IBM FileNet Image Services
4.1.2

Release Notes

SC19-2731-08

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Note
Before using this information and the product it supports, read the information in "Notices" on page 59.

This edition applies to versions 4.1.2 of IBM FileNet Image Services (product number 5724-R95) and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Revision log

Date	Revision
07/23/14	Adds information about known issues and limitations • IPV6 best practices information • Databases requiring enhanced document security note
06/03/14	Adds 'Verifying the MKF dataset and block sizes before performing upgrade'
02/28/13	Adds 'Running Image Services in an HA cluster environment'
08/09/11	**Added information about** • Archiving • ISTK connection with Image Services that result in TPI receipt packets
01/10/11	**Added information about** • What's new in Image Services 4.1.2.9-IS-FP009 o DB2 pureScale cluster in a remote database • What's new in Image Services 4.1.2.8-IS-FP008 o Compatibility o 991 script modifications o Shared memory address allocation o SAS_open timeout • What's new in Image Services 4.1.2.7-IS-FP007 o Software tags for product identification o The fn_util updaterdb utility • What's new in Image Services 4.1.2.6-IS-FP006 ▪ Compatibility ▪ IBM Information Archive (IIA) support ▪ New tools for Image Services and Image Services Toolkit ▪ High availability clustering ▪ Enhanced document security • What's new in Image Services 4.1.2.5-IS-FP005 ▪ Compatibility ▪ New –s option for the sgs_tool tool on Solaris operating systems ▪ New options for the FNL_disp tool ▪ 911 script modifications • What's new in Image Services 4.1.2.4-IS-FP004 ▪ New doctaba_retent_update tool

Date	Revision
	▪ New configuration option for single document storage write operation ▪ Multiple COR_listen process ▪ NCHI_RetentionAddresses call deprecation ▪ Syslog semaphore replaced a spinlock timeout • What's new in Image Services 4.1.2.3-IS-FP003 o Compatibility o Monitor network activity o COLD o Integral SDS o Perflog • What's new in Image Services 4.1.2.2-IS-FP002 o Compatibility • What's new in Image Services 4.1.2.1-IS-FP001 o Compatibility o Networking • AIX uninstall and reinstall • Windows 2008 R2 upgrade • Document retention • Upgrade order that is specified in documentation • New partition link information that is specified in documentation **Edited information about** • Optical drive error when Image Services uses Windows 2003 or 2008 and an IBM or Adaptec SCSI adapter
05/19/10	**Added information about** • Enhanced document security • Fn_snmpd warning message about the /etc/snmpd.conf file • Maximum shared memory **Edited information about** • Multiple concurrent write surfaces • Nch_check known issue
08/19/09	**Added information about** • FileNet-controlled Oracle upgrade

Date	Revision
	Edited information about • snmpd service message text • Ultra320 kernel driver for Solaris 10

Date	Revision
06/08/09	**Added information about** • UNIX 2038 bug • Documentation does not reflect the recent changes to: o Maximum value for Document Buffer Count o Maximum Value for Directory Buffer Count o Default value for Directory Buffer Count
06/02/09	**Added information about** • What's new in 4.1.2.3 • A DB2 limitation • A ddexim import error on DB2 9.5 when the code page is set to Unicode known issue • An Oracle problem with the rootpre.sh file for AIX • An nch_check known issue **Removed information about** • Non-support of Microsoft Terminal Services
12/12/08	Initial release.

Introduction

This release notes document provides information about IBM® FileNet® Image Services 4.1.2 and has the following major topics:

- **What's new** – Describes new features in the various releases of Image Services.
- **Known limitations** – Describes known limitations.
- **Known issues** – Lists and describes known product and documentation issues.
- Image Services Toolkit
  - What's new
  - Known limitations
- Image Services Remote Admin Console
  - What's new
  - Known limitations
- **Resolved known issues** – Lists and describes known product and documentation issues that have been resolved. They are sorted according to the fix pack number in which they were fixed.

Access IBM FileNet documentation and fix packs

Documentation

To access documentation for IBM FileNet products:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).
2. Select the appropriate IBM FileNet product from the "Select a category" list. For IBM FileNet P8 products, select Image Services.
3. From the Product Support page, click Documentation, and then click Image Services under Product Documentation.
4. Click the icon in the appropriate release column to access the document you need.

Fix packs

To access fix packs for IBM FileNet P8 Platform products:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).
2. Select FileNet Product Family.
3. On the FileNet Product Family support page, search for: FileNet fix packs.
4. Select the most appropriate link from the returned results.
5. Continue navigating through the returned pages until you find the fix pack you want.
6. Select the fix pack link.
7. Selecting a fix pack opens the FileNet Fix Packs page. You will need to register at this page before you can continue to the fix pack download site.

Contact customer support

1. For information about contacting IBM support:
2. Navigate to the Information Management support page (www.ibm.com/software/data/support).
3. On the Information Management Support page, search for: How to get support for IBM FileNet products.

What's new in Image Services 4.1.2.8-IS-FP009

DB2 pureScale cluster in a remote database

For information on DB2 pureScale configuration requirements, refer to the Image Services supports DB2 pureScale technote #145762 at http://www.ibm.com/support/docview.wss?uid=swg2145762.

What's new in Image Services 4.1.2.8-IS-FP008

Compatibility

As of Image Services 4.1.2.8-IS-FP008, Image Services supports:

- **Oracle 11gR2**

  For information, see the Support Oracle Database Server 11g Release 2 (11.2.0) technote, #1441844 at http://www.ibm.com/support/docview.wss?uid=swg21441844.

- **Microsoft SQL Server 2008 R2**
- **AIX 6.1 TL5**
- **EMC 3.2 Patch 5**
- **Tivoli 6.2**

  For information, see the Image Services introduces support for Tivoli TSM Client API v.6.2.0.0 for DR550 technote, #1394075 at http://www.ibm.com/support/docview.wss?uid=swg21394075.

911 script enhancements

The 911 script has been enhanced to clean up temporary files. The 911 script creates temporary files in the /fnsw/local/logs/911 directory and leaves these files on the system by default. Image Services 4.1.2.8-IS-FP008 introduces two new options to clean up the files:

- - r

  This option removes the temporary files after they have been collected in the tar file.

- -m directory

  This option moves the temporary files to a designated directory after they have been collected in the tar file. The directory path must be absolute (i.e. start with the root directory '/').

  Additionally, the name of the tar file created by 911 was modified slightly. The old format updated a "version" number each time 911 was executed on the same date (1, 2, 3, etc). This was replaced by a time stamp for the hour and minute when the tar file was created (in 24 hr format). This has the advantage of preserving both the date and time when 911 was run in the tar file name.
  Old tar file name examples:

  911.20100628.01.tar.Z
  911.20100628.02.tar.Z
  911.20100628.03.tar.Z

  New tar file name examples:

  911.20100628.0824.tar.Z (8:24 AM)
  911.20100628.1216.tar.Z (12:16 PM)
  911.20100628.2153.tar.Z (9:53 PM)

  or

  911.20100628.0824.zip (8:24 AM)
  911.20100628.1216.zip (12:16 PM)
  911.20100628.2153.zip (9:53 PM)

The 911 script was also modified to run the command "ipc_tool -P" to dump the SysV process log and save this to the tar file. This process log provides information on Image Services activity up to the time 911 is executed.

Solaris known issue

The following known issue occurs on the Solaris operating system only.

The 911 –m command, which moves temporary files (*.wri) to a user specified directory, does not work. This is because the Solaris operating system cannot process the "grep –q" command. A future fix pack will fix this issue.

Workaround
By default, 911 temp files are written to the /fnsw/local/logs/911 directory. To move the group of files to a user specified directory, execute the following command:

cd /fnsw/local/logs/911
mv *.wri /fnsw/local/tmp (or other user specified directory)

Shared memory address allocation

Image Services 4.1.2.8-IS-FP008 includes improvements to the Image Services shared memory address allocation for Windows that resolves potential memory conflict errors when two or more applications run on the same server.

For information, see the
FileNet Image Services: Windows Shared Memory Conflict Errors (fnc_shmat failed err=487) technote, #1438221 at http://www.ibm.com/support/docview.wss?uid=swg21438221.

SAS_open timeout

In an unstable network environment, existing ISTK connections may become unusable. This can cause Image Services software to abandon the existing connection and start a new connection. Error 71,0,2 is also logged at the same time. The current SAS design waits 30 seconds before re-establishing a new connection with the client. This enhancement reduces the client wait time by making the SAS timeout value configurable. For information, see the FileNet Image Services: Technical background and steps to configure SAS timeout value technote #1442376 at http://www.ibm.com/support/docview.wss?uid=swg21442376.

After installing Image Services 4.1.2 fix pack 008, the following informational message will be written to the event log:

```
2010/07/28 23:04:04.077 71,0,7 <fnsw> ds_init (1269906.1.28 0x136092.1) ... [INFO]
SAS init X_sasopentimeout: 30 initialized from '/fnsw/local/trigger/sasopentimeout'
```

The above message should be ignored if the default 30 second timeout is set.

What's new in Image Services 4.1.2.7-IS-FP007

Software tags for product identification

As of 4.1.2.7-IS-FP007, software tags are available as a common solution for identifying the product name, product version, and fix pack level installed. This information is now standardized, making collecting system information more efficient for support teams, automated problem determination and compatibility advisors.

The fn_util updaterdb utility

As of 4.1.2.7-IS-FP007, the fn_util updaterdb utility was fixed for FileNet-controlled Oracle 10g and later, to automatically execute the Oracle ALTER TABLESPACE command for all SYSAUX datasets that used fn_edit to add Image Services configuration.

Oracle 10g introduced a new SYSAUX tablespace that provides storage of non-sys-related tables and indexes that were formerly stored in the SYSTEM tablespace.

Prior to the 4.1.2.7-IS-FP007 fix pack, you were able to add additional SYSAUX datasets in Image Services configuration, but running fn_util updaterdb did not execute the Oracle command to actually add them to the SYSAUX tablespace. To work around this missing functionality, it was necessary to execute the ALTER TABLESPACE command directly in Oracle.

Since fn_util updaterdb has been fixed to recognize SYSAUX datasets in Image Services configuration, it now automatically runs the ALTER TABLESPACE command for all SYSAUX datasets that were added to IS configuration using fn_edit ("Procedures" tab -> "Create an optional relational DB dataset").

For FileNet-controlled Oracle customers that have added additional SYSAUX data files directly in Oracle outside of Image Services tools as a workaround prior to this fix

Before using fn_edit to add or modify any SYSAUX datasets-related configuration and running fn_util updaterdb, there are important instructions to follow to ensure that any of the SYSAUX data files that were manually added as a workaround are not erased and reused after the command is executed.

For mandatory instructions, see the New requirement for FileNet-controlled Oracle environments that have added additional SYSAUX datafiles technote # 1430301 at http://www-01.ibm.com/support/docview.wss?uid=swg21430301.

Do not use fn_edit to change any SYSAUX-related configuration, and do not run fn_util updaterdb for any reason until you have followed the instructions in the technote.

What's new in Image Services 4.1.2.6-IS-FP006

Compatibility

As of Image Services 4.1.2.6-IS-FP006, Image Services supports:

- Windows Server 2008 R2, 64-bit only.

  For more information, see the Image Services Supports Windows 2008 R2 technote, #1419876 at http://www.ibm.com/support/docview.wss?uid=swg21419876.

- Microsoft SQL Server 2008 SP1
- EMC 3.2 Patch 4
- AIX 6.1 Technology Level (TL) 4
- AIX 5.3 Technology Level (TL) 11
- Solaris 10, 10/09 Update Release
- HP-UX 11i v3 (11.31) Standard Patch Bundles Sept. 2009 on PA-RISC
- HP-UX 11i v3 (11.31) Standard Patch Bundles Sept. 2009 on Itanium
- Windows 7 on Image Services Toolkit (ISTK) and Image Services Remote Administration Console (ISRAC)

  For more information, see the Image Services Supports Windows 7 for ISTK and ISRAC technote, #1419868 at http://www.ibm.com/support/docview.wss?uid=swg21419868.

IBM Information Archive support

As of Image Services 4.1.2.6-IS-FP006, Image Services supports IBM Information Archive (IIA) through the existing Tivoli Storage Manager (TSM) interface.

For more information, see the Image Services support of IBM Information Archive (IIA) technote, #1408192 at http://www.ibm.com/support/docview.wss?uid=swg21408192.

New tools for Image Services and Image Services Toolkit

As of Image Services 4.1.2.6-IS-FP006, Image Services introduces the following new tools that use getaddrinfo() to resolve host names and determine whether the IP addresses are considered local addresses:

- HAnetcheck is for Image Services
- Wal_getnetaddr is for Image Services Toolkit

For more information, see the Tools for troubleshooting Image Services and ISTK network configuration technote, #1418610 at http://www.ibm.com/support/docview.wss?uid=swg21418610.

High availability clustering

As of Image Services 4.1.2.6-IS-FP006, Image Services simplifies Image Services High Availability clustering configuration by dropping the requirement to re-configure the host file or DNS server.

For more information, see the Configuring Image Services 4.1.2 for HA cluster environment technote, #1409299 at http://www.ibm.com/support/docview.wss?uid=swg21409299.

Enhanced Document Security

As of Image Services 4.1.2.6-IS-FP006, Image Services has enhanced document security. For details, see the Implementing Enhanced Document Security document in the IBM FileNet Image Services documentation.

What's new in Image Services 4.1.2.5-IS-FP005

Compatibility

As of Image Services 4.1.2.5-IS-FP005, Image Services supports:

- Windows 2008 SP2

New –s option for the sgs_tool on Solaris operating systems

As of Image Services 4.1.2.5-IS-FP005, a new -s option was added to the sgs tool on Solaris operating systems, which lists SDS device information.(The sgs_tool -s options is already available on the remaining supported operating systems.)

New options for the FNL_disp tool

As of Image Services 4.1.2.5-IS-FP005, two new administrator options were added to the FNL_disp tool that output additional information about interlocks:

- -l

  The -l option detects and prints out interlocks that are owned by abstracts that have leaked. That is, the -l option is specifically for interlocks that have been allocated, used, and released but cannot be reclaimed.

- -o

  The -o option writes the number of interlocks that are owned by each abstract to the stdout output. The information is listed in descending order according to the number of interlocks. Additionally, the -o option also lists the number of interlocks that are in use but have never been de-allocated, and the number of interlocks that have been de-allocated at least once.

911 script modifications

As of Image Services 4.1.2.5-IS-FP005, the 911 script was modified to:

- Handle compressed core files
- Specify an additional core file output directory

By default, the 911 script searches for core files the under /fnsw directory and the home directory of the fnsw user. However, you can now use the chcore command to set the location of the core files. This feature provides you with the advantage of creating core files in a file system that is not the file system that Image Services uses. Thus, preventing the Image Services file system from filling up.

If you use an additional core file directory, you can configure 911 to also search that directory. You accomplish this by placing the new directory name in a trigger file that is called: /fnsw/support/extra_core_directory.

For example, if the new core file directory is /tmp/corefiles, then run the following command to create the new trigger file:

echo /tmp/corefiles > /fnsw/support/extra_core_directory

The full path to the new directory must be entered. Make sure that the permissions for the new directory allow access by the fnsw user. The /fnsw/support/extra_core_directory trigger file can be modified or removed at any time other than when the 911 script is running. The core files can also be compressed to save space (911 will uncompress the core files for analysis then compress them again).

What's new in Image Services 4.1.2.4-IS-FP004

Compatibility

As of Image Services 4.1.2.4-IS-FP004, Image Services supports:

- Tivoli TSM Client API 6.1.0.0 on AIX, Solaris, and Windows.

New doctaba_retent_update tool

As of Image Services 4.1.2.4-IS-FP004, Image Services introduces the doctaba_retent_update tool, which synchronizes doctaba with changed document class disposition settings.

For more information, see the New tool to synchronize doctaba with changed document class disposition settings technote, #1384170 at:

http://www-01.ibm.com/support/docview.wss?rs=0&q1=doctaba_retent_update&uid=swg21384170

New configuration for single document storage (SDS) write operation

As of Image Services 4.1.2.4-IS-FP004, you can now configure the SDS write operation to occur either before or after fast batch cataloging and breakup. In the latter case, newly committed documents are available to users even if the SDS device is not available.

Multiple COR_Listen processes

As of Image Services 4.1.2.4-IS-FP004, Image Services supports multiple COR_Listen processes. You can configure multiple COR_Listen processes to improve system performance. For example, with multiple COR_Listen processes, you can work around the TCP accept limit of 2,200 TCP accepts per second per address.

For more information, see the Image Service Multiple COR_Listen process configuration technote, #1393897at http://www.ibm.com/support/docview.wss?rs=0&q1=multiple+COR_listen&uid=swg21393897

NCHI_RetrieveAddresses call deprication

The NCHI_RetrieveAddresses was deprecated from Image Services as of 4.1.2 and if this call was used, Image Services logged an error without the IP address of the client that makes this call. As of Image Services 4.1.2.4-IS-FP004, Image Services logs an error and includes the client IP address responsible for the call.

Syslog semaphore replaced with a spinlock timeout

As of Image Services 4.1.2.4-IS-FP004 the syslog semaphore has been replaced with a spinlock timeout, which prevents processes from hanging while trying to write to the elog file.

What's new in Image Services 4.1.2.3-IS-FP003

Compatibility

As of Image Services 4.1.2.3-IS-FP003, Image Services supports:

- EMC SDK 3.2 Patch 3
- Microsoft SQL Server, 64-bit, locally on Windows 64-bit
- Microsoft SQL Server 2005, 32-bit, on Windows 64-bit
- Fn_setup_rdb.cmd was modified to support Windows 64-bit
- ISTK on Windows 64-bit
- Remote Desktop (Terminal Services) in console mode

Monitor network activity

Network activity can be monitored in FileNet P8 System Manager through perfmon, for HP, SUN and Windows (AIX was already supported).

COLD

Moved COLD message strings from the header file to a url file so that they can be localized on non-English servers.

Integral SDS

- Image Services supports Integral SDS – Centera on HP Integrity
- Removed Centera ARM requirement for advanced retention in Integral SDS.
- Implemented the Read after Write feature for Integral SDS.

perflog

- The format of the /fnsw/local/sd/1/perflog file was changed between the IS 4.1.2 FP2 and IS 4.1.2 FP3 releases.
- During the upgrade procedure the perflog file needs to be renamed so that a new format perflog can be created. When Image Services is started, perf_mon will automatically create a new perflog with the new internal format.

  Procedure:

  (1) Shut down Image Services.

  (2) As the fnsw user, save the old perflog file:

  UNIX mv /fnsw/local/sd/1/perflog /fnsw/local/sd/1/perflog.old

  Windows rename /fnsw/local/sd/1/perflog /fnsw/local/sd/1/perflog.old

  (3) As the root user, install the latest Image Services fix pack.

  (4) As the fnsw user, start Image Services.

  (5) Verify that the perf_mon utility is running, and that a new perflog file has been created.

What's new in Image Services 4.1.2.2-IS-FP002

Compatibility

As of Image Services 4.1.2.2-IS-FP002, Image Services supports:

- EMC SDK 3.2 Patch 3
- Microsoft SQL Server, 64-bit, locally on Windows 64-bit
- Microsoft SQL Server 2005, 32-bit, on Windows 64-bit
- Fn_setup_rdb.cmd was modified to support Windows 64-bit
- ISTK on Windows 64-bit

What's new in Image Services 4.1.2.1-IS-FP001

Compatibility

- Image Services supports IPv6 network addresses.

Networking

- Significant changes were made to Courier to reduce operating overhead while enhancing performance and to facilitate IPv6 support.

IPv6 best practices

- You must configure the network infrastructure (DNS, routers, and so on) to support IPv6 before you enable IPv6 on the Image Services system.
- All Image Services servers and clients must support IPv6 before you enable IPv6 on the Image Services servers.
- Upgrade the servers to Image Services version 4.1.2 or later before upgrading the Image Services clients.
- Update the DNS with the IPv6 addresses rather than the host file. The Image Services software looks at DNS first, the host file second, and the network clearinghouse third.
- Create the touch ipv4 file while deploying IPv6.

  The ipv4 trigger file causes the Image Services software to use IPv4 protocol on all outgoing RPCs. Continuing to use IPv4 after IPv6 has been configured gives you the ability to upgrade from IPv4 to IPv6 in stages. After the network infrastructure and all Image Services servers and clients are configured for IPv6, you can remove the ipv4 trigger file.

  Trigger files:

  Image Services server: /fnsw/local/sd/ipv4

  Image Services Toolkit client: /fnsw/client/config/ipv4

When you are ready to enable IPv6, see technote 1331100, "IPv6 Configuration Procedures for Image Services."

What's new in Image Services 4.1.2

This section describes the new features in IBM FileNet Image Services 4.1.2.

Databases

- A new Generic Database data type is now available to support integers that require 64-bit representation.
- Image Services now automatically attempts to reconnect a relational database connection when a stale handle is detected. The reconnection attempts and status information are recorded in the elog.
- Database queries on result set in INX have been changed to utilize cursors rather than the last fetched Image Services Doc ID for next batch. The cursor is kept open until it is explicitly closed, or if the database shuts down. This new feature removes the result set sorting based on the Image Services Document ID column and improves performance.

Oracle

- Image Services now supports Oracle 11g, Release 1 (11.1.0.6) on all supported operating systems.

DB2

- Image Services now supports DB2 9.5 and 9.5 fix pack 1 on all supported operating systems.
- As a DB2 user, you can specify blob and index tablespaces when using GDB_exim import and export.

SQL Server

- Image Services supports Microsoft SQL Server 2000 SP4 using Open Database Connectivity (ODBC) only.
- Microsoft SQL Servers changing of their ANSI PADDING parameter's default value from Off to On is transparent to Image Services (4.1.2 FP1). Image Services must be able to perform correctly regardless of the current setting. This setting affects VARCHAR and VARBINARY data types. When ANSI PADDING is off, the database will truncate trailing blanks in VARCHAR columns during insert or update. It will also truncate trailing null bytes in VARBINARY columns.

Installation and configuration

- Image Services provides a fresh installer and the ability to upgrade from Image Services 4.0 SP5 and Image Services 4.1.1.
- The upgrade installer for Image Services, ISTK, and RAC supports InstallShield Multiplatform 5.0.3.
- Added weekly cycle build number to fix pack installation logs and /fnsw/hfp/hfp_version file.

Security services

- Image Services supports AES 256-bit strong password encryption for passwords sent over the network from Image Services clients like ISTK clients, ISRA clients, and JSSI clients.
- Image Services supports enhancements to the Programmable Security Object feature where the system can use customer specified object names rather than the traditional hard-coded names like f_sw, f_sql, f_open, and f_maint.
- Image Services supports the LDAP callout feature that allows you to build your own external authentication module to gain access to Image Services. You are required to perform some system configuration and software development to utilize this feature.
- Image Services uses OpenLDAP equivalent code to provide service similar to the iPlanet SDK. The iPlanet SDK software has been replaced by OpenLDAP.

Storage services

- Image Services now has a tool to look for problems with optical surfaces from Sony 14x optical drives converted to MSAR.
- Image Services supports Centera 3.2 SDK.
- Image Services supports IBM Tivoli Storage Manager, release 5.5.
- Image Services documents can now be embedded into Centera BLOBs rather than writing out a BLOB that just contains metadata and writing out a separate object that contains the Image Services document. This increases archiving and retrieval performance since the BLOB and document can be accessed in one I/O rather than accessed in separate I/O's. It also reduces the number of objects stored per document on each Centera Storage Node, which increases the number of Image Services documents that can be stored on each Centera Storage Node.

Multilingual

- Linguistic Review changes with French text strings in the user interface.
- Linguistic Review changes with German text strings in the user interface.

Operating systems

Windows

- Image Services supports Windows 2008 as a fresh install or an upgrade from Windows 2003.
- Compiler upgrade on Windows platform to Visual Studio .NET 2003 (v7.1).

Solaris

- Image Services now supports Solaris 10 in a Zone environment with the Solaris operating system. This feature only supports Solaris Global Zones and Solaris Local Sparse Zones. Also, this support does not include optical library support when running Image Services in a local zone.

Remote Desktop

- Image Services now supports Remote Desktop (Terminal Services) in console mode.

System utilities

- Updated the docfetch tool with new parameters:

  -f <docid list file> Document Id List File support

  -d Debug Capability

- As part of the new Courier implementation in Image Services, new commands were added in PPMOI.

  tp - worker threads status

  svc - remote program services status

  l - listener threads status

  pre - prefetch threads status

  These new commands display the new Courier internal information.

- Image Services integrates with XVT 5.8 for User Interface on all supported operating systems except for AIX.

Miscellaneous

- Image Services supports IBM Tivoli License Manager. Additional files have been added to the Image Services code base to provide licensing information for the Tivoli License Manager.
- Index Services – Image Services INX_export exports closed documents to CE. This feature relates to CFS-IS and allows closed documents from Image Services to participate in the federation process.
- System V Courier – Implement the following inter process locking related improvements in Courier.
  - The get and set mutex calls have been replaced by the AIX primitives: _check_lock and _clear_ lock
  - The sleep 0 call has been replaced by the Yield() call. This means that the process currently running on the run queue is moved to the end of the run queue to allow other processes to run.
  - Removing the spinning associated with unsetting the test and set variables since there should not be any contention with other processes.
- Cache Services – Added ELA timers to monitor performance characteristics relating to CSM objects.

Limitations

This section describes:

- Independent software vendor issues that are related to Image Services
- Other supported IBM of FileNet application issues related to Image Services
- Image Services-specific known issues

Archiving

APAR Name Defect ID	Description
N/A	The Archiving feature has been deprecated as of the FileNet Image Services 4.1 release. The archiving feature that moved the document information from the databases on magnetic disk to the archive databases on storage media is no longer supported. The tools that were used with this feature are: ARC_copy, ARC_create, ARC_dump, ARC_find, ARC_import, ARC_perf and ARC_tool.

Installation and upgrades

Windows 2008 R2 upgrade

APAR Name Defect ID	Description
N/A	The Image Services ControlService fails to start after Windows 2008 is upgraded to Windows 2008 R2. For more information, see the Image Services Supports Windows 2008 R2 technote, #21419876 at http://www.ibm.com/support/docview.wss?rs=0&q1=Windows+2008+R2&uid=swg21419876

Identify media

APAR Name Defect ID	Description
N/A	The format of the checkpoint.osa file was changed as of Image Services 4.1 so that MSAR surface entries can be added to the file. The change caused all of the entries in the file to become longer. When the software is restarted after it has been upgraded from either Image Services 4.1or a later release, the Identify Media procedure is performed on each storage library that is configured on the server. This must be done so that the file can be rebuilt in the new format. The Identify Media procedure adds additional time to the upgrade process. The time needed to complete this process depends on the number of storage libraries configured on the server and the number of slots in each library.

Excessive disk swapping

APAR Name / Defect ID	Description
N/A	Background jobs can cause excessive disk swapping. Background jobs such as Import, Find Open Docs and Doc Copy can cause excessive disk swapping, even though fn_edit parameters are set to minimize disk swaps. This is because background jobs circumvent those parameters.

FileNet-Controlled Oracle upgrade

APAR Name / Defect ID	Description
N/A	When you run the Oracle 10g pre-upgrade utility (utlu102i.sql) as described in the "Oracle 10g Installation and Upgrade Procedures (FileNet-Controlled) for Image Services 4.1.2," guide, the utility creates an output file (utlu102i.out) that has messages about the readiness of the Oracle database for the upgrade to Oracle 10g. Along with other messages, the output file contains a false message that asks you to add the streams_pool_size variable to the /fnsw/local/oracle/init.ora file. Disregard this warning: WARNING: --> "streams_pool_size" is not currently defined and needs a value of at least 50331648 Even though the message indicates, "streams_pool_size" variable is not defined, it must not be added to the init.ora file until after the database has been successfully upgraded to Oracle 10.0.2. Adding the streams_pool_size value to init.ora prevents the FileNet Oracle database from starting. The streams_pool_size variable is not a valid Oracle 8 or Oracle 9 init.ora value.

Configuration

Enhanced document security

APAR Name / Defect ID	Description
N/A	Fn_util mlb_mig_sec_cols does not populate the new f_accessrights_rw, wr and ax fields. This command is used for sites that want to enable Enhanced Document Security. For information on "Implementing Enhanced Document Security" see the PDF with the same name on the IBM Image Services documentation web site: ftp://ftp.software.ibm.com/software/data/cm/filenet/docs/isdoc/412x/DocSec.pdf *Solution* Apply Image Services 4.1.2 FP7 prior to running fn_util mlb_mig_sec_cols.

Setup tool

APAR Name Defect ID	Description
N/A	The former setup tool for Windows was not implemented for Image Services 4.1. Changing SSN, Domain name, WINDOW Event log, Image Services auto start, Combine/Index setting and Set Drives through the old GUI screens is not supported. *Workaround* This workaround allows you to have the functionality of the old setup tool. It can be run in interactive or non-interactive mode. **Interactive mode** To launch the fn_setup program in interactive mode, start in the c:\fnsw\bin directory and enter the program name 'fn_setup' or 'fn_setup.exe'. The installation paths display followed by a series of prompts. For each prompt, the default response displayed within the parenthesis is the current configured value or suggested setting if there is no current value. You can enter a different value or press 'Enter' to accept the default value. When the prompt expects a 'yes' or 'no' response, 'y', 'yes', 'n', 'no' are all valid. C:\fnsw\bin> fn_setup.exe Installation path for Executables: c:\fnsw Installation path for Shared Files: c:\fnsw_loc Is this a Combined/Index server (y=yes, n=no) [y]: Enter NCH server name [homer1:FileNet]: Enter System Serial Number [1234567890]: Windows Event Logging (y=yes, n=no) [y]: Autostart Image Services Processes (y=yes, n=no) [n]: Reset file permissions of Image Services software (y=yes, n=no) [y]: The responses will be summarized as follows and you have the opportunity to save or discard the changes. This is the setup configuration: Combined/Index Server: yes NCH server name: homer1:FileNet SSN: 1234567890 Windows Event Logging: yes Autostart Image Services processes: no Reset file permissions: yes Do you want to save your changes (y/n) [y]: If the response is to save the changes, a message will be displayed prior to each operation. All updates will be done unconditionally so you will see all the 'Updating …' messages. If you do not choose to 'Reset file permission', then the operation to reset file permission will be skipped and the message 'Changing permission on Image Services software' will not be displayed. Then the program will exit.

APAR Name Defect ID	Description
	fn_setup: Updating server type fn_setup: Updating NCH server name fn_setup: Updating SSN fn_setup: Updating Windows Event Logging setting fn_setup: Updating Autostart setting fn_setup: Updating Image Services ControlService parameter fn_setup: Changing permission on Image Services software fn_setup: Updating NCH database fn_setup: Installing Image Services license fn_setup: check log file c:\fnsw_loc\logs\fn_setup\fn_setup.log for any errors. fn_setup: Done If the response is to discard the changes, the following message will be displayed and the program will exit. fn_setup: Changes are not saved. **Non-interactive mode** For non-interactive mode, the syntax is based on fn_setup on UNIX® with the addition of some new arguments for Windows. All the arguments are optional and can be entered in any order. In the UNIX version of fn_setup, the presence of '-r' indicates that this is a root server and fn_setup will create the root_station file. The absence of '-r' will do nothing. There is no way to change to non-root server via the arguments as in the interactive mode. For the new Windows version of fn_setup, if '-r' is specified, you must explicitly indicate whether it is a root station. The absence of '-r' will not change the current setting. The syntax is: fn_setup –n <NCH server name> -s <SSN> -r <y|n> –e <y|n> -a <y|n> -d -v where: -n <NCH server name> The NCH server name of this server e.g. homer1:FileNet -s <SSN> The system serial number of this server -r <y|n> Indicates if this is a combined/index server -e <y|n> Enable or disable Windows event logging -a <y|n> Enable or Disable Autostart Image Services processes -d Update permission on Image Services software -h Display this usage -v Verbose

APAR Name / Defect ID	Description
	For example: The following will disable Windows event logging and update the Image Services software permission. All the non- specified configuration will remain the same. fn_setup –e n –d will display the following: fn_setup: Updating server type fn_setup: Updating NCH server name fn_setup: Updating SSN fn_setup: Updating Windows Event Logging setting fn_setup: Updating Autostart setting fn_setup: Updating Image Services ControlService parameter fn_setup: Changing permission on Image Services software fn_setup: Updating NCH database fn_setup: Installing Image Services license fn_setup: check log file c:\fnsw_loc\logs\fn_setup\fn_setup.log for any errors.

Databases

DB2

Database alias

APAR Name / Defect ID	Description
N/A	Image Services cannot support a DB2 database alias that is different from the actual database name. A remote DB2 database that is catalogued on the client but has a database alias that is different from the actual database name can cause SNAPSHOT_LOCK to fail because the alias name cannot be found on the remote DB2 server. Therefore, you cannot import document indexes and classes by using the Image Services ddexim tool.

Database codepage

APAR Name / Defect ID	Description

N/A	If you install DB2 9.5 with the default code page set to Unicode, you might encounter the following DB2 errors when executing a ddexim import job:
	
	`2008/11/21 13:51:38.417 121,9,302 <fnsw> ddexim -sd -i /fnsw/local/tmp/disk_info/sun225d2r_ART_ADD_ON.db.exp (2583.1.115 0xa17.1) ... [SERIOUS]`
	
	`Error in GDBD_exec: SQLExecute, STMT 65538 (&000a3220) (../src/GDBD.c, VERSION 4.1.1.0, @3393).`
	
	`SQLSTATE = 22001, NativeError = -302,`
	
	`ErrorMsg = '[IBM][CLI Driver][DB2/SUN64] SQL0302N The value of a host variable in the EXECUTE or OPEN statement is too large for its corresponding use. SQLSTATE=22001`
	
	The error translates to: un225d2r(fnsw)/fnsw/local/tmp/disk_info> db2 ? SQL000302
	
	SQL0302N The value of a host variable in the EXECUTE or OPEN statement is too large for its corresponding use.
	
	Cause
	
	The value of an input host variable was found to be too large for its use in the SELECT, VALUES, or prepared statement. One of the following occurred:
	
	• The corresponding host variable or parameter marker used in the SQL statement is defined as string, but the input host variable contains a string that is too long.
	
	• The corresponding host variable or parameter marker used in the SQL statement is defined as numeric, but the input host variable contains a numeric value that is out of range.
	
	• The terminating NUL character is missing from the C language NUL-terminated character string host variable.
	
	• Federated system users: in a pass-through session, a data source-specific restriction might have been violated.
	
	This error occurs as a result of specifying either an incorrect host variable or an incorrect SQLLEN value in an SQLDA on an EXECUTE or OPEN statement.
	
	The statement cannot be processed.
	
	Workaround
	
	Ensure that the input host variable value is the correct type and length. If the input host variables supply values to parameter markers, match values with the implied data type and length of the parameter marker.
	
	Federated system users: for a pass-through session, determine what data source is causing the error (see the Troubleshooting Guide for procedures to follow to identify the failing data source). Examine the SQL dialect for that data source to determine which specific restriction has been violated, and adjust the failing statement as needed.
	
	sqlcode: -302
	sqlstate: 22001, 22003

DB2 client version 8

APAR Name / Defect ID	Description
	If you are running Image Services with the DB2 client version 8 and want to upgrade to Image Services 4.1.2, complete the following procedure. 1. (UNIX only) Run 'fn_setup' to change all file permissions. 2. Run inst_templates on both fnsw and root users. Ensure you know the database instance name (the env DB2INSTANCE usually has this information). Always enter 'y' for overwrite. Logoff and then re-logon to both fnsw and root for the new environment variables to take effect. The three environment variables are: DB2_HOME DB2_INST DB2INSTANCE (UNIX only) 3. Run "fn_setup_rdb -u" to upgrade. 4. When you are prompted to enter the DB2 home directory, accept the default value. When you are prompted for the version, enter 8.1 or 8.2 or 9.5, depending on what versions of the DB2 client you are running. 5. initfnsw start. **NOTE** /fnsw/lib/shobj/db2lib will symbolically link to something like /home/instance name/sqllib/lib32, and this will link to something like /opt/IBM/db2/V8.1/lib32 for the version 8 client. If you are running the DB2 client version 9, repeat steps 2 through 4 to start Image Services. Run a fresh install 6. Run "fn_edit", to create a new CDB file, and then select Cancel > File > New. 7. Enter all user interface prompts. When you are prompted for the DB2 home and version, select the Relational DB tab. 8. Run "fn_setup_rdb -f". (This will run fn_migrate to start a new CDB version.) 9. Run "fn_util init". 10. initfnsw start. You might need to delete snt_chkpt before starting Image Services.

Oracle

rootpre.sh

APAR Name / Defect ID	Description
N/A	The following is an excerpt from the Oracle release notes for the 11g release 1 (11.1), dated February 2008, and is about AIX 5L-based systems (64-Bit) B32075-04 and the rootpre.sh script. If you have downloaded Oracle Database 11g release 1 prior to January 18, 2008 from Oracle Technology Network or media and were prompted to execute therootpre.sh script, then you must install the rootpre_aix.zip file that is available from the Oracle Technology Network: http://download.oracle.com/otn/aix/oracle11g/rootpre_aix.zip New customers do not have to download the rootpre_aix.zip file. The Oracle 11g release 1 software can be downloaded directly from the Oracle Technology Network: http://www.oracle.com/technology/software/products/database/oracle11g/111060_aixsoft.html. For your convenience, you can also find these files on the IBM FileNet Image Services download site: \\cmdepot\svrdev-wkspace\jzeng\Ora11gAIX_DB_Server

Patch 6800649

APAR Name / Defect ID	Description
N/A	When you log in to the operating system as a user that is not the owner of the FileNet Image Services files (the owner is typically fnsw), and run any Image Services tool that accesses the database (for example, WQS_tool, ddexim, and so on), it results a "map:permission denied" error. Although this error is presented, the expected data output is ultimately returned as well. This error occurs when the permission of the executable file has the setuid or the setgid bits set. There are certain checks that Oracle is performing that result in these errors, yet access to the database is still successful. Oracle has a bug a subsequent patch on the Metalink support Web site related to this issue, which is reported on AIX5L-based systems (64-bit) on Oracle database version 10.2.0.3.0. (It might not be limited to only those versions.) For a fix to this problem, download Oracle patch 6800649.

Hardware

Adaptec SCSI adapters

APAR Name / Defect ID	Description
	Setup of an Adaptec 29160 SCSI adapter in a Windows server Setup of an Adaptec 39160 SCSI adapter in a Windows server Setup of an Adaptec 39320A-R SCSI adapter in a Windows server Setup of an Adaptec 29320ALP-R SCSI adapter in a Windows server Setup of an IBM 39R8743 SCSI adapter in a Windows server In the past when you set up a SCSI adapter, you could depend on the default adapter settings to allow Image Services to control the optical disk drive SCSI peripherals. You had no need to change the default settings. However, certain advancements have changed how the optical drives are presented to Windows. As a result of changes to the adapters and additional BIOS default settings, the Windows operating system, rather than Image Services, could take control the drives. If Image Services cannot control the optical drives, you must change the default adapter settings. This release note details the adapter settings that present the optical drives to Windows in a way that allows Image Services to control the drives. Two symptoms show that the Windows operating system has taken control of the SCSI peripherals: • You are unable to configure or access the optical drives from Image Services. • Windows Explorer shows a lettered drive assigned to each optical drive. Having Windows in control of the optical drives is not just a temporary inconvenience but also a threat to data integrity. The operating system can read and write to the optical media, potentially invalidating the FileNet data format or causing other integrity issues. **NOTE** When an Image Services server runs on either Windows 2003 or Windows 2008 and also uses an Adaptec or IBM SCSI adapter card, the Windows operating system mistakenly represents an optical drive as a lettered drive when an optical drive is connected. Rebooting the server twice typically removes the lettered drive and end the errors. However, if the problem persists after rebooting the server twice, try disabling the drive by completing the following procedure: 1. Select **Start > Programs > Administrative Tools > Computer Management > Disk Management > Properties.** 2. Complete the step that is appropriate for the operating system. **Windows 2003** Click the **General** tab and select "Do not use this device (disable)" From the Device Usage pull-down menu.

APAR Name / Defect ID	Description

Windows 2008

Click the **Driver** tab, and then click **Disable**.

After completing one of these actions, the drive that was created for the optical drive disappears from Disk Management and the lettered optical drive disappears from Windows Explorer.

Continue

To reassign control from Windows to Image Services, use the adapter's built-in setup utility, SCSI*Select*, to specify the correct parameters for the adapter settings. Refer to the descriptions and tables below for the settings you need to use:

Running SCSI*Select*:

1. To enter the BIOS phase, if Windows is running, restart the system. If the system is off, turn it on.
2. When the Control-A message displays, press Control-A to enter the SCSI*Select* utility.
3. For each option and description, make sure the value matches that in the table below. You should need to change only a few values.

NOTE For the SCSI Device Configuration Options, you must enter the same values for SCSI device IDs 0 through 7.

Values for the Adaptec 29160 SCSI Adapter

Group Name	Value Description	Value
SCSI Bus Interface Definitions	Controller SCSI ID	7
SCSI Bus Interface Definitions	SCSI Controller Parity	Enabled
SCSI Bus Interface Definitions	Host Adapter SCSI Termination/ LVD/SE Connectors	Automatic, Disabled if HA
SCSI Bus Interface Definitions	Host Adapter SCSI Termination/ SE Connectors	Automatic
SCSI Bus Interface Definitions – Additional Options	Advanced Configuration	See Advanced Configuration below
Boot Device Configuration	Select Master SCSI Controller	Select the 29160
Advanced Configuration	Reset SCSI Bus at IC Initialization	Enabled
Advanced Configuration	Display <Ctrl><A> Messages during BIOS Initialization	Enabled
Advanced Configuration V2.57.2 and earlier	Extended BIOS Translation for DOS Drives > 1 GByte	Disabled
Advanced Configuration V3.10.0 and later	Extended Int 13 Translation for DOS Drives > 1 GByte	Disabled
Advanced Configuration V2.57.2 and earlier	Verbose/Silent Mode	Verbose
Advanced Configuration V3.10.0 Fand later	POST Display Mode	Verbose
Advanced Configuration V2.57.2 and earlier	Host Adapter BIOS (Configuration Utility Reserves BIOS Space)	Disabled – Scan Bus

APAR Name / Defect ID	Description

Advanced Configuration V3.10.0 and later	SCSI Controller Int 13 Support	Disabled – Scan Bus-
Advanced Configuration	Domain Validation	Disabled
Advanced Configuration	Support Removable Disks Under BIOS as Fixed Disks	Disabled
Advanced Configuration	BIOS Support for Bootable CD-ROM	Disabled
Advanced Configuration	BIOS Support for Int 13 Extensions	Disabled

4. Set these values for the SCSI Device Ids 0 to 7:

SCSI Device Configuration Options	Sync Transfer Rate (MB/sec)	40 MB/sec.
SCSI Device Configuration Options	Initiate Wide Negotiation	Yes
SCSI Device Configuration Options	Enable Disconnection	Yes
SCSI Device Configuration Options	Send Start Unit Command	No
SCSI Device Configuration Options	Enable Write Back Cache	N/C
SCSI Device Configuration Options	BIOS Multiple LUN Support	No
SCSI Device Configuration Options	Include in BIOS Scan	No

Values for the Adaptec 39160 SCSI Adapter

Group Name	Value Description	Value
SCSI Bus Interface Definitions	Host Adapter SCSI ID	7
SCSI Bus Interface Definitions	SCSI Parity Checking	Enabled
SCSI Bus Interface Definitions	SCSI Controller Termination / Ch A	Automatic or Low On/High On if HA
SCSI Bus Interface Definitions	SCSI Controller Termination / Ch B	Automatic, Disabled if HA
Boot Device Options	Boot Channel	First
Boot Device Options	Boot SCSI ID	0
Boot Device Options	Boot LUN Number	0

Advanced Configuration Options	Reset SCSI Bus at IC Initialization	Enabled
Advanced Configuration Options	Display <Ctrl><A> Messages during BIOS Initialization	Enabled
Advanced Configuration V2.57.2 and earlier	Extended BIOS Translation for DOS Drives > 1 GByte	Disabled
Advanced Configuration V3.10.0 and later	Extended Int 13 Translation for DOS Drives > 1 GByte	Disabled
Advanced Configuration V2.57.2 and earlier	Verbose/Silent Mode	Verbose
Advanced Configuration V3.10.0 and later	POST Display Mode	Verbose
Advanced Configuration V2.57.2 and earlier	Host Adapter BIOS (Configuration Utility Reserves BIOS Space)	Disabled – Scan Bus

APAR Name / Defect ID	Description

Advanced Configuration V3.10.0 and later	SCSI Controller Int 13 Support	Disabled - Scan Bus-
Advanced Configuration Options	Verbose/Silent Mode	Verbose
Advanced Configuration Options	Post Display Mode	Verbose
Advanced Configuration Options	Host Adapter BIOS (Configuration Utility Reserves BIOS Space)	Disabled; Scan Bus-
Advanced Configuration Options	Domain Validation	Disabled
Advanced Configuration Options	Support Removable Disks Under BIOS as Fixed Disks	Disabled
Advanced Configuration Options	BIOS Support for Bootable CD-ROM	Disabled
Advanced Configuration Options	BIOS Support for Int 13 Extensions	Disabled

4. Set these values for the SCSI Device Ids 0 to 7:

SCSI Device Configuration Options	Sync Transfer Rate (MB/sec)	40 MB/sec.
SCSI Device Configuration Options	Initiate Wide Negotiation	Yes
SCSI Device Configuration Options	Enable Disconnection	Yes
SCSI Device Configuration Options	Send Start Unit Command	No
SCSI Device Configuration Options	Enable Write Back Cache	N/C
SCSI Device Configuration Options	BIOS Multiple LUN Support	No
SCSI Device Configuration Options	Include in BIOS Scan	No

Values for the Adaptec 29320ALP-R, Adaptec 39320A-R, and IBM 39R8743 SCSI Adapters

Group Name	Value Description	Value
SCSI Bus Interface Options	SCSI Controller ID	7
SCSI Bus Interface Options	SCSI Controller Parity	Enabled
SCSI Bus Interface Options	SCSI Controller Termination	Automatic (unless this is a HA environment. If HA then Disable.)
SCSI Device Configuration Options – BBS Systems Only	Select Master SCSI Controller	Disabled
SCSI Device Configuration Options – BBS Systems Only	Boot SCSI Controller	Disabled
SCSI Device Configuration Options – Non-BBS Systems Only	Select Master SCSI Controller	First
SCSI Device Configuration Options – Non-BBS Systems Only	Boot SCSI Controller	Disabled
SCSI Device Configuration Options – Non-BBS Systems Only	Boot SCSI ID	0
SCSI Device Configuration Options – Non-BBS Systems Only	Boot LUN Number	0
Advanced Configuration Options	Reset SCSI Bus at IC Initialization	Enabled
Advanced Configuration Options	Display <Ctrl><A> Messages during BIOS Initialization	Enabled

APAR Name / Defect ID	Description

Advanced Configuration Options	Extended INT 13 Translation for DOS Drives > 1 Gbyte	Disabled
Advanced Configuration Options	Post Display Mode	Verbose
Advanced Configuration Options	SCSI Controller INT 13 Support	Disabled; Scan Bus
Advanced Configuration Options	Domain Validation	Disabled
Advanced Configuration Options	Support Removable Disks Under INT 13 as Fixed Disks	Disabled
Advanced Configuration Options	BIOS Support for Bootable CD_ROM	Disabled
HostRAID Options (Adaptec 39320A-R only)	HostRAID	Disabled

4. Set these values for the SCSI Device Ids 0 to 7:

SCSI Device Configuration Options	Sync Transfer Rate (MB/sec)	40 MB/sec.
SCSI Device Configuration Options	Packetized	No
SCSI Device Configuration Options	QAS	No
SCSI Device Configuration Options	Initiate Wide Negotiation	Yes
SCSI Device Configuration Options	Enable Disconnection	Yes
SCSI Device Configuration Options	Send Start Unit Command	No
SCSI Device Configuration Options	BIOS Multiple LUN Support	No
SCSI Device Configuration Options	Include in BIOS Scan	No

5. After changing the values to match the table, exit the SCSI*Select* utility by pressing the ESC key until you are prompted to save your changes.
6. Select the second port on this dual port adapter and repeat the procedure for that port.
7. Repeat the procedure for each SCSI adapter port and for each additional controller card connected to Optical Drives/Libraries. Refer to related release notes for other Adaptec SCSI adapters.
8. Reboot the server to make your changes take effect.

Verification

Enter the Windows Device Manager. Each optical drive should now display as an Optical Memory device, preceded by a yellow exclamation point. You will also see “Note 31 - No driver exists for this device.”, which is normal and expected. If the optical drives do NOT display as expected, use the Windows Device Manager to rescan for new hardware, forcing Windows to recognize the hardware changes.

As an additional verification, check that the optical drives no longer display as lettered drives in Windows Explorer.

Configuration

When your optical devices are recognized correctly, configure them following standard procedures:

9. Run fnddcfg –u
10. Run fnddcfg
11. Reboot

APAR Name / Defect ID	Description
	12. Run fndev to verify device creation 13. Run fn_edit to configure optical devices 14. Run fn_build –a **LUN Device Notes** If multiple LUN devices are attached to the adapter only the first LUN device (LUN=0) will show up during the BIOS Scan of devices. Not all the devices will be seen at BIOS Boot time. However, Image Services will find the other LUN devices when it builds the device entries. If hardware verification of the attached devices is needed, then the item “BIOS Multiple LUN Support” could be momentarily set on and a boot sequence would show and verify the existence of each LUN device.

Storage

MSAR

Erase a “do not use” MSAR surface

APAR Name / Defect ID	Description
N/A	If you erase an unlabelled surface that is marked “Do Not Use”, it won’t erase until the next recycle of the Image Services software. (A recycle removes a “Do Not Use” flag and retries the erase). At that point, the erase does a sequential database search for documents residing on that surface. This is extremely slow for large databases and can take an extended period of time.

Erase an “out-of-sync” MSAR surface

APAR Name / Defect ID	Description
N/A	If you attempt to erase an MSAR surface with no active documents on it and the “Do Not Use” flag is set, the erase will terminate and the disk will be ejected. If you want to erase an out-of-sync MSAR surface, you must recycle the Image Services software before starting the erase job. The recycle removes the “out-of-sync” flag for a retry.

MSAR families with multiple concurrent write surfaces

APAR Name Defect ID	Description
N/A	A system that has multiple concurrent write surfaces typically writes to only one surface and uses any other concurrent write surfaces for overflow purposes if a bottleneck occurs when processing write requests for the initial surface. Additional software tuning might be required to best use the system resources and to eliminate bottlenecks.

200FX jukebox

APAR Name Defect ID	Description
N/A	Product ID C1170A is not in the OSAR contents table for 200FX jukebox. As a result, fn_edit auto-configure of HP200FX will not complete successfully. Therefore, you must manually configure the jukebox. The jukebox, according to the HP website, should be returning a SCSI ID of C1170F (indicating 4X optical drives) instead of C1170A (indicating 2X optical drives). The 200FX is not a common jukebox. It was never sold by HP but is created with a field upgrade of a 2X jukebox model.

Operating systems

UNIX

Year 2038

APAR Name Defect ID	Description
N/A	Due to a limitation in the UNIX time functions (known as the year 2038 problem or the UNIX millennium bug), you cannot set or extend retention dates in the MKF docs table past the year 2038 on documents that were archived by Image Services Integral SDS because retention values are stored as seconds in the MKF docs table and on the protected storage device (SDS). Documents and SDS objects that are in the doctaba table and that have retention dates that are beyond the year 2038 will be protected by the retention date because retention dates are stored in the doctaba table as days and not as seconds. Currently HCAP and SunSAR do not support retention dates beyond the year 2038 but Snaplock, Centera, and DR550 SDS devices support retention dates past 2038. IBM anticipates that all supported SDS devices will at some point prior to 2038, support retention dates beyond 2038.

AIX

Installation

APAR Name / Defect ID	Description
N/A	(*AIX only*) If you uninstall Image Services and try to reinstall it, InstallShield indicates that Image Services is already installed on the server. *Workaround* Delete /usr/lib/objrepos/vpd.properties.
N/A	(*AIX only*) Fn_snmpd writes a warning message in the elog that indicates the /etc/snmpd.conf file cannot be read. *Cause* The 4.1.0 Image Services installation program does not add the required FileNet SNMP entries to the /etc/snmpd.peers and /etc/snmpd.conf files when Image Services uses AIX. *Solution* If the current installation of Image Services was upgraded from Image Services 4.1.0, manually edit the following files as specified to enable fn_snmpd functionality: • Add the following line to the end of the /etc/snmpd.peers file: "fnpd" 1.3.6.1.4.1.517 "fnpd_password" • Add the following line to the end of the /etc/snmpd.conf file: smux 1.3.6.1.4.1.517 fnpd_password # fnpd **SNMP SUPPORT** As of Image Services 4.1.2 Fix Pack 002, SNMP v3 is supported on AIX only. If you run SNMP v3 on AIX, refer to the IBM FileNet Image Services 4.1.2 SNMP Reference Manual for information about how to make the change.

Maximum shared memory

APAR Name / Defect ID	Description
N/A	(*Image Services 4.1.2 Fix Pack 006 and Image Services 4.1.3 on AIX only)* Due to an increase in shared memory usage, Image Services can fail to start after Image Services 4.1.2 Fix Pack 006 or Image Services 4.1.3 has been installed. *Solution* Increase the value of the Max Shared Memory parameter in fn_edit. 1. Restart the server, but do not try to start Image Services. 2. Open fn_edit. 3. Navigate to the Performance Tuning tab. 4. Navigate to the Server Memory tab. 5. Increase the value of the Max Shared Memory parameter.

APAR Name Defect ID	Description
	To determine the new value, see the IBM FileNet Determining memory segments in use on an AIX server to avoid reaching 11 segment limit technote for guidelines. Following are samples of error messages that might display when this error occurs: **2010/04/07 12:42:41.304 202,0,27 <fnsw> CSM_daemon (35524.1.28 0x8ac4.1) ... [WARNING]** SysV: The highest shared memory segment (#8) is now in use. If this segment fills up, no further shared memory segments can be allocated and the Image Services system will stop functioning. Each shared memory segment is of size 16777216 bytes (16 MB). **2010/04/07 13:03:14.108 202,0,24 <fnsw> CSMs (46544.1.121 0xb5d0.1) ...** SysV: Out of shared memory segments! **2010/04/07 13:03:14.114 202,0,24 <fnsw> CSMs (46544.1.121 0xb5d0.1) ... [CRITICAL]** fnc_abort: The program encountered an irrecoverable error and aborted. **2010/04/07 13:03:14.143 202,0,27 <fnsw> CSMs (46544.1.121 0xb5d0.1) ... [INFO]** fn_stack_trace: stack trace saved in file '/fnsw/local/logs/ims_logs/stack_abort_46544_1' **2010/04/07 13:03:14.143 202,0,24 <fnsw> CSMs (46544.1.121 0xb5d0.1) ... [INFO]** SysV server code VERSION 4.1.2.24 (AIX) **2010/04/07 13:03:14.164 202,0,24 <fnsw> CSMs (46544.1.121 0xb5d0.1) ... [INFO]** fnc_abort: process log saved in /fnsw/local/logs/ims_logs/cbpABORT_46544-1 **2010/04/07 13:03:14.221 202,0,24 <fnsw> CSMs (36486.1.121 0x8e86.1) ... [WARNING]** An SNMP trap was issued for this error with trap code ca000001, trap severity '4' Severe **2010/04/07 13:03:14.289 202,8,1 <fnsw> CSMs (46544.1.121 0xb5d0.1) ...** fnc_abort: Core file saved as /fnsw/local/tmp/core.ktJ4aa.

FNPoll

APAR Name Defect ID	Description
N/A	After boot/reboot on AIX, FNPoll continues to run up to two minutes after the system is available for logon. If you attempt to start Image Services while FNPoll is running, errors will log and the optical libraries will be unusable. Errors logged might include: 2007/06/22 15:00:41.431 133,0,2 <fnsw> fn_trapd (397514) … [SERIOUS] ARM Can't open Storage Library a (device name='/fnsw/dev/1/osara'), err=ca64000a 2007/06/22 15:00:41.433 133,0,2 <fnsw> fn_trapd (397514) … [WARNING] Can't get gripper enabled/disabled status on OSAR 'a' *Workaround* On a full-use system, after a boot/reboot of an AIX system, run the following command to determine when FNPoll finishes running: ps –ef | grep FNPoll Once the FNPoll process is not listed in the process listing, you can start Image Services. On systems with Image Services autostart configured, add a ‘sleep’ to the /etc/rc.initfnsw file to allow enough delay for the devices to be created before Image Services startup begins. The entry in the /etc/rc.initfnsw file would look like this: # AIX specific processing if test "$system_type" = "AIX" ; then sleep 120 fi Place the “sleep” in the file before the “Start Image Services” section where ‘initfnsw start’ is called.

snmpd service

APAR Name Defect ID	Description
N/A	fn_snmpd systemError Warning When the AIX snmpd service is not running, you might receive a "systemError" warning similar to the following: 2009/08/05 10:39:29.245 206,1,12 <fnsw> fn_snmpd (274632.1.33 0x430c8.1) ... [INFO] smux_init() registration unsuccessful - OS snmpd may be down, exiting... Even though the snmpd service is disabled, you might still see this error. This error can be ignored. *Workaround* Turn on the snmpd service to eliminate the warning message.

Directory for /usr/lib/libMrm

APAR Name Defect ID	Description
N/A	AIX 6.1 installs the file /usr/lib/libMrm.a in a directory that is different from the one required by the Image Services 4.1.0 installer. As a result, the Image Services 4.1.0 installation will fail when running lic_admin. 1. To prevent this failure, use the following workaround after you install AIX 6.1, but before you install Image Services 4.1.0: 2. Log in as a user with root privileges. 3. Download and install APAR: IZ13179 on AIX 6.1. 4. Enter: ln -s /usr/lpp/x11/lib/R1/libMrm.a /usr/lib/libMrm.a

HP-UX

APAR Name Defect ID	Description
N/A	The HP System Management HomePage script stops any process that has “timeoutmonitor" in the name. Therefore, when the script runs, it also stops the Image Services timeoutmonitor process. Under some circumstances, this can generate numerous elog error messages.

Solaris

Ultra320 kernel driver for Solaris 10

APAR Name Defect ID	Description
N/A	For information about the Ultra320 kernel driver for Solaris 10 limitation, see the IBM FileNet Image Services “Unable to configure SCSI optical devices on Sun servers with Solaris 10” technote (technote ID 1386320) at: http://www.ibm.com/support/docview.wss?rs=3284&context=SSNVUD&context=SSS236&q1=1386320&uid=swg21386320&loc=en_US&cs=utf-8&lang=en

Windows

System failures associated with IS and ISTK shared memory address space allocation

APAR Name Defect ID	Description
N/A	After you install or upgrade IS or ISTK, the address space that is allocated to the SysV shared memory for IS or ISTK processes might conflict with the existing address spaces that are allocated by other products. Conversely, after you install or upgrade another product that is installed on the same server as IS or ISTK, the address spaces allocated by those other products might conflict with the address space that is allocated to the SysV shared memory for IS or ISTK processes. If this address allocation conflict occurs, SysV stops the process that encounters the conflict, locks one of the shared memory semaphores (which stops other IS and ISTK processes), and records the following error message (or a similar one) in the IS ELOG or ISTK ELOG and the Event log: SysV: Error 487 mapping file view. Process Aborting... Due to the complex nature of address space allocation, all of the products and conditions that conflict with the address space allocation of the SysV shared memory are unknown. Therefore, the actual error message might be different than shown. If this is the case, contact IBM support to help you analyze the results. The products that are known to conflict with the address space allocation of the SysV shared memory are: • Microsoft SQL Server 2005 • Microsoft security updates - The Microsoft security updates that might conflict with the address allocation of the SysV shared memory are: KB931768, KB933566, KB937143, KB931784, and KB937143 **SysV creates a memory map, determines the largest area of free memory, and creates a registry edit file to update the starting address** IS and ISTK provides a SysV feature that troubleshoots and repairs the SysV shared memory address space allocation conflict. Specifically, SysV: • Creates a memory map that has a detailed listing of every section of memory that is used by the conflicting IS or ISTK process • Determines the starting address of the largest amount of available memory from the information in the memory map • Creates a registry edit file that you can run that changes the starting address of the SysV shared memory to the new starting address determined by SysV **Initiation of this SysV feature occurs** • Automatically, when an address space allocation conflict occurs • Manually, by creating a trigger file and running the process

APAR Name Defect ID	Description
	Create a trigger file **ATTENTION** This procedure must be performed by a qualified IS or ISTK system administrator. If this procedure is not performed properly, it could have an adverse effect on system operation. Contact IBM support if you require assistance. The starting address varies from system to system based on the configuration and other installed software. Therefore, the best address must be determined individually for each system. 1. If the shared memory conflict occurred during the IS or ISTK startup process, begin at "Confirm the creation of the virtual memory map..." to view the results of the SysV analysis of the conflicting process. If the shared memory conflict has not occurred, begin by creating a trigger file in the next step. 2. Create a trigger file that contains the name of the IS or ISTK process to examine. **IS** For example, "*docs*" is a sample name of an IS process: cd \fnsw_loc\sd\1 **OR** cd \fnsw_loc\sd\1 echo *docs* > dump_vmap.txt echo *all* > dump_vmap.txt initfnsw restart initfnsw restart **ISTK** For example, "*my_istk_app*" is a sample name of an ISTK process: cd \client\tmp **OR** cd \client\tmp echo *my_istk_app* > dump_vmap.txt echo *all* > dump_vmap.txt **NOTES** • The ISTK client\tmp directory is located in the directory where ISTK is installed. This installation directory is referred to as WAL_ROOT and is set in the Windows registry using the following path: HKEY_LOCAL_MACHINE\software\FileNet\WAL\CurrentVersion\WAL_ROOT . • Although you can enter any IS or ISTK process name, respectively, in the trigger file, use the name of the process that links to the conflicting product to ensure that the trigger file captures all of the relevant libraries in the memory map. If the process name is unknown use "all" in the trigger file instead of the name of an unrelated process. 3. Confirm the creation of the virtual memory map by locating the following message (with a recent time-stamp) in the IS ELOG, ISTK ELOG, or the Event log.

APAR Name Defect ID	Description
	IS fn_NT_VMMap: saving virtual memory map in \fnsw_loc\logs\ims_logs directory **ISTK** fn_NT_VMMap: saving virtual memory map in client_logs directory If this message is not in the IS ELOG, ISTK ELOG, or the Event log, the virtual memory map code was not created. If this is the case, contact IBM support. Otherwise, the following message (or a similar one) is recorded in the IS ELOG, ISTK ELOG, or the Event log: **IS** `The Windows Registry may be updated to change the starting SysV shared memory address to the largest free area in memory at address 0x11000000). A new registry edit script was created with the name: c:\Program Files\FileNet\fnsw\etc\shm_c_3172-1320.reg.txt To change the SysV shared memory address execute this script after completely shutting down all IS applications.` **ISTK** `The Windows Registry may be updated to change the starting SysV shared memory address to the largest free area in memory at address 0x11000000). A new registry edit script was created with the name: c:\Program Files\FileNet\FNSW\client\logs\shm_c_3172-1320.reg.txt To change the SysV shared memory address execute this script after completely shutting down all ISTK applications.` SysV stores the virtual memory map file in the \fnsw_loc\logs\ims_logs directory for IS and the \client\logs\client_logs directory for ISTK, and names it according to the process name and ID that generated the file. For example, if the process was MyApp.exe with a process ID of 1234 and a thread ID of 5678, the file will be named sl_MyApp.exe_1234_5678.txt. SysV stores the registry edit file in the \fnsw\etc directory for IS and the \client\logs directory for ISTK, and names it according to the process that encountered the problem. (This naming convention allows multiple processes to create separate registry edit files). For example, if the process ID is 1234 and the thread ID is 5678, the file is named shm_c_1234-5678.reg.txt. The ".txt" extension prevents you from running the registry edit file accidentally. 4. If you created a trigger file, remove it after you have the information that you need so that a new virtual memory map does not get created every time the process runs. 5. Update the Windows registry. **NOTE** The "StartShmAddress" registry key does not exist in the Windows registry by default. This key is created only on systems that need to modify their start SysV shared memory address so that it is different from the default value that is embedded inside the code. This default value is 0x45000000, which is the address where SysV starts its shared memory unless directed otherwise by the "StartShmAddress" registry key.

APAR Name Defect ID	Description
	Automatically update the Windows registry To run the registry edit file and change the start address of SysV shared memory, complete the following procedure: 6. Remove the .txt extension from the registry edit file, for example: shm_c_1234-5678.reg. The registry edit files are located in the following directories: **IS** \fnsw\etc directory **ISTK** \client\logs directory 7. Stop IS or all ISTK applications that are running. **IS** a. Run: initfnsw -y stop b. Clean up all IS processes and resources: killfnsw –Dy 8. Backup the Windows registry. 9. Run the registry edit script by double-clicking its icon. 10. Restart IS or the ISTK Applications. 11. Continue with "Verify the new shared memory start address". **Manually update the Windows registry** To manually update the Windows registry and change the starting address of SysV shared memory, complete the following procedure: 1. Use a text editor to view the contents of the registry edit files: **IS** \fnsw\etc directory **ISTK** \client\logs directory They will be similar to: **IS** REGEDIT4 [HKEY_LOCAL_MACHINE\SOFTWARE\FileNet\IMS\CurrentVersion] "StartShmAddress"=dword:13000000 **ISTK** REGEDIT4 [HKEY_LOCAL_MACHINE\SOFTWARE\FileNet\WAL\CurrentVersion]

APAR Name / Defect ID	Description
	"StartShmAddress"=dword:13000000 2. Use the regedit command to add or update the StartShmAddress key using the path and value in the registry edit file. **Verify the new shared memory start address** Verify the new start address by running the following command: **IS** ipc_tool –A **ISTK** wal_ipc -A The new start address displays in the "Address" column for segment #0 under the title "Shared Memory Address Manager Information."
N/A	Windows 2008 users with Adaptec Ultra320 SCSI cards (29320ALP-R, 29320LPE, 39320A-R, and IBM 39R8743) should not use the Windows-supplied drivers (adpu320.sys) with these cards. The version numbers of these cards are either v.3.0.0 or v.7.2.0. Image Services created lettered drive and creates SCSI optical device errors when using the Windows-supplied drivers. Download the latest non-RAID driver from the Adaptec Web site. The version of the latest non-RAID driver should be at least v7.00.00.08.
N/A	Newly connected optical drives on Windows 2003 servers create errors when accessed. On servers running Windows 2003, the operating system mistakenly creates lettered drives for newly connected optical drives. If you access the optical drive for which a lettered drive exists, errors are written to the elog but operations appear to run successfully. Rebooting the server will remove the lettered drive and end the errors.

SCSI adapters

APAR Name / Defect ID	Description
N/A	Image Services 4.1.2 does not support the ATTO UL5D SCSI adapter on Windows 2008 servers.

System administrator tools

APAR Name / Defect ID	Description
	System administrator tools might require locks when updating system and Image Services resources. If more than one occurrence of the same tool runs concurrently, the other occurrences will to wait for the first one to release its lock. If you abort or kill a waiting/hung process, the tool could exit holding a resource lock and hang other processes waiting for the resource the tool was holding. These hangs can be prevented by running only one occurrence of any system administrator tool and by never aborting a tool abnormally. ***Workaround*** IBM recommends running no more than one occurrence of any Image Services system administrator tool. In addition, never exit these tools using the “X” in the upper right had corner of the window, issuing a control-C, or using any other methods for killing the process. System administrator tools are accessed through Xapex (Application Executive menu) or through the command line (SEC_tool, etc).

Image Services

Document retention

APAR Name / Defect ID	Description
N/A	Federated documents that have their content stored on an SDS device but did not have their index properties originally stored in the indexing database (DOCTABA) cannot have retention information updated or activated.

Excessive disk swapping

APAR Name / Defect ID	Description
N/A	Background jobs can cause excessive disk swapping. Background jobs such as Import, Find Open Docs and Doc Copy can cause excessive disk swapping, even though fn_edit parameters are set to minimize disk swaps. This is because background jobs circumvent those parameters.

Out-of-memory

APAR Name Defect ID	Description
N/A	**AIX only** The Find Open Documents command (Xapex > Background Job Control > New > Find Open Documents) can run out of local process memory when you have an extremely large number (millions) of documents. You might see a message similar to this: 202,0,2 opendocs getarea: No memory available for process. nbytes = 44000048 errno = 12 Workaround To resolve this issue, modify the /etc/security/limits file to increase the per process memory size to 512 MB. Use your preferred text editor to change the following values in the limits file for the Image Services user, such as fnsw: fnsw: data = 1048576 rss = 1048576 (These values are expressed in 512-byte blocks.) 1. Logoff and log back in again as the Image Services software user for the new values to take effect. 2. Stop the Image Services software. initfnsw stop 3. Kill the TM_daemon: killfnsw –ADy 4. Restart the Image Services software. 5. Rerun Find Open Documents from Background Job Control.

Image Services Toolkit

APAR Name Defect ID	Description
N/A	When an ISTK 4.2 client performs a transaction with an IS 4.1.2 server where a TPI receipt packet is generated, the IS 4.1.2 server will produce sys log entries similar to the following: 2011/01/10 17:51:04.540 155,0,129 <fnsw> COR_Listen -pt -s32769 -t3600 -d100 (864426.10024.149 0xd30aa.2728) ... WARNING: received unknown program number: -87098674 2011/01/10 17:51:04.540 155,18,8 <fnsw> COR_Listen -pt -s32769 -t3600 -d100 (864426.10024.149 0xd30aa.2728) ... Invalid service type from client, connection closed These entries are not indicative of any error with the transaction and can be ignored. However, the only solution that eliminates these entries is to upgrade to Image Services 4.2.
N/A	The ISTK 4.1.2.18 uninstaller does not fully remove ISTK and its directories. The files that are not removed are: /fnsw/client_backup, /fnsw/client, and /fnsw/ISTK_runtime. **NOTE** /fnsw/client_backup is a complete copy of the ISTK client directory.

Image Services Remote Admin Console

APAR Name Defect ID	Description
N/A	The Image Services Remote Admin Console contains the Catalog Export Tool, which enables an operator to export document metadata and annotations from Image Services to CE via CFS-IS. When using this tool to export only annotations, CFS-IS does not include the state of the re-export check box. When exporting annotations only (for example, the "annotation only" check box is selected from the window), the re-export check box should allow a user to specify whether all annotations are to be re-exported or only those that have not been previously exported. However, the current release assumes all annotations that meet the selection criteria are to be re-exported to CE without regard to the re-export check box state, which results in the export of all annotations every time. This behavior is scheduled to be modified in a future fix pack. After the fix has been implemented, CFS-IS will include the re-export check box state. If the re-export check box is not selected, then metadata and annotations that have been previously exported will be removed from the export list.

Known issues

This section describes, if any:

- Independent software vendor issues that are related to Image Services
- Other supported IBM of FileNet application issues related to Image Services
- Image Services-specific known issues

Where applicable, each issue includes an associated defect ID (IMCS defect number) for reference and tracking purposes. As these known issues are resolved, they are move to the “Resolved known issues” section.

Image Services

Verifying the MKF dataset and block sizes before performing an upgrade

1. From the fn / edit -> Datasets tab, determine the dataset file sizes (in MB).
2. Verify that the sizes from step #1 match the actual file sizes of the datasets in /fnsw/dev/1
3. From fn_edit -> MKF Databases tab, determine the MKF block size (this value is usually 8K).
4. Verify that the blocks values in /fnsw/local/sd/1/*.ddl files against the calculated values that are derived from the dataset file sizes (in KB), divided by the block size (in KB).

If inconsistencies are found, correct the problem before you upgrade.

Databases requiring Enhanced Document Security

If the relational database management system used with your Image Services system is not US7ASCII, you should implement Enhanced Document Security at installation time or before migrating to a non-US7ASCII character set.

Refer to the ‘Implementing Enhanced Document Security’ manual for details.
ftp://public.dhe.ibm.com/software/data/cm/filenet/docs/isdoc/412x/DocSec.pdf

Running Image Services in a high availability cluster environment

If the Image Services server is running in a high availability cluster environment verify that a `virtual_server_name.txt` file exists on the server.

1. Start the Image Services System Configuration Editor by running the fn_edit command.
2. On the Network tab, verify that the cluster name is configured in the Network Name field. Leave the Network Address field blank.
3. Verify or create the virtual_server_name.txt file.
   UNIX: `/fnsw/local/sd/virtual_server_name.txt`
   Windows: `<drive> fnsw_loc\sd\virtual_server_name.txt`
4. Edit the `virtual_server_name.txt` file and verify or enter the cluster name.
5. Use the command: fn_build -a to rebuild the system configuration files.
6. Use fn_setup to set the file ownerships and permissions.
7. Use the following commands to validate the network configuration:

a. To verify the network address of the external or virtual cluster: nslookup *HA_cluster_name*

b. To verify the IPv4 and IPv6 NCH network addresses for local or remote Image Services servers: /fnsw/bin/HAnetcheck
For more information, see the technote titled 'Tools for troubleshooting Image Services and ISTK network configuration' on the IBM support site.

8. Run /fnsw/bin/nch_check to verify that the Network Clearinghouse (NCH) on the Root server that is associated with the storage library server and application server is running, use the nch_check tool. The nch_check tool is intended to be used on a non-Root (storage library server and application server) in a multi-server Image Services domain.

9. See the *FileNet Image Services System Tools Reference Manual* for IPv4 and IPv6 syntax and examples. To download a PDF copy of this manual, see Accessing IBM FileNet Image Services documentation.

Nch_check

APAR Name / Defect ID	Description
PJ36400 822540	With the introduction of IPv6 support in the Image Services 4.1.2.1-IS-FP001 fix pack, Image Services no longer supports nch_check. For more information, see the IBM FileNet nch_check changes technote #1418625 at http://www.ibm.com/support/docview.wss?uid=swg21418625.

Documentation

Upgrade Procedures

APAR Name / Defect ID	Description
PJ38551 915996	The information in the Upgrade Procedures document that indicates the database must be upgraded before Image Services is upgraded is missing the following qualifying statement: If the database is an Oracle FileNet-controlled database, then Image Services must be upgraded before the database is upgraded.

Fn_edit and System Configuration Overview

APAR Name / Defect ID	Description
PJ36414 824041	The following update is missing from the Image Services 4.1 System Configuration Overview document and the fn_edit on-line help: Document Buffer Count - Maximum value = **256** Default value = 64 Directory Buffer Count - Maximum value = **256** Default value = **64** The published versions of the Image Services 4.1 System Configuration Overview document and the fn_edit on-line help have: Document Buffer Count - Maximum value = **128** Default value = 64 Directory Buffer Count - Maximum value = 64 Default value = **16**

Guidelines for Installing and Updating Site-Controlled *<Database Type>* Software

APAR Name Defect ID	Description
	The following information in the *Oracle 10g Installation and Upgrade Procedures (FileNet-Controlled)* document that is under "*Creating a raw partition for the SYSAUX tablespace (UNIX servers only)*" is incorrect for HPUX: Link the new partition to /fnsw/dev/1. For example: **AIX** -ln -s /dev/rSYSAUX SYSAUX **HPUX** -ln -s /dev/SYSAUX SYSAUX **SOL** -ln -s /dev/vx/rdsk/fndg/SYSAUX SYSAUX The correct information is: **HPUX** -ln -s /dev/rSYSAUX SYSAUX
N/A 744924	The following information about upgrading the Oracle relational database with the database upgrade assistant (dbua) was not included in the *IBM FileNet Image Services Guidelines for Installing and Updating Site-Controlled Oracle 8i and 10g Software*. This information will be included in the next revision of the document. After installing the Oracle 10g software, but before installing the Oracle 10.0.2.0.2 patch set, upgrade the index database to 10gR2 format. Select the defaults for each prompt, unless indicated in the following steps. 1. Set ORACLE_HOME to point to the location of Oracle 10gR2 software, such as /opt/oracle/product/10gR2. 2. Launch the Oracle database upgrade assistant by entering: Dbua 3. During the index database upgrade, you are prompted for the path name of the initialization parameter file. Enter: /fnsw/local/oracle/init.ora 4. Click **Yes** to continue when you see the warning of CONNECT role changes. 5. When you are prompted for creating SYSAUX tablespace, enter the path name that was created above. a. Click on "Reuse Existing File Name". b. Keep the default size of 500 MB. c. Uncheck "Automatically extend datafile when full". 6. When you are prompted for configure the database with OEM, check "Use Database Control for Database Management." 7. Enter passwords for DBSNMP and SYSMAN. 8. When the Oracle database upgrade assistant is finished, check the log files in the following directory and ensure there are no errors: $ORACLE_HOME/cfgtoollogs/dbua 5. Start the database: fn_util startrdb 9. Verify that the database starts successfully.

Resolved in Image Services 4.1.2-002

Internationalization

APAR Name / Defect ID	Description
PJ35390 / 780027	On a Windows 2003 system in a Japanese Locale, a user might see garbled text when using some of the capabilities within the System Application Executive (Xapex) or the System Configuration Editor (fn_edit) programs. For example, when adding a printer using the System Configuration Editor (fn_edit) program, the characters you enter as part of the Add a Printer procedure can be entered correctly in the Add a Printer field but they might display garbled after the system transfers the input to the Printer Name field of the System Configuration Editor's Printers tab.

COLD

APAR Name / Defect ID	Description
PJ35178 / 782063	When using the COLD application on a Windows 2003 Server, some of the COLD Import Log user interface display windows are truncated. Consequently you are not able to read all of the information in the display, and there is no way to scroll to see the information.

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