IBM Content Manager OnDemand Newsletter

In This Issue

News

About this newsletter

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

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

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

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

Server version 10.5.0.1 available

Multiplatforms

The V10.5.0.1 fix pack installation files are available from IBM Fix Central. This includes the OnDemand Administrator and OnDemand end-user clients.

z/OS

To upgrade your system, choose the applicable PTF from the list in support item 1260192.

IBM i

See the PTF List for a list of the PTF numbers for your release. You should also review the corresponding Read This First document before installing the PTFs. We recommend that you order the Content Manager OnDemand for i PTF group when upgrading your system to V10.5.0.1.

Release	PTF Group	PTF Lists	Read This First
V7.4	SF99652	0731827	885943
V7.3	SF99252	0737891	7046944
V7.2	SF99251	0737893	7041959

Server version 10.1.0.7 available

Multiplatforms

The V10.1.0.7 fix pack installation files are available from IBM Fix Central. You can use either the 10.1.0.5 or 10.5.0.1 version of the OnDemand Administrator and OnDemand end-user clients with the 10.1.0.7 server version.

z/OS

To upgrade your system, choose the applicable PTF from the list in support item 1260192.

PDF Indexer now included in Content Manager OnDemand for MP V10.5 and Content Manager OnDemand for i V7.4

PDF Indexer feature is now included with Content Manager OnDemand.

Content Manager OnDemand for Multiplatforms includes entitlement to Content Manager OnDemand for Multiplatforms PDF Indexer, a feature that previously was available only for an additional fee.

Content Manager OnDemand for i includes entitlement to Content Manager OnDemand for i PDF Indexer, a feature that previously was available only for an additional fee.

Customers must be running the latest Content Manager OnDemand version and agree to current license information documentation to take advantage of these features.

For additional information about these offerings, see the software announcement 220-345.

IBM Content Manager OnDemand education - updated for V10.5

Take advantage of the holiday promos and get educated on several of the newer features in Content Manager OnDemand V10.5. Make sure your Content Manager OnDemand team members have a strong understanding of the fundamentals of the system, how to administer it, and its purpose. All IBM Content Manager OnDemand education is available for remote learning.

Instructor-led

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

The following public instructor-led online classes are scheduled for the following weeks in 2021:

- March 1-5, 2021
- May 10-14, 2021

If these weeks don't work for you or your team, no worries! Ask about our custom classes and select the timing, and topics you would like for your class.

Self-paced

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

Two self-paced courses are available:

IBM Content Manager OnDemand Administration

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

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

News (continued)

IBM Content Manager OnDemand Advanced System Administration

This self-paced course builds on the foundational course by providing system administration concepts for the Content Manager OnDemand solution. It provides students with a thorough understanding of Content Manager OnDemand architecture and system object concepts as well as storage administration, document storage and indexing components such as the PDF indexer, the 390 indexer, and the XML indexer. The course also covers database configurations, command utilities, server APIs and the Web Enablement Kit (ODWEK).

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

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

Tips – Cross Platform – V10.5.0.1

ARSDOC GET command enhanced

At Content Manager OnDemand server version 10.5.0.1, the ARSDOC GET command now extracts PDF resources for use with the generic index file format.

1) Previously there was no method in which to use ARSDOC GET and generate a generic index file where PDF with resources could be extracted. Content Manager OnDemand always recombined the data, therefore if you reloaded the data it would result in no resource group and many times the storage. ARSDOC GET now supports extracting the PDF with resources so that the document and resources can be reloaded correctly. If you are not creating a generic index file, then ARSDOC GET will provide the PDF document with the resource already recombined.
2) Because zLinux does not support the PDF indexer or the PDF recombination process, the client and server have been enhanced such that if ARSDOC GET is running against a server on which it cannot recombine the data, Content Manager OnDemand will perform the recombination on the client side (assuming the client side can as well). Previously, it could only be done on the server side. Note that both client and server must be at a minimum server version of 10.5.0.1; otherwise the recombination is always performed on the server side.
   a. zLinux server – All calling clients will do the recombine on the client side (unless the client is on zLinux as well, in which case it will fail).
   b. z/OS server – If the client is running on Windows, AIX, Linux/Intel, or IBM I, then the recombination will be performed on the client. If client code is on z/OS or zLinux, then the z/OS server side will perform the recombination.

OnDemand client 64-bit OLE support

The Content Manager OnDemand 64-bit Windows end-user client includes OLE support at version 10.5.0.1.

See the OLE Control topic in the Windows Client Customization Guide in the Content Manager OnDemand Knowledge Center for more information.

Tips – Multiplatform

Amazon EC2 support

At Content Manager OnDemand server version 10.5.0.1 and 10.1.0.7 there is a new parameter supported in the Amazon S3 configuration file:

ARS_S3_SERVICE

Specifies the service that Content Manager OnDemand uses to authenticate access to Amazon S3. This entry can be set to S3 or EC2. If it is set to EC2, Content Manager OnDemand must be running on an Amazon EC2 instance and the AWS role assigned to the EC2 instance must have complete access to the Amazon S3 buckets that are being used to store the Content Manager OnDemand data. The default value is S3. This entry is optional.

More detail on configuring Amazon S3 can found in the Knowledge Center.

New ICOS configuration parameter

There is a new parameter supported in the IBM Cloud Object Storage (ICOS) configuration file:

ARS_ICOS_FORCE_COMPLIANCE

Indicates whether or not to force Content Manager OnDemand to assume that the ICOS server is compliant instead of checking for compliance. If you wish to use an older ICOS system which does not support the compliance features such as object hold, Content Manager OnDemand will fail to store or to delete data unless this entry is set to a value of 0. The possible values are:

0 - Force compliance is not enabled. Content Manager OnDemand checks for compliance before attempting to store or delete data.

1 - Force compliance is enabled. Content Manager OnDemand considers the ICOS server to be compliant without checking for compliance and places a legal hold on all objects it stores to protect against deletion before the data has expired.

The default value is 1. This entry is optional.

Tips – Cross Platform

Adding an index to an existing application group

Question:

When we add a new index to an existing application group, it creates a column in the table that is currently in use, but the column does not show as an index in Db2. And when we load to it, it automatically creates a new application group index table where the new column is an index.

Is this to be expected?

Answer:

Yes. When a column is added to an existing table, the new column gets the same value (WITH DEFAULT) for all rows. An index on the new column in the old tables with all those DEFAULT values is likely not beneficial.

Closing the old table causes new loads to go to the new table and provide values for that new column. In that case, an index on this new column in the new table will likely provide a benefit.

ARSLSYNC user and group control enhanced

Content Manager OnDemand server versions 10.1.0.3 and 10.5.0.0 increased the number of "ignored" userids and groups for ARSLSYNC (LDAP synchronization) from 10 to 100 in these two parameters:

ARS_LDAP_IGN_GROUPS: Specifies the Content Manager OnDemand group IDs that ARSLSYNC ignores when syncing. You can specify up to 100 group IDs, delimited by a comma.

ARS_LDAP_IGN_USERIDS: Specifies the Content Manager OnDemand user IDs that ARSLSYNC ignores when syncing. If the parameter does not exist or you do not specify a value, Content Manager OnDemand defaults to ADMIN. You can specify up to 100 user IDs, delimited by a comma. If you specify a list of user IDs and you want to include ADMIN, you must specify it on the list. Note that on IBM i the default userid is QONDADM instead of ADMIN.

Full Text Indexing Exporter program now multi-threaded

The Full Text Indexing Exporter program named ODFTIExporter is now multi-threaded at server version 10.1.0.6 or higher and 10.5.0.1 or higher. This new capability allows the ODFTIExporter to full-text index multiple loads at a time. Previously, the exporter was single threaded and processed these loads serially.

Tips – z/OS

Using system symbols as indexing parameters

Environment:

JES2 Multi-access Spool (MAS)

Output can be ingested into Content Manager OnDemand from spool on any system in the MAS.

Requirement:

Make the system that created the output part of the indexing parameters.

The hard way:

This information is available in fields reachable via exits.

The easier way:

Exploit using symbols in JES in-stream data.

Have the load job be the last step in the job that creates the output.

The ARSLOAD step parameters:

```
//CMODSTEP EXEC PGM=ARSLOAD,REGION=0M,
//         PARM='/-V //DD:PARM'
.
.
```

The JCL contains this DD:

```
//PARM   DD DISP=SHR,DSN=IBM.ARS.PARMFILE
```

- In IBM.ARS.PARMFILE are these parameters:

```
-h
ARCHIVE
-a
BANK
-g
BANK
-u
blahblah
-p
********
-v
-s
OBJINPT
-j                  <===== These are the key parameters
'//DD:J'            <=====
/dev/null
```

The DD definition for J:

```
//J       DD *,SYMBOLS=EXECSYS
FIELD7='&SYSNAME'
INDEX2=X'E2E8E2D5C1D4C5',FIELD7,(TYPE=GROUP,BREAK=YES)
/*
```

Note the index on SYSNAME, which has been added as an index field in the application group definition.

Then when you run the load job, you will see these messages indicating that the field added via the -j parameter has been recognized by the indexer:

```
ARS5481I FIELD7='MVS222'
ARS5481I
    INDEX2=X'E2E8E2D5C1D4C5',FIELD7,(TYPE=GROUP,BREAK=YES)
```

After loading the data, when you view the application group data table, you will see the new index called SYSNAME appended as the last column:

```
SYSNAME
--------
MVS222
```

As indicated in the MVS JCL Reference, you can use any system symbol.

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

Question

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

Answer

Exit for checking access permissions

Flow: CM OD -> ARSUPERM -> ARSUSECX -> dynamic exit facility -> ARSUSECZ

ARSUSECZ is established with SETPROG ...ARS.SECURITY

Exit for logging on or working with passwords

Flow: CM OD -> ARSUSEC -> ARSUSECX -> dynamic exit facility -> ARSUSECZ

ARSUSECZ is established with SETPROG ...ARS.SECURITY

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

Flow: CM OD -> ARSUUPDT -> ARSUUPDX -> dynamic exit facility -> ARSUUPDZ

ARSUUPDZ is established with SETPROG ...ARS.RSADUPDT

Exit for passticket generation

Flow: CM OD -> dynamic exit facility -> ARSPTGN

ARSPTGN is established with SETPROG ...ARS.PTGN

Exit for table space creation

Flow: CM OD -> ARSUTBL

ARSUTBL is established by ARS_DB_TABLESPACE_USEREXIT in ars.cfg

Exit for document preview

Flow: CM OD -> ARSUPREP

ARSUPREP is established by "Use preview exit" option

See support item 349027 for more details.

Tips – IBM i

Capturing Content Manager OnDemand environment information for use by support

Question

What is the process for capturing environment information that Content Manager OnDemand for i support representatives need to troubleshoot an issue I'm having?

Cause

ARSSUPPORT is a utility that can be used to capture basic information. It provides a great first step at providing support and development with a foundation of information to begin troubleshooting various issues with Content Manager OnDemand for i.

Answer

The support and development teams for Content Manager OnDemand for i need the output of the ARSSUPPORT utility.

Note that starting at server version 9.5.0.7, the ARSSUPPORT utility is automatically run when an instance is started and the output is placed in the directory /QIBM/UserData/OnDemand/instance_name/odsupport.

The five most recent arssupportNoUpgrade.zip files are kept. Also, the ARSSUPPORT utility is run both before and after any Content Manager OnDemand server upgrades. Any arssupportUpgrade.zip files created during a server upgrade are kept until manually deleted.

The automatically-collected arssupport.zip file names will be similar to the following:

```
arssupportNoUpgrade20201118041521.zip  where the date format is
    yyyymmddhhmmss
arssupportNoUpgrade20201119143221.zip
arssupportNoUpgrade20201123041524.zip
arssupportNoUpgrade20201201090104.zip
arssupportNoUpgrade20201207131350.zip
arssupportUpgrade20200317041521Before10010004.zip
arssupportUpgrade20200317041535After10050000Success.zip
arssupportUpgrade20201023145950Before10050000.zip
arssupportUpgrade20201023150005After10050001Success.zip
```

In most cases you should send Content Manager OnDemand support the most recent automatically generated arssupport.zip file.

If directed to manually run the ARSSUPPORT command, run the following command from a qsh command line:

```
java -cp /qibm/proddata/ondemand/support/arssupport.jar
    com/ibm/cm/od/arssupport -I QUSROND -o /home/myuserid
```

where the -I parameter specifies the instance name and the -o parameter specifies the path where the output file will be created. The ARSSUPPORT command creates a file named arssupport.zip, in the directory named odsupport, under the path specified with the -o parameter. Before exiting QSHELL, make sure you receive confirmation back from the command with a message similar to the following:

```
The output file is: /home/myuserid/odsupport/arssupport.zip
```

The arssupport.zip file contains the following files:

File	Description
dspsfwrsc.txt	Output of the Display Software Resources command
dspusrprf.txt	Output of the Display User Profile command for the instance profile
odProcessStatus.txt	List of all active Content Manager OnDemand processes at the time ARSSUPPORT was run. Includes servers, arsxxx, and xxxOND commands for all instances.
odServerFileList.txt	List of files in the path /qibm/proddata/ondemand
prtprfint.txt	Output of Print Profile Internals command for the instance profile
qrlcinsfil.txt	Contents of the QRLCINSFIL data area for the instance
qrlcptflv2.txt	Contents of the QRLCPTFLV2 data area in QRDARS library
qrlmdc1.txt	Contents of the QRLMDC1 data area for the instance

Instance_QUSROND.txt	ars.ini stanza, summary of ars.cfg, ars.cache, and ars.dbfs for the instance
PtfGroups.txt	List of PTF groups and their currency
SystemInfo.txt	Host name, OS version, Content Manager OnDemand version
SystemProperties.txt	Java information
SystemValues.txt	Output of the Work with System Values command
5770RD1_ptf.txt	PTF listing for Content Manager OnDemand for i
5770SS1_ptf.txt	PTF listing for the IBM i operating system
5770999_ptf.txt	PTF listing for the System Licensed Internal Code
ars/ars.ini	Complete ARS.INI file for the system
ars/ARS.CACHE	Complete ARS.CACHE file for the instance
ars/ARS.CFG	Complete ARS.CFG file for the instance
ars/ARS.DBFS	Complete ARS.DBFS file for the instance
odSystemLogEntries.txt	System log entries (optional)

Help for ARSSUPPORT is available by using the -h parameter on the command:

```
java -cp /qibm/proddata/ondemand/support/arssupport.jar
    com/ibm/cm/od/arssupport -h
```

Description of the syntax and parameters on the ARSSUPPORT command can be found in the Knowledge Center for your release. Links to the Knowledge Centers are included in this newsletter under **Additional Information**.

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

Multiplatforms	Version 10.1	Version 10.5	
z/OS	Version 10.1	Version 10.5	
IBM i	Version 7.2	Version 7.3	Version 7.4

Product System Requirements

Multiplatforms	Version 10.1	Version 10.5	
z/OS	Version 10.1	Version 10.5	
IBM i	Version 7.2	Version 7.3	Version 7.4

More Enterprise Content Management web sites

IBM Content Manager OnDemand Product Overview

Compatibility Matrix for the Content Manager OnDemand clients and servers

IBM Content Navigator Product Overview

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

OnDemand User Group

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

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