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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.

IBM Content Navigator 3.0 available

IBM® Content Navigator is the unified, IBM Enterprise Content Management (ECM) experience platform that spans mobile, web, and desktop form factors. It includes features that make it easier to create, share, manage, and collaborate on content by using ECM products, key partner solutions, and even third-party content repositories.

Content Navigator is an open, standards-based platform to build custom ECM applications. It is the most effective way for partners and clients to simplify and accelerate development of custom user experiences on mobile, web, and the desktop.

Content Navigator V3.0 enhances the integration with Box and Microsoft™ Office and provides new role-based redaction capabilities.

More information is available in IBM United States Software [Announcement 216-535](#). Information on ICN and Box can be found [here](#).

Cultivate Analytics Success

IBM Content Manager OnDemand (CMOD) enterprise archive helps you achieve Optimal Customer Experience and Actionable Business Insights by feeding analytics processes. In [this infographic](#), you can find how your organization can harvest real business results by leveraging CMOD enterprise archive with analytics.

IBM Content Manager OnDemand workshops

The IBM Content Manager OnDemand workshops are a series of complimentary events held in cities around the world. The workshops feature both informative and how-to sessions with demonstrations of the latest IBM Content Manager OnDemand has to offer from IBM product experts.

Join your fellow IT and business professionals at one of these free 2-day IBM Content Manager OnDemand workshops available globally. By attending one of these events, you will gain additional insight, valuable tips and techniques to help you get the most out of your Content Manager OnDemand investment or to understand why you should invest in one, as well as network and swap strategies with peers and colleagues.

City	Dates
Seattle, WA	April 25 - 26
Dallas, TX	May 2 - 3
Raleigh, NC	June 6 - 7
London, UK	June 20 - 21
Ehningen, Germany	June 27 - 28

More information and registration can be found on the [workshop web site](#).

IBM i Informational APAR new URLs

Content Manager OnDemand for i customers, if you have bookmarked the Informational APARs in your browser, those URLs have changed. The new URLs are as follows:

V6.1	http://www.ibm.com/support/docview.wss?uid=nas2II14283
V7.1	http://www.ibm.com/support/docview.wss?uid=nas2II14497
V7.2	http://www.ibm.com/support/docview.wss?uid=nas2II14723
V7.3	http://www.ibm.com/support/docview.wss?uid=nas2II14799

Tips – Cross Platform

Full Report Browse function

After you start the OnDemand client, log on to a server, open a folder, and generate a hit list, the **View Full Report** button appears as an additional button to select on the panel.

This additional button is displayed if the Content Manager OnDemand Administrator client has been used to specify that the full report browse feature is permitted for the specific folder.

Clicking the **View Full Report** button causes the entire input file associated with a selected document on the hit list to be presented as a single document. This composite document is created by using the following process:

- The load ID is extracted from the document handle associated with the selected document on the hit list.
- The file containing the complete set of documents for that load ID is retrieved from the server.
- The documents are extracted from that file and a hit list is created in the original load sequence.
- A document query is done against the server asking for all documents associated with the load ID. This creates a second hit list, in unpredictable sequence, of all those documents accessible to the current user.
- Any document in the first hit list that does not also appear in the second hit list is removed. The resulting hit list contains all documents from the load that are accessible to the current user, and is in the original load sequence.

The document that initially displays is the first document of the load. This initial document is either the entire first document for a non-large object document or the first segment of the first document for a large object document. When initial document displayed, the number of pages in the composite document (that is, the entire load) is not known.

Differences from normal document viewing are:

- The status bar displays "Page 1 of ?".
- The vertical scroll bar tab cannot be dragged to change to a different page.

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- In the Go To dialog box, the maximum page number is shown as “?”
- The Thumbnails Bar does not display.

The following menu items or toolbar icons are disabled:

- Send
- All items under the Notes menu
- Previous Item in Document List
- Next Item in Document List
- New Window

Operations on the composite document proceed in a manner similar to large objects. If an action, such as a page change or a find string, requires the retrieval of a new piece of the composite document, the user is prompted to confirm that retrieval request before proceeding, unless the Auto Continue Through All Segments option is selected. If an action causes an attempt to retrieve a page which is greater than any page in the load, the action terminates when the last page of the load has been reached. As soon as an action results in the retrieval of the final piece of the document, the status bar, vertical scroll bar, and Go To dialog box revert to normal display and behavior.

If a full report document is being viewed and the entire document is printed to a server printer, the entire report will be printed as a single job.

ARSLOAD parameter restriction

Starting with Content Manager OnDemand V9.5, the -v (verbose mode) and -n (do not delete input files) parameters of the ARSLOAD program cannot be used with the -d (data directory) parameter.

ODF expiration processing

The ARSODF program performs expiration processing automatically each time it is started. It also automatically performs expiration processing if nothing is processed by ODF for 86400 seconds (24 hours). This is the same processing that is performed when ARSMAINT -o is entered on the command line on Multiplatforms or z/OS servers, or run in the QSHELL environment on IBM i.

Content Manager OnDemand listener data

Did you know that Content Manager OnDemand is instrumented to provide very discrete processing values that you can leverage for administration and proactive monitoring of your system? Starting with Content Manager OnDemand V9.0, there are a number of counters, natively available, being incremented every time a Remote Procedure Call (RPC) is invoked in your platform. These counters are exposed to two IBM software solutions. The first tool is a reactive monitoring console known as System Dashboard. Proactive monitoring using these counters and other API level monitors can be achieved with the use of the second tool, called ECM System Monitor (ESM). This data is natively available from your Content Manager OnDemand system. These metrics are invaluable for monitoring, capacity planning, and other strategic uses. An example of some of these counters are presented below;

- Real time data from components of the Content Manager OnDemand system
- Capture and display of Content Manager OnDemand-specific data:
 - Remote procedure calls counts and durations
 - Logons/Logoffs
 - Application-specific events, such as "Document/Retrieves", "Logons/Logoffs", "Queries"
 - Application-specific metrics, such as "Cache Retrieve Bytes", "Queries/Hits"
- Capture and display of environmental data:
 - Configuration
 - Version and patch level

The listener data can be utilized in a variety of ways:

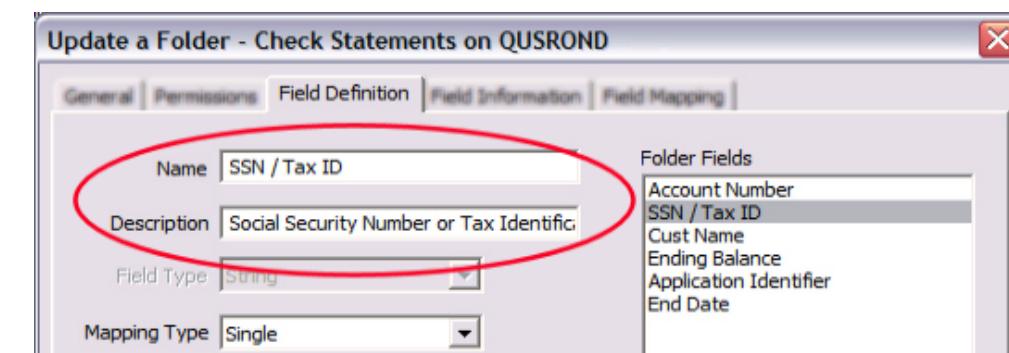
- Visibility of summary and detailed data
- Alerts
- Ability to define and run reports
- Data can be archived and saved for historical analysis and management reporting
- Supplemental monitoring of API-based monitors is available from ESM

The listeners cause no additional load on the system, so why not leverage this discrete level of information to help you properly monitor your Content Manager OnDemand environment? More information can be found in the ESM [publication library](#).

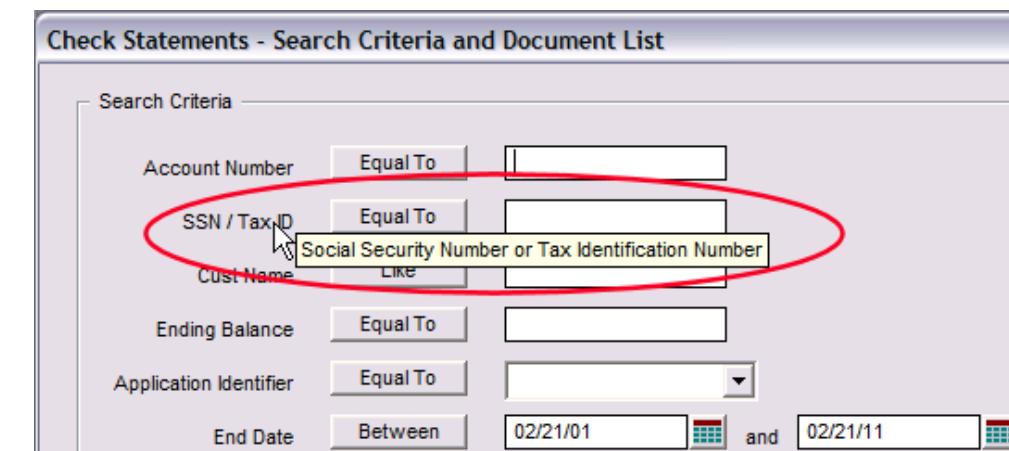
Search Criteria pop-up tool tip

A pop-up tool tip is displayed whenever the mouse cursor hovers over a search criteria field name for which a description has been provided. The tool tip text is taken from the Description field on the Field Definition tab of a folder definition in the OnDemand Administrator client. If the description has no non-space characters, no tool tip will be displayed. Up to 120 characters of text are supported. The standard system color for tool tips will be used in the pop-up window. The pop-up window will be positioned to avoid obscuring the name, operator, or entry field for the criteria.

The following screen capture shows a tool tip text specified in the OnDemand Administrator client.



The following figure shows a tool tip displayed when the mouse pointer is over a search criteria name.



Text for other languages can be entered on the Folder > Field Definition > Advanced dialog. The language of the client and the language of the tool tip text displayed to the user are determined by the locale of the workstation.

Tips – z/OS

Quick Hits

Reducing CPU consumption

Frequently we're asked if there is any way to reduce CPU consumption on z/OS. The following list includes some methods of doing this:

- a) Run in direct mode (NOTCPIP) wherever possible. More information is available in the Content Manager OnDemand [Knowledge Center](#).
ARSMVS_ARSADMIN_USETCPIP=0
ARSLOAD, ARSYSPIN, and ODF can all exploit direct mode.
- b) Ensure you're up-to-date with all of the latest performance service. There is a discussion in the OnDemand User Group [forums](#) that provides useful information.
- c) If you are using a z13 processor, exploiting hardware compression / decompression will reduce the load on the CPU. There is a discussion in the OnDemand User Group [forums](#) that provides useful information.
- d) Remember, at its heart, Content Manager OnDemand is a DB2 application. Ensure that your DB2 subsystem is optimally tuned.

Mapping the contents of message 85 to the LoadID

The AGID and LoadID values in message number 85 will always match the values from the LoadID in message number 87, or from the System Load facility. For example:

If message 85 has these values: Agid(17560) LoadId(33FAA)

The AGID and LoadID will match these values from message 87:

```
87 LoadId(17560-1-0-33FAA-13260-13269)
      |
      |
      +- LoadId from above
      |
      + Agid from above
```

OAM binds required when upgrading z/OS

Per the z/OS [V2R2 Migration manual](#), when migrating to any new release of z/OS, you must run OAM DB2 BIND jobs if you are using OAM for object support.

Tips – IBM i

Cleanup of QUSRRDARS library

If you have migrated from Spool File Archive (SFA) to Common Server, you might have objects in library QUSRRDARS that are no longer used. These objects can be deleted. Depending on the number of objects, this might improve the save / restore performance of library QUSRRDARS.

The following list of object types and descriptions can be deleted on all systems not using SFA.

Object Type	Description
*DTAARA	R/DARS-400 User defaults data area
*DTAARA	R/DARS-400 Viewer control data area
*DTAARA	OnDemand defaults data area for <user_name>
*USRSPC	REPORT COMBINE LOCK SPACE QRDRS400 COMBINELOCK
*USRSPC	AFP RESOURCE LOCK SPACE

Enhanced spooled file selection

You can set the number of spooled files to be searched when retrieving a list of spooled files from the Select File panel of the OnDemand Administrator client.

If the maximum number of spooled files to be search is reached and the number of spooled files that match the search is less than the maximum, a message is displayed indicating "A total of nnnn spooled files were searched. Only the spooled files that matched the search criteria are listed." The maximum number of spooled files searched (nnnn) will either be 1000 or a user-defined value that is specified in data area QRLRGCNT in library QUSRRDARS. To specify a maximum other than 1000, the data area QRLRGCNT must be created in QUSRRDARS.

For example, to create the QRLRGCNT data area and set the maximum number of spooled files searched to 2000:

```
CRTDTAARA DTAARA(QUSRRDARS/QRLRGCNT) TYPE(*DEC) LEN(4 0)
      VALUE(2000)
```

If the value in the data area is 0, the maximum spooled files to search will be set to 1000. If the value in the data area is less than 100, the maximum spooled files to search will be set to 100. The maximum value allowed in the data area is 9999.

This tip is adapted from [support item 1606409](#).

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 Content Manager OnDemand 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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