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News

About this newsletter

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

[Support item 628001](#) contains previous editions of this newsletter.

Direct correspondence related to this newsletter to darrell.bryant@unicomsi.com.

The format of this newsletter is easy to read on wide screen devices. Use the full screen viewing option in Adobe Reader or Acrobat (Ctrl+L) for best results.

End of Support for V7.4 of Content Manager OnDemand for i

Effective September 30, 2026, IBM will change the service level by withdrawing the standard support and offer Service Extension for V7.4 of Content Manager OnDemand for i, licensed under the IBM International Program License Agreement.

See IBM [announcement letter AD25-0894](#) for more information.

Note that extended service for V7.4 of Content Manager OnDemand for i is not included in the Service Extension for V7.4 of IBM i.

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](#).

The next Public training class will be held the week of **December 8 to December 12, 2025**.

This is a great opportunity for those organizations wanting to train one or two students in a classroom setting. This Public (versus Private) 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 10% can be applied for referencing the Newsletter.) To register or for additional information, contact CMODSkills@outlook.com or michristensen77@gmail.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.



Tips – Cross Platform

Can I use default values for the Page Count and Document Size fields?

Specification of default values for either the Page Count or the Document Size fields in an application definition will result in those default values being used for all documents loaded.

If you have Page Count or Document Size specified in your application group definition and you also set a default value [such as blanks or 0] on the Load Information tab of the application definition, then during document loading the default value will be loaded into the database instead of the actual Page Count or Document Size value. This is working as designed.

In order to have the correct Page Count or Document Size values loaded, you must not specify a default value in the application definition.

New ACIF indexer parameter option

The Indexing Wizard of the OnDemand Administrator client that is included in the next fix pack will recognize the following ACIF parameter options and will not issue an error message:

CC=YES, [FIX, IGNORE, STRICT, DISCARD]
TRC=YES, [FIX, IGNORE, STRICT, DISCARD]

The Indexing Wizard does not support the DISCARD option; it simply allows it without issuing an error message.

FIX

ACIF allows zero-length records. Single spacing is assumed for these records. If FIX is specified for the CC parameter, FIX is also used for the TRC parameter.

STRICT

ACIF requires strict adherence to the carriage control and table reference character requirements that are documented in the AFP Programming Guide and Line Data Reference. Records are required to contain carriage control characters if CC=YES and table reference characters if TRC=YES. If STRICT is specified for the CC parameter, STRICT is also used for the TRC parameter.

DISCARD

ACIF discards zero-length records. If DISCARD is specified for the CC parameter, DISCARD is also used for the TRC parameter.

IGNORE

ACIF allows zero-length records, does not correct, and does not report missing carriage control bytes. Single spacing is assumed for these records. If IGNORE is specified for the CC parameter, IGNORE is also used for the TRC parameter. If this parameter is not specified, ACIF assumes that the file contains carriage control characters.

For more information on these parameters, see the Indexing Reference:

<https://www.ibm.com/docs/en/cmofm/10.5.0?topic=parameters-cc>

<https://www.ibm.com/docs/en/cmofm/10.5.0?topic=parameters-trc>

New PDF indexer parameter

The Indexing Wizard of the OnDemand Administrator client that is included in the next fix pack will recognize the following PDF indexer parameter and will not issue an error message:

NOENCODINGGUESS

The encoding guess affects how text is extracted from PDF documents. By default, the encoding guess is disabled. However, if the PDF document contains custom fonts, enabling the encoding guess by setting NOENCODINGGUESS=1 might produce more consistent text extraction.

The Indexing Wizard does not support the NOENCODINGGUESS parameter; it simply allows it without issuing an error message.

For more information on this parameter, see the Indexing Reference:

<https://www.ibm.com/docs/en/cmofm/10.5.0?topic=parameters-noencodingguess>

Housekeeping for the ARSSOCK.ERR file

Content Manager OnDemand logs various messages in a file named ARSSOCK.ERR. The file is located in the directory specified by the ARS_TMP parameter.

Many messages are informational only and not critical for the administration of the system.

There is no automatic pruning of that file. Support has found multiple instances of entries in the file going back many years.

If this file is very large, or contains entries that are very old, it is recommended that you rename the ARSSOCK.ERR file to ARSSOCK.ERR.OLD. That file can then be deleted in the future.

A new ARSSOCK.ERR file is created the next time Content Manager OnDemand needs to write to it.

Database connectivity must be maintained

Content Manager OnDemand for Multiplatforms (AIX, Linux, and Windows) and Content Manager OnDemand for z/OS must maintain connectivity to the library server database. If the Content Manager OnDemand server on those platforms loses connectivity to the database, the server will terminate.

Tips – z/OS

Quick Hits

What if a date-based operation does not return expected results

Sometimes the ARSDOC program does not return all of the hits for a particular date. Or the ARSMAINT program does not delete documents from a certain date as expected. Why might this happen?

Everything in Content Manager OnDemand is stored in the database in Coordinated Universal Time (UTC), which is also known as Greenwich Mean Time (GMT).

If you are running the commands from TSO, then you are probably picking up local time, or more specifically, the time zone (TZ) under which the userid is running.

To change this is easy. If you're using OSHELL to do the following:

```
/SYSTSIN DD *
OSHELL /u/arssp/product/bin/arsdoc query etc.
```

You can add an EXPORT of GMT. For example:

```
/SYSTSIN DD *
OSHELL export TZ=GMT; -
/u/arssp/product/bin/arsdoc query etc.
```

You could also export TZ by using the dot-profile for the userid.

Improved diagnostics on z/OS if you receive error message ARS0188E - Unable to create thread

When the Content Manager OnDemand server is unable to create a thread, the server issues the message "ARS0188E Unable to create thread" and exits.

Unfortunately, ARSSOCKD ends without enough diagnostic information to localize the issue.

At server version 10.5.0.8 (PTF UI96694, APAR PH60523) and later, instead of just terminating, Content Manager OnDemand for z/OS now ends with a dump.

Support can analyze the dump and attempt to determine the root cause.

Tips – IBM i

System Log cache and storage management recommendations

The Content Manager OnDemand server works best when using cache storage for ad hoc document storage requests, such as those made to the System Log. The Content Manager OnDemand server uses the cache to append the new documents being stored to the current storage object in the cache. The server performs this append until the maximum storage object size is reached. That larger storage object can be migrated to archive storage later, if desired. This lowers the overhead and improves the performance of the archive system by storing fewer objects that are larger.

The storage management recommendations for the System Log, which can be specified in the System Log application group definition, are:

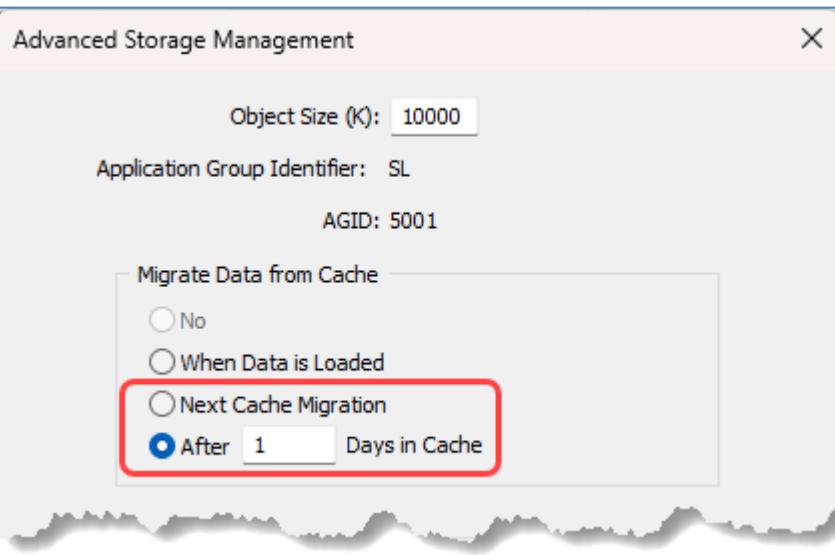
- Specify a Storage Set (Migration Policy) for the System Log that is different from the one that is used for your archived data
- Specify Cache Data as Yes
- Specify Cache Document Data for a minimum of 1 day

View an Application Group - System Log on QUSROND

Field Definition	Field Information	Advanced In...
General	Message Logging	Storage Management
Storage Set Name SYSTEM_LOG		
Cache Data <input checked="" type="radio"/> Yes	Life of Data and <input checked="" type="radio"/> Never Expire	Expiration Type Segment
Document Data <input checked="" type="radio"/> Cache Document Data for 1 Days	Expiration Type Segment	
Resource Data <input type="radio"/> Always Maintain in Cache		
<input type="button" value="Advanced..."/>		

On the Advanced Storage Management panel, specify a Migrate Data from Cache option of either:

- After x Days in Cache
- or
- Next Cache Migration



Note that storage manager-based expiration (by using an Expire level in a migration policy) is not supported for the System Log.

Do I need to run DSM and ASM?

Yes, in most circumstances you must run Disk Storage Management (DSM) and Archived Storage Management (ASM).

Disk Storage Management (DSM)

DSM performs the following functions:

- Controls the expiration of indexes and data from Content Manager OnDemand (if you do not use storage manager-based expiration)
- Migrates data from cache to the storage manager (if the Migrate Data from Cache option is not set to When Data is Loaded)
- Expires data from cache (if Cache Data is set to Yes)

If you do not run DSM, your disk space requirements for Content Manager OnDemand are probably higher than expected. The number of objects stored in the Integrated File System (IFS) is also higher than necessary, which results in longer save and restore times.

Note that if you have never run DSM, the first execution of the Start Disk Storage Management (STRDSMOND) command might last for an extended period of time.

If you want to configure Content Manager OnDemand so that DSM does not need to be run as often in the future, see the documentation titled "[Reducing the need to run Disk Storage Manager \(DSM\)](#)."

Archived Storage Management (ASM)

ASM performs the following functions:

- Aggregates data before migrating it to archive media (if you select the Aggregation option in the migration policy)
- Migrates data between levels of the migration policy
- Controls the expiration of indexes and data from Content Manager OnDemand (if you use storage manager-based expiration)

If you do not run ASM, your disk storage requirements for Content Manager OnDemand are probably higher than expected. The number of objects stored in the Integrated File System (IFS) is also higher than necessary, which results in longer save and restore times.

Note that if you have never run ASM, the first execution of the Start Archived Storage Management (STRASMOND) command or the STRDSMOND command with STRASMOND(*YES) might last for an extended period of time.

If you cannot let ASM run to completion, the Start Archived Storage Management (STRASMOND) command has a parameter named Force ASM to end (ENDASM). The Force ASM to end parameter specifies whether you want to force the ASM process to end, and if so, when it should end. You can force ASM to end after a specified number of hours or at a specified time. If ASM completes the movement of all eligible data before the specified ending time, it will end before the specified number of hours or end time occurs. This parameter is optional.

Start Archived Storage Mgmt (STRASMOND)	
Policy	*ALL
Process to run	*ALL
Force ASM to end	*NO
Number of hours to run . .	8
Time to end	230000

1-999 Time

For example, you might use the Force ASM to end parameter to ensure that ASM ends before your nightly backup begins.

For more information about expiring data using ASM, see the documentation titled "[Reducing the need to run Disk Storage Manager \(DSM\)](#)."

Locale required for most commands

User profiles that perform certain Content Manager OnDemand functions must have their locale set. Not having a locale set when interacting with the server might cause unexpected results. If you do not have a locale set in the user profile, the command or API fails and the job log contains message *OND0588 - You must set a locale*. All user profiles that perform administrative functions by using the Content Manager OnDemand for i component of IBM Navigator for i must also

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have a locale set. For more information, see the [Defining a locale](#) topic in the documentation.

PTFs released this year have enhanced the locale checking. A locale is required when running the following commands:

ADDRPTOND	RTVDOCOND
ADDDOCOND	RMVRPTOND
CRTINSTOND	STRASMOND
MRGSPLFOND	STRDSMOND
PRTDOCOND	STRIMPOND
PRTRPTOND	STRMONOND
QRYDOCOND	UPDDOCOND

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 Version 7.6

More Enterprise Content Management websites

- 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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