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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](#).

Correspondence related to this newsletter should be directed to [darrell.bryant@unicomsi.com](mailto: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.

### End of Support for Content Manager OnDemand for i V7.3

Content Manager OnDemand for i version 7.3 will reach End of Support on **September 30, 2023**. For more information, visit the IBM [software support lifecycle](#) site. Search for Content Manager OnDemand.

Customers using Content Manager OnDemand for i V7.3 should upgrade to Content Manager OnDemand for i V7.4 or V7.5 prior to the V7.3 End of Support date.

### IBM Workshop Series

Dates for the 2023 in-person IBM Workshops will be released early in the new year.

You can use the links below to replay the virtual workshop series that IBM ran in 2021.

**CMOD Workshop 101** – [View Recording](#)

**REST Services** – [View Recording](#)

**Remote Systems including Hybrid deployment and Storage updates** – [View Recording](#)

**AFP for CMOD** – [View Recording](#)

**Useful tips and tricks** – [View Recording](#)

**Robotic Process Automation with CMOD** – [View Recording](#)

**The evolution of ePresentment** – [View Recording](#)

### 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 2023 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 or 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](mailto:ODU@enchoice.com) for more information.

## Tips – Cross Platform

### Installing Adobe Acrobat for PDF graphical indexing

You might wonder if it matters what order you install Adobe Acrobat and the OnDemand Administrator client.

The OnDemand Administrator includes a graphical indexer to support indexing of PDF documents. (The PDF graphical indexer is only included with the 32-bit OnDemand Administrator client.) The graphical indexer uses a plug-in named ARSPDF32.API. The plug-in is shipped with Content Manager OnDemand. In order to support the plug-in, Adobe Acrobat must be installed on the workstation along with the OnDemand Administrator client.

If you install the OnDemand Administrator client after you install Adobe Acrobat, then the installation program will copy the API file to the Acrobat plug-in directory. If you install the OnDemand Administrator client before you install Acrobat, then you must copy the API file to the Acrobat plug-in directory. Additionally, if you upgrade to a new version of Acrobat, then you must copy the API file to the new Acrobat plug-in directory.

The default location of the API file is C:\Program Files (x86)\IBM\OnDemand Clients\V10.5\pdf, where V10.5 is the version of Content Manager OnDemand you have installed. The default Acrobat plug-in directory is \Program Files(x86)\Adobe\Acrobat x\Acrobat\plug\_ins, where x is the version of Acrobat, such as 2015..

This tip adapted from [support item 6839181](#).

### Problems displaying PDF files with the OnDemand Administrator client after upgrading Adobe Acrobat Continuous Release 2022

When selecting a PDF file to begin indexing with the OnDemand Administrator client or viewing with the OnDemand Client, the following symptoms might occur:

- In the OnDemand Administrator, the Graphical Indexer window opens the PDF document for indexing, but the PDF page renders outside or on top of the Graphical Indexer window. Further, users are unable to select any text for defining indexes, triggers, or fields.
- In the OnDemand Client, the PDF document opens for viewing, but the PDF page renders outside or on top of the OnDemand Client.
- The OnDemand Administrator or OnDemand Client immediately closes.

These issues are caused by new security enhancements implemented by Adobe.

## Tips – Multiplatforms

### Installing ODWEK in a non-default directory

Do I need to take additional steps if Content Manager OnDemand Web Enablement Kit (ODWEK) is installed in a directory that is different than the default install directory?

If ODWEK is installed in a directory that is not the default directory, the name of the directory must be set in the Properties object that is passed to the ODConfig constructor. For example, if ODWEK is installed in the /apps/ibm/ondemand/V10.5/www directory:

```
Properties od_props = new Properties();
od_props.setProperty( ODConfig.ODWEK_INSTALL_DIR,
"/apps/ibm/ondemand/V10.5" );
ODConfig odConfig = new ODConfig(ODConstant.PLUGIN, //AfpViewer
ODConstant.APPLLET, //LineViewer
null, //MetaViewer
200, //MaxHits
"/applets", //AppletDir
"ENU" //Language
"/arstmp", //TempDir
"/tmp/trace", //TraceDir
4, //TraceLevel
od_props); //AdditionalProps
```

The specified value should not include the "www" at the end of the path. It should indicate the directory that is the parent of the "www" directory.

This entry is not required when running ODWEK on Windows. On a Windows server, the Windows registry is queried to supply the directory where ODWEK is installed.

In addition, be sure to use the non-default installation directory when you are setting up the development environment. For example, on an AIX server, set the LIBPATH environment variable to /apps/ibm/ondemand/V10.5/www:/apps/ibm/ondemand/V10.5/lib64.

This tip adapted from [support item 626313](#).

### Installing the PDF indexer in a non-default directory

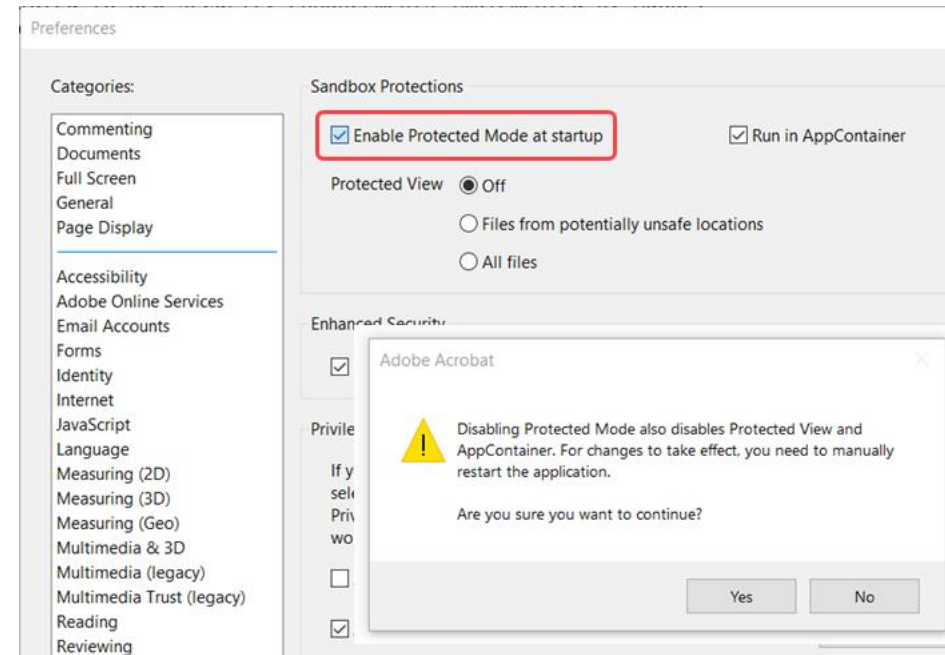
If the PDF indexer has not been installed in the default directory, such as /opt/IBM/ondemand/V10.5, PDF indexing might fail with message:

```
Could not load program /opt/IBM/ondemand/V10.5/bin/arspdoci:
Dependent module libDL150ACE.so could not be loaded.
```

Although the Content Manager OnDemand ARSLOAD program can find the ARSPDOCI program from the user's customized installation location,

To prevent these issues from occurring, review the Preference settings in Adobe Acrobat. Select the 'Edit/Preferences...' menu item, then click 'Security (Enhanced)'. Under 'Sandbox Protections' uncheck 'Enable Protected Mode at startup'.

Unchecking 'Enable Protected Mode at startup' will display a message box asking if you are sure you want to continue. Select Yes. Then close Adobe Acrobat and try to open a PDF file in the Graphical Indexer of the OnDemand Administrator or in the OnDemand Client.



### ARSDOC QUERY returns date fields in multiple formats

Why is ARSDOC QUERY returning date fields in multiple formats? Shouldn't ARSDOC QUERY use the date format specified in the Content Manager OnDemand folder definition.

ARSDOC QUERY uses the date format specified in the Content Manager OnDemand application definition, not the folder definition.

The application definition's date format is used because ARSDOC QUERY does not necessarily require a folder to perform a query. Queries can be issued by specifying just the application group. Therefore, the application definition's date format is the only one guaranteed to be present when running an ARSDOC QUERY.

Because a Content Manager OnDemand application group can contain multiple applications, the date fields can be presented in multiple formats.

Consider using a Content Manager OnDemand Web Enablement Kit (ODWEK) application if a consistent date format is required query results. ODWEK uses the date format contained in the folder definition for all date fields that are returned from a query.

This tip adapted from [support item 622541](#).

the PDF indexer, by default, will try to find libDL150ACE.so in /opt/IBM/ondemand/V10.5/lib64 for V10.5.

You should use the ldd command to find the libraries needed by the ARSPDOCI and ARSPDUMP programs.

For example:

```
ldd <installdir>/bin/arspdoci
```

This will list libraries required by the ARSPDOCI program and where it is looking for them.

To resolve this issue, you can set the LIBPATH on AIX or LD\_LIBRARY\_PATH on Linux to include the <installdir>/lib64 directory in the user's environment, where <installdir> is the non-default installation directory of Content Manager OnDemand. This can be done in the .profile or .bash\_profile for that user.

This tip adapted from [support item 245467](#).

## Tips – z/OS

### What is the relationship between the various modules that allow exit processing?

In IBM® Content Manager OnDemand for z/OS®, there are many parts and samples that are involved in the exit process. How do they all work together?

Each exit has its own flow and its own setup. At a high level, the exits are:

#### Exit for checking access permissions

Flow: Content Manager OnDemand → ARSUPERM → ARSUSECX → dynamic exit facility → ARSUSECZ

ARSUSECZ is established with SETPROG ...ARS.SECURITY

#### Exit for logging on or working with passwords

Flow: Content Manager OnDemand → ARSUSEC → ARSUSECX → dynamic exit facility → ARSUSECZ

ARSUSECZ is established with SETPROG ...ARS.SECURITY

#### Exit for modifying document attributes, such as AG/application, size, and so on

Flow: Content Manager OnDemand → ARSUUPDT → ARSUUPDX → dynamic exit facility → ARSUUPDZ

ARSUUPDZ is established with SETPROG ...ARS.RSADUPDT

#### Exit for passticket generation

Flow: Content Manager OnDemand → dynamic exit facility → ARSPTGN

ARSPTGN is established with SETPROG ...ARS.PTGN

#### Exit for table space creation

Flow: Content Manager OnDemand → ARSUTBL

ARSUTBL is established by the ARS\_DB\_TABLESPACE\_USEREXIT setting in the ARS.CFG configuration file.

#### Exit for document preview

Flow: Content Manager OnDemand → ARSUPREP

ARSUPREP is established by the "Use preview exit" option in the Content Manager OnDemand application definition.

See [support item 349027](#) for additional information including details on the samples, copybooks, and build JCL for each exit.

### Quick Hits

#### How well is your OAM subsystem performing?

You can use the f arssockd,d,oam command to check the response times for OAM.

Here is an example from a small test instance:

```
F ARSTESTX,D,OAM
ARS0375I 16.37.09 DISPLAY OAM
DB2      DSNB      PLAN CBRIDBS  GENERAL      2 SLOW      0
TCB@     STATUS COLLECTION/OBJECT
008D5328 IGFE     ARS.COLLECT.ODVNEXT
                                      ZBB.L3.FAAA
                                      START=13.22.58.967 STOP=13.22.58.969
008D5080 IGFE     ARS.COLLECT.ODVNEXT
                                      ZAA.L2.FAAA
                                      START=13.43.44.170 STOP=13.43.44.172
```

In this example, the OAM data resides on DASD. By subtracting the START and STOP times, you can see that OAM is retrieving the data very quickly.

Obviously, if the data is on tape, retrieval times could be much longer.

There is no right or wrong answer as to how fast retrievals should run. As long as you are meeting your Service Level Agreements, that is what is important.

#### A List of APARs and PTFs is now available on the OnDemand User Group forum

A suggestion was received to create an easy-to-find and easy-to-read list of all Content Manager OnDemand for z/OS V10.5 APARs and PTFs.

See <http://www.odusergroup.org/forums/index.php/topic.3323.0.html>

## Tips – IBM i

### New Content Manager OnDemand functions in IBM Navigator for i

The Content Manager OnDemand component of IBM Navigator for i now provides all of the functions previously included in the heritage navigator.

The PTFs listed below include new functions for creating, changing, starting, ending, and removing directory monitors and output queue monitors.

PTFs for both Content Manager OnDemand and IBM i are required for these new functions. In addition to the PTFs listed below, server version 10.5.0.5 is a prerequisite for these new functions.

Version	OnDemand PTFs	IBM i PTFs
V7.5	SI82159, SI82162, SI82106	SI81387
V7.4	SI82160, SI82163, SI82105	SI81750
V7.3	SI82161, SI82104	SI81385

See [support item 6486565](#) for more information on IBM Navigator for i PTFs.

See [support item 6578747](#) for details on which Content Manager OnDemand for i functions are currently available.

### Using stream files as an input source to the 400 indexer

The 400 indexer can process stream files containing either AFP or line data.

AFP stream files must have .afp as their file extension. The AFP data must be encoded in EBCDIC. The AFP stream file is converted to a spooled file and then processed by the 400 indexer.

Line data stream files must include ANSI carriage controls, also known as first character forms control (FCFC). Line data files must have .lin, .line, or .txt as their file extension. The line data can be encoded in either ASCII or EBCDIC. If the line data is encoded in ASCII, it is converted to EBCDIC before processing.

In addition to the PTFs listed below, server version 10.5.0.5 is a prerequisite for this new function.

Version	PTFs
V7.5	SI81453, SI81454, SI81455
V7.4	SI81462, SI81463, SI81464
V7.3	SI81465, SI81466, SI81467

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### Add Report (ADDRPTOND) command enhanced

When the input to the Add Report (ADDRPTOND) command is from a stream file, the special values \*FIRST, \*SECOND, \*THIRD, and \*FOURTH can now be used to specify the application group name and the application name from the parts of the input stream file name.

For example, if the file name is Checks.payroll.2022-11-17.final.afp, then \*FIRST would be 'Checks', \*SECOND would be 'payroll', \*THIRD would be '2022-11-17' and \*FOURTH would be 'final'.

In addition to the PTFs listed below, the PTFs listed in the previous tip and server version 10.5.0.5 are prerequisites for this new function.

Version	PTF
V7.5	SI81888
V7.4	SI81889
V7.3	SI81890

### Directory monitor enhanced with type \*DIR3

A new type of monitor has been added to handle the new file extensions that are now allowed by the Add Report (ADDRPTOND) command. This new monitor type is specified by using the TYPE(\*DIR3) parameter on the Start Monitor (STRMONOND) command.

A directory monitor of type \*DIR3 can process files with the following extensions: .afp, .lin, .line, .txt, and .pdf.

In addition to the PTFs listed below, the PTFs listed in the previous two tips and server version 10.5.0.5 are prerequisites for this new function.

Version	PTF
V7.5	SI81614
V7.4	SI81615
V7.3	SI81616

### Directory monitor overview

When a stream file is added to an IFS directory, the file is automatically processed by the Add Report (ADDRPTOND) command if it meets certain criteria.

The Content Manager OnDemand application and application group names are determined by the stream file name itself. The monitor can use any one of the first four parts of the file name. For example, a file name of CHECKS.STMTS.pdf might be used to archive an application named CHECKS into an application group named STMTS.

Each of the three directory monitor types process a specific set of files. The three directory monitor types are:

Type	Files Processed
*DIR	Generic indexer files with the .ind extension or PDF indexer files with the .pdf extension. There are limitations when mixing .ind and .pdf extensions in the same directory. See the <a href="#">Generic indexer &gt; Loading data</a> topic for more information.
*DIR2	Generic indexer files that end with the .ard extension. See the <a href="#">Generic indexer &gt; Loading data</a> topic for more information.
*DIR3	400 indexer files with extensions of .afp, .lin, .line, or .txt. PDF indexer files with extensions of .pdf. The file extensions can be mixed in the same directory as long as a single monitor command can be used. See the <a href="#">400 indexer</a> and <a href="#">PDF indexer</a> topics for more information.

If you are creating new directory monitors, the following recommendations apply:

Type	File extension	Indexer
*DIR	.ind	Generic indexer
*DIR2	.ard	Generic indexer
*DIR3	.afp, .lin, .line, .txt, .pdf	400 indexer or PDF indexer

### Network File System mounts enhanced

When a network file system (NFS) mount point is not available, the server might experience long response times while retrieving objects even if they are not on the unmounted NFS mount point.

Because the archived storage manager (ASM) does not know the intent of the server's request, it always checks to see that the needed resources are available. If a resource is available, the check is very quick. If it is not available, a mount will be attempted. For NFS, there are timeouts and retries that occur which take time before the mount fails and ASM continues.

With the PTF listed further in this article, when an instance starts all the needed file systems are mounted. Content Manager OnDemand keeps track of any file system that fails to mount and does not try to mount it again

until the instance is restarted. This behavior should eliminate the timeouts and retries that NFS would previously take.

To make the file system available to the instance again, either call the program QRDARS/QRLCASMFSM 'instance name' where 'instance name' is the name of your Content Manager OnDemand instance, or stop and start the instance with the ENDTCPVSR \*ONDM INSTANCE(instance name) command followed by the STRTCPSVR \*ONDM INSTANCE(instance name) command, where 'instance name' is the name of your Content Manager OnDemand instance.

In addition to the PTF listed below, server version 10.5.0.5 is a prerequisite for this enhancement.

Version	PTFs
V7.5	SI81452
V7.4	SI81461
V7.3	SI81465

# 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	<a href="#">Version 10.5</a>
z/OS	<a href="#">Version 10.5</a>
IBM i	<a href="#">Version 7.3</a> <a href="#">Version 7.4</a> <a href="#">Version 7.5</a>

## More Enterprise Content Management web sites

IBM Content Manager OnDemand [Product Overview](#)

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

[Hardware and software requirements](#) for all versions of Content Manager OnDemand

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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