

## **Oracle AutoVue**

Release Notes

Release 21.0.1.6

**E84885-07**

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Oracle AutoVue Release Notes, Release 21.0.1.6

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# Preface

The Oracle AutoVue line of products includes AutoVue for Agile PLM, AutoVue Client/Server Deployment, and AutoVue Desktop Deployment.

For the most up-to-date version of this document, go to the AutoVue Documentation Web site on the Oracle Technology Network (OTN) at

<http://www.oracle.com/technetwork/documentation/autovue-091442.html>.

## Audience

This document is intended for administrators and integrators of the Oracle AutoVue products.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/us/corporate/accessibility/index.html>

### Access to Oracle Support

Oracle customers who have purchased support have access to electronic support through My Oracle support. For information, visit

<http://www.oracle.com/us/corporate/accessibility/support/index.html#info> or visit

<http://www.oracle.com/us/corporate/accessibility/support/index.html#trs> if you are hearing impaired.

## Related Documents

For more information, see the following documents in the Oracle AutoVue documentation library on OTN:

- Oracle AutoVue for Agile PLM Installation and Configuration Guide
- Oracle AutoVue Client/Server Deployment Installation and Configuration Guide
- Oracle AutoVue Desktop Deployment Installation and Configuration Guide

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# About Oracle AutoVue 21.0.1.6

This chapter provides an introduction about Oracle AutoVue, and the related products.

## AutoVue Product Line

The Oracle AutoVue line of products includes AutoVue Client/Server Deployment, AutoVue for Agile PLM, and AutoVue Desktop Deployment.

## AutoVue Client/Server Deployment

Oracle AutoVue Client/Server Deployment (CS) has AutoVue installed on a server, to which client machines connect to access and view documents. The Client/Server deployment provides a complete, open and standards-based set of integration tools that allows customers to tie AutoVue to any enterprise applications. AutoVue provides users with a consistent view of data and business objects and expanded workflow automation to document-based processes.

## AutoVue for Agile PLM

Oracle AutoVue for Agile PLM is an Enterprise Visualization solution designed to provide viewing, digital annotation and collaboration capabilities to Agile PLM. Oracle AutoVue delivers visualization capabilities for many document types, including business documents such as Office and Graphics, as well as technical document types such as 2D/3D Computer Aided Design (CAD) and Electronic Design Automation (EDA). Hence, one of the main benefits of AutoVue for Agile PLM is that users can view numerous file types stored in Agile PLM without having the native application that created the file installed on their desktop machines. Another advantage of AutoVue for Agile PLM is that it decreases bandwidth requirements and improves response time through the use of streaming files. Streaming files contain file data and provide the benefit that AutoVue for Agile PLM can access the streaming files much faster than it can native files.

## AutoVue Desktop Deployment

Oracle AutoVue Desktop Deployment (DD) is a solution for users who want to run AutoVue locally as a personal productivity tool on their individual desktops.

## Application User License

- Oracle AutoVue includes a Desktop Deployment and a Client/Server Deployment. For Application User licensing metric (in the Component licensing

model) or Custom Suite User licensing metric (in the Custom Applications Suite licensing model), a single license cannot be split or shared between two users (e.g., one user using the AutoVue Desktop Deployment and a different user using the Client/Server Deployment would require two licenses).

- For the purposes of the following programs: Oracle AutoVue Office, Oracle AutoVue 2D Professional, Oracle AutoVue 3D Professional Advanced, Oracle AutoVue Professional, Oracle AutoVue Electro-Mechanical Professional, Oracle AutoVue 2D Professional for Agile and Oracle AutoVue Electro-Mechanical Professional for Agile a user external to your company who participates in and attends an AutoVue Real-Time Collaboration session or AutoVue web conference, but neither initiates nor hosts it, is not required to be separately licensed. All users within your company must be licensed.
- Customers who wish to make use of Oracle's AutoVue Enterprise Visualization solutions within their Oracle Agile PLM environment must use the Oracle AutoVue for Agile visualization products, as they have been specifically designed to work with Oracle Agile PLM. The appropriate Oracle AutoVue for Agile visualization products can be downloaded from the Oracle Software Delivery Cloud under Oracle Agile Applications product packs.

## System Requirements

This section details system requirements for the Oracle AutoVue line of products and integrations.

### Server Platforms

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**Note:** If you have recently updated your Linux kernel with the latest security patches and have issues starting the AutoVue server, Oracle recommends deploying the latest patches.

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The following platforms are certified for AutoVue installation and/or hosting:

**Table 1–1 Oracle-Certified Operating Systems**

Platform	AutoVue for Agile PLM	AutoVue Client/Server Deployment <sup>1</sup>	AutoVue Desktop Deployment
Windows Server 2012 R2, 2012—64-bit (AutoVue running in 32-bit mode)	x	x	
Windows Server 2008 R2—64-bit (AutoVue running in 32-bit mode)	x	x	
Windows 10, 8.1, 7—64-bit (AutoVue running in 32-bit mode)			x
Oracle Linux 6.X (x86_64) <sup>2</sup> , and 7.X (x86_64) <sup>2</sup> 64-bit (AutoVue running in 32-bit mode)	x	x	
Red Hat Enterprise Linux 6.X (x86_64) <sup>2</sup> , and 7.X (x86_64) <sup>2</sup> 64-bit (AutoVue running in 32-bit mode)	x	x	



- <sup>1</sup> The installation requires about 400MB of free space. Additional space will be required by AutoVue for storing other data such as streaming files and markups.
- <sup>2</sup> AutoVue is supported on a 64-bit Linux operating systems (OS), but will run in 32-bit mode. All prerequisites libraries should be in 32 bit, with the exception of the X Windows base package (xorg-x11-server-Xorg) along with the Xvfb package xorg-x11-server-Xvfb. These should be the same architecture (64-bit) as the OS.

## Client Platforms

The following platforms are certified for the AutoVue client.

**Table 1–2 Oracle-Certified Client Platforms**

Platform	AutoVue for Agile PLM	AutoVue Client/Server Deployment
<b>Windows OSES:</b> Windows 7— 64-bit Windows 8.1— 64-bit Windows 10 <sup>1</sup> — 64-bit <ul style="list-style-type: none"> <li>Internet Explorer 11</li> <li>Firefox ESR 52 and up</li> <li>Chrome 46 and up</li> </ul> <b>Note:</b> To open the applet version of AutoVue, either IE 11 or Firefox ESR 52 is required.	x	x
<b>Apple OS X 10.11</b> <ul style="list-style-type: none"> <li>Safari 10.0<sup>2 3</sup></li> <li>Safari 9.0<sup>2 3</sup></li> <li>Safari 8.0<sup>2 3</sup></li> <li>Firefox ESR 52 and up</li> </ul>	x	x
<b>Java Virtual Machine</b>		
<ul style="list-style-type: none"> <li>Java SE 7 update 45 and higher - 32-bit and 64-bit</li> </ul>	x	x
<ul style="list-style-type: none"> <li>Java SE 8 update 11 and higher - 32-bit and 64-bit</li> </ul>	x	x

<sup>1</sup> Microsoft Edge is not supported at this time due to known issues with the browser, which impacts AutoVue.

<sup>2</sup> To know how to automatically launch JNLP files on Safari MAC after download, refer to <https://support.oracle.com/epmos/faces/DocumentDisplay?id=2257841.1>

<sup>3</sup> When launching AutoVue from a Mac client, certain configurations may be required. For more information, refer to Oracle Support Document 1662405.1 (Getting Message "Select a temporary directory" When Printing With AutoVue) which can be found at: <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1662405.1>

## Application Servers

The VueServlet has been certified on the following application servers:

**Table 1–3 Oracle-Certified Application Servers**

Platform	AutoVue for Agile PLM	AutoVue Client/Server Deployment
WebLogic 11g.x and up		x

**Table 1–3 (Cont.) Oracle-Certified Application Servers**

Platform	AutoVue for Agile PLM	AutoVue Client/Server Deployment
WebSphere 7.1 and up		x
Tomcat 7.x and up	x	x
Jetty 7.0 and up		x

## Integrations

The following integrations have been certified for this release of AutoVue.

**Table 1–4 Oracle-Certified Integrations**

Integrations	AutoVue for Agile PLM	AutoVue Client/Server Deployment
Agile PLM 9.3.6, 9.3.5, 9.3.4, and 9.3.3	x	
Vuelink 19.3.2 for Documentum <sup>1</sup>		x
Vuelink 20.1 for UCM <sup>2</sup>		x

<sup>1</sup> New VueLink for Documentum certifications made after this release of AutoVue are listed in Oracle Support Document 1425804.1(VueLink for Documentum Certification Matrix)

<sup>2</sup> New VueLink for UCM certifications made after this release of AutoVue are listed in Oracle Support Document 1383416.1 (Oracle AutoVue VueLink for UCM Certification Matrix) found at: <https://support.oracle.com/epmos/faces/DobumentDisplay?id=1383416.1>

## AutoVue for Agile PLM Integration Components

AutoVue for Agile PLM integration components can be installed on the following OSes:

- Oracle Solaris (SPARC64, x86-64)
- Linux (Oracle, Red Hat Enterprise, SUSE)
- Microsoft Windows
- HP-UX Itanium
- IBM AIX (POWER)

For supported versions, refer to the "Agile Product Lifecycle Management Capacity Planning Guide" on OTN

<http://www.oracle.com/technetwork/documentation/agile-085940.html>

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## What's New

This chapter lists the major changes that were introduced in Releases 21.0.1, 21.0.1.1, 21.0.1.2, 21.0.1.3, 21.0.1.4, 21.0.1.5, and 21.0.1.6 of Oracle AutoVue. In addition, this chapter also lists the new and upgraded formats for Releases 21.0.1, 21.0.1.1, 21.0.1.2, 21.0.1.3, 21.0.1.4 (no new or upgraded formats for Release 21.0.1.5), and 21.0.1.6. Known issues that are applicable for all the releases are provided.

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**Note:** The Release Update Pack 6 (RUP6) is not a cumulative patch. It requires 21.0.1.4 (RUP4) or 21.0.1.5 (RUP5) to work properly.

The RUPs – 21.0.1.1, 21.0.1.2 and 21.0.1.3 are already included in RUP4 and RUP5. You do not need to install them. However, you do not have to install 21.0.1.4 (RUP4) if you already have 21.0.1.5 (RUP5) installed.

For an up-to-date version of this document, see Oracle Documentation on OTN or contact Oracle Support if you need help.

RUP5 is primarily intended for customers who need to ensure that the third-party libraries used by AutoVue are up-to-date so as to meet compliance requirements. In addition to updated third-party libraries, RUP 5 delivers support for Java 9. For customers who do not need updated libraries nor Java 9, it is recommended to skip RUP5 and wait for the next available version of AutoVue.

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**Note:** You need to install the Microsoft Visual C++ 2015 Redistributable Package for Windows OSes in order for the 3D files to load properly in AutoVue. This is applicable only for RUP4.

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### Major Enhancement – New Applet-Free AutoVue Solution

The AutoVue Client is a Java application that can be started through the Java Web Start framework. This allows AutoVue to run in browsers that no longer support Java Applets. The user still needs to have the Java runtime environment installed, and the browser will then use the Java Web Start framework to launch the AutoVue client as a separate process that will communicate with the browser to get information such as what file to display.

For information regarding AutoVue client migration, refer to Release 21.0.1 Installation Guide available on OTN at [https://docs.oracle.com/cd/E84882\\_01/otn/pdf/E84697\\_03.pdf](https://docs.oracle.com/cd/E84882_01/otn/pdf/E84697_03.pdf). Additional details are present in the Release 21.0.1 API Guide at [https://docs.oracle.com/cd/E84882\\_01/otn/pdf/E84706\\_01.pdf](https://docs.oracle.com/cd/E84882_01/otn/pdf/E84706_01.pdf).

In the earlier versions, AutoVue client was based on the capabilities provided by Java Applet technology.

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**Note:** Due to security vulnerabilities in browser plugins, which are used to support Java Applets, the Web browser vendors have been deprecating and removing plug-in capabilities to reduce the security risks for web based environments. As this occurs, the pre-21.0.1 AutoVue Client became unusable. As an alternative to Java Applet for release 21.0.1, AutoVue client is now launched using the Web Start technology. The AutoVue client as applet is being deprecated in 21.0.1. For information regarding AutoVue client as applet, refer to Release 21.0.0 documentation:

<http://www.oracle.com/technetwork/documentation/autovue-091442.html>

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## Applet API vs. New API

In AutoVue applet solution, it was possible for a web custom client to communicate with jVue Class Interface through LiveConnect. The new solution proposes a JavaScript alternative to replace this support without the plug-in. It consists of a JavaScript API sending XML HTTP requests to a JSON-RPC server embedded within AutoVue client to perform the required commands. However, the new JavaScript API does not expose all the functionality that was available in jVue Class. Some simplifications were done on the API. For more information refer to the *Oracle AutoVue API Guide*.

## General Enhancements

In an effort to continually improve AutoVue's performance and functionality the following general enhancements have been implemented:

- Streaming file enhancements for AutoVue Client/Server in an integrated environment.
- Markup scaling of text records saved in older versions of AutoVue.
- Conversion to PDF enhancements.
- Security improvements.
- A new "pen\_settings" sub-object has been included in the printFile(printOptions, useDefaultPrinter, frameID) method.
- Updated the java logging library log4j to version 2.9.1 for the AutoVue server<sup>1</sup>.
- Re-signed the AutoVue client jars using a new Oracle signing certificate with extended expiry date<sup>2</sup>.
- AutoVue Client Parameters are not supported anymore as initialization parameters in the servlet descriptor of VueJNLPServlet within the web configuration file (web.xml). They must be supported through the second alternative using the 4th argument (INIT\_PARAMS) of AutoVue JavaScript object.

---

<sup>1</sup> The log4j library version 2.9.1 is applicable for AutoVue Releases 21.0.1.4, and 21.0.1.5.

<sup>2</sup> Customers need to download GA Patch BUG #27397101 from ARU.

- The public API of `com.cimmetry.core.GUIElement` class has been upgraded, specifically, the method `getInternalData` is enhanced to handle multiple data into public String `getInternalData(String key)`.

In the public String `getInternalData(String key)`, the parameter "key" refers to the name of the stored data.

The subclass `com.cimmetry.core.GUIElementEdit` has been updated accordingly.

## General Enhancements for AutoVue Release 21.0.1.5

The AutoVue Release 21.0.1.5 includes the following two changes:

- Major upgrades to third party libraries used by AutoVue. The following third party libraries of AutoVue Release 21.0.1.5 are upgraded:
  - Log4j logging
  - Xerces xml parser
  - Freetype
  - Libpng
  - Libtiff
  - Openjpeg
  - Libjpeg
- Support for JRE 9 and the previous patches for 21.0.1.

## Format Enhancements

This section lists format enhancements.

### MCAD Formats

- Enhancements for Creo Parametric:
  - General bug fixes as regards to dimension and entity display in Creo 2D drawings. Bug fixes for correct display of Creo 3.0 drawings, dimension text and geometric tolerances.
  - PMI enhancements – PMI dimensions like radius, polarity of the PMI entity, PMI measurement leaders, etc are correctly displayed and are as per the native application.
  - By default, the exploded view of ProE is displayed.
  - Added support for Creo 4.0 files<sup>3</sup> and Creo 5.0<sup>4</sup> files.
  - Added support for ProE 2D Native files<sup>3</sup>.
  - The Creo 2D<sup>5</sup> decoder displays the drawings based on the following criteria:
    - \* If Display List exists and is up-to-date – Drawings are displayed as per the display list.

<sup>3</sup> Customers need to download GA Patch BUG #26029219 from ARU

<sup>4</sup> Customers need to download GA Patch BUG #27478840 from ARU

<sup>5</sup> Customers need to download GA Patch BUG #26631825 from ARU

- \* If Display List exists and is out-of-date – File is displayed using native data. Also, a message is displayed in the File Properties dialog box indicating that the Display List is out-of-date.
- \* If Display List does not exist – File is displayed using native data.

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**Note:** A Display List is considered up-to-date only if the difference in time stamps between the 2D and 3D root file is within one minute or if the 2D file is more recent than the 3D file.

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- Enhancements for Autodesk Inventor:
  - Loading performance of BREP models has improved
  - Added support for Inventor 2016, 2017<sup>3</sup>, and 2018<sup>5</sup> files
- Entity Attributes search enhancements for 3D formats
- Enhancements for CATIA V5
  - Memory management enhancements
  - Added support for Catia V5-6 R2015 (R25), Catia V5-6 R2016<sup>3</sup> (R26), Catia V5-6 R2017<sup>5</sup> (R27), and Catia V5-6 R2018<sup>4</sup> (R28) files
  - Improved support for projected views and text entities in Catia V5-6 2D<sup>2</sup> files
- Enhancements for SolidEdge
  - Added support for SolidEdge ST8, ST9, and ST10<sup>2</sup> files
  - Added support for assembly features – fillets and protrusions.
  - SheetMetal visibility for 3D files
  - All the pages of the multipage SolidEdge 3D files are displayed correctly.
- Enhancements for SolidWorks
  - Configuration Enhancements
  - In AutoVue the 2D symbols of SolidWorks 2013, 2014, and 2015 files are displayed correctly. In addition, AutoVue displays the images present in SolidWorks 2014 files as it is displayed in native application.
  - Added support for SolidWorks 2016, 2017, and 2018<sup>2</sup> files.
  - Fixed visibility for SolidWorks 3D part files<sup>3</sup>.
  - Improved color support for SolidWorks 3D files<sup>3</sup>.
  - General bug fixes
  - General bug fixes for 3D formats<sup>2 3 4 5</sup>
- Correct display of dimensions in STEP files.
- When a DWF 3D file attribute name has more than one attribute value, AutoVue displays both attributes in the Attributes tab of the Entity Properties dialog.
- Improved support for Unigraphics NX11 (3D only)<sup>3</sup>.
- Improved support for snapping to geometries for 3D formats loaded from streaming files<sup>5</sup>.
- General bug fixes for the following:

- Catia V5-6 2D files<sup>3</sup>.
- Inventor 2D files<sup>3</sup>.
- Added support for Revit<sup>6</sup> 2015, 2016, 2017<sup>3</sup>, and 2018<sup>5</sup>
- Added support for Unigraphics NX12 3D files<sup>4</sup>

## AEC Formats

- Enhancements for MicroStation
  - General bug fixes for MicroStation and MicroStation DGN files
  - AutoVue displays the linestyle that contains **point symbols** in the MicroStation drawing correctly.
- Enhancements for AutoCAD
  - General bug fixes
  - Support for AutoCAD 2016, 2017, 2018<sup>5</sup>, and 2019<sup>4</sup>
  - Support for AutoCAD Mechanical 2016, 2017, 2018<sup>5</sup>, and 2019<sup>4</sup>
  - Improved display of closed polygons in AutoCAD.
  - AutoVue is now converting the AutoCAD 2010-2012 DWG files to PDF correctly.
  - Improved display of Weldments entities in AutoCAD.
  - Improved fonts support for DWG files converted from SolidEdge files.
  - Improved text formatting for AutoCAD files<sup>2</sup>
- Enhancements for DWF files
  - General bug fixes
  - AutoVue displays the data table and the associated text in DWF files created from Revit. All the pages are also being displayed with the correct text.
  - AutoVue displays the AutoDesk DWF Version 6 correctly without any additional lines (vertical, horizontal).
  - Resolved issues with loading and missing entities in DWF 2D files<sup>24</sup>
- Enhancements for CGM files
  - General bug fixes.

## EDA Formats

- Added support for Cadence Allegro 17.2<sup>5</sup> (Allegro, Concept HDL, OrCAD)

## Desktop/Office Formats

- Support for Adobe Acrobat DC 2015.
- MS Excel files open in Collaboration sessions.
- Resolved an issue with loading of Excel XML files<sup>2</sup>
- Resolved issues with missing header/footer in some Word XML files<sup>4</sup>

<sup>6</sup> Format support is provided through the exchange formats DWF, DXF and DWG

- Correct display of table borders at a certain zoom level in some Word XML files<sup>4</sup>
- General bug fixes for:
  - Microsoft Word
  - Adobe PDF
  - Microsoft Excel

## Documentation Updates

All the documents can be found under "AutoVue 21.0.1" on Oracle Technology Network (OTN)

<http://www.oracle.com/technetwork/documentation/autovue-091442.html>.

The following documents have been consolidated in this release:

- Information regarding the Java API, JavaScript API, and ABV technologies is now available in one document – Oracle AutoVue API Guide.
- Information about WebServices is consolidated in one document – Oracle WebServices Installation and Developer's Guide.
- The Oracle AutoVue Integration Software Development Kit (ISDK) Design, Installation and Configuration Guide has all the relevant information about ISDK and also describes the procedure for building and running a dynamic Web project in JDeveloper and Eclipse IDEs for Oracle AutoVue.

## De-supported INI Options

The following INI options have been de-supported:

- DEFAULTMESHRESOLUTION
- PROESHOWHIDDENLINEDASHED
- PROE2DLOADPICTURE
- PROEBACKGROUNDCOLOR

## Deprecated and De-supported File Formats/Version

Oracle AutoVue has deprecated some file formats, which had very limited usage and low demand from customers.

- Support for Outlook msg format is deprecated since Release 21.0.1
- PROE 2D PIC files are not displayed since AutoVue 21.0.1. This format is de-supported.

## Deprecated and De-supported Functionality

Oracle AutoVue will no longer support some functionalities which had very limited usage and low demand from our customers. This will allow Oracle AutoVue to focus development efforts on functionalities which are more important to our customers.

The following functionalities are de-supported/deprecated in this release:

- Streaming file generation is desupported for AutoVue Desktop Deployment.
- AutoVue client as Applet is being deprecated.



- Support for NTLM Authentication Protocol has been desupported.

## De-supported Platforms

The following platform is de-supported:

- Linux 5.X

## Known Issues

Some of the known issues include:

- Shaded views of the PROE 2D files are displayed as regular views with "No hidden" view style.
- AutoVue does not support configurations that are not saved in the SolidWorks assembly files. See KM Note: Doc ID 2154421.1 for more information.
- AutoVue does not support native views stored in SolidEdge 3D files.
- AutoVue does not support PROE 2D cosmetics – Axis, Plane, Csys (coordinate system feature) and point.
- AutoVue does not support generating streaming files for zip files. By default, it is disabled. If users enables streaming file, validation may fail and an outdated zipped file will be displayed.
- While analyzing the 2D AutoCAD drawing file using the Measure tool, make sure that the Pan tool is closed.
- Enabling the Content-Security-Policy (CSP) in the html page that launches the AutoVue client (Applet -free) will break the connection between AutoVue client and the browser (Firefox, Chrome and Safari), unless it is configured properly. If you are using IE as the browser, the connection is not affected since it does not support CSP. To fix the issue, you need to add the following CSP directives to the <meta> tag: **"style-src 'unsafe-inline'; script-src 'unsafe-inline' 'unsafe-eval' 'self'; connect-src https://localhost:\***"

An example is provided in [Example 2-1](#).

### Example 2-1 Code Sample

```
<meta http-equiv="Content-Security-Policy" content="default-src ...;...; style-src 'unsafe-inline'; script-src 'unsafe-inline' 'unsafe-eval' 'self'; connect-src https://localhost:*">
```

For more information refer to the following URLs:

<https://developers.google.com/web/fundamentals/security/csp/> - An introduction and overview article.

<https://developer.mozilla.org/en-US/docs/Web/HTTP/CSP> - More information from Mozilla.

<https://content-security-policy.com/> - The complete reference site.

- Note that AutoVue's Creo 2D decoder may not detect that the Display List is out-of-date in the following cases:
  - When an assembly sub-component is modified, and the root assembly file itself does not change.

- When multiple 3D files are referenced in the 2D file, and a root file other than the default is modified.
- AutoVue does not open the extracted zipped files in separate windows. This change in behavior caused an issue with password-protected zipped files. AutoVue failed to render the selected file in the same "primary" window. Password-protected zipped files have to be opened in separate windows in order to render their contents in AutoVue. The users need to hold the control Key and double click on the selected file from the list of the zipped files in order to view it properly.
- The Jetty application that is installed with AutoVue is not functional. If you are using this Jetty application to deploy the online help or the VueServlet, you need to use either an up-to-date version of Jetty or another secure application server<sup>7</sup>.  
Call Oracle support if you need help deploying the AutoVue Online Help files or the VueServlet.

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**Note:** In order to access online help files, refer to "Configuring Online Help" in the *Oracle AutoVue Installation and Configuration Guide* for more information.

To deploy VueServlet, refer to "Deploying VueServlet" in the *Oracle AutoVue Installation and Configuration Guide*.

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<sup>7</sup> Customers need to download GA Patch BUGS #28215066 or #27478840 from ARU.

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## Feedback

If you have any questions or require support for AutoVue please contact your system administrator.

If at any time you have questions or concerns regarding AutoVue, please contact us.

### General AutoVue Information

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**Web Site** <http://www.oracle.com/us/products/applications/autovue/index.html>

**Blog** <http://blogs.oracle.com/enterprisevisualization/>

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### Oracle Customer Support

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**Web Site** <http://www.oracle.com/support/index.html>

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### My Oracle Support AutoVue Community

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**Web Site** <https://communities.oracle.com/portal/server.pt>

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### Sales Inquiries

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**Web Site** <https://www.oracle.com/corporate/contact/global.html>

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