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'.

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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.

IBM Content Manager OnDemand education

Still working from home? Now is a great time to get educated on several of the newer features of Content Manager OnDemand V10.5. Make sure your Content Manager OnDemand team has a strong understanding of the fundamentals of the system, how to administer it, and its purpose. All IBM Content Manager OnDemand education is available for remote learning.

Instructor-led

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

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

- August 23-27, 2021
- October 18-22, 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

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

How to fix incorrect page rotation of AFP documents

After upgrading from an older version of the OnDemand Windows client, some AFP documents are rotated incorrectly when viewed or printed. The documents displayed correctly in previous versions of the OnDemand client.

The problem occurs when there is a conflict in the AFP data between Page Orientation and Text Layout. For example, in the AFP data, Page Orientation might be set to Landscape and Text Layout might be set to Portrait.

There are two possible solutions to this problem. The first solution involves adding entries to the ftdport2.ini configuration file. The second solution involves changing the Content Manager OnDemand application definition. Both solutions might be required to completely correct the problem.

Adding entries to the ftdport2.ini configuration file

Note: This solution affects only the workstations on which you make the ftdport2.ini file update.

The ftdport2.ini file contains modifiable parameters that can affect how AFP reports display. To configure the OnDemand client to display the AFP document with the correct rotation, add the two entries shown below to the ftdport2.ini file, which is located in the OnDemand Client bin directory. For example, unless you chose a different install path, the file for the V10.5 OnDemand 64-bit client is located in C:\Program Files\IBM\OnDemand Clients\V10.5\bin.

Using a text editor, such as Microsoft Notepad, open the file and find the [Misc] heading. Add these two lines anywhere under the [Misc] heading:

```
CutSheet=TRUE
FixedAutoOrientation=TRUE
```

Restart the OnDemand client for the changes to take effect.

(continued on next page)

Changing the Content Manager OnDemand application definition

Note: This solution affects all users who view or print data that has been stored by using the Content Manager OnDemand application definition that is changed.

If adding the two entries to the ftdport2.ini file as described in the first solution does not fix the problem, change the following field values in the Content Manager OnDemand application definition:

```
Orientation: 0 (zero)
Paper Size: Autosize
```

This tip adapted from [support item 6174423](#).

Using the _ALL value with ARSXML

The "_ALL" value can only be used in an ARSXML export operation. If an object is specified with the name _ALL, all of the objects of that type that are defined on the system are exported.

You might run an export operation for all objects for several reasons:

- Document the Content Manager OnDemand instance
- Duplicate the contents of an existing instance into a new instance, for example for testing or development

The following xml example exports all definitions of an instance, except for OnDemand Distribution Facility (ODF) objects.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<onDemand xmlns:xsi="http://www.w3.org/2001/XMLSchema-
    instance">

  <systemParameters/>
  <user name="_ALL" />
  <group name="_ALL" />
  <printer name="_ALL" />
  <storageSet name="_ALL" />
  <applicationGroup name="_ALL" />
  <application name="_ALL" appGroup="_ALL" />
  <folder name="_ALL" />
  <cabinet name="_ALL" />

</onDemand>
```

Note that to export logical views and permissions you must use the –r lp parameters on the arsxml export command.

Tips – Multiplatform

The server might fail to start after upgrading to fix pack 10.1.0.8 or 10.5.0.2

After upgrading Content Manager OnDemand to fix pack 10.1.0.8 or 10.5.0.2, the Content Manager OnDemand server (arssockd) might fail to start.

The cause of the failure might be related to the setting of the ARS_ORIGINAL_CODEPAGE parameter in the ARS.CFG configuration file. Since the ARS_ORIGINAL_CODEPAGE parameter was introduced to set the code page of the Content Manager OnDemand server to match specific localized databases, it had been assumed that when using a Db2 database, the Db2 CLI application code page would match the database code page when inserting characters into the database. It has been determined that this assumption is false and that there is another layer of code page conversion in the Db2 CLI application itself that is used to communicate with Db2 databases.

It has been determined that when the Db2 CLI application code page is not specifically set with the SQL_ATTR_CLIENT_CODEPAGE parameter of the ODBGetConnectAttr API, the Db2 CLI uses the Locale information of its environment to set its application code page. This works for most installations if the environment is using a localized locale, such as LANG=en_US on AIX or Linux. But, if you have updated or migrated your Content Manager OnDemand database to a different or newer platform that uses a different environment, such as LANG=en_US.UTF-8 (AIX) or LANG=en_US.utf8 (Linux), the Db2 CLI application code page will be set to UTF-8 instead of a code page that is compatible with a localized database, such as 819 or 923. This is also a problem if you have chosen an ARS_ORIGINAL_CODEPAGE that does not actually match your database.

Beginning with Content Manager OnDemand for Multiplatforms fix pack 10.1.0.8 and fix pack 10.5.0.2 with Db2 databases, the SQL_ATTR_CLIENT_CODEPAGE parameter is now being set to match the ARS_ORIGINAL_CODEPAGE parameter for the Db2 CLI environment. However, Content Manager OnDemand supports a larger superset of code pages than the Db2 CLI does.

This means it was possible to set the ARS_ORIGINAL_CODEPAGE parameter to a code page that is not supported by the Db2 CLI. When this happens, the Content Manager OnDemand server will fail to start. The ARS.CFG parameter ARS_DB_SET_APPL_CP=0 was added to allow you to disable the setting of SQL_ATTR_CLIENT_CODEPAGE and continue to allow the Db2 CLI application code page to default to its current environment. This will allow the Content Manager OnDemand server to start using your previous environmental settings.

For related information, see [Db2 supported code pages](#).

This tip is adapted from [support item 6482077](#).

Tips – z/OS

z/OS Quick Hits

Migration to z/OS V2.4

If you haven't migrated to z/OS V2.4 yet, make sure you have the fix for APAR OA59967 installed first. This service can prevent a problem where ARSYSPIN is extremely slow to load jobs into Content Manager OnDemand after an upgrade to z/OS V2.4.

Follow this link for more information on [APAR OA59967](#).

Skipping releases of Content Manager OnDemand?

Customers skipping a release and upgrading from V9.5 directly to V10.5 are reminded to consult both the V10.1 and V10.5 release notes on the OnDemand User Group Forums:

Content Manager OnDemand V10.5 Release Notes:

http://www.odusergroup.org/forums/index.php/topic,2964.0.html

Content Manager OnDemand V10.1 Release Notes

http://www.odusergroup.org/forums/index.php/topic,2252.0.html

ACIF V4.6 End of Service

On z/OS, ACIF is not bundled with Content Manager OnDemand so you might be current on Content Manager OnDemand but back-level on ACIF.

ACIF is a component of IBM Print Services Facility for z/OS.

As a reminder, the end of service date for IBM Print Services Facility for z/OS, V4.6 (and thus ACIF V4.6) is 12/31/2022.

See announcement letter [ENUS220-420](#) for details.

The replacement product is IBM Print Services Facility for z/OS, V4.7.

Using direct loading

On z/OS, a direct load is a more efficient way of loading.

To do a Direct Load, one of the requirements is that the userid must match between the load job and arssockd.

To determine what userid is being used for each:

If you look at a trace for arsload, for example:

```
83888142:4197548366755790848 06/25/2014 16:57:33:946476 INFO
SYS13344.T124629.RA000.ARNLOAD.SRCCMS.H01(ARNLOAD)(2203)
ArcLOADP_startup  _390:Running TCPIP Instance
HOST=ARSAA00A rsn_text_u=Ident failed for
ARSAA00A.3009.ARSSERVR.OD390SA
```

From the last line of the trace:

```
ARSAA00A - instance
3009 - port
ARSSERVR - RACF user
OD390SA - RACF group
```

The RACF user must match the userid used by the server.

To find out the userid that the server is using, issue the GRS command:

```
D GRS,RES=(SYSZARSI,*)
```

If you look at the output of the GRS command, for example:

```
RESPONSE=MVS222
  ISG343I 14.35.44 GRS STATUS 765
  S=SYSTEM  SYSZARSI ARCH950.11449.ARSSV950.ODCMARS
  SYSNAME    JOBNAME      ASID    TCBADDR   EXC/SHR    STATUS
  MVS222    ARSSOC95     003E    008F8588  SHARE       OWN
```

From the highlighted output:

```
ARCH950 - instance
11449 - port
ARSSV950 - RACF user
ODCMARS - RACF group
```

Installing PTFs for PH31060 and PH36829

Customers installing the PTF for PH31060 should also install PH36829 at the same time.

This recommendation affects customers at both server versions 10.1 and 10.5.

PH31060 fixed an incompatibility issue with the ARSUUPDT exit.

Unfortunately, at the same time it exposed an issue in some exits which was then resolved by PH36829.

Note the following in the HOLD ACTION for PH36829:

This sysmod updates INSTALLDIR/bin/exits/arsusec, arsuupdt, and arsuupdt. If the installation has copied those to another location, they will need to be copied again.

This sysmod updates SARSINST(ARSUSEC, ARSUPERM, and ARSUUPDT) to allow them to call a COBOL program.

If you have been compiling SARSINST(ARSUSECC or ARSUPERC) solely in order to call a COBOLprogram named ARSUSECX, the supplied bin/exits/arsusec and arsuperm will now do that without needing to compile ARSUSECC or ARSUPERC.

If you have been compiling SARSINST(ARSUUPDC) only in order to call a COBOL program named ARSUUPDX, the supplied bin/exits/arsuupdt will now do that without needing to compile ARSUUPDC.

If you are compiling SARSINST(ARSUSECC, ARSUPERC, and/or ARSUUPDC) for other changes, the changes will need to get reworked in the updated SARSINST(ARSUSECC, ARSUPERC, and/or ARSUUPDC).

In short, the PTFs for these two APARs should be installed together.

Ensure any exits are tested before upgrading to production.

More information for APAR PH31060 can be found here.

More information for APAR PH36829 can be found here.

Tips – IBM i

Monitor user exit program processing enhancements

Content Manager OnDemand for i PTFs SI76999 (V7.3) and SI76998 (V7.4) provide enhanced control of monitor user exit program processing.

Currently, two data areas, QRLMMONEXT and QRLMMONQ, are used to control exit program processing. QRLMMONEXT is used to specify universal exit program name(s), and optionally, what library to search for exit programs. QRLMMONQ is used to indicate that ILE programs are allowed to be used as attribute-specific exits. This avoids the accidental use of an ILE program with a name that unintentionally matches an attribute of the report being loaded when QRLMMONQ is not present. These PTFs enhance the QRLMMONEXT data area to allow better control of exit program identification, while eliminating the need for the QRLMMONQ data area.

With these PTFs, the QRLMMONQ data area can continue to be used. However, in a future release, it will be deprecated entirely since ILE exit processing can now be fully controlled with the enhanced QRLMMONEXT data area. Therefore, it is advised that current users of the QRLMMONQ data area discontinue the use of that data area on IBM i V7.3 and later.

If you are using the QRLMMONQ data area, you have three options:

1. You can specify the name of the library that contains your monitor exits in the last 10 characters (character positions 21 to 30) in the QRLMMONEXT data area. Both your attribute-specific and universal exit programs must be located in the specified library, and can be either ILE or OPM programs.

   This is the recommended option since it eliminates the possibility of calling exit programs with the specified name from an unintended library.

2. You can specify the special value *LIBL in the last 10 characters (character positions 21 to 30) in the QRLMMONEXT data area. Your attribute-specific and universal exit programs will be located using the library list of the monitor job, and can be either ILE or OPM programs.

3. You can specify the special value of *ALLOWILE in the first 10 characters (character positions 1 to 10) of the QRLMMONEXT data area (for output queue monitors) and/or in the second 10 characters (character positions 11 to 20) of the QRLMMONEXT data area (for directory monitors). Your attribute-specific exit programs will be located using the library list of the monitor job, and can be either ILE or OPM programs.

If you previously created the QRLMMONEXT data area with a length of 20 characters, you can either:

1. Recreate it with a length of 30 characters and use any of the options described above.
2. Leave it with a length of 20 characters and use the special value *ALLOWILE as described in option 3 above.

After you have correctly configured the QRLMMONEXT data area, you can delete the QRLMMONQ data area.

Note that QRLMMONQ and QRLMMONEXT data areas can exist in library QUSRRDARS and/or some or all of your instance libraries, such as QUSROND. You should find all occurrences of the QRLMMONQ data area, then create and configure an occurrence of the QRLMMONEXT data area to replace each occurrence of QRLMMONQ.

For customers who do not use monitor user exit programs, you can now bypass all monitor exit processing for either output queue monitors, directory monitors, or both. This improves performance of the monitor by eliminating searches for attribute-specific exit programs. You can specify the special value of *NONE in the first 10 characters of the QRLMMONEXT data area (for output queue monitors) and/or in the second 10 characters of the QRLMMONEXT data area (for directory monitors) to bypass monitor user exit processing.

For more information on monitor user exit programs, see https://ibm.biz/CMODiMonUserExitDoc

Migrating archives to new media

If you have your Content Manager OnDemand archives stored in a disk pool located in the System ASP (ASP01), you can use the Archived Storage Manager (ASM) to move your archives to a different media.

The media types that you can use with Content Manager OnDemand for i are:

- Disk Pool
  - System ASP (ASP01)
  - User ASP (ASP02 – ASP32)
  - Independent ASP (ASP33 – ASP255)
  - Network File System (ASP32 – ASP02)
- Cloud Storage (requires 5733ICC, IBM Cloud Storage Solutions for i)
- Virtual Optical
- Tape (not recommended due to performance issues)

The following steps can be used to migrate your data to another archive media.

1. Using IBM Navigator for i, create the new disk pool, NFS disk pool, cloud storage resource, optical storage group, or tape device.

2. Using IBM Navigator for i, add a new level to the migration policy after the existing level, and specify the new pool / resource / group created in step 1.

3. Using IBM Navigator for i, disable the existing level.

4. Run the Change Policy Level Date (CHGPLDOND) command, which changes the date on which ASM will move objects to the next level.

   • For example:

   ```
   CHGPLDOND POLICY(POLICY01) OPTION(*DATE) LEVEL(LVL1)
       NEWDATE(*CURRENT) LVLDATE(*BEGIN *END)
       INSTANCE(QUSROND)
   ```

   • You might want to run CHGPLDOND for date ranges to control the volume of documents moved at one time:

   ```
   LVLDATE('01/01/2018' '12/31/2018')
   ```

5. Run the Start Archived Storage Management (STRASMOND) command, which moves objects to the next level.

   • For example:

   ```
   STRASMOND POLICY(POLICY01) PROCESS(*MIGRATION)
       INSTANCE(QUSROND)
   ```

ASM might run for a very long time as it moves all the objects with a next level date of today or earlier to the next level. If you do not want ASM to run during certain times of day, for example during a daily save, you can end ASM after a specific number of hours or at a specific time. The next time you run ASM it will pick up where it left off.

You can use this same method to move your archives to and from other media types as well.

Archive Storage Manager reports are stored in the System Log

Beginning with Content Manager OnDemand for i V7.2, Archived Storage Manager (ASM) reports are being loaded into Content Manager OnDemand for easier access and long term storage. You can now find your storage management messages and reports from both DSM and ASM in the System Log.

If your ASM reports are not being loaded in the System Log, you should verify that the instance user profile exists in the instance. For new instances, the instance user profile is added when the instance is created. For older instances, you must manually add the instance user profile as a System Administrator.

Several notes about this support:

• ASM starts the server if it is not already running, so that the reports can be loaded.

• ASM reports are stored using message number 777.

• The ASM report is contained within the message document.

• ASM messages are logged by the instance user profile.

• DSM messages are logged by ARSMAINT.

Job description QRDARS400 deprecated at V7.4

Content Manager OnDemand for i V7.4 will be the last release to include job description QRDARS400 in library QRDARS. If you are using job description QRDARS400 to run any jobs, you should change to using job description QOND400 instead. Note that job description QOND400 is the default job description for all Content Manager OnDemand for i Common Server commands.

Output queues in library QRDARS deprecated at V7.4

Content Manager OnDemand for i V7.4 will be the last release to include output queues ONDERR, ONDPROC, and QRDARS400 in library QRDARS. If you are currently using these output queues, you should change to other output queues. Note that library QUSRRDARS also contains output queues named ONDERR, ONDPROC, and QRDARS400. You might want to use the same output queue name and just change the library name from QRDARS to QUSRRDARS.

Report Management Cycle (RMC) deprecated at V7.4

Content Manager OnDemand for i V7.4 will be the last release to include Spool File Archive Report Management Cycle (RMC) functionality. RMC is used to manage data that was archived in Spool File Archive (SFA; the predecessor product of the current Content Manager OnDemand for i Common Server) that has not yet been migrated to the Archived Storage Manager (ASM) of Common Server.

If you do not migrate your SFA data to ASM before installing the next Content Manager OnDemand for i release after V7.4, you will lose access to your SFA data after the installation of that release.

If you migrated from Spool File Archive to Common Server by re-spooling your data and archiving it directly into Common Server or if you used the Media Migration Facility (MMF; the Migrate Media (MGRMEDRDAR) command) to migrate your SFA data such that it is now under the control of ASM, this information does not impact you. If you never installed and ran Spool File Archive, but instead have only installed and run Common Server at V5.1 or later, this information does not impact you. In any of those cases,

you are not affected by the removal of RMC functionality in the release of Content Manager OnDemand for i after V7.4. The removal of RMC functionality only impacts you if you have not migrated your SFA data to Common Server.

For more information on how to use the Media Migration Facility and the Migrate Media (MGRMEDRDAR) command to migrate your Spool File Archive data to ASM, see the documentation on the web at www.ibm.com/support/pages/node/318763 or at www.ibm.com using "ibm 318763" (without the quotes) as search criteria. If you have further questions, contact IBM support in your geography.

Additional Information

Documentation

Content Manager OnDemand for Multiplatforms [Documentation](#)

Content Manager OnDemand for z/OS [Documentation](#)

Content Manager OnDemand for i [Documentation](#)

Content Navigator [Documentation](#)

Publication Libraries - PDF versions of the documentation

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