

## In This Issue

<b>News</b> .....	<b>1</b>
About this newsletter .....	1
Passport Advantage support .....	1
Global IBM Content Manager OnDemand education .....	1
<b>Tips – Cross Platform</b> .....	<b>1</b>
Content Manager OnDemand REST Services documentation updated.....	1
ARS_LDAP_IGN_USERIDS and ARS_LDAP_IGN_GROUPS parameters enhanced .....	1
IBM Content Navigator Enhancements.....	2
ARSMANT program fails with message ARS1106E.....	2
Cache recommendations for Content Manager OnDemand application groups .....	2
Application's Load ID Name might be ignored when loading data.....	2
<b>Tips – Multiplatforms</b> .....	<b>2</b>
Configuring SQL Server for SQL Server authentication .....	2
Root and non-root installs on AIX and Linux ...	3
<b>Tips – z/OS</b> .....	<b>4</b>
Quick Hits .....	4
<b>Tips – IBM i</b> .....	<b>4</b>
Why might you see the error message "The server failed while retrieving a document"?.....	4
<b>Additional Information</b> .....	<b>4</b>

## 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.

### Passport Advantage support

Passport Advantage is the download site for several types of software from IBM.

Occasionally IBM Level 2 Software Support receives questions dealing with customer access to Passport Advantage. Level 2 provides product technical support and does not have authority or access to resolve issues with Passport Advantage.

eCustomer Care provides support to customers for the Distributed Software Web (DSW) applications and the Passport Advantage program. Questions regarding access, registration, software download, media access, reporting functionality, and the navigation of the DSW websites should be directed to eCare.

To contact eCustomer Care, use the following URL to determine the contact information for your geography:

<https://ibm.biz/BdvEjD>

### Global IBM Content Manager OnDemand education

Are you hiring new Content Manager OnDemand administrators or do you need a Content Manager OnDemand refresh? Maybe you were not trained and are simply creating Content Manager OnDemand definitions by copying old ones? Whatever your level of skill, 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.

OnDemand University (ODU) has moved from enChoice, Inc. to CMODSkills, LLC, an IBM-authorized Content Manager OnDemand education provider. CMODSkills is the foremost training provider with the most comprehensive Content Manager OnDemand education options for new and existing Content Manager OnDemand users.

All IBM Content Manager OnDemand education is available for remote learning, providing 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 Instructor Led Online (ILO) courses equip Content Manager OnDemand users with the in-depth knowledge and techniques necessary for getting the maximum benefit from their Content Manager OnDemand systems and to prepare students for the IBM Content Manager OnDemand System Administrator badge/certification exam. The ILO classes include live, interactive presentations and hands-on labs.

The class details including the class curriculum can be found at [cmodskills.com](http://cmodskills.com).

Custom or private remote or onsite classes are also available – simply contact either your IBM Expert Lab Services team or [CMODSkills@outlook.com](mailto:CMODSkills@outlook.com) for more information.



## Tips – Cross Platform

### Content Manager OnDemand REST Services documentation updated

The IBM Content Manager OnDemand REST Services Implementation Guide has been updated.

This whitepaper provides information and instructions to use the Content Manager OnDemand REST Services on Content Manager OnDemand for Multiplatforms. REST Services must be deployed on a Content Manager OnDemand for Multiplatforms server, but can connect to any supported Content Manager OnDemand server, including z/OS and IBM i.

For more information see [support item 1078959](#).

### ARS\_LDAP\_IGN\_USERIDS and ARS\_LDAP\_IGN\_GROUPS parameters enhanced

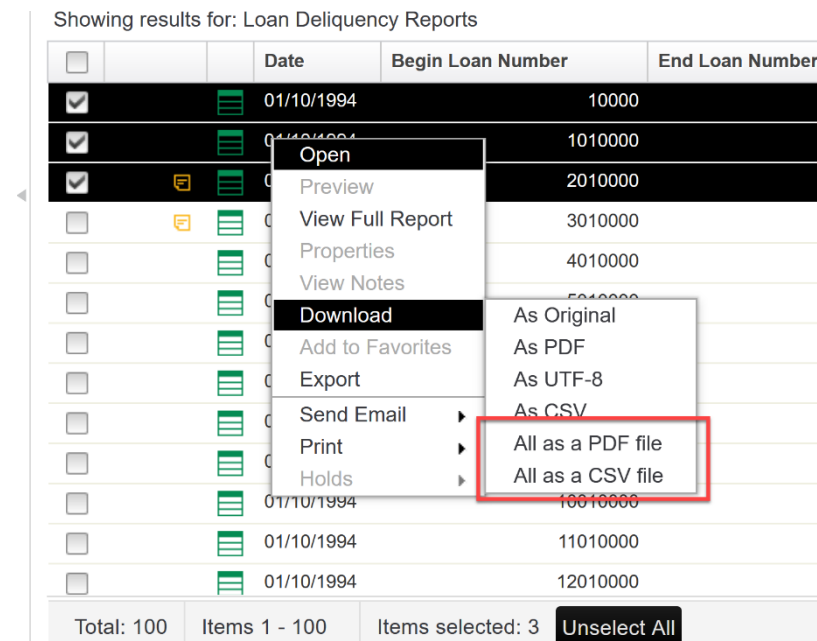
Starting at server version 10.5.0.7, the number of users that can be specified on the ARS\_LDAP\_IGN\_USERIDS parameter is now 512. The maximum for the ARS\_LDAP\_IGN\_GROUPS parameter is now 128.

The ARS\_LDAP\_IGN\_USERIDS parameter in the ARS.CFG configuration file specifies the Content Manager OnDemand user IDs that the ARSLSYNC program ignores when syncing. If the parameter does not exist or you do not specify a value, Content Manager OnDemand defaults to ADMIN. You can specify up to 512 user IDs, delimited by a comma. If you specify a list of user IDs and you want to include ADMIN, you must specify it on the list.

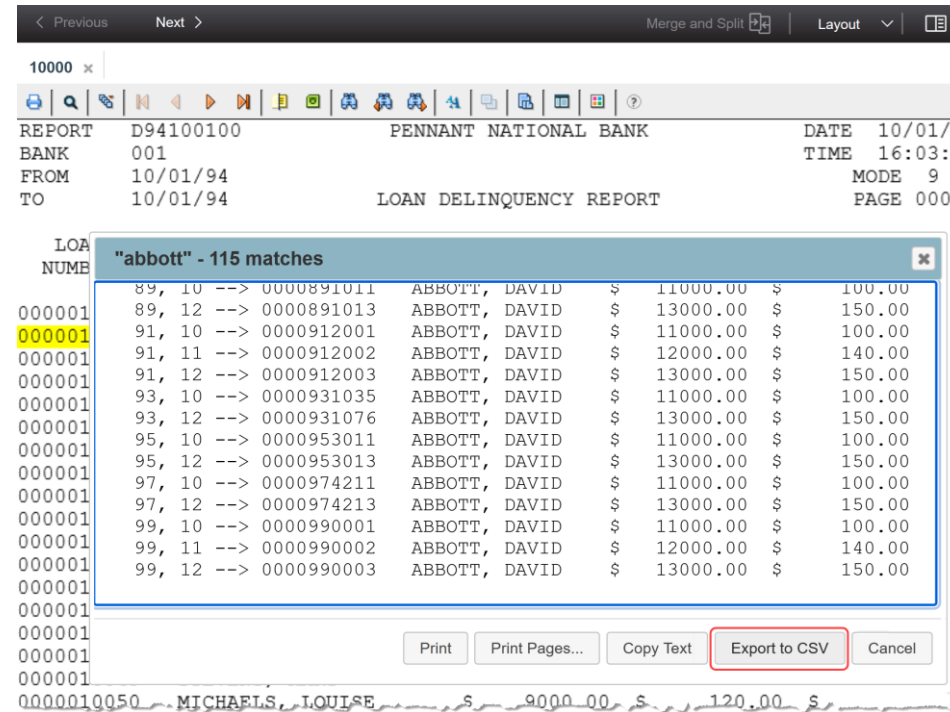
The ARS\_LDAP\_IGN\_GROUPS parameter in the ARS.CFG configuration file specifies the Content Manager OnDemand group IDs that the ARSLSYNC program ignores when syncing. You can specify up to 128 group IDs, delimited by a comma.

## IBM Content Navigator Enhancements

In ICN fix pack 14, support was added for downloading search results to a CSV file within the HTML5 line data viewer.



In ICN fix pack 15, support was added for exporting multiple documents as a single concatenated CSV or PDF.



## ARSMANT program fails with message ARS1106E

The ARSMANT program was designed to be initiated on the server. Prior to server version 10.5.0.6, this restriction was not enforced. Starting with server version 10.5.0.6, this restriction is being enforced.

The strict enforcement can result in the ARSMANT program failing in two different scenarios:

1. If the ARSMANT program is not being initiated on the server, the solution is to run ARSMANT on the server.
2. If the ARSMANT program is being initiated on the server, the server might not be resolving localhost correctly. Check that the domain name localhost is resolved correctly.

This tip is adapted from [support item 7027952](#).

## Cache recommendations for Content Manager OnDemand application groups

When is caching data (by setting the Cache Data field to Yes) recommended for a Content Manager OnDemand application group?

Content Manager OnDemand commands and APIs that perform ad hoc document storage, such as those listed below, should use cache storage for better performance. The application group can be set up to migrate to Tivoli Storage Manager (TSM), Object Access Method (OAM), or the Archived Storage Manager (ASM). Loading directly to these archive solutions is supported, but not recommended when using these commands and APIs.

Content Manager OnDemand application groups that are defined to support ad hoc document storage work best when cache storage is defined. They should also use an Expiration Type of Segment or Document.

The Content Manager OnDemand server works best when using cache storage for ad hoc document storage requests. The Content Manager OnDemand server uses the cache to append the new documents being stored to the current storage object in the cache. The server performs this append until the maximum storage object size is reached. That larger storage object can be migrated to an archive solution at a later date, if desired. This lowers the overhead and improves performance of the archive solution, by storing fewer objects that are larger in size.

It is recommended that the Content Manager OnDemand System Log application group have cache storage defined and the following commands and APIs should use an application group with cache storage defined:

- ARSDOC ADD command
- Add Document (ADDDOCOND) command (IBM i only)
- Content Manager OnDemand OLE control method StoreDoc
- Java API method ODFolder.storeDocument

This also includes the use of IBM Content Collector or CommonStore with Content Manager OnDemand because these solutions do ad hoc storage of documents into Content Manager OnDemand.

This tip is adapted from [support item 469245](#).

## Application's Load ID Name might be ignored when loading data

You can use the Content Manager OnDemand application definition's Load ID Name field to map an index field name to an application group's Database Field Name. You accomplish this by using the application's Application Group Database Name field. If the index field name that is returned by the indexer matches an application group's Database Field Name, that name is used. Before V9.5, the application's Load ID Name was always used to map the index field name to the application group's Database Field Name.

As an example, assume an application group definition has two fields that are named CUST\_NO and CUST\_ID. In the application definition, the CUST\_NO Application Group Database Name field specifies a Load ID Name of CUST\_ID. Before V9.5, when the indexer returns CUST\_ID as a field name, the value would be stored in the CUST\_NO field because of this mapping. With V9.5 and later, when the indexer returns CUST\_ID, the field value would get stored in the CUST\_ID field. This difference occurs only when the field returned by the indexer matches an Application Group Database Name. If the returned name does not match a field name, there would be no difference.

The reason for the change was to allow index files created by the ARSDOC program to be directly loaded by the ARSLOAD program or the Add Report (ADDRPTOND) command in the case where Load ID Names were different than the Application Group Database Names.

An ARS.CFG configuration file parameter named ARS\_LOAD\_IGN\_DB\_NAME\_MATCH=1 is provided to restore the prior behavior. This parameter can also be set as an environment variable when using the ARSLOAD program.

This tip is adapted from [support item 6332519](#).

## Tips – Multiplatforms

### Configuring SQL Server for SQL Server authentication

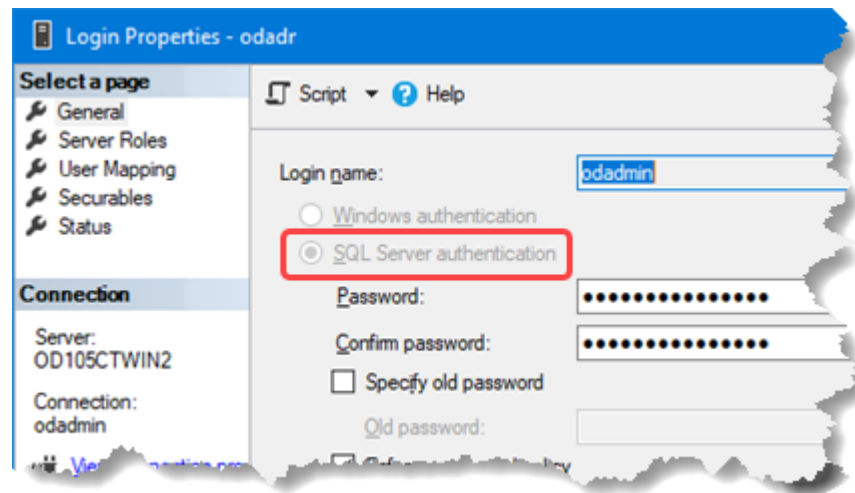
You typically install Microsoft SQL Server and Content Manager OnDemand on the same system. The database that is used by the Content Manager OnDemand instance is created locally and is on the local file system.

Although it is not preferred, it is possible to run the Content Manager OnDemand server against a remote SQL Server database. In this case, the database is on a different server than the one on which the Microsoft SQL Server is installed.

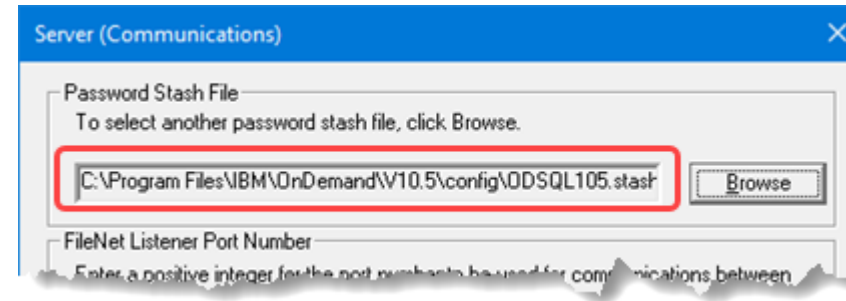
**Procedure**

If you want to enable the SQL Server authentication only for your Database Engine connection, perform the following steps:

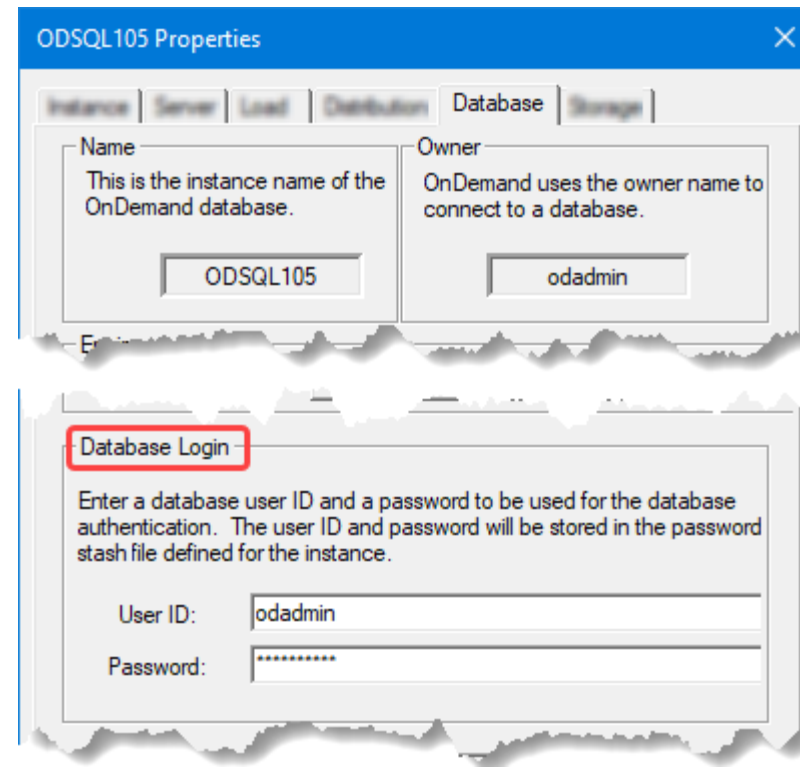
1. Start the OnDemand Configurator.
2. Click the “+” sign on the left of the Content Manager OnDemand instance that uses SQL Server.
3. Click Services.
4. Right click OnDemand Libsrvr (instance\_name).
5. Select “Stop” to stop the Content Manager OnDemand server.
6. Start Microsoft SQL Server Management Studio.
7. Connect to the Database Engine.
8. Find the SQL Server user, such as odadmin. Right-click Properties and set the password.
9. Disconnect from the Database Engine and reconnect using the SQL Server ID id, such as odadmin. Change the Authentication to be SQL Server, and specify the new password.



10. Select Connect.
11. If that connection is successful, then locate and run ODBC Data Sources (64-bit) on the System DSN tab and select your SQL Server DSN. Select Configure.
12. On the Microsoft SQL Server DSN Configuration pane, change the “How should SQL Server verify the authenticity of login ID” to be With SQL Server authentication using a login ID and password entered by the user. Enter the SQL Server user ID and password and click Next.
13. Continue to click Next in the dialog until the last page. Click Finish. On the ODBC Microsoft SQL Server Setup page, click Test Data Source to test the Data Source connection.
14. If the test of the connection is successful, return to the OnDemand Configurator, select your Content Manager OnDemand SQL Server instance, Right-click Properties, select the Server tab, click the Communications button, and make sure a stash file is specified.



15. On the Database page of the instance presented by the OnDemand Configurator, enter the SQL user ID and password under the Database Login section.



16. Alternatively, without using the OnDemand Configurator on the previous step, you can also bring up the OnDemand Command Prompt and run the `arsstash -a 12 -s <SQL stashfile> -u <SQL Login ID>` to add the SQL Server Login to the stash file. Use the `-c` option if the stash file does not exist. If you perform this step, ensure the stash file used by the `arsstash` command is the same as the one specified in the Server tab, Communications pane of the Content Manager OnDemand instance.
17. Use the OnDemand Configurator to start the Content Manager OnDemand server.

Following these steps will allow Content Manager OnDemand administrators to set up their Content Manager OnDemand SQL Server instance to only use an SQL Server login ID without having to create a Windows ID. This approach is especially helpful if the SQL Server is remote to the Content Manager OnDemand server.

**Root and non-root installs on AIX and Linux**

When Content Manager OnDemand V10.5.0.0 is installed the very first time by the root user, you can accept the default install location, or select a new location. The default install location is `/opt/IBM/ondemand/V10.5` on AIX. On Linux, the default install location is `/opt/ibm/ondemand/V10.5`.

On subsequent Content Manager OnDemand V10.5 fix pack installs, the install location cannot be changed. A fix pack install requires the base version (10.5.0.0) be installed first so the fix pack can apply updates to the existing product at the same location.

When Content Manager OnDemand V10.5.0.0 is installed by a non-root user, the install location on AIX is fixed to `$HOME/IBM/ondemand/V10.5` or on Linux, `$HOME/ibm/ondemand/V10.5`.

**Global and local InstallAnywhere product registries**

Content Manager OnDemand installers are based on the InstallAnywhere (IA) engine from Flexera. IA-based installers record the product information in the IA product registry, which is a plain text XML file named `.com.zerog.registry.xml`.

When the first product based on the IA engine is installed by the root user, the global IA product registry is created under the `/var` directory. When all products based on the IA engine are uninstalled by the root user, the global IA product registry becomes empty but is not removed.

The global IA product registry is readable by every user. The current implementation of IA also allows it to be writable by all users by default.

When the first product based on the IA engine is installed by a non-root user and the IA global product registry does not exist or not writable by the non-root user, a local IA product registry is created under user’s home directory, `$HOME`.

If a product based on the IA engine is installed by a non-root user and the IA global product registry exists and is writable by a non-root user, the non-root user installed product will be recorded in the IA global product registry in `/var` instead. This can create confusion for installed Content Manager OnDemand products in two locations.

**Best practice**

What are the best practices you should follow to manage both root and non-root installs on a single AIX or Linux system?

If installations are to be performed by both root and non-root users on a single AIX or Linux system, the system administrator should make sure the root and non-root installs record product information to different IA product registries by making the global IA product registry writable only by root.

As soon as the first installation performed by the root user is completed successfully and the global IA product registry is created, run the `chmod` command to mark the global IA product registry to be writable only by root. By doing so, installations performed by non-root users will only record product information to local IA product registries. The global IA product registry will only contain information from installations performed by the root user.

## Tips – z/OS

### Quick Hits

#### Cryptographic Card Consideration

If you are moving a Content Manager OnDemand instance from one LPAR to another, ensure your cryptographic card is configured the same on the new LPAR as it is on the old LPAR. Cryptographic cards can be configured as either an ACCELERATOR or a COPROCESSOR. These two settings do not function the same. If you have questions, open a ticket with Integrated Cryptographic Service Facility (ICSF) support.

## Tips – IBM i

### Why might you see the error message "The server failed while retrieving a document"?

You are using the OnDemand Client to retrieve documents from Content Manager OnDemand for i. For one particular report, all users see the same error: "The server failed while retrieving a document." Why might this be occurring?

"The server failed while retrieving a document" error can occur for several reasons. A good place to start for possible explanations for the failure is the Content Manager OnDemand System Log. Search for message number 114, the text of which is similar to the following: "Unable to open file >/QIBM/USERDATA/ONDEMAND/QUSROND/CACHE/18520/FAA/DOC/1FAA A<. The error number is 3025..." where QUSROND is the name of your Content Manager OnDemand instance.

In this case, the file is missing from the named path. If you have a backup of your Content Manager OnDemand IFS data directories, you might be able to find the document and restore it into the required path.

This error might also occur when the document you are trying to retrieve is on virtual optical and that image catalog is not loaded on an optical device. Check the QSYSOPR and user message queues for mount messages.

You can also look in the server job log for the instance. You can find this by using the Work with User Jobs command, specifying the instance name. For example: WRKUSRJOB QUSROND \*ACTIVE. Look for the job that has PGM-QRLMCTL1 under the Function column. Display the job log for that job, and then look for any OND1002 messages.

This tip is adapted from [support item 129739](#).

## 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 7.4</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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