IBM Content Manager OnDemand Newsletter

3rd Quarter 2024

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.

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.

New website for the OnDemand Users Group (ODUG)

The OnDemand Users Group website has moved to a new domain. The appearance of the website is enhanced, and all connections now use SSL/TLS.

The new URL is: https://odug.net/

Content Manager OnDemand sessions at IBM TechXchange Conference 2024

Explore the robust catalog designed to deliver real, hands-on learning experiences that transform theory into reality. You can begin building your personalized agenda by viewing the daily schedule that includes all 1,300+ activities.

Click on this link to view details of the sessions focused on Content Manager OnDemand. Those sessions are:

Introducing CMOD REST into an application portfolio. [3266]

With V10.5 of Content Manager OnDemannd, IBM added support of RESTful services to be used in conjunction with the existing Content Manager OnDemand infrastructure. Come and experience how that Content Manager OnDemand REST service could be implemented and utilized to enhance the functionality and scope of your Content Manager OnDemand environment.

Mastering PDF/XML Ingestion with IBM CMOD: Techniques and Best Practices [1303]

As organizations continue to navigate the complexities of digital transformation, the need to efficiently manage, store, and retrieve vast volumes of PDF and XML documents has become increasingly critical. The "Mastering PDF/XML Ingestion with IBM CMOD: Techniques and Best Practices" hands-on lab, offered at the IBM TechExchange event, provides a deep dive into the sophisticated capabilities of IBM Content Manager OnDemand (CMOD) for handling these widely used document formats.

Global Content Manager OnDemand education

Hiring new Content Manager OnDemand administrators or needing a Content Manager OnDemand refresh? Maybe you were not trained and are simply creating Content Manager OnDemand definitions by copying old ones? Whatever your level of skill, now is a great time to get educated on several of the newer features of Content Manager OnDemand V10.5.

Make sure your Content Manager OnDemand team has a strong understanding of the fundamentals of the system, how to administer it, and its purpose.

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

All Content Manager OnDemand education is available for remote learning, providing all the benefits of live instruction without the hassle of travel time and costs – students can learn virtually from wherever an internet connection is available. The Instructor Led Online (ILO) courses equip Content Manager OnDemand users with the in-depth knowledge and techniques necessary for getting the maximum benefit from their Content Manager OnDemand systems and prepare students for the IBM Content Manager OnDemand System Administrator badge/certification exam. The ILO classes include live, interactive presentations and hands-on labs.

The class details, including the class curriculum, can be found at cmodskills.com.

NEW: A 5-day classroom-based Instructor Led Online (ILO) course will be held on the following dates:

- Wednesday, October 9th
- Thursday, October 10th
- Tuesday, October 15th
- Wednesday, October 16th
- Thursday, October 17th

Class times will run from 8:00AM to 4:30PM Eastern Time (includes lunch).

This is a great opportunity for those organizations wanting to train one or two students in a classroom setting. This session will include students from several companies. There are several openings available for this session and this session is guaranteed to be held.

The cost per student for this training session is $3,200 USD (an additional discount of 15% can be applied for referencing the Newsletter). To register or for additional information, contact CMODSkills@outlook.com.

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

CMODSkills

Tips – Cross Platform

Maximum number of loads that can be done per application group

What is the maximum number of loads that can be done per application group in IBM Content Manager OnDemand?

Every load of data into Content Manager OnDemand generates a unique load ID for that load. This load ID is formatted in the order of application group ID, primary storage node, secondary storage node, object ID, start date, stop date, and application ID.

For example:

```
5000-1-0-1FAA-20240101000000-20240101000000-5001
```

For each load, Content Manager OnDemand will increment the object ID to guarantee that there is a unique ID for that load. The object ID is made up of a load number in the range of 1 to 999,999 plus a load ID suffix in the range of FAA to ZZZ.

The maximum number of loads that can be done in a single application group is determined by this equation:

```
999,999 x 21 x 26 x 26 = 14,195,985,804
```

In other words, over 14 billion loads per application group.

After this maximum is reached, you can copy the existing application group to a new application group by using the OnDemand Administrator client and start over again with the initial object ID 1FAA.

This tip adapted from support item 625157.

Does the OnDemand Client process inline or non-inline fonts within AFP data?

When you are viewing Advanced Function Presentation™ (AFP) reports with the OnDemand Client or AFP Web Viewer Plug-in, an error message similar to the following is received: *1323: The character set 'C0EX3LO0' was not found in the 'CSDEF.FNT' file. The default character set will be used*. How can this problem be resolved?

Cause

The AFP viewer within the OnDemand Client does not process inline or non-inline AFP fonts. (It does process inline and non-inline TrueType fonts.) If the viewer does not find the AFP font specification in the IBM supplied font definition files, an error message is displayted, and the default font mapping, as defined in the character set definition file (csdef.fnt), is used.

When an AFP document is displayed in the OnDemand Client, the viewer must map the AFP font specified in the document to an installed font on the client workstation. To map the best matching installed font to display the AFP document, the AFP viewer must know certain characteristics about the AFP fonts that were used to create the document.

Mapping AFP fonts to installed fonts on the client workstation is performed through the IBM-supplied font definition files. These files are installed into the font directory of the viewer. If the OnDemand Client is installed in the default path, the font mapping files are found in the following paths:

For the 64-bit OnDemand Client, where V10.5 is the version of the client you are using:

```
C:\Program Files\IBM\OnDemand Clients\V10.5\Font
```

For the 32-bit OnDemand Client, where V10.5 is the version of the client you are using:

```
C:\Program Files (x86)\IBM\OnDemand Clients\V10.5\Font
```

You can edit these font definition files by using any text editor. The shipped version of the font definition files already maps the IBM Core Interchange Latin fonts, Compatibility, Coordinated, and Data1 fonts for you.

Solution

If any of the following are true:

- You are using AFP fonts that are not mapped in the OnDemand Client
- You have created your own custom AFP fonts, or
- You have modified the IBM AFP fonts

then you will need to ensure the client workstation has the appropriate fonts installed and that font mapping is performed in the AFP viewer in order for the document and text to display correctly.

Detailed instructions on how to map fonts are located in the Content Manager OnDemand: Windows Client Customization Guide, in the section titled Mapping AFP Fonts.

This tip adapted from support item 342743.

How can I get a status listing of Content Manager OnDemand server threads?

How can I get a listing of the thread status for the Content Manager OnDemand server process?

In previous versions of Content Manager OnDemand that used a process-based model, a user could issue the command "ps -ef | grep arssockd" to see all the processes associated with the Content Manager OnDemand server. That output contained information about what each process did. Now that Content Manager OnDemand is threaded, it is not possible to distinguish what the server threads are doing with that command.

The ARSSOCKD program itself is now used to return information about the Content Manager OnDemand server.

```
ARS0980I Usage: arssockd [options]
   Version: 10.5.0.8
   -d Set the OnDemand server system configuration
   -D Display the OnDemand server system configuration
   -h <od_inst> OnDemand instance name or host name (same as -I)
   -I <od_inst> OnDemand instance name or host name (same as -h)
   -p Display process usage information for the given instance
   -P Ping the OnDemand Instance
   -q Display configuration and version information for the
      given instance
   -r <iterations> Number of iterations (defaults to 1)
   -s <seconds> Number of seconds between iterations (defaults
      to 1)
   -S Start the OnDemand server for the given instance
   -T Stop the OnDemand server for the given instance
   -v Verbose output
   -x Extended information (when used with -p)
   -1 <trace_file> Fully-qualified trace file name
   -2 <level> Trace level number
```

The values for trace level are additive. (Default: 3)

```
   1: Errors
   2: Warnings
   4: Info
   8: Flow
```

Thread Status Information

To display thread status information:

```
arssockd -I <instance> -p
```

```
PID     TID  START TIME        CPU          MEM   STYPE    USERID INFO
1138878 -    07/04/24 04:09:12 1:25.049844  36724 Program  -      ARCHIVE
1138878 1    07/04/24 04:09:13 0:1.790156   -     Main     -      Accepting
1138878 258  07/04/24 04:09:14 0:0.356935   -     License  -      Cur(0)
1138878 515  07/04/24 04:09:15 0:10.630209  -     DB       -      Idle
1138878 772  07/04/24 04:09:15 0:9.086973   -     DB       -      Idle
1138878 1029 07/04/24 04:09:15 0:15.093788  -     DB       -      Idle
1138878 1286 07/04/24 04:09:15 0:14.202843  -     DB       -      Idle
```

On IBM i, from the qsh command line:

```
/qsys.lib/qrdars.lib/arssockd.pgm -I <instance> -p
```

```
PID   TID START TIME          CPU          MEM      STYPE   USERID INFO
34529  - 2024-09-03 08:13:44 00:02.0451 58720256 Program  -       QUSROND
34529 8  2024-09-03 08:13:44 00:02.0451 -        Main     -       Accepting
34529 9  2024-09-03 08:13:46 00:02.0440 -        Activity -       0
34529 11 2024-09-03 08:13:48 00:02.0444 -        Message  -       Idle
34529 14 2024-09-03 08:13:48 00:02.0440 -        DB       -       Idle
34529 15 2024-09-03 08:13:48 00:02.0439 -        DB       -       Idle
34529 16 2024-09-03 08:13:48 00:02.0435 -        DB       -       Idle
34529 17 2024-09-03 08:13:48 00:02.0434 -        DB       -       Idle
34529 18 2024-09-03 08:13:48 00:02.0437 -        DB       -       Idle
```

Where:

PID is the process id

TID is the thread id

START TIME is when the process/thread was created

CPU is the amount of CPU in MINS:SECS.MICROSECS spent for the process/thread

MEM is the amount of memory used by the process/thread

USERID is the name of the user current active on the thread

INFO is additional information used to display current activity of the process/thread.

To monitor the arssockd process usage information for five iterations with five seconds between iterations:

```
arssockd -I <instance> -p -r 5 -s 5
```

On IBM i, from the qsh command line:

```
/qsys.lib/qrdars.lib/arssockd.pgm -I <instance> -p -r 5 -s 5
```

NOTE: The process status does not display all threads, only those considered relevant. CPU and MEM columns are informational only and not always accurate. The time represented in the column does not show or affect performance.

Configuration Information

To display configuration information of the instance:

```
arssockd -I <instance> -q
```

On IBM i, from the qsh command line:

```
/qsys.lib/qrdars.lib/arssockd.pgm -I <instance> -q
```

This tip adapted from support item 196783.

Tips – Multiplatforms

Does the table space USERSPACE1 need to exist in my Db2 environment?

Does the table space USERSPACE1 need to exist in my Db2® environment for Content Manager OnDemand to function?

By default, yes. Content Manager OnDemand explicitly specifies USERSPACE1 when creating and deleting tables.

Content Manager OnDemand will look for this table space to store system tables at the time of Content Manager OnDemand database creation, but you can add the parameter ARS_DB_TABLESPACE=<tablespace_name> in your ars.cfg configuration file to have the Content Manager OnDemand system tables created in a non-default location.

For non-SMS application groups, Content Manager OnDemand stores the table data in USERSPACE1 also. As an alternative, you can implement your own table space user exit to manage table space creation and usage on a per application group basis.

This tip adapted from support item 86781.

Tips – Multiplatforms & z/OS

ARSMAINT program fails with message ARS1106E on fix pack 10.5.0.6 or later

The ARSMAINT program is designed to be initiated on the server. Prior to fix pack 10.5.0.6, this restriction was not enforced, and ARSMAINT could be initiated remotely. Starting with fix pack 10.5.0.6, this restriction is being enforced.

Multiplatforms

If the ARSMAINT program is not being initiated on the server, the solution is to run ARSMAINT on the server.

If the ARSMAINT program is being initiated on the server, the server might not be resolving localhost correctly. Check that the domain name localhost is resolved correctly.

z/OS

If the ARSMAINT program is not being initiated on the server, the solution is to run ARSMAINT on the server.

If ARSMAINT is initiated locally and fails with message ARS1106E Connection cannot be established, you should verify the node definitions on your TCPPARMS.

The following helpful feedback was received from one installation:

After troubleshooting with the Network team, we made the ARSMAINT job work once again. The issue was solved after explicitly associating the local IP address to "LOCALHOST" on the node definitions on TCPPARMS.

This tip adapted from support item 7027952.

Tips – IBM i

The enhancements described below are included in the following Content Manager OnDemand for i (5770-RD1) PTFs:

Version	Content Manager OnDemand PTF
V7.5	SJ01767
V7.4	SJ01788, SJ01787, SJ01786

These PTFs require server version 10.5.0.8 or higher.

Password stash file parameter added to additional commands

The Password stash file (STASHFILE) parameter is now included on the following commands:

- Query Document (QRYDOCOND)
- Remove Report (RMVRPTOND)
- Retrieve Document (RTVDOCOND)

The stash file parameter can be used with both local and remote instances.

If you are loading data from your IBM i system to a remote Content Manager OnDemand for Multiplatforms or z/OS system, you can now query and retrieve reports from your IBM i system, and also unload data from your IBM i system using native commands.

All of the native data loading commands already support the stash file parameter:

- Add Document (ADDDOCOND)
- Add Report (ADDRPTOND)
- Merge Spooled Files (MRGSPLFOND)
- Start Monitor (STRMONOND)
- Update Document (UPDDOCOND)

For more information on loading data from your IBM i system to a remote Content Manager OnDemand system, see support item 321611.

New Job name parameter on commands

All Content Manager OnDemand for i commands that have a Submit to batch (SBMJOB) parameter have a new Job name parameter. The keyword is JOBNAME.

The Start Monitor command (STRMONOND) continues to support the existing Monitor job name parameter (keyword JOB). The JOB keyword is deprecated and will be removed in a future release. If you are using the JOB keyword, you should switch to using the JOBNAME keyword.

The new Job name parameter also supports special values, as described below. Translated help text will be available for the Job name parameter in the next release. English help text is available in support item 7168255.

ADDDOCOND

*DFT - The job name is ADDDOC.

*FOLDER - The first 10 characters of the folder name that is specified in the FOLDER keyword are used as the job name.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name.

*APP - The first 10 characters of the application that is specified in the APP keyword are used as the job name.

job-name - The name that is specified is used as the job name.

ADDRPTOND

*DFT - The job name is ADDRPT.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name. If the APPGRP parameter is one of the special values [*JOBNAME, *SPLFNAME, *USERDATA, *FORMTYPE, *USRDFNOPT1, *USRDFNOPT2, *USRDFNOPT3, *USRDFNOPT4, *USRDFNDTA, *FIRST, *SECOND, *THIRD, *FOURTH] the value is resolved from the spooled file attributes or stream file path.

*APP - The first 10 characters of the application that is specified in the APP keyword are used as the job name. If the APP parameter is one of the special values [*APPGRP, *JOBNAME, *SPLFNAME, *USERDATA, *FORMTYPE, *USRDFNOPT1, *USRDFNOPT2, *USRDFNOPT3, *USRDFNOPT4, *USRDFNDTA, *FIRST, *SECOND, *THIRD, *FOURTH] the value is resolved from the spooled file attributes or stream file path.

job-name - The name that is specified is used as the job name.

CRTINSTOND

*DFT - The job name is CRTINSTOND.

*INSTANCE - The instance name specified in the INSTANCE keyword is used as the job name.

job-name - The name that is specified is used as the job name

MRGSPLFOND

*DFT - The job name is MRGSPLFOND.

*FROMOUTQ - The job name is the same as the output queue name specified for the FROMOUTQ parameter.

*TOOUTQ - The job name is the same as the output queue name specified for the TOOUTQ parameter.

*TOFILE - The job name is the same as the file name specified for the TOFILE parameter.

*SPLFNAME - The job name is the same as the file name specified for the SPLF parameter.

*FORMTYPE - The job name is the same as the form type specified for the FORMTYPE parameter.

*USERDATA - The job name is the same as the user data specified for the USRDTA parameter.

job-name - The name that is specified is used as the job name.

PRTDOCOND

*DFT - The job name is PRTDOC.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name.

*FOLDER - The first 10 characters of the folder name that is specified in the FOLDER keyword are used as the job name.

job-name - The name that is specified is used as the job name.

PRTRPTOND

*DFT - The job name is PRTRPT.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name.

job-name - The name that is specified is used as the job name.

PRTTXTOND

*DFT - The job name is PRTTXT.

*SPLF - The job name is the same as the file name specified for the SPLF parameter.

job-name - The name that is specified is used as the job name.

QRYDOCOND

*DFT - The job name is QRYDOC.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name.

*FOLDER - The first 10 characters of the folder name that is specified in the FOLDER keyword are used as the job name.

job-name - The name that is specified is used as the job name.

RMVRPTOND

*DFT - The job name is RMVRPT.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name.

job-name - The name that is specified is used as the job name.

RTVDOCOND

*DFT - The job name is RTVDOC.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name.

*FOLDER - The first 10 characters of the folder name that is specified in the FOLDER keyword are used as the job name.

job-name - The name that is specified is used as the job name.

STRASMOND

*DFT - The job name is ASM.

*POLICY - The first 10 characters of the policy name that is specified in the POLICY keyword are used as the job name. If the policy name that is specified is *ALL, the job name is ASM.

*INSTANCE - The instance name specified in the INSTANCE keyword is used as the job name. If *DFT is specified for the INSTANCE keyword, the default instance is determined and that name is used as the job name.

job-name - The name that is specified is used as the job name.

STRDSMOND

*DFT - The job name is DSM.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name. If the application group name that is specified is *ALL, the job name is DSM.

*INSTANCE - The instance name specified in the INSTANCE keyword is used as the job name. If *DFT is specified for the INSTANCE keyword, the default instance is determined and that name is used as the job name.

job-name - The name that is specified is used as the job name.

The STRDSMOND command has another new parameter, ASM job name (ASMJOBNAME). The ASMJOBNAME parameter provides the capability to specify a different ASM job name from the default, which is ASM. Allowable values for the ASMJOBNAME parameter are the same as for the JOBNAME parameter on the STRASMOND command.

STRIMPOND

*DFT - The job name is STRIMP.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name.

*IDXTBL - The index table that is specified in the IDXTBL keyword is used as the job name.

job-name - The name that is specified is used as the job name.

STRMONOND

*DFT - The job name is MONOUTQ for output queue monitors and MONDIR for directory monitors.

*DIR - The monitor job name consists of the characters immediately after the last slash (/) in the value of the DIR parameter, up to a maximum of 10 characters. Special characters in the directory name, such as # % + ! [ ] { } and |, are replaced by the _ (underscore) character. A special character at the beginning of the directory name is replaced with the $ (dollar sign) character.

*OUTQ - The monitor batch job name is the same as the output queue name specified for the OUTQ parameter.

job-name - The name that is specified is used as the job name.

UPDDOCOND

*DFT - The job name is UPDDOC.

*APPGRP - The first 10 characters of the application group name that is specified in the APPGRP keyword are used as the job name.

*FOLDER - The first 10 characters of the folder name that is specified in the FOLDER keyword are used as the job name.

job-name - The name that is specified is used as the job name.

This tip adapted from support item 7168255.

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 10.5	
z/OS	Version 10.5	
IBM i	Version 7.4	Version 7.5

More Enterprise Content Management web sites

IBM Content Manager OnDemand Product Overview

Compatibility Matrix for the Content Manager OnDemand clients and servers

Hardware and software requirements for all versions of Content Manager OnDemand

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

OnDemand User Group

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

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