



**Common Server Planning and Installation Guide**





**Common Server Planning and Installation Guide**

**Note**

Before using this information and the product it supports, read the information in "Notices" on page 113.

This edition applies to version 7, release 1 of IBM Content Manager OnDemand for i (product number 5770-RD1) and to all subsequent releases and modifications until otherwise indicated in new editions.

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# About IBM Content Manager OnDemand for i Common Server Planning and Installation Guide (SC19-2790)

This book contains planning and installation information for IBM® Content Manager OnDemand for i Common Server Version 7 Release 1 (OnDemand).

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## Who should read this book

This book is intended primarily for system administrators who need to implement, install, and maintain OnDemand software. It can also be used by other users who require an understanding of the administration and operation of the OnDemand system.

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## How this book is organized

This book is organized into the following parts:

- Part 1, “Introduction,” on page 1 provides an overview of OnDemand. This part contains the following sections:
  - Chapter 1, “About OnDemand,” on page 3 provides an overview of the system
  - Chapter 2, “Preparing for OnDemand,” on page 15 contains information that can help you prepare your organization for OnDemand, lists the types of administrative tasks required to maintain the system, and describes several ways that you can configure how the server and clients operate
  - Chapter 3, “Archive storage management,” on page 19 describes how OnDemand works with the storage manager to maintain documents in archive storage
- Part 2, “System requirements,” on page 21 lists the hardware, software, network, and printing requirements for and other information about OnDemand servers and clients. This part contains the following sections:
  - Chapter 4, “Hardware and software,” on page 23 lists the hardware, software, and licensing requirements for servers and clients, provides information about the different types of server configurations, contains information about downloading data to the server and printing reports from the server
- Part 3, “Planning information,” on page 25 contains information that can help you define reports<sup>1</sup> to OnDemand, index data, estimate storage requirements, and plan for backup and recovery of data on the system. This part contains the following sections:
  - Chapter 5, “Reports and other data,” on page 27 contains information that can help you plan for the reports that you will be storing on the system
  - Chapter 6, “OnDemand objects,” on page 33 contains information that can help you plan application groups, applications, and folders for your reports
  - Chapter 7, “Storage requirements,” on page 45 provides information that can help you estimate the amount of storage required to maintain reports on the system

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1. In OnDemand, the term *report* refers to any type of data that you want to store in the system. A 10,000-page general ledger generated by an IBM i application and a two-page Lotus® WordPro file are both reports to OnDemand.

- Chapter 8, "Backup and recovery," on page 53 provides information that you can use to develop a backup and recovery plan for the system
- Chapter 9, "Saving configuration files," on page 57 provides information about how to you configure a server after installing OnDemand software to meet the specific requirements of your environment
- Part 4, "Installing software," on page 59 provides information for installing the OnDemand server software on the IBM i server. This part contains the following sections:
- Chapter 10, "Installation checklist," on page 61 contains information to help prepare your system for software installation.
  - Chapter 11, "Installing OnDemand server software," on page 63 contains information about installing OnDemand server software, end-user client and administrative software.
- Part 5, "Configuring and initializing the system," on page 65 provides information how to configure the OnDemand server to operate and support your organization and create and initialize the database. This part contains the following sections:
- Chapter 12, "Creating an instance," on page 67 defines and provides information about configuring OnDemand instances.
  - Chapter 13, "Defining a locale," on page 75
  - Chapter 14, "Configuring the ARS.CFG file," on page 79 provides various OnDemand programs and how they obtain information from the ARS.CFG file about a variety of configuration settings.
  - Chapter 15, "Configuring system start up," on page 81 provides information regarding server functions you might choose to start automatically whenever the system is started.
  - Chapter 16, "Scheduling maintenance programs," on page 83 provides information on the OnDemand maintenance commands to run automatically on a regular schedule.
- Part 6, "Preparing the system for use," on page 85 how to verify the installation of OnDemand. This part contains the following sections:
    - Chapter 17, "Verifying the installation," on page 87 provides information on how to logon to a server, update a server and other installation validation steps.
    - Chapter 18, "Defining migration policies and storage sets," on page 89 define migration policies and storage sets before you can define reports to OnDemand or load data into the system.
    - Chapter 19, "Configuring the System Log application group," on page 91 provides information about how to initialize the system log. The system log is comprised of the System Log application group, a set of System Log applications, and the System Log folder. When you install and configure OnDemand, you initialize the system log.
    - Chapter 20, "Configuring the System Migration application group," on page 95 provides information about Index migration, which is the process by which OnDemand moves index data from the database to archive storage.
    - Chapter 21, "Backing up the OnDemand data," on page 97 provides information on creating a full, offline backup of the OnDemand database on removable media.

- Appendix A, "Database servers," on page 99 provides information on the ARS\_NUM\_DBSRVR parameter in the ARS.CFG file, which determines the number of processes that OnDemand can start on the server to handle database requests.
- Appendix B, "National language support," on page 101 provides information about the National Language Support (NLS) provided by OnDemand, including information about the code pages (code sets) supported to provide national language (NL) character support.
- Appendix C, "System log and the system log user exit," on page 109 provides information about the system messages OnDemand generates.

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## Prerequisite and related information

Use the IBM i Information Center as your starting point for looking up IBM i technical information.

You can access the Information Center in two ways:

- From the following Web site: <http://www.ibm.com/systems/i/infocenter/>
- From CD-ROMs that ship with your IBM i order: *IBM i Information Center SK3T-4091-07*

The IBM i Information Center contains:

- Updated and new information, including IBM i installation and upgrades, data migration, service and troubleshooting, availability, IBM i integration, connecting to IBM i, database, Linux<sup>®</sup>, WebSphere<sup>®</sup>, Java<sup>™</sup>, CL commands, system APIs, and manuals.
- Advisors and other interactive tools to assist in troubleshooting and configuring your IBM i software.

The Information Center contains advisors and important topics such as Java, TCP/IP, Web serving, secured networks, logical partitions, clustering, CL commands, and system application programming interfaces (APIs). It also includes links to related IBM Redbooks<sup>®</sup> and Internet links to other IBM Web sites such as the IBM home page.

## Other information available on the World Wide Web

More IBM i information is available on the World Wide Web. You can access general information from the IBM i home page, which is at the following Web site: <http://www.ibm.com/systems/i/>

To access workshops on advanced IBM i functions, select the Workshops tab from the IBM Redbooks Web site, located at: <http://www.redbooks.ibm.com>

Worldwide, you can read about, select, order and take delivery of IBM i program temporary fixes (PTF) over the Internet. IBM i Internet PTFs (downloads) and Preventive Service Planning (PSP) information are available at the following Internet location: <http://www.ibm.com/systems/support/i>

Product documentation is available on the Documentation page of the Content Manager OnDemand for i product support Web site. To see a list of all available OnDemand for i product documentation, go to <http://www.ibm.com/software/data/ondemand/400/support.html>. Choose the Documentation link and then look under the heading "Product Documentation," and select "Version 7.1 documentation (all supported languages)".

## IBM i Navigator

IBM i Navigator is a powerful graphical interface for managing your IBM i servers. IBM i Navigator functionality includes system navigation, configuration, planning capabilities, and online help to guide you through your tasks. IBM i Navigator makes operation and administration of the server easier and more productive and is the only user interface to the new, advanced features of the operating system. It also includes Management Central for managing multiple servers from a central system.

You can find more information on IBM i Navigator in the IBM i Information Center and at the following Web site: <http://www.ibm.com/eserver/series/navigator/>

## OnDemand Information Center

In addition to the IBM i Information Center, be sure to visit the OnDemand Information Center, which focuses only on information pertaining to Content Manager OnDemand. The OnDemand Information Center provides fast, online centralized access to product information. It is a task-based documentation repository that enables you to search across the entire product library for commands, error codes, or any other topic of interest. You can bookmark pages and retrieve them later for quick reference.

To use the OnDemand Information center, go to <http://publib.boulder.ibm.com/infocenter/cmod/v8r4m1//index.jsp>

## Accessibility information for OnDemand

For complete information about accessibility features that are supported by this product, see the *IBM Content Manager OnDemand for i: Common Server Administration Guide*.

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## How to send your comments

Your feedback helps IBM to provide quality information. Please send any comments that you have about this publication or other OnDemand documentation. Visit the IBM Data Management Online Reader's Comment Form (RCF) page at [www.ibm.com/software/data/rcf](http://www.ibm.com/software/data/rcf).

Be sure to include the name of the product, the version of the product, and the name of the book. If you are commenting on specific text, please include the location of the text (for example, a chapter and section title, a table number, a page number, or a help topic title).

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## Summary of changes

This edition of *IBM Content Manager OnDemand for i: Common Server Planning and Installation Guide* contains new technical information. There might be some instances where changes were made, but change bars are missing. Significant changes to note are:

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### New functions

- New commands were added to replace program calls for a number of different OnDemand functions:
  - Use the new Create Instance for OnDemand (CRTINSTOND) command instead of calling the QRLMINST program to create new OnDemand instances. The new command provides additional parameters beyond what the QRLMINST program provided. The command allows you to specify Port, Autostart, Security, and Auxiliary Storage Pool (ASP)-related parameters on the command so that the `ars.ini` and `ars.cfg` configuration files do not need editing in many cases. Note that the program call interface is no longer supported. The command interface is the only supported interface in version 7.1.
  - Use the new Merge Spooled Files (MRGSPLFOND) command instead of the old MRGSPLFOND sample command (shipped in previous releases) or calling the QRLMQMRGF program to merge small spooled files into one larger file before archiving. The new MRGSPLFOND command shipped with version 7.1 contains new and enhanced parameters that provide significantly more function than the previous sample command. Any of your existing programs that use the previous sample command must be changed to use the version 7.1 parameters.
  - Use the Migrate Media (MGRMEDRDAR) command instead of calling the QRLCSFAMMF program to migrate OnDemand data from one media type to another. (This command was available in OnDemand version 6.1, but is listed here to note that the program call is no longer supported. Only the command interface is supported in version 7.1.)
  - Use the Change Policy Level Date (CHGPLDOND) command instead of calling the QRLCASMCLD program if you need to change migration policy level dates for archived data. (This command was available in OnDemand version 6.1, but is listed here to note that the program call is no longer supported. Only the command interface is supported in version 7.1.)
- A new System i<sup>®</sup> Navigator function has been added to replace the program call for setting up Network File System (NFS) disk pools for use with OnDemand.
  - Use the new Network File System (NFS) panels of the OnDemand System i Navigator plug-in instead of calling the QRLCASMNFS program.
  - See the *Content Manager OnDemand for i: Common Server Administration Guide* for instructions on using NFS with OnDemand.
- Enhanced retention management capabilities are now available as a separately priced feature of OnDemand for i at 7.1, which provide new hold and release functions for the OnDemand end-user client, and HOLD-ADD and HOLD-RELEASE parameters for the ARSDOC API, and the ODWEK ODHold and ODHit Java APIs. Expiration for held documents can be prevented until the

hold is released. See the new ARS\_SUPPORT\_HOLD entry for the ARS.CFG file in the IBM Content Manager OnDemand for i: Common Server Planning and Installation Guide.

IMPORTANT NOTE: When using enhanced retention management, the OnDemand Disk Storage Manager (DSM) must be in complete control of expiration processing. If you are using the OnDemand Archive Storage Manager (ASM) or Tivoli® Storage Manager, you must disable the ability for either of these storage managers to expire data. For example, in ASM, this means disabling or deleting any Expire levels in migration policies that are used with OnDemand application groups that have enhanced retention management enabled.

- All of the storage management data was moved from the QUSRRDARS library to the individual instance library with which it is associated. A few objects remain in the QUSRRDARS library. This change removes the need to move the QUSRRDARS library to an Independent Auxiliary Storage Pool (IASP).
- An instance library can be located in a user Auxiliary Storage Pool (ASP 2 through 32).
- A new System Load application group was added, which contains one entry for each input file that is loaded into OnDemand. Using the OnDemand client, you can verify what data was successfully loaded into OnDemand.
- A new Java-based ARSSUPPORT utility is available to gather diagnostic information such as log entries. This tool is helpful when you need to report problems to IBM Software Support. See the IBM Content Manager OnDemand for i: Common Server Administration Guide for details.
- The Xerces2 Java Parser Version 2.6.2 is included in this version of Content Manager OnDemand for i. See the IBM Content Manager OnDemand for i: Common Server Planning and Installation Guide for instructions on using this version of the parser.
- Numerous OnDemand Web Enablement Kit (ODWEK) changes are included in version 7.1. Look for change bars throughout the IBM Content Manager OnDemand for i: Common Server ODWEK Installation and Configuration Guide to identify the changes.
- Updates were made to the batch administration function (ARSXML API), including new, renamed, and removed attributes. For example, the name attribute value of \_ALL was removed for update and delete. (\_ALL is still supported for export operations.) See the IBM Content Manager OnDemand for i: Common Server Administration Guide for details.
- New sample programs were added and existing samples have been updated. See QSAMPLES2 source file in the QRDARS library.
- Documentation was added for Archive Storage Manager (ASM)-based expiration, which might eliminate the need to run Disk Storage Manager (DSM). This capability became available in OnDemand 6.1, but is listed here to note that additional documentation was added to the IBM Content Manager OnDemand for i: Common Server Administration Guide on this topic. Also see the IMPORTANT NOTE above, under enhanced retention management, regarding existing OnDemand storage management functions and the new retention management capabilities.
- The AFP2WEB Transform (which includes both AFP2PDF and AFP2HTML) that allows AFP data to be viewed using an OnDemand Web Enablement Kit (ODWEK) interface is available as a separately priced feature of OnDemand for i at version 7.1. See your IBM representative or business partner for more information on the AFP2WEB Transform.



- The PDF indexer supports resource grouping and removing unused resources. After you enable resource grouping, common resources across documents in a single input file are grouped and stored as a single object, and unused resources from an input file can be removed before indexing. New PDF indexer parameters (RESTYPE and REMOVERES) have been added to support this new capability. For more information, see the IBM Content Manager OnDemand for i: Common Server Indexing Reference.
- Integration with FileNet® P8 platform is now supported as a separately priced feature at version 7.1, allowing you to send Content Manager OnDemand for i metadata to FileNet and take advantage of FileNet's Business Process Management (BPM) and FileNet Records Manager (RM) capabilities. For more information on this Content Federation Services for OnDemand feature, see the new ARS\_SUPPORT\_CFSOD entry for the ARS.CFG file in the IBM Content Manager OnDemand for i: Common Server Planning and Installation Guide and the new CFSOD-FED function for ARSDOC in the IBM Content Manager OnDemand for i: Common Server Administration Guide.
- Documentation on various data areas that control OnDemand functions was consolidated and added to the IBM Content Manager OnDemand for i: Common Server Administration Guide.
- A new column header was added to the OnDemand post processor program input file. This new header begins with the "<" character and ends with the ">" character. Your post processor programs must be tested to ensure compatibility with this addition.

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## Command enhancements

- A new \*DIR2 monitor type was added to the Start Monitor for OnDemand (STRMONOND) command, triggered by .ARD files (like the ARSLOAD API) instead of the .IND files like the current \*DIR monitor type. Note that the \*DIR monitor type on the End Monitor for OnDemand (ENDMONOND) command ends either type of monitor, regardless of whether it was started as a \*DIR or \*DIR2 monitor.
- Two new parameters were added to the Start Monitor for OnDemand (STRMONOND) command. The End server (ENDSVR) parameter allows you to end the instance server when monitor ends. The Monitor job name (JOB) allows you to specify the name you want to use for the monitor job.
- Two new parameters were added to the Add Report to OnDemand (ADDRPTOND), Print Report from OnDemand (PRTRPTOND), Start Monitor for OnDemand (STRMONOND), Remove Report from OnDemand (RMVRPTOND), Start Import into OnDemand (STRIMPOND), Start Archive Storage Mgmt (STRASMOND), Start Disk Storage Management (STRDSMOND), Merge Spooled Files (MRGSPLFOND), Change Policy Level Date (CHGPLDOND), and Migrate Media (MGRMEDRDAR) commands.
  - Using INSTANCE(\*DFT), which is the new default rather than INSTANCE(QUSROND), a default instance name can be retrieved from a data area named QDFTINST so that the instance name does not need to be explicitly specified on each command. See online help and the IBM Content Manager OnDemand for i: Common Server Administration Guide for details on the QDFTINST data area.
  - The Start server (STRSVR) parameter can be specified to start the instance server when the command is executed. (The STRSVR parameter does not apply for the CHGPLDOND command.) See online help for more information.

- A new VALIDATE parameter has been added to the Start Disk Storage Management (STRDSMOND) command to ensure that all disk storage files are correctly linked and contain the proper file permissions.
- The Maximum number of monitors to start parameter on the Start Monitor for OnDemand (STRMONOND) command when starting an output queue monitor was reduced from 99 to 9 to avoid locking delays that can occur if a large number of monitors are started against the same output queue.

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## Additional functions added previously and included in OnDemand version 7.1

- The INSTANCE parameter of the Start TCP/IP Server (STRTCPSVR) and End TCP/IP Server (ENDTCPSVR) commands is now supported when specifying \*ONDMD (for OnDemand) for the SERVER parameter. You can name a specific instance to start, or use one of three special values (\*DFT, \*ALL, \*AUTOSTART). Note that calling the QRLMCTL program to start or end an instance is still supported, but using the STRTCPSVR and ENDTCPSVR commands is recommended. See the IBM Content Manager OnDemand for i: Common Server Planning and Installation Guide and online help for more information.
- Lightweight Directory Access Protocol (LDAP), an open industry standard that shares information between distributed applications on the same network, can be used to manage basic login authentication directly on the server. See the IBM Content Manager OnDemand for i: Common Server Administration Guide for more information.
- Support for the Internet Protocol Version 6 (IPv6) addressing format, which is a revision of the IPv4 addressing scheme for TCP/IP, is included in the 7.1 version of Content Manager OnDemand for i. See the IBM Content Manager OnDemand for i: Common Server Planning and Installation Guide for more information.
- \*ASM can now be specified as the target (TGT) destination on the Migrate Media MGRMEDRDAR command, allowing data to be moved from the Spool File Archive architecture (managed by RMC) to the Common Server architecture (managed by ASM).
- The PDF indexer now allows part of the input file name to be used as an index value when storing data using the ARSLOAD API.

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## When you upgrade to version 7.1, be aware of the following

- If you are upgrading from a previous version of OnDemand, you must be running OnDemand server version 7.1.2.8 or higher prior to upgrading to Content Manager OnDemand for i Version 7 Release 1. To determine your current server version, see the IBM Content Manager OnDemand for i: Common Server Planning and Installation Guide for instructions.
- Version 7.1 of Content Manager OnDemand for i does not support OnDemand client software prior to version 7.1.2.0. This includes, but is not limited to, the OnDemand Windows® (end-user) client, ODWEK CGI/Servlet/Java APIs, CICS®, and II4C (eClient).
- The OnDemand Administrator client must be at the same version or higher as the OnDemand server. For version 7.1 of Content Manager OnDemand for i, the OnDemand Administrator client must be at version 8.4.1.3 or higher.
- Starting an instance or starting the Archive Storage Management (ASM) process for the first time after your upgrade to version 7.1 takes longer than usual due to file conversions and movement of instance-specific data and objects from QUSRRDARS into the instance libraries.



- |                   – Do not end the server job or ASM if you are concerned that it is not
- |                    progressing.
- |                   – Status messages are written to the job log during the file conversions and the
- |                    data movement from QUSRRDARS to the instance library which you can
- |                    check to confirm that the job is making progress.
- |                   • If a job description (object type \*JOBID) exists in the QUSRRDARS library that
- |                    matches an OnDemand instance name defined to your system, the job
- |                    description is moved from QUSRRDARS to the instance library. When
- |                    OnDemand looks for a job description to use to start the instance server,
- |                    OnDemand looks first for a \*JOBID object that is named the same as the instance
- |                    name in the instance library. If one is not found, OnDemand looks for a \*JOBID
- |                    object that is named the same as the instance name in the QUSRRDARS library.
- |                    If one is not found, OnDemand uses the QOND400 job description located in the
- |                    QRDARS library.
- |                   • The following program calls were replaced by new commands or a new System
- |                    i Navigator interface in version 7.1:
  - |                    – Replace the MRGSPLF sample program and the previous MRGSPLFOND
  - |                    sample command with the new MRGSPLFOND command.
  - |                    – Replace the QRLMINST program with the CRTINSTOND command.
  - |                    – Replace the QRLCASMNFS program with the System i Navigator plug-in
  - |                    interface.
  - |                    – Replace the QRLCSFAMMF program with the MGRMEDRDAR command.
  - |                    – Replace the QRLCASMCLD program with the CHGPLDOND command.
- |                   • The OnDemand Commands (CMDOND) menu, which includes all of the
- |                    OnDemand for i Common Server commands, is the only 5250 menu that is
- |                    shipped with OnDemand version 7.1. The following OnDemand 5250 menus
- |                    were removed:
  - |                    – CMDRDAR
  - |                    – ONDEMAND
  - |                    – RDARS
  - |                    – RDARSDEF
  - |                    – RDARSM
  - |                    – RDARSOBJ
  - |                    – RDARSRLA
  - |                    – RDARSRPT
  - |                    – RDARSUTL
- |                   • If you installed fonts for use with the PDF indexer, you should verify the
- |                    location of the fonts and move them to the directories required by the PDF
- |                    indexer if necessary. For specific details, see the IBM Content Manager
- |                    OnDemand for i: Common Server Indexing Reference.
- |                   • The QPRLR133 printer file in the QRDARS library is no longer part of the
- |                    product, because it was a component of Spool File Archive, which is no longer
- |                    available. The printer file is removed when version 7.1 is installed.
- |                   • The unmount file system program (QRLCASMUFS ) no longer supports \*ALL
- |                    for the instance name, because all instance-specific files are now in the
- |                    individual instance libraries. You must name a specific instance when you call
- |                    the program.

- Before using the latest version of the OnDemand Web Enablement Kit (ODWEK) CGI/Servlet, you must delete all of the files from the Web Enablement Kit cache and temp directories. The directories are specified by the CACHEDIR and TEMPDIR entries in the arswwww.ini file.
- Existing Spool File Archive implementations must be migrated from the Spool File Archive environment to Common Server before the system on which they are running is upgraded to version 7.1. Content Manager OnDemand releases 5.3 and 5.4 included the Common Server environment, as well as the legacy environments of Spool File Archive, AnyStore, Record Archive, and Object Archive. All of these environments are fully supported through and including i5/OS® 5.4.

As stated in IBM Announcement Letter #206-030 dated February 14, 2006, 5.4 was the last release that Spool File Archive, AnyStore, Record Archive, and Object Archive would be shipped and supported. Beginning with Content Manager OnDemand 5.3, a Spool File Archive migration utility was available as part of the Content Manager OnDemand licensed program product. The migration utility provides the capability to migrate report definitions and indexes from the legacy Spool File Archive environment to the Common Server environment. Detailed information on the migration utility can be found in Appendix A of the IBM Content Manager OnDemand for iSeries®: Common Server Planning and Installation Guide for version 5.4. Existing Spool File Archive implementations must be migrated from the Spool File Archive environment to Common Server before the system is upgraded to version 7.1.

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## Part 1. Introduction

This section provides an overview of the OnDemand system and contains information that can help you better understand how OnDemand works. This section describes how OnDemand manages reports and index data, includes important information about how OnDemand, the database manager, and the storage manager work to index, load, and retrieve documents<sup>2</sup>, and contains a list of the tasks that OnDemand administrators typically perform to manage an OnDemand system.

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2. In OnDemand, the term *document* refers to an indexed part of a report, such as a statement, policy, or other logical grouping of pages.



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# Chapter 1. About OnDemand

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## Overview

OnDemand supports any organization that can benefit from hard copy or microfiche replacement and instant access to information. An OnDemand system can support small office environments and large enterprise installations with hundreds of system users. OnDemand can dramatically improve productivity and customer service in many businesses by providing fast access to information stored in the system.

OnDemand processes the output of application programs, extracts index fields from the data, stores the index information in a relational database, and stores one or more copies of the data in the system. With OnDemand, you can archive newly created and frequently accessed data on high speed, disk storage volumes and automatically migrate them to other types of storage volumes as they age.

OnDemand fully integrates the capabilities of Advanced Function Presentation (AFP), including management of resources, indexes, and annotations, and supports full fidelity reprinting and faxing of documents to devices attached to a workstation or OnDemand server.

OnDemand provides administrators with tools to manage OnDemand servers, and authorize users access to OnDemand servers and data stored in the system.

OnDemand provides users the ability to view documents, print, e-mail, and fax copies of documents, and attach electronic notes to documents.

Some of the advantages that OnDemand offers include:

- Easily locate data without specifying the exact date it was created
- Retrieve the pages of the report that you need without processing the entire report
- View selected data from within a report

OnDemand can provide you with an information management tool that can increase your effectiveness when working with customers.

OnDemand does the following:

- Integrates data created by application programs into an online, electronic information archive and retrieval system
- Provides the controlled and reliable access to all of an organization's data
- Retrieves the data that you need when you need it
- Provides a standard, intuitive client with features such as thumbnails, bookmarks, notes, and shortcuts

These features mean that OnDemand can help you quickly retrieve the specific data that you need to provide fast customer service.

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## System overview

An OnDemand system consists of client programs and server programs that communicate over a network running the TCP/IP communications protocol, a database manager that maintains index data and server control information, and storage managers that maintain documents on various types of storage devices.

OnDemand client programs run on workstations attached to the network and communicate with OnDemand servers. OnDemand client programs operate on personal computers running Windows systems<sup>3</sup>. The client program is the user's way to search for and retrieve data stored on the system. Using the client program, users can construct queries and search for reports, retrieve documents from OnDemand, view, print, e-mail, and fax copies or pages of documents, and attach electronic notes to pages of a document.

OnDemand servers manage control information and index data, store and retrieve documents and resource group files, and process query requests from OnDemand client programs. The documents can reside on disk, optical, and tape storage volumes. New reports can be loaded into OnDemand every day. That way, OnDemand can retrieve the latest information generated by application programs.

OnDemand client programs and servers communicate over a computer network supported by TCP/IP. When a user submits a query, the client program sends a search request to the OnDemand server. The server returns the list of documents that match the query to the user. When the user selects a document for viewing, the client program retrieves a copy of the document from the server where the document is stored, opens a viewing window, and displays the document.

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## Concepts

The terms *application*, *application group*, *folder*, and *cabinet* represent how OnDemand stores, manages, retrieves, views, and prints reports and data, along with the associated index information. When defining a new report or type of data to OnDemand, an administrator must create an application and assign the application to an application group. (If an application group does not exist, the administrator must create one first.) Before users can search for and retrieve documents, an administrator must create or update a folder to use the application group and application. To help users find folders quickly, administrators can create cabinets.

## Application

An application describes the physical characteristics of a report to OnDemand. Typically you define an application for each program that produces output that will be stored in OnDemand. The application includes information about the format of the data, the orientation of data on the page, the paper size, the record length, and the code page of the data. The application also includes parameters that the indexing program uses to locate and extract index data and processing instructions that OnDemand uses to load index data in the database and documents on storage volumes.

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3. OnDemand provides the capability to do most client functions from almost any operating system, by using a Web browser. See "Web Enablement Kit" on page 12 for information about accessing data stored in OnDemand servers with a Web browser.

## Application Group

An application group contains the storage management attributes of and index fields for the data that you load into OnDemand. When you load a report into OnDemand, you must identify the application group where OnDemand will load the index data and store the documents. An application group is a collection of one or more OnDemand applications with common indexing and storage management attributes. You typically group several different reports in an application group so that users can access the information contained in the reports with a single query. All of the applications in the application group must be indexed on the same fields, for example, customer name, account number, and date.

## Folder

A folder is the user's way to query and retrieve data stored in OnDemand. A folder provides users with a convenient way to find related information stored in OnDemand, regardless of the source of the information or how the data was prepared. A folder allows an administrator to set up a common query screen for several application groups that might use different indexing schemes, so that a user can retrieve the data with a single query. For example, a folder called Student Information might contain transcripts, bills, and grades, which represents information stored in different application groups, defined in different applications, and created by different programs.

Figure 1 illustrates the concepts described in this section.

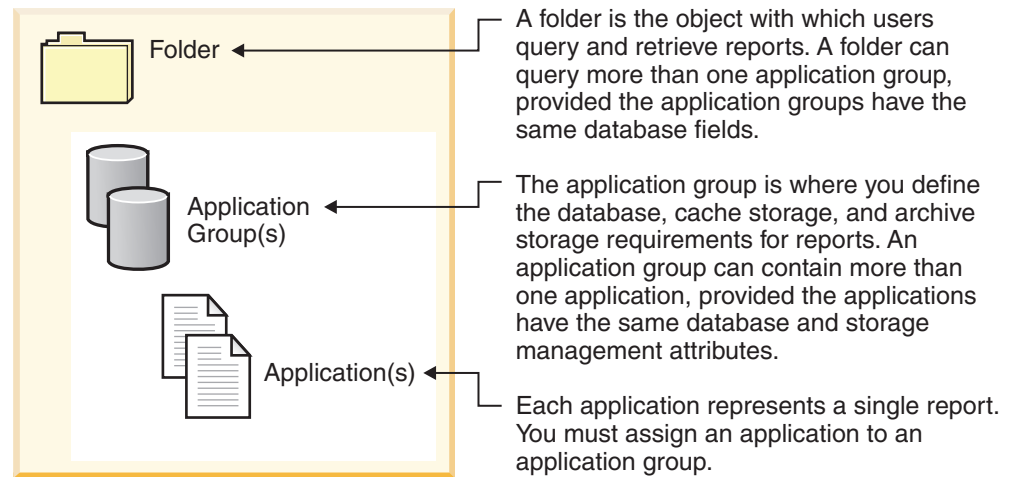


Figure 1. Folders, application groups, and applications (part 1 of 2)

Figure 2 on page 6 shows an example.

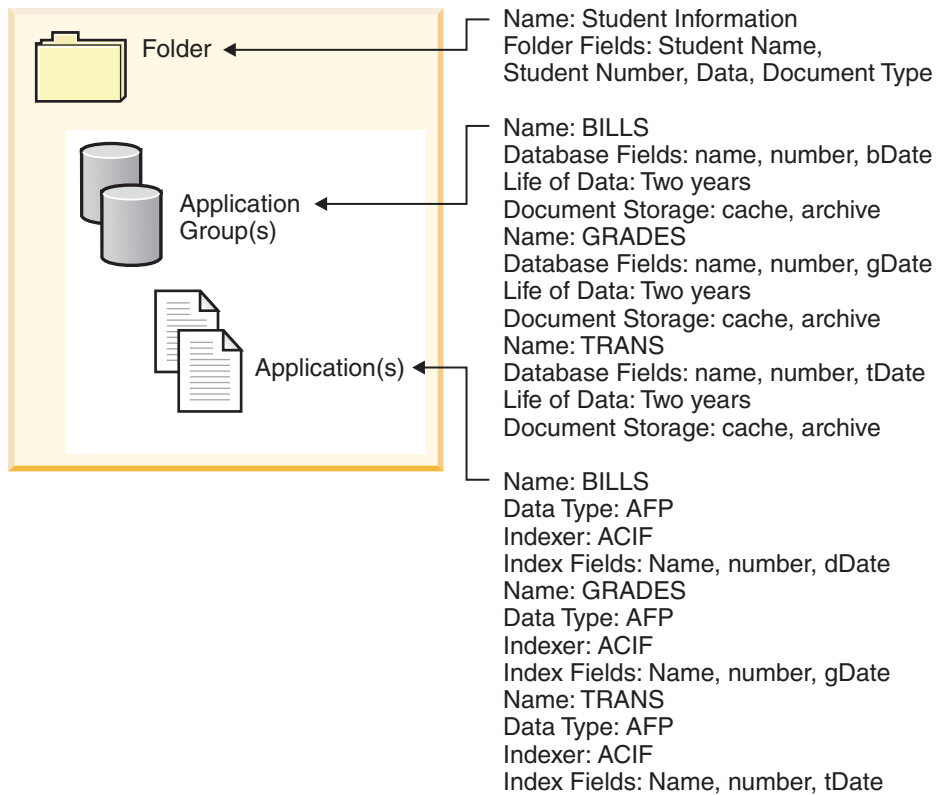


Figure 2. Folders, application groups, and applications (part 2 of 2)

## Cabinet

If users have many folders, they can group their folders into cabinets, which enable users to navigate to folders more easily.

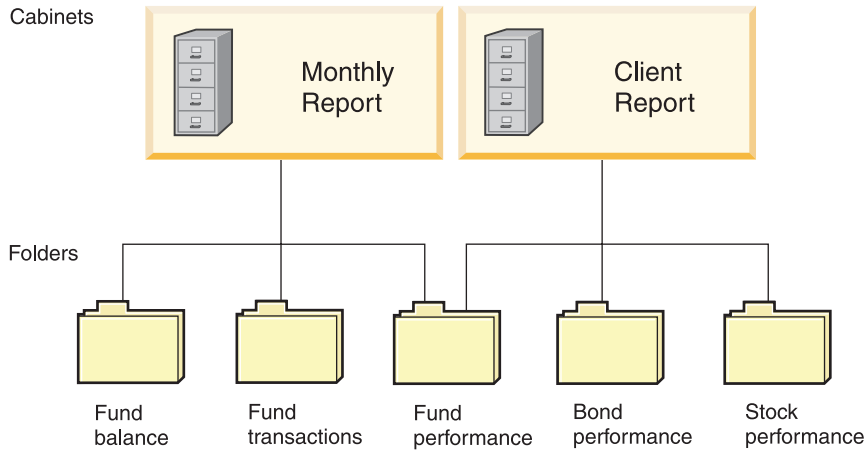
Cabinets follow these rules:

- A cabinet can contain one or more folders.
- A folder can belong to zero or more cabinets.

Figure 3 on page 7 demonstrates how cabinets can organize the folders that a user needs for generating different types of reports. In this example, the user needs to pull together information on fund performance, fund balance, and fund transactions for a monthly report. The "Monthly Report" cabinet contains folders for each type of information that the user needs to collect. The user also needs to generate investments performance reports for clients. Investment performance reports include information on stock performance, bond performance, and fund performance. The "Client Report" cabinet contains folders for stocks, bonds, and funds. Both cabinets contain the folder for fund performance because the user needs information on fund performance to generate both reports.



**Optional:** You can organize folders in cabinets to enable users to navigate to folders more easily. Each cabinet is a collection of folders.



A folder can belong to more than one cabinet.

Figure 3. Using cabinets to organize folders

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## Indexing methods

OnDemand provides two ways to index data:

- Document indexing is used for reports that contain logical items such as policies, and statements. Each of the items in a report can be individually indexed on values such as account number, customer name, and balance. OnDemand supports up to 32 index values per item. With document indexing, the user does not necessarily need to know about reports or report cycles to retrieve a document from OnDemand.
- Report indexing is used for reports that contain many pages of the same kind of data, such as a transaction log. Each line in the report usually identifies a specific transaction, and it would not be cost effective to index each line. OnDemand stores the report as groups of pages and indexes each group. When reports include a sorted transaction value (for example, invoice number), OnDemand can index the data on the transaction value. This is done by extracting the beginning and ending transaction values for each group of pages and storing the values in the database. This type of indexing lets users retrieve a specific transaction value directly.

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## Documents

OnDemand documents represent indexed groups of pages. Typically an OnDemand document is a logical section of a larger report, such as an individual customer statement within a report of thousands of statements. An OnDemand document can also represent a portion of a larger report. For reports that do not contain logical groups of pages, such as transaction logs, OnDemand can divide the report into groups of pages. The groups of pages are individually indexed and can be retrieved to the client workstation much more efficiently than the entire

report. Documents are always identified by date, and usually one or more other ways, such as customer name, customer number, or transaction number.

Figure 4 illustrates OnDemand applications and documents. An administrator could define the BILLS application for a report that contains logical items, such as customer statements. The BILLS application uses the document indexing method to divide the report into documents. Each statement in the report becomes a document in OnDemand. Users can retrieve a statement by specifying the date and any combination of name and number. An administrator could define the TRANS application for a report that contains lines of sorted transaction data. The TRANS application uses the report indexing method to divide the report into documents. Each group of 100 pages in the report becomes a document in OnDemand. Each group is indexed using the first and last sorted transaction values that occur in the group. Users can retrieve the group of pages that contains a specific transaction number by specifying the date and the transaction number. OnDemand retrieves the group that contains the value entered by the user.

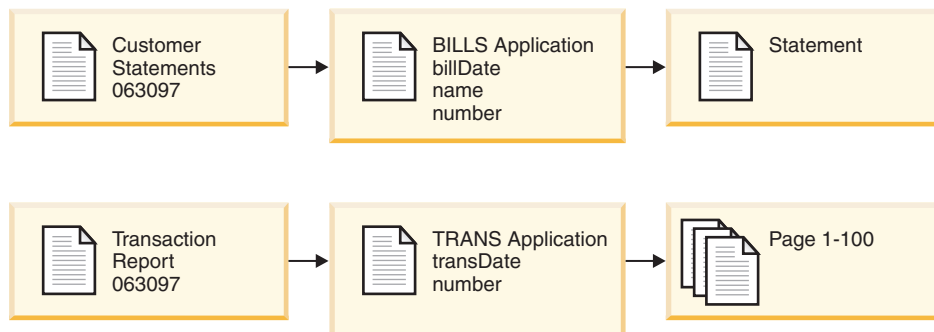


Figure 4. Applications and documents

## Server

The OnDemand server maintains a central database about the reports stored in OnDemand. The database also contains information about the objects defined to the system, such as users, groups, printers, application groups, applications, folders, migration policies and storage sets. The server processes client logons, queries, and print requests and updates to the database. The server also maintains documents on disk storage and, optionally, works with the archive storage manager to maintain documents on archive media, such as optical and tape. The server loads data, retrieves documents, and expires documents.

The OnDemand server environment contains several components:

- A *request manager* that provides client, network, and operating system services, security, and accounting.
- A *database manager* that maintains the index data for the reports that you store on the system.
- Database *control information* about the users, groups, application groups, applications, folders, storage sets, and printers that you define on the system. The control information determines who can access the system, the folders that a user can open, and the application group data that a user can query and retrieve.
- A *disk storage manager* that maintains documents on disk. Disk storage is for high-speed access to the most frequently used documents.

- An *archive storage manager*, which is for the long-term storage of one or more copies of documents on archive media, such as optical and tape.
- *Data indexing* programs. These programs create index data and collect required resources (if present). OnDemand provides several indexing programs. The OS/400® Indexer can be used to index a variety of data types, and is the most common OnDemand indexer for spooled files. The OnDemand PDF Indexer can be used to create index data for Adobe® Acrobat PDF files. The OnDemand Generic Indexer can be used to process index data for almost any other type of data that you want to store on the system, such as HTML documents, Lotus WordPro documents, TIFF files, and so forth.
- *Data loading* programs that can be set up to automatically store report data into application groups and update the database.
- Archived reports and resources.
- A *server print* facility that allows users to reprint a large volume of documents at high speed. OnDemand requires PSF for IBM i Version 7 Release 1 (a product option of IBM i), if you plan to use the OnDemand server print function for AFP documents or if you plan to use server fax for any documents in OnDemand.
- OnDemand *management programs* to maintain the OnDemand database and documents on disk.
- A *system logging facility* that provides administrators with tools to monitor server activity and respond to specific events as they occur. The interface to the system logging facility is through the System Log folder and the System Log user exit within OnDemand.

The following topics provide additional information:

- The OnDemand request manager
- The OnDemand database manager
- The OnDemand storage manager
- Data indexing and loading
- OnDemand management programs

## Request manager

The request manager processes search requests from OnDemand client programs. When an user enters a query, the client program sends a request over the network to the request manager. The request manager works with the database manager to compile a list of the items that match the query and returns the list to the client program. When the user selects an item for viewing, the request manager sends a retrieval request to the disk storage manager, if the document resides on disk, or to the archive storage manager, if the document resides in archive storage. The storage manager retrieves the document and, optionally, the resources associated with the item. The OnDemand client program decompresses and displays the document.

OnDemand management programs include utilities that maintain the database and disk storage, including the ability to automatically migrate data from the database and disk storage to archive storage. These programs use the services of the request manager to manage index data, documents, and resource files.

When a user logs on to the system, OnDemand assigns a unique transaction number to that instance of the client program. All activity associated with that instance of the client program contains the same transaction number. The request manager records messages generated by the various OnDemand programs in the System Log, for example, logon, query, print, and so forth. The messages contain

the transaction number, userid, time stamp, and other information. Administrators can open the System Log folder and view the messages. OnDemand also provides a System Log user exit so that you can run a user-defined program to process messages. For example, you could design a user-defined program to send an alert to an administrator when certain messages appear in the System Log. The messages in the System Log can also be used to generate usage and billing reports.

## Database manager

OnDemand uses a database manager called DB2 Universal Database™ (DB2®; provided with IBM i), to maintain the index data for the reports that you load into the system. The database manager also maintains the OnDemand system tables that describe the applications, application groups, storage sets, folders, groups, users, and printers that you define to the system.

## Storage manager

The OnDemand disk storage manager maintains a copy of documents, usually temporarily, on disk. The disk storage manager then migrates documents from disk to archive media and removes documents that have passed their life of data period.

OnDemand also supports an archive storage manager. The archive storage manager maintains one or more copies of documents on archive media, such as optical or tape. You decide which types of archive media that your OnDemand system must support, configure the storage devices on the system, and define the storage devices to the archive storage manager. To store application group data on archive media, you must assign the application group to a storage set that is managed by the archive storage manager.

## Data indexing and loading

The reports that you store in OnDemand must be indexed. OnDemand supports several types of index data and indexing programs. For example, you can use the OS/400 Indexer to extract index data from the reports that you want to store on the system. An administrator defines the index fields and other processing parameters that the OS/400 Indexer uses to locate and extract index information from reports. OnDemand data loading programs read the index data generated by the OS/400 Indexer and load it into the OnDemand database. The data loading programs obtain other processing parameters from the OnDemand database, such as parameters used to segment, compress, and store report data on disk and on archive media. You can define your indexing parameters with the OnDemand administrative client. The administrative client includes a *report wizard* that lets you create indexing parameters by visually marking up sample report data. OnDemand also provides indexing programs that can be used to generate index data for Adobe PDF files and other types of source data, such as TIFF files. See the *IBM Content Manager OnDemand for i: Common Server Indexing Reference* for details about the indexing programs provided with OnDemand.

Figure 5 on page 11 shows an overview of the data indexing and loading process.

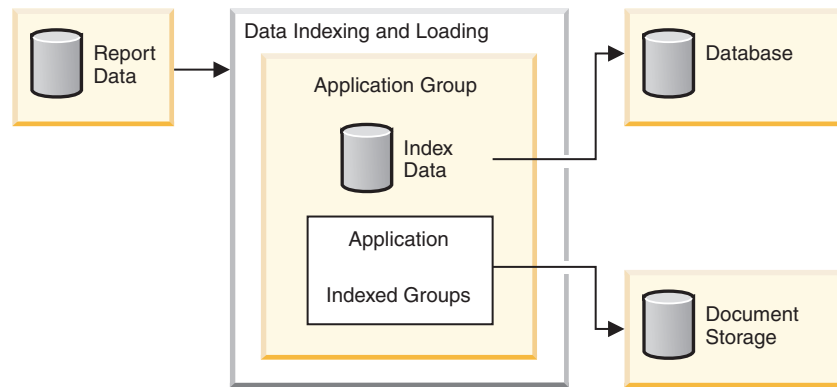


Figure 5. Data preparation, indexing, and loading

The OnDemand data loading program first determines whether the report needs to be indexed. If the report needs to be indexed, the data loading program calls the appropriate indexing program. The indexing program uses the indexing parameters from the OnDemand application to process the report data. The indexing program can extract and generate index data, divide the report into indexed groups, and collect the resources required to view and reprint the report. After indexing the report, the data loading program processes the index data, the indexed groups, and the resources using other parameters from the application and application group. The data loading program works with the database manager to update the OnDemand database with index data extracted from the report. Depending on the storage management attributes of the application group, the data loading program might work with the disk storage manager to segment, compress, and copy report data to disk and the archive storage manager to copy report data to archive storage.

## Management programs

OnDemand provides a disk storage manager to maintain and optimize the database and maintain documents on disk. An administrator usually determines the processing parameters for these programs, including the frequency with which the programs should run. When someone in your organization creates an application group, they specify other parameters that these programs use to maintain the report data stored in the application group. For example, when creating an application group, the administrator specifies how long documents should be maintained on the system and whether index data should be migrated from the database to archive media. The disk storage manager uses the information to migrate documents from disk to archive media, delete documents from disk, migrate index data from the database to archive media, and delete index data from the database. These functions are useful because OnDemand can reclaim the disk space released by expired and migrated data. You should configure your OnDemand system to automatically start these management programs on a regular schedule, usually once every night or week.

The archive storage manager deletes data from archive media when it reaches its storage expiration date, if the migration policy contains an Expire level. An administrator defines management information to the archive storage manager to support the OnDemand data it manages. The management information includes storage volumes that can contain OnDemand data, the number of copies of a report to maintain, and how long to keep data in the archive management system.

OnDemand maintains documents on disk and on archive media independently of each other, until the documents expire. Expiration in one storage manager expires data from the other storage manager. Each use their own criteria to determine when to expire and delete data; each use their own commands to remove documents. You need to decide how data will be expired from your system and consistently apply those standards when creating your application groups and migration policies. See Chapter 3, “Archive storage management,” on page 19 for more details.

## Web Enablement Kit

The OnDemand Web Enablement Kit (ODWEK) is an optional feature of OnDemand that allows people in an organization to use a Web browser to access data stored in an OnDemand system. For example, you can provide some people with the Uniform Resource Locator (URL) of a Web page that permits them to log on to an OnDemand server and choose a folder to open; you can provide other people with the URL of a Web page that permits them to search a specific folder. ODWEK verifies that the user has permission to use the OnDemand server, has permission to use the folder, and has permission to view the data stored in an application group. After the user submits a search, ODWEK displays a Web page that contains a list of the documents that match the query. The user selects a document to view and ODWEK sends the document to the browser.

ODWEK contains several components:

- The Web server program. The server program uses standard OnDemand interfaces and protocols to access data stored in an OnDemand server. No additional code is needed on the OnDemand server to support ODWEK. You can use one of the following Web server programs to control ODWEK:
  - CGI program. The CGI program runs on an IBM i system that is running the IBM HTTP Server.
  - Java servlet. The servlet runs on a Java-enabled HTTP server with a Java application server, such as the IBM WebSphere Application Server.
- The AFP Web Viewer. The AFP Web Viewer lets users search, retrieve, view, navigate, and print AFP documents from a Web browser. Each person in your organization that plans to use the AFP Web Viewer to view AFP documents must install it on their workstation.
- The Image Web Viewer. The Image Web Viewer lets users search, retrieve, view, navigate, and print BMP, GIF, JPEG, PCX, PNG, and TIFF documents from a Web browser. Each person in your organization that plans to use the Image Web Viewer to view documents might need to install it on their workstation. This is required when you want to view the image within the browser window, rather than allowing a default workstation application to launch for viewing.
- The Line Data Java applet. The Line Data applet lets users view line data documents from a Web browser.
- The AFP2HTML Java applet. The AFP2HTML applet lets users view the output generated by the IBM AFP2WEB Transform. The AFP2WEB Transform converts AFP documents and resources into HTML files that can be displayed with the AFP2HTML applet. If you plan to use the AFP2HTML applet, then you must obtain the AFP2WEB Transform from IBM and install and configure it on the Web server. See your IBM representative for more information about the AFP2WEB Transform.

To view other types of documents stored in OnDemand, you must obtain and install the appropriate viewer. For software requirements, see <http://www.ibm.com/support/docview.wss?rs=152&uid=swg27016180>

**Note:** ODWEK is an enablement kit and might require additional programming to provide the desired Web environment. See the *IBM Content Manager OnDemand for i: Common Server Web Enablement Kit Installation Guide* for more information.





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## Chapter 2. Preparing for OnDemand

This section contains an outline that you might find helpful as you prepare your organization for the OnDemand environment and perform a pilot roll out of the system.

- Work with a single department or group of end-users. Send a memo to the users to explain how OnDemand will affect their daily work.
- Develop an end-user training course or contract with IBM to provide training for OnDemand.
- Establish a support plan for the users. The plan should include the names and phone numbers of persons to contact for assistance and a list of troubleshooting tips.
- Choose a report or set of reports for an initial migration to OnDemand. Obtain hardcopy of the reports.
- Review the reports and determine the type of indexing required. Then select the fields from the reports for index, search, and display fields.
- Review the selections with the users. Verify that the index, search, and display fields allow the users to retrieve the data that they need.
- Determine the viewing requirements of your users.
- Obtain, install, and test any data transforms that you might need. For example, if you need to convert AFP data to HTML data, you can use the AFP2WEB Transform, available from IBM.
- Identify the type of data contained in the report and determine how you will create index data.
- If you plan to archive AFP data to index the report, identify the resources used by the report. Resources are reusable objects found on pages of a report, such as overlays and page segments. Overlays contain constant data that is merged with variable report data during printing and viewing. Page segments are graphics and images that appear on pages of a report file, such as a company logo.
- Configure archive storage (optical and tape storage devices) on the server. Define archive media devices and storage management policies to OnDemand to support the reports that you plan to store on the system.
- Use the OnDemand administrative client to create the application groups and applications required to support your reports.
- Use the administrative client to define the folders that users open to access data stored on the system.
- Use the administrative client to define users and groups to OnDemand.
- Index the reports.
- Load the report, resources, and index data into the application group.
- Begin end-user testing. Survey the users about initial testing and index, search, and display fields.
- Update your company's vital records list to include the hardware and software required by the OnDemand system. Update your company's operations and recovery manuals with information required to operate, support, and backup the OnDemand system.

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## Administrative roles and responsibilities

OnDemand administrators assume responsibility for and take care of the OnDemand system. The OnDemand system includes all sorts of things, including hardware, application and system software, reports, and users.

- Hardware includes the IBM i server, backup devices, archive media devices, client PCs, terminals, printers, and the networking equipment.
- Software includes the base operating system, prerequisite software, and client and server programs and configuration files.
- Administrators define OnDemand applications and decide how OnDemand will manage data on the servers.
- Administrators define OnDemand groups and users to the system and make sure that the client software is installed and operating properly.

While OnDemand administrators are responsible for this collective environment from the viewpoint of OnDemand users, it is likely the OnDemand administrators are not the only people in an organization working on all these components.

Depending on the size of your organization, there might be one person or many people administering the system. If your organization is large, the administrative tasks might be divided among several people. For example, an OnDemand system administrator could maintain OnDemand storage sets, system printers, groups, and users; an OnDemand application administrator could maintain application groups, applications, and folders; an operating system administrator could apply base operating system upgrades and perform problem determination; and a service administrator could maintain records of system and network hardware and software and make equipment changes.

The following list of items is typical of the tasks required to administer and maintain an OnDemand system. Some of these tasks might be the responsibility of a person other than an OnDemand administrator.

- Installing and upgrading equipment
- Installing and maintaining OnDemand programs and other software
- Defining and labeling storage volumes
- Monitoring the space used by the database and the space available on the system
- Monitoring the space used for disk storage and the space available on the system
- Monitoring the space used for archive storage and the space available on the system
- Scheduling jobs to maintain the database, disk storage, and archive storage
- Working with users to determine report indexing and retrieval requirements
- Defining migration policies and storage sets
- Defining OnDemand system printers
- Defining reports to the system
- Defining OnDemand groups and users
- Loading reports on the system, or scheduling the jobs that load them
- Managing the backup and recovery process for the database and other areas that contain data critical to the operation of the system
- Monitoring server activity and tuning system parameters
- Solving server, network, and application problems

- Answering end-user questions
- Establishing security and audit policies, for example: set and maintain passwords and permissions; use OnDemand's audit facilities to monitor application group and user activity; develop, document, and maintain change control procedures to prevent unauthorized changes to the system

OnDemand provides an administrative client to allow administrators to maintain OnDemand objects through an easy-to-use, graphical user interface. The administrative client is a 32-bit Windows application. The administrative client allows administrators to define and maintain applications, application groups, folders, cabinets, storage sets, system printers, groups, and users. The administrative client includes features that allow administrators to process sample report data and create indexing parameters and logical views by visually marking up a sample of a report.

OnDemand provides a set of administrative commands to help administrators maintain the system. For example, OnDemand provides commands for loading and unloading reports, maintaining the database, disk, and archive storage, and querying and retrieving documents. Many of the administrative commands can be configured to run automatically, on a regular schedule.

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## Application programming interfaces

OnDemand provides several kinds of application programming interfaces that you can use to customize OnDemand clients and work with objects on the server.

### Client customization

OnDemand provides information about the Object Linking and Embedding (OLE) control and how to customize the Windows client by specifying command line parameters, by invoking and manipulating OnDemand from other Windows 32-bit applications with the Dynamic Data Exchange (DDE) interface, or by creating a Product Information File (PIF).

The *IBM Content Manager OnDemand: Windows Client Customization Guide* provides information about customizing the Windows clients.

For example, you can integrate Monarch<sup>4</sup> Version 5 with the Windows client so that users can load OnDemand documents into Monarch. The user can then do complex data manipulation in Monarch, such as creating derived columns and generating charts and reports. See the *IBM Content Manager OnDemand Windows: Client Customization Guide* for more information.

### Server APIs

OnDemand provides programs that you can use to work with objects on the system. For example:

- The ARSDOC program is a multi-purpose document processing program. You can use the ARSDOC program to query the server and generate a list of items that match a query; retrieve documents from the system; add, delete, and update documents; and send documents to the server print facility. You can run the ARSDOC program from the command line or invoke it from a user-defined program.

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4. Monarch is a software program that is available from Datawatch Corporation.

The *IBM Content Manager OnDemand for i: Common Server Administration Guide* provides details about these and other server API programs.

## Server logging

### System logging facility

OnDemand provides the system logging facility to help an administrator track activity and monitor the system. OnDemand can record the messages that are generated by the various client and server programs. For example, you can configure the system to record a message in the system log every time a user logs on the system; you can configure the system to record a message in the system log every time an unsuccessful log on attempt occurs; and so forth. When you use the administrative client to add objects to the system and update the database, OnDemand records information about your actions in the system log. You can use one of the OnDemand client programs to search for and view messages from the system log by time stamp, severity, message number, userid, and other search criteria.

### System log user exit

OnDemand provides a user exit that can be used to process the messages that are written to the OnDemand system log. A common use of the system log user exit is to watch for error conditions or certain messages and take the appropriate action, such as notifying an administrator or operator or running some other program.

The system log user exit runs the ARSLOG program after writing a record to the system log. However, the ARSLOG program that is provided with OnDemand does not perform any functions. You must replace the one that is provided by IBM with your own program that performs the functions that you require. For example, you could create a program to check the message number and severity of each message written to the system log and, when appropriate, send an alert to the system console.

OnDemand sends parameters to the system log user exit, such as the name of the OnDemand instance, a time stamp, a log record identifier, the userid that is associated with the action, accounting information for the userid, a message severity, a message number, and the text of the message. The information that appears in the accounting information part of the message can be specified for each user defined to the system by using the administrative client. You can customize the text of the messages by selecting the application group fields (and values) to include in the message. You can further configure OnDemand to provide specific information to the system log user exit by setting system and application group parameters with the administrative client.

See Appendix C, "System log and the system log user exit," on page 109 for more information about the system log user exit.

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## Chapter 3. Archive storage management

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### Introduction

You can configure an OnDemand system to maintain copies of reports on disk and in archive storage. The copies in archive storage are for long-term storage. OnDemand supports a variety of optical and tape storage devices. Archive Storage Management includes the following components:

- A server program that maintains a database of information about the devices and data that it manages. The server program also controls the storage media and devices that you define to OnDemand.
- Server commands that control the server program activities such as data migration and expiration.
- A IBM i Navigator client program that you can use to define storage management policies. The storage management policies determine where data is stored and how long OnDemand maintains the data.

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### OnDemand storage objects

The storage management criteria that you specify determines where and when OnDemand stores reports and how it maintains them.

An administrator creates an OnDemand application for each report that is to be stored on the system. Applications with similar indexing requirements can be placed into a collection called an application group.

When you load a report into OnDemand, you assign it to an application group. The application group identifies a storage set which points to an associated migration policy. A migration policy identifies location(s) on which data is stored. OnDemand will automatically store a copy of the report on disk, unless you specify otherwise. If a migration policy also identifies archive storage locations, then OnDemand automatically stores a copy of the report in archive storage.

One or more application groups can specify the same storage set. All of the data that is associated with a particular storage set (and corresponding migration policy) will be maintained using the same type of media, devices, length of time to maintain data on the system, and so forth.

| For more information on migrating documents and recommendations for storage  
| management criteria defined in your application groups, storage sets, and  
| migration policies, see the *IBM Content Manager OnDemand for i: Common Server  
| Administration Guide*.

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### Defining the storage configuration

Before you begin loading reports on the system, you need to determine the amount of storage required to hold the report data. You should also determine how long the system should maintain a version of a report, how many copies of a report the system should maintain, on what type of media a report should be stored, and any other business, legal or operational requirements for storing and maintaining data.

After collecting the storage requirements, you configure storage devices on the system and define devices to OnDemand. For example, you define an optical library to the IBM i server. Then the OnDemand administrator defines storage management policies, using the information that you collected about the reports that you plan to maintain on the system. For example, the policy information includes the length of time that OnDemand should keep the data that it manages.

When you load a report into the system, you identify an application group. The application group identifies a storage set. The storage set information determines how many copies of a report are maintained and where the copies are maintained.

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## Part 2. System requirements

This section contains information about the hardware, software, networking, and printing requirements for OnDemand servers and clients.





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## Chapter 4. Hardware and software

The exact hardware and software configuration that you need for OnDemand to support your organization depends on the volume of data that you plan to maintain on the system, the number of concurrent users that the system must support, the backup and recovery requirements of your organization, and the performance levels that the system must meet.

For all hardware and software requirements, see <http://www.ibm.com/support/docview.wss?rs=152&uid=swg27016180>

**Important::** If you are upgrading from a previous release of OnDemand, you must be running OnDemand server version 7.1.2.8 or higher prior to upgrading to Content Manager OnDemand for i Version 7 Release 1. You can determine your current server version using either one of the following methods:

- If you are running version 7.1.2.5 or higher of the OnDemand client, log on to either the OnDemand Administrator or OnDemand end-user client. Once logged on, the server version is shown on the message line in the lower right portion of the panel.
- On any version of OnDemand, log on to your IBM i server. Start qshell by using the QSH command. Once qshell is started, enter ARSDATE (with no additional parameters) on the qshell command line. The server version is displayed along with other information about the ARSDATE API.



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## Part 3. Planning information

This section is a planning source for OnDemand administrators. Other people in an organization interested in this section might include technical and service support personnel, database administrators, network administrators, application administrators, and anyone else who has responsibility for making decisions about business systems, such as people responsible for physical site planning, operations, and backup and recovery.

This section describes activities that IBM recommends OnDemand administrators perform to plan for the installation of OnDemand and prepare for the operation of OnDemand.



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## Chapter 5. Reports and other data

This section contains information that can help you plan for the reports that you will be storing into OnDemand. You can use the information to help determine the hardware configuration that you need to support your OnDemand system. We list questions that you might ask users of the reports, provide information about the types of data that you can store in OnDemand, and provide information about indexing reports.

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### Collecting requirements

Planning for OnDemand requires that you understand how the system will be deployed, who will use the system and how they will use it, and other end-user requirements. Answers to these questions provide information that allows you to properly configure your OnDemand system, including the storage and network configuration, to support your applications and users:

- What types of print data streams will the system support? Are transforms required to convert input data to other display formats (such as AFP to HTML)?
- What is the logical organization of the print data streams?
  - *Page* organization: a consistent stream of pages of sorted transaction or ledger data.
  - *Document* organization: logical groups of information, such as statements or policies.
  - Data that might not have a consistent format, such as reference materials or product literature.
- Will OnDemand support short-term report management, long-term archival storage, or both?
- What is the volume of input to process? How large are your reports (in pages and bytes); how many reports; how many versions of reports?
- What index values do the users of a report need to retrieve a specific version of a report (or a document)?
- How much time is available to load reports into OnDemand? Daily? Weekly?
- How long do you plan to maintain report data on the system?
- How many concurrent, logged-on users do you anticipate on average; at peak times?
- How many active users do you anticipate?
- What is the transaction rate of the active users?

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### Input data formats

OnDemand supports several types of input data:

- AFP print data streams, including line data mixed with AFP structured fields and line data formatted with a page definition.
- System Network Architecture (SNA) Character Stream. Input data that is generated from an IBM i printer file with a device type of \*SCS.
- The same as SCS, except that the data includes extended print attributes that might be ignored in an SCS data stream. The extended print attributes include variable lines per inch and variable characters per inch.

- Line data with ANSI or machine carriage control characters.
- Workstation files such as text documents, spreadsheets, and presentations, for example.
- Adobe Portable Data Format (PDF) files.
- Image files in the following formats:
  - BMP (Bitmap). A file that contains a bit-mapped graphic.
  - GIF (Graphic Interchange Format). A bit-mapped color graphics file format for IBM-compatible computers. GIF uses an efficient compression technique for high resolution graphics.
  - JFIF (JPEG Format Image File). A file that contains image data compressed using the JPEG (Joint Photographic Experts Group) standard.
  - PCX (Picture Exchange Format). A file that contains a graphic in the PCX file format, widely used by PC applications, such as the PC Paintbrush program. Compressed using PackBytes compression.
  - PNG (Portable Network Graphics). A lossless compression format that can handle multiple colors and large pictures. Offers significant file size savings over GIF, but not as much over JPEG.
  - TIFF (Tagged Image File Format). A bit-mapped graphics image format for scanned images with resolutions up to 300 DPI<sup>®</sup>. TIFF simulates gray-scale shading. OnDemand supports single and multipage TIFF files that are uncompressed or are compressed using JPEG, CCITT Group 3, CCITT Group 3 / 2D, and CCITT Group 4 compression.

In addition to the types of data listed above, OnDemand allows you to store almost any other type of data on the system. For example, you can define an application for HTML documents. When you define the application, you must identify the file type of the data. The file type determines the program that the client starts when the user retrieves a document. For example, if the file type is HTML, then the client could start Internet Explorer to view the document.

AFP supports graphics, presentation text, image, and bar code objects. Storing AFP data on the system allows full-fidelity viewing of presentation text and image objects.<sup>5</sup> For example, users can retrieve and view customer statements that OnDemand presents using an electronic form, fonts, and images. The user views a copy of the statement that appears the same as the statement the customer received in the mail. AFP also supports navigation within a report file, using a table of contents.

When you store reports that contain AFP data, you must also store the resources into OnDemand. The resources include overlays, page segments, and form definitions. The resources must be resident on the processor where the data is to be indexed and loaded.

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## Indexing data

One of the main operations that you do with OnDemand is to index reports. When you index a report, OnDemand extracts index values from the report and stores them in the database. The database fields that you define for your application groups hold the index values. When a user opens a folder, OnDemand displays a list of search fields, which represent the database fields. To perform a query, the

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<sup>5</sup> Viewing of bar code objects is not currently supported. However, you can view bar codes that have been rendered using fonts.

user enters values in the search fields. OnDemand compares the values from the search values with the values in the database fields and retrieves the items that match the query.

When you index a report, you can divide a large report into smaller, uniquely identifiable units of information. For example, when an application program generates customer bills, it might produce a large print stream made up of thousands of individual customer bills. With OnDemand, you can identify the individual customer bills within the report as smaller, separate information units, or logical items (known as documents in OnDemand). Your users can search for and retrieve the logical items using identifiers such as account number, customer name, and date.

The reports that you process with OnDemand generally fit into one of two categories:

- Document. For reports made up of logical items, such as statements, bills, policies, and invoices.
- Page. For reports that contain sorted values that either increase from the beginning of the report to the end of the report, or decrease from the beginning of the report to the end of the report, such as a transaction log or general ledger.

Reports that do not contain logical items or sorted line data can usually be indexed with the document indexing method.

## Document indexing

Document indexing can be used to index reports that are made up of logical items or to index reports that contain unique values such as an account number or a customer name. When searching and retrieving these types of reports, OnDemand returns a list of the items that match the user's query and transfers the individual items to the OnDemand client program for viewing and printing. OnDemand supports up to 32 fields as indexes or filters for document-type data. The fields do not have to be sorted and can contain numeric or text information. The fields are stored in the database as indexes or filters. Figure 6 on page 30 shows an example of a report file and document indexing.



Figure 6. Document indexing method

## Page indexing

Page indexing allows users to search sorted report data and retrieve the first occurrence of the value that they specified in the query. OnDemand divides the report data into groups of pages and stores the first and last index values contained in each group of pages in the database. When the user enters a query, OnDemand returns a list of the items that match the query. When the user selects an item for viewing, OnDemand performs a text search within the item for the value specified by the user. The OnDemand client program displays the first page that contains the value specified by the user. OnDemand uses a single, unique sorted index value for the retrieval of the report data, for example, an invoice number or a transaction identifier. Figure 7 on page 31 shows an example of a report file and page indexing.



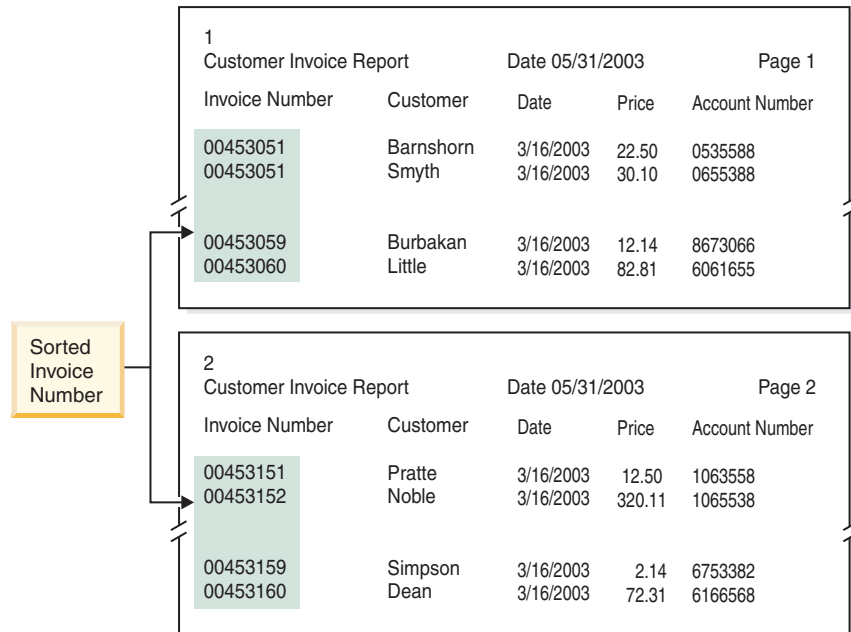


Figure 7. Page indexing method

## Indexing data with OnDemand programs

OnDemand provides a variety of methods to index your print data. The following topics provide additional information:

- Use the OnDemand graphical tool to visually locate and mark index values from the print page
- Generate the index data in the application program that generates the report
- Use the OnDemand PDF Indexer program to index Adobe PDF files
- Create index data for the OnDemand Generic Indexer program

### Using the graphical tool

You can use the OnDemand graphical indexing tool to visually locate and mark index values from the print data you plan to archive. This tool is part of the OnDemand Administrator client and can be used during your definition of an application.

### Generating index data in application programs

You can create index information for AFP data using the application program that generates the report. The index information is contained in Tag Logical Elements (TLEs) within the data stream. These TLEs can be marked as index values using the graphical indexing tool just like any other data on the print page. Some application programs already provide TLEs in the data stream. If not, you might find it necessary to modify your application programs to add TLEs if you choose to use them.

### Indexing PDF input files

The OnDemand PDF Indexer is a utility that you can use to extract index data from or generate index data about Adobe PDF files. The index data can enhance your ability to store, retrieve, and view PDF documents with OnDemand. The PDF Indexer processes PDF input files. A PDF file is a distilled version of a PostScript® file, adding structure and efficiency. A PDF file can be created by Acrobat Distiller

or a special printer driver program called a PDFWriter. The PDF Indexer supports PDF Version 1.3 input and output files. The *IBM Content Manager OnDemand for i: Common Server Indexing Reference* provides details about the PDF Indexer program and shows examples on how to use it to process PDF input files.

### **Generating index data in the Generic Indexer format**

OnDemand provides the Generic Indexer so that you can create index data for files that cannot be indexed using other methods, such as the OS/400 Indexer. For example, you can create an index file in the Generic Indexer format that describes a set of input files that contain data in the TIFF image format. The index file contains the index fields and values for each file that you want to process. The index file also describes where the OnDemand data loading process can find documents within a file. OnDemand will create a row in the database for each index record contained in the index file. Users can search the database using any combination of the index fields that were defined in the index file. The *IBM Content Manager OnDemand for i: Common Server Indexing Reference* describes the generic index file format.

## **Indexing reports using date fields**

To store data in the system, each report should be indexed with a date field. When querying the database, OnDemand uses the date in a report to distinguish one report's data from another. Retrieval performance can also be better when using a date field that has been also defined as a segment field. In addition, OnDemand also uses the report date to determine when to remove reports from disk and how long to maintain report data (index data and documents) on the system.

You can use the date that appears in the report, such as the run date, a transaction date, or the statement date. If the data that you want to store in OnDemand does not contain a date, you can use the date that the report was loaded into the system.

OnDemand supports date values in the range of January 1, 1970 to September 17, 2059. OnDemand also supports a date/time field that can contain date values from January 1, 1970 to January 18, 2038.

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## Chapter 6. OnDemand objects

This chapter contains information that can help you plan application groups, applications, and folders for your reports.

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### Overview

When you install and configure the OnDemand software, you create and initialize a set of database tables that form the internal framework of the system. When you define a report to the system, OnDemand adds an application group table structure and other control information to the database.

OnDemand uses a set of objects to describe the database tables, fields, and data that make up the system. When you define an object to OnDemand, such as an application group, OnDemand stores the choices that you make and the information that you enter about the application group into the database. Every time that you load a report into an application group, OnDemand updates the database with control information, inserts rows of index data into an application group table, and stores report data and resource files on storage volumes.

Users of the OnDemand system open a folder to query and access reports that are stored on the system. A folder is the primary OnDemand object that users deal with. A folder provides users the means to search for and retrieve data stored in OnDemand. Users open a folder to construct queries and retrieve the reports that are stored in the application groups referenced by the folder. A folder can reference one or more application groups.

An application group represents the index and report data that you load into OnDemand. The OnDemand database contains tables of application group data. Records in an application group table contain index values extracted from reports and pointers to report data (documents). An application group can contain one or more applications that have the same storage characteristics and index fields.

An OnDemand application includes a description of the physical characteristics of a report, such as the type of data contained in the report and the record format of the input file, instructions to the indexing and loading programs that process the report, and information that OnDemand uses to display and print pages of the report. Typically, you define an application for each type of report that you plan to store in OnDemand. You can group applications that have the same storage characteristics and index fields into an application group.

You assign a unique name to each object that you define to OnDemand, such as application groups, applications, and folders.

OnDemand uses properties to describe the appearance, behavior, and internal structure of the objects that make up an OnDemand system. For example, Display Format is a property of a folder field that determines how OnDemand client programs display the values of the field in the document list. The properties are grouped in categories. For example, the General category under folders contains properties that describe general information about a folder, such as the name and description of the folder and the application groups contained in the folder.

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## Folders

A folder provides users the means to search for and retrieve related reports stored on the system. Users open folders, construct queries, and retrieve reports from application groups. (However, it is not necessary that users know about or understand application groups.) When you create a folder, you define the search and display fields that appear when the user opens the folder. You map the folder fields to database fields in the application groups referenced by the folder. The database fields contain index values extracted from the reports that are loaded into the application groups. For example, the folder search field *Customer Account Number* could be mapped to the *acct#* application group database field. OnDemand creates database records that include the index values for the *acct#* field when you load a report into the application group. When the user enters a query, OnDemand retrieves records from the database if the values of the *acct#* database field match the value that the user typed in the *Customer Account Number* search field.

When you define a folder to OnDemand, you add one or more application groups to the folder, select index fields from the application groups to appear as search and display fields when the user opens the folder, and specify the properties of the search and display fields. For example, you can determine the layout of the search fields on the screen and specify values that will automatically appear in the search fields when the user opens the folder.

OnDemand maintains information about the name of the folder and its structure in the OnDemand database. For example, the database contains information that describes the search and display fields the you defined and the database fields that you selected from application groups referenced by the folder.

You define a folder to OnDemand through properties and values grouped in categories. A category is a set of related properties. OnDemand provides folder categories for general information, permissions, field definitions, field information, and field mapping. The general category is where you specify general properties about the folder, such as the name of the folder and the application groups contained in the folder. The permissions category is where you determine the groups and users that can open the folder. You can assign other types of folder authorities in the permissions category, such as specifying someone to administer the folder. The field definitions category is where you define the search and display fields for the folder. The field information category is where you specify the attributes of the search and display fields. For example, you can specify the search operators available for each field and determine the order that the search fields appear on the screen. The field mapping category is where you map the folder search and display fields to database fields in application groups referenced by the folder.

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## Application groups

An application group is a collection of one or more applications that have the same index fields and storage characteristics. The application group is the object that OnDemand uses to maintain the reports that you load into the system. The application group holds index data for reports, documents, management information, permissions for the groups and users authorized to access application group, and so forth.

When you define an application group, you specify the name and type of the database fields that will hold the index data extracted from the reports that are loaded into the application group. You specify whether a database field is used to

index or filter data, and specify other characteristics of the fields. When you define an application group, OnDemand creates an application group table structure in the database, with a column for each database field that you defined. When you load a report into the application group, OnDemand inserts rows into an application group table for each indexed item found in the report. An indexed item can be a logical item, such as a policy or statement, or a group of pages, depending on how the report is organized and how you decide to index the report. Users search for reports using one or more of the fields that you defined for the application group.

OnDemand supports up to 32 *index* and *filter* fields for each application group:

- Index fields allow fast access to a specific record using a key, but generally require a large amount of disk storage to implement and require longer to load data into the application group. OnDemand uses index fields to locate the records in the database that meet the search criteria entered by the user. The index record contains the physical location of an item on a storage volume.
- Filter fields are used to refine queries, retrieving only a subset of the records found with an index field. Filter fields are generally used with an index field to identify a specific item in the application group. Filter fields can also be used to display additional information in the document list, for example, an address.

OnDemand requires a *segment field* for each application group that you define. OnDemand uses the segment field to organize and maintain application group data and to locate items that match a query. A segment field also allows a user to search one specific index file for an application using the date (which is the segment field). Without a segment field defined, all the segments (index files) within an application group are searched. The segment field must be one of the following date field or a date/time fields:

- Report Date. The date that the application program created the report file. This is typically the date found on pages of the report.
- Load Date. The date that you loaded the report into the application group. Use the load date if the report does not contain a date.

Storage requirements and index fields are the primary considerations when you define an application group and identify the applications that you can place in an application group. A third factor is the organization of the information contained in the report. OnDemand can index, store, and retrieve data contained in a report based on the structure of the data that it contains.

- Some reports are made up of logical groups of information, such as statements, invoices, and policies. These groups, or logical items, can contain one or more pages of information. OnDemand can index, store, and retrieve the logical items contained in a report. Each logical item can be indexed on up to 32 values, for example, account number, customer name, and balance. OnDemand creates a row in the database for each logical item it finds in the report.
- Other reports might be organized differently, and might not necessarily contain logical items. For example, a report could contain thousands of pages of transaction or general ledger data. OnDemand can index, store, and retrieve information from these types of reports using index values such as date, page number, and a sorted value, such as transaction number. OnDemand divides these types of reports into groups of pages and indexes each group of pages. While these types of reports might contain logical items, it probably would not be cost effective to index every item in the report. That is, indexing every item

in these types of reports would probably result in thousands of index records being added to the database each time that a report is loaded into the application group.

When you create an application group, you specify how OnDemand should store the index data for the reports that you load into the application group. OnDemand provides two methods that you can use to determine how index records are loaded into the database and how users can query the application group:

- Multiple Loads per Database Table

With this method, each time that you load a report into the application group, OnDemand inserts the index records into an existing database table. Index records for every report loaded into the application group are stored in the same database table. OnDemand maintains the application group data so that, as far as a user querying the application group knows, they appear to reside in one database table. OnDemand automatically segments the application group data when it grows beyond a certain size. OnDemand maintains a segment table for each application group. The segment table provides faster query performance by limiting searches to a specific table of application group data, using a date value to construct the query. We recommend that you use this method to organize your database when the users that search for data stored in the application group do not necessarily know or care what particular occurrence of a report generated the information that they need. This method is the default, and is used in most cases.

When you create an application group, you specify the storage characteristics of the report, such as the length of time that OnDemand maintains data stored in the application group and the data migration values. The storage characteristics also determine whether OnDemand stores a copy of the report on archive media, whether OnDemand should create a backup copy of the report, and when OnDemand removes report data when it is no longer needed.

OnDemand can perform three types of processing on application group data:

- Database expiration processing

Index data *expires* (is eligible for removal from the system) when it reaches its Life of Data and Indexes period. (You specify the Life of Data and Indexes period when you create an application group.) OnDemand provides a command that you can use to remove index data. You typically set up the command to run automatically on a regular schedule. Database expiration processing reclaims the disk space taken by deleted index data.

- Disk migration processing

Disk migration is the process of copying reports from disk to archive storage. You specify when a report should be copied from disk to archive storage when you create an application group. OnDemand provides a command that you can use to copy reports to archive storage. You typically set up the command to run automatically on a regular schedule. Disk migration optimizes the use of disk storage, while providing excellent performance for short-term retrievals of reports. As a report ages, and in all likelihood accesses becomes less frequent, OnDemand can automatically copy the report to long-term (archive) storage. You can also use disk migration to defer the loading of reports to archive storage to a time when there is little or no other system activity.

- Disk expiration processing

Disk expiration is the process of deleting reports from disk storage. You specify how long a report should remain on disk when you create an application group. OnDemand provides a command that you can use to delete reports from disk.



You typically set up the command to run automatically on a regular schedule. Disk expiration reclaims disk space taken by expired reports.

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## Applications

An OnDemand application describes the physical characteristics of a report, processing instructions for the indexing and data loading programs, and information about how OnDemand displays and prints pages of a report. You can specify default settings for viewing and printing pages of a report at the OnDemand application level. For example, if you select a default printer for the application, when a user prints a document that is associated with the application, OnDemand sends the document to the printer that you specified. Typically you define an application for each different report that you plan to load into the system.

When you create an application, you specify properties of the input data (such as whether the data contains carriage control characters, and the record format of the input data). OnDemand uses the information that you specify to properly interpret the data for viewing.

The OnDemand application is where you specify information to the indexing and data loading programs, such as the technique that OnDemand uses to compress the report file, the parameters used to index the data, and information that OnDemand uses to process index data before loading index records into the database. OnDemand uses the indexing parameters, options, and data values that you specify to locate index data in and extract index data from the report.

You can set up one or more *logical views* of a report. A logical view determines how OnDemand displays line data reports and governs other viewing characteristics. For example, you can set up a logical view so that when a user selects a document for viewing, the OnDemand client program automatically locks the heading of the report in place when the user scrolls up or down on a page.

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## Users and groups

Each user logs on to OnDemand with a userid. OnDemand authenticates userids and determines the usage and administrative authority available to the user based on the log on userid. An OnDemand userid does not necessarily have to identify an individual user. However, for accounting and security purposes, you probably want to assign an OnDemand userid to each person that uses the system.

OnDemand automatically creates the QONDADM userid when you initialize the system. The QONDADM userid has system administrator authority. A system administrator can perform the basic user functions, such as logging on the system and opening folders, and administrative functions, such as defining users and groups and creating, updating, and deleting application groups, applications, folders, storage sets, and printers.

OnDemand groups are a means to organize users by function, authorization, or any other purpose you might require. When you define an OnDemand group, you can organize users by department or function and set folder and application group permissions that are common to all of the users assigned to the group. The permissions determine the types of actions that users assigned to the group can perform. You do not have to assign a user to a group, but doing so can simplify administration of users with similar requirements and capabilities. **Note:**

OnDemand groups are not the same as IBM i group profiles, but you might choose to use the same names if that is easier to maintain.

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## OnDemand userid relationship to IBM i user profiles

When you install OnDemand, a default logon security user exit is enabled that forces a relationship between your OnDemand userids and your IBM i user profiles. If you use OnDemand as installed, then the following is true:

- An OnDemand userid must match an IBM i user profile.
- The password when logging on to OnDemand is the same as the password used when logging on to IBM i. If you change the password using OnDemand, it actually changes the IBM i password. When you create an OnDemand userid, you actually leave the password field blank.
- Maximum Password Age should be set to Password Never Expires. If you specify a value for Maximum Password Age, then OnDemand might force a user to change their password before it is required by IBM i.
- Minimum Password Length should be set to Allow Blank Password. This prevents OnDemand from trying to impose its own rules on the length of a password and allows IBM i to use its own rules.

If the security exit is not enabled, then the OnDemand userid and password have no relation to the IBM i userid and password and all the OnDemand System Parameter settings are honored.

**Note:** Enabling or disabling of this exit can be done at an individual instance level. See Chapter 12, “Creating an instance,” on page 67 for more information on instances.

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## Permissions

### Overview

As both a convenience and security measure, you can assign a user to a group. When you assign a user to a group, the user obtains the permissions of the group. For example, suppose you create a group and authorize the group to open the Student Information folder. Any user that you assign to the group automatically obtains permission to open the Student Information folder.

If you assign a user to more than one group, the user normally obtains the permissions of all of the groups. For example, using the group settings listed in Table 1, a user assigned to both groups can access the Student Bills and Student Transcripts folders.

*Table 1. Group permissions*

Group	Folders
Accounting	Student Bills
Admissions	Student Transcripts

However, there are exceptions to this rule. See information about permissions in the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for details.



You can set folder and application group permissions for every user and group defined to OnDemand. If you set permissions for a specific group, the group permissions take precedence over the permissions set at the folder level or the application group level. If you set permissions for a specific user, the user permissions take precedence, regardless of any group that includes the user or the permissions set at the folder level or the application group level.

You can set folder and application group permissions when you add or update a folder or application group. You can also set folder and application group permissions when you add or update a user or a group.

## Folder permissions

You can set folder permissions at the folder, group, and user levels. Setting permissions at the folder level provides all OnDemand users and groups that are not otherwise given permissions with the permissions that you define. Setting permissions at the group level provides all of the users that you assign to the group with the permissions that you define. Group level permissions override folder level permissions. Setting permissions at the user level provides a specific user with the permissions that you define. User level permissions override group level permissions and folder level permissions.

By default, only the user that created the folder, users with administrator permission for the folder, application group/folder administrators, and system administrators can access the folder.

You can set the following types of folder permissions:

- **Access.** Users can open the folder with OnDemand client programs and search for and retrieve data from the application groups referenced in the folder.  
To search for and retrieve items, users must have access permission for the folder, and access permission to one or more of the application groups referenced in the folder.
- **Fields.** Users can open the folder with OnDemand client programs and can modify the folder field information with the administrator interface. OnDemand maintains a set of folder fields for each user given fields permission for the folder.
- **Named Queries.** A named query is a set of search criteria, saved by name, that can be selected and restored into folder search fields. OnDemand supports two types of named queries: public, that is, a named query that is available to all users that can open the folder, and private, that is, a named query available only to the user that created the named query. Users can be given authority to view, create, modify, and delete named queries.
- **Administrator.** A folder administrator can modify and delete the folder. A folder administrator can change user and group permissions, add and remove users and groups from the folder, and make changes to the folder field information.

## Application group permissions

You can set application group permissions at the application group, group, and user levels. Setting permissions at the application group level provides all OnDemand users and groups that are not otherwise given permissions with the permissions that you define. Setting permissions at the group level provides all of the users that you add to the group with the permissions that you define. Group level permissions override application group level permissions. Setting permissions

at the user level provides a specific user with the permissions that you define. User level permissions override group level permissions and application group level permissions.

By default, only the user that created the application group, users with administrator permission for the application group, application group/folder administrators, and system administrators can access the application group.

You can set the following types of application group permissions:

- **Access.** Users can search for and retrieve data stored in the application group using OnDemand client programs.
- **Document.** Determines the types of document functions users can perform. The default document permissions are view, print, fax, and copy.
- **Annotation.** Determines the types of annotation functions users can perform. The default annotation permissions are view and add.
- **Logical Views.** Logical views determine how OnDemand displays report file pages. Users can define their own logical views with OnDemand client programs.
- **Administrator.** An application group administrator can modify and delete the application group. An application group administrator can change user and group permissions, add and remove users and groups from the application group, change message logging options, update the storage management settings for the application group, and make changes to the application group field information.
- **Query restriction.** Limits access to application group data. You typically set up a query restriction to limit the data that a specific user or group of users can access.

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## Naming rules

When you create objects in OnDemand, you assign names to the various objects.

**Note:** If you install OnDemand with a language that requires multiple bytes per character (for example, Kanji), the number of characters permitted for a name is less than the number listed in the sections that follow.

When naming a user, the name that you specify:

- Can contain from one to 128 characters (bytes), depending upon whether your OnDemand user names are linked to your IBM i user profile names. If you are using OnDemand as shipped, your OnDemand user names are linked to your IBM i user profile names. This is the default setup and desirable for most customers. However, you can change this if you like, so that there is no relationship between your OnDemand user names and your IBM i user profile names. See “OnDemand userid relationship to IBM i user profiles” on page 38 for more details.
- Cannot include the ' (apostrophe), \* (asterisk), % (percentage) + (plus), [ (left bracket), ] (right bracket), " (double quotation mark), or blank characters
- Must be unique
- By default, OnDemand converts lowercase letters in a user name to uppercase (for example, laguarde is stored as LAGUARDE)

**Note:** If you define your own logon user exit, then you can determine the characteristics of userids on your system.

When creating a password, the value that you specify:

- Can contain from one to twenty characters (bytes)

**Note:** When creating a password, the value that you specify can be a maximum of 20 characters. However, the password authentication that is built into OnDemand verifies only the first eight characters that are entered by the user. The additional characters are provided for customers who choose to implement their own password security by using the logon user exit. Contact the IBM support center for more information about the logon user exit.

- By default, OnDemand converts lowercase letters in a password to uppercase (for example, laguarde is stored as LAGUARDE)

**Note:** If you define a logon user exit, then you can determine the characteristics of passwords on your system.

When naming a group, the name that you specify:

- Can contain from one to 128 characters (bytes)
- Cannot include the ' (apostrophe), \* (asterisk), % (percentage) + (plus), [ (left bracket), ] (right bracket), " (double quotation mark), or blank characters
- Must be unique
- Can be mixed case; however, OnDemand ignores the case (for example, LaGuarde is the same as laguarde)

When naming an application group, application, or folder, the name that you specify:

- Can contain from one to sixty characters (bytes), including embedded blanks. If you choose to use the output queue monitor function of OnDemand to automatically load your reports, then you should plan to name your applications and application groups such that the first ten characters match the spooled file name, userdata, formtype, or one of the other supported spooled file attributes. See the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for more details about output queue monitors.
- Cannot include the ' (apostrophe), % (percentage), [ (left bracket), ] (right bracket), or " (double quotation mark) characters
- Can be mixed case; however, OnDemand ignores the case (for example, LaGuarde is the same as laguarde)
- An application name must be unique to the application group where you assign the application
- An application group or folder name must be unique to the server

When naming a database field, the name that you specify:

- Can contain from one to eighteen characters (bytes)
- Must begin with the letter A through Z
- Can include the letters A through Z, the numbers 0 through 9, and the @ (at sign), \$ (dollar), \_ (underscore), and # (number sign)
- Can be mixed case; however, OnDemand doesn't create a unique name (for example, rDate is the same as rdate)
- Must be unique to the application group
- Cannot be any of the OnDemand reserved words:

annot	doc_off
comp_len	doc_type
comp_off	prt_nid
comp_type	resource
doc_len	res_comp_type
doc_name	sec_nid

- Cannot be any of the words reserved by the database manager. (For a list of reserved words, see Appendix D of the *DB2 for i SQL Reference*.)

When naming a logical view, the name that you specify:

- Can contain from one to thirty characters (bytes)
- Can be mixed case
- A public view must be unique to the application
- A private view must be unique to the user

When naming a folder field, the name that you specify:

- Can contain from one to sixty characters (bytes), including embedded blanks
- Can be mixed case; however, OnDemand ignores the case (for example, Report Date is the same as report date)
- Must be unique to the folder

When naming a storage set or migration policy, the name that you specify:

- Can contain from one to 60 characters (bytes)
- Can be mixed case; however, OnDemand ignores the case (for example, LaGuarde is the same as laguarde)
- Must be unique

When naming a server printer, the name that you specify:

- Can contain from one to sixty characters (bytes)
- Can be mixed case; however, OnDemand ignores the case (for example, LaGuarde is the same as laguarde)
- Must be unique to the server

When naming a server printer queue, the name that you specify:

- Must be a valid output queue name on the server, entered in the format of *libraryname/outq*

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## Data types and field types

When you define an application group, OnDemand creates a structure for a database table with the index and filter fields that you define. When you store a report in the application group, OnDemand extracts index data from the report, places the index data into the database fields, and inserts rows into the application group table. The database fields that you define for the application group can contain different types of data. When you define the database fields, you select a data type for each field. The data type tells OnDemand what kind of data can be stored in the field.

When you define a folder to OnDemand, the fields that you define can be used in two ways:

- For search fields, in which users enter values to construct queries
- For display fields, to identify the items in the document list

Table 2 lists the types of application group and folder fields supported by OnDemand.

*Table 2. Application group and folder field types*

Field Type	Description
Small Integer	Contains whole numbers between -32,768 and 32,767
Integer	Contains whole numbers between -2147483648 and 2147483647
Big Integer	Contains whole numbers between -922337036854775808 and 922337036854775807. Big integer fields hold a 64-bit integer representation of a number or a character string in the form of an integer constant.
Decimal	Contains numbers between $-10^{307}$ and $10^{308}$ with up to 15 significant digits. You can store currency values in a decimal field, and use the precision attribute to format the decimal places.
String (Fixed)	Contains letters, numbers, special symbols such as the % and #, and any other printable character. Note, however, that using the percent sign (%) and colon (:) characters in index data causes a failure or unpredictable results when retrieving documents using the OnDemand Web Enablement Kit (ODWEK) interface. A fixed-length string field requires one byte per character declared; unused characters do consume storage.
String (Variable)	Contains letters, numbers, special symbols such as the % and #, and any other printable character. Note, however, that using the percent sign (%) and colon (:) characters in index data causes a failure or unpredictable results when retrieving documents using the OnDemand Web Enablement Kit (ODWEK) interface. A variable-length string field requires one byte per character plus two bytes for overhead; unused characters do not consume storage.
Date	Contains a valid date from January 1, 1970 to September 17, 2059. To index reports that contain dates that occur before January 1, 1970, you must define the date as a String field. OnDemand validates the date value.
Time	Contains times of day, stored in three-second increments, from 00:00:00 (midnight) to 23:59:59 (depending on your format).
Date/Time	Contains both a date and time value. The date can be from January 1, 1970 to January 18, 2038. The time is stored in one-second increments.
Date/Time (TZ)	Contains both a date and time value. The date can be from January 1, 1970 to January 18, 2038. A Date/Time (TZ) field is exactly like a Date/Time field, but uses the time zone set on the client workstation.

Table 3 lists additional types of fields that are supported in folders.

*Table 3. Additional folder field types*

Field Type	Description
Annotation Color Search	Use to search annotations to a document by specifying a color. A match occurs and an item is added to the document list if the color of the text in one or more of the annotations to a document is the same as the color that is specified in the search field. A folder can have one annotation text search field.

Table 3. Additional folder field types (continued)

Field Type	Description
Annotation Text Search	Use to search annotations to a document for the specified string. A match occurs and an item is added to the document list if one or more of the annotations to a document contain the text that is specified in the search field. A folder can have one annotation text search field.
Application Group	For a search field, contains a list of the application groups that can be searched from the folder. When you create a folder that contains more than one application group, you can define an application group field. If enabled for queries, users can select the name of the application group that OnDemand searches, rather than searching all of the application groups contained in the folder (the default). For a display field, lists the name of the application group in which the document was found. A folder can have one application group field.
Segment	Contains a list of the tables of index data that are stored in the application groups that can be searched from the folder. Each item in the list represents a segment of application group data. OnDemand segments application group data by date. If enabled for queries, users can select a specific segment of application group data to search. A folder can have one segment field.
Text Search	Used to find documents that contain a non-indexed word or phrase. A match occurs and an item is added to the document list when one or more lines in a document contain the word or phrase exactly as specified. The search string can contain letters, numbers, special symbols, such as the % and #, and any other printable character. A folder can have one text search field. <b>Note:</b> The (sequential) text search takes place on the server. A text search will delay the generation of the document list. Only documents that meet all of the criteria specified in the other folder fields will be searched for the specified word or phrase.  A typical use of a text search field is to provide users an additional search field without incurring database overhead. For example, assume that a report is indexed on date and transaction number. A text search field would allow users to optionally enter a customer's name, phone number, or any other information contained in the document or documents that the user needs to retrieve (the information is not contained in the database). However, a text search field has a direct impact on the time it takes to generate the document list and the performance of the server. A large number of users performing text searches at the same time can usually drain the resources of even the most powerful server.
Hold	Uses a padlock icon to indicate that a document is in a hold. When a document is in a hold, Disk Storage Manager (DSM) suspends its expiration and deletion indefinitely. The document does not expire and cannot be deleted until the hold is released and DSM is run. The hold function is not compatible with storage manager-based expiration.
Document Type	Indicates the document format (AFP, SCS, PDF, user-defined, for example).

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## Chapter 7. Storage requirements

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### Overview

Estimating storage requirements for an OnDemand system begins with understanding and documenting end-user requirements for storing and accessing data. Chapter 5, “Reports and other data,” on page 27 provides information that can help you gather end-user requirements.

Before you turn requirements into a storage subsystem to support your system, you must also review the various operational and performance issues. For example, OnDemand supports up to 32 index fields for each report. However, users should not need a lot of indexes to locate a specific version of a report or a document within a report. The number of index fields that you define has a direct impact on the amount of disk space that you will need for your database. In addition, the more indexes that you define for a report, the longer it will take to load the report into the system. It is important to work with users and understand their data retrieval requirements. Define only the number of index fields that they need. You might have to balance end-user requirements with disk space, the amount of time required to load a report, and other performance issues.

Maintaining a copy of reports on disk can have a significant impact on the amount of disk storage that you need on your system. Most customers store the latest versions or most frequently accessed reports on disk. You should review how users search for and retrieve information from the reports that you plan to store in OnDemand. For example, if most retrievals occur in the first 90 days after a report is generated, then you probably want to store the report on disk for at least that length of time. You should choose a time frame for each report which meets the requirements of your users and also makes the best use of available disk space.

There are several components that you need to measure to determine the amount of disk, optical, and tape storage required to support an OnDemand system. For example, the following components of the system require disk storage:

- Storage space for application programs and system software, including the base operating system, the OnDemand server software, and any other applications on the IBM i that are required to run your business.
- Storage space for configuration files and control files.
- Storage space for the OnDemand system logging facility.
- Temporary storage space for reports received from other systems. In general, you should plan for enough disk space to hold either the largest single report that you will be loading on the system or the total of several reports that might be staged for loading at the same time, whichever requires the most storage space. In many organizations, most versions of a report are similar in size. However, there might be times when a report is much larger than average. For example, a report generated at the end of the month or the end of the quarter might greatly exceed the average report size.
- Temporary storage space for indexing a report on the OnDemand server.
- Temporary storage space for loading a report on the OnDemand server.
- Storage space for reports stored on disk. This might be zero, for reports that do not require disk storage. However, a very large amount of disk space might be required for reports that must remain on disk for several months or longer.



OnDemand compresses report data before storing it. The compression ratio can have a significant impact on the amount of disk space that you need to store a report. OnDemand can achieve up to 30:1 compression on line data reports. However, for reports that contain AFP data or image data that is already compressed, the compression achieved will be much lower.

- Storage space for the database, which includes OnDemand system tables (control information and objects that you define to OnDemand) and application group tables (index data extracted from reports). The amount of database space that you should plan for a report is a factor of the number of documents or sections contained in the report, the number of index fields that you define for the report, the number of versions of a report (the frequency with which you load a report on the system), and how long you need to maintain a report on the system.

For reports that contain sorted transaction data, OnDemand can divide the report into groups of a fixed number of pages and create one index row for each group of pages.<sup>6</sup> For reports that contain logical items, such as statements, and policies, OnDemand can create one index row for each logical item in the report. Typically the database space required for indexing sorted transaction data is much less than the database space required for indexing reports that contain logical items. Also, index fields provide fast lookup, but require a significant amount of database space.

- Storage space for the OnDemand journal and journal receivers. You should plan for disk space for the OnDemand journal and receivers used for commitment control.
- Temporary storage space for server print and fax.
- Temporary storage space for importing migrated indexes from archive media to the database.

The following components of the system require archive storage (optical and tape storage):

- Reports that you plan to store on archive media.
- Backup copies of reports stored on archive media. (For critical applications, some customers require that the system maintain two or more copies of a report on archive media.)

You can replace full optical storage volumes with new empty ones in the optical library as needed, if the availability requirements of your system allow you to do so. For example, you might decide to remove full storage volumes from a library one year after the last time that OnDemand wrote report data to the storage volume. You could replace the full storage volumes with newly initialized storage volumes to hold the latest reports stored on the system. That way, the latest versions of a report are always available in the library. However, if you need to keep many years of report data online in the library or you store massive amounts of data in your application groups, then you might need to plan on having several optical libraries for your system.

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## Storage hierarchy

There are several different storage management strategies that you can use with OnDemand.

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6. For sorted transaction data, the examples and calculations that follow assume that OnDemand will create one indexed item for each group of 100 pages in a report. The number of pages in a group is a parameter that you can configure when you index a report. The *IBM Content Manager OnDemand for i: Common Server Indexing Reference* provides more information.



For example, OnDemand allows data to be migrated from one storage media type to another using criteria defined by an administrator. Disk storage should be used for high-speed access to reports. When you load a report on the system, OnDemand can automatically store one copy of the report on disk and another copy of the report on archive storage media. OnDemand also supports the option of storing reports on disk and then later migrating them to archive storage. However, we recommend that you always plan to copy reports to disk and archive media at the same time (when you load the report). Doing so usually eliminates the need for you to periodically backup disk storage, because a backup copy of your reports already exists on archive media. Copying reports to cache storage and archive storage at the same time also eliminates the need for you to migrate reports to archive media later.

Reports *expire* (are eligible to be removed) from disk when they reach their disk expiration date. You specify the disk expiration date for a report when you create an application group. For example, you can specify that a report should expire from disk after it has been stored there for ninety days. OnDemand provides a command that you can use to automatically remove expired reports from disk on a regular schedule. After you run expiration processing, OnDemand reclaims the space taken by expired documents.

OnDemand maintains documents on disk and on archive media independently of each other, until the documents expire. Expiration in one storage manager expires data from the other storage manager. Each use their own criteria to determine when to expire and delete data; each use their own commands to remove documents. You need to decide how data will be expired from your system and consistently apply those standards when creating your application groups and migration policies. See Chapter 3, “Archive storage management,” on page 19 for more details.

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## Data compression

OnDemand can compress report data using several different data compression algorithms, before storing the data on disk and archive storage. The compression ratio that OnDemand can achieve has a significant impact on the amount of space required to store reports.

The compression ratios that OnDemand can achieve vary widely depending on the type of data and the format of the data. You cannot always accurately estimate the compression ratio by simply examining the data. On average, you can expect to achieve between 2:1 and 15:1 compression for AFP documents and up to 30:1 compression for line data reports. Compression for AFP documents is based on the output data file produced by the indexer, and not the input file, which could have been line data. When the indexer formats line data with a page definition, it may increase the size of the data by adding AFP controls for positioning text.

To properly estimate the amount of storage space required by a report, we recommend that you measure the compression ratio achieved by actually storing a sample of the report. You can store a report by using the ADDRPTOND command. The ADDRPTOND command will place entries in the system log, which will provide before and after size values that can be used to calculate the actual compression ratio achieved.

See the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for more information about the ADDRPTOND command.

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## Calculating disk storage requirements

### System software

OnDemand servers require disk space for a wide range of software products to support the business applications running on them. This includes the operating system software, business application software, temporary work space, and the OnDemand server software.

### Temporary space for indexing

OnDemand requires temporary storage space on disk to index reports. The temporary space required by OnDemand is a factor of the largest occurrence of a report and the number of reports that you plan to index at the same time.

Use the following calculation to determine the amount of temporary space required to index reports:

$$\text{Temporary space} = \text{Largest report file size} * 1.5$$

where Largest report file size is the size in bytes of the largest version of a report to be indexed or the total size of all of the reports that the server must index at the same time (if you index more than one report at a time).

For example, if the largest report is 400 MB, then the temporary space required to index the report is:

$$\text{Temporary space} = 400 \text{ MB} * 1.5 = 600 \text{ MB}$$

### Disk storage for stored reports

The amount of disk space that you should dedicate to stored report data will vary greatly based on requirements such as the number of reports that you store on the system, the compression ratio that OnDemand can achieve, and the amount of time that you need to keep a report on disk. Most customers store reports on disk for a short period of time, to provide the fastest retrieval for the most frequently used reports. As reports age, and retrieval requests for them are much less frequent, the reports can be retrieved from archive media. Another reason to keep reports on disk is if many users access them at the same time. Because the archive storage manager may require from six and sixty seconds to mount an optical or tape storage volume and retrieve a report, it is usually not possible to support a high transaction rate for reports stored on archive media.

Another use of disk storage is for reports that have a short life, such as one week or one month. You can store these types of reports on disk and OnDemand will automatically delete them when they reach their expiration date. Disk storage can also be used to hold reports for which you do not need a backup copy.

Use the following calculation to determine the amount of disk space required for stored reports:

$$\begin{aligned} \text{Disk space required} &= \text{Size of Data per week} \\ &* \text{Number of Weeks on disk} \\ &* \text{Data Compression ratio} \\ &* 1.1 \end{aligned}$$

For example, if you plan to load 2 GB of report data on the system each week, the reports must be maintained on disk for 12 weeks, and the compression ratio is 3:1 (0.33), then the disk space required for cache storage space can be calculated as follows:

$$\text{Disk space required} = 2 \text{ GB} * 12 * .33 * 1.1 = 8.71 \text{ GB}$$

## OnDemand database storage

When you load a report into the system, OnDemand extracts index data from the report and stores it in an application group table in the database. For reports that contain logical items, such as statements and policies, OnDemand can create one database row for every item found in the report. For reports that contain sorted transaction data, OnDemand can create one database row for every indexed group of pages (by default, 100 pages in a group).

A database row contains a fixed amount of information that OnDemand uses to maintain reports (approximately 40 bytes) and any additional index and filter fields that you define for the application group. Index fields, which allow users to locate documents quickly, require significantly more disk storage space than filter fields. (Index fields also require more time to load into OnDemand.)

There are four major factors that determine the amount of disk space required for the OnDemand database:

- The number of index and filter fields
- The size of the index and filter fields
- The number of indexed items per month
- The number of months that OnDemand maintains the index data in the database

Table 4 lists the types of index fields supported by OnDemand and the number of bytes required to store a value in each type of index field.

*Table 4. Index field types and sizes*

Field Type	Field Size
Small Integer	2 bytes
Integer	4 bytes
Big Integer	8 bytes
Decimal (floating point)	8 bytes
String (Fixed)	1 - 254; 1 byte per character declared, even if partially used
String (Variable)	25 - 254; 1 byte per character plus 2 bytes overhead; unused characters do not consume storage
Date	4 bytes
Time	4 bytes
Date/Time	4 bytes
Date/Time (TZ)	4 bytes

## Database journal storage

The OnDemand database includes recovery journal and journal receivers which are used to recover from application or system errors. In combination with database backups, they are used to recover the consistency of the database right up to the point in time when an error occurs. When you create an OnDemand instance, a journal called QSQRN will be created in your instance library. A journal receiver called QSQRN0001 is automatically created as the first receiver for the journal. QSQRN is a system-managed journal, which means that the operating system

manages the changing of journal receivers as needed. Messages related to this journal are sent to the QSYSOPR message queue.

## Temporary space for importing index data

**Note:** If you do not plan to migrate index data from the database to archive media, then you do not need to allocate temporary storage space for importing the migrated index data. It is important to understand that migration of index data is **not recommended**. Therefore, few customers should need to read this section.

OnDemand requires temporary work space to import migrated index data from archive media into the database. You must allocate enough disk space to support the maximum number of concurrent import requests that the server must manage. The amount of space that you allocate is based on the size of your application group tables and the number of tables that you must import to satisfy a query for migrated data.

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## Calculating archive storage requirements

### Report storage space

When you estimate the amount of space required to store a report in archive storage, you must consider the size of the report, the compression ratio achieved, and the length of time that the archive storage manager maintains the report. Archive media can be optical storage or magnetic tape. Use the following calculation to estimate that amount of space required:

$$\begin{aligned} \text{Archive storage space} &= (\text{Data per month} * \text{life of data in months}) \\ &\quad * \text{compression ratio} \\ &\quad * 1.1 \end{aligned}$$

For example, if you plan to store 8 GB of report data per month, the archive storage manager must maintain the data for seven years, and OnDemand can achieve a compression ratio of 3:1 (0.33), you would require approximately 244 GB of archive storage space:

$$\text{Optical space} = (8 \text{ GB} * 84) * 0.33 * 1.1 = 244 \text{ GB}$$

### Backup report storage space

The OnDemand system can maintain a backup (second) copy of reports that you store on archive media. You typically maintain multiple copies of reports that are critical to the operation of your company or difficult or impossible to recreate.

If you need OnDemand to maintain a backup copy of your reports, double the archive storage space that you calculated in "Report storage space."

### Migrated index storage space

**Note:** It is important to understand that migration of index data is **not recommended**. Therefore, few customers should need to read this section.

OnDemand supports automatic migration of indexes from the database to archive storage so that you can maintain seldom used indexes for long periods of time. However, migration of indexes should be done only after there is no longer a need to retrieve the reports to which they point. For example, suppose that all of the queries for a report occur in the first 24 months after the report is loaded into the

system. After that time, there are almost no queries for the report. The indexes could be eligible to be migrated from the database to archive storage. Migration of index data is optional; you can choose to migrate indexes for all, some, or none of the application groups on your system. In addition, you determine the length of time that indexes stay in the database before OnDemand migrates them to archive storage.

You can use the following calculation to determine the archive storage space required to hold migrated indexes:

$$\text{Archive media database space} = (\text{Database size per month} * \text{compression ratio}) * (\text{life of data} - \text{months before migrating data})$$

For example, if the database size is 202 MB per month, you need to maintain the indexes for 84 months, and the indexes remain in the database for 24 months before being migrated, then the archive storage required to hold the migrated indexes is:

$$\text{Archive media database space} = (202 \text{ MB} * .33) * (84 - 24) = 4 \text{ GB}$$



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## Chapter 8. Backup and recovery

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### Overview

This section of the book describes backup and recovery for OnDemand and provides recommendations about methods and procedures that an administrator can use to make sure that the following critical OnDemand components can be recovered when needed:

- OnDemand software
- OnDemand server information, created or modified during installation, configuration, and ongoing operation of OnDemand
- The OnDemand database
- Archived reports

See Chapter 5 of the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for specific libraries and objects to be backed up on a regular basis.

---

### Server software

If a media failure or some other unforeseen event occurs, you may be required to restore the OnDemand software programs, and other application and user-defined software that you use on the system.

It is important that you store the backup media for these software products in a safe location. We recommend that you register OnDemand as part of your business recovery plan and store the product media in the same place that you store the other programs and files that are vital to the operation of your systems.

---

### Server information

When you installed and configured OnDemand, you specified information that customized OnDemand to operate in your environment. This information is stored in control files located in various IFS directories on the server. We recommend that you backup the control files immediately after you have verified the installation of OnDemand. In addition, if you periodically make changes to the OnDemand server information, we recommend that you backup the control files on a regular basis.

See the operating system and device publications for your server for details about backup and restore concepts and commands.

---

### OnDemand database

#### Database backup

The operating system provides commands so that you can create backup copies of the OnDemand database.

If your production schedule allows, we strongly encourage you to create offline backups on a regular schedule, perhaps once a night or once a week. Regularly

scheduled offline backups can reduce the time required to rebuild the database, if you need to do so. Keep backup media in a safe place, until the next time that you create an offline backup of the database.

If your schedule does not provide time to take offline backups (that is, your system must always remain available to users), you should take online backups on a regular schedule. See the Backup and Recovery Guide for details about backing up a database.

## Database journaling

The database manager uses journaling to record information about changes to the OnDemand database. The information in the journal is used to recover from corruption of data in the database. Journaling ensures that no data is lost. By combining the information in the journal with a backup copy of the database, the OnDemand database can be recovered to any point in time.

## Database recovery

There are two types of database recovery. The first type recovers from failures that occur while update transactions are taking place. The journal helps correct this type of failure by allowing the transactions received before the failure to either be reapplied to the database or to be *rolled-out*. Rolling-out transactions is a way to return the database to the state it was in before the transaction that caused the failure.

The second type of recovery deals with corruption of the OnDemand database and is usually caused by media failure. The combination of journals and a backup copy of the database can be used to recreate the OnDemand database at a particular point in time.

If a catastrophic failure occurs, the system administrator will need to intervene to recover the database. Recovery from catastrophic failure starts with restoration of the latest full backup copy of the database. Next, the system administrator reapplies the transactions recorded in the journal(s). These steps will recreate the OnDemand database before the catastrophic failure.

---

## Reports

OnDemand can store copies of reports on disk and archive storage:

- The primary purpose of disk storage is short-term, high-speed storage and retrieval of reports.
- The primary purpose of archive storage is long-term storage and retrieval of reports. Reports in archive storage can also be used as backup copies, in the event that disk storage becomes corrupted or unavailable. Archive storage consists of disk, optical, or tape storage volumes, or Tivoli Storage Manager servers managed by the archive storage manager.

Most customers configure the system to copy reports to disk and archive storage at the same time, when they load a report into the system.

OnDemand can retrieve a copy of a report from archive storage after the report has been removed from disk or if the copy on disk is unavailable. However, you must configure the system to support multiple copies of reports. You must define devices to the archive storage manager, and configure OnDemand to use archive storage. You configure OnDemand to use archive storage by defining migration



policies and storage sets, assigning application groups to the storage sets, and configuring data migration in application groups.

## **Disk storage**

Disk storage is the primary, short-term storage location for reports.

If you do not copy reports to archive storage when you store them in OnDemand, then you need to consider how you can recover the reports in the event that you need to do so.

Disk storage can be protected by maintaining it on RAID storage subsystems. RAID storage can provide excellent availability, allowing users to access reports even if a disk or controller fails. However, RAID storage is not fail-safe. There may be situations when, because of multiple disk or controller failures, users cannot access reports. We encourage you to always maintain a backup copy of reports in archive storage.

## **Archive storage**

The OnDemand migration policy identifies where the primary copy of a report is maintained. OnDemand retrieves the primary copy of the report from archive storage after the report has been removed from disk. Customers with special business, legal, or performance reasons may want the system to maintain a backup copy of their reports in archive storage. The backup copy can be used if the primary copy becomes corrupted or unavailable.



---

## Chapter 9. Saving configuration files

When you install software on an OnDemand server, the installation programs copy program files, configuration files, and other types of files from the distribution media to directories on the server. When you configure a server to meet the specific requirements of your environment, you make changes to configuration files and you may customize other files, such as user-defined files and font initialization files.

After you make changes to any of your configuration files or before you upgrade to a new version of OnDemand, we recommend that you save a copy of the files listed in this section. See Chapter 5 of the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for specific libraries and objects to be backed up on a regular basis.

---

### OnDemand files

Save a copy of the OnDemand configuration files listed in Table 5. **Note:** Replace <instance> with the actual name of the <instance> to which the particular file belongs.

Table 5. OnDemand configuration files to save

File	Default Location	Purpose
ars.cache	/QIBM/UserData/OnDemand/<instance>/config	Define disk storage details.
ars.cfg	/QIBM/UserData/OnDemand/<instance>/config	OnDemand server configuration file. Changes described in Chapter 14, "Configuring the ARS.CFG file," on page 79.
ars.ini	/QIBM/UserData/OnDemand/config	Configure OnDemand instances. Changes described in Chapter 12, "Creating an instance," on page 67.
ars.dbfs	/QIBM/UserData/OnDemand/<instance>/config	Not used, but file must exist.
arsload.cfg	/QIBM/UserData/OnDemand/<instance>/config	Define a default OnDemand system administrator userid and password for the ARSLOAD program. Changes described in Appendix B of the <i>IBM Content Manager OnDemand for i: Common Server Administration Guide</i> (SC19-2792)

Table 5. OnDemand configuration files to save (continued)

File	Default Location	Purpose
arslog	/QIBM/ProdData/OnDemand/bin	The symbolic link to the default System Log user exit program. Described in Appendix C, "System log and the system log user exit," on page 109.

## Windows font files

If you have modified any font-related files on your Windows client workstations, save a copy of the files listed in Table 6. When you install a new level of the client software, these files are overwritten and any modifications you have made will be lost. For this reason, you may want to make a backup copy of any files you modify.

The location shows the default installation directory for the Windows client.

Table 6. User-defined code page files (Windows client)

File	Location	Purpose
ICODED.FNT	\Program Files\IBM\OnDemand32\Font	Coded Font file. Contains the list of coded font files used by the Windows client program.
CSDEF.FNT	\Program Files\IBM\OnDemand32\Font	Character Set Definition file. Contains the list of character sets used by the Windows client program.
CPDEF.FNT	\Program Files\IBM\OnDemand32\Font	Code Page Definition file. Contains the list of code page files used by the Windows client program.
ALIAS.FNT	\Program Files\IBM\OnDemand32\Font	The Alias file. Used to map AFP fonts to Type 1 or TrueType fonts.

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## Part 4. Installing software

This section contains instructions for installing the OnDemand server software on the IBM i server.



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## Chapter 10. Installation checklist

Setting up your OnDemand system typically requires that you do the following:

- \_\_\_ 1. Contact the IBM Support Center for the latest PTFs for OnDemand, or obtain the list from the OnDemand support web page at <http://www.ibm.com/software/data/ondemand/400/support.html> (on the "Download" page under Information APARs). The list of current PTFs can be found in Information APAR number II14497. You should consider requesting current PTFs for IBM i (DB2 in particular) and IBM i Access, because these two products are an integral part of the OnDemand system. After you obtain the current list of PTFs, load and apply them on your system.
- \_\_\_ 2. Obtain a copy of the latest OnDemand Read This First document from the web at <http://www.ibm.com/software/data/ondemand/400/support.html> (on the "Documentation" page along with the other Version 7 Release 1 documentation). Print and read the entire document before you begin.
- \_\_\_ 3. Check the OnDemand prerequisites (see Chapter 4, "Hardware and software," on page 23) and verify the required and optional hardware and software products.
- \_\_\_ 4. If you are upgrading to a new version of OnDemand, save the configuration files used by the system (see Chapter 9, "Saving configuration files," on page 57). Also note any changes you have made to the QRDARS400 user profile. An upgrade will overlay this OnDemand user profile and you must make the changes again after your upgrade has completed.
- \_\_\_ 5. Obtain the OnDemand software (see Chapter 11, "Installing OnDemand server software," on page 63).
- \_\_\_ 6. Install the OnDemand software on the IBM i server (see Chapter 11, "Installing OnDemand server software," on page 63).
- \_\_\_ 7. Configure the OnDemand software (see Part 5, "Configuring and initializing the system," on page 65). This step includes the following:
  - \_\_\_ a. Redo any changes to the QRDARS400 user profile that you noted in item 4, above
  - \_\_\_ b. Create an instance (see Chapter 12, "Creating an instance," on page 67)
  - \_\_\_ c. Define a locale (see Chapter 13, "Defining a locale," on page 75)
  - \_\_\_ d. Configure the ARS.CFG file (see Chapter 14, "Configuring the ARS.CFG file," on page 79)
  - \_\_\_ e. Configure system startup (see Chapter 15, "Configuring system start up," on page 81)
  - \_\_\_ f. Define schedules for maintenance programs (see Chapter 16, "Scheduling maintenance programs," on page 83)
- \_\_\_ 8. Create and initialize the database on the server (see Chapter 12, "Creating an instance," on page 67)

Verify the installation of OnDemand (see Chapter 17, "Verifying the installation," on page 87):

- \_\_\_ 1. To access the system, you must install the OnDemand client program on a workstation. See the *IBM Content Manager OnDemand: User's Guide* for details about installing OnDemand client software.
- \_\_\_ 2. Log on to the server with an OnDemand client program.

Prepare the system for use:

- \_\_\_ 1. Define migration policies and storage sets (see Chapter 18, “Defining migration policies and storage sets,” on page 89). Before you add application groups or load data into the system, you must define migration policies and storage sets.
- \_\_\_ 2. Configure the System Log application group (see Chapter 19, “Configuring the System Log application group,” on page 91). Before you define reports to the system, load data, or let users access the system, you should configure the System Log application group.
- \_\_\_ 3. Configure the System Migration application group (see Chapter 20, “Configuring the System Migration application group,” on page 95). If you plan to migrate index data to archive storage, then you must configure the System Migration application group.

**Note:** Migrating index data to archive storage is not recommended.

- \_\_\_ 4. Backup the databases (see Chapter 21, “Backing up the OnDemand data,” on page 97). After configuring the system, we recommend that you create a full backup image of the OnDemand database.

Installing and configuring optional software:

1. If you plan to reprint AFP documents or fax any documents using the OnDemand server print function, then you must install PSF for IBM i on the OnDemand for i server. Complete the following tasks:
  - \_\_\_ a. Install and configure PSF for IBM i (part of IBM i).
  - \_\_\_ b. Define a server printer on the OnDemand server with the administrative client.
2. If you plan to configure the messages that are sent to the system log or define your own system log user exit program, see Appendix C, “System log and the system log user exit,” on page 109.



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## Chapter 11. Installing OnDemand server software

You must install a copy of the OnDemand server software on your IBM i server.

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### Obtaining OnDemand software

OnDemand software is no longer sent on the stacked media (CDs) you receive with many of your other licensed programs. The product is now available from the Passport Advantage® web site, from which it can be downloaded. For important, detailed instructions regarding the process of obtaining and installing the software, refer to <http://www.ibm.com/support/docview.wss?uid=swg21245956>. IBM recommends that you print and review the PDF instruction file provided with the information rather than the abbreviated instructions available from the Passport Advantage site as a TXT file.

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### Installing OnDemand

This chapter gives you installation instructions for all of the OnDemand Common Server features.

**Important::** Existing Spool File Archive implementations must be migrated from the Spool File Archive environment to Common Server before the system on which they are running is upgraded to 6.1 or 7.1. Content Manager OnDemand releases 5.3 and 5.4 included the Common Server environment, as well as the legacy environments of Spool File Archive, AnyStore, Record Archive, and Object Archive. All of these environments were fully supported through and including 5.4. As stated in IBM Announcement Letter #206-030 dated February 14, 2006, 5.4 was the last release that Spool File Archive, AnyStore, Record Archive and Object Archive would be shipped and supported. Beginning with Content Manager OnDemand 5.3, a Spool File Archive migration utility has been available as part of the Content Manager OnDemand licensed program product, providing capability to migrate report definitions and indexes from the legacy Spool File Archive environment to the Common Server environment. Detailed information on the migration utility can be found in Appendix A of the IBM Content Manager OnDemand for iSeries Common Server Planning and Installation Guide for 5.4. Existing Spool File Archive implementations must be migrated from the Spool File Archive environment to Common Server before the system on which they are running is upgraded to 6.1 or 7.1.

### OnDemand installation procedures

To install OnDemand, follow the instructions in the book named *Software Installation* (SC41-5120).

**Important::** If you are upgrading from a previous release of OnDemand, you must be running OnDemand server version 7.1.2.8 or higher prior to upgrading to Content Manager OnDemand for i Version 7 Release 1. You can determine your current server version using either one of the following methods:

- If you are running version 7.1.2.5 or higher of the OnDemand client, log on to either the OnDemand Administrator or OnDemand end-user client. Once logged on, the server version is shown on the message line in the lower right portion of the panel.
- On any version of OnDemand, log on to your IBM i server. Start qshell by using the QSH command. Once qshell is started, enter ARSDATE (with no additional parameters) on the qshell command line. The server version is displayed along with other information about the ARSDATE API.

The licensed program number for OnDemand Version 7 Release 1 is **5770RD1**. The individual OnDemand features (which install separately) are as follows:

- **\*BASE** for the Base Support (required for all others)
- **10** for Common Server
- **11** for Web Enablement Kit (ODWEK)
- **12** for PDF Indexer

Options 1 through 5 do not apply to this publication, and are no longer available. See Version 5 Release 4 of the *IBM Content Manager OnDemand for i: Installation Guide* for more information regarding these options.

The recommended way to install OnDemand is to use the Install licensed programs menu option from the Work with Licensed Programs menu (go licpgm). From the Install licensed programs screen, enter a 1 to Add an option, and then enter each of the features listed above that you have ordered (such as \*BASE and then options 10, 11, or 12 as needed).

If you install OnDemand with any other method, errors can occur when you attempt to use it.

IBM recommends that you order, load, and apply all PTFs available for OnDemand after successful installation of the licensed program. Refer to Information APAR II14497 for a complete list of OnDemand Version 7 Release 1 PTFs. The Information APAR can be ordered electronically using the SNDPTFORD command, specifying II14497 for the PTF number. Be sure to read the PTF cover letters and follow any special instructions.

## Installing the OnDemand end-user client

For information on installing the OnDemand client for Windows, see *IBM Content Manager OnDemand: User's Guide* (SC27-0836).

**Note:** The internet FTP web site for the OnDemand client software is <ftp://service.software.ibm.com/software/ondemand/fixes/>.

## Installing the OnDemand administrative client

For information on installing the OnDemand administrative client for Windows, see *IBM Content Manager OnDemand for i: Common Server Administration Guide* (SC19-2792).

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## Part 5. Configuring and initializing the system

This part of the book describes how to configure the OnDemand server to operate and support your organization and create and initialize the database. This part contains the following sections:

- Chapter 12, “Creating an instance,” on page 67
- Chapter 13, “Defining a locale,” on page 75
- Chapter 14, “Configuring the ARS.CFG file,” on page 79
- Chapter 15, “Configuring system start up,” on page 81
- Chapter 16, “Scheduling maintenance programs,” on page 83



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## Chapter 12. Creating an instance

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### About instances

An OnDemand instance is a logical server environment with its own library containing a unique set of database files. An instance is defined in the ARS.INI file by naming the instance (which identifies the name of the library used by the instance). All of the database files that belong to an instance run in one and only one CCSID.

You can run multiple instances on the same server, with each instance configured differently:

- To have separate test and production environments
- To have databases using different CCSIDs

When you work with more than one instance, you must identify the instance name when you run OnDemand commands (such as ADDRPTOND and STRMONOND).

Each instance has different security from other instances on the same machine. You must define users and groups to each instance and set application group and folder permissions for users of each instance. Each instance has its own system log.

Each additional instance requires additional system resources, such as virtual storage and disk space, and more administration.

---

### Configuring an instance

Perform the following steps to create your OnDemand instance(s):

1. Your user profile must have its locale set to the locale of the instance you wish to create. Because the locale is set in the user profile, you might need to change your user profile, then sign off and back on before creating the instance. Use the Change User Profile (CHGUSRPRF) to change (if necessary) your user profile. You should also make sure that other language-related parameters in your user profile are set correctly. (The Change User Profile (CHGUSRPRF) command will not show the current locale setting; it shows \*SAME. Use Display User Profile (DSPUSRPRF) to check the locale setting.) The Locale Job Attributes (SETJOBATR) parameter in your user profile is used to determine which values are obtained from the locale. For OnDemand, at a minimum, you must use SETJOBATR(\*CCSID). For example, if you are located in the USA and are using the English language, you would enter the command:

```
CHGUSRPRF USRPRF(user_profile_name) LANGID(ENU) CNTRYID(US) CCSID(37)
SETJOBATR(*CCSID *DATFMT *TIMSEP *DATSEP *DECfmt *SRTSEQ)
LOCALE('/QSYS.LIB/EN_US.LOCALE')
```

If you are located in Spain and are using the Spanish language with Euro support, you would enter the command:

```
CHGUSRPRF USRPRF(user_profile_name) LANGID(ESP) CNTRYID(ES) CCSID(1145)
SETJOBATR(*CCSID *DATFMT *TIMSEP *DATSEP *DECfmt *SRTSEQ)
LOCALE('/QSYS.LIB/ES_ES.LOCALE')
```

For more information on locales, see Chapter 13, “Defining a locale,” on page 75. See Table 10 on page 104 for a list of locales.

2. Name the instance or use the default instance name of QUSROND. The instance name must be a valid library name for IBM i. The instance name must start with an alphabetic character or @ followed by any of these characters: 0-9, A-Z, @, #, or underscore (\_). Ensure that no library, user profile, or authorization list by that name already exists. Further, the instance name must not start with the letter Q (except for QUSROND), and must not be named CONFIG or WWW. This instance name is referred to as [instance] in the rest of these instructions.
3. Create the instance by using the Create Instance for OnDemand (CRTINSTOND) command. At a minimum, you must specify the name of the instance (which then uses system values and defaults for the additional parameters, such as \*DFT for the PORT parameter, which uses port 1445). You can specify additional parameters in order to customize the instance to meet your requirements. For example, you can specify a three-character language identifier (using the LANGID parameter) which must match one of the language identifiers listed in Table 9 on page 103. If you specify the LOCALE parameter, the one that you specify should be included in the list of valid locales in Table 10 on page 104. If the instance should be located in a user Auxiliary Storage Pool (ASP), then the user ASP number (2 through 32) must be specified for the ASP parameter and \*ASP must be specified for the ASPDEV parameter. If the instance should be located in an Independent Auxiliary Storage Pool (IASP), then \*ASPDEV must be specified for the ASP parameter and the IASP name (such as IASP2) must be specified for the ASPDEV parameter. For example, the command
 

```
CRTINSTOND INSTANCE(ONDTEST) LANGID(ENU) LOCALE('/QSYS.LIB/EN_US.LOCALE')
```

would create an instance called ONDTEST with a server language of US English, using TCP/IP port 1445.

The CRTINSTOND command does the following:

- a. Creates the /CONFIG directory under /QIBM/UserData/OnDemand and the default and model files within this directory (if they do not already exist).
- b. Appends the model ARS.INI file (in directory /QIBM/ProdData/OnDemand/config) to the actual ARS.INI file (in directory /QIBM/UserData/OnDemand/CONFIG) and uses the name of the instance wherever it finds [instance] in the model file.
- c. Creates the instance directory: /QIBM/UserData/OnDemand/[instance]. If the instance is located in an Independent ASP, the instance directory path is preceded by the Independent ASP name. For example, if the Independent ASP name is IASP, the instance directory is created in directory /IASP/QIBM/UserData/OnDemand.
- d. Creates the ARS.CFG, ARS.CACHE and ARS.DBFS files in directory /QIBM/UserData/OnDemand/[instance] and uses the name of the instance wherever it finds [instance] and the language identifier wherever it finds [language] in the model file. (The model files for these three new files are located in directory /QIBM/ProdData/OnDemand/config.) If the instance is located in an Independent ASP, the instance directory path is preceded by the Independent ASP name. For example, if the Independent ASP name is IASP, the ARS.CFG, ARS.CACHE and ARS.DBFS files are created in directory /IASP/QIBM/UserData/OnDemand/[instance].
- e. Creates the library and database tables for the instance. If the instance is located in an IASP, you must set the ASP Group before you can work with files in that library. Use the Set ASP Group (SETASPGRP) command to set the ASP Group.

- f. Creates the directories needed for the instance as specified in the ARS.CFG and ARS.CACHE files.
- g. Creates a user profile with the same name as the instance, and adds that user to the instance as an OnDemand System Administrator.
- h. Creates an authorization list with the same name as the instance.
- i. If the instance is located in an Independent ASP, a record is added to file QARLCASP in library QUSRRDARS.

---

## Changing an instance configuration

You might need to change some of the configuration parameters from the values you specified when you ran the CRTINSTOND command before you use this instance the first time. If so, you need to edit the ARS.INI file located in the /QIBM/UserData/OnDemand/config directory, using the command

```
EDTF '/QIBM/UserData/OnDemand/CONFIG/ARS.INI'
```

You can reset the values listed below. The instance definition starts with the line [SRV@[instance]] where [instance] is the name of the instance. For example, the instance ONDTEST would start with the line [SRV@\_ONDTEST].

The following lines might need to be reviewed:

**PORT=0.** The port to which the server listens to receive requests from an OnDemand client. The value of 0 means to use the default port of 1445. Only one server can be listening to a particular port at any given time. To run multiple instances concurrently, you must specify an unused port on your system. You can run the Work with TCP/IP Network Sts (WRKTCPSTS) OPTION(\*CNN) command to see what ports are currently in use on your system.

**SRVR\_FLAGS\_SECURITY\_EXIT=1.** Specifies that you want to use IBM i userids and passwords as the OnDemand userids and passwords. This is the default value and makes it simpler for your end users because they do not have to maintain multiple passwords. If your OnDemand users do not need to have IBM i userids, then you should specify a value of 0 for this parameter. When you do this, your OnDemand passwords have no relationship to IBM i passwords. However, if an OnDemand userid and an IBM i user profile match, some OnDemand commands and APIs use the IBM i user profile as the OnDemand userid, even if you have chosen not to relate the two. This situation could permit IBM i users to perform OnDemand functions that you did not intend for them to perform. Therefore, an OnDemand userid should not match an IBM i user profile name unless the two ids are used by the same individual. If you make a change to the SRVR\_FLAGS\_SECURITY\_EXIT value, you should review the OnDemand System Parameters values (defined using the OnDemand administrative client) for the instance that you have changed. See "OnDemand userid relationship to IBM i user profiles" on page 38 for details.

**HOST=LOCALHOST.** If you are enabling IPv6 on your IBM i system and need some of your OnDemand instances to use IPv4 addressing and others to use IPv6 addressing, you might need to change HOST=LOCALHOST to HOST=IPV6-LOCALHOST within the ARS.INI stanza for each instance that you want to use IPv6 addresses. You might want some instances to run with IPv6 and others with IPv4. This mixed environment is fully supported. Also, during the transition from IPv4 to IPv6, OnDemand clients that use IPv4 addresses can connect to the server simultaneously with clients that use IPv6 addresses.

You might need to change some of the ARS.CFG configuration parameters from the default values before you use this instance the first time. To do so, edit the ARS.CFG file located in the /QIBM/UserData/OnDemand/instancename directory (where instancename is the name of the instance you wish to review). For example, you might use the Edit File command

```
EDTF '/QIBM/UserData/OnDemand/MYINSTANCE/ARS.CFG'
```

If the instance is created in an IASP named IASP2, the command would be

```
EDTF '/IASP2/QIBM/UserData/OnDemand/MYINSTANCE/ARS.CFG'
```

You can change these values:

**ARS\_LANGUAGE=ENU.** Specifies the language in which this instance runs. The example shows the use of the English language. Valid languages are listed in “Locales” on page 104.

**ARS\_MSGS\_LANGUAGE=ENU.** Specifies the language that is used for server messages. The example shows the use of the English language. Valid languages are listed in “Locales” on page 104.

**ARS\_AUTOSTART\_INSTANCE=1.** Specifies whether or not to automatically start the server for this instance when using the Start TCP/IP Server (STRTCPSVR) command. Set this value to 1 to automatically start this instance’s server; set this value to 0 if you do not want to automatically start this instance’s server. See “Starting and stopping servers” on page 71 for more information on controlling which servers start automatically.

Do not modify any of the other values in these instance definition files without first consulting with OnDemand Support.

You must end and restart the instance server after you make any changes.

---

## Deleting an instance

To completely delete an instance, you need to do the following:

1. If the server for the instance is already started, you must end the server before deleting the instance. You can end a specific server by following the instructions in “Starting and stopping servers” on page 71.
2. Delete the instance library. You can do this by issuing the following command: `DLTLIB LIB([instance])` When you issue this command, you may receive a message indicating that a journal receiver has not been fully saved. You can respond with an I to ignore this message.
3. Delete the instance directory which is under /QIBM/UserData/OnDemand. If you use the WRKLNK command each directory must be empty before it can be deleted. If files exist in a subdirectory you will have to go into each subdirectory under the instance to delete the files and directories in it before removing the directory.

**Note:** You can use the WRKLNK command to do a recursive delete of all the objects in a directory. You can do this by issuing the following command: `WRKLNK '/QIBM/UserData/OnDemand/[instance]'` where [instance] is your instance name. Specify option 2 to edit the instance directory you want to delete. Then specify option 9 for every directory listed in that instance directory. Finally press F12 to go back to the previous screen and then delete the instance directory itself.

4. Delete the instance definition within file ars.ini in directory /QIBM/UserData/OnDemand/config.



- If the instance has been used with the OnDemand Web Enablement Kit (ODWEK), remove any reference to the instance from the arswww.ini file in the directory /QIBM/UserData/OnDemand/www. If you are using multilingual CGI support, the directory name will be /QIBM/UserData/OnDemand/www/[ccsid], where *ccsid* is the required CCSID. If you are using WebSphere Application Server V6, the directory name will be /QIBM/UserData/WebSphere.
5. Delete the instance authorization list. You can do this by issuing the following command: `DLTAUTL AUTL[instance]` where [instance] is the name of the instance you are deleting.
  6. If you have created an instance in an Independent ASP, contact IBM software support to discuss steps to delete the instance record from QUSRRDARS.
  7. You should delete the instance user profile (which has a name that matches the instance name), but be careful to verify that the user profile does not own objects that will still be required after the instance is deleted. Use the Work with Objects by Owner (WRKOBJOWN) command, specifying the instance name for the user profile (USRPRF) parameter to review objects owned by the instance user profile. Either delete each object or change the owner to a different user profile.

---

## Starting and stopping servers

You must start a server for an instance before clients can connect to the instance.

### Starting the servers

Servers are started using the `STRTCPSVR *ONDMD` command. The `INSTANCE` parameter of the `STRTCPSVR *ONDMD` command supports the special values of `*DFT`, `*ALL`, and `*AUTOSTART`, as well as the specification of the name of an instance. (An instance is set to autostart if the `ars.cfg` file for that instance contains `ARS_AUTOSTART_INSTANCE=1`.) The default value for the `INSTANCE` parameter is `*DFT`. You can also create a data area named `STRTCPSVR` to further control the behavior of the `STRTCPSVR` command. See the Content Manager OnDemand for i: Common Server Administration Guide for more details about the data area.

Without the `STRTCPSVR` data area, the values of `*DFT` and `*AUTOSTART` work identically. All instances that are set to autostart are started. Use of the special value `*ALL` will start all instances configured on the system. You can also specify the name of a single instance to start, for example: `STRTCPSVR SERVER(*ONDMD) INSTANCE(ONDTEST)`.

With the data area, the value of `*DFT` will start only the instance named in the data area. The data area must be named `STRTCPSVR` and located in library `QUSRRDARS`. The data area should be type character with a length of 10. To create the data area, use the command: `CRTDTAARA DTAARA(QUSRRDARS/STRTCPSVR) TYPE(*CHAR) LEN(10) VALUE(QUSROND) TEXT('Autostart instance name for STRTCPSVR *ONDMD *DFT')` where `QUSROND` is the name of the instance to start.

The special values `*ALL` and `*AUTOSTART` work the same with the data area as without the data area.

To determine the instances that are started when `STRTCPSVR SERVER(*ONDMD) INSTANCE(*AUTOSTART)` is executed, you can look for the

ARS\_AUTOSTART\_INSTANCE=1 in the ARS.CFG file. However, there is an easier way, so that you do not have to check the ARS.CFG file for every instance.

Use the  
grep

command in qshell to search the contents of all the ARS.CFG files for the string ARS\_AUTOSTART\_INSTANCE=1. For example:

```
$
grep -n 'ARS_AUTOSTART_INSTANCE=1' /qibm/userdata/ondemand/*/ars.cfg
/qibm/userdata/ondemand/ONDDEMO/ars.cfg:53:ARS_AUTOSTART_INSTANCE=1
/qibm/userdata/ondemand/ONDDEU/ars.cfg:53:ARS_AUTOSTART_INSTANCE=1
/qibm/userdata/ondemand/ONDENU/ars.cfg:53:ARS_AUTOSTART_INSTANCE=1
/qibm/userdata/ondemand/QUSROND/ars.cfg:53:ARS_AUTOSTART_INSTANCE=1
$
```

From the output of this command, you can determine that instances ONDDDEMO, ONDDDEU, ONDDENU, and QUSROND will be started when STRTCPSVR SERVER(\*ONDDMD) INSTANCE(\*AUTOSTART) is run.

The following table summarizes the behavior of the STRTCPSVR command with and without the STRTCPSVR data area.

Table 7. STRTCPSVR command with and without STRTCPSVR data area

	*DFT	*ALL	*AUTOSTART	Named instance
Without the data area, running STRTCPSVR starts:	All instances set to autostart	All instances configured on the system	All instances set to autostart	The named instance
With the data area, running STRTCPSVR starts:	Only the instance named in the data area	All instances configured on the system	All instances set to autostart	The named instance

## Stopping the servers

Servers are stopped using the ENDTCPSPVR \*ONDDMD command. The instance parameter of the STRTCPSVR \*ONDDMD command supports the special values of \*DFT and \*ALL, as well as the specification of the name of an instance. The default value for the INSTANCE parameter is \*DFT. You also have the option of creating a data area named STRTCPSVR to further control the behavior of the ENDTCPSPVR command. Create the data area as described above. See the Content Manager OnDemand for i: Common Server Administration Guide for more details about the data area. Note that, even though the data area is named STRTCPSVR, it controls both the STRTCPSVR and ENDTCPSPVR commands. This is by design, so that \*DFT starts and ends the same instance.

Without the STRTCPSVR data area, the values of \*DFT and \*ALL work identically. All instances that are active are ended. You can also specify the name of a single instance to end, for example: ENDTCPSPVR SERVER(\*ONDDMD) INSTANCE(ONDDTEST).

With the data area, the value of \*DFT ends only the instance named in the data area. The data area must be named STRTCPSVR and located in library QUSRDDARS.

The following table summarizes the behavior of the ENDTCPSPVR command with and without the STRTCPSVR data area.

Table 8. ENDTCPSVR command with and without STRTCPSVR data area

	*DFT	*ALL	Named instance
Without the data area, ENDTCPSVR ends:	All active instances	All active instances	The named instance is
With the data area, ENDTCPSVR ends:	Only the instance named in the data area	All active instances	The named instance is

## Server work management

Server jobs are started using a job description by the name of the instance (which must be found in the instance library). If a job description by that name is not found in the instance library, then job description QOND400 in library QRDARS is used (and can be changed if necessary).

The job description controls the following attributes of the server job:

- JOBQ
- JOBPTY
- OUTPTY
- PRTDEV
- OUTQ
- INLLIBL
- LOG
- LOGCLPGM
- INQMSGRPY
- HOLD
- DATE
- SWS
- JOBMSGQMX
- JOBMSGQFL

For example, if you want to change the job queue that instance TEST uses, you create a job description called TEST in the TEST library that specifies the job queue you want to use.

To change the run priority of the server jobs, you must add a routing entry to the subsystem. The server job is always submitted with routing data QRLMSERVER. To change the run priority of all server jobs for all instances to 40, you could add the following routing entry to subsystem QSYSWRK. (You must choose a sequence number (SEQNBR) that is not already in use.)

```
ADDRTGE SBSD(QSYSWRK) SEQNBR(1841) CMPVAL(QRLMSERVER) PGM(QSYS/QCMD)
        CLS(QSYS/QSYSCLS40)
```

After making this change, you must stop and restart all your servers.

---

## Automatically starting instances

To enable an instance to start automatically each time the system restarts, you must add one of the commands described in “Starting and stopping servers” on page 71 to your QSTRUP program. You can also add the commands to a job scheduler.

---

## Connecting to instances

### Connecting from OnDemand clients

To connect to a particular instance, the client must log on to the server using the correct port. Use the Update Servers dialog box to add servers to the client. When you add a server, you identify the name of the server and the port number and communications protocol used to communicate with the server. The port number that you specify in the Update Servers dialog box must be the same as the value that you specified for the instance in the ARS.INI file.

---

## Working with instances

OnDemand provides commands that you can use to work with an instance. For example, OnDemand provides commands to add, remove, and print spooled files and other data types and to manage storage. On many of the OnDemand commands, one of the parameters that you can specify to a command is the name of the instance. By default, if you do not specify otherwise, the name of the instance is QUSROND. If you name your only instance something other than QUSROND or you work with more than one instance, then you must always specify the name of the instance when you run a command. That way you can make sure you are working with the correct instance.

See the *IBM Content Manager OnDemand for i: Common Server Administration Guide* appendix entitled “Command reference” for more information about OnDemand commands.

OnDemand also provides APIs that you can use to work with an instance.

The ARSLOAD API uses the `-I` instance parameter. OnDemand retrieves the name of the server that is associated with the instance from the ARS.INI file. For example (using QSHELL):

```
arsload -I TEST -d /test/file1 -c /test/file2
```

where TEST is the name of the instance. In the example, the PORT parameter in the `[@SRV@_TEST]` section of the ARS.INI file identifies the server.

The ARSDOC API provides the `-h` flag to specify the name of the instance.

The following example shows how to run the programs in QSHELL by specifying the name of the instance:

```
/arsdoc get -h TEST -F parmfile
```

where TEST is the name of the instance. In the example, OnDemand uses the PORT parameter in the `[@SRV@_TEST]` section of the ARS.INI file to identify the server.

See the *IBM Content Manager OnDemand for i: Common Server Administration Guide* appendix entitled “API and user exit reference” for more information about OnDemand APIs.

---

## Chapter 13. Defining a locale

OnDemand requires the specification of a locale for each Common Server instance, in order to ensure that your data has the correct language identifier associated with it during the archive process. The steps outlined below must be performed for each OnDemand instance before the server for that instance can be started. Even if you are running a U.S. English system, you must still perform these steps. Some of these steps have also been discussed in Chapter 12, "Creating an instance," on page 67 but are included again here for completeness.

IBM ships a number of locale objects (object type \*LOCALE) in library QSYS. Others are provided as source code that must be created using the CRTLOCALE command. (Locale names followed by an asterisk (\*) in the table of locales values in "Locales" on page 104) must be created using the CRTLOCALE command.) If the locale you require must be created from source code, you must install option 21 of IBM i (Extended NLS Support; a product option of 5770-SS1), which contains all the IBM-supplied locale source files. If you need a locale that is not supplied by IBM (no source or object), you will have to copy and modify an existing locale to meet your needs. Assistance in doing this can be obtained from the IBM support organization in your geography.

---

### Important consideration regarding locales

The user profile named the same as your instance AND all user profiles that perform OnDemand data loading functions (such as ADDRPTOND, STRMONOND, arslod or arsdoc add) must have their locale set to the locale of the instance.

**Important:** If the user profiles that perform OnDemand data loading functions are also used for other non-OnDemand work on your system, changing their LOCALE value might impact other non-OnDemand applications. Consider creating specific OnDemand user profiles for data loading instead, so as not to impact your other applications, and then only modify the LOCALE value for the specific OnDemand user profiles. If necessary, change the locale of the user profiles using the Change User Profile (CHGUSRPRF) command. You should also make sure that other language-related parameters in the user profiles are correctly set. The SETJOBATR parameter is used to determine which values are obtained from the locale. For OnDemand, at a minimum, you must use SETJOBATR(\*CCSID). For example, if you are located in Spain and are using the Spanish language with Euro support you would enter the command:

```
CHGUSRPRF USRPRF(user_profile_name) LANGID(ESP) CNTRYID(ES)
          CCSID(1145) SETJOBATR(*CCSID *DATFMT *TIMSEP *DATSEP *DECfmt
          *SRTSEQ) LOCALE('/QSYS.LIB/ES_ES_E.LOCALE')
```

After setting the correct locale on an IBM i user profile, you might choose to copy that user profile to create another similar user profile for use with OnDemand. The IBM i copy function does not copy the LOCALE parameter value. After the copy is complete, you must issue the CHGUSRPRF command as shown above to set the LOCALE. You can use the Display User Profile (DSPUSRPRF) command to display or verify the locale of an existing user profile.

If you do not have a locale set in the user profile used to load data, the load job fails. The job log for the qshell job, QP0ZSPWP, contains the error message YOU MUST SET A LOCALE.

---

## Steps to take after setting locales

The instructions outlined in Chapter 12, “Creating an instance,” on page 67 describe the steps required to successfully create, start, and access a new instance of the OnDemand Common Server.

If you encounter problems while trying to create an OnDemand Common Server instance, see the list of problems, causes, and recoveries below. If you need additional assistance contact the software support organization in your geography.

---

## Solving problems

The following list includes some of the locale-related problems you might encounter when creating an instance or archiving data. The cause of each possible problem is described, and the steps to recover from the problem are explained.

**Problem:** You receive the message: CPFA0A9 Object not found. LOCALE /QSYS.LIB/EN\_GB\_E.LOCALE NOT FOUND

**Cause:** You specified a locale that does not exist on the system.

**Recovery:** Either specify a locale that does exist on the system, or create the locale that you need using the CRTLOCALE command.

**Problem:** You receive the message: OND1005 OnDemand instance MYINSTANCE was not created. The qshell job log also contains OND0588 You must set a locale.

**Cause:** You did not specify a locale in the user profile creating the instance, or you did not signoff and signon again after changing the user profile to specify a locale.

**Recovery:** Delete the IFS directories created for the instance. Delete the instance user profile. Delete the instance authorization list.

**Problem:** Your data will not load into OnDemand. There is no system log message indicating the cause of failure. The job log for the load job does not contain a specific error message.

**Cause:** You do not have a locale specified in the user profile running the load job.

**Recovery:** Check the job log for the qshell job, QP0ZSPWP, for the error message OND0588 You must set a locale.. If the job log contains this message, you must change the user profile running the load job to specify a locale.

**Problem:** Your spooled file fails to archive. The system log contains message 88, including text similar to the following Row 1: The string " 0/12/11" could not be converted to a date from the format of %m/%d/%y. You check the Load Information tab in the application definition and see that the date format is specified as %y/%m/%d and that leading spaces are to be removed.

**Probable Cause:** The user profile archiving the data has a locale specified, but that locale is not compatible with the instance into which the data is being loaded. For example, specifying a Czech locale but trying to archive US English data will cause

this type of failure. Note that you might, in fact, have an actual date definition error, but it is likely related to locales if you have already verified the date information as being correct.

**Recovery:** Specify a locale in the user profile archiving the data that is compatible with the instance into which the data is being archived.





---

## Chapter 14. Configuring the ARS.CFG file

When you run the various OnDemand programs, they obtain information from the ARS.CFG file about a variety of configuration settings. The information includes the language setting for the database and the location of configuration and temporary work space directories, for example. Before you begin using OnDemand, you should review the parameters in the ARS.CFG file. Most of the values that IBM provides are sufficient for many customers. However, you might need to change some of the values for your environment. If you make changes to the ARS.CFG file while the system is running, you must stop and restart the server before OnDemand can use any values that you modify.

To change the ARS.CFG file, log on as QSECOFR. Issue the WRKLNK command and change to the /QIBM/UserData/OnDemand/<instance> directory, where <instance> is the name of your OnDemand instance. The default instance name is QUSROND. Make a backup copy of the file provided by IBM. Edit the ARS.CFG file by using Option 2 (Edit) on the WRKLNK screen.

---

### ARS\_AUTOSTART\_INSTANCE parameter

Defaults to 1 (which means YES, autostart this instance's server) for instance QUSROND. Defaults to 0 (which means NO, do not autostart this instance's server) for all other instances. When you create a new instance (other than QUSROND), the server jobs for that instance will not automatically start by issuing STRTCPSVR SERVER(\*ONDMMD) INSTANCE(\*AUTOSTART) unless you change the value of this parameter from 0 to 1.

If you choose not to autostart an instance's server, you can start the server manually. See "Starting and stopping servers" on page 71 for more information on starting and stopping your instance servers.

---

### ARS\_LANGUAGE parameter

The national language environment used to create the database. OnDemand uses a three-character *language code* to derive the locale and code set for the server operating system. See Appendix B, "National language support," on page 101 for a list of the language codes and information about configuring the system for national language character support.

**Important:** You must provide the correct language code for your operating environment **before** you create the OnDemand instance database.

---

### ARS\_MSGS\_LANGUAGE parameter

If you want something other than English for server messages, change this parameter in the ars.cfg file for the instance and specify the three-character language id that you want to use. To see a list of valid language id values, see the directory names within /QIBM/ProdData/OnDemand/locale on your IBM i server after you install OnDemand.

---

## ARS\_MESSAGE\_OF\_THE\_DAY parameter

Use to specify the message of the day for the OnDemand client. Set to the full path name of a file that contains the message that you want the client to show. For example:

```
ARS_MESSAGE_OF_THE_DAY=/QIBM/ProdData/OnDemand/tmp/message.txt
```

The contents of the message file can contain a maximum of 1024 characters of text. The administrative client and the end-user client show the message after the user logs on to the server. To close the message box and continue, the user must click OK. If you do not specify a message file, then the normal client processing occurs.

---

## ARS\_NUM\_DBSRVR parameter

Determines the number of processes that OnDemand starts on the server to handle connections to the database. The default value is 5 (five). See Appendix A, "Database servers," on page 99 for more information about this parameter.

---

## ARS\_SUPPORT\_CFSOD parameter

To use Content Federation Services for OnDemand, you must set this parameter to 1. See the document at <http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/WP101378> for additional details about the set up and use of Content Federation Services.

---

## ARS\_SUPPORT\_HOLD parameter

To use enhanced retention management, you must set this parameter to 1. See the document at <http://www.ibm.com/support/techdocs/atmastr.nsf/WebIndex/WP101378> for additional details about the set up and use of enhanced retention management.

---

## ARS\_TMP parameter

The location where OnDemand programs temporarily store data. You must allocate sufficient free space in the specified file system to support tasks such as migrating and importing index data. The default value is: /QIBM/UserData/OnDemand/<instance>/tmp (where <instance> is the name of the OnDemand instance).

---

## ARS\_PRINT\_PATH parameter

The location where the OnDemand server print function temporarily stores print data. You must make sure that there is enough space in the specified location to hold the print files for the maximum number of concurrent print requests that the server will handle. The default value is: /QIBM/UserData/OnDemand/<instance>/tmp (where <instance> is the name of the OnDemand instance).

---

## ARSSOCK\_RESOLVE\_CLIENT\_NAME parameter

If you are experiencing longer than normal logon response times in a DHCP environment, adding the following line to the ARS.CFG file might correct the problem:

```
ARSSOCK_RESOLVE_CLIENT_NAME=0
```

---

## Chapter 15. Configuring system start up

This section provides information regarding server functions you might choose to start automatically whenever the system is started.

You can modify the operating system's QSTRUP program to automatically issue server commands each time the server is restarted.

Consider the following for possible addition to the QSTRUP program:

- Start the OnDemand server jobs
- Start the OnDemand output queue monitor(s)

---

### Start the server jobs

The following example shows the command that starts the OnDemand server jobs. For more details and options for starting and stopping servers, see "Starting and stopping servers" on page 71.

```
STRTCPSVR SERVER(*ONDMD)
```

---

### Start the output queue monitor(s)

Use the Start Monitor for OnDemand (STRMONOND) command to start OnDemand output queue monitors for output queues that will receive spooled files destined for OnDemand. Review the online help text to determine the specific parameters you wish to specify for each monitor.

You can also create monitor definitions using the OnDemand Archive plug-in of IBM i Navigator. After starting IBM i Navigator, select OnDemand Archive, then use Monitor Definitions under Common Server Administration. These monitor definitions allow you to predefine the monitor startup parameters and specify one of a number of ways to automate the starting of the monitor(s).

See "Loading spooled file data" in *IBM Content Manager OnDemand for i: Common Server Administration Guide* for more information on output queue monitors.

You can later end the monitor if desired, using the End Monitor for OnDemand (ENDMONOND) command or setting conditions for ending when you issue the STRMONOND command or set up the monitor definition using IBM i Navigator as described above.



---

## Chapter 16. Scheduling maintenance programs

This section describes the OnDemand maintenance commands to run automatically on a regular schedule. The maintenance programs that you might want to run on a regular schedule include those that maintain application group data in the database and on disk, and maintain OnDemand system data in the database.

**Important:** Most maintenance programs should run when no other programs are updating the database or need exclusive access to the database. For example, you should not load data (ADDRPTOND, STRMONOND, arslod, arsdoc add) at the same time that you run the disk storage maintenance command (STRDSMOND). However, the STRASMOND command can be run while archiving data into OnDemand. Backups should not be run while STRDSMOND, STRASMOND, or loading of data are running.

The time of day and frequency with which you run the maintenance commands and the processing options that you specify will vary, based on your environment. For example, if you do not load data every day or you add few rows to the database when you do load data, then you should be able to schedule maintenance less often, perhaps once a week. However, if you load a high volume of data every day, then you should maintain the database after the load processing completes. If your system has plenty of disk space available to store index data and reports, then you might be able to schedule the maintenance programs less often.

The examples that follow illustrate one method of daily maintenance. The examples use the typical options to maintain the database and disk storage and take full backup images of the databases. The maintenance programs are scheduled to run early in the morning, before users begin accessing the system. Such a schedule would assume that all data loading completed before the maintenance programs begin. You should use the examples as a guideline.

---

### Maintaining application group data

**Note:** The OnDemand server must be running, otherwise the maintenance commands will fail.

You can use the STRDSMOND and STRASMOND commands to maintain application group data in the database and on disk and archive storage. These maintenance commands determine the actions to take from parameters that you specify and by retrieving storage management information from application groups. The commands can do the following for your application groups:

- Copies report data from disk storage to archive storage
- Expires report data from disk storage and archive storage
- Migrates index data from the database to archive storage (if required, although not recommended)
- Expires index data from the database

You typically schedule the maintenance commands to do these things on a regular schedule. If your organization loads a high volume of data into the system every day, then we recommend that you schedule the commands to run after all load processing completes. For low to average volumes, you might choose to run the maintenance commands weekly. You should schedule the commands to run during a period of little or no other activity on the system.

See the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for more information about the STRDSMOND and STRASMOND commands.

---

## Backing up the OnDemand database

After you finish loading data into OnDemand and maintaining the database, we recommend that you create a backup image of the OnDemand database. The backup image can be used to recover the database, if a hardware failure occurs or application data becomes corrupted. If you process several loads each day, then you might want to backup the database once a day, after the last load process completes.

See Chapter 21, “Backing up the OnDemand data,” on page 97 and *IBM Content Manager OnDemand for i: Common Server Administration Guide* for more information about backing up your OnDemand data.

---

## Part 6. Preparing the system for use

This section of the book describes how to verify the installation of OnDemand. Other important tasks described in this section include:

- Defining migration policies and storage sets. You must add migration policies and storage sets to the system before you can create application groups or assign the system-defined application groups to a storage set. Depending on the storage management characteristics of the reports that you plan to store on the system, you might need to add more than one migration policy and storage set.
- Configuring the system log application group. IBM recommends that you assign the System Log application group to a storage set that specifies archive media (such as disk pool, optical, or tape) so that the system can maintain a permanent copy of the system log data.
- Configuring the system migration application group. If you plan to migrate index data from the database to archive storage, then you must create a storage set that specifies archive media. After you add the storage set to the system, you can assign the System Migration application group to the storage set. (Migrating index data from the database to archive storage is not recommended.)
- Creating a backup copy of the database. After installing and configuring OnDemand, IBM recommends that you create a backup copy of the OnDemand database.





---

## Chapter 17. Verifying the installation

1. Complete all of the required steps in Chapter 11, “Installing OnDemand server software,” on page 63.
2. Complete all of the required steps in Part 5, “Configuring and initializing the system,” on page 65.
3. If you have not already done so, install the OnDemand client program on a workstation. See the *IBM Content Manager OnDemand: User's Guide* for details.
4. Start the OnDemand client program. OnDemand displays the Logon to Server dialog box.
5. Click Update Servers. OnDemand displays the Update Servers dialog box.
6. Enter the name of the OnDemand server. Click Help for information about the fields and options.
7. Click Add then Close to return to the Logon to Server dialog box.
8. Select the name of the server that you added in the Update Servers dialog box, if it is not already selected.
9. Type an OnDemand userid and password in the fields provided. (The first time that you log on to the system, you must specify the built-in OnDemand userid, QONDADM. Initially, the password is QONDADM1. However, you will be prompted to enter and verify a new password.)
10. Press Enter.
11. Open and search the System Log folder.

If you were able to view messages stored in the system log, then you can consider the installation of OnDemand successful.

If the client program does not start, check the drive, path name, and program name values used to start the program. Then try the command again.

If the client program issues a message indicating a problem, follow the instructions in the message window. If the problem persists, contact the IBM support center for help with resolving the problem.



---

## Chapter 18. Defining migration policies and storage sets

You must define migration policies and storage sets before you can define reports to OnDemand or load data into the system.

You can set up OnDemand to copy data to disk storage or archive storage (or both). The storage management attributes of the application groups that you add to the system will determine the types of media that you need and how you configure storage sets on the system.

A storage set must contain at least one primary storage location. A primary storage location can use disk storage (the default) or specify archive storage media such as disk pool, optical, or tape. The administrative client online help provides details about defining storage characteristics. Also see the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for more information about migration policies and storage sets.

Although not recommended, if you plan to migrate index data to archive storage, then you must assign the System Migration application group to a storage set that specifies archive storage. Also, we recommend that you assign the System Log application group to a storage set that specifies archive storage so that the system can maintain a permanent copy of the data that is written to the system log. The following topics provide additional details:

- Chapter 19, “Configuring the System Log application group,” on page 91
- Chapter 20, “Configuring the System Migration application group,” on page 95



---

## Chapter 19. Configuring the System Log application group

When you install and configure OnDemand, you initialize the system log. The system log is comprised of the System Log application group, a set of System Log applications, and the System Log folder. The System Log application group contains the storage management information that OnDemand uses to maintain the data written to the system log. When you initialize the system, the application group is not assigned to a migration policy and storage set. Because the application group is not assigned to a storage set, the system does not migrate a copy of the system log data to archive media.

IBM recommends that, before you begin defining reports to OnDemand, loading data into the system, or allowing users to access the system, you configure the System Log application group to maintain a permanent copy of the data that is written to the system log. You can do this by first defining a migration policy (and its corresponding storage set) that specifies archive storage media such as disk pool, optical, or tape, and then by updating the System Log application group and assigning it to the storage set.

No matter where you decide to keep your System Log data, it is important to note that searching the System Log is the most direct way to locate the Load ID for archived data. Every time data is loaded into OnDemand, message number 87 is placed in the System Log, and the Load ID is recorded as part of that message. The Load ID (also called "Report ID") is a required parameter for the Remove Report (RMVRPTOND) and Print Report (PRTRPTOND) commands.

---

### Maintaining system log data in archive storage

IBM recommends that you create a migration policy that specifies archive storage media. You must add at least one primary storage location to the migration policy. The primary storage location must identify archive storage media to maintain data indefinitely. Refer to Chapter 18, "Defining migration policies and storage sets" for further information.

After you create the migration policy (which automatically creates a storage set with the same name) you must update the System Log application group and assign it to the storage set. After assigning the application group to the storage set and restarting the server, the system automatically maintains a copy of the system log data in the archive storage you have specified.

After you create the migration policy, complete the following steps to assign the System Log application group to a storage set:

1. Start IBM i Navigator. Select the OnDemand server, and sign on if prompted.
2. Start the administrative client by right-clicking on Common Server Administration under the OnDemand Archive section of IBM i Navigator.
3. Select Client Administrative Functions. (See *IBM Content Manager OnDemand for i: Common Server Administration Guide* for information on installing the administrative client functions if these items do not appear under IBM i Navigator on your workstation.)
4. Log on to the server with a userid that has system administrator authority. (The built-in userid QONDADM has system administrator authority.)

5. Click Application Groups.
6. Right-click on the System Log application group.
7. From the pop-up menu, select Update to open the Update an Application Group window.
8. Click the Storage Management tab.
9. In the Storage Set Name list, select the name of the storage set. The storage set name you select should match the migration policy definition you just created for you System Log data.
10. Click Advanced to open the Advanced Storage Management dialog box.
11. Select Next Cache Migration under Migrate Data from Cache. This causes OnDemand to copy the system log data to archive storage the next time the maintenance commands execute. You can also select "After x days in cache" if you want your system log data to stay in cache (on disk) for some period of time before it is copied to your archive storage.
12. Click OK to close the Advanced Storage Management dialog box.
13. Click OK to save your changes and close the Update an Application Group window.

The administrative client online help provides information about the options in the Storage Management page.

---

## Reducing system log size

Another way to manage the space required for your system log data is to remove or limit messages in the log that are not important to you. Perhaps you do not feel the need to keep every log entry for every document retrieval, every annotation addition, and every logoff, for example. However, you might choose to keep system log entries for message number 87, which indicates a successful load and contains the Load ID for the particular data being loaded (which is required for PRTRPTOND and RMVRPTOND as described earlier in this chapter).

Existing system log entries can be selectively deleted, using the ARSDOC DELETE API, run in the QSHELL environment on your IBM i server. An example is shown below, and assumes you are already in QSHELL at the time the API is executed. (See the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for more details regarding the use of the ARSDOC DELETE API.) System log entries can also be limited such that only those you feel are important are ever logged at all. See below the ARSDOC DELETE example for more information on that option as well.

Be sure to save any system log files before you perform any cleanup activities. The first system log that OnDemand uses is a physical file named SL2, found in the instance library. When the SL2 file becomes full, the next system log file is automatically created and named SL3, and continues to be created and incremented by one as needed.

In the following example, use the ARSDOC DELETE function to delete all messages from the system log for the specified date range, except for system log message 87:

```
$
> arsdoc delete -h QUSROND -v -i "WHERE NOT(MSG_NUM = 87)" -G 'System Log'
-f 'System Log' -S 01.05.2007,10.05.2007,%d.%m%Y
06/06/07 11:30:39: Starting arsdoc. Version: 7.1.2.8
06/06/07 11:30:39: QRDARS/ARSDOC delete -h QUSROND -v -i WHERE NOT(MSG_NUM = 87)
-G System Log -f System Log -S 01.05.2007,10.05.2007,%d.%m%Y
```

```
06/06/07 11:30:39: Searching for folder 'System Log' ...
06/06/07 11:30:39: Search successful
06/06/07 11:30:39: Searching for documents in 'System Log' ...
06/06/07 11:30:39: Querying database with SQL string 'WHERE NOT(MSG_NUM = 87)'
06/06/07 11:30:41: Search successful
06/06/07 11:30:41: Deleting 6161 documents
06/06/07 11:30:45: Delete successful
06/06/07 11:30:41: arsdoc completed.
```

After you run ARSDOC DELETE to clean up your unneeded system log entries, OnDemand reuses the space that had been used by the records you just deleted. Alternatively, you might choose to reorganize the system log files using the IBM i Reorganize Physical File Mbr (RGZPFM) command. For example, you could run RGZPFM instance\_name/SL2 where instance\_name is the name of your OnDemand instance. At a minimum, you might want to reorganize all but the most current system log file.

As a final step, you might want to limit what is sent to the system log in the future. The OnDemand Administrator Client allows you to select which OnDemand activities create entries in the system log. To select which activities create system log entries for an OnDemand server:

1. Log on to the server with the OnDemand Administrator Client.
2. Right-click the server.
3. From the pop-up menu, select System Parameters, to invoke the System Parameters dialog box.
4. Select the OnDemand activities you want to log within the System Logging and User Exit Logging boxes.





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## Chapter 20. Configuring the System Migration application group

**Note:** Index migration is not recommended.

Index migration is the process by which OnDemand moves index data from the database to archive storage. This process optimizes database storage space while allowing you to maintain index data for a very long time. You typically migrate index data after users no longer need to access the reports, but for legal or other requirements, you still need to maintain the data for some number of years or months. OnDemand uses the storage management settings in application groups to determine whether or not to migrate index data to archive storage. All migrated data is managed through the System Migration application group.

When you install and configure OnDemand, you initialize the system migration function. The system migration function is comprised of the System Migration application group, a set of System Migration applications, and the System Migration folder. The System Migration application group contains the storage management information that OnDemand uses to maintain index data migrated to archive storage. Until you assign the application group to a storage set that specifies archive media, OnDemand cannot migrate index data from the database to archive storage. See Chapter 18, “Defining migration policies and storage sets,” on page 89 and “Assigning the System Migration application group to a storage set” for more information.

---

### Assigning the System Migration application group to a storage set

If you need the system to maintain index data in archive storage, then you must assign the System Migration application group to a storage set that maintains data indefinitely.

After assigning the application group to the storage set and restarting the server, the system automatically migrates index data to archive storage, whenever the maintenance commands run. Complete the following steps to assign the System Migration application group to a storage set:

1. Start IBM i Navigator. Select the OnDemand server, and sign on if prompted.
2. Start the administrative client by right-clicking on Common Server Administration under the OnDemand Archive section of IBM i Navigator. Then select Client Administrative Functions. (See *IBM Content Manager OnDemand for i: Common Server Administration Guide* for information on installing the administrative client functions if these items do not appear under IBM i Navigator on your workstation.)
3. Log on to the server with a userid that has administrator authority. (The built-in userid QONDADM has system administrator authority.)
4. Click Application Groups.
5. Point to the System Migration application group and click the right mouse button.
6. From the pop-up menu, select Update to open the Update an Application Group window.
7. Click the Storage Management tab.

8. In the Storage Set Name list, select the name of the storage set. The storage set that you select should identify an archive media that maintains data indefinitely.
9. Click OK.

The administrative client online help provides information about the options on the Storage Management page.

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## Chapter 21. Backing up the OnDemand data

To complete the installation and configuration process, we recommend that you create a full, offline backup of the OnDemand database on removable media. A full backup of the database is required to rebuild the database, in the event that you need to do so. You cannot rebuild the database unless you have a full database backup (and any journal receivers generated since the last full database backup). See the *IBM Content Manager OnDemand for i: Common Server Administration Guide* for more information about backing up your OnDemand data.

Make a record of the information about the database backup, including the date and time that the backup was taken and the label of the storage volume. Keep the backup copy in a safe location, preferably offsite. Save the backup copy at least until the next time that you create another full backup of the database.



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## Appendix A. Database servers

The ARS\_NUM\_DBSRVR parameter in the ARS.CFG file determines the number of processes that OnDemand can start on the server to handle database requests. You can use the ARS\_NUM\_DBSRVR parameter to balance performance, by distributing the database workload over several processes, and use of system resources.

---

### Description

Each access to the database requires a database agent. OnDemand can start a database agent for each access. However, this consumes a lot of system resources because a new job is started each time a database agent is started. You can use the ARS\_NUM\_DBSRVR parameter to optimize the way that OnDemand handles the database load. For example, you can define ARS\_NUM\_DBSRVR so that OnDemand starts a fixed number of database agents, regardless of the number of concurrent database requests. While this might appear restrictive, database requests typically process very quickly.

Factors to consider when setting the ARS\_NUM\_DBSRVR parameter include:

- Number of concurrent users
- Number of data loading jobs active
- Number of database maintenance processes active

We recommend that you set the ARS\_NUM\_DBSRVR parameter to support the peak number of concurrent database accesses that you expect the server to handle. A low value limits access to the database during periods of high database activity. A high value requires more system resources during periods of high database activity. The value that you choose also depends on the characteristics of the queries. For example, general queries typically use a database agent longer than a more specific query.



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## Appendix B. National language support

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### Overview

This chapter contains information about the National Language Support (NLS) provided by OnDemand, including information about the code pages (code sets) supported to provide national language (NL) character support.

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### Conversion between different code pages

A code page maps each character from a character set, such as the Latin alphabet, to a numeric representation. Each code page is identified by a numeric identifier. For example, code page 850 represents the character A as hexadecimal 41.

Ideally, for optimal performance, OnDemand clients and applications should always use the same code page as the OnDemand instance<sup>7</sup>. However, this is not always practical or possible. OnDemand provides support for character conversion that allows clients, applications, and instances to use different code pages. This means that, while an OnDemand instance must run in a single code page, clients that access the instance can operate in any code page and reports that you store in OnDemand can contain characters encoded in any code page.

However, when you use different code pages, OnDemand might need to convert characters from one code page to a different code page in order to maintain the meaning of the data.

### When does character conversion occur?

Character conversion can occur in the following situations:

- When a client is operating in a code page that is different from the code page of the OnDemand instance.

Character data conversion takes place on the server using Unicode code page mapping tables. Unicode code page mapping tables exist for all single- and double-byte languages. For example, a Windows client operating in the Latin 1 code page 1252 can access an OnDemand instance that has character data encoded in the Latin 1 code page 819 (code set ISO 8859-1).

Any data that the user enters (or default values) is converted to Unicode by OnDemand. The resulting Unicode data is then converted to the code page of the instance. For example, the user enters a userid, password, and server name to logon to a server. OnDemand converts the characters from the code page of the client to Unicode and then from Unicode to the code page of the instance.

Any data sent to the client is converted to Unicode by OnDemand. The resulting Unicode data is then converted to the code page of the client. For example, after authenticating the userid and password, the server builds a list of folder names that the user is authorized to open. OnDemand converts the characters from the code page of the instance to Unicode and then from Unicode to the code page of the client.

- When OnDemand index data is in a code page that is different than the code page of the OnDemand instance.

---

7. An OnDemand instance is a logical OnDemand server environment, with one library (and set of database files). Each OnDemand instance must run in a single code page.

Character data conversion takes place on the server using Unicode code page mapping tables. OnDemand converts the characters from the code page of the index data to Unicode and then from Unicode to the code page of the instance. For example, index data with code page 1252 can be stored in an instance that has character data encoded in code page 37.

Character conversion will **not** occur for:

- Documents stored in OnDemand.

When you store documents in OnDemand, they are stored on the server as a byte stream and no character conversion occurs. For example, if the characters in the document are encoded in code page 500, the characters remain encoded in code page 500 when stored in OnDemand.

When a user retrieves a document from OnDemand, the server sends the document to the client without converting the characters from one code page to the other. For example, a document is stored in OnDemand with characters encoded in code page 500. When the user retrieves the document, it remains encoded in code page 500, although the client might be running in a code page that is different than the instance, such as 1252. However, the client viewing program maps characters in a document from the code page of the server to the code page of the client.

## Character mapping

For double-byte character set (DBCS) AFP data and DBCS and single-byte character set (SBCS) line data, the OnDemand client automatically converts characters in a document from the code page of the server to the code page of the client using ICU converters. This method of character mapping works with the Windows client and supports DBCS (for AFP and line data) and SBCS (for line data) languages, including most DBCS User Defined Character (UDC) mappings. The ICU converters automatically map the user-defined area of a code page to the standard user-defined area of the corresponding ICU table. If the code page contains UDC mappings outside the standard user-defined area, you can create and use your own ICU converter. (Otherwise, the viewing program cannot display the characters correctly.) Use the Character Data Representation Architecture (CDRA) utility to create your own ICU converter. For AFP data, change the IconvLocalePath parameter in the Preferences section of the FLDPORT2.INI file to use your own ICU converter. For information concerning character data conversion, font mapping, and related matters, see the *IBM Content Manager OnDemand Windows: Client Customization Guide*.

For more information on ICU, see <http://www.icu-project.org/>.

The AFP Viewer operates internally in Unicode and uses ICU to convert data.

---

## How does OnDemand determine code page values?

The client code page is determined from the operating environment when the connection to the instance is made. For example, in Windows, the code page is derived from the locale as specified in the Regional Settings under Control Panel.

The instance code page is derived from the value specified at the time the instance is created. The instance is in one and only one code page.

The code page of index data generated by an indexer is determined by the code page specified by the input. When index data is stored in an instance, it is



converted from the specified code page to the code page of the instance. (When index data is retrieved from an instance, it is converted from the code page of the instance to the code page of the client.)

The code page of a line data document is derived from the application (View Information page). For all other types of documents, the code page is derived from the data. The server never performs character conversion on documents.

---

## Configuring your system for NLS

When you create an OnDemand instance, you specify the language identifier and locale for the instance. These values determine language settings for your instance. See Chapter 12, “Creating an instance,” on page 67 for more information about creating instances and specifying the language identifier and locale.

### Language identifiers

Table 9 lists the language identifiers that OnDemand supports.

*Table 9. Supported language identifiers*

Language Identifier	Country or region
FRC	Canada
CHS	China
HRV	Croatia
CZE	Czech Republic
DAN	Denmark
ARA	Egypt
FIN	Finland
FRA	France
DEU	Germany
ELL	Greece
HUN	Hungary
ITA	Italy
JPN	Japan
KOR	Korea
NLD	Netherlands
NOR	Norway
PLK	Poland
PTB	Portugal/Brazil
RUS	Russia
SKY	Slovakia
SLO	Slovenia
ESP	Spain
SVE	Sweden
CHT	Taiwan
ENU	US/English

## Locales

The information in Table 10 can help you determine the language abbreviation and locale to use when creating an OnDemand server instance. An instance can be created in any language, even if that language is not installed for IBM i.

Starting with V5R4, the base locale for each language was changed to include support for the Euro currency. New locales were created without Euro support. For example, locale ES\_ES now includes Euro support, as does the existing ES\_ES\_E locale. If you need a Spanish locale without Euro support, you must use ES\_ES\_PE.

The table does not provide a complete list of all language codes, CCSIDs, countries, or locales. Additional reference information can be obtained from IBM i Globalization on the Web at [www.ibm.com/systems/i/software/globalization/](http://www.ibm.com/systems/i/software/globalization/).

**Table 10. Language Codes, CCSIDS, and Locales**

Language Code	In OD <sup>1</sup>	Language	SBCS CCSID	SBCS CCSID (Euro)	DBCS CCSID	Country or region	Locale <sup>2</sup>	Locale (Euro) <sup>2</sup>
ARA	Y	Arabic	420			Arabic Speaking Egypt Qatar	AR_AA AR_EG * AR_QA *	
CHS	Y	Simplified Chinese	836		935 1388	China	ZH_CH_GBK * ZH_CN	
CHT	Y	Traditional Chinese	37		937	Taiwan	ZH_TW	
CSY <sup>5</sup>	Y	Czech	870	1154		Czech Republic	CS_CZ	
DAN	Y	Danish	277	1142		Denmark	DA_DK_PE * DA_DK	
DES		Swiss German	500	1148		Switzerland	DE_CH	
DEU	Y	German	273	1141		Austria Germany	DE_AT_PE * DE_DE_PE	DE_AT DE_DE
ELL	Y	Greek	875	4971		Greece	EL_GR_PE * EL_GR	
ENA		English Australian	37	1140		Australia	EN_AU *	
ENB		Belgium English	500	1148		Belgium	EN_BE_PE * EN_BE	
ENG		UK English	285	1146		United Kingdom	EN_GB_PE * EN_GB	
ENP		English Upper Case	37	1140			EN_UPPER	
ENU	Y	US English	37	1140		United States	EN_US	
ESP	Y	Spanish	284	1145		Spain Mexico	ES_ES_PE * ES_MX *	ES_ES
FIN	Y	Finnish	278	1143		Finland	FI_FI_PE FI_FI	
FRA	Y	French	297	1147		France	FR_FR_PE FR_FR	
FRB		Belgian French	500	1148		Belgium	FR_BE_PE FR_BE	
FRC	Y	Canadian French	500	1148		Canada	FR_CA FR_CA_M	
FRS		Swiss French	500	1148		Switzerland	FR_CH	
HEB		Hebrew	424			Israel	HE_IL	
HRV	Y	Croatian	870	1153		Croatia	HR_HR	
HUN	Y	Hungarian	870	1153		Hungary	HU_HU	
ITA	Y	Italian	280	1144		Italy	IT_IT_PE IT_IT	
ITS		Swiss Italian	500	1148		Switzerland	IT_CH *	
JPN	Y	Japanese Katakana with lowercase	290	1027	5035	Japan	JA_5035	
KOR	Y	Korean	833		933	South Korea	KO_KR	
NLB		Belgian Dutch	500	1148		Belgium	NL_BE_PE NL_BE	
NLD	Y	Dutch	37	1140		Netherlands	NL_NL_PE NL_NL	
NON		Norwegian - Nynorsk	277	1142		Norway	NO_NO	
NOR	Y	Norwegian - Bokmal	277	1142		Norway	NB_NO *	
PLK	Y	Polish	870	1153		Poland	PL_PL	
PTB	Y	Brazilian Portuguese	37	1140		Brazil	PT_BR	
PTG		Portuguese	37	1140		Portugal	PT_PT_PE PT_PT	
RUS	Y	Russian	1025	1154		Russia	RU_RU	
SKY	Y	Slovakian	870	1153		Slovakia	SK_SK	
SLO	Y	Slovenian	870	1153		Slovenia	SL_SI	
SVE	Y	Swedish	278	1143		Sweden	SV_SE_PE * SV_SE	
THA		Thai	838	1160		Thailand	TH_TH TH_TH_E	
TRK		Turkish	1026	1155		Turkey	TR_TR	

*Table 10. Language Codes, CCSIDS, and Locales (continued)*

Language Code	In OD <sup>1</sup>	Language	SBCS CCSID	SBCS CCSID (Euro)	DBCS CCSID	Country or region	Locale <sup>2</sup>	Locale (Euro) <sup>2</sup>
<b>Notes:</b>								
1. A Y in this column indicates that OnDemand will issue system log messages in this language. For all other languages OnDemand will issue system log messages in English.								
2. Locale names followed by an asterisk (*) must be created using the CRTLOCALE command. All other locale names listed are shipped in QSYS library. Note that the asterisk is not part of the actual locale name. It is simply used in this table for identification purposes. Before creating locales you must install IBM i Option 21, Extended NLS Support. This product option contains all the IBM-supplied locale source files. If you need a locale that is not supplied by IBM, you will have to copy and modify an existing locale to meet your needs. Assistance in doing this can be obtained from the IBM support organization in your area.								
3. The following command shows an example of how to create a locale: <pre>CRTLOCALE LOCALE('/QSYS.LIB/SV_SE_PE.LOCALE') SRCFILE('/QSYS.LIB/QSYSLOCALE.LIB/QLOCALESRC.FILE/SV_SE_PE.MBR') CCSID(278) TEXT('SWEDEN/SWEDISH LOCALE WITH EURO')</pre>								
4. For a Japanese language instance, the instance must be created with CCSID 5035 and locale JA_5035. Using a CCSID/locale combination that only supports uppercase will cause unreadable OnDemand messages in the system log.								
5. Czech language code in IBM i is CSY; Czech language code in OnDemand is CZE.								

## Mapping AFP fonts

You might need to map the fonts your documents use to fonts that can be displayed at the client.

You need to map AFP fonts if your documents contain fonts that are not defined to OnDemand, if your documents contain modified IBM AFP fonts, or if your documents contain AFP fonts that you or others in your organization created. Otherwise, the viewing program might not be able to display the characters properly. (If your documents use fonts that are not defined to OnDemand, then users will see a message when viewing them.) The *IBM Content Manager OnDemand: Windows Client Customization Guide* provides details about mapping AFP fonts.

You map AFP fonts by using the font definition files supplied with OnDemand. The files are stored in the FONT subdirectory under the directory in which OnDemand was installed (by default, \Program Files\IBM\OnDemand32).

OnDemand provides font definition files for the following multi-byte languages:

- Japanese (ICODED.JPN, CSDEF.JPN, CPDEF.JPN)
- Korean (ICODED.KOR, CSDEF.KOR, CPDEF.KOR)
- Simplified Chinese (ICODED.CHS, CSDEF.CHS, CPDEF.CHS)
- Traditional Chinese (ICODED.CHT, CSDEF.CHT, CPDEF.CHT)

For example, for Japanese, if a font is listed in the CSDEF.JPN file, it will be supported in the AFP viewer. The actual font mapping from AFP font to Windows font happens in the [FGID] section of the CSDEF.JPN file (the [FGID] section is at the end of the file). If a font is not listed in the CSDEF.JPN file, you can add the font by editing the CSDEF.JPN file with a standard text editor.

## Creating application groups

An application group is a container that holds report data. You store reports and the index data used to retrieve and maintain them in an application group. You define database fields for each application group. The database fields represent categories of information in a report. When you load a report into an application group, you store index information about the report in the database.

When you define database fields, you specify attributes of the fields. Attributes include the field name, type, and length. For character data, the field length must specify the number of bytes required to hold the field data in the database. For

double-byte languages, character string conversion between code pages might result in either an increase or decrease in the length of the string when data is loaded into the database. For example, the client does not use shift-out/shift-in (SOSI) characters to separate SBCS and DBCS, while the server does use these characters. You need to allow for this possible expansion when specifying the length of a string field. The maximum length of a string field in OnDemand is 254 bytes. Verify the length of each database (string) field you define:

- If you use the Report Wizard to generate application groups, the Report Wizard converts strings you select to the code page of the database and displays the number of characters required to hold the string in the database. You can accept the value generated by the Report Wizard or replace it with another value.
- If you use the Add an Application Group command to add application groups, you must calculate the number of bytes required to hold the field in the database and enter the value on the Field Information page.

---

## Creating applications

You typically create an OnDemand application for each type of report or source of data that you plan to store in OnDemand. When you create an application, you specify attributes of the application. The attributes include:

- The data type of the report as it is stored in OnDemand (for example, AFP). The data type determines the viewing program used to display pages of the report.
- The program used to index the report. If you use one of the indexing programs provided with OnDemand, the OnDemand application typically includes the parameters that the indexing program uses to process the report and generate the index data.
- Logical views of report data. Logical views provide different ways to view pages of a line data report.

You can create an application by using the Report Wizard or by using the Add an Application command. You can create indexing information by entering parameters and values directly into the application, specifying the name of a parameter file that contains the information, or using the Graphical Indexer to generate indexing information. You can create logical views by entering values directly into the application or using the sample data window to generate the logical view information.

## Data Type

The Data Type of the application identifies the format of the data as it is stored in OnDemand and the viewer that the client calls to display documents stored in the application. If you plan to store line data in OnDemand or create indexing parameters with the graphical indexer (using a line data source file), you must set the Data Type of the application to Line. (**Note:** References to a data type of Line in this discussion also include the data type of SCS, because SCS is processed as Line data. SCS-extended data type is processed differently, and therefore cannot be used.) When you set the Data Type to Line:

- Verify the code page of the data. The code page of the data is typically the code page of the operating system where the data was created. In OnDemand, the default code page for line data is 500 (ISO EBCDIC).
- If the line data contains shift-in and shift-out (SOSI) codes, indicate how OnDemand handles them. Shift-in and shift-out codes indicate when the code points in a record change from single byte to double byte and double byte to single byte. Select from SOSI1, SOSI2, and SOSI3. (These values are specified

using the OnDemand Administrator Client, using the PR Mode field on the View Info tab within an application definition.)

For all other types of data, the code page is encapsulated in the data. For AFP data, it is possible that characters are encoded in more than one code page. The AFP viewer uses mapping files to display single- and double-byte data in the proper code page. You might need to map the AFP fonts a document uses to outline fonts on the PC so that the client properly displays all characters. The *IBM Content Manager OnDemand: Windows Client Customization Guide* provides details about mapping AFP fonts.

## Indexing

If you use the Generic Indexer to index the input data, the default code page is 500. If you need to generate index data in some other code page, then you must specify the CODEPAGE: parameter in the parameter file used by the Generic Indexer. See the *IBM Content Manager OnDemand for i: Common Server Indexing Reference* for more information.

If you use the graphical indexer to generate indexing parameters for a report that contains double-byte character data, you might need to change the starting column, ending column, and column width values generated by the graphical indexer. When you open a report with the graphical indexer, the client converts the characters from the host code page to the PC code page. If the report contains double-byte character data, the SOSI codes in the data are not converted. As a result, when you select a string that contains double-byte character data, the starting column of the string might be displayed incorrectly by the graphical indexer. In addition, if the string in the original report (generated on the host) contained SOSI codes, the ending column or column width value will be displayed incorrectly by the graphical indexer. To generate correct indexing parameters for double-byte character data:

- Create the indexing parameters using the graphical indexer
- Using a copy of the original report (generated on the host), determine the actual starting column, ending column, and column width values for the strings you selected in the report (triggers and fields)
- Change the indexing parameters by using the OnDemand administrator client, clicking the Modify button after selecting the Keyboard option within the Parameters Source section of the Indexer Information tab.

**Important:** After you modify the indexing parameters, you must not reopen the report with the graphical indexer. If you do so, your modifications will be lost.

## Logical Views

If you use the sample data window to create logical views for a report that contains double-byte character data, you might need to change the starting column, ending column, and column width values generated by OnDemand. When you open a report in the sample data window, the client converts the characters from the host code page to the PC code page. If the report contains double-byte character data, the SOSI codes in the data are not converted. As a result, when you select a string that contains double-byte character data, the starting column of the string might be displayed incorrectly by the graphical indexer. In addition, if the string in the original report (generated on the host) contained SOSI codes, the ending column or column width value will be displayed incorrectly by the graphical indexer. To generate correct logical views for double-byte character data:

- Create the logical views using the sample data window
- Using a copy of the original report (generated on the host), determine the actual starting column, ending column, and column width values for the strings you selected in the report (fields and the validation string)
- Change the logical view information by replacing the values on the Logical View Fields page

**Important:** After you modify the logical view information, you must not reopen the report in the sample data window. If you do so, your modifications will be lost.

---

## Running OnDemand programs

Certain OnDemand programs accept input data (parameters and values) from a parameter file. When you work with a double-byte language database, the data in the parameter file must be encoded in the code page of the database. Table 11 lists the DBCS countries or regions that are supported by OnDemand and the code page that you must run under when you create the parameter file. When you need to create a parameter file, we recommend that you work from a 5250 emulator and use option 2=Edit from the WRKLNK screens to edit a stream file. Do not create the parameter file on a PC and then use the FTP program to send it to a server.

*Table 11. DBCS code pages*

Country or Region	Host Code Page
China	935
Japan	290 or 1027
Korea	933
Taiwan	937

---

## Appendix C. System log and the system log user exit

OnDemand generates messages about the various actions that occur on the system. For example, when a user logs on the system, OnDemand generates a message that contains the date and time, the type of action, the userid, and other information. You can configure OnDemand to save the messages to a system log. In addition, you can configure the system to send the messages to a user-defined program. The user-defined program can process the messages in any way that you want. For example, it could send alerts to administrators, compile statistics, or generate accounting information.

You must do the following to configure the system to send the messages to a user-defined program:

- Enable OnDemand to generate system messages and specify the types of messages generated by selecting the appropriate options in the System Parameters dialog box.
- Enable OnDemand to generate application group messages by selecting the appropriate option in the System Parameters dialog box.
- Specifying the types of application group messages generated by selecting options on the Message Logging page in application groups.
- Enable OnDemand to send messages to a user-defined program by selecting the appropriate options in the System Parameters dialog box.

After you have completed these steps, OnDemand automatically saves the messages in the system log and sends the messages to the user-defined program.

OnDemand sends the messages to a program called ARSLOG. The ARSLOG program supplied by IBM does not perform any functions. However, you can replace the ARSLOG program supplied by IBM with a user-defined program that does specific functions, such as checking the message number and issuing alerts to administrators.

The messages that OnDemand sends to the ARSLOG program contain the parameters listed in Table 12.

*Table 12. ARSLOG program parameters (system log user exit program)*

Parameter	Purpose	Size	Example
\$1	OnDemand instance	10 char	QUSROND
\$2	Time stamp	20 char	08/13/95 14:24:31
\$3	Log record identifier	10 char	57049
\$4	OnDemand userid	128 char	QONDADM
\$5	User's accounting information	60 char	Z76-001J/999999

Table 12. ARSLOG program parameters (system log user exit program) (continued)

Parameter	Purpose	Size	Example
\$6	Severity: 1 Alert 2 Error 3 Warning 4 Information 5 Debug	1 char	3
\$7	Message number	5 char	31
\$8	Message text	255 char	Failed Login: od400lib1 7.52.365.12
\$9	Document file	256 char	This parameter is used only if the system log message being passed to the user exit has additional information not included in the message text. The file is deleted immediately after the exit program returns control to OnDemand. <sup>1</sup>

**Notes:**

1. For example, when viewing system log messages 87 or 88 from the OnDemand Client, Yes is indicated under the View column heading of the document list. View=Yes indicates that additional information is available for those messages. The document file parameter contains the complete path name of the file that contains the additional text for the user exit to process. The file is stored in the directory that is specified by the ARS\_TMP parameter in the ARS.CFG file (see "ARS\_TMP parameter" on page 80). An example of the contents of this parameter as it is passed to the user exit might be: /QIBM/USERDATA/ONDEMAND/QUSROND/TMP/ARS.155.0000000000000013.SYSLOG.

If you create your own ARSLOG program, remember that the ARSLOG program and any programs that it might call run as user QRDARS400. QRDARS400 must have authority to any objects that your ARSLOG program uses.

OnDemand programs are coded in the C language. However, the ARSLOG program can be written in any language. It is your responsibility to develop the ARSLOG program. You must validate the quality and performance of the ARSLOG program and any other programs that it calls.

A sample ARSLOG CL program can be found in source file QSAMPLES2 in libraries QRDARS and QUSR RDARS. Any program source code that you modify should not be placed in QRDARS because that library is replaced during software upgrades. However, QUSR RDARS library is not replaced and can be used for your modified source.

| Once you have created your program, you should compile the program and place  
| it in your own library (not QRDARS). Then, you must change the symbolic link at  
| /QIBM/PRODDATA/ONDEMAND/BIN/ARSLOG to point to your program. For  
| example, if you called your program MYARSLOG and placed it in library  
| QUSR RDARS, you would first delete the current symbolic link using this



| command: RMVLNK OBJLNK('/QIBM/PRODDATA/ONDEMAND/BIN/  
| ARSLOG'). Then, you would add the link to your program using this command:  
| ADDLNK OBJ('/QSYS.LIB/QUSRRDARS.LIB/MYARSLOG.PGM')  
| NEWLNK('/QIBM/PRODDATA/ONDEMAND/BIN/ARSLOG')

The online Help for the administrative client provides information about enabling OnDemand to generate messages and send them to the ARSLOG program. The online Help also provides information about how to select which application group messages that OnDemand generates and sends to the ARSLOG program.



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