IBM Content Collector
Version 4.0.0.2

Readme

IBM

Part 1. IBM Content Collector Version 4.0 Fix Pack 2 Readme

Readme documentation for IBM® Content Collector Version 4.0 Fix Pack 2 including installation-related instructions, prerequisites and co-requisites, and information about fixes, changes, and limitations for IBM Content Collector for Email, IBM Content Collector for File Systems, IBM Content Collector for IBM Connections, and IBM Content Collector for Microsoft SharePoint.

Readme file for:
> IBM Content Collector

Product/Component Release:
> Version 4.0

Update Name:
> Fix Pack 2

Fix ID:
> 4.0.0.2-IBM-ICC-FP002

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Online version of the readme file:
> http://www.ibm.com/support/docview.wss?uid=swg27041780

Contents

Download location

Download IBM Content Collector, Version 4.0 Fix Pack 2, from the following location:

http://www.ibm.com/support/docview.wss?uid=swg24037306

The following deliverables are made available for download.

Product/component name:	Platform	File name
IBM Content Collector V4.0 FP002 readme	n/a	`4.0.0.2-IBM-ICC-FP002.pdf`
IBM Content Collector V4.0 FP002 Server	Windows	`4.0.0.2-IBM-ICC-Server-FP002.zip`
IBM Content Collector V4.0 FP002 Notes Client	Windows	`4.0.0.2-IBM-ICC-NotesClient-FP002.zip`
IBM Content Collector V4.0 FP002 Outlook Web Access	Windows	`4.0.0.2-IBM-ICC-OWA-FP002.zip`

Product/component name:	Platform	File name
IBM Content Collector V4.0 FP002 SharePoint Support	Windows	`4.0.0.2-IBM-ICC-SharePoint-FP002.zip`

IBM Content Collector P8 Content Search Services Support V4.0 Fix Pack 2 is delivered as separate package.

Prerequisites and co-requisites

The server package of IBM Content Collector V4.0 Fix Pack 2 requires the IBM Content Collector V4.0.0.0 or V4.0.0.1 server package as a prerequisite.

For information about hardware and software compatibility, see the detailed system requirements document at http://www.ibm.com/support/docview.wss?uid=swg27039384.

Known issues

See the release notes of IBM Content Collector 4.0 at http://www.ibm.com/support/docview.wss?uid=swg27040264 and the readme file of IBM Content Collector 4.0.0.1 at http://www.ibm.com/support/docview.wss?uid=swg27041189 for a list of known issues in IBM Content Collector 4.0 and 4.0.0.1.

At time of publication, the following additional problems were known:

To preview the metadata form template when you work with an external web application server, you must edit the preview URL
> When you work with an external web application server, preview of the metadata form template does not work as expected. To have the metadata form template displayed in the browser window, you must manually enter the hostname of the external web application server in the preview URL.

Installation information

Apply IBM Content Collector V4.0 Fix Pack 2 to update IBM Content Collector V4.0.0.0 or V4.0.0.1.

Prior to installation
> Before you install the fix pack in a production environment, make sure that you have a complete backup or snapshot of your system so that you can roll back the fix pack installation if a problem should arise.
>
> If you have modified any configuration files, make a backup copy of the modified files before installing the fix pack.

Installing
> To update IBM Content Collector V4.0.0.0 or V4.0.0.1 with IBM Content Collector V4.0 Fix Pack 2, complete the following steps:
> * For IBM Content Collector Server:
>   1. Back up your configuration store.
>   2. Make sure that all IBM Content Collector services are stopped.
>   3. Install IBM Content Collector Server V4.0.0.2.
>   Do not change the host name of the IBM Content Collector Web Application during installation. Changing the host name will make all previously created stub links unusable.
>   Do NOT run the Initial Configuration Wizard.

4. If the licensing tool is not started automatically, select **All Programs** > **IBM Content Collector** > **Set-up Tools** > **Licensing** from the Windows start menu. Check the settings and make sure that the correct license is selected.

5. If Lotus® Domino® is one of your source systems and your Domino template contains IBM Content Collector functionality, re-enable the existing template. From the Windows start menu, select **All Programs** > **IBM Content Collector** > **Set-up Tools** > **Domino Template Enablement**.

6. Optional: If you use self-signed certificates, run the tool `afu_ewas_exchange_cert.bat` from the `AFUWeb` folder to replace the existing self-signed certificates with new self-signed certificates that use a key size of 2048 bit.

7. Adjust the Windows Service users for the IBM Content Collector services as described in the documentation.

8. Optional: If you deploy any of the IBM Content Collector web applications to an external web application server, make sure that the `afu.bootstrap.properties` file exists in the `AFUWeb` subdirectory of your web application server profile directory. Copy the `SolidDriver2.0.jar` file from the `ICCinstallDir\ctms` directory to the directory `profile\installedApps\cell\afu_metadata_web.ear\afu_metadata_server.war\WEB-INF\lib` of the respective web application server instance.

9. Restart the Configuration Manager to reconfigure the database connection of the IBM Content Collector Web Application and upgrade the configuration.

10. If you run IBM Content Collector in a cluster and used the Cluster Tool `afuClusterTool.exe` to configure the cluster, you must reconfigure the cluster after upgrading. To do so, run `afuClusterTool.exe` with the appropriate options to make sure that the cluster is configured to fit your environment, for example that the first and secondary configuration hosts are set correctly.

11. Restart the Task Routing Engine and the IBM Content Collector Web Application service.

- For IBM Content Collector Microsoft SharePoint Support, apply IBM Content Collector for Microsoft SharePoint V4.0 Fix Pack 2 on one Microsoft SharePoint Web Front End server. For upgrade installations, this must be the Microsoft SharePoint Web Front End server on which IBM Content Collector for Microsoft SharePoint V4.0.0.0 or V4.0.0.1 is currently installed.

- For Content Search Services Support, apply IBM Content Collector P8 Content Search Services Support V4.0 Fix Pack 2.

- For all other components, install the respective IBM Content Collector V4.0 Fix Pack 2 package.

Fixes and changes made in version 4.0.0.2

For a list of all APARs that were fixed after IBM Content Collector V4.0.0.1 and are included in IBM Content Collector V4.0.0.2, refer to the IBM Content Collector V4.0 Fix Pack 2 download page at http://www.ibm.com/support/docview.wss?uid=swg24037306.

OWA 2013 support

Outlook Web App (OWA) provides browser-based access to Microsoft Outlook features. You can extend these OWA capabilities to include IBM Content Collector functions which enable you to mark messages for archiving or stubbing, to search, view, or restore archived content, or to specify additional archiving metadata before archiving a message.

The IBM Content Collector functions are not available in OWA 2013 if you select:

- Calendar
- People
- Tasks

In Exchange 2013, the IBM Content Collector functionality is provided by an app in OWA. This app is integrated in both Outlook and OWA, however the IBM Content Collector functionality is

available only if you select the app in OWA. In Outlook, no functions can be selected using the app; the IBM Content Collector functions are available only on the ribbon.

To avoid seeing the app in Outlook:

1. Divide users in your organization into OWA users and Outlook users.
2. Only distribute the app to OWA users, or use separate CAS servers and install IBM Content Collector OWA Extension only on the CAS server which OWA users will access.

The IBM Content Collector OWA app for Office 2013 cannot be used on messages in the following folders:

- Drafts
- Junk Email
- Notes
- RSS Feeds

In addition, the app cannot be activated in the following cases:

- The message is in S/MIME format or otherwise encrypted.
- The message is an attachment to another message, or opened from the file system.
- The mailbox user is a delegate user. This user cannot use any of the IBM Content Collector functions on messages in the delegated mailbox.

In OWA 2013, only the content of a stubbed message can be viewed when you select Content Collector View. If a message was not archived, or was archived but not yet stubbed, the entire message content is available and can be seen. In this case, the view option is greyed out.

The installation of IBM Content Collector OWA on Exchange 2013 is different to the installation on Exchange 2010 (or earlier), because it requires the additional configuration and deployment of the IBM Content Collector app for Office 2013.

To install and configure Content Collector Outlook Web App for Exchange 2013:

1. Check and install the prerequisites for OWA 2013 support. For details, see http://www.ibm.com/support/docview.wss?uid=swg27039384.
2. Configure the OWA Service. For details, see http://www.ibm.com/support/ knowledgecenter/SSAE9L_4.0.0/com.ibm.content.collector.doc_kc/owa/ t_afu_configuring_owa_service.dita. Note that the Exchange 2013 user ID must have Exchange Impersonation privileges for all functions.
3. Configure the OWA Extension by using the IBM Content Collector Configuration Manager. For details, see http://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.0/ com.ibm.content.collector.doc_kc/owa/t_afu_script_ext.dita.
4. Install OWA 2013 support. See http://www.ibm.com/support/knowledgecenter/ SSAE9L_4.0.0/com.ibm.content.collector.doc_kc/installing/t_afu_install_owa_wizard.dita.
5. Apply the OWA Extension configuration:
   a. Log on to the server on which the OWA Extension is installed.
   b. Enable the IBM Content Collector OWA app for Office 2013 as is described in the following section.
   c. Select **All Programs** > **IBM Content Collector** > **Apply Configuration**.

Enabling the IBM Content Collector OWA app for Office 2013

If OWA users have access to Content Delivery Network (CDN), the JavaScript API for Office library, which is required by the IBM Content Collector OWA app for Office 2013, is automatically referenced when OWA is started. If there is no access to CDN, the JavaScript API for Office library and `MicrosoftAjax.js` must first be downloaded as is described in the first two steps in the following instructions.

IBM Content Collector OWA app for Office 2013 requires Content Delivery Network (CDN), the JavaScript API for Office library. If OWA users have access to CDN, it is automatically referenced when OWA is started. If there is no access to CDN however, you must first download the JavaScript API for Office library and `MicrosoftAjax.js` as is described in step 1 and step 2 in the following instructions.

To provide OWA users with the IBM Content Collector OWA app for Office 2013:

1. If there is no access to CDN, install the JavaScript API for Office library.

    a. Download NuGet from:

        ```
        http://nuget.org/nuget.exe
        ```

    b. On the command line, enter:

        ```
        Nuget install Microsoft.Office.js
        ```

        Microsoft JavaScript API for Office is installed in the `Microsoft.Office.js.1.0.1` directory.

    c. Copy all files and directories under `Microsoft.Office.js.1.0.1\Content\Scripts\Office\1.0` to the directory *installDir*`\AFUOWAExtension\ex2013\app\js\office` on the server where IBM Content Collector OWA Extension is installed.

2. If there is no access to CDN, install `MicrosoftAjax.js`.

    a. On the command line, enter:

        ```
        Nuget install MicrosoftAjax
        ```

        MicrosoftAjax.js is installed in the `MicrosoftAjax.4.0.20526.0` directory.

    b. Copy `MicrosoftAjax.js` under `MicrosoftAjax.4.0.20526.0\Content\Scripts` to the directory *installDir*`\AFUOWAExtension\ex2013\app\js\office` on the server where IBM Content Collector OWA Extension is installed.

3. Provide OWA users with the IBM Content Collector app.

    a. Create the app by running the following PowerShell command.

        You can specify who should get the app. The following command specifies only one user, namely John Doe. The command assumes that the IBM Content Collector OWA Extension was installed at the default location.

        ```
        $Data=Get-Content
        -Path "C:\Program Files(x86)\IBM\ContentCollector_OWASupport\AFUOWAExtension\ex2013\tools\iccapp.xml"
        -Encoding Byte -ReadCount 0

        New-App -OrganizationApp -ProvidedTo SpecificUsers
        -UserList "john.doe@company.com" -DefaultStateForUser Enabled -FileData $Data
        ```

    b. Check that the app was created successfully by running the following command:

        ```
        Get-App -OrganizationApp
        ```

        If the app was created, the following information is displayed:

Table 1. IBM Content Collector OWA app

DisplayName	Enabled	AppVersion
IBM Content Collector	True	4.0.0.2
Bing Maps	True	1.0
Suggested Meetings	True	1.0
Unsubscribe	True	1.0
Action Items	True	1.0

    c. Distribute the app to additional users (for example, users listed under appUsers@company.com) after the app was created by running the command:

        ```
        Set-App -OrganizationApp -ProvidedTo SpecificUsers
        -UserList "appUsers@company.com " -DefaultStateForUser Enabled
        -Identity 0578bddf-3028-3239-bd3b-f3515832fb93
        ```

The GUID for the IBM Content Collector OWA app for Office 2013 is `0578bddf-3028-3239-bd3b-f3515832fb93`.

   d. If you need to uninstall or update the app, remove the app first by running the command:

```
Remove-App -OrganizationApp
-Identity 0578bddf-3028-3239-bd3b-f3515832fb93
```

4. Grant the IIS_IUSERS user group in the afuowa application Full control permission.

   a. Start the Internet Information Services (IIS) Manager.

   b. Navigate to **Sites** > **Default Web Site** > **afuowa**, right click **afuowa** and select **Edit Permissions**.

   c. Click the Security tab, and grant the IIS_IUSERS user group Full control permission.

5. Apply your changes.

Connecting to an Exchange 2013 server in an Exchange organization where domain security is enabled

If domain security (mutual authentication) is configured in your Microsoft Exchange organization and you use manual configuration to connect to an Exchange 2013 server, set the following connector variable on the Variables tab of the Email Connector configuration:

```
ex.profile.RpcOverHttp.CertPrincipalName=CertPrincipalName
```

where *CertPrincipalName* is the Mutual Authentication Principal name (for example `msstd:server.company.com`). To look up this value, enter the following command in the Exchange Management Shell:

```
Set-OutlookProvider EXPR
```

Retention period shortening for email documents

In IBM Content Collector 4.0, shortening retention periods was possible for files, but not for email documents. If a file system document was archived with a specific retention period, you could use the Retention Manager to update the existing retention period and assign an earlier expiration date if the configuration option **AllowRetentionPeriodShortening** was set to TRUE. For email documents, an error message was displayed and the retention period was not shortened.

Starting with IBM Content Collector 4.0 Fix Pack 2, shortening retention periods is also possible for email documents.

If there are several instances of an email in the repository and the Retention Manager is used to update the expiration date, it first determines a new expiration date based on the schedules for the email instances. To do so, the Retention Manager applies the respective associated retention schedule to each instance of the email. It then chooses the latest of the resulting expiration dates, which is used as new expiration date for the email. Next, the Retention Manager checks if all instances of the email are associated with a retention schedule. If this is the case, the expiration date is updated. If there are email instances that are not associated with a schedule, the expiration date is updated only if the new expiration date is later than the existing expiration date. Otherwise, the following error message is displayed and the expiration date is not changed:

```
The expiration date of the document cannot be shortened because the date might have been
set by static retention.
```

Changes to the Retention Manager configuration

You can now specify more than one URL for the IBM Content Collector Retention Policy Distribution Service for both the Set Retention tool and the Update Retention tool. Therefore, the configuration option in the Set Retention configuration files has been changed from **PolicyDistributionServiceURL** to **PolicyDistributionServiceURL***n*, where *n* is 1 for the first URL, 2 for the second URL, and so on.

Also, the default value of the configuration option **LoggingLevel** has been changed from Finest to Info.

Make sure to use the latest configuration files (`afu_SetRetention_Config_CM8.properties`, `afu_SetRetention_Config_P8.properties`, `afu_UpdateRetention_Config_CM8.properties`, and `afu_UpdateRetention_Config_P8.properties`) or update your customized configuration files with the changes.

The IBM Content Collector interactive functions are now available to a Notes (delegate) user with read-only privileges

The IBM Content Collector interactive functions were not available to a Notes delegate user with read-only privileges. A delegate user could only read documents. Content Collector interactive functions were also not available to the application archiving user.

Starting with this fix pack, the IBM Content Collector interactive functions "Restore", "Search", "Specify Additional Archiving Information", "Settings", and "Help" are also available to a delegate user with read-only privileges in Notes 8.5.2 or later. The "Mark for Archiving" function is not permitted as this requires making direct changes to the email document. For a Notes application, "Restore", "Settings" and "Help" are available.

After the Notes application is re-enabled or the mail template is replaced by the newly enabled template, both the application and the mailbox must be opened once by an authorized Notes user with "Create documents" privileges when the IBM Content Collector Web Application service is running. Otherwise, the Content Collector functions will not be available to a delegate user in a mail database nor to an application archiving user if both users have read-only privileges.

In Notes 8.5.1 or earlier however, both a delegate user and an application archiving user with read-only access will continue to see the message stating that the user is not authorized to perform the Content Collector operation. Only a delegate user or an application archiving user with read-write privileges can use the Content Collector interactive functions in Notes 8.5.1 or earlier.

Documentation

The following documentation is available:

Information center and updates to the information center

The product documentation is available on the web at http://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.0/contentcollector_4.0.0.htm. The documentation is at the level of IBM Content Collector V4.0.0.0.

For product information that has changed for IBM Content Collector V4.0.0.2 or that is missing or incorrect in the IBM Content Collector documentation, see the technote about updates to the IBM Content Collector V4.0 documentation.

PDF documentation

The PDF documentation is at the level of IBM Content Collector V4.0.0.0.

See the IBM Content Collector publication library for links to PDF documentation in English and further languages: http://www.ibm.com/support/docview.wss?uid=swg27037952

For product information that has changed for IBM Content Collector V4.0.0.2 or that is missing or incorrect in the IBM Content Collector documentation, see the technote about updates to the IBM Content Collector V4.0 documentation.

IBM Content Collector Script Connector Implementation Guide

Documentation for the IBM Content Collector Script Connector, which is a configurable connector that you can use to integrate custom functionality into IBM Content Collector, is available on the web at http://www.ibm.com/support/docview.wss?uid=swg27024906.

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Date	Description of change
17 April 2014	initial version