Oracle® Desktop Integration Suite

Release Notes

10*g* Release 3 (10.1.3.5.0)

July 2009

Oracle Desktop Integration Suite 10*g* Release 3 (10.1.3.5.0) is an update release which resolves a number of issues that were discovered in earlier releases. These release notes describe the new enhancements as well as any specific installation and implementation considerations for this release.

1 What's New

This version of Desktop Integration Suite 10*g*R3 includes some new features and enhancements compared to earlier releases.

1.1 Compared to Release 10*g*R3 Versions 10.1.3.4.1 (Build 8.2.0.943) and 10.1.3.3.3 (Build 8.2.0.751)

Desktop Integration Suite 10*g* Release 3 (10.1.3.5.0) is an update release which provides a number of customer satisfaction enhancements. There are no new features compared to Desktop Integration Suite 10*g*R3 versions 10.1.3.4.1 (build 8.2.0.943) and 10.1.3.3.3 (build 8.2.0.751).

1.2 Compared to Release 10*g*R3 Version 10.1.3.3.2 (Build 8.2.0.709)

Thai and Arabic Localization
This Desktop Integration Suite release offers two new user interface languages: Thai and Arabic. The user interface language is automatically set to match the locale of the operating system. Please note that the software help is in English, regardless of the Desktop Integration Suite user interface language.

1.3 Compared to Earlier 10*g*R3 Version 10.1.3.3.2 Releases

Updated and New Status Icons
The status icons for content items have been updated and some new ones have been added to better differentiate between various status conditions of content items. Please note that all of these icons are overlaid on top of the application icon for the content item.

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New Icon	Old Icon	Comments
		This icon is used to indicate that you have currently checked out the content item. The versions of your locally cached copy and the original file on the content server match—that is, no changes have been made to either version since the file was checked out.
		Please note that all shortcuts to a checked-out file will also show this icon, since they are linked to the original file.
		This icon is used to indicate that you have currently checked out the content item. However, the versions of your locally cached copy and the original file on the content server do not match—more specifically, the modified timestamp of the file in your local cache has changed. This will typically be the case if you made changes to your local copy and have not checked the item back into the content server again. The icon provides a visual reminder for this.
		Please note that all shortcuts to a checked-out file will also show this icon, since they are linked to the original file.
		This icon is used to indicate that someone other than you has currently checked out the content item. You cannot check out the item, but you can still view or syndicate it.
		If you move the mouse cursor over the icon, you see a tooltip that includes the user name of the person who checked out the item.
		This icon is used to indicate that there is a conflict between the locally cached copy of a content item and the original file on the content server. This will typically happen if the file in the local cache is modified, but it is not checked out to you (for example, because someone cancelled the check-out status of the file in the content server).
		You can remedy this situation in either of two ways:
		■ If you do not mind losing all changes to your local copy, then you can right-click the item and choose the **Discard Changes** option in the context menu. The locally cached copy is then placed in the recycle bin (unless the syndication cache directory is located on a network share; in that case it is deleted directly).
		■ If you want to keep all changes to your local copy, then you can right-click the item and choose the **Move to Desktop** option in the context menu. The local cached copy is then moved to your desktop, and you can check out the original file and check in the file on your desktop.
		This icon is used to indicate that the content item is currently syndicated (i.e., in local cache for your read-only access). The versions of your locally cached copy and the original file on the content server match—that is, no new revision has been checked into the content server since you selected the file for syndication.
		Please note that only files can be syndicated, not folders. When you select the **Syndicate Content** option in the context menu of a folder, all content items in that folder (and any subfolders) are syndicated.

New Icon	Old Icon	Comments
		This icon is used to indicate that the content item is currently syndicated. However, the versions (more specifically, the dID) of your locally cached copy and the original file on the content server do not match. This would, for example, be the case if someone updated the item on the content server, and your local copy still contains the previous revision. You can remedy this situation by right-clicking the file or its folder and choosing the **Refresh Syndication** option (for files) or **Refresh Syndicated Content** option (for folders). This updates the copy in your local cache with the latest revision on the content server (and the icon turns into a blue cylinder again).

Updated Hierarchy Icons

Some icons in the hierarchical content server tree have also been updated in the Desktop Integration Suite user interface:

New Icon	Old Icon	Comments
		This is the icon used to denote a server in the Oracle Content Servers hierarchy.
		This is the icon used to denote the trash bin in the Oracle Content Servers hierarchy.
		This is the icon used to denote the search results folder in the Oracle Content Servers hierarchy.

More Flexible Storage Locations of Syndication Cache and Unmanaged Cache

Desktop Integration Suite uses temporary storage cache on the file system of client computers. By default, this storage cache is located in the following directories:

Windows 2000/XP:

```
C:\Documents and Settings\[User]\Application Data\Stellent\SyndicationCache\
C:\Documents and Settings\[User]\Application Data\Stellent\Unmanaged\
```

Windows Vista:

```
C:\Users\[User]\AppData\Stellent\SyndicationCache\
C:\Users\[User]\AppData\Stellent\Unmanaged\
```

However, this may not comply with an organization's standards for where data should be stored on client computers. To accommodate for this, there are two registry keys that can be used to modify the location of the temporary storage cache on a client computer (the paths below are examples):

```
[HKEY_CURRENT_USER\Software\ORACLE\Desktop\Stellent ODMA Client\Config]
"Unmanaged Dir"="H:\\Application Data\\Unmanaged"

[HKEY_CURRENT_USER\Software\ORACLE\Desktop\WebDAV]
"Syndication Dir"="H:\\Application Data\\SyndicationCache"
```

(Please note that these registry values are not included by default; you need to add them manually.)

Improved Consistency in Application Behavior

A number of changes have been implemented to make the application behavior and user interaction more consistent. For example, confirmation messages are now displayed for check-ins and check-in cancellations regardless of whether the action was performed on the Server or Folder tab. In previous versions, a confirmation dialog was shown only on the Server tab. Also, the available options in context menus have been streamlined to be more consistent depending on the state of content items (syndicated, online/offline, checked out).

Improved Compatibility

This version of Desktop Integration Suite is now compatible with the Web Form Editor, which is an optional add-on to Oracle Content Server that provides a cross-platform, browser-based visual design environment to create interactive forms that can be used in the Content Server interface. With previous Desktop Integration Suite versions, an error message was displayed when users tried to check in a new form created using the Web Form Editor.

1.4 Compared to Earlier 10*g*R3 Releases and Release 7.7

Localized User Interface

Desktop Integration Suite offers a localized user interface. The following languages are supported: English, German, French, Spanish, Portuguese (Brazil), Italian, Dutch, Chinese (both traditional and simplified), Japanese, Korean, Thai, and Arabic. The user interface language is automatically set to match the locale of the operating system. For example, if you are running a German Windows version, then the Contributor interface will also be in German. Please note that the software help is in English, regardless of the Desktop Integration Suite user interface language.

Accessibility Enhancements

Desktop Integration Suite includes a number of accessibility enhancements. You can now use the following shortcut keys to access some features on the Choose Content dialog:

- **Server tab:**

    - **F6**: Move out of the web browser form
    - **Alt + left arrow**: Browse back
    - **Alt + right arrow**: Browse forward
    - **F5**: Refresh the browser
    - **Ctrl+L** or **Ctrl+Shift+L**: Edit the server list

- **Folders tab:**

    - **Ctrl + up arrow** or **Ctrl+Shift+U**: Move up one level
    - **Ctrl+Shift+V**: Cycle through list views (icon, list, details)
    - **Enter**: Open a folder and view its contents

2 Resolved Issues

Desktop Integration Suite 10*g* Release 3 (10.1.3.5.0) resolves a number of issues that were discovered in earlier releases.

2.1 Compared to Release 10*g*R3 Version 10.1.3.4.1 (Build 8.2.0.943)

SWCCacheMonitor Process Still Running After Uninstall Client Software

After a user uninstalled the Desktop Integration Suite client software from their computer, the SWCCacheMonitor process would still be running. This has been resolved.

Lotus Notes Hidden Behind Windows Explorer When Opening E-mail Message

If a user opened an e-mail message on a content server from Windows Explorer, Lotus Notes would launch and open the e-mail successfully, but its application window would be located behind the Windows Explorer window. This has been resolved.

Folder Icons in Windows Explorer Folders Pane on Windows Vista

Under certain circumstances, the folder icons in the folders pane of Windows Explorer would not display correctly on Windows Vista. This has been resolved.

2.2 Compared to Release 10*g*R3 Version 10.1.3.3.3 (Build 8.2.0.751)

E-mails Sent From Blackberry Device Checked In With Empty Message Body

When a Lotus Notes user checked an e-mail message sent from a Blackberry device in to the content server, the item would be checked in to the content server with an empty message body. This has been resolved.

Sender and Recipient of Messages Checked In Through Lotus Notes

When a Lotus Notes user checked in an e-mail message using the Check In Mail Item option in the Actions menu, the e-mail sender ("Email From") and recipient ("Email To") would be displayed differently than if they checked it in by dragging and dropping. This has been resolved, and the e-mail sender is now consistently shown as the display name (for example, *"John Doe"* <*john.doe@company.com*>). If the display name is not available, then the e-mail address is used.

Incorrect Parsing of E-mail Addresses of Messages Checked in Through Lotus Notes

In Lotus Notes, the sender and recipient e-mail addresses of checked-in messages would be parsed differently depending on the check-in method (drag-and-drop versus Actions menu), which would make it harder to search for e-mails. This has been resolved.

Embedded Pictures in E-mail Message Checked In Through Lotus Notes

When a Lotus Notes user checked an e-mail message containing an inline MIME picture in to the content server, this picture would not be handled correctly during the translation to EML. The picture inside the e-mail would be replaced with an attachment, and the picture inside the e-mail body would be blank. This has been resolved.

Message Body of Checked-in Lotus Notes IMAP Mail Replaced With 'MIME'

When a user checked an IMAP e-mail message from Lotus Notes in to the content server, the entire message body of that e-mail would be replaced with the text 'MIME' or 'MIME.html'. This has been resolved.

Header Information in Message Body of Checked-in Lotus Notes IMAP Mail

When a user checked an IMAP e-mail message from Lotus Notes in to the content server, some header information would be copied to the e-mail body. This has been resolved.

Opening Checked-in E-mail Messages in Lotus Notes

Some e-mails messages that were checked in to the content server could not be opened from Lotus Notes. This has been resolved.

Time Zone for Received Date of Checked-in Lotus Notes Messages

In Lotus Notes, if you checked in an e-mail message using the Check In Mail Item option in the Action menu, the time zone for the Received Date metadata field (xReceivedDate) would be mishandled for e-mail messages. This problem did not occur if the e-mail message was checked in by dragging and dropping. This has been resolved.

Lotus Notes Crash After Canceling Send Operation After Spell Check

Lotus Notes would crash when users would attempt to cancel sending an e-mail message after performing a spell check. This has been resolved.

Checking In E-mails or Memos Sent to Self Shows Prompt Dialog in Lotus Notes

When Lotus Notes users sent e-mails or memos to themselves and checked them in to the content server, a Lotus Notes dialog would be displayed asking if they would like to save the changes. This has been resolved.

Return Receipts of Lotus Notes E-mails Not Cleared After Check-in

When a Lotus Notes user received an e-mail with return receipt enabled and, without opening it, dragged and dropped that e-mail into a contribution folder to check it into the content server, the return receipt was not cleared. This meant that a return receipt was automatically sent whenever someone opened the native file (that is, the e-mail message) on the content server. This has been resolved.

Selected Metadata Fields to Be Remembered Not Retained After Restarting Lotus Notes

When a Lotus Notes user selected metadata fields to be remembered in the Server Options dialog, the selected fields would not be retained after shutting down and restarting Lotus Notes. This has been resolved.

Selecting Plus/Minus Symbol in Lotus Notes Displays Folders Contents

When a Lotus Notes user clicked the plus/minus symbol of a contribution folder, the current folder would expand, but the content pane would automatically display the contents of that folder rather than leaving the content pane in its current state (which is the expected Windows behavior). This has been resolved.

Renaming a Contribution Folder From Its Content Information Page

When a user clicks a contribution folder in the Windows Explorer content pane, its content information page is displayed in the preview pane. From there, they can open the Folders Actions menu and then select Update to change the virtual folder name. Depending on the refresh actions taken, users would see a "ghost copy" of the old folder name in the folders list. Attempts to delete, access, or submit files to this ghost folder would produce error messages. Users would have to close and restart Windows Explorer to make the ghost folder go away. This has been resolved.

No Progress Dialog Displayed When Pasting Content From Content Server

When users copied files from a content server and pasted them to their client computer, no dialog would appear to show the progress made in the file transfer. When copying a large number of files from a content server, users might think the client either stopped responding or failed to copy the files. However, the background Explorer process would continue to download the files from the content server with no indication to the user that this was taking place. This is been resolved, and a progress dialog is now displayed during the file transfer.

Invalid Desktop Shortcuts in Asian Windows Versions

When users running a Japanese, Korean, or Chinese version of Microsoft Windows created shortcuts on the desktop to managed content files or contribution folders, these shortcuts would be invalid. This has been resolved.

Opening Syndicated Files With '&' in Their Name

When a user checked in a file with an ampersand (&) in the title and then syndicated it, that file could not be opened after the user goes offline.

Searching for Files With '&' in Their Name

When a user searched a content server from Windows Explorer for metadata containing an ampersand (&), no search results would be returned, even if the exact same search performed directly in the content server's web interface would produce results. This has been resolved.

Checked-In E-mail Attachments in Lotus Notes

In Lotus Notes, e-mail messages with attachments would sometimes not be checked in correctly. They would be checked in with the wrong content and file size. This has been resolved.

Re-syndicating Contribution Folders With Lots of Content

When users syndicated a contribution folder a second time (in order to pick up any new content items since the last syndication), performance issues could arise while Desktop Integration Suite verified the syndicated content if the folder contained many files and subfolders. This has been resolved.

2.3 Compared to Release 10*g*R3 Version 10.1.3.3.2 (Build 8.2.0.709)

Accessing Content Server From Excel 2007

In Excel 2007, you could not open a file on the content server using the Office button; you could only open files from the local file system. This is due to architectural changes to Office 2007, which prevent overrides to existing menus. This has been resolved. To open a file on the content server in Excel 2007, use the **Open From Oracle Content Server** option in the Add-Ins ribbon:
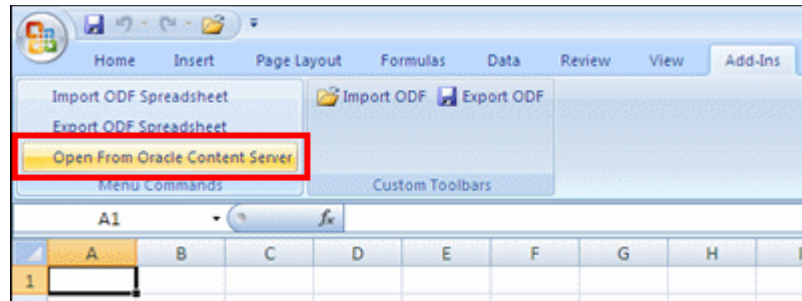
Release Delay After Closing Outlook Application

With Outlook integration installed, if a user closed Microsoft Outlook, it might take up to 20 seconds for the Outlook application to fully exit. If the user started Outlook again in that timeframe, an error message was displayed. This has been corrected.

Display of Search Results in Trays Layout

Search results would not be displayed in the Trays layout if the Desktop Integration Suite component was installed on the content server and Enterprise Search was enabled on standard query pages. This has been corrected.

2.4 Compared to Earlier 10*g*R3 Version 10.1.3.3.2 Releases

Error Message When Exiting Outlook 2000

With Outlook 2000 e-mail client integration, an error message would be displayed every time the user exited the Outlook application. This has been corrected.

Opening a File in a Minimized Excel Window

When an Excel spreadsheet was opened via Desktop Integration Suite and the Excel window was minimized, then the file would be opened successfully, but the application window stayed minimized. This was confusing to users and also inconsistent with other Office applications. This has been corrected.

Checking In E-mails With Long "To" Field Text in Outlook

When an Outlook user attempted to check e-mails with more than 255 characters in the "To" field into the content server, the check-in would fail. This has been corrected. If the "To" field has more than 255 characters, then the text is automatically truncated on the check-in page of the content server.

Appending File Extensions to Checked-In Excel and Word Files

When a user checked in a Word or Excel file via Desktop Integration Suite and did not provide a file extension with the file name, then the file extension was not appended automatically as is standard in these applications (.doc for Word documents and .xls for Excel spreadsheets). This has been corrected. The file extension is now automatically appended to the file name.

Lost File Names When Changing Folders in Excel/Word Integration

When a user browsed through folders to save an Excel or Word file via Desktop Integration Suite, the original file name was removed from the file name field in the Save dialog. The user then had to re-enter the file name manually. This has been corrected. The file name is now retained in the file name field when the folder is changed.

Warning When Removing or Changing a File Extension

If a user renamed a file in Windows Explorer integration and removed or changed the file extension, there would be no warning stating that the file could become unusable if the file extension was changed. This has been corrected. A warning is now displayed in this situation.

Unable to Open Hyperlinked EML Files

When a user checked an e-mail from Lotus Notes into the content server (as an .eml file) and subsequently tried to open the file from a search results page or content information page in the Content Server interface, this action would fail and an error message would be displayed. This was caused by a missing file association for the Open action of .eml files. This has been corrected, and Lotus Notes e-mail files now open correctly.

Opening Files Currently Checked Out By Someone Else

There were a number of inconsistencies related to opening files that were already checked out by someone else. In certain situations, a user could check out a file in Windows Explorer Integration, even though someone else has already checked it out on the content server and an error message was displayed. This could lead to that user checking in the document again as a new document (not a revision of the locked document). This has been corrected. Files that are checked out are prevented from being checked out again. In addition, a new status icon has been added to represent this state (see Updated and New Status Icons on page 1).

Read-Only Status of Checked-Out Files

When a user opened a file that was already checked out by someone else, it was not always clear that the file was opened in read-only mode. The application title bar would not always show a "[Read-Only]" indication. This has been corrected.

Opening Files With Spaces in Path in Word 2002

Under certain circumstances, users could not check out and open a document in Word 2002 from Windows Explorer Integration if that document had any spaces in its path. This has been corrected.

2.5 Compared to Release 10*g*R3 (10.1.3.3.1) and 7.7

Complete Uninstallation of Desktop Integration Suite 7.7.x
Some installations of Desktop Integration Suite (DIS) would not completely unregister the DLL files and remove links to some Windows components, which caused problems installing the 10*g*R3 version. This has been corrected; the current installer now fully unregisters and removes those files.

Working With Multiple MS Word Documents
When DIS was used with MS Word versions prior to Office 2007, bringing another document window to the foreground while the check-in dialog appears shut down MS Word. This has been corrected. However, users should be cautioned to not close other Word documents while completing the check-in process.

Document Check-In Failure Via Folders
In some instances, a file could not be checked in through the DIS client "Save" dialog using the Folders tab (for example, if not all required metadata was provided or a non-existing author was specified). The document would be properly denied check-in when necessary, but the user was not given an error message stating the check-in failed. This has been corrected, and each check-in failure is reported with an error message.

Incorrect Information Shown for Newly Created Collaboration Projects
When a user created a new collaboration project from Windows Explorer or Internet Explorer, the project file would be displayed with the hierarchical folder information instead of its project information. You would need to rename the project to something other than the default ("New Project") or restart Windows Explorer or Internet Explorer before the correct page was displayed. This has been corrected.

3 Installation Considerations

The following special considerations should be taken into account when installing Desktop Integration Suite 10*g* Release 3 (10.1.3.5.0):

Compatibility
The content server components that are provided with Desktop Integration Suite 10*g*R3 are compatible with Content Server versions 7.5.2 and 10*g*R3. They cannot be installed on earlier Content Server versions.

The client software of Desktop Integration Suite 10*g*R3 can communicate with Content Server versions 6.2, 7.1.1, 7.5 (including 7.5.*x*), and 10*g*R3, providing the corresponding Desktop Integration Suite components are installed on the content server.

See the Desktop Integration Suite installation guide for information on the desktop applications that Desktop Integration Suite can integrate with, as well as system requirements for both the server and the client machines, and the necessary configuration of the content server and components.

Supported Lotus Notes Databases
Desktop Integration Suite 10*g* Release 3 (10.1.3.5.0) supports Lotus Domino mail databases based on release 6 and 7 mail templates. Release 8 mail templates are currently unsupported.

Content Server Components

When setting up the desktop integration environment, do not forget to install the components on the content server. They are located in the *Component* directory of the Desktop Integration Suite distribution package. See the installation guide for further information.

Installation Language

The Desktop Integration Suite 10*g*R3 software installer offers a multilingual user interface. The following languages are supported: English, German, French, Spanish, Portuguese (Brazil), Italian, Dutch, Chinese (both traditional and simplified), Japanese, Korean, and Thai. The installation language that is used depends on the operating system locale of the client computer. For example, if you are running a German Windows version, then the installer interface will also be in German. Please note that the installer for the Arabic version of Desktop Integration Suite is in English. Also, the msi installation file is available only in English.

Administrator Rights

The Desktop Integration Suite software must be installed using administrator-level permissions. If a user without these permissions tries to install the software, the registry settings will not be set up properly.

Uninstalling Earlier Desktop Client Versions

If a client already has an earlier version of the Desktop Integration Suite software installed, you should uninstall it before installing the latest version.

Digital Asset Manager Support

Desktop Integration Suite is currently not compatible with Digital Asset Manager (DAM). You cannot select renditions from your content basket and open or embed them in documents.

Visio Support

Desktop Integration Suite currently does not support Microsoft Visio 2003 or higher. Do not install the Visio integration of Desktop Integration Suite if you have Visio 2003 or higher.

Third-Party Software

The following third-party software is distributed with Desktop Integration Suite 10*g* Release 3 (10.1.3.5.0):

- Sun JavaMail 1.3.3 (see http://java.sun.com/products/javamail)

- Jakarta POI 3.0.1-final (see http://jakarta.apache.org/poi)

4 Implementation Considerations

The following special considerations should be taken into account when using Desktop Integration Suite 10*g* Release 3 (10.1.3.5.0):

User Interface Language

The Desktop Integration Suite 10gR3 client software offers a multilingual user interface. The following languages are supported: English, German, French, Spanish, Portuguese (Brazil), Italian, Dutch, Chinese (both traditional and simplified), Japanese, Korean, Thai, and Arabic. The user interface language for the Desktop Integration Suite client software is automatically set, depending on the locale of the operating system of the client computer. For example, if you are running a German version of Microsoft Windows, then the Desktop Integration Suite client software will have a German user interface.

Software Help System in English

The software help system of Desktop Integration Suite is always in English, regardless of the user interface language.

Error Messages in IdcClient.ocx in English

Some error messages for Desktop Integration Suite (specifically those generated by IdcClient.ocx, which is used to communicate with Content Server) are in English, regardless of the user interface language.

Arabic E-Mail Attachment Link Message Displayed Left-to-Right

If you save an e-mail attachment separately from the e-mail message and you open the e-mail message from the content server, then this message includes a link to the attachment that is checked into the Content Server. This link, as well as the surrounding link message, is displayed left-to-right in Arabic. The actual Arabic e-mail message text is displayed correctly (right-to-left).

Garbled Text Under E-Mail Message Header Fields

Garbled text appears under e-mail message header fields, such as EmailFrom, if those fields use a character set that differs from Content Server's default system encoding. For example, the metadata extracted from a Japanese e-mail message may be garbled if the content server is configured to process e-mail messages using a Western European character encoding.

The EmailMetadata component interprets e-mail message header fields using the default system character set of the content server. You can override this behavior by setting the `EmailMetadataEncoding` entry in the *config.cfg* configuration file of the content server. For example, setting `EmailMetadataEncoding=sjis` would force the EmailMetadata component to use a Shift-JIS (Japanese) encoding when processing e-mail messages.

Status and Menu Options of Items in Search Results Tree

Items in the search results tree do not show their associated status icon. Also, the options in their context menu may not reflect a checked-out state change of the file in the original folder. For example, the application icons of any syndicated content items in the search results tree do not include the syndication icon (blue cylinder). Similarly, no Discard Changes and Move to Desktop options are included in the context menus

of items in the search results tree when the check-out status of the original file is canceled.

"Syndicating" Folders

You cannot syndicate folders, just files. If you select the **Syndicate Content** option in the context menu of a folder, it is not the folder itself that is syndicated, but all files in that folder, including files in subfolders. Only content items in a folder show the syndication icon (blue cylinder), not the folder itself.

Saving Files in Non-Native Format in Word and PowerPoint 2002 and Higher

Files in Word and PowerPoint 2002 (XP) and higher cannot be checked in to the content server in a format other than their standard native format. For example, Word documents will always be saved as native .doc files; they cannot be saved as Rich Text Format (.rtf), plain text (.txt), or a different format. This is the reason that the integrated Save dialog in these applications does not have a "Save as type" dropdown list.

This is also true if, for example, you check out an existing non-native Word file (for example, a plain-text or RTF file) from a content server in Microsoft Word. If you then use the integrated Save dialog to check it back in to the server, it will always be saved as a native Word document, even though the file extension will stay the same; so the file name could be something like *file.rtf*, but the underlying file format is native Word (.doc).

Please note that this is not an issue in Office 2000 applications nor in any version of Excel.

Deleting Contribution Folders in Outlook 2000

In Outlook 2000, you should always delete contribution folders from the content pane of your e-mail application ("list view") rather than the folders pane ("tree view").

Dragging and Dropping Non E-Mail Files in Microsoft Outlook

If you drag and drop the same non-mail file into the Oracle Content Server folder hierarchy in Outlook more than once during the same session, the following error message is displayed:

```
Can't copy the items. Cannot complete the copy operation. The items may have been
moved or deleted, or you may not have sufficient permission.
```

This affects non-mail files such as DOC, TXT, and JPG, but does not affect MSG files. A work-around is to use Windows Explorer integration to check non-mail files into the content server. Please note that dragging and dropping non-mail files into the main Outlook reading pane does work without any issues.

Status of File Shortcuts

If you create a shortcut to a file, then the status of the original file is also reflected in the file shortcut since the two are linked. For example, if someone checks out the original file, then the shortcut will also show the "checked-out" status icon (green checkmark).

Display of Duplicate Folders in Lotus Notes 6.5

In Lotus Notes 6.5, duplicate folders may be displayed. You can clear the duplicate folders by closing or refreshing the window often. It is recommended that you upgrade to Lotus Notes 7.0.1.

Copying and Pasting in Lotus Notes 7.0

Keyboard copying and pasting (using Ctrl-Ins and Shift-Ins) between programs does not work in Lotus Notes 7.0. This is a known issue in Lotus Notes 7.0, and is not caused by Desktop Integration Suite.

MS Word as E-Mail Client for Outlook

Desktop Integration Suite does not support the use of Microsoft Word as an e-mail editor in Microsoft Outlook.

Inserting Objects in MS Office Applications

You cannot insert files as objects in Microsoft Office applications (for example, an Excel spreadsheet as an object in a Word document). If you attempt to do this, the following error message is displayed:

```
FTP or ODMA locations cannot be default file location.
```

Mail Templates in Lotus Notes

Folders integration does not support multi-language mail templates in Lotus Notes.

Namespace Extensions in MS Office 2007

Microsoft Office 2007 applications have a new feature that allows the Content Server Folders namespace extension to appear in the file open dialogs. This feature is currently not supported by Desktop Integration Suite, which means that the common dialogs and Office common dialogs cannot be used to browse Content Server and save or open files.

For example, if you want to attach a file to a new mail in Outlook 2007, you can expand the Content Server Folders and Contribution folders in the Insert File window (Insert > Attach File), but nothing is displayed in the right pane window.

Similarly, if you open the Save As dialog in Word 2007, you can select Save Locally, scroll down to the Content Server folders, sign in, select a folder to save the document to, and click Save. A warning dialog is then displayed stating that "no such interface is supported" and you cannot save the file.

5 Documentation

The following documentation is available for Desktop Integration Suite 10*g*R3 (in addition to these release notes):

- **Desktop Integration Suite Installation Guide**: This document provides information about installing and setting up the Desktop Integration Suite software on server and client computers.

- **Desktop Integration Suite User Guide**: This document provides information about managing content with Content Server folders, through various desktop applications (using the Common Dialogs Interface), and through e-mail clients.

6 Documentation Accessibility

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Accessibility of Code Examples in Documentation

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