

Hummingbird Enterprise™ 2004

DM 5.1.0.5 Service Release 6 Maintenance Release 4 Release Notes

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General Information

The DM 5.1.0.5 service and maintenance releases are cumulative. That is, a later service or maintenance release will contain everything that an earlier service or maintenance release contained, plus any new modifications. This is the fourth set of public maintenance releases for DM 5.1.0.5 SR6.

Maintenance releases automatically detect the products you have installed and apply updates accordingly. For example, if you have DM Server but do not have RM Server, only DM Server updates are applied.

Maintenance releases within this set may have interdependencies. If you encounter issues, be sure that you have applied all updates in this set and continue to reproduce the problem before contacting Technical Support.

As of DM 5.1.0.5 Service Release 1, all English patches for DM are intended to be language neutral and should function with all localized releases of DM.

Please see [Fixed Issues](#) for details on the public patches included in this release.

DM Extensions Dynamic Views for DM 5.1.0.5 SR6 Maintenance Release 4 is a separate download to be installed after applying SR6 MR4 updates. If you applied Dynamic Views for DM 5.1.0.5 with previous releases, it should be updated for SR6 MR4. See the [Dynamic Views Release Notes](#) for more information.

Fixed Issues

The following tables list, by product component, the issues fixed in SR6 Maintenance Release 4. If you want more information on an issue, visit Open Text's WebSupport Knowledge Base

<http://www.hummingbird.com/support/online/websupport/knowledgebase.html>

and search on the issue's Solution ID (such as SD032991), which can be found at the beginning of the description.

DM Server and Administration Tools

SD037570 - DM Server - Archive Bit Should Update When Saving Documents to a Generic Document Server

SD038146 - DM Application Integration - Unable to Save Documents When Using a DSSS Document Server with a Remote Library

SD037499 - DM - Issue When a Remote Library Is Unavailable

DM Web Server

SD037330 - DM Webtop - Issues with How Security Is Applied to a Document During an Import

DM Extensions

SD019486 -DM Extensions - Duplicate Version Entries May Appear in the Versions Add-ons Pane

SD034932 - DM Extension for Microsoft Outlook - “*Can't move the items...*” Error Message When Dragging a Document to a Remote Library

SD035638 - DM Application Integration - Outlook - “*Unable to read the item*” Error Message When Opening a Profiled E-Mail Message

SD036452 - DM Extension for Microsoft Outlook - Zero-Byte File Might Be Created When Saving an E-Mail Message with Attachment

SD036603 - DM Application Integration - Attachments in a Natively-Saved E-Mail Message (MSG Format) Are Unrecognized by DM

SD036688 - DM Application Integration - Excel - Application Stops Responding When Saving a Document with a Long Document Name

SD037090 - DM Extensions Dynamic Views - SQL error #170 - “*Line 1: Incorrect syntax near ')*” Error Message Appears in the Event Log

SD037350 - DM Application Integration - Excel - Native Save As Type File Formats Are Missing After Applying the Microsoft Excel 2003 Security Update

SD037343 - DM Application Integration - E-mail Integration - Unable to Open Items in a Delegated Mailbox

SD037656 - DM Application Integration - Japanese - Interceptor - Issues When Using Adobe's “Convert to Adobe PDF” Function”

SD038158 - DM Extensions - Performance Issue When Adding the DM Users Group to the Current Trustees List

SD038321 - DM Application Integration - Adobe Reader - Interceptor - Error Message Appears When Saving a Document That Contains Reserved Characters in the Document Name

RM

SD035622 - RM Extensions - “*Cannot update the profile*” Error Message Appears When Modifying the File Part to Which a Document Is Assigned

SD036198 - RM Extensions - Modified Files Are Missing When Performing a Full-Text Search

SD037802 - RM Administration Tool - Display and Sort Issues on Files and File Parts Created Using the “Import from Template” Function

DM Workflow

SD037351 - DM Workflow - Users Are Unable to Log On and Error Messages Appear Due to Unreleased SQL Connections

You should review the Fixed Issues for all releases between the one you are upgrading from and this release. You can find this information in the following documents:

- [Service Release 1 Release Notes](#)
- [Service Release 2 Release Notes](#)
- [Service Release 3 Release Notes](#)
- [Service Release 4 Release Notes](#)
- [Service Release 4 Maintenance Release 1 Release Notes](#)
- [Service Release 4 Maintenance Release 2 Release Notes](#)
- [Service Release 4 Maintenance Release 3 Release Notes](#)
- [Service Release 4 Maintenance Release 4 Release Notes](#)
- [Service Release 5 Release Notes](#)
- [Service Release 5 Maintenance Release 1 Release Notes](#)
- [Service Release 5 Maintenance Release 2 Release Notes](#)
- [Service Release 5 Maintenance Release 3 Release Notes](#)
- [Service Release 6 Release Notes](#)
- [Service Release 6 Maintenance Release 1 Release Notes](#)
- [Service Release 6 Maintenance Release 2 Release Notes](#)
- [Service Release 6 Maintenance Release 3 Release Notes](#)

In addition to specific fixes outlined in these Release Notes, SR4 represented the culmination of intense code review focused on enhancing application integration stability. In conjunction with the recommended registry settings outlined below, SR4, SR5, and SR6 deliver significant improvements in error handling related to zero-byte files and other file save anomalies. **These registry settings must be manually applied to function correctly with SR6 MR4.** If conditions are detected whereby a Save or Upload process fails, the user will be notified in screen-displayed messages, and the Retry option will occur until the file is saved successfully or the user cancels the action. If the native application's Auto Recovery is activated by an application failure, analysis of the problem will be outside the scope of DM error detection, and users should follow normal application procedures to recover their document. Additional information is available in the Technical Bulletin [“How to Avoid Missing Edits and Zero-Byte Files in Hummingbird DM™”](#).

```
[HKEY_CURRENT_USER\Software\Hummingbird\PowerDOCS\Core\
Plugins\Fusion\Settings]
```

```
"CheckFileSizeOnDownload"=dword: 00000002
```

```
"CheckFileSizeAfterUpload"=dword: 00000001
```

```
"RetryUploadIfFailed"=dword: 00000001
```

```
"RetryUploadDelay"=dword: 0000000f
```

```
"UploadDifferentSizeOnDownload"=dword: 00000001
```

```
"UploadDifferentSizeOnUnlock"=dword: 00000001
```

Configuration Notes

DM Indexer Considerations

Service Release 6 and later contains SearchServer 6.0. When upgrading from DM 5.1.0.5 SR5 MR4 or earlier, you must create new indexes of your DM Libraries. We recommend that you configure one indexing server to build your new indexes before deploying SR6 MR4 to client workstations. Alternatively, you can select SearchServer 5.4 indexes for client searching while you build the indexes; however, these indexes must be static and cannot be updated by SearchServer 6.0 during the transition.

In Service Release 5, the Hybrid Searches feature was introduced, which you can still implement in SR6 MR4. The [DM/RM 5.1.0.5 Documentation Updates](#) document contains detailed instructions on implementing Hybrid Searches (Profile and Content searches) in the “Improved Performance for Hybrid Searches” section. If you choose to implement Hybrid Searches with SR6 MR4, apply the update before recreating your DM libraries. If you add Hybrid Searches after you create your SearchServer 6.0 indexes, reindexing is required.

Hybrid Searching is supported for MS SQL DM Libraries. Support for Oracle will be provided in a future release.

The SR5 SearchServer Update addressed both *SD020601, Indexing PDF Files May Cause 100% CPU Utilization*, and *SD015661, DM Indexer - "Error [80929][Hummingbird][SearchServer] Invalid FT_CID value" Error Message and Inconsistency Searching for Various Words*. These issues are now included in SearchServer 6.0 and manual application of the update is no longer required.

Support for Microsoft Windows 2003 Server SP1

Support for Windows 2003 Server SP1 began in DM 5.1.0.5 SR5. Like SR5, SR6 and its maintenance releases do not detect whether Windows 2003 Server SP1 has been applied, but rely on a manual update of the DM Server Configuration Wizard.

- If you have applied Windows 2003 Server SP1 and implemented the workarounds, apply the DM Server update and the DM Server Configuration Wizard manual update. This will support the ability to run the DM Server Configuration Wizard whenever needed.
- If you have not yet applied Windows 2003 Server SP1, but are ready to apply it with SR6 MR4, we recommend that you apply the Server SP1 update, then apply SR6 MR4 and the DM Server Configuration Wizard manual update.
- If you are not ready to apply Windows 2003 Server SP1 updates, you are not required to apply the DM Server Configuration Wizard manual update.

To apply the DM Server Configuration Wizard manual update:

1. Apply the DM Server update. Copy the following files from the Service Release 6 \Tools\DM Server folder to your \Hummingbird\DM Server folder, overwriting the existing files:

PCDFSInstallWzdPages.dll

PCDInstallWzdUtils.dll

2. Run the DM Server Configuration Wizard to apply the new DCOM permissions.

Performance Issues Possible after Applying Service Release 5 or Later in Microsoft SQL Server Libraries

In Service Release 5, the default connectivity mode for DM connections with Microsoft SQL Server databases was changed from DB-Library to ODBC. It appears that this change might have caused certain performance issues. These issues include 100% SQL Server CPU utilization, which results in slow performance with DM clients. If you observe performance issues after applying SR5 or later, we recommend you restore DB-Library database connectivity for Microsoft SQL Server by adding the following entry at the top of your PCDOCS.INI file:

```
[Compatibility]
DbLib=1
```

Support for Microsoft SQL Server 2005

Support for Microsoft SQL Server 2005 is provided in DM 5.1.0.5 SR6 and later. To allow for language neutrality, an updated English version of Library Generator is provided via the SR6 MR4 download in the \Tools\DM Server folder. This version may be used by all languages to create new DM Libraries with Microsoft SQL Server 2005. If you choose not to use the English Library Generator, see the alternative method below to manually create new libraries.

To use the English Library Generator: Copy Library Generator (**tblcomp.exe**) to the ...\\Hummingbird\DM Server\Programs folder. Follow normal procedures to generate your DM library.

Alternate manual method: On your Microsoft SQL Server 2005 server, use Enterprise Manager to create a database with the name you want to use for your DM library. Set the compatibility flag for this database to 80. Use your existing Library Generator to populate the DM library, following normal procedures.

To update existing DM libraries: Use Microsoft SQL Server 2005 to upgrade your existing Microsoft SQL Server 2000 database. No additional steps are required.

NOTE: Microsoft SQL Server 2005, by default, requires complex passwords when creating new groups and users. When generating a new DM library, use complex passwords for your DOCSADM and DOCSUSER accounts.

Support for Oracle 10g Release 2

Support for Oracle 10g Release 2 is provided with DM 5.1.0.5 SR6 and later. To allow for language neutrality, an updated English version of Library Generator is provided via the SR6 MR4 download in the `\Tools\DM Server` folder. This version may be used by all languages to create new DM libraries with Oracle 10g Release 2. No manual method is available to create Oracle 10g Release 2 libraries.

To use the English Library Generator: Copy Library Generator (`tblcomp.exe`), and the files `DOCSOR32.DLL` and `DOCSDB32.DLL` to the `...\Hummingbird\DM Server\Programs` folder. Follow normal procedures to generate your DM library.

If you have not applied Release 2, you can use your existing Library Generator to generate DM libraries for Oracle 10g.

NOTE: Although SR6 MR4 supports library generation for an Oracle 10g Release 2 database, use of the 10g Release 2 client is not yet supported. We will provide support for this client as soon as possible. In the meantime, you should use the Oracle 10g client.

Content Cache Now Supports Background Document Updates on Saves

Content Cache has been enhanced in SR6 to allow users to save the document to a Content Cache Server and then have immediate access to the document. The Cache Server handles synchronization of document updates to the document server in the background. These actions can greatly increase the efficiency of saving documents from a remote site.

Implementation of this optional enhancement requires running a SQL script and modifying a registry entry. Complete the steps listed below.

To implement the Content Cache feature:

1. Using Microsoft SQL Query Analyzer, run the script `content_cache.sql`, which is located in the `\Tools\DM Server` folder, for all Hummingbird DM libraries. If the owner of the library is not `DOCSADM`, replace `DOCSADM` in the script with the database owner.
2. In DM Server Manager, verify that **Commit Transaction Monitoring** is enabled. On the **Content Cache** tab, verify that **Enable Content Cache** is selected and the **Content Cache** settings are correct.
3. Create the following in the registry on the DM Server machine:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Hummingbird\DOCSFusion\  
Content Cache]  
"Cache"="Enabled"  
"Max Size"=dword: 000001f4  
"Lazy Write"="Enabled"  
"Location"="C: \content_cache\\"
```

4. Set the **Location** for your Content Cache.
5. Restart DM Server.

Update Deployment Packages Created Prior to SR5

Deployment Packages that were created prior to Service Release 5 need to be updated due to the addition of the COM Automation feature. Edit your existing deployment packages, reselect the correct components, and execute a **Save** before using the package.

Addressable Folders

If you are sending e-mails via Addressable Folders to both primary and remote DM libraries, an address for a primary library folder must be first in the list.

The DM SMTP Service cannot coexist in an environment where Microsoft or other SMTP services are running.

During installation of Addressable Folders, verify that the Administrative Tools dialog boxes pertaining to server services are closed. If any are open, some services cannot be unregistered, and the installation will not be successful.

DM Extensions API Connections

In DM 5.1.0.5 SR6 and later, the DM Extensions API takes a new approach for tracking active DM Extensions API connections. To bring their code into conformance with this new approach, developers should introduce the following before using DM Extensions API interfaces:

1. Instantiate an object of either `IBCSession` or `IBCSession2`.
2. Call the method `Logon` (for `IBCSession`) or `LogonEx` (for `IBCSession2`) if `IBCBrowser` object is not available.

The session object can be released only when no more DM Extensions API usage is planned, or there are other connected session objects.

Installation Instructions

All updates in the DM 5.1.0.5 SR6 MR4 set are provided when you download **dm5105sr6mr4.exe**. When you download the releases, they are by default extracted to **C:\Program Files\Hummingbird\Enterprise 2004 Service Releases\Service Release 6**. You can change the installation path, if you want. When the download is finished, the Hummingbird maintenance release browser automatically launches. You can download the release set for each server that you update, or you can download the release set to a shared network location. If you are running from a network location, double-click **\Service Release 6\setup.exe** to launch the maintenance release browser.

All server updates include the DM API 5.1.0.5 updates. The DM API 5.1.0.5 updates are also included with the DM Extensions 5.1.0.5 updates for client machines.

NOTE: In addition to the instructions that follow, please be sure to review the Configuration Notes and the Fixed Issues lists for setup instructions that may be applicable to your DM implementation.

DM Server

1. DM Server 5.1.0.5 SR1 must be installed before the updates can be applied. The maintenance release installation will validate the licensing to determine which products are installed and only update patched files.
2. On the DM Server being updated, from the maintenance release browser, click **Install Products>DM Server**.

Installation Notes:

- The DM Server maintenance release installation shuts down the DM Service, loads the updated files, and restarts DM Server. If you cannot connect to clients after the update is run, verify that the Server State in the DM Server Manager is **Started**. At the end of the DM Server installation, you may receive a Reboot Required notice. Reboot the DM Server to complete the installation.
- Before installing the DM Server updates on a server that is indexing with SearchServer™, all SearchServer indexes must be stopped through **Server Manager** and restarted after the install is complete.

- If either DM Web Server or DM Extensions is installed on DM Server, it must be shut down to release connectivity with the DM API. For DM Extensions, close all applications and be sure that Interceptor has also been closed. For DM Web Server, you must shut down the IIS Admin Service in **Control Panel>Services**. After the maintenance release installation is complete, remember to restart the IIS Admin Service and all appropriate Web services.
- If InstallShield detects processes that cannot be released during the installation process, a reboot will be required after the updated files are copied. After the reboot, all maintenance release files will be updated. The **Server Configuration Wizard** may launch. If you do not need to change your configuration, click **Cancel**.
- If you need to Repair or Modify your DM Server installation, uninstall the software from **Add/Remove Programs** in the **Control Panel**. A reboot is required before you reinstall from the CD. When reinstallation is complete, you will also need to reinstall applicable DM service or maintenance releases.

DM Web Server

1. DM Web Server 5.1.0.5 SR1 must be installed before the updates can be applied. The maintenance release installation will validate the licensing to determine which products are installed and only update patched files.
2. DM Extension Server Setup update must be run after updating DM Web Server in order to update the DM Extensions.
3. On the DM Web Server being updated, from the service release browser, click **Install Products>DM Web Server**.

Installation Notes:

- If you have multiple Web Server instances installed for multilingual support, this maintenance release will update all instances.
- If you currently have custom directories for your users or groups, you will need to copy the appropriate files from the **\Cyberdocs\Backup** directory to your custom directories after the update has been installed.
- Hummingbird DM Web Server 5.1.0.5 service and maintenance releases can be uninstalled from **Control Panel>Add/Remove Programs**.
- Later, if you choose to Modify or Repair your DM Web Server installation from the CD image, you will need to uninstall DM Web Server 5.1.0.5, make your Modify or Repair changes, and reinstall it.

DM WorkFlow Server

1. DM WorkFlow 5.1.0.5 SR1 must be installed before the updates can be applied.
2. On the server being updated, from the maintenance release browser, click **Install Products>DM WorkFlow Server**.

Installation Notes:

- DM WorkFlow Server updates must be applied before updating the DM WorkFlow clients.
- Later, if you choose to Repair or Modify your DM installation from the CD image, you will need to reinstall the DM WorkFlow 5.1.0.5 Service Releases.

DM WorkFlow Server Language Pack

1. DM WorkFlow 5.1.0.5 SR6 MR4 must be installed before the language pack can be applied.
2. Go to your service release folder (by default C:\Program Files\Hummingbird\Enterprise 2004 Service Releases\Service Release 6\DM WorkFlow) and select the subfolder of the Language Pack you plan to install. The available options are:
 - "Lang Pack - Enc" - English Canadian language pack
 - "Lang Pack - Frc" - French Canadian language pack
 - "Lang Pack - Enu" - English language pack
 - "Lang Pack - Fra" - French language pack
3. Run **setup.exe**.

Installation Note:

You need to install the appropriate Language Pack on your DM WorkFlow Server machine for each language that your clients will be using.

For example, if you have clients using French Canadian locale, run **setup.exe** from subfolder "Lang Pack - Frc"; if you have clients using English Canadian locale, run **setup.exe** from subfolder "Lang Pack Enc."

Additional configuration required in DM Web Server for enabling DM WorkFlow Multilingual Support:

1. Log on to the English DM Webtop as DM Administrator and configure User Symbols for English DM Web Server.

In **DM Web Admin>DM Webtop Maintenance>Custom Parameters**, click **Add** and create a new parameter:

Name: WF_DEF_LANGUAGE

Value: ENC

2. Log on to the French DM Webtop as DM Administrator and configure User Symbols for French DM Web Server.

In **DM Web Admin>DM Webtop Maintenance>Custom Parameters**, click **Add** and create a new parameter:

Name: WF_DEF_LANGUAGE

Value: FRC

DM Extensions Server Setup

1. DM Extensions Server Setup 5.1.0.5 SR1 must be installed before the updates can be applied.
2. On the server being updated, from the maintenance release browser, click **Install Products>DM Extensions Server Setup**.

Installation Note:

After the service release for the DM Extensions Server Setup has been installed, users can log on to the DM Webtop to upgrade DM Extensions on the client machines.

RM Administration Tool

1. RM Administration Tool 5.1.0.5 SR1 must be installed before the updates can be applied.
2. On the server or workstation being updated, from the maintenance release browser, click **Install Products>Hummingbird RM Administration Tool**.

Installation Note:

Later, if you choose to Repair or Modify your RM Administration Tool installation from the CD image, you will need to reinstall the RM Administration Tool 5.1.0.5 updates.

Documentation Notes

Consult the [DM/RM 5.1.0.5 Documentation Updates](#) document for the following information:

- Searching for Items Containing the Apostrophe (') Character

Image Numbers

Public Service Release 6 Maintenance Release 4 Image 120 includes:

DM Server

DM Server 5.1.0.5	Build 6102
DM Administration Tools 5.1.0.5	Build 6014
RM Server 5.1.0.5	Build 6065
DM API 5.1.0.5	Build 6099

DM Web Server

DM Web Server 5.1.0.5	Build 6090
DM Web Administration Tools 5.1.0.5	Build 6090
DM API 5.1.0.5	Build 6099
RM Web Server 5.1.0.5	Build 6060

DM WorkFlow Server

DM WorkFlow Server 5.1.0.5	Build 6072
DM API 5.1.0.5	Build 6099

DM WorkFlow Server Language Pack

Lang Pack - Enc - English Canadian 5.1.0.5	Build 4017
Lang Pack - Frc - French Canadian 5.1.0.5	Build 4017
Lang Pack - Enu - English 5.1.0.5	Build 4017
Lang Pack - Fra - French 5.1.0.5	Build 4017

DM Extensions Server Setup

DM Extensions 5.1.0.5	Build 6181
DM API 5.1.0.5	Build 6199
DM Workflow Client 5.1.0.5	Build 6072
DM AutoUpdate 5.1.0.5	Build 6060
DM Extension for AutoCAD 5.1.0.5	Build 6063

RM Administration Tool

RM Administration Tool 5.1.0.5	Build 6024
DM API 5.1.0.5	Build 6099

Automated E-mail Management

Automated E-mail Management	Build 6075
Addressable Folders	Build 6075

Files Delivered

Click [here](#) for a list of files included in the DM and RM 5.1.0.5.120 release.

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