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News

About this newsletter

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

Previous editions of this newsletter can be found in [support item 7024130](#). They are also available on the OnDemand User Group web site under the heading '[Presentations, Newsletters, and such](#)'.

Correspondence related to this newsletter should be directed to odnews@us.ibm.com.

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

Fix pack 9.5.0.6 available

Multiplatforms

The fix pack 9.5.0.6 installation files are available from [IBM Fix Central](#). This includes the OnDemand Administrator and OnDemand Windows Client.

z/OS

To upgrade your system, choose the applicable PTF from the list in [support item 1260192](#).

IBM i

Order the PTF Group or see the Informational APAR for the PTF numbers for your release. You should also review the corresponding Read This First document before installing the PTFs.

Release	PTF Group	Info APAR	Read This First
V7.3	SF99252	II14799	7046944
V7.2	SF99251	II14723	7041959
V7.1	SF99250	II14497	7018085

World of Watson 2016

In a world awash with data, simply being a digital business isn't enough. To meet market expectations, leading companies are infusing digital intelligence into the equation. We call this cognitive business.

Unleash your company's cognitive potential at IBM World of Watson 2016, where we'll equip you with the capacity to extract knowledge from data, enhance personal expertise, and outthink the needs of the market at amazing speeds. Become a cognitive business, and see how data, analytics, and Watson can change your world.

World of Watson is coming to the Mandalay Bay, Las Vegas, NV from October 23 through October 27.

Note that IBM Insight is the cornerstone of the new IBM World of Watson Conference.

Registration now open on the [conference website](#).

ODUG Technical Conference

The OnDemand User Group (ODUG) Technical Conference will be held Sunday October 23rd, 2016, Noon-5pm, in conjunction with the World of Watson Conference at the Mandalay Bay Conference Center in Las Vegas, Nevada.

More information will be posted in the [ODUG forums](#) as it becomes available. (Registration required, new registrations are approved within 24 hours.)

Content Manager OnDemand workshops

The IBM Content Manager OnDemand workshops are a series of complementary events held in cities around the world. The workshops feature both informative and how-to sessions with demonstrations of the latest features that IBM Content Manager OnDemand V9.5 has to offer from IBM product experts. More details and registration are available on the [workshop web site](#).

The dates and locations of the workshops are:

- Palisades, NY – November 8 & 9
- Toronto, Canada – November 15 & 16
- Australia – January, 2017

Content Manager OnDemand for V9.0 end of support

Effective on September 30, 2017, IBM will withdraw support for Content Manager OnDemand for Multiplatforms V9.0.x, 5724-J33. See IBM US announcement letter [916-117](#).

Effective on September 30, 2017, IBM will withdraw support for Content Manager OnDemand for z/OS V9.0.x, 5697-CMD. See IBM US announcement letter [916-167](#).

Content Manager OnDemand for z/OS subscription and support withdrawn

Effective on September 30, 2017, IBM will withdraw Content Manager OnDemand for z/OS Service and Support, 5697-H80, for features AFP Transforms and PDF Indexer only. See IBM US announcement letter [916-167](#).

Content Manager for iSeries (VisualInfo) end of support

Effective on September 30, 2018, IBM will withdraw support for Content Manager for iSeries, 5722-VI1 (formerly known as VisualInfo/400). See IBM US announcement letter [916-117](#).

Report Management and Distribution System end of support

Effective on April 30, 2017, IBM will withdraw support for Report Management and Distribution System V2.0.3, 5648-048 and Report Management and Distribution System V1.0.4, 5665-310. See IBM US announcement letter [916-167](#).

Security-Enhanced Linux

Content Manager OnDemand V9.5 now supports Security-Enhanced Linux on Red Hat Enterprise Linux.

"Security-Enhanced Linux (SELinux) is a Linux kernel security module that provides a mechanism for supporting access control security policies, including United States Department of Defense-style mandatory access controls (MAC)."

IBM Content Manager OnDemand education updates

Instructor-led

OnDemand UniversitySM instructor-led online training courses from enChoice provide all the benefits of live instruction without the hassle of travel time and costs. Students can learn virtually from wherever an internet connection is available. enChoice is are pleased to offer the instructor-led online classes for the following weeks in 2016, and with new dates for early 2017:

- October 3-7, 2016
- December 5-9, 2016
- January 30-February 3, 2017
- March 6-10, 2017

Self-paced

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

Two self-paced course are available:

IBM Content Manager OnDemand Administration

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

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

IBM Content Manager OnDemand Advanced System Administration

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

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

To register for any of these classes, visit the [enChoice Education page](#), the [IBM Education website](#), or contact your Avnet, or LearnQuest training coordinator.

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

Tips – Cross Platform

Designing an effective Content Manager OnDemand solution

Your company has made the decision to purchase the IBM Content Manager OnDemand solution. They put you in charge. You’ve gone to OnDemand University, you’ve attended the workshops, you’ve spent a great deal of time out on the Content Manager OnDemand support site.

When your supervisor asks you if you are prepared to design a Content Manager OnDemand solution that performs well and is user friendly, how will you answer?

The document linked below is intended to help you answer that question positively and confidently. Although we won’t discuss every possibility available for correctly designing a Content Manager OnDemand solution, we will provide you with an idea of what you should think about while creating your solution.

See [support item 7001641](#) for more information.

Always transfer PDF files as binary

Have you ever seen the following message from Adobe Reader or Acrobat?

"File is damaged but being repaired."

Or has Reader or Acrobat asked you

"Do you want to save changes to <file> before closing?"

when you have made no changes to the file?

Or have you seen the following message from the PDF indexer:

"Exception raised: 1073938461, This file is damaged."

All of these are most likely caused by transferring the file as text instead of binary. PDF files should always be transferred as binary. If the file is created on Windows and then transferred as text from the Windows system to an AIX system, the CRLF x'0D0A' will be changed to x'0A', or vice versa. This damages the file because PDF files contain an internal table which contains offsets to all the objects in the file. Changing the CRLF from one format to another causes the offsets to be incorrect. Sometimes Reader or Acrobat can determine the correct offsets and repair the file and sometimes it cannot.

If you are seeing any of these messages, review the processes that you are using to transfer your PDF files.

Using ARSDOC with the System Log

Question

Why is ARSDOC not returning the expected results when querying the System Log using a time stamp?

Answer

If the Time Stamp field in the System Log folder is defined using a Date/Time (TZ) data type, the values are stored in the database in Coordinated Universal Time (abbreviated UTC).

The SQL string that is provided to ARSDOC is not validated, parsed, or converted so it is up to the user to provide a valid SQL string with the correct database values. This means the user must provide the timestamp values in the SQL string in UTC.

To illustrate this, in Example 1, an ARSDOC QUERY is performed to find messages in the System Log that are in the date/time range of 2016-08-03 00:00:00.000000 and 2016-08-03 22:00:00.000000 for userids that start with "DEB". The query is performed on a server that is located in California which is in the Pacific Daylight Time (PDT) zone. As you can see from the results shown in Example 1, the message that is found has a timestamp of 08/03/16 14:50:56. Timestamps in the output from ARSDOC are always shown in the time zone of the server where ARSDOC is being executed. In this case it is Pacific Daylight Time (PDT).

If the date/time range is changed to 2016-08-03 14:00:00.000000 and 2016-08-03 15:00:00.000000 (shown in Example 2), no hits are found that match the search criteria. The reason is the actual date/time in the database is not between 2016-08-03 14:00:00.000000 and 2016-08-03 15:00:00.000000. Since the date/time in the SQL string must be specified in UTC and not PDT, the date/time range must be adjusted based on the

difference between PDT and UTC. In this example, you must add 7 hours to get the time in UTC.

In Example 3, the date/time range is changed to 2016-08-03 21:00:00.000000 and 2016-08-03 22:00:00.000000. This time the message is found in the System Log.

You may have noticed the format of the timestamp in the results in Example 1 and Example 3 is "mm/dd/yy HH:MM:SS". This format doesn't include the fractional seconds. ARSDOC QUERY uses the date format found on the Load Information tab for the timestamp field. In the case of the System Log, the name of the application is "System Log - No Document". If a date format isn't specified, the default format of "mm/dd/yy HH:MM:SS" is used. If you want the timestamp to include the fractional seconds, specify a format of "%Y-%m-%d %H:%M:%S.%F" in the application.

Example 1:

```
2016-08-09 15:05:07.448006: ARS6108I Starting arsdoc.
Version: 9.5.0.6
2016-08-09 15:05:07.449058: ARS6165I
/opt/IBM/ondemand/V9.5/bin/arsdoc query -h odserver -u
oduser -f System Log -v -i where ODDAT_time_stamp BETWEEN
'2016-08-03 21:00:00.000000' AND '2016-08-03
22:00:00.000000' AND userid like 'DEB%'
2016-08-09 15:05:07.450275: ARS6822I Attempting login for
userid 'oduser' on server 'odserver' ...
2016-08-09 15:05:07.458528: ARS6080I Login successful
2016-08-09 15:05:07.462267: ARS6062I Searching for folder
'System Log' ...
2016-08-09 15:05:07.469757: ARS6084I Search successful
2016-08-09 15:05:07.469872: ARS6063I Searching for documents
in 'System Log' ...
2016-08-09 15:05:07.469942: ARS6117I Querying database with
SQL string 'where OD DAT_time_stamp BETWEEN '2016-08-03
21:00:00.000000' AND '2016-08-03 22:00:00.000000' AND
userid like 'DEB%'
2016-08-09 15:05:07.488130: ARS6084I Search successful
08/03/16 14:50:56,DEB,4,30,Login: odserver.company.com
9.99.100.250 non-SSL (Windows) (ADMIN GUI)
(9.5.0.6),N,32266,08/03/16
14:50:52,DEB,4,32,Logoff,N,32211,
2016-08-09 15:05:07.489142: ARS6026I arsdoc completed.
```

Example 2:

```
2016-08-09 15:05:34.697959: ARS6108I Starting arsdoc.
Version: 9.5.0.6
2016-08-09 15:05:34.698918: ARS6165I
/opt/IBM/ondemand/V9.5/bin/arsdoc query -h odserver -u
oduser -f System Log -v -i where ODDAT_time_stamp BETWEEN
```

```
'2016-08-03 14:00:00.000000' AND '2016-08-03 15:00:00.000000'
AND userid like 'DEB%'
2016-08-09 15:05:34.699985: ARS6822I Attempting login for
userid 'oduser' on server odserver' ...
2016-08-09 15:05:34.710956: ARS6080I Login successful
2016-08-09 15:05:34.711108: ARS6062I Searching for folder
'System Log' ...
2016-08-09 15:05:34.717576: ARS6084I Search successful
2016-08-09 15:05:34.717687: ARS6063I Searching for documents
in 'System Log' ...
2016-08-09 15:05:34.717756: ARS6117I Querying database with
SQL string 'where ODDAT_time_stamp BETWEEN '2016-08-03
14:00:00.000000' AND '2016-08-03 15:00:00.000000' AND
userid like 'DEB%'
2016-08-09 15:05:34.749735: ARS6085E Search unsuccessful
2016-08-09 15:05:34.749978: ARS6034W No hits were found that
matched search criteria.
2016-08-09 15:05:34.750687: ARS6026I arsdoc completed.
```

Example 3:

```
2016-08-09 15:05:44.697959: ARS6108I Starting arsdoc.
Version: 9.5.0.6
2016-08-09 15:05:44.698918: ARS6165I
/opt/IBM/ondemand/V9.5/bin/arsdoc query -h odserver -u
oduser -f System Log -v -i where ODDAT_time_stamp BETWEEN
'2016-08-03 21:00:00.000000' AND '2016-08-03
22:00:00.000000' AND userid like 'DEB%'
2016-08-09 15:05:34.699985: ARS6822I Attempting login for
userid 'oduser' on server odserver' ...
2016-08-09 15:05:34.710956: ARS6080I Login successful
2016-08-09 15:05:44.711108: ARS6062I Searching for folder
'System Log' ...
2016-08-09 15:05:44.717576: ARS6084I Search successful
2016-08-09 15:05:44.717687: ARS6063I Searching for documents
in 'System Log' ...
2016-08-09 15:05:44.717756: ARS6117I Querying database with
SQL string 'where ODDAT_time_stamp BETWEEN '2016-08-03
21:00:00.000000' AND '2016-08-03 22:00:00.000000' AND
userid like 'DEB%'
2016-08-09 15:05:44.728130: ARS6084I Search successful
08/03/16 14:50:56,DEB,4,30,Login: odserver.company.com
9.99.100.250 non-SSL (Windows) (ADMIN GUI)
(9.5.0.6),N,32266,08/03/16
14:50:52,DEB,4,32,Logoff,N,32211,
2016-08-09 15:05:44.750687: ARS6026I arsdoc completed.
```

Tips – Multiplatforms & z/OS

Using page level TLEs to navigate through a line data large object document

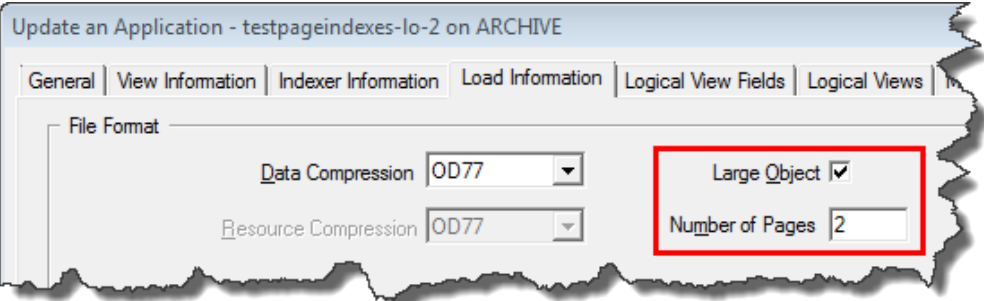
AFP documents can contain page level Tagged Logical Elements (TLEs), which can be used to navigate through the file. You can also use page level TLEs to navigate through line data documents, if the document is defined as large object.

Here is the sample input file for our example:

```
1NAME X
ACCOUNT 101
ACCOUNT 102
1
ACCOUNT 103
ACCOUNT 104
1
ACCOUNT 105
ACCOUNT 106
1
ACCOUNT 107
ACCOUNT 108
```

Note that the file contains ANSI carriage controls; the document contains four pages. We will define the large object segment size to be two pages.

Step 1: Create the Content Manager OnDemand definitions and specify large object:



Step 2: Use ACIF to create page level TLEs during the loading process

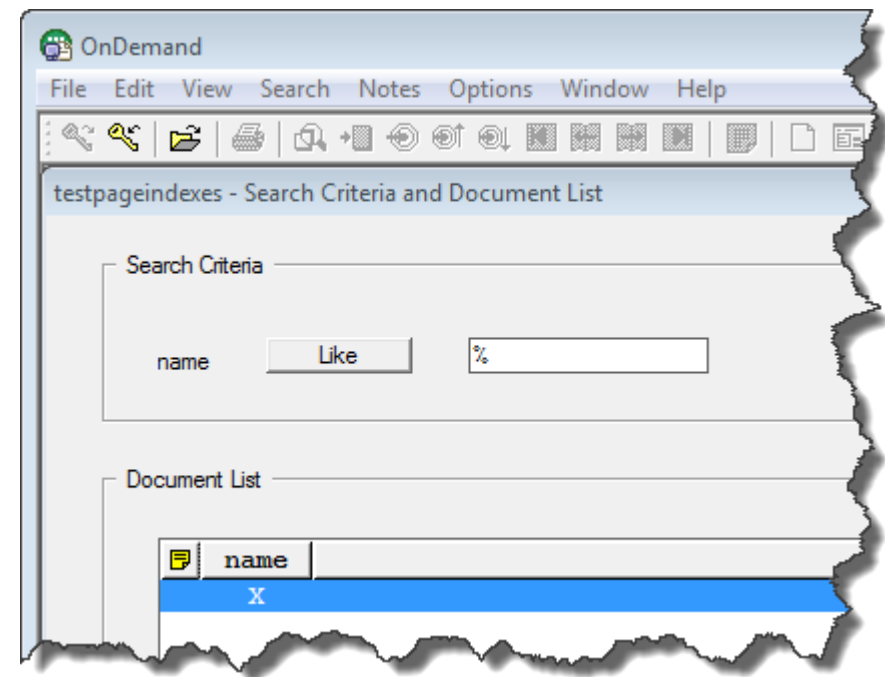
Page level TLEs are created by using a floating trigger. Since indexes based on floating triggers are not group indexes, the index is not defined in the application group.

Here is the System Log message which shows the ACIF parameters:

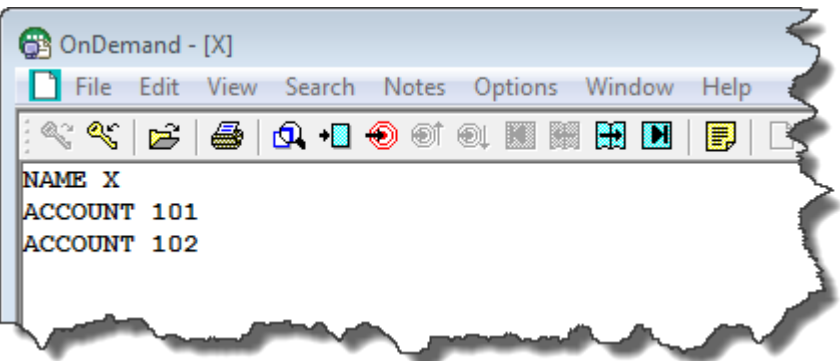
```
ARS4342I Storage Node >Cache Only - Library Server<
ARS4302I Indexing started, 120 bytes to process
```

```
APK415I cc=yes
APK415I cctype=z
APK415I convert=no
APK415I FILEFORMAT=STREAM,(NEWLINE=X'0A')
APK415I cpgid=819
APK415I INDEXOBJ=ALL
APK415I trigger1=*,2,'NAME'
APK415I trigger2=*,2,'ACCOUNT',(TYPE=FLOAT)
APK415I field1=0,7,1
APK415I field2=0,10,3,(trigger=2)
APK415I index1='name',field1,(type=group,break=yes)
APK415I index2='account',field2,(type=page,break=no)
APK415I INPUTDD=C:\temp\testdata
APK415I OUTPUTDD=NUL
APK415I INDEXDD=C:\temp\testdata.ind
APK415I RESOBJDD=NUL
APK440I ACIF AT PI55034 HAS COMPLETED NORMALLY WITH RETURN
CODE 0.
ARS4308I Indexing completed
ARS4312I Loading started, 120 bytes to process
ARS1144I OnDemand Load Id = >5044-1-0-1FAA-0-0-5045<
ARS1146I Loaded 1 rows into the database
ARS1175I Document compression type used - OD77. Bytes
Stored = >192< Rows = >1<
ARS4310I Loading completed
ARS4317I Processing successful for file >testdata<
```

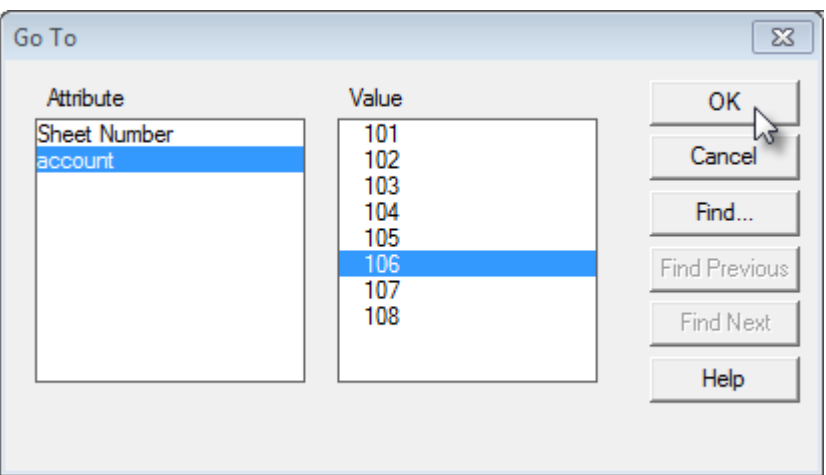
Step 3: View the document with the OnDemand client



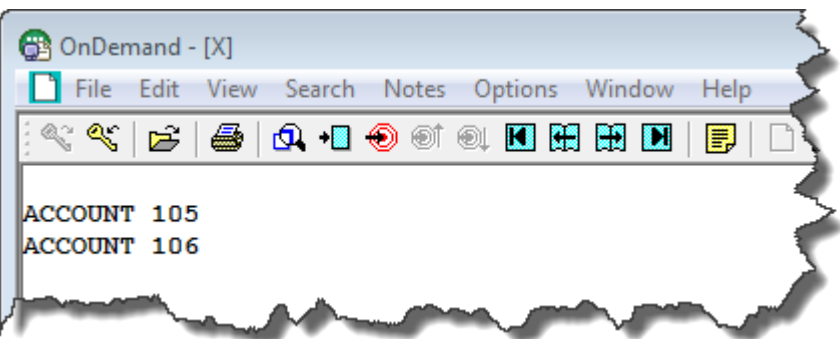
Here is the first page of the document:



Click on the Search > Go To... menu option (or press F4) to display the page level TLEs.



You can select an account number and navigate directly to that page, even if the page is in another large object segment.



Tips – z/OS

Quick Hits

Is COBOL V5 really required for Content Manager OnDemand V9.5?

No, COBOL V5 is not required for Content Manager OnDemand V9.5. If you are going to continue to use COBOL V4, then you should save your SARSINST dataset before upgrading to V9.5, because all of the sample JCL has been updated to use COBOL V5 parameters in V9.5. See [support item 1883472](#) for more details.

DB2 Tip of the Day

If you haven't already, consider moving to Universal Table Spaces (UTS). See the [DB2 Knowledge Center](#) for more information.

The essential information from the Knowledge Center is:

You can alter existing table spaces to universal table spaces by using the ALTER TABLESPACE statement. If your database contains any simple table spaces, you should alter them to universal table spaces as soon as possible.

Is there a way to tell whether data is on tape or on DASD?

There is no displayable method in Content Manager OnDemand for z/OS to determine whether data is on tape or DASD.

Content Manager OnDemand for z/OS communicates with OAM via the OSREQ macro. What happens within OAM is not communicated to Content Manager OnDemand for z/OS.

Now, having said that, OAM does return a small piece of information to Content Manager OnDemand for z/OS for use by the ARS_NUM_SLOW_RETRIEVE parameter. See [support item 7020591](#) for more information.

The bottom line is that Content Manager OnDemand for z/OS interrogates the QELQERRT field from OAM. The default threshold is the determining factor for whether OAM believes the data is on tape or DASD.

Unfortunately, that information cannot be queried from any user interface in Content Manager OnDemand for z/OS.

Tips – IBM i

New program to delete an instance

A new program to delete an instance is now available on all releases. The program performs all of the steps that were previously required to be done individually, and documented in the “Deleting an instance” topic in the Content Manager OnDemand for i Common Server Administration Guide.

The syntax of the program call is:

```
CALL PGM(QRDARS/QRLCDLTINS) PARM(<instance_name>)
```

Message OND0159 will be issued and requires a reply of G (Go) before the instance is deleted. If you reply with C (Cancel), the instance is not deleted. At V7.1 and V7.2, the new messages are in uppercase English only.

The PTFs required are:

Release	PTF
V7.3	SI61046
V7.2	SI61045
V7.1	SI61044

Note that if any Network File System (NFS) directories are used by the instance, those directories must be manually deleted. Also, if there are any ODWEK configurations that reference the deleted instance, those configurations must be manually updated.

New sample programs for universal monitor exits

Two new Command Language (CL) sample programs are provided in the QSAMPLES2 source file in the QRDARS library to help you write universal output queue and directory monitor user exit programs. See comments in the sample programs for more details. See the Content Manager OnDemand for i Common Server Administration Guide, available in the [V7.3 Knowledge Center](#), for more information on the new universal monitor exits.

UNIDIREXIT - Sample universal directory monitor exit program

UNIOUTQEXT – Sample universal output queue monitor exit program

The PTFs required are:

Release	PTF
V7.3	GA cumulative PTF package
V7.2	SI61053
V7.1	SI61052

Virtual optical library support

The Image Catalog Media Library for Archive (virtual optical library) is an alternative to physical optical libraries that attach to IBM i servers for use as an archive storage repository.

Because this offering is based on virtual optical media stored in IFS directories:

- It has no dependencies on optical library hardware or host system adapters that can no longer be purchased.
- It is compatible with the latest POWER systems hardware and IBM i operating system versions.
- It maintains current application interfaces, so it offers a migration path from existing optical library media and preserves optical library enabled application investments.

Image Catalog support was extended in IBM i V7.1 to support loading a catalog to a virtual optical device in library mode. This enhancement of Image Catalog function enables the virtual optical device to function as a virtual optical library, and all volumes in the library-mode catalog are visible and accessible with no application changes. New virtual optical media types WORM and ERASE are also supported to emulate the characteristics of corresponding physical optical library media and facilitate compliance with data retention requirements.

Virtual optical libraries are suitable both for the migration of existing optical library media, and for the creation of new virtual optical volumes to support ongoing archive production usage.

The Image Catalog Media Library for Archive is available through an IBM Lab Services Offering at V7.1, V7.2, and V7.3. To inquire about pricing and availability of the Image Catalog Media Library for Archive Lab Services Offering, contact Mark Even, even@us.ibm.com.

[Documentation is available online.](#)

Note: When using the IBM Navigator for i interface to add virtual optical volumes to Content Manager OnDemand for i, use the optical media families VWRM (for virtual WORM) and VRWT (for virtual erasable).

Creating sample data for a complete spooled file

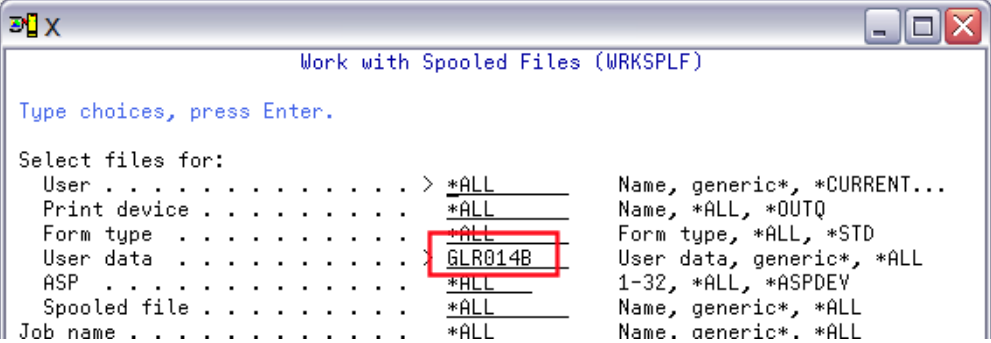
Problem

You are using the graphical indexer to define application indexer parameters. The layout of the data varies between documents and you are concerned about creating indexer parameters that will successfully capture all the indexes. Also, the spooled file contains several hundred pages and the OnDemand Administrative Client allows you to download only 150 pages at a time.

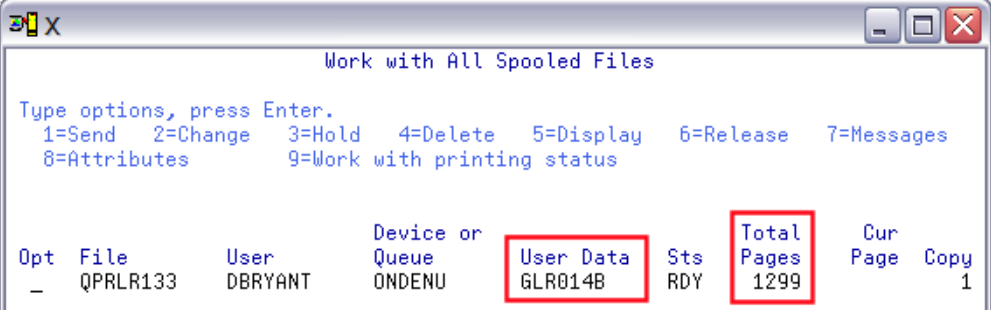
Solution

You can create sample data for the graphical indexer by using the Print Text (PRTTXTOND) command on the IBM i system.

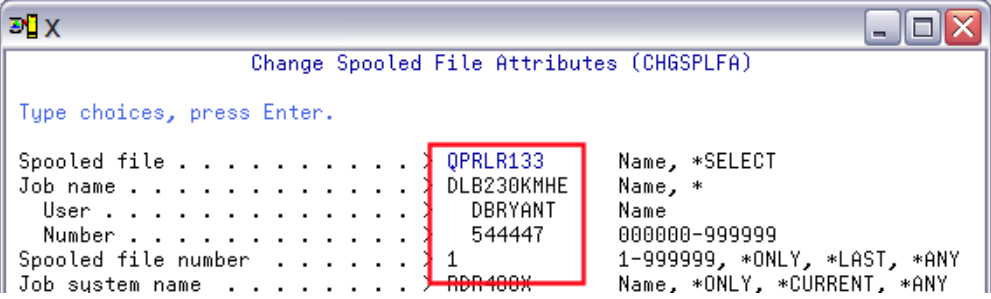
First, locate the spooled file. In our example, we use the Work with Spooled Files (WRKSPLF) command to find the spooled file we want to use for our sample data. The following figure shows an example of using the WRKSPLF command to find a spooled file based on the user data.



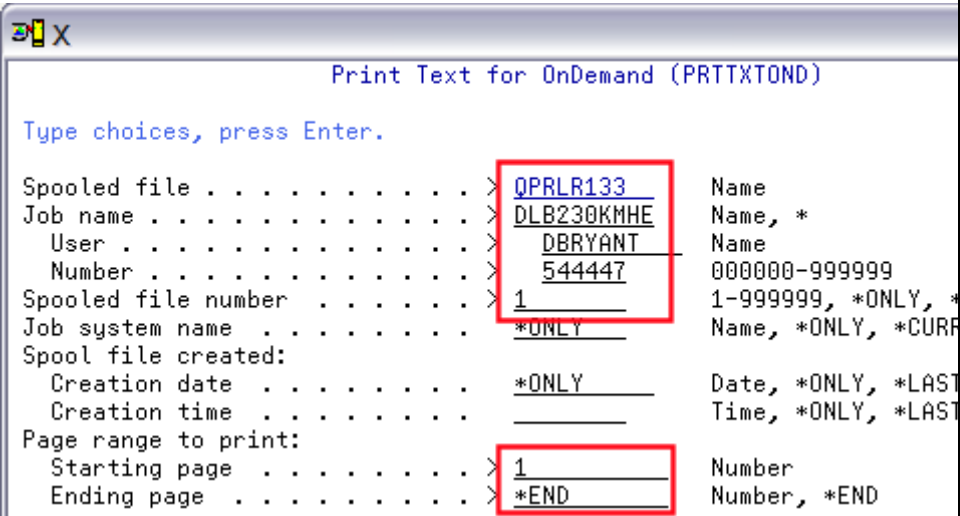
The Work with All Spooled Files dialog, shown in the following figure, will display all the spooled files that match the selection criteria specified on WRKSPLF.



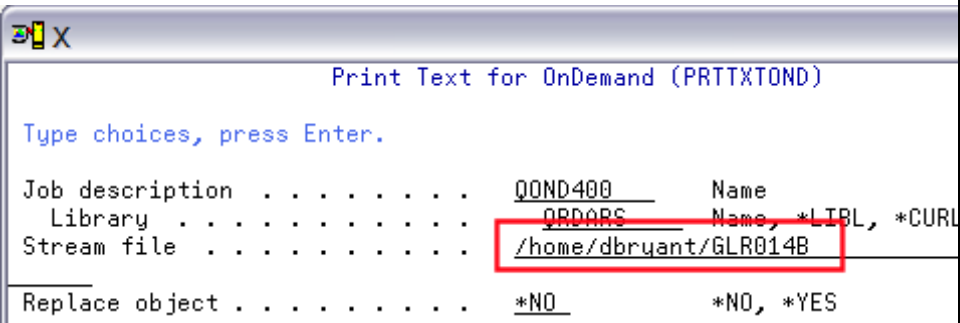
Use option 2 (Change) or option 8 (Attributes) to capture the spooled file name, job name, job user, job number, and spooled file number as shown in the following figure.



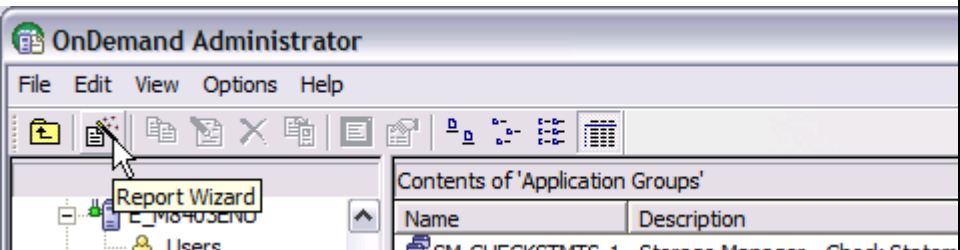
Return to a command line and prompt the PRTTXTOND command. Enter the spooled file attributes collected previously. Specify *END for the ending page parameter as shown in the following figure.



Press F10 to see additional parameters. As shown below, enter the path and file name where you want the PRTTXTOND output stored.

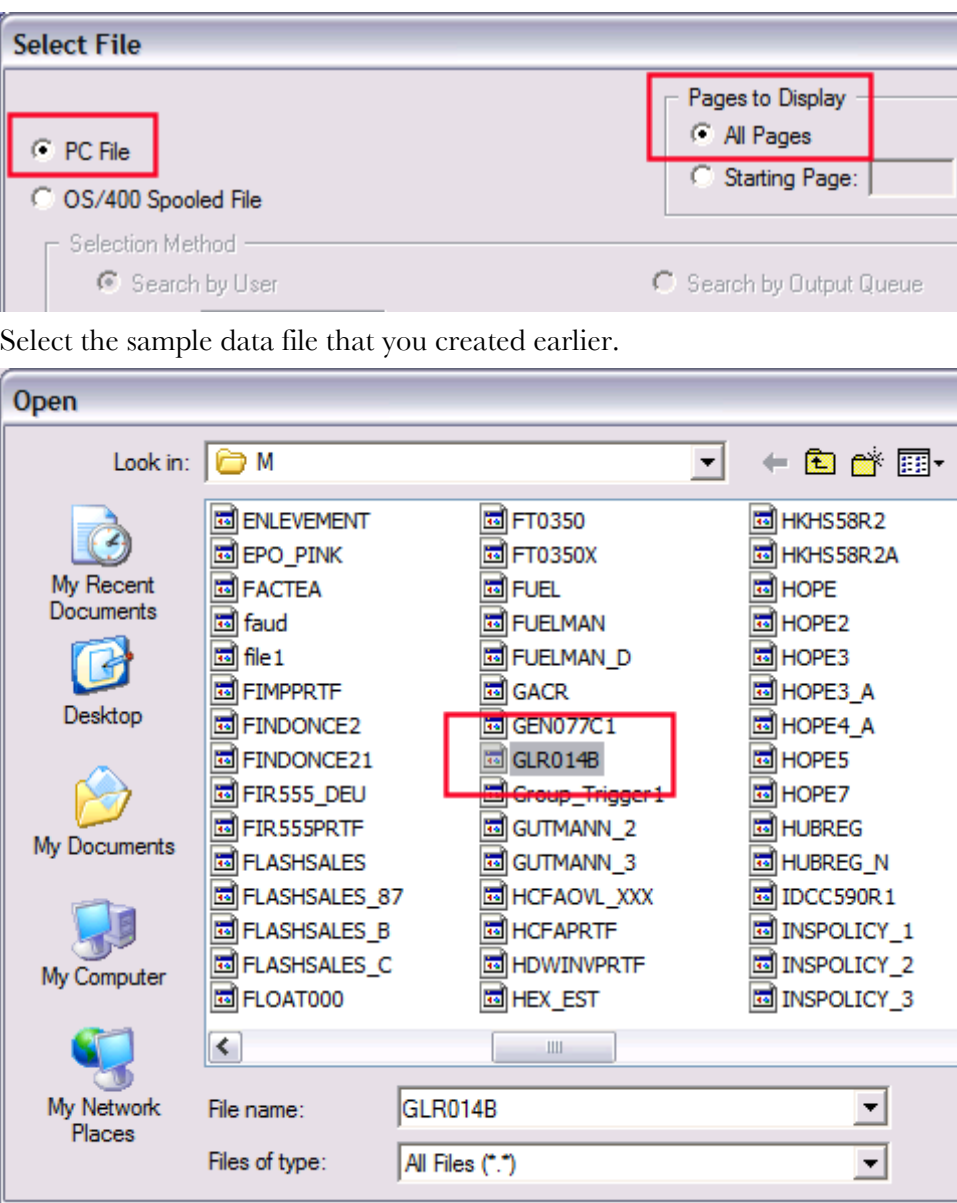


After the PRTTXTOND command completes, map a drive from your workstation to the IBM i system. Drag and drop the sample data from the System i to the directory on your workstation where you store your Content Manager OnDemand sample data. You can also use FTP to transfer the file, in binary, from the IBM i system to your workstation. Once the file is on your workstation, open the OnDemand Administrator client, logon to the server, and start the Report Wizard by clicking on the Report Wizard icon.

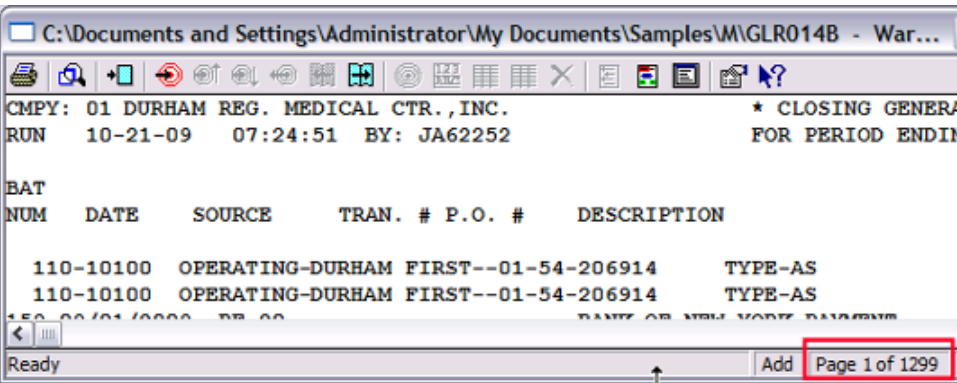


When the Report Wizard starts, select the data type (SCS, AFP, etc.), then click on the Select Sample Data button.

The following figure shows the Select File dialog. Click PC File and Pages to Display – All Pages. Then click OK.



The following figure shows that the entire spooled file is available to you in the graphical indexer.



Markup the triggers, fields, and indexes as you normally would. The entire spooled file is available to help you verify the accuracy of your indexer parameters.

Additional Information

Knowledge Centers

- Content Manager OnDemand for Multiplatforms [Knowledge Centers](#)
- Content Manager OnDemand for z/OS [Knowledge Centers](#)
- Content Manager OnDemand for i [Knowledge Centers](#)

Publication Libraries - PDF versions of the documentation

Multiplatform	Version 9.0	Version 9.5	
z/OS	Version 9.0	Version 9.5	
IBM i	Version 7.1	Version 7.2	Version 7.3 - Use the Knowledge Center

Product System Requirements

Multiplatform	Version 9.0	Version 9.5	
z/OS	Version 9.0	Version 9.5	
IBM i	Version 7.1	Version 7.2	Version 7.3

More Enterprise Content Management web sites

- Content Manager OnDemand [Product Overview](#)
- [Compatibility Matrix](#) for the CMOD clients and servers
- Content Navigator [Product Overview](#)
- IBM Software [Support Lifecycle](#) Policies (search for Content Manager OnDemand)

Social Media

Follow [@IBM_ECM](#) on twitter for almost real-time news & updates on Content Manager OnDemand. For more information and links to all social media sites, see [support item 1673183](#).

OnDemand User Group

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

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