Oracle® Content Database

Release Notes

10*g* Release 1 (10.2.0.0.1) for Microsoft Windows (32-Bit)

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> **Note:**   This document is accurate at the time of publication. Oracle will update the documentation periodically after the software release. You can access the latest information and additions to these release notes on the Oracle Technology Network (OTN) at:
>
> http://www.oracle.com/technology/documentation

This document provides release note information for Oracle Content Database 10*g* Release 1 (10.2.0.0.1) (Oracle Content DB). This document contains the following topics:

- About Oracle Content DB
- Known Limitations and Workarounds in Oracle Content DB
- Certification and System Requirements
- Globalization Issues in Oracle Content DB
- Known Issues in Oracle Content DB
- About Oracle Records DB
- Known Issues in Oracle Records DB
- About Oracle Drive
- Known Limitations and Workarounds in Oracle Drive
- Known Issues in Oracle Drive
- Documentation Accessibility

1 About Oracle Content DB

Oracle Content Database (Oracle Content DB) is the file and content management component of the Oracle Database. Using Oracle Content DB, users can share and collaborate on files, lock files, e-mail links to files, and classify content using categories. In addition, Oracle Content DB provides these features:

- Web clients designed to make file management simpler and easier. Files and folders are displayed in an easily navigatable tree view.

- Windows access through an integrated Oracle Drive desktop client. Oracle Drive enables you to access Oracle Content DB as a mapped drive in Windows Explorer, as well as from any Windows application's Open and Save As dialogs.

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- Offline, synchronization and backup capabilities. When you are disconnected from the network, Oracle Drive permits you to view and edit documents that you have recently accessed or that you have marked as being available offline. When you reconnect to the network, Oracle Drive re-synchronizes your offline edits. Oracle Drive also permits you to regularly back up files on your local machine to the server.

- Security by allowing users to specify who can access any file, folder, or Library you manage.

- Link management by allowing users to create, copy, and e-mail links to files and folders in Oracle Content DB folders to which they have access.

- Increased productivity by making information throughout the enterprise easier to find, manage, and share.

- Reduced risk through better control of information and establishment of consistent information policies and processes.

- Documentation for end-users. Oracle Content DB comes with a New User Orientation, a set of customizable help pages that users can access from the Oracle Content DB launch page. These pages provide valuable information, such as how to sign on to the Web client and how to get started with Oracle Drive, that can help new users get started with Oracle Content DB. The New User Orientation is only available in English.

1.1 Web Services

Oracle Content DB ships with Web services that:

- Support integration, automation, and functional extension

- Are J2EE and .Net compatible

- Provide support for file management, records management, searching, versioning, workflow, session management, virus scanning, and other functions

1.2 File and Document Management

Oracle Content DB provides the following features for file and document management:

- Folder and file-level security

- Fine-grained permissions

- Role-based access control

- Group access management

- Multiple Sites per Oracle Content DB instance

- File check-in/check-out

- Policy-based versioning with a folder-by-folder policy, automatic or manual application, maximum version cutoff, and selectable version naming

- Policy-based Category management (extended metadata) with a folder-by-folder policy, automatic or manual application, hierarchical categories, and default and/or enforced attributes

- Integrated antivirus protection (partner solution required)

- Ability to create and store links to files and folders

1.3 Business Process Automation

Oracle Content DB provides mechanisms to associate workflows with specific folders. These workflows:

- Can elicit responses by a set of responders serially or in parallel

- Can control the deleting, copying, moving, checking in, and checking out of documents by starting workflow requests that require approval

- Can be configured to launch workflow requests when documents are uploaded or read

Oracle Content DB also supports custom workflows through Oracle BPEL Process Manager, an Oracle product that provides a framework for easily designing, deploying, monitoring, and administering processes based on Business Process Execution Language (BPEL) standards. These custom workflows:

- Can be used to automate a wide range of business processes

- Can be registered with Oracle Content DB so that users can define workflow-based folder policies

- Can invoke the Oracle Content DB Web services to perform an extensive set of actions

- Can be configured to get triggered upon any of the operations mentioned in the previous section.

2 Known Limitations and Workarounds in Oracle Content DB

This section describes known limitations and workarounds, if applicable, for Oracle Content DB.

2.1 Oracle Webcache Clustering

Oracle Web Cache clustering is not certified with Oracle Content DB. Additional information about using Oracle Content DB in a multiple middle tier environment is available in the white paper "Best Practices for Configuring Oracle Content Database Middle Tiers for Scalability and High Availability". You can find this white paper on Oracle Technology Network (OTN).

2.2 Oracle Content DB Command-line Tools

The Oracle Content DB command-line tools are not currently available for this release. Check the Oracle Content DB page on the Oracle Technology Network (OTN) at `http://www.oracle.com/technology/products /contentdb/` for information about the future availability of these tools.

2.3 HTTP Basic Authentication

Due to security concerns, HTTP Basic Authentication over HTTP has been disabled. If you need HTTP Basic Authentication, you must use HTTPS. However, HTTP Digest Authentication over HTTP is available.

2.4 Text on Launch Page Appears in English for All Locales

The Oracle Content DB Launch page includes a link to the New User Orientation. This content is available only in English. On the Launch page, the link to the New User Orientation appears in English even for non-English locales.

2.5 Limitations in Multi-Site Configurations

- Oracle recommends that you do not use e-mail addresses as nicknames for users in a multi-Site implementation. Using e-mail addresses as nicknames for users in a multi-Site instance can cause problems in some cases, in particular with certain protocols for the non-default Site. This problem tends to affect WebDAV and FTP access to the Site.

- Custom workflows cannot be registered for Sites that correspond to non-default realms. This is because BPEL does not support multiple Oracle Internet Directory realms.

3 Certification and System Requirements

Oracle Content DB requires an OracleAS Infrastructure version 10.1.4.0.1 or 10.1.2.0.2, as well as an Oracle Database version 10.2.0.2 or 10.1.0.5.

For the most up-to-date certification information for Oracle Content DB, Oracle Records DB, and Oracle Drive, refer to Oracle*MetaLink* at:

```
http://metalink.oracle.com
```

4 Globalization Issues in Oracle Content DB

The following table describes the Globalization issues for Oracle Content DB.

Table 1   Globalization Issues in Oracle Content DB

Description	Action	Bug Number
Cannot use FTP or WebDAV with multibyte or high ASCII user names and passwords. Users with multibyte or high ASCII user names and passwords cannot sign on to Oracle Content DB using FTP or WebDAV.	Do not create user names or passwords that contain multibyte or high ASCII characters.	4340204

5 Known Issues in Oracle Content DB

The following table describes the Oracle Content DB known issues.

Table 2   Known Issues in Oracle Content DB

Description	Action	Bug Number

When loading the Oracle Application Server Metadata Repository for Oracle Portal, the runRepca.bat file fails with errors in the repca and portal log files.	Include the directory path in the `wwvinse.sql` file in two places for the `taskdemo.sql` file:
	
	1. Include the following path in the `wwvinse.sql` file:
	
	`@portal/admin/plsql/wwv/taskdemo.`
	`sql 'CREATE'`
	`@ !portal_schema !portal_sch  ema`
	`!portal_passwd !demo_schema`
	`'TASK_APP'`
	`!log_file`
	
	2. Include the following path in the `wwvinse.sql` file:
	
	`@portal/admin/plsql/wwv/taskdemo1`
	`.sql 'CREATE'`
	`@ !portal_schema !portal_sc  hema`
	`!portal_passwd !demo_schema`
	`'TASK_APP'`
	`!log_file`
	
	3. Rerun the `runRepca.bat` file.
		5463913

Microsoft Installer (MSI) Version 3.0 is required to install Oracle Drive 10.2.x. If end users do not have MSI 3.0, they may see the error: "Incorrect command line parameters Windows Installer V 2.00.2600.1183 Copyright (c) 2000 Microsoft Corporation. All rights reserved."	If your end users do not have Microsoft Installer 3.0, they should install it on their client machines from: http://support.microsoft.com/?kbid=8840 16	5443255
Running the setup.exe file with the -prereqChecker option will hang after checking for ORACLE_BASE at 80%.	Manually stop the installer.	5503066
Verity filters are not available. Installing against Solaris x86 and Solaris x86 64 bit database is not supported. This applies to all Oracle Content DB platforms.	Install Oracle Content DB against an Oracle Database running on a platform where verity filters are supported.	5503009

Table 2   (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
Uploading large files may intermittently throw a "No response from application web server" error: This occurs in cases where the middle tier and database are some distance apart, which can cause timeouts for responses.	1. Change the line *CALYPSONETINFO* in the `ORACLE_HOME\webcache \webcache.xml` file to *CALYPSONETINFO OSSEND_ TIMEOUT="600" OSRECV_ TIMEOUT="600"* 2. Restart Oracle Webcache. Note that the timeout period requirements may vary in each case.	5494279
Whenever a user or an agent performs a Create Folder, Move or Delete or Empty Trash operation, a database row lock on one or more of the configurations, such as Quota, Record, Audit, Ad-hoc category, Workflow, Versioning, Security will limit concurrent operations.	If you see row lock contention on the ODM_%CONFIGURATION tables, identify the folders, libraries, containers, or domains which have signficant Create Folder, Move or Delete or Empty Trash operations being performed on the objects anywhere in their folder hierarchy. When possible, separate these folders or libraries so that they have different configurations. To do so, modify their configurations so that they do not inherit from a mutual parent.	5482864
Customers installing multiple middle tiers must apply a patch for Oracle Web Services to perform load balancing. Due to the way that Oracle Web Services authenticates, all Oracle Web Services traffic will route to a single middle tier if the patch is not applied, limiting scalability.	None	5457709
When the user enters the incorrect password for the sys user, the installer sends an error regarding the database version.	Reenter the correct password for the sys user.	5447846
If the Login Name attribute is set to mail in the Directory Configuration, and the Email Address attribute of the orcladmin user is changed to something other than orcladmin, the Oracle Content DB configuration will fail.	Do not change the orcladmin user's `Email Address` attribute to something other than `orcladmin`.	5440245
Retry option of failed Oracle Content DB installation does not work. Do not retry	Follow deinstall instructions in the *Oracle Content Database Installation Guide* and reinstall.	5440818
The Oracle Content DB Configuration Assistant fails in a RAC environment against 10.1.0.5 database if the max_ commit_propagation_delay parameter is set to a high value.	Uninstall the Oracle Content DB middle tier. Set the `max_commit_propagation_ delay` parameter, and install the Oracle Content DB middle tier again.	5414303

Table 2   (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
Users cannot use the Cancel button when uploading large files. Instead of the upload canceling, the files upload progress completes, and returns to the main page	None	5413525
Users cannot upload files larger than 2GB using the Web UI.	Use FTP or Oracle Drive to upload files greater than 2GB. Oracle Drive will only load files up to 4GB, and you must bypass Oracle Webcache.	5413185
The "Need Help Getting Started" section in the New User Orientation page is only available in English.	Translations are not currently available.	5408541
Customers with Internet Explorer 6.0 on Windows 2000, that are trying to log in to a Oracle Content DB instance running on SSL on a single box setup (both infrastructure and middle tier on the same machine), will be unable to log in to Oracle Content DB. This does not occurfor users with Internet Explorer 6.0 on Windows XP.	None	5404213
The Oracle Content DB Configuration Assistant fails during Node startup if the NLS_LANG parameter is set to an invalid value.	Unset NLS_LANG before installing Content DB and/or before starting the Nodes. The NLS_LANG parameter is not used, so it can be unset.	5403340
Digest authentication fails in some load balancing scenarios. The client must return the nonce challenge to the same OC4J instance that issued it. Load balancing scenarios where client requests are not always handled by the same OC4J instance may fail.	Configure the load balancer so that all requests from the same client session are handled by the same OC4J instance. Using cookie based persistence is one way of doing so.	5392075
The Oracle Content DB silent installation does not check for database parameters.	The user must verify that all the database parameters are set properly.	5384233
Users cannot install the Oracle Content DB middle tier even if they are members of the required Oracle Internet Directory groups.	You must install as `orcladmin`, or specify the full DN name, such as `cn=name,cn=user,dc=us,dc=company,dc=com`.	5368957

Table 2   (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
Folders containing more than 1000 documents are slow in opening through WebDAV or the Web Client.	For best performance: ■ Ensure that there are no more than 1000 libraries in a single container ■ Limit folders that will be opened frequently to contain less than 1000 documents	5368542
After creating and enabling a new Site in Oracle Content DB, users belonging to the new Site are not able to login.	Bounce the OC4J_Content and OC4J_RM instances on each Oracle Content DB middle tier after creating and enabling a new Site in Oracle Content DB.	5362848

After installing Oracle Content DB, you will find the following exceptions in the file:
`Starting InstallLyke...`
`java.sql.SQLException:`
`ORA-04043: object LYKE_`
`IDXTYPE_IM does not`
`exist... Finished`
`InstallLyke`
These are expected exceptions because the script first deletes the old objects before creating to assure the application uses only the most up-to-date objects.
	None. This is expected behavior.	5355010

When users log in to the Web client for the first time (after installation is completed), and tries to enable the personal library, they may receive an "Unexpected error" message when they click on HOME.	Log out and log in again to the Web client.	5352603
The system files are listed on the My Recent Files view. Any help link or other system files you access will show up in the My Recent Files View.	None	5091601
The Database Configuration Assisstant fails occassionally when installing the infrastructure database or any other database.	1. Change `SQLNET.` `AUTHENTICATION_` `SERVICES` from NTS to NONE in sqlnet.ora 2. Change the log on type of the listener service to use the domain user, instead of Local System. 3. Restart the Database Configuration Assistant.	5085955
The non-default realm orcladmin user cannot log in through Webdav.	Reset the Oracle Internet Directory password before you attempt logging into Oracle Content DB through WebDAV	4677308

Table 2 (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number

Users cannot sign on to a new Oracle Content Database instance that is using an upgraded Oracle Internet Directory.
 	
This problem occurs because of insufficient access rights set in the upgraded Oracle Internet Directory instance.
	Grant browse access to Everyone on the user search base and group search base containers for each realm in Oracle Internet Directory. This needs to be done only for `orclentrylevelaci`.
	
	Follow these steps to grant browse access:
	
	1. As the `orcladmin` user, connect to Oracle Internet Directory using Oracle Directory Manager.
	
	2. For each realm, browse to the user search base and group search base containers.
	
	The following examples show user search base and group search base containers for a realm named `us` and a realm search base `dc=oracle,dc=com`:
	
	`cn=Users,dc=us,dc=oracle,dc=com`
	`cn=Groups,dc=us,dc=oracle,dc=com`
	
	3. For each container, click the **Local Access** tab, then grant browse access to Everyone in the Structural Access Items box by selecting **Everyone** and clicking **Edit** for the existing ACI.
		4499315

Searches default to a folder-restricted search.
 	
A folder-restricted search limits the results of the search to files and folders which reside under the specified folder restriction. A folder-restricted search can take longer to process than an unrestricted search. An unrestricted search will return files and folders which can be located anywhere within Oracle Content DB. By default, all searches are performed as a folder-restricted search. If a folder restriction is not specified for the search, a default folder restriction of the top level folder for the Site is used.
	An option can be specified in the Web services `SearchManager.search` call which overrides the default behavior and allows for an unrestricted search. Using this option can improve the search performance but can also result in additional files being returned. Additional files may be returned because an unrestricted search may also return system files, such as help files, which are stored in Oracle Content DB. The following option to allow an unrestricted search can be specified as follows:
	
	`options = new NamedValue[]`
	`{ new NamedValue(Options.FOLDER_`
	`RESTRICT_TO_DOMAIN,Boolean.FALSE) };`
	`result = searchManager.search(sexpr,`
	`options, null);`
		4662702

Table 2   (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
The Quota Administrator can set default Library quota to a value greater than the Site quota. The Site quota, specified in the Application Server Control is for advisory purposes only and does not restrict the quota allocated to the libraries. However, if the sum of the quota consumed in the Site exceeds 95% of the site quota, notification is sent to the Site administrator.	None	4258883
The Web Client user interface does not report results for user search if there are too many results. The Web Client may report that there are no users matching a search criteria if the number of matches exceeds about 200.	Narrow your search criteria.	4694113
User unable to login after backup or recovery of the database. After a backup or recovery of the database, Oracle Content DB can enter an inconsistent state. In this state, Oracle Content DB generates IndexOutOfBoundsException errors in the logs. This can prevent users from logging into Oracle Content DB.	The administrator should restart all OPMN processes on the middle tier after a database backup or recovery, or when the logs show IndexOutOfBoundsException errors.	4635557
BPEL Worklist URL specified in Oracle Application Server Control must begin with http://. BPEL Worklist URL is specified by an administrator in Oracle Application Server Control. If this URL is present, BPEL workflow requests appear as links on the reports pages. If the specified URL is not absolute (if it does not begin with `http://`), it is appended to the Oracle Content DB URL, and clicking the request link generates a "Page not found" error.	To avoid this problem, the administrator must specify absolute URLs to Oracle Application Server Control, such as `http://www.bpel-worklist.com`.	4674742

Table 2   (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
Drag-and-drop not supported from client computer to the Oracle Content DB Web client. The user cannot drag a file or folder from the client operating system and drop it into the Oracle Content DB Web client. The reverse is also not possible. The symptom end users will see is that the file is opened in the browser.	Users should not drag-and-drop content to or from the Oracle Content DB Web client. Use the **Upload** and **Download** commands in the Oracle Content DB Web client to copy files.	4450711
Unable to launch request dialog after a request is approved or rejected but the Oracle Content DB Web client is not refreshed. On My Requests page, if there are multiple pending requests and the user approves or rejects a request (by clicking the request link and clicking **Approve** or **Reject**), the next click on a request link may not launch the request dialog until the table is refreshed. This is because the workflow actions are asynchronous: a request is sent to the workflow engine to process on clicking **Approve** or **Reject** and the result is returned after a delay. Because of this, the Oracle Content DB Web client and back-end data goes out of sync, which results in an error when clicking on the link.	Refresh the page by selecting **View > Refresh** or by pressing **F5**.	4570491
Zero-byte office documents do not open correctly. Zero-byte Microsoft Office documents do not open correctly. Instead, the OracleAS Single Sign-On page opens. Internet Explorer sends two GET requests when zero byte Microsoft Office documents are opened. The second request does not include session state or authentication information, so the server tries to prompt for authentication.	See the Microsoft Knowledge Base article 185978 for more information.	4360445

Table 2   (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
On Windows 2000 clients, Download in Internet Explorer opens a document instead of downloading it to local file system.	Clear Internet Explorer's cache.	4562512
On Windows 2000, The **Download** menu item in the Oracle Content DB Web client does not work. On Windows 2000 with Internet Explorer, once a document has been opened in the Oracle Content DB Web client, selecting the **Download** menu item displays the document in the browser instead of saving it to the file system.		
Overwriting a link overwrites the target instead of the link.	Delete the link before uploading the new file.	4588268
When uploading a file to the server through a WebDAV client (such as Oracle Drive), if a link exists with the same name, the target of the link is overwritten instead of the link itself.		
Opening Microsoft Excel 2000 files with long file names that include multiple-byte characters opens read only.	Clear Internet Explorer's cache.	4589741
Opening Microsoft Excel 2000 files with long file names that include multiple-byte characters displays the error "`filename[1].xls` is locked for edit" even though the file is not locked on the server. Typically, this happens the second time the file is accessed, but it does not prevent the file from being opened. Excel is reporting that the temporary file downloaded previously is locked.		
When the client is creating a URL, any + character in URL is not decoded.	Spaces must be represented as `%20`.	4642256
Any + characters in the file name section of a URL are not treated as spaces. This is often a problem for clients that generate URLs with java.net.URLEncoder, which represents space characters as + characters.		

Table 2   (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
Multiple-byte characters in requests to restore items from the Archive appear as question marks. This is related to the e-mail messages sent as a request for restore archives. All the multiple-byte characters in these notifications are replaced with question marks.	None	4555116
Some variables in workflow e-mail notifications are not substituted properly. In some cases, the workflow notification e-mails have some information that is still in the form of unsubstituted variables. This is specific to the following variables - &SUBJECT, &MAILTO and &HISTORY.	Use SQL*Plus to recompile the existing `wfmlrb.pls` package: sqlplus *workflow_schema/workflow_password*@*tns_alias* $ORACLE_HOME/wf/sql/wfmlrb.pls The workflow schema password is typically stored in Oracle Internet Directory. Use the following steps to retrieve the password: 1. Sign on to the Oracle Content DB Infrastructure computer. 2. Enter the following command: ORACLE_HOME\bin\oidadmin 3. Browse for the following DN: OrclResourceName=OWF_MGR,orclReferenceName=*infrastructure_database_name*,cn=IAS Infrastructure Databases,cn=IAS,cn=Products,cn=OracleContext 4. 4. The value of `orclpasswordattribute` is the workflow schema password.	4553317
Some operations performed at the Site level run asynchronously and can take a significant amount of time to complete. If you set security grants at the Site level or try to delete containers, the operation does not execute immediately. The operation can take some time to propagate down the folder hierarchy. For example, if you assign a role to a user at the Site level, it will take some time before the user has obtained the role in a folder residing several levels deep in the hierarchy.	As a best practice, assign roles at the Site level early in the deployment of a new system so the assignment is faster. Additionally, expect that there may be a delay before Administrator operations are completed, and watch the logs to confirm that the actions are taking place.	4435775

Table 2   (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
Nodes sometimes try to use the same port if there are multiple middle tiers on the same host computer. This is restricted to a situation where you have multiple Oracle Content DB middle tiers on the same host computer. In some cases, the regular Node fails to start in one or more of the middle tier instances. The log file indicates the following error: "Address in use"	Try to start the middle tiers in a sequential manner. Start each middle tier five minutes after starting the previous tier. If that does not solve the problem, use the following steps to resolve the issue: 1. Sign on to the Oracle Application Server Control on the middle tier where the Node process is configured and is failing. 2. Go to the Oracle Content DB home page and stop the Node. 3. Go to the Node Configurations page and click the link of the Node Configuration of the Node that is failing. 4. On the Edit Node Configuration page, in the **General / OPMN Configuration** section, change the value of **Node Manager Port Range** from 53140-53899 to 53240-53899. 5. Click **OK**. 6. Restart the Node. If there are more than two middle tiers, repeat the steps using a different range of port numbers.	4476352
With virus scanning turned on, opening a very large file through the Oracle Content DB Web client can cause errors. A file is scanned synchronously for any viruses before downloading to the user's computer. For a very large file, this can take a long time and can cause the following errors to occur: ■ "No Response from Application Web Server. There was no response from the application web server for the page you requested. Please notify the site's webmaster and try your request again later." ■ "Error StatusCode(409) while performing Data Transfer request 409 Conflict Concurrent Requests On The Same Session Not Supported"	Use FTP to download the file.	4371159

Table 2 (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
Storing an .eml file in Oracle Content DB cannot be searched by its content. Oracle Content DB does not parse `.eml` files, so the content of e-mail is not indexed.	Search `.eml` files by their attributes, not by their content.	4663714
When using Cute Pro FTP Client to upload a file in the same directory as a link with the same name, the file overwrites the link. The Cute Pro FTP client deletes the link before writing the file.	Do not use the Cute Pro FTP client to upload files.	4608216
Request for Archive Restore notification messages are not translated. E-mails that are generated and sent to the administrators are not translated to the recipient's preferred language.	None	4555129
Unable to extract files from a zip file that contains files with names not in UTF-8 encoded format. This is a known issue in Java unzip implementation. Java expects that all file names in zip files be encoded in UTF-8 format.	None	4323427
Copying a file from your local drive to the server over Web Folders does not retain the Last Modified Date.	Use the Oracle Drive 10.2 client as it conforms to Windows standards for setting the Modified Date and the Created Date.	4119519
When the Symantec Anti Virus Scan Engine (SAVSE) server is down, users will get errors when trying to edit a document or will still be allowed to scan a document on demand, falsely.	When the `IFS.DOMAIN.ANTIVIRUS.Enabled` property is set to **True** in Oracle Application Server Control, SAVSE must be running. If SAVSE is switched off for any reason, this property must be set to **False**.	4716460
When the SAVSE server is down, users will get an error when trying to edit a document using Web Folders, Oracle Drive, or through Oracle Content DB Web client Edit in Place. Users will also still be able to scan a document on demand through its document properties as the scanning button is still enabled.	Restart SAVSE.	

Table 2 (Cont.) Known Issues in Oracle Content DB

Description	Action	Bug Number
AXIS converts Date objects to Calendar objects. When accessing date values over Web services using AXIS, the Date objects are converted into Calendar objects. However, when accessing these same values locally, they remain Date objects.	When AXIS encounters a `java.util.Date` object, it converts it into an `xsd:datetime` XML Schema Type. The value is then deserialized into a `java.util.Calendar` object, which is the correct mapping as specified by JAX-RPC. Converting Date objects into Calendar objects is an expensive operation, so the Oracle Content DB API does not do this automatically. If your appliation will be accessing the Oracle Content DB API both locally and over Web serivces, your application must be prepared to convert one datatype into the other when accessing date attributes.	4714806
Custom Workflow parameters that have more than 10 characters lead to unexpected errors. The Workflow administrator can define custom workflows with parameters. However, if the length of the parameter names is too long, this will lead to errors in multi-byte locales.	Keep the parameter lengths to 10 multi-byte characters or less.	4604396
Back or Reload menu options do not work correctly in Accessible mode. In Accessible mode, the default context menu of the browser is shown so that user can use options such as **Send Link...** and **Bookmark this Page....** But menu options such as **Back**, **Forward**, and **Reload** may not work correctly, because they depend on the server, as well, instead of being a front-end option only.	The users are advised not to use browser's **Back**, **Forward**, or **Reload** menu options in Accessible mode.	5096938
Oracle Content DB Web client defaults to English for zh-hk and zh-sg. If users set their language to zh_hk (Hong Kong) or zh_sg (Singapore), the Web client displays English text.	Use zh_tw instead of zh_hk and use zh_cn instead of zh_sg.	5147389

6 About Oracle Records DB

Records management features provide the ability to specify that a document is to be retained for a certain period of time, prevent or control changes to the document during the retention period, and dispose of the document in a prescribed way once the retention period has expired.

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Records management features provide the ability to specify that a document is to be retained for a certain period of time, prevent or control changes to the document during the retention period, and dispose of the document in a prescribed way once the retention period has expired. Oracle Content DB ships with an optional product, Oracle Records Database (Oracle Records DB), to support these records management capabilities.

The following features are provided:

■ File plan-based record organization

■ Record search

■ Flexible classification and retention policy management

■ Records declaration that can be:

- Applied manually by users

- Policy-based, applied on a per-folder basis

7 Known Issues in Oracle Records DB

The following table describes the Oracle Records DB known issues.

Table 3   Known Issues in Oracle Records DB

Description	Action	Bug Number
Users cannot log in to Oracle Records DB as non-default realm user when using a split Oracle Identity Management and Single Sign-On configuration.	Use the first middle tier for the Oracle Records DB application.	5448726
Working copy is lost after move or destroy disposition. For versioned documents where one version is recorded, if the working copy is checked out at the same time the record disposition of a move or destroy occurs, the working copy will be lost. The move or destroy record disposition takes precedence over the checked-out working copy.	None	4592995

Table 3   (Cont.) Known Issues in Oracle Records DB

Description	Action	Bug Number
An exception is thrown when submitting a record to a workflow. When submitting a record to a workflow, the following exception is thrown: "An unexpected error has occurred. Try your operation again later." A record is, by definition, immutable. Because a workflow can modify a file, the correct behavior is to refuse the record submitted. You can only submit files, and not records, to a workflow.	Make a copy of the record and submit that file to the workflow.	4641725
User gets an unexpected error when trying to file a record. When trying to file a record with a record category that has a custom attribute of `user`, an unexpected error occurs. This happens when the value for the user attribute is left blank.	Fill in the value with a valid user.	5153849 4863201
After copying a record, the content of a new document may not be in the expected storage device. To optimize storage space, the `ContentObject` is shared across multiple documents when a document is copied to another document. For records, this is a problem because the Records Management Administrator (RMA) sets up the storage devices specifically.	After copying a record to a new document, rename the document. This forces a new `ContentObject` to be created.	5016779
Records Management administrator needs content admin role to be able to see or unrecordize records. The Records Administrator role is not sufficient. An administrator must also have Content Administrator privileges to view and unrecordize files.	Add the Content Administrator role to the Records Management administrator.	4927159
Record retention in near-line storage does not work as expected. After a record's content is moved to near-line storage, the subsequent lifecycle phases are not processed.	Do not use near-line retention as a lifecycle phase.	5010378

Table 3   (Cont.) Known Issues in Oracle Records DB

Description	Action	Bug Number
Each lifecycle phase of a record is not logged completely. Setting the log level at FINEST does not provide suffcient log information of the lifecycle phases of a record.	None	5015919
If a lifecycle phase fails, the Retry menu option does not work. If a lifecycle phase fails, there is an error that must be addressed before retrying the processing of the failed record. The RMA must be notified of the failure and fix the problem.	Setting up the workflow e-mail notification is required to communicate the error to the RMA. The RMA can then address the problem and retry the failed record.	5021853
Moving the content that was previously stored on a Centera system or in SnapLock to the database of may fail in some circumstances. If there is a MOVE phase after a RETAIN in retention storage phase, followed by a second RETAIN phase, the second RETAIN fails.	Set up the lifecycle phases such that the MOVE phase occurs after the two RETAIN phases.	5027484

8 About Oracle Drive

Oracle Drive is a native Windows application that lets users use Windows Explorer, Microsoft Office, and other Windows applications to access content in Oracle Content DB. Oracle Drive displays files and folders in Oracle Content DB as a mapped drive in Windows Explorer. Oracle Drive also provides an effective offline solution that lets users edit files on their computers when offline, and then synchronize with the server when they reconnect.

8.1 Minimum Hardware Requirements for Oracle Drive

Oracle Drive has the following minimum hardware requirements:

- CPU Pentium III, 450Mhz

- Memory (RAM): 256MB

- A TCP/IP network connection

- Hard disk space (calculate by adding the following three items):

    - 20MB for initial installation

    - Twice the size of all files you will be editing or uploading at one time

    - Total size of all files you will require to be available offline

9 New in Oracle Drive

This section describes the new features in Oracle Drive.

9.1 Support for Mass Deployments

- Silent Install: Oracle Drive now supports the ability to install Oracle Drive without any user prompting.

- Support for creating an MSI (Microsoft Installation) file for integration with Active Directory Management Profiles, and other mass deployment mechanisms.

- Admin-configured Service Configurations

  - End users don't have to know how to create services

  - Administrators can provide an XML file which Oracle Drive will use to pre-create Oracle Drive services through a URL on a website.

9.2 Using Folders with Required Category or Workflow Information

- Through the Web client, an administrator or end user can define category policies (including record policies) on folders that require users to provide classification information when certain operations, like upload, occur. Similarly, you can define workflow policies on folders when certain operations occur that require users to provide information to submit the document to a workflow approval process.

- Oracle Drive now prompts the end user to provide the required information in the same way that the Web client does.

9.3 Improved Reliability, Security, and Accuracy

- Create and Modify Dates are now set according to Windows standards when copying or moving files to the server.

- You can now upload and dowload documents up to 4GB to Oracle Content DB servers (but you must bypass WebCache).

- New option **Allow cleartext password to be set** in Service Properties where you must now explicitly allow sending of cleartext passwords. This is for improved protection against malicious servers.

- New option **Clear cached files on disconnect** to reduce possibility of cached files being found by a hacker. This is useful only if you are ALWAYS on-line.

9.4 Improved Usability

- Various dialogs and tabs have been simplified and made more usable.

- Context Sensitive Help

- New setting **Always Connect to my Personal Library**. This allows end users to quickly navigate to all of their files.

- Copying and Deleting Folders is now a single request to the server and single transaction on the server. This duplicates the Web client behavior:

  - Speed for Copy and Delete folder is much improved.

- The Trash folder now has a single folder in it, rather than all the files listed individually.

- If the top level folder is not deletable by the end user (such as trying to delete a Library), the operation is now prevented and no files in the folder will be deleted.

- All of the copied files now retain their original category information.

■ Offline Synchronization improved:

- A new dialog displays all files which are marked as available offline.

- Entire folder tree can now be marked as **Always available offline**.

- Changes made by other users are now synchronized.

■ New Right-click menu items:

- **Sharing:** brings up the Advanced Properties dialog and immediately navigates to the Sharing Tab.

- **Email a URL:** brings up your preferred email client, and puts a URL to the document or folder into the body of the email.

■ **Report a Problem** button which sends an e-mail with attached log files for Development to analyze any problems. Oracle recommends opening a Technical Assistance Request with Oracle Support if a resolution is required.

■ Status monitor is now resizeable horizontally and vertically.

10 Known Limitations and Workarounds in Oracle Drive

This section describes Oracle Drive known limitations and workarounds.

10.1 Version Labels

The following Oracle Drive versions are one and the same:

■ Client CD version 10.2.0.0.1

■ Client version 10.2.0.0.0

■ .exe version 4.4.80

10.2 Installation Issues

During or after the installation, do not allow any Spyware or Adware removal tools to remove the Oracle Drive Helper Object.

The Oracle Drive Helper Object is required for the Advanced Properties feature of Oracle Drive. The Oracle Drive Helper Object can be identified by one of the following registry keys:

■ `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\`
   `CurrentVersion\Explorer\Browser Helper`
   `Objects\{5D33B3E0-4FB3-4ED1-9106-B6EB06A3B7C2}`

■ `OracleDriveHelperObject`

■ `ODriveHelper.dll`

10.3 File Types Not Recommended for Use with Oracle Drive

Oracle Drive locks, downloads and uploads entire files. Oracle does not recommend using Oracle Drive to access files which must be simultaneously edited by several people, such as Microsoft Access database files, because the other users will be prevented from locking the file until the first user closes the file. Oracle also does not recommend user Oracle Drive to access very large files which will have only small parts of them updated, such as Microsoft Access database files, because Oracle Drive will need to download and upload the entire file.

10.4 Installer for Arabic

There is no installer for Arabic.

10.5 Support for Hebrew

Oracle Drive does not support Hebrew.

11 Known Issues in Oracle Drive

The following table describes the Oracle Drive known issues.

Table 4   Known Issues in Oracle Drive

Description	Action	Bug Number
When users click on the "Work Online" button, the message "Connecting to remote host" may be continually displayed.	Terminate the Oracle Drive process through the Windows Task Manager. Configure your client firewall software to allow communication between Oracle Drive and the server.	5436781
When users try to delete a link to a folder, they may see the Windows message "Preparing to delete." Oracle Drive may open every folder in the folder tree under that link. This is standard Windows behavior because Windows thinks the link is a folder. Only the link is actually deleted.	Delete the link through the Web Client.	5434672
When running Oracle Drive in administration mode with Japanese selected as the setup language, clicking Change on the Network Location screen causes an error to appear.	Use the default location for the MSI and other files.	5415838

Table 4 (Cont.) Known Issues in Oracle Drive

Description	Action	Bug Number
If you are using digest authentication (not plaintext authentication), and your Oracle Internet Directory nicknane attribute is not the user's e-mail address, and the user incorrectly enters the e-mail address for the username, the user may see the error "Cannot find the path specified", and will not be reprompted for the username.	Users may also correct their username by using the Service->Edit dialog. Switch to HTTPS and use plain text authentication.	5410235
The following string is not translated: **"The sytem cannot find the file/folder..."**	None	5408468
When you upgrade from previous versions of Oracle Drive, your Cache Size will be reset to 200MB.	After you upgrade, manually edit your cache size to be the desired value.	5394148
If an end user has used Oracle Content Services in the past, when they right click in the Web Client and choose Edit, they may get an error "File Not Found. Resynchronize your Oracle Drive."	Delete the `InPEditor Class` file in your "Downloaded Program Files" subdirectory of your Windows directory (typically c:\winnt or c:\windows), close all windows of Internet Explorer, and retry.	5393627
If users need to upload or download files between 2GB and 4GB, they may see error "Error 58 : Operation cannot be performed by the server."	For uploading files less than 4GB, configure Oracle Drive to point directly to the non-WebCache port on the server. Files larger than 4GB are not currently supported.	5351552
Oracle Drive may automatically downloads any file with a .exe, .pdf, or .jpg extension when the utility sees it in a shared library. This is due to Windows behavior.	Use the List View or Detailed View option in Windows Explorer.	5277664
Links cannot be distinguished from folders in Windows Explorer.	Use Advanced Properties and look for Type: Folder Link.	5094164
If a user has a custom access role that does not have Read access on documents, the user cannot Copy the documents to another location.	Use the Web Client.	5089104
When viewing thumbnails of documents in folders where the user has only read access, the user may get the error "There was a problem saving <filename>. Error 5, access denied.	Switch to use List View or Detailed View in Windows Explorer.	4627065

Table 4   (Cont.) Known Issues in Oracle Drive

Description	Action	Bug Number
With usernames for non-default site, if a user is moving a file from the client to the server, and the network connection fails, the Save As dialog is displayed, but Save As fails with the message: "The file doesn't exist. It was probably removed from the cache."	This not a problem with servers with only one site. This is also not a problem with Copy. In the case mentioned, the file IS actually in the cache, and the user must navigate to their local cache directory to find the file. The cache location is `C:\Documents and Settings\<your Windows username>\Application Data\Oracle\ODrive\cache\...`	4582069
Copying a link to a document to another location on the server will create a new document at that location.	Use the Web Client.	4590946
Locks created through the Web client do not show up in Oracle Drive.	Use the Advanced Properties dialog to see what kinds of locks are on specific documents, or use the Web client.	4479796
Users may not receive a response if they click on a file or folder that has a client-side path length exceeding approximately 250 characters.	Map the Oracle Drive mount point to be lower in the folder hierarchy (so that the client side path will NOT exceed 250 characters) or use the Web Client.	4418454
Access date is always 01 JAN 1986 12:00AM This is due to a limitation in WebDAV.	None	3588640
The Oracle Drive Status Monitor displays the error "Error 58, The specified server cannot perform the requested operation." Alternatively, the application logs display the error "MOD_OC4J_ 0053".	Contact Oracle Support.	3604573
No search results returned. On Windows XP SP2 and other versions of Windows XP, no search results are returned when searching on an Oracle Drive letter in either offline or online mode.	Apply Microsoft hotfix 885843. The Microsoft link for more information about this issue is http://support.microsoft.com /kb/885843/. **Note:** After extracting the hotfix executable, run the file `WindowsXP-KB885843-x86-enu.e xe`. Do not run `WindowsXP-KB885843-x86-Symbo ls-enu.exe`, as it is used only for debugging purposes.	3913506

Table 4   (Cont.) Known Issues in Oracle Drive

Description	Action	Bug Number
Cannot perform operations on files or folders with long folder paths. This affects files or folders with folder paths greater than approximately 256 chars.	Map the Oracle Drive disk to a point lower in the folder hierarchy, so that the drive letter path is shorter. For example, if the patch is `O:\d1\d2\d3\d4\d5\d6\doc1.doc`, mount the drive as `http://server.company.com/content/dav/d1/d2/d3/d4/d5` so that the path is `O:\d6\doc1.doc`.	4231708, 4418454, 4418790
Guest users cannot install and run Oracle Drive. The user must have Administrator rights on their local machine to install and use Oracle Drive.	Use Oracle Drive as a user with the Administrator or "Limited" privilege.	4240064
Users with the Administrative Assistant access role are not be able to complete the process of creating a new folder. Oracle Content DB users with the Administrative Assistant access role can create folders, but cannot rename them to the desired name.	Microsoft Windows Explorer (which generates the requests to Oracle Drive) first creates a folder with the name `New Folder`, and then tries to rename it, but this operation fails. If an Administrative Assistant tries to create a new folder, it is left with the name such as `New Folder`, `New Folder (1)`,. To avoid this problem, users with the Administrative Assistant role should use the Oracle Content DB Web client to create folders.	4363243
Files do not immediately appear in the Trash folder or other folders. When other users create files in folders, or when one user deletes files and then looks in the trash, the item may not appear for several minutes.	Right-click the Oracle Drive Icon and choose **Refresh**, and then press **F5** while the Windows Explorer window is active. Alternatively, change the service to refresh every 15 seconds by using the Advanced Service Properties.	4373093
Opening and closing files with Microsoft Word 2003 or Microsoft Excel 2003 modifies the file on the server, even though the user did not change the content. Microsoft Word 2003 and Microsoft Excel 2003 update a file with who last opened the file as soon as the file is opened. When you close the file, Oracle Drive writes this changed content to the server.	To avoid this issue, open the document using **File > Open** and then specify **Open in Read Only**.	4387340

Table 4   (Cont.) Known Issues in Oracle Drive

Description	Action	Bug Number
User names in mixed-case or uppercase can fail to authenticate against regular (non-SSL) servers. For regular HTTP (non-SSL) DAV servers, Oracle Drive and Web Folders avoid transmitting the actual password by submitting a digest of the password. The algorithm used to generate the digest is sensitive to the case of the user name.	To avoid this issue, enter user names in lowercase only.	4497461
Oracle Drive prompts you to store the file thumbs.db when viewing images in read-only folders. If you view a set of images as thumbnails in a read-only folder, Oracle Drive prompts you to specify a location to store the file `thumbs.db`.	When prompted, store the file `thumbs.db` in a temporary folder on your local machine. Alternatively, do not view images as thumbnails in folders that are specified as read-only.	4627065

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