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R E L E A S E   N O T E S

ApplicationXtender

5.30 SP1b

RELEASE NOTES

REV A01

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These service notes contain supplemental information about EMC ApplicationXtender (AppXtender), version 5.30 SP1b. Topics include

Product Description

ApplicationXtender® (AppXtender) electronically stores, organizes, and manages documents, files, and other business-critical information, and provides fast, security-controlled access to information from Microsoft® Windows or Web-based clients. AppXtender integrates document imaging, reports management such as computer output to laser disc (COLD), and enterprise relationship management (ERM), workflow, and document management services within an easy-to-use Windows system.

New Features and Changes

The following sections describe the new features and changes available with AppXtender 5.30 SP1b:

- *Changes in Support since the Previous Release* on page iii
- *AppXtender Setup Launcher* on page iv
- *Changes in Unattended (Silent) Setup* on page iv
- *Mapping of Multiple Kofax Ascent Capture Fields to a Single AppXtender Field* on page iv
- *Automation of Full-text Indexing for Kofax Ascent Capture Release Script* on page v

Changes in Support since the Previous Release

The following table lists the changes in support since the previous release.

Table 1   Changes in Support since the Previous Release

Item	Support Added since 5.30	Support Dropped since 5.30
Operating Systems		• Windows 98 SE • Windows ME
Browsers		
Databases	• Microsoft SQL Server 2005	
Distributed Third-Party Components		
Supported Third-Party Applications	• RepliStor 6.0 • Citrix Presentation Server 4.0 for 2003 • VMware Workstation, version 5.5	• Citrix MetaFrame for XP v1.0 Feature Release 3

AppXtender Setup Launcher

Sometimes, several AppXtender modules must be installed to configure a workable AppXtender system. The new AppXtender Setup Launcher simplifies the installation process, so that a first-time AppXtender user can more easily choose what needs to be installed in order to create a functional AppXtender system. The new AppXtender Setup Launcher provides descriptions for each setup wizard that it can launch, in terms of specific features.

The new AppXtender Setup Launcher allows you to launch the following setup wizards:

◆ License Server

◆ AppXtender Desktop

◆ AppXtender Web.NET

◆ AppXtender Rendering Server

If you download these components (rather than obtaining the software from a CD-ROM), you must extract the contents of all ZIP files to the same directory and use the subfolder name option so that the AppXtender Setup Launcher can find and launch each setup wizard.

The setup launcher is automatically launched from the CD-ROM.

The setup launcher requires Microsoft XML Parser 4.

Changes in Unattended (Silent) Setup

In AppXtender Desktop 5.30, the only documented method of running unattended setup was to enter the entire command in the Windows Run dialog box. The risk of using this method was the possibility of an accidental upgrade, if unattended setup was run on a computer where an older release of the software was already installed.

For AppXtender Desktop 5.30 SP1b, a new switch has been added (/q) to avoid this risk. To use this new switch, you must add the command line to the setup.ini file, as documented for releases previous to 5.30, and run setup.exe /q from the Run dialog box. With the /q switch, the unattended setup checks for an existing installation of the software, and allows unattended setup to continue only if there is no risk of an accidental upgrade.

For instructions on adding the command line to the setup.ini file, refer to an *ApplicationXtender Installation Guide* from 5.25 SR1 or earlier.

Mapping of Multiple Kofax Ascent Capture Fields to a Single AppXtender Field

In previous releases of the Ascent Capture Standard Release Scripts for ApplicationXtender (Ascent Standard for AppXtender) and Ascent Capture Enhanced Release Scripts for ApplicationXtender (Ascent Enhanced for AppXtender), customers could not link multiple Kofax

Ascent Capture fields to a single AppXtender field to create multiple indexes for the same document.

Now, however, Ascent for AppXtender allows you to map multiple Ascent Capture field values to AppXtender and create multiple indexes for a document.

To take advantage of this feature:

1. When mapping Ascent Capture fields to AppXtender fields, you can map multiple fields to each AppXtender field. (For instructions, refer to the *Ascent Capture Release Scripts for ApplicationXtender Integration Guide*)

2. In AppXtender AppGen, select the corresponding AppXtender application and enable the Multiple indexes referencing single document option. (For detailed instructions, refer to the ApplicationXtender *Core Components Adminstrator's Guide*.)

For example, consider an AppXtender application with three index fields: A, B, and C. The following table indicates that three Ascent Capture values are mapped to field B and two values are mapped to field C:

Table 2   **Ascent Capture Values Mapped to AppXtender Fields for Example**

Ascent Capture Values	AppXtender Fields
100	A
200	B
300	B
400	B
500	C
600	C

The result of this mapping would be an AppXtender document with the following index records:

◆ 100, 200, 500

◆ 100, 300, 600

◆ 100, 400, <null>

Automation of Full-text Indexing for Kofax Ascent Capture Release Script

In previous releases of the Ascent Capture Standard Release Scripts for ApplicationXtender (Ascent Standard for AppXtender) and Ascent Capture Enhanced Release Scripts for

ApplicationXtender (Ascent Enhanced for AppXtender), customers had to manually add documents to a full-text indexing queue.

Now, however, the Kofax Standard Release Script can automatically send documents to be full-text indexed using either Pro-Index or Verity K2 Server.

Fixed Problems

Within two weeks following a release we post a more comprehensive list of fixed bugs on the CustomerNet site. You must have a software support agreement to log in and access this list of fixed bugs.

Log in to CustomerNet (http://customernet.documentum.com/support) and navigate to Search Support > Bugs and Feature Requests.

On the search page click the Show Fixed Bugs Lists link.

Cannot export or email multi-page TIFFs in AppXtender that are 300 dpi (CQOTG00040449)

Documents that were scanned into AppXtender at 300 dpi cannot be exported or emailed when the "Use multi-page files" configuration setting is enabled.

In AppXtender Reports Mgmt, clicking Test Connection generates an error (CQOTG00044247)

When clicking Test Connection while setting up a data source in AppXtender Reports Mgmt, if the data source contains a description, an error message displays.

Users are unable to query fields with null values (CQOTG00044536)

If an index value has a formatted mask for it's value in AppGen but the actual value is 'Null' or 'Blank' in the database, a query in AppXtender or AppXtender Web Access with the syntax <NULL> will not work properly.

Receive an error when doing an exact search on an index field using a Custom Data Type (CQOTG00045189)

In AppXtender 5.00.051 update 04213, when doing an exact search on an index field using a Custom Data Type, the following error message appears: "A COM error has been encountered. Code = 80004005, Unspecified error. Description = No value given for one or more required parameters."

Cannot print two page PDF documents from AX 4.612.016 with latest patch (CQOTG00045311)

In AppXtender 4.61.016 with the latest patch, cannot print a two-page PDF document. Each page can be printed individually when displayed. When printing the entire document, the second page prints with an Adobe Acrobat icon.

Right-clicking from a result set in AppXtender takes more than 90 seconds to generate the menu (CQOTG00045512)

In AppXtender 5.10.047 update 05120, when right-clicking in the query result set to select Save As, it takes 90 seconds or more for the menu to appear. When right-clicking to display the menu and select Select All, it again takes a very long time for the menu to display, and right-clicking again after that to display the menu and select Display, it takes even longer for the menu to appear.

AppXtender Key Reference Import Wizard did not detect validation mask (CQOTG00046299)

In AppXtender AppGen, a custom data type was created with validation expression, and an application was created with a Key Reference field and a Data Reference field, both using the validation expression custom data type. In the AppXtender Key Reference Import Wizard, a file that does not match the validation expression was imported into the application. An error message should have appeared indicating an invalid field value. However, no error message appeared.

In AppXtender Image Capture, an error occurs when attempting to access Help (CQOTG00046795)

Attempting to access Help from the AppXtender Image Capture Configuration utility (hammer icon) generates an error message.

Upgrading database automatically populated JDBC information (CQOTG00046893)

When upgrading AppXtender databases, the JDBC connection string was automatically populated for all databases, even though there was no JDBC connection string for these databases in the previous release.

AppXtender Admin failed to retain credentials information (CQOTG00047489)

In AppXtender Admin, the Global credential setting was selected and the configuration was saved. Then Application or Supplied credential setting was assigned for session cache path. AppXtender Admin did not retain the information. When the session cache tab is opened again, the setting reverts to global credentials. However, in the AppXtender Admin tree, when the Storage node was expanded and the Paths node selected, both session cache path and render cache path credential settings could be changed. AppXtender Admin should accept the latest credential setting.

This problem was mostly fixed, but the following issue remains: The default credential settings for AppXtender Web session path were Global and when user entered any path in the path drop-down text box, the OK button was enabled. Currently, the default is still Global which is correct but the OK button remained unavailable until another credential setting was chosen.

Importing XML settings from a SQL database did not validate tables (CQOTG00047496)

During upgrade of an IBM DB2 datasource, the AppXtender AppGen upgrade message appeared, allowing table upgrade, but the validation stopped on an application with a Decimal/Numeric field length of 35 characters and would not open the data source so the values could be changed. This problem did not occur for Decimal/Numeric fields with 32 characters.

Launching online help from License Info screen failed (CQOTG00047564)

In AppXtender Document Manager, in the License Info dialog box, clicking Help displays a message indicating that no help file is available.

If you click the Undo Changes button, AppXtender Admin unexpectedly closes (CQOTG00047690)

Adding a License Server, dual write path, or AppXtender Rendering Server name, and then clicking the Undo Changes button in AppXtender Admin resulted in the following error, and then AppXtender Admin unexpectedly closed:

Specified argument was out of the range of valid values. Parameter name: '1' is not a valid value for 'displayIndex'.

Migration Wizard deletes error documents (CQOTG00048017)

When migating a batch file using the Migration Wizard, documents with errors (file not found) are not migrated; however, the error documents and indexes are also deleted from the image path.

Key Reference import fails when last field is blank even if not required (CQOTG00048329)

When doing a Key Reference import, if the last field in the import file is left blank, a field count error is returned. This happens even if the field is not required.

Anonymous login cannot be disabled or enabled in IIS from AppXtender Admin (CQOTG00048377)

If the "Anonymous Login" option in AppXtender Admin is either enabled or disabled, the IIS settings do not get updated.

Ascent Enhanced for AppXtender does not separate PDF files (CQOTG00048427)

Multi-page PDF files in Ascent Enhanced for AppXtender release script are not being separated on import.

In Outlook for AppXtender, opening two Outlook windows at once generates an error (CQOTG00048925)

In Outlook for AppXtender, opening a folder in outlook into a new window generates the following error: "Unable to add ApplicationXtender menu."

Replacing a page in AppXtender does not delete the bin file for the old page (CQOTG00049008)

In APpXtender 5.25 SR1 with both SQL 2000 and MS Access, when replacing a page in a document, the bin file for the page being replaced is not deleted. As a result, there are "orphaned" images taking up space on the server. The same problem occurs when deleting the entire document. There are no ae_dl records in the database table for these pages. No errors are reported, and there is full access to the document write path.

When using AppXtender 5.3 on WMWARE, there is a Microsoft Visual C++ Run Time Library error (CQOTG00049552)

When using AppXtender 5.3 or 5.3 SP1 on VMWARE, the following error appears: "Microsoft Visual C++ Run Time Library Run Time Error <Path to>\Aex32.exe."

In AppXtender 5.3, Auto Index Import allows double quotes (") to be imported as text (CQOTG00049673)

In AppXtender 5.3, Auto Index Import imports double quotes (") as text rather when they should act as qualifiers.
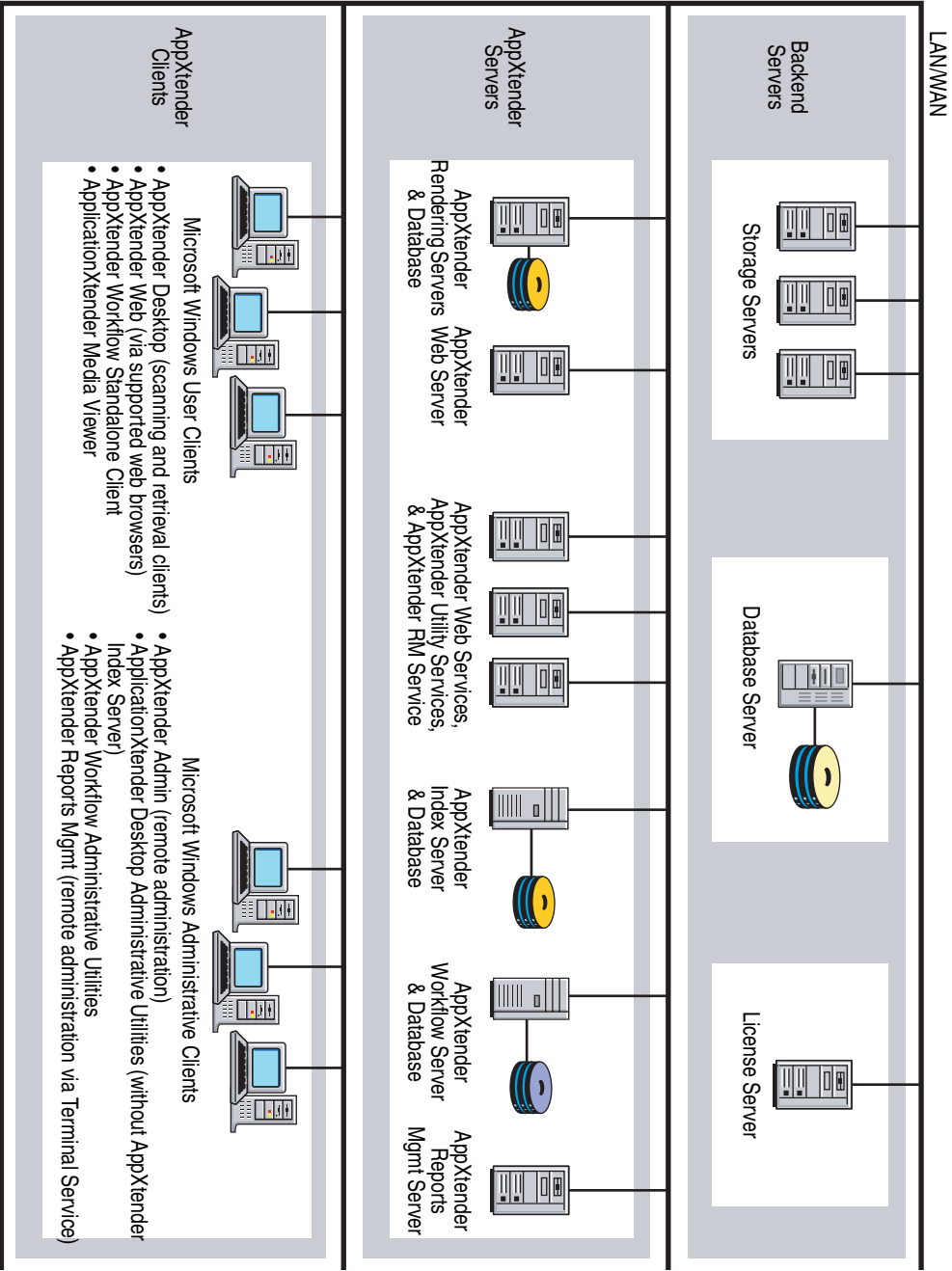
Environment and System Requirements

The following sections provide information that you need to consider when designating a computer for each AppXtender Server:

◆ *Product Architecture* on page xi

◆ *Operating Systems* on page xiii

◆ *Browser Support* on page xiv

◆ *Database Support* on page xv

◆ *Third-Party Components* on page xvi

◆ *Licensing and Version Compatibility* on page xxiii

See also *Changes in Support since the Previous Release* on page iii.

Product Architecture

The following graphic illustrates which ApplicationXtender, Release 5.30 SP1b components are categorized as AppXtender Server Modules and which are considered AppXtender Client Modules. This information can be used with *Operating Systems* on page xiii to determine with which operating systems each component has been tested.

LAN/WAN

Backend Servers

Storage Servers

Database Server

License Server

AppXtender Servers

AppXtender Rendering Servers & Database

AppXtender Web Server

AppXtender Web Services, AppXtender Utility Services, & AppXtender RM Service

AppXtender Index Server & Database

AppXtender Workflow Server & Database

AppXtender Reports Mgmt Server

AppXtender Clients

Microsoft Windows User Clients
• AppXtender Desktop (scanning and retrieval clients)
• AppXtender Web (via supported web browsers)
• AppXtender Workflow Standalone Client
• ApplicationXtender Media Viewer

Microsoft Windows Administrative Clients
• AppXtender Admin (remote administration)
• ApplicationXtender Desktop Administrative Utilities (without AppXtender Index Server)
• AppXtender Workflow Administrative Utilities
• AppXtender Reports Mgmt (remote administration via Terminal Service)

Operating Systems

The following table lists operating systems that have been tested by EMC for compatibility with ApplicationXtender, Release 5.30 SP1b modules.

Table 3   Supported Operating Systems

Operating Systems	All AppXtender Clients except those at right	AppXtender Workflow Client	AppXtender Admin	All AppXtender Servers except those at right	AppXtender WebJ2 Server	AppXtender Web.NET Server, Render Server, & Web Services
Windows XP Professional (SP2)	√	√	√			
Windows 2000 (SP4) Professional	√	√	√			
Windows 2000 (SP4) Server	√	√	√	√	√	√
Windows 2000 (SP4) Advanced Server	√	√	√	√	√	√
Windows 2003 Server (SP1) Standard Edition	√	√	√	√	√	√
Windows 2003 Server (SP1) Enterprise Edition	√	√	√	√	√	√
Windows 2003 Server (SP1) Web Edition	√		√		√	√
UNIX Sun Solaris 10					√	
UNIX Linux SuSE 9.2					√	

Browser Support

The following table shows the compatibility of specific browsers with AppXtender components.

Table 4   Browser Support

	Microsoft Internet Explorer 6.0 (SP 1)	Netscape Navigator 8.0
AppXtender Web Thin Client	√	√
AppXtender Web Interactive Client	√	√with Interactive Client Viewer Plug-In installed
AppXtender Workflow Web Access	√	

Netscape Navigator 8.0 is supported (for English only) as long as the Netscape Navigator setting for Rendering Engine is set to Internet Explorer.

Database Support

The following table lists databases that have been tested by EMC for compatibility with ApplicationXtender, Release 5.30 SP1b.

Table 5   Database Support

Databases	Versions	AppXtender Desktop, Rendering Server, & Reports Mgmt	AppXtender Web.NET & Web Services	AppXtender WebJ2	AppXtender Distribution	AppXtender Workflow	RM
Microsoft SQL Server	2000 (SP 4)	√	√	√	√	√	√
Microsoft SQL Server	2005	√	√		√	√	√
Oracle	9i (9.2.0.2)	√	√	√	√		√
Oracle	10g (10.2.0.1)	√	√	√	√		
IBM DB2	8.2	√	√	√			
MySQL	4.1	√	√	√			
Sybase SQL Anywhere	9 (9.0.2)	√	√				
Microsoft Access	2002 and 2003	√			√		

Microsoft Access is intended only for demonstration/evaluation purposes or standalone systems of low volume (single user systems of fewer than 100,000 documents). High-volume or networked systems using Microsoft Access are not supported.

IBM DB2 8.2 has been tested and is supported only on Windows 2000 and AIX v5L operating systems.

The following table lists database drivers that have been tested by EMC for compatibility with ApplicationXtender, Release 5.30 SP1b.

| Table 6 | Database Driver Support |
| | |

Databases	Database Drivers for AppXtender	Database Drivers for AppXtender Web.NET	Database Drivers for AppXtender Web.J2
Microsoft Access	Microsoft Jet 4.0 OLE DB Provider (may need to be installed separately) Microsoft OLE DB Provider for ODBC Drivers	NA	NA
Microsoft SQL Server	Microsoft OLE DB Provider for SQL Server	.NET Framework data provider for SQL Server	Type 4 JDBC driver for SQL Server
Oracle	Microsoft OLE DB Provider for Oracle	.NET Framework data provider for Oracle	Type 4 JDBC driver for Oracle
Sybase SQL Anywhere	Microsoft OLE DB Provider for ODBC Drivers	NET Framework data provider for ODBC	NA
IBM DB2	IBM OLE DB Provider for DB2	IBM DB2 .NET Data Provider	Type 4 JDBC driver for DB2
MySQL	MySQL Connector/ODBC 3.51 (MyODBC) Microsoft OLE DB Provider for ODBC Drivers	MySQL Connector/Net 1.0	MySQL Connector/J 3.1

Records Manager 5.2.5 SP1 Server supports only the Oracle driver (not the Microsoft OLE DB Provider for Oracle).

Third-Party Components
The following sections list distributed and supported third-party components:

The following table lists third-party components distributed by EMC in ApplicationXtender, Release 5.30 SP1b.

Table 7   Distributed Third-Party Components

Third-Party Component	AppXtender Desktop	AppXtender Web.NET	AppXtender WebJ2	AppXtender Distribution	AppXtender Workflow	AppXtender Reports Mgmt
ABBYY FineReader Engine 6.0	√					
Adobe Acrobat Reader/plug-in 6.0 and 7.0	√	√	√	√	6.0 only	√
Adobe PDF Library 6.0	√	√	√	√		√
IBM Web Service Invocation Framework (WSIF) 2.0			√			
InfoSphere ProIndex Full Text Search (English Only)	√					
IsNetworks Cryptography provider				√		
Java 2 Runtime Environment (JRE) 1.4.2 (only if using Internet Explorer 6.0)		√	√			
Microsoft .NET Framework 1.1 SP1		√			√	√
Microsoft Active Directory Services Interface (ADSI) 2.5	√	√		√		
Microsoft Data Access Components (MDAC) 2.8	√	√		√	√	√
Microsoft Jet 4.0 OLE DB Provider	√	√		√		√
Microsoft Management Console (MMC) 1.2					√	√
Microsoft Scripting Engine 5.5 (required for debugging capabilities of the AppXtender Workflow Script Debugger and the AppXtender Workflow Automated Task Manager)					√	
Microsoft Windows Installer (MSI) 2.0	√	√		√	√	√
Microsoft Windows Script Host (WSH) 5.1	√			√		√
Microsoft XML 4.0 Service Pack 2	√			√	√	√
MPITech DocOut S82 062.030						√
Verity KeyView 9.1	√	√	√	√	√	
Xenos Print Stream Processor 5.3						√

The following table lists third-party applications that have been tested by EMC or by the vendor for compatibility with ApplicationXtender, Release 5.30 SP1b. Integration packages for these applications may need to be purchased separately. Operating systems supported by AppXtender might not be supported by these third-party components.

Table 8   Supported Third-Party Components

Category	Third-Party Application	AppXtender Desktop	AppXtender Web.NET	AppXtender WebJ2	AppXtender Distribution	AppXtender Workflow	AppXtender Reports Mgmt	Support Notes
Data access	Microsoft Data Access Components (MDAC) 2.7 SP1 and 2.8	√	√		√	√	√	
Data recovery and protection	RepliStor 6.0		√					supported only if writing to DiskXtender (DX)
Document signing	standard X509 or PKCS7 encoded certificates	√	√					supported by Microsoft Windows
Document storage	DiskXtender v5.6, 6.0	√	√	√	√		√	
Document viewing	Adobe Acrobat Reader 6.0 and 7.0	√	√	√	√		√	supported by Adobe
Faxing	Captaris RightFax 9.0	√	√	√			√	supported by Captaris
Faxing	Castelle FaxPress Server 8.0, 8.1	√	√	√			√	supported by Castelle
Full-text indexing	Verity K2 Enterprise Server 5.5	√	√				√	
Integration	ApplicationXtender Integration Module (AXIM) 5.1	√	√					
Integration	eRoom 7.2.2		√					supported with the AppXtender Web CDK
Integration	Records Manager 5.2.5 SP1	√	√	√	√		√	
Integration	eCopy ShareScan 8.3 and ShareScan OP 3.0, 3.1	√	√	√			√	Integration supported by EMC; ShareScan supported by eCopy
Integration	ESRI ArcGIS 9.0	√	√					currently supported only with English; Integration supported by EMC; ArcGIS supported by ESRI

Table 8   Supported Third-Party Components

Category	Third-Party Application	AppXtender Desktop	AppXtender Web.NET	AppXtender WebJ2	AppXtender Distribution	AppXtender Workflow	AppXtender Reports Mgmt	Support Notes
Integration	Kofax Ascent Capture 6.1, 7.0	√				√	√	
Integration	Microsoft Outlook 2000, XP, 2003	√					√	Integration supported by EMC; Outlook supported by Microsoft
Integration	Verity TeleForm 9.1	√					√	Integration supported by EMC; TeleForm supported by Verity
Java component	Sun Java 2 Platform, Enterprise Edition (J2EE) SDK 1.3x or 1.4x			√				supported by Sun
Java component	Java 2 Runtime Environment (JRE) 1.4.x		√	√				supported for AppXtender Web clients
Java component	Oracle JInitiator 1.3.1.x		√	√				supported for AppXtender Web clients supported by Oracle
Java component: servlet runner	Apache Jakarta Tomcat 5			√				supported by Apache
Java component: application server	Apache 2.0.48 Web Server			√				supported by Apache
Java component: application server	IBM WebSphere 5.1			√				supported by IBM, on Windows and Solaris, but not SuSE
Java component: connector	Coyote HTTP/1.1 (if using Tomcat standalone)			√				supported by Apache
Java component: connector	mod-jk2 (if using Tomcat with Apache)			√				supported by Apache
Cross-platform connectivity	Hummingbird NFS Maestro server for UNIX solaris			√				supported by Hummingbird
Cross-platform connectivity	SMB for Linux			√				
Monitoring	Automated Availability Manager (AAM) 5.1	√	√	√		√		

Table 8   Supported Third-Party Components

Category	Third-Party Application	AppXtender Desktop	AppXtender Web.NET	AppXtender WebJ2	AppXtender Distribution	AppXtender Workflow	AppXtender Reports Mgmt	Support Notes
OCR	ABBYY FineReader 7.0 Scripting Edition	√			√		√	
OCR	ABBYY FormReader 6.5	√			√		√	
Remote access	Microsoft Windows Terminal Server 2000, 2003	√				√	√	supported by Microsoft
Remote access	Citrix Presentation Server 4.0 for 2003	√						• currently supported only with English • when used for published desktop, supported with all AppXtender components • when used for published application, supported with AppXtender Document Manager and Image Capture (If scanning in Citrix Presentation Server 4.0 for 2003 with the Citrix Twain redirection option enabled, you must apply a Citrix patch, available soon from Citrix.) • supported by Citrix
Scanning	Kofax Image Controls (Adrenaline 650i Card)	√	√	√				supported by Kofax
Scanning	Pixel Scan Drivers 7.0 (SP3)	√	√	√				supported by Pixel
Security provider (directory service)	iPlanet (Netscape Directory Services) v6.20	√	√	√	√		√	supported by Netscape
Security provider (directory service)	Novell e-Directory 8.7.3	√	√	√	√		√	supported by Novell
Security provider (directory service)	OpenLDAP v2.2.19	√	√	√	√		√	supported by OpenLDAP.org

Table 8   **Supported Third-Party Components**

Category	Third-Party Application	AppXtender Desktop	AppXtender Web.NET	AppXtender WebJ2	AppXtender Distribution	AppXtender Workflow	AppXtender Reports Mgmt	Support Notes
Security provider (directory service)	Oracle Internet Directory (OID) 9i (9.2.0.2)	√	√	√	√		√	supported by Oracle
Security provider (Windows)	Microsoft Active Directory Services 2000 and 2003	√	√	√	√		√	supported by Microsoft
Virtualization	VMware Workstation, version 5.5	√	√		√	√		supported on clients only

ODMA-Enabled Applications

The following are ODMA-enabled applications that have been tested by EMC for compatibility with ApplicationXtender, Release 5.30 SP1b. Integration packages for these applications may need to be purchased separately.

- Microsoft Word 2000
- Microsoft Word 2002 (XP)
- Microsoft Word 2003
- Microsoft PowerPoint 2000
- Microsoft PowerPoint 2002 (XP)
- Microsoft PowerPoint 2003
- Microsoft Project 2000
- Microsoft Visio 2000
- Microsoft Visio 2002 (XP)
- Microsoft Visio 2003
- WordPerfect 12

Third-Party Scanners

The following table lists third-party scanners and drivers that have been certified by Pixel Translations with the release of the Pixel Scan Drivers 7.0 (SP3). Additional scanners by the manufacturers that use the same scan driver should function properly; however final support will need to be validated by Pixel Translation support.

Additional information on scan drivers supported with the Pixel Translations toolkit may be obtained at http://www.pixtran.com/support/.

Table 9   **Third-Party Scanners and Drivers Supported via Pixel Translations**

Scanners	Pixel Translations Drivers
Fujitsu fi-4010	1.1.10409.20001
Fujitsu fi-4120C2 (ADF & imprinter model)	1.1.10407.6004
Fujitsu fi-4220C2 (ADF, FB, no imprinter model)	1.1.10407.6004
Fujitsu fi-5110c	1.1.10408.31001
Fujitsu fi5650c bundled with QuickScan Pro Demo	1.0.10405.12002
Kodak i30 bundled with QuickScan Pro Demo	1.0.10408.06002
Kodak i40 bundled with QuickScan Pro Demo	1.0.10408.06002

The following table lists third-party scanner that have been tested by EMC for compatibility with AppXtender Document Manager and AppXtender Image Capture.

Table 10   **Third-Party Scanners**

Scanner	AppXtender Release
Canon DR 5020	4.61.016
Canon DR-3060	4.60.038
Canon DR-4580	4.61.016
Contex CRYSTAL 40" Monochrome	4.51.051
Fujitsu M4097D	4.51.051
Fujitsu M4097D VRS	4.51.051
IDEAL SuperWIDE40 Monochrome	4.51.051
Kodak i200	5.00.051
Kodak i40	5.20.033
Kodak i60	4.61.016
Kodak i840	4.51.051
Panasonic KB-S2026C	5.00.051

Table 10   **Third-Party Scanners**

Scanner	AppXtender Release
Panasonic KV-S2046C	5.00.051
Panasonic KV-S3065CW	5.30.035
Panasonic KV-S3105C	5.30.035
Panasonic KV-S7065C	5.20.033

Licensing and Version Compatibility

AppXtender Desktop and Web releases with localization support are 5.30 SP1b.

> **Shared components among 5.30 SP1b modules are not compatible with the same component from any 5.20 modules. When any two or more of these modules are installed on the same computer, all of them must be installed at the same release (5.20 or 5.30 SP1b)**

If you intend to run any ApplicationXtender 5.30 SP1b modules with DX 6.0, you must have two separate License Server computers: one running License Server 6.0 (required for DX 6.0) and one running License Server 5.60.49 (required for and distributed with ApplicationXtender 5.30 SP1b modules). After installing the License Server 5.60.49 that is distributed with ApplicationXtender 5.30 SP1b modules, make sure that the License Server Administrator displays "License Server for ApplicationXtender 5.3" in the About dialog box (Help > About).

The License Server manages licensing information for all AppXtender modules. The License Server is the computer on which the License Server software, and subsequently the licenses for your AppXtender modules, are stored.

Table 11   Licensing and Version Compatibility

Module	Release	License Server Version
AppXtender Desktop and Distribution	4.50.030	5.30
	4.51.051	5.30
	4.60.038	5.30
	4.61.016	5.30.068 5.50.017
	5.00.051	5.30.068 5.40.102 5.50.017
	5.10.047	5.60.025
	5.20.033	5.60.037
	5.25.060	5.60.049
	5.30.068	5.60.049 (distributed with AppXtender)
AppXtender Web	4.50.030	5.30
	4.51.051	5.30
	4.60.038	5.30
	4.61.016	5.30.068 5.50.017
	5.00.051	5.50.017
	5.10.047	5.60.025
	5.20.033	5.60.037
	5.25.060	5.60.049
	5.30.068	5.60.049 (distributed with AppXtender)

Table 11   **Licensing and Version Compatibility**

Module	Release	License Server Version
AppXtender Reports Mgmt	2.50.030	5.30
	2.51.051	5.30
	2.60.038	5.30
	2.61.016	5.30.068 5.50.017
	5.00.051	5.30.068 5.40.102 5.50.017 5.60.025
	5.20.033	5.60.037
	5.25.060	5.60.049
	5.30.035	5.60.049 (distributed with AppXtender)
AppXtender Workflow	4.50.030	5.30.017 5.30.060
	4.51.051	5.30.017 5.30.060
	4.60.038	5.30.017 5.30.060 5.30.068
	4.61.016	5.30.017 5.30.060 5.30.068
	5.00.051	5.30.068 5.40.102 5.50.017 5.60.025
	5.20.033	5.60.037
	5.25.060	5.60.049
	5.30.037	5.60.049 (distributed with AppXtender)

Table 11   Licensing and Version Compatibility

Module	Release	License Server Version
AppXtender Workflow AP	1.00.00	5.30.068
	1.10.021	5.30.068
	5.30.037	5.60.049 (distributed with AppXtender)
AppXtender Web Services	5.20.033	5.60.037
	5.25.060	5.60.049
	5.30.068	5.60.049 (distributed with AppXtender)
AppXtender Web CDK	5.20.033	5.60.037
	5.25.060	5.60.049
	5.30.068	5.60.049 (distributed with AppXtender)

End-of-Life Schedule

The following table lists the end-of-life schedule for all modules of AppXtender (AppXtender Desktop, Web, AppXtender Reports Mgmt, Media Distribution, and AppXtender Workflow), the AppXtender integration with Kofax Ascent Capture 5.5, and all versions of ArchiveXtender Ascent Storage Edition (ArcX-ASE).

Table 12   End-of-Life Schedule

Event	Kofax	AppXtender						ArcX-ASE
	5.5	4.50	4.51	4.60	4.61	5.0	5.1	All
Product Release	10/31/2002	10/31/2002	10/31/2002	03/2002	11/08/2002	12/19/2003	07/01/2004	
End-of-Life Announcements: Internal	08/09/2004	08/09/2004	08/09/2004	06/15/2005	06/15/2005	06/15/2005	06/15/2005	07/02/2004
End-of-Life Announcements: Support Partners	08/09/2004	08/09/2004	08/09/2004					07/02/2004
End-of-Life Announcements: Premium Customers	08/09/2004	08/09/2004	08/09/2004					07/02/2004

Table 12   End-of-Life Schedule

Event	Kofax	AppXtender						ArcX-ASE
	5.5	4.50	4.51	4.60	4.61	5.0	5.1	All
End-of-Life Announcements: General	08/09/ 2004	08/09/ 2004	08/09/ 2004	06/15/ 2005	06/15/ 2005	06/15/ 2005	06/15/ 2005	07/02/ 2004
End of Sale for New Customers	09/30/ 2004	09/30/ 2004	09/30/ 2004	08/30/ 2005	08/30/ 2005	08/30/ 2005	08/30/ 2005	10/01/ 2004
End of Sale for Upgrade Customers	09/30/ 2004	09/30/ 2004	09/30/ 2004	08/30/ 2005	12/30/ 2005	08/30/ 2005	08/30/ 2005	10/01/ 2004
End of Engineering Support (except for Severity 1 and Severity 2 bugs)	12/30/ 2004	12/30/ 2004	12/30/ 2004	09/30/ 2005	04/30/ 2006	10/31/ 2006	10/31/ 2006	10/01/ 2005
End of EMC Support (including engineering support of Severity 1 and Severity 2 bugs)	06/30/ 2005	09/30/ 2005	09/30/ 2005	09/30/ 2005	04/30/ 2006	10/31/ 2006	10/31/ 2006	10/01/ 2005

Known Problems and Limitations

This section identifies problems and limitations that may affect your use of the product.

- ◆ *Known Problems 5.30 SP1b* on page xxviii
- ◆ *Limitations 5.30 SP1b* on page xxviii

This section and the *Technical Notes* section may refer to platforms or features that are not supported for this release of your product. Check *Environment and System Requirements* on page xi to verify requirements.

EMC makes the latest information about customer-reported issues and known problems available at CustomerNet site. You must have a software support agreement to log in and access the list of issues.

Log in to CustomerNet (http://customernet.documentum.com/support) and navigate to Search Support > Bugs and Feature Requests.

On the search page click the Show Fixed Bugs Lists link.

Known Problems 5.30 SP1b

Enhanced Kofax Release Script Issue

A problem *sometimes* occurs when multiple Ascent batches are configured and at least one is configured to generate Kofax PDF documents. When releasing from one of the batches that is NOT configured to generate Kofax PDFs, an error may be generated indicating a failure to store any document pages. To work around this issue, our release script must be removed from the offending Kofax batch and be re-added.

Limitations 5.30 SP1b

AppXtender Admin failed to open the default XSCM.Config file (CQOTG00046602)

After installing AppXtender Desktop with the AppXtenderDEMO data source (on a computer that already has an XSCM.config file), when trying to open AppXtender Admin, an error message appeared and AppXtender Admin failed to open.

Applying a digital signature does not work for Index Image Import if using a DX path (CQOTG00047660)

Index Image Import will not allow you to "Apply Digital Signature" if you are using a DX write path.

LDAP user level security is not being honored (CQOTG00048549)

LDAP user level security privileges are not being honored. Group level privileges are being honored.

LDAP user icons change to CM user icons once user level privileges are set (CQOTG00048564)

When using LDAP security provider, if you set user level privileges or import users directly instead of through groups, the LDAP user icons change to CM Security icons.

KeyView does not open Microsoft Outlook MSG files (CQOTG00048699)

In previous releases of AppXtender Document Manager, the KeyView viewer opened Microsoft Outlook MSG foreign files in the document display window. In AppXtender Document Manager 5.3, KeyView does not open Microsoft Outlook MSG foreign files. They show up as foreign file links.

Using a blank password when configuring a data source causes AxTableCreate to fail (CQOTG00049540)

For a new database, if you use a blank password in your data source credentials, you receive a message asking if you want to create AX tables. After clicking "Yes" to respond to this message, the following errors are received:

AxTableCreate: Command line syntax: AxTableCreate </DSN DataSourceName or /INITSTRING ConnectionString> /T Type [/U UserName /P Password]

Type is 1 for AppXtender tables, 2 for Render Server tables. The DSN must be found in the XSCM.CONFIG file.

This error is followed by one of the following two messages (A or B):

Message A:

Error: ApplicationXtender Administrator encountered an unexpected error. Please contact your ApplicationXtender administrator for further assistance.

Message B:

Administrator: AxTableCreate did not run successfully. The required database tables still don't exist.

Technical Notes

Refer to the *ApplicationXtender Desktop Installation Guide* for instructions for installing ApplicationXtender Desktop. For instructions on installing other ApplicationXtender components, see *Documentation* on page xxxi. If your system meets the requirements listed in *Environment and System Requirements* on page xi, you are ready to install the software.

Documentation

This section describes the documentation related to this product.

- *ApplicationXtender Documentation Set* on page xxxi
- *Obtaining the Correct Documentation* on page xxxiii
- *ApplicationXtender Documentation Corrections* on page xxxiv

ApplicationXtender Documentation Set

The following document titles comprise the ApplicationXtender documentation set:

Table 13   ApplicationXtender Documentation Set

Relevant Module	Documentation
All ApplicationXtender modules	• *ApplicationXtender 5.30 Concepts and Planning Guide* (EMC recommends that you start with this.) • *ApplicationXtender 5.30 SP1 Core Components Administrator's Guide* • *ApplicationXtender Administrator 5.30 Quick Reference* • *ApplicationXtender Application Generator 5.30 Quick Reference* • *ApplicationXtender 5.30 SP1b Release Notes for English* • *ApplicationXtender 5.30 SP1b Release Notes for Localization* • *ApplicationXtender 5.30 Server Monitoring Guide*
ApplicationXtender Desktop	• *ApplicationXtender Desktop 5.30 Installation Guide* • *ApplicationXtender Index Server 5.30 Administrator's Guide* • *ApplicationXtender Document Manager 5.30 SP1 User's Guide* • *ApplicationXtender Document Manager 5.30 User's Quick Reference* • *ApplicationXtender Image Capture 5.30 User's Guide* • *ApplicationXtender Image Capture 5.30 User's Quick Reference*
ApplicationXtender Media Distribution	• *ApplicationXtender Media Distribution 5.30 Administrator's Guide* • *ApplicationXtender Media Distribution Extraction Wizard 5.30 Quick Reference* • *ApplicationXtender Media Distribution Database Reintegration Wizard 5.30 Administrator's Guide* • *ApplicationXtender Media Distribution Database Reintegration Wizard 5.30 Administrator's Quick Reference* • *ApplicationXtender Media Viewer 5.30 User's Guide* • *ApplicationXtender Media Viewer 5.30 User's Quick Reference*

Table 13　　ApplicationXtender Documentation Set

Relevant Module	Documentation
ApplicationXtender Integrations	• *Microsoft Outlook for ApplicationXtender 5.30 Integration Guide* • *Microsoft Outlook for ApplicationXtender 5.30 Quick Reference* • *Ascent Capture Release Scripts for ApplicationXtender 5.30 SP1 Integration Guide* • *Records Manager for ApplicationXtender 5.30 Integration Guide* • *ShareScan Connector for ApplicationXtender 5.20 Integration Guide* • *ShareScanOP Connector for ApplicationXtender 5.30 Integration Guide* • *ArcGIS for ApplicationXtender 5.30 Quick Reference* • *Verity TeleForm Release Script for ApplicationXtender 5.30 Quick Reference*
ApplicationXtender Reports Management	• *ApplicationXtender Reports Management 5.30 Administrator's Guide* • *ApplicationXtender Reports Management 5.30 Quick Reference* • *ApplicationXtender Reports Management 5.30 XDS Quick Reference* • *ApplicationXtender Reports Management Scripting 5.30 User's Guide* • *ApplicationXtender Reports Management 5.30 Release Notes*

Table 13   ApplicationXtender Documentation Set

Relevant Module	Documentation
ApplicationXtender Web	• *ApplicationXtender Web Access .NET 5.30 Administrator's Guide* • *ApplicationXtender Web Access J2 5.30 Administrator's Guide* • *ApplicationXtender Web 5.30 Administrator's Quick Reference* • *ApplicationXtender Web 5.30 User's Guide* • *ApplicationXtender Web 5.30 User's Quick Reference* • *ApplicationXtender Web 5.30 SP1b Release Notes for English* • *ApplicationXtender Web 5.30 SP1b Release Notes for Localization*
ApplicationXtender Web Services	• *ApplicationXtender Web Services 5.30 Administrator's Guide* • *ApplicationXtender Web Services 5.30 SP1 User's Guide* • *ApplicationXtender Web Services for Workflow 5.30 User's Guide* • *ApplicationXtender Web Services 5.30 SP1b Release Notes* • *ApplicationXtender Web Services for Workflow 5.30 SP1 Release Notes*
ApplicationXtender Workflow	• *ApplicationXtender Workflow 5.30 SP1 Administrator's Guide* • *ApplicationXtender Workflow 5.30 Administrator's Quick Reference* • *ApplicationXtender Workflow 5.30 SP1 User's Guide* • *ApplicationXtender Workflow 5.30 User's Quick Reference* • *ApplicationXtender Workflow 5.30 SP1 Web Access User's Guide* • *ApplicationXtender Workflow 5.30 Web Access User's Quick Reference* • *ApplicationXtender Workflow 5.30 Accounts Payable Integration Guide* • *ApplicationXtender Workflow 5.30 Accounts Payable User's Guide* • *ApplicationXtender Workflow 5.30 Accounts Payable Quick Reference* • *ApplicationXtender Workflow 5.30 SP1 Process Builder Administrator's Guide* • *ApplicationXtender Workflow 5.30 Process Builder Personal Edition Administrator's Guide* • *ApplicationXtender Workflow 5.30 Basic Language Guide* • *ApplicationXtender Workflow 5.30 SP1 Release Notes*

In previous releases, a document was provided called the *Tested Devices and Supported Components List*. The information formerly provided in the *List* is now provided in this *ApplicationXtender Release Notes*, in *Environment and System Requirements* on page xi.

Obtaining the Correct Documentation

The product documentation for each EMC Documentum product is available for download from the same page as the software at the Download Center (https://documentum.subscribenet.com). The release notes and any applicable installation guide appear as separately downloadable items. Any product documentation that is available from the application as online help does not appear as a separate item; it is automatically downloaded and installed with the software.

You can also go to CustomerNet to download product documentation, order printed documentation, or participate in the technical publications customer survey. Log in to CustomerNet (http://customernet.documentum.com/support) and navigate to Search Support > Documentation. To locate product documentation, select the product and version number on the search page, then click the Search button. To order printed versions or complete the customer survey, click the appropriate link in the upper right of the page.

If the documentation you are looking for is not available in printed form from either of the above sites, you can purchase it from Nexstra (email: support@nexstra.com, phone: 866-568-0650).

ApplicationXtender Documentation Corrections

This section describes corrections that have been or will be made in the documentation for AppXtender Desktop or the entire AppXtender suite.

Rights Required for AppXtender Index Server Account

The *ApplicationXtender Concepts and Planning Guide* and the *ApplicationXtender Index Server Administrator's Guide* had incomplete information on the rights required for the AppXtender Index Server account. The impersonation account must have the advanced user rights as indicated in the following table:

Table i-1   Rights Required by the AppXtender Index Server Account

	Windows 2000	Windows 2003
For ProIndex	• Log on as a service • Act as part of the operating system	• Log on as a service
For Verity	• Log on as a service • Act as part of the operating system • Replace Process Level Token • Adjust Memory Quotas for a Process	• Log on as a service • Act as part of the operating system • Replace Process Level Token • Adjust Memory Quotas for a Process

Old Names in Concepts Guide Diagram

In the *ApplicationXtender Concepts and Planning Guide*, two diagrams in the Introduction chapter mentioned ERMX and AX. These will be changed to AppXtender Reports Mgmt and AppXtender, respectively.

Incorrect Path for Installing MSI

In the *ApplicationXtender Core Components Administrator's Guide*, *ApplicationXtender Desktop Installation Guide*, or *ApplicationXtender Index Server Administrator's Guide*, the "Installing Microsoft Windows Installer" section indicates that the AppXtender Desktop/Web setup CD-ROM contains the Microsoft Windows Installer installation files. However, these files are not available on the

AppXtender Desktop/Web setup CD-ROM. Instead, they are available on the AppXtender Reports Mgmt, Distribution, Workflow, or WebJ2 setup CD-ROM.

Give Everyone Access to Common Files Directories

In the *ApplicationXtender Core Components Administrator's Guide*, in the "Implementing Security" chapter, at the end of the AppXtender Utility Services installation instructions, the following note should be added:

If you selected IIS deployment, make sure that Everyone has read access to the C:\Program Files\Common Files\XtenderSolutions directory and all subdirectories.

Large Number of Items in User-Defined List Slows Performance

In the *ApplicationXtender Core Components Administrator's Guide*, the "Creating an Application" chapter and the "Application Design Reference" appendix state that you can add an unlimited number of items to a user-defined list. This is true, but a large number of items (more than 400) in a user-defined list adversely affects performance. Also, the effect is cumulative. For example, if an application has three user-defined list fields, each of which has 200 items, then the effect is equivalent to having one user-defined list field with 600 items.

Software Media, Organization, and Files

This section describes the media in which the software is available, the organization of the product components in the available media, and the file names for all available product components which can be downloaded.

Software Media

This product is available as FTP file downloads from the Documentum product download site (SubscribeNet). You should have received instructions through email regarding how to download products from Documentum's download site. The URL below takes you to the download site login page. If you cannot locate your password, use the password finder at the bottom of the page. Your user name is your email address.

Download Site: https://documentum.subscribenet.com

Review the product versions available for your platform. For technical support, visit the Documentum Support site at http://support.documentum.com/Support.

If you receive error numbers 5227 or 5504 from the download site, you need to register for download access.

To register for download access:

1. Navigate to https://documentum.subscribenet.com.

2. Enter your Documentum technical support login name and password. If you do not know your login name or password you must request access from Documentum technical support by clicking Request Access.

3. Once you have logged on to Documentum's technical support Web site, click Admin Assistance.

4. In the Request Type drop-down list, select Product Access Request.

5. Fill out the form and click Submit.

Organization

The Documentum Download Center provides a complete listing of products available for download. The ApplicationXtender link takes you to the page containing all the product downloads for ApplicationXtender.

Installation

Refer to the *ApplicationXtender Desktop Installation Guide* for instructions for installing ApplicationXtender Desktop. For instructions on installing other ApplicationXtender components, see *Documentation* on page xxxi. If your system meets the requirements listed in *Environment and System Requirements* on page xi, you are ready to install the software.

Troubleshooting and Getting Help

Documentum's technical support services are designed to make your deployment and management of Documentum products as effective as possible. The *Customer Guide to Support Services* provides a thorough explanation of Documentum's support services and policies. You can download this document in PDF form from CustomerNet (http://customernet.documentum.com/support/customer-guide.htm).