Group	PTF Lists	Read This First
V7.4	SF99652	0731827	885943
V7.3	SF99252	0737891	7046944

EOS for Content Manager OnDemand for Multiplatforms V10.1

End of support (EOS) for Content Manager OnDemand for Multiplatforms V10.1 will be on April 30, 2022. Customers running for Content Manager OnDemand V10.1 should plan on upgrading to V10.5 before the EOS date.

For more information, see IBM United States Withdrawal Announcement [921-071](#).

EOS for Content Manager OnDemand for z/OS V10.1

End of support (EOS) for Content Manager OnDemand for z/OS V10.1 will be on April 30, 2022. Customers running for Content Manager OnDemand V10.1 should plan on upgrading to V10.5 before the EOS date.

For more information, see IBM United States Withdrawal Announcement [921-056](#).

IBM Content Manager OnDemand education

Still working from home? Now is a great time to get educated on several of the newer features of Content Manager OnDemand V10.5. Make sure your Content Manager OnDemand team has a strong understanding of the fundamentals of the system, how to administer it, and its purpose. All IBM Content Manager OnDemand education is available for remote learning.

Instructor-led

OnDemand University (ODU) instructor-led online training courses from enChoice provide all the benefits of live instruction without the hassle of travel time and costs – students can learn virtually from wherever an internet connection is available. The class schedule for 2022 is coming soon.

Self-paced

Self-paced online training courses from enChoice are perfect for busy professionals who require flexibility with their class schedules. Classes may be taken anytime, anywhere at the student's own pace. Courses are created and taught in English by certified, IBM-authorized Content Manager OnDemand instructors.

Two self-paced courses are available:

IBM Content Manager OnDemand Administration

This is the foundational course for individuals interested in learning about the major functions of the IBM Content Manager OnDemand system. The course starts with a basic overview of the system, and then teaches students how to:

- Create and maintain Content Manager OnDemand objects such as applications, application groups, and folders
- Index, load, and retrieve various types of documents and report files in a Content Manager OnDemand system

IBM Content Manager OnDemand Advanced System Administration

This self-paced course builds on the foundational course by providing system administration concepts for the Content Manager OnDemand solution. It provides students with a thorough understanding of Content Manager OnDemand architecture and system object concepts as well as storage administration, document storage and indexing components such as the PDF indexer, the 390 indexer, and the XML indexer.

The course also covers database configurations, command utilities, server APIs and the Web Enablement Kit (ODWEK).

To register for any of these classes, visit the [enChoice Education](#) page, the IBM Education website, or contact your TechData/Exit Certified, or Learn Quest training coordinator.

Custom or private remote or onsite classes are also available – simply contact ODU@enchoice.com for more information.

Tips – Cross Platform

log4j security vulnerability in server version 10.5.0.x

IBM Content Manager OnDemand Versions 10.5.0.0, 10.5.0.1, 10.5.0.2, and 10.5.0.3 use log4j 2.13.0 and therefore are impacted by CVE-2021-44228.

In Content Manager OnDemand Version 10.5, only the following components use log4j 2.x:

- Full Text Search Exporter
- Content Manager OnDemand REST Services
- Content Manager OnDemand Web Enablement Kit.

See [support item 6525888](#) for remediation options.

log4j security vulnerability in server version 10.1.0.x

IBM Content Manager OnDemand Versions 10.1.0.0 through 10.1.0.5 are not affected, however Versions 10.1.0.6 through 10.1.0.8 are impacted by CVE-2021-44228.

In Content Manager OnDemand Version 10.1, only the Full Text Search Exporter uses log4j 2.x.

See [support item 6525892](#) for remediation options.

"Send" Function is not working for OnDemand Windows Client on 64 bit Windows systems

Problem

The "Send" button in the OnDemand client, which is used to send Content Manager OnDemand documents via MAPI, is greyed out and therefore unavailable.

Resolving The Problem

The following prerequisites need to be implemented, otherwise the problem described might occur:

1. An application to receive the MAPI calls needs to be installed (for example Microsoft Outlook).
2. MAPI needs to be installed. Check Microsoft documentation for further information.
3. MAPI needs to be enabled.

Additional tasks:

4. The bitness of mail clients must match with the bitness of the OnDemand client. For example, if a 32-bit mail application is used, a 32-bit OnDemand client will work, but a 64-bit OnDemand client will not work. If a 64-bit mail application is used, only a 64-bit OnDemand client will work.
5. The two registry entries below need to be adjusted.
 - a. Go to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows Messaging Subsystem. Make the following changes to the registry:
 - Set the (DEFAULT) string value to 1 instead of default
 - Set the MAPI key string value to 1 instead of 0
 - b. Go to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows Messaging Subsystem. Make the following changes to the registry:
 - Set the (DEFAULT) string value to 1 instead of default
 - Set the MAPI key string value to 1 instead of 0

This tip adapted from [support item 246333](#).

Adding Team Members to New and Existing Support Cases

Adding peers or other members of your team to a new or an existing support case is important and makes it easier to get the support you need. Now it's simpler than ever.

When you open a case, use the Add team members box at the bottom of the Open a Case page to search for your team members. The users you add will receive notifications and updates about the case, but all of your account's users with Administrator or Full access can view cases. Users with Basic Access, can only view the cases they created.

After you create your list of users and submit the case, the site automatically adds the users you selected to new cases. There is no need to search again to add users.

For more details see the IBM [mysupport](#) web site.

Tips – Multiplatform

How to debug when ARSSOCKD fails to start and no messages are produced

This problem is usually caused by either ARSSOCKD ending before it can write to the System Log or the console is not set up correctly.

Before doing anything else, ensure that the database is running.

If that does not resolve the problem, modify the command "arslog" located in the bin directory of the installed CMOD binaries.

First do a backup of this file (in case you have made some custom modifications), then insert the following lines at the beginning of the file just after the first line:

```
echo "$@" >> /tmp/arslog.out
exit 0
```

Save arslog. And restart Content Manager OnDemand with the ARSSOCKD command.

If you look at the file /tmp/arslog.out, you will see something like this recent problem record:

```
ARCHIVE 2021- 06-08 19:41:32.980988 0 ARSSOCKD 4 213 ARS0213I
Unable to load the OnDemand DB2 dynamic load library
(arsdb2). Check to make sure DB2 is installed and that
the db2ln command has been run
```

Note the ARS0213I message which in this case also gives the problem resolution:

If that does not resolve the issue, you can use the "ldd" command to check if there are other dependency issues with ARSSOCKD.

For example, as the userid that would start ARSSOCKD, run

```
ldd /opt/ibm/ondemand/V10.1/bin/arssockd
```

If there are still issues, then open up a case with IBM Software Support.

In all cases, don't forget to restore your arslog script to its original state!

This tip was originally published in the 2Q2021 newsletter with the suggested problem determination step of running system trace. However, many customers do not install system trace on production systems due to potential security exposures.

A big Thank You to Alessandro Perucchi for the information on using the arslog exit to perform the problem determination!

Tips – IBM i

log4j security vulnerability on IBM i

Customers running Content Manager OnDemand for i Versions 7.2, 7.3, and 7.4 should contact Software Support for more information on all of the remediation options.

Customers performing manual remediation, as described in the [Cross-platform tips on page 2](#), should note that for remediation option 1, steps 3 and 4 should be revised as follows:

3. Remove log4j-api-2.xx.0.jar and log4j-core-2.xx.0.jar from the /QIBM/ProdData/OnDemand/jars directory where xx is any number.

Remove the symbolic links for log4j-api-2.xx.0.jar and log4j-core-2.xx.0.jar from the /QIBM/ProdData/OnDemand/www/api directory.

4. Copy the new log4j jar files (for example, log4j-api-2.16.0.jar and log4j-core-2.16.0.jar) into the /QIBM/ProdData/OnDemand/jars directory.

Create symbolic links in the /QIBM/ProdData/OnDemand/www/api directory, for example:

```
ADDLNK OBJ('/QIBM/PRODDATA/ONDEMAND/JARS/log4j-api-2.16.0.jar')
NEWLNK('/QIBM/ProdData/OnDemand/www/api/log4j-api-2.16.0.jar')
```

```
ADDLNK OBJ('/QIBM/PRODDATA/ONDEMAND/JARS/log4j-core-2.16.0.jar')
NEWLNK('/QIBM/ProdData/OnDemand/www/api/log4j-core-2.16.0.jar')
```

QONDADM user profile is now created with no password for new installations

Included in the server version 10.5.0.3 PTFs is a change to the QONDADM user profile that affects new Content Manager OnDemand for i installations. This change does not affect existing Content Manager OnDemand systems. This change also does not affect customers who use their original licensed program product installation media for new installations. This change only affects customers who perform a Save Licensed Program (SAVLICPGM) command to save the Content Manager OnDemand for i software and then use the output of the save to do a Restore Licensed Program (RSTLICPGM) command for the new installation.

Currently, the QONDADM user profile is created during the Content Manager OnDemand installation process. Then, when you create a new Content Manager OnDemand instance, the QONDADM user ID is automatically added to the instance. At server version 10.5.0.3 and later, when using the results of the RSTLICPGM command for new installations

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of Content Manager OnDemand, the QONDADM user ID does not have an initial password set. An IBM i user with sufficient authority must use the Change User Profile (CHGUSRPRF) command to set the password before QONDADM can be used to log on.

User profiles QRDARSADM and QRDARS4001 thru 5 no longer created for new installations

Included in the server version 10.5.0.3 PTFs are changes to the QRDARSADM and QRDARS400x user profiles that affect new Content Manager OnDemand for i installations. These changes do not affect existing Content Manager OnDemand systems. These changes also do not affect customers who use their original licensed program product installation media for new installations. These changes only affect customers who perform a Save Licensed Program (SAVLICPGM) command to save the Content Manager OnDemand for i software and then use the output of the save to do a Restore Licensed Program (RSTLICPGM) command for the new installation.

User profile QRDARSADM is no longer used. User profile QONDADM is used instead. At server version 10.5.0.3 and later, when using the results of the RSTLICPGM command for new installations of Content Manager OnDemand, the QRDARSADM user profile will not be created.

User profiles QRDARS4001, QRDARS4002, QRDARS4003, QRDARS4004, and QRDARS4005 are no longer used. At server version 10.5.0.3 and later, when using the results of the RSTLICPGM command for new installations of Content Manager OnDemand, these user profiles will not be created.

Note: User profiles QRDARSADM, QRDARS4001, QRDARS4002, QRDARS4003, QRDARS4004, and QRDARS4005 have been deprecated since Content Manager OnDemand for i V6.1. These user profiles were used by Spool File Archive and are no longer needed by Common Server. They will be deleted in a future release.

User profiles QRDARSADM and QRDARS4001 thru 5 can be deleted

Content Manager OnDemand for i V7.4 is the last release to include user profiles QRDARSADM, QRDARS4001, QRDARS4002, QRDARS4003, QRDARS4004, and QRDARS4005. These user profiles were used by Spool File Archive and are no longer needed by Common Server. They were deprecated at V6.1 and will be deleted in a future release.

You might want to make some or all of the following changes manually if you do not want the future release to make these changes for you.

User profiles that have QRDARSADM specified as a group profile or supplemental group should be changed to specify QONDADM as a group profile or supplemental group. To determine which user profiles specify QRDARSADM as a group profile use the command:

```
DSPAUTUSR SEQ(*GRPPRF)
```

If any objects exist on your system that are owned by QRDARSADM, QRDARS4001, QRDARS4002, QRDARS4003, QRDARS4004, or QRDARS4005, you should change the object owner to QONDADM unless you have a specific reason to change the object owner to a different user profile. Note that if any of these profiles own objects in the path /QIBM/UserData/RDARS, you should verify that your migration from Spool File Archive to Common Server is complete and that all reports stored in Spool File Archive have been migrated to the Archived Storage Manager (ASM) of Common Server. To determine which user profiles own objects (other than their own message queue) use the following command:

```
DSPUSRPRF USRPRF(QRDARSxxxx) TYPE(*OBJOWN)
```

If you have any jobs that run under user profile QRDARSADM you should change them to run under user profile QONDADM.

After these changes have been made, the QRDARSADM, QRDARS4001, QRDARS4002, QRDARS4003, QRDARS4004, and QRDARS4005 user profiles can be deleted from your system.

If you have further questions, contact IBM support in your geography.

Tips – z/OS

z/OS Quick Hits

What is the order of checking userid and password on an ARSLOAD?

- Is there a -u -p on the ARSLOAD parm, if not
- Try using ARSPTGN, if that's not set up then
- Use a stash file

Upgrading z/OS from V2.3 to either V2.4 or V2.5?

Be sure to review the [z/OS V2.4 Release Notes](#) on the OD User Group forums for defects exposed by CMOD.

As of this writing, there are no z/OS V2.5 items.

Defunct ars.ini parameters

If these are in your ars.ini you can remove them.

```
ARSSOCK_SNDBUF_SIZE=262144
```

```
ARSSOCK_RCVBUF_SIZE=262144
```

Those values are now the default for all supported releases of CMOD.

You can verify those values with the following operating system command:

```
D TCPIP,,NETSTAT,ALL
```

Additional Information

Documentation

Content Manager OnDemand for Multiplatforms [Documentation](#)

Content Manager OnDemand for z/OS [Documentation](#)

Content Manager OnDemand for i [Documentation](#)

Content Navigator [Documentation](#)

Publication Libraries - PDF versions of the documentation

Multiplatforms	Version 10.1	Version 10.5
z/OS	Version 10.1	Version 10.5
IBM i	Version 7.3	Version 7.4

Product System Requirements

Multiplatforms	Version 10.1	Version 10.5
z/OS	Version 10.1	Version 10.5
IBM i	Version 7.3	Version 7.4

More Enterprise Content Management web sites

IBM Content Manager OnDemand [Product Overview](#)

[Compatibility Matrix](#) for the Content Manager OnDemand clients and servers

IBM Software [Support Lifecycle](#) Policies (search for Content Manager OnDemand)

OnDemand User Group

The primary objective of the [OnDemand User Group](#) (ODUG) is to create an environment and network encouraging the exchange and development of information regarding Content Manager OnDemand and its associated products.

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