



EMC[™] Documentum[™]

My Documentum for the Desktop

6.5 SP2

Installation and Configuration Guide

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Installation Overview

My Documentum for the Desktop (MyD Desktop) allows users to directly access and edit content in Documentum repositories from commands within their authoring applications and page layout tools.

This manual describes how to install and configure MyD Desktop to a server and to clients. This guide is intended for the administrators responsible to install and configure MyD Desktop on the host server and on client machines.

Note: Prior to version 6.5 SP2, *My Documentum for the Desktop* was called *File Share Services (FSS)*.

To install MyD Desktop requires knowledge of the operating systems applicable to your installation. These can include one or more of the following: Windows, UNIX, and Macintosh

To install MyD Desktop also requires knowledge of the Documentum products listed below. The installation might require involvement from your Content Server team and Transformation Services team. The installation requires knowledge of the following:

- Documentum Content Server
- Documentum Foundation Classes (DFC)
DFC is installed as part of the server installation.
- Documentum Foundation Services (DFS)
- Media Transformation Services (MTS) (optional)
- Documentum Thumbnail Server (optional)
- Either Advanced Document Transformation Services (ADTS) or Document Transformation Services (DTS)

To install MyD Desktop, you install the following components, as described in detail in this guide:

- The MyD Desktop Server
- The MyD Desktop Client

IMPORTANT: The MyD Desktop Server and MyD Desktop Client must be installed to different machines.

Technical support

For technical support, see the *Troubleshooting and Getting Help* chapter in the *My Documentum for the Desktop Release Notes*, available on the Powerlink website (<http://powerlink.EMC.com>).

See also:

- [Chapter 6, Troubleshoot](#)
- [Appendix A, Log Files](#)

Install the MyD Desktop Server

To install MyD Desktop Server to a host machine, use the sequence described in [Sequence to install the MyD Desktop Server, page 9](#).

Sequence to install the MyD Desktop Server

To install the MyD Desktop Server, perform the following tasks and procedures in the following order:

1. Verify that your system meets the hardware and software requirements in the *Environment and System Requirements* of the *My Documentum for the Desktop Release Notes*.
2. Install WinZip or a similar extraction utility on the host machine for the MyD Desktop Server (Windows only)
3. [Back up preferences and uninstall any previous version \(Windows only\), page 10](#)
4. Verify that you have access to the installation file download site, <https://emc.subscribenet.com>.
5. [Install other EMC Documentum software, page 10](#)
6. Ensure that connection broker and repository services are running on the Content Server. For instructions, see the appropriate Content Server administration documentation.
7. [Install the Postscript Registration system profile, page 10](#) (optional)
8. Install the MyD Desktop Server to the host. Use the appropriate procedure:
 - [Install the MyD Desktop Server on a Windows host, page 11](#)
 - [Install the MyD Desktop Server on a Solaris host, page 17](#)
9. [Add formats to Content Server 5.3, page 18](#)
10. [Verify MTS and DTS install, page 19](#)

Back up preferences and uninstall any previous version (Windows only)

If you have a prior version of the MyD Desktop/FSS software installed on a Windows host, then before you install the new version you must first perform the tasks described here:

- Back up any modified preferences to a separate folder. If you do not back up the preferences, you must manually reconfigure them after install. The preferences for prior versions are typically found in: C:\Program Files\Documentum\FSS\preferences.
- Uninstall the previous version. If you do not, the new installation might fail. To uninstall a previous version, see the installation guide for that version.

Install other EMC Documentum software

Install the following software before you install MyD Desktop:

- Install all required patches and updates to the operating system on the MyD Desktop Server host.
For more information, see the appropriate documentation for the operating system.
- On a separate host, install Documentum Content Server.
For instructions, see the appropriate Content Server installation documentation.
- On a separate host, install Media Transformation Services (MTS). (optional)
MTS creates multi-page thumbnails for a layout/storyboard that is created upon import from Adobe InDesign. This enables users without InDesign to view page layouts through a Documentum client, such as Digital Asset Manager.
- On the Content Server host, install Documentum Thumbnail Server. (optional)
- On a separate host, install either Advanced Document Transformation Services (ADTS) or Document Transformation Services (DTS).

ADTS and DTS should be installed only after install of MTS.

ADTS and DTS transform a Postscript file (that is created upon import from Adobe InDesign or QuarkXPress) into a PDF rendition of the page layout document.

Install the Postscript Registration system profile

To perform postscript to PDF transformations upon import, you must manually install the Postscript Registration system profile to the repository that is configured with the DTS host.

This is an optional procedure.

To install the Postscript Registration system profile

1. Download the Postscript Registration system profile from the <https://emc.subscribenet.com> to a temporary directory on your Document Transformation Server host.
2. Expand the downloaded file to a temporary directory.
3. Using a Documentum client that is extended by DTS, such as Digital Asset Manager, log in to the repository where DTS was configured against as an administrator user.
4. Import the profile ps_registration.xml into the DTS configured repository at the following location:
Cabinets/System/Media Server/System Profiles
The following options should be chosen when importing a system profile:
 - Import the profile as a dm_media_profile object type.
 - Remove the .xml extension from the file name.
 - When prompted, ensure that the MediaProfile XML application is selected to process the XML.
5. Restart the Documentum Content Transformation Service on the DTS host.

Install the MyD Desktop Server on a Windows host

This section includes the following:

- [Install the MyD Desktop Server in a stand-alone environment on Windows, page 11](#)
- [Install the MyD Desktop Server in a clustered environment on Windows, page 12](#)
- [Verify the server installation on Windows, page 17](#)

Install the MyD Desktop Server in a stand-alone environment on Windows

Before you install, you must first complete all previous steps in the [Sequence to install the MyD Desktop Server, page 9](#).

To install the MyD Desktop Server in a stand-alone environment on Windows

1. Download the MyD Desktop Server for Windows installer from <https://emc.subscribenet.com> to a temporary directory on your server host. Expand the installer file to a temporary directory.
2. In the temporary directory, double-click the file **fssWinServerSuite.exe**.
3. Click **Next**.
4. At the license agreement screen, click **Next**.
5. Select the DFC features to install and click **Next**.
6. Designate the installation folder and click **Next**.

7. Enter the connection broker host and port number, and then click **Next**.
8. At the Installation Mode screen, select **Standalone** and click **Next**.
9. Enter user information for the install owner and click **Next**.
10. Type the port number (the default port is 8888) and click **Next**.
11. Accept the default DFC program root or enter a different directory. The default is C:\Program Files\Documentum. Click **Next**.
12. Review the installation specifications and click **Next**.
13. If you do not have DFC installed, the DFS global registry screen appears. Select the **Test Connection** checkbox and click **Next**.
14. At the prompt to restart the machine, select to restart and click **Finish**.

Install the MyD Desktop Server in a clustered environment on Windows

This section describes the following:

- [Install the proxy server on Windows, page 12](#)

Installs Apache

- [Install a node server, page 13](#)

You may repeat this procedure for each node you wish to have in your cluster. Each node server must be installed on a separate machine, and must not be installed on the same machine that hosts the proxy server. For each node server you need to provide the IP address and port of the Administration Server created in the first procedure.

- [Configure load balancing, page 14](#)

Configures the workers.properties file on the machine that hosts the proxy server to recognize each node you have installed.

You must modify workers.properties file and restart the proxy server whenever you add additional node servers to the cluster. You do not need to restart the proxy server if you have removed a node from the cluster.

When installing the MyD Desktop Client component, you are prompted to enter the URL for the server. In a clustered environment, the server URL is a combination of the clustered server IP address and the proxy server port number.

For more information on Apache Server Clusters, see <http://tomcat.apache.org/tomcat-5.5-doc/cluster-howto.html>.

Install the proxy server on Windows

1. Download the MyD Desktop Server for Windows installer from <https://emc.subscribenet.com> to a temporary directory on your server host. Expand the installer file to a temporary directory.

2. In the temporary directory, double-click the file **fssWinServerSuite.exe**.
3. Click **Next**.
4. At the license agreement screen, click **Next**.
5. Select the DFC features to install and click **Next**.
6. Designate the installation folder and click **Next**.
7. Enter the connection broker host and port number, and then click **Next**.
8. At the Installation Mode screen, select **Cluster** and click **Next**.
9. Enter user information for the install owner and click **Next**.
10. Enter the following server information, and then click **Next**.
 - Administration user password
 - Listen Port Number. The default is 8888.
 - UDP Multicast Address. The value must be between 224.0.0.0 and 239.255.255.255.
You will require this address later for node server installation.
 - Partition Name for the cluster. For example: mdd.6.5cluster
You will require this name later for node server installation.
11. In the dctmAppServer server screen, do the following and then click **Next**:
 - Enter the administration user password. The password must contain a minimum of eight characters.
 - Confirm the Password Administration Server Port Number. The default setting is 7001.
 - Confirm the Proxy Server Port Number. The default is 8080.
12. In the source file location screen, enter a destination directory as appropriate and click **Next**.
13. Review the installation specifications and click **Next**.
14. In the DFC screen, enter the repository name, login name, and password. Select the **Test Connection** checkbox. Click **Next**.
Note that you might receive a warning that the specified user has System Administrator privileges. If you do, click **Continue** to proceed. The instance is started.
15. At the notification the installation is finished, click **Next**.
16. At the prompt to restart the machine, click **Yes**.
17. After the server restarts, copy the dfs.ear and fss.ear directories to a shared network drive. The file and the directory are located here, where *user_directory* is the default installation directory:
user_directory/jboss4.2.0/server/DctmServer_DFS/deploy/

Install a node server

1. Download the MyD Desktop Server for Windows installer from <https://emc.subscribenet.com> to a temporary directory on your server host. Expand the installer file to a temporary directory.
2. In the temporary directory, double-click the file **fssWinServerSuite.exe**.

3. Click **Next**.
4. At the license agreement screen, click **Next**.
5. Select the DFC features to install and click **Next**.
6. Designate the installation folder and click **Next**.
7. Enter the connection broker host and port number, and then click **Next**.
8. At the Installation Mode screen, select **Node Installation** and click **Next**.
9. Enter administrator password and click **Next**.
10. At the server screen, keep the same instance port number (for example, 9080) and enter the administration server URL of the cluster machine (for example, `http://ip address:port`).
The values should be the same as the values you entered for the cluster node installation.
Confirm the password and click **Next**.
11. Enter the Administrator password and confirm. Enter the correct information for UDP Multicast Address and Partition Name for the cluster. These values should be the same as the values that you entered during the master node installation. Click **Next**.
12. At the install owner screen, enter a password for the current user name and domain. Verify that the installer is detecting the correct owner (machine administrator) and domain and enter the owner's password. Click **Next**.
13. At the destination directory screen, designate a destination directory and click **Next**.
14. Review the installation summary and click **Next**.
15. At the notification the installation is finished, click **Next**.
16. At the prompt to restart the machine, select to restart and click **Finish**.
17. After the server restarts, copy the `dfs.ear` and `fss.ear` directories from the shared drive to the directory. The file and the directory are located here, where *user_directory* is the default installation directory:
`user_directory\jboss4.2.0\server\DctmServer_DFS\deploy\`

Configure load balancing

The configuration of load balancing involves DFS. For additional information, see the *Documentum Foundation Services 6.5 Deployment Guide*.

To configure load balancing

1. Download and launch the Apache 2 web server installation file from <http://httpd.apache.org>.
2. Accept the license agreement and click **Next**.
3. At the server information screen appears, enter the following and then click **Next**:
 - **Network Domain**: the IP address of your machine
 - **Server Name**: the installation machine name (local host)

- **Administrator's email Address:** keep the default
 - **Select For All User, on Port 80, as a Service - Recommended**
4. Accept the setup type and click **Next**.
 5. Designate the destination folder and click **Next**.
 6. Click **Install**.
 7. Locate and update the Listen Port and ServerName port number with the Proxy Server Port Number (the default is 8080) in the httpd.conf file. Save the file.
 8. Download and install the latest stable release of mod_jk1.2.x from <http://tomcat.apache.org>.
 9. Rename the file to mod_jk.so and copy it to the *Apache_home/modules* directory.
 10. Verify the httpd.conf file in the *Apache_home/conf* directory and add the following line:


```
# Include mod_jk configuration file
include conf/modjk. conf
```
 11. Edit the httpd.conf file in the *Apache_home/conf* directory #Listen port and ServerName port number to ensure they have the same values that you entered during the cluster node installation.
 12. Create a mod_jk.conf file in the *Apache_home/conf* directory with the following content:

```
# Load mod_jk module
# Specify the filename of the mod_jk lib
LoadModule jk_module modules/mod_jk.so
# Where to find workers.properties
JkWorkersFile conf/workers.properties
# Where to put jk logs
JkLogFile logs/mod_jk.log
# Set the jk log level [debug/error/info]
JkLogLevel info
# Select the log format
JkLogStampFormat "[%a %b %d %H:%M:%S %Y]"
# JkOptions indicates to send SSK KEY SIZE
JkOptions +ForwardKeySize +ForwardURICompat ForwardDirectories
# JkRequestLogFormat
JkRequestLogFormat "%w %V %T"
# Mount your applications
JkMount /fss/* loadbalancer
# You can use external file for mount points.
# It will be checked for updates each 60 seconds.
# The format of the file is: /url=worker
# /examples/*=loadbalancer
JkMountFile conf/uriworkermap.properties
# Add shared memory.
# This directive is present with 1.2.10 and
# later versions of mod_jk, and is needed for
# for load balancing to work properly
JkShmFile logs/jk.shm
# Add jkstatus for managing runtime data
</Location>
```

13. Create a workers.properties file in the *Apache_home/conf* directory with the following content:

```
# Define list of workers that will be used
# for mapping requests
# The configuration directives are valid
# for the mod_jk version 1.2.18 and later
#
worker.list=loadbalancer,status
```

```
# Define Node1
# modify the host as your host IP or DNS name.
worker.node1.port=ajp port for node1
worker.node1.host=hostname or IP for node1
worker.node1.type=ajp13
worker.node1.lbfactor=1
# worker.node1.connection_pool_size=10
# Define Node2
# modify the host as your host IP or DNS name.
worker.node2.port=ajp port for node2
worker.node2.host=hostname or IP for node2
worker.node2.type=ajp13
worker.node2.lbfactor=1
# worker.node2.connection_pool_size=10
# Loadbalancing
behavior
worker.loadbalancer.type=lb
worker.loadbalancer.balance_workers=node1,node2
worker.loadbalancer.sticky_session=on
# Status worker for managing load balancer
worker.status.type=status
```

14. In the `workers.properties` file, add a worker section for each node to include. You can find the values for AJP port in the `user_directory/jboss4.2.0/DctmServer_DFS/deploy/jboss-web.deployer/server.xml` file on the node server. The value is located in a section similar to the following snippet:

```
<Connector port="8009" address="${jboss.bind.address}"
  protocol="AJP/1.3" emptySessionPath="true"
  enableLookups="false" redirectPort="8443"/>
```

15. Create a `uriworkermmap.properties` file in the `Apache_home/conf` directory. This file contains the URL mappings Apache forwards to Tomcat. The following is an example of how to create these mappings:

```
# Mount the Servlet context to the ajp13 worker
/services/core=loadbalancer
/services/core/*=loadbalancer
```

This configures `mod_jk` to forward requests to `/services/core` on Tomcat.

16. Restart Apache.
17. Configure Tomcat to name each node according to the names set in `workers.properties` by editing the `user_directory/jboss4.2.0/DctmServer_DFS/deploy/jboss-web.deployer/server.xml` and add a `jvmRoute` attribute to the Engine element for each node server. You must do this for each node server's `server.xml` file.

For example:

```
<Engine name="jboss.web" defaultHost="localhost"
  jvmRoute="node1">
  ....
</Engine>
```

The `jvmRoute` attribute must match the name that is specified in `workers.properties`.

18. Edit `user_directory/jboss4.2.0/server/DctmServer_DFS/deploy/jboss-web.deployer/META-INF/jboss-service.xml` by locating the `<attribute>` element with the name `UseJK` and set its value to `true`.

For example:

```
<attribute name="UseJK">true</attribute>
```

19. Restart all JBoss instances on every node and restart the proxy server.

20. Test the proxy server by going to `http://host_name:port/services/core/ObjectService?wsdl` and `http://host_name:port/fss/services/AISRemoteServices?wsdl`, where *host_name* and *port* are the same as the Apache web server. The port should be the proxy server host number that was entered earlier.

Verify the server installation on Windows

1. In Windows, open the Services window. (To open the Services window, select Start>Run and type `services.msc`.)
2. Ensure that the MyD Desktop service is present and has started automatically.
3. Open a browser window and enter the following address:
`http://host_name:port/services/core/ObjectService?wsdl`
An XML file appears for the MyD Desktop object service.
4. In the browser window, enter following address:
`http://host_name:port/fss/services/AISRemoteServices?wsdl`
An XML file appears for the MyD Desktop remote service.

Install the MyD Desktop Server on a Solaris host

This section includes the following:

- [Install the MyD Desktop Server in a stand-alone environment on Solaris, page 17](#)
- [Verify the server installation on Solaris, page 18](#)

Install the MyD Desktop Server in a stand-alone environment on Solaris

Before you install, you must first complete all previous steps in the [Sequence to install the MyD Desktop Server, page 9](#).

To install the MyD Desktop Server in a stand-alone environment on Solaris

1. Download the MyD Desktop Server for Solaris installer from <https://emc.subscribenet.com> to a temporary directory on your server host.
2. On the Solaris server host, using the account of the MyD Desktop owner; untar the downloaded file to a temporary directory
3. In the temporary directory, run the file `fssSolServerSuite.bin` (ensure that this file has execute permission for the current user).
4. At the welcome screen, click **Next**.

5. At license agreement screen, select the option to agree with the terms and click **Next**.
6. At the DFC screen, select the features to install and click **Next**.
7. At the connection broker screen, enter the **Primary Connection Broker Host Name** and **Port Number** and click **Next**.
8. At the installation mode screen, select **Standalone** and click **Next**.
9. Enter a password for the MyD Desktop Administration user. Accept the default port number or, if necessary for your install, enter a different port. Click **Next**.
10. At the source file screen, accept the default directory or enter a new directory. Click **Next**.
11. At the summary screen, click **Next**.
12. If you do not have DFC installed, the Designate Global Registry screen appears. Enter the **Repository Name**, **Login Name**, and **Password**. Then select the **Test Connection**. Then click **Next**.
13. When the installation completes, click **Next**.

Verify the server installation on Solaris

1. Run the following `ps -ef | grep <fss>`
If it returns a result, it is running.
2. Open a browser window and enter the following URL:
`http://host name:port/services/ core/ObjectService?wsdl`
An XML file appears for the MyD Desktop Object service.
3. In the browser window, enter the following URL:
`http://host name:port/fss/services/ AISRemoteServices?wsdl`
An XML file appears for the MyD Desktop Remote service.

Add formats to Content Server 5.3

If you are running MyD Desktop against a version 6.x Content Server, skip this procedure.

If you are running MyD Desktop against a version 5.3 Content Server, you must run a DQL statement that adds additional file formats that the Content Server then identifies when the formats are imported into the repository.

Choose the appropriate dql based on the version of Content Server you are running:

- For Content Server 5.3, use `FSS_Server_Formats_CS53.dql`.
- For Content Server 5.3 SP1, use `FSS_Server_Formats_CS53_SP1.dql`.
- For Content Server 5.3 SP2 and above, use `FSS_Server_Formats_CS53_SP2+.dql`.

To run the DQL against Content Server 5.3, 5.3 SP1, or 5.3 SP2+

1. Download the MyD Desktop Server Formats DQLs zip from <https://emc.subscribenet.com> to a temporary directory on your content server host.
2. Unzip the file to a temporary directory on the content server host.
3. Connect to the repository as an Administrator.
4. Run the appropriate DQL script.
5. Restart the repository for the changes to take effect.

Verify MTS and DTS install

To verify install of MTS and DTS, you must first install and configure the MyD Desktop Server and at least one MyD Desktop Client component. This client must run either InDesign or Quark.

1. Import an Adobe InDesign or QuarkXPress document to the repository.
2. Using a Documentum client that is extended by MTS and DTS, such as Digital Asset Manager, log in to the repository where the file above was imported as an administrator user.
3. Locate the object you just imported and examine its Renditions page.
4. The object will have a PDF rendition, a low-res rendition, and a thumbnail rendition included in its list of renditions.

Note: Renditions are not created instantaneously. It might take time for a rendition to appear on an object's Renditions page.

Uninstall the MyD Desktop Server

To uninstall MyD Desktop, see the appropriate procedure:

- [Uninstall the MyD Desktop Server from Windows, page 19](#)
- [Uninstall the MyD Desktop Server from Solaris, page 20](#)

Uninstall the MyD Desktop Server from Windows

1. Stop the MyD Desktop service on your server. To do so, navigate to **Start>Settings>Control Panel>Administrative Tools>Services**, select **EMC My Documentum for the Desktop**, and stop the service.
2. On the server host, navigate to the fss directory in the root location of the install (for example, **C:\Program Files\Documentum_uninst\fss**).
3. Double-click the file **uninstall.exe**.
4. Follow the wizard's instructions.

5. After completing the wizard, remove the following components that were installed to the host machine by the MyD Desktop installer. Do not remove them if they are used by other applications. To remove them, use the Windows remove feature. Remove the components in the following order:
 - a. Documentum Application Server
 - b. Documentum Service Wrapper
 - c. Documentum DFC Runtime Environment

Uninstall the MyD Desktop Server from Solaris

This section describes how to uninstall MyD Desktop, application server, service wrapper; and DFC (optional, but recommended) from a Solaris host. It is recommended that you stop all processes related to the MyD Desktop service, including the Java process.

To uninstall the MyD Desktop Server

1. On the Solaris server host log into the account of the MyD Desktop owner.
2. Navigate to the MyD Desktop uninstall folder. For example, `$DOCUMENTUM/share/_uninst/fss`.
3. Run the `uninstall.bin` file. Ensure this file has execute permission for the current user.
4. At the welcome screen, click **Next**.
5. At the uninstaller welcome screen, click **Next**.
6. Confirm the location and click **Next**.
7. Select whether to keep the preferences on the system. If you have customized the system preferences in this installation of MyD Desktop, you can have the installer keep those preferences on the system so that you do not have to back them up manually. The uninstaller leaves the preferences folder untouched.
Click **Next**.
8. When the uninstall completes, click **Finish**.
9. After completing the wizard, remove the remaining MyD Desktop components, as described in the remaining procedures in this section. These components were installed to the host machine by the MyD Desktop installer. Do not remove them if they are used by other applications.

To uninstall Documentum Application Server

1. Navigate to the MyD Desktop Application Server uninstall folder. For example, `$DOCUMENTUM/share/_uninst/JBoss`.
2. Run the `uninstall.bin` file.
3. At the welcome screen, click **Next**.
4. Verify the location and click **Next**.
5. When the process completes, click **Finish**.

To uninstall Documentum Service Wrapper

1. Navigate to the MyD Desktop Service Wrapper uninstall folder. For example, `$DOCUMENTUM/share/_uninst/serviceWrapper`.
2. Run the `uninstall.bin` file.
3. At the welcome screen, click **Next**.
4. Verify the location and click **Next**.
5. When the process completes, click **Finish**.

To uninstall DFC Runtime Environment

1. Navigate to the DFC uninstall folder. For example, `$DOCUMENTUM/share/_uninst/dfc`.
2. Run the `uninstall.bin` file.
3. At the welcome screen, click **Next**.
4. Verify the location and click **Next**.
5. When the process completes, click **Finish**.

Configure the MyD Desktop Server

This chapter includes the following::

- [Configure system preferences, page 23](#)
- [Add a connection broker, page 31](#)
- [Configure MyD Desktop to work with Retention Policy Services, page 32](#)

Configure system preferences

This section includes the following:

- [Configuration files, page 23](#)
- [Configuration file syntax, page 24](#)
- [Configure global preferences, page 24](#)
- [Configure preferences for a repository, user, or default user group, page 25](#)
- [Preference sets, page 25](#)

Configuration files

You configure preferences through the configuration files stored by default in this location:

C:\Program Files\Documentum\FSS\Server\Preferences

To configure preferences for the system as a whole, you modify the `global.preferences` file located in the root of the Preferences folder, as described in [Configure global preferences, page 24](#).

To set preferences specific to a repository, a user, or a default user group, you create a subfolder in the Preferences folder with the name of the repository and then create a new configuration file, as described in [Configure preferences for a repository, user, or default user group, page 25](#).

Non-global preferences override global preferences. MyD Desktop gives precedence to preferences in this order, with the first preference having the highest precedence:

- Repository-specific user preferences
- Repository-specific group preferences

- Repository preferences
- Global-user preferences
- Global-group preferences
- Global preferences

Configuration file syntax

The root element of a preference file is the <fsspreferences> element.

Preferences that govern a common area of functionality are grouped into preference sets, designated by the <preferenceset> element. Within each preference set, the <preference> element describes a specific setting.

To edit a preference setting, you modify the <value> element within a <preference> element.

You can add additional <preference name> elements to a <preferenceset>.

Duplicate <preference name> elements in a given <preferenceset> are ignored.

Example 3-1. Configuration file syntax

```
<fsspreferences>
  <preferenceset type="preference_set_name">
    <preference name="preference_name">
      <value value="preference_value"/>
    </preference>
    <preference name="preference_name">
      <value value="preference_value"/>
    </preference>
  </preferenceset>

  <preferenceset type="preference_set_name">
    <preference name="preference_name">
      <value value="preference_value"/>
    </preference>
    <preference name="preference_name">
      <value value="preference_value"/>
    </preference>
  </preferenceset>
</fsspreferences>
```

Configure global preferences

1. Navigate to the global.preferences file and open it in a text editor.

By default, global.preferences is located here:

C:\Program Files\Documentum\FSS\Server\Preferences

2. Modify preferences as appropriate. For information on specific preference sets, see [Preference sets, page 25](#).
3. Save and close the file.

4. On all clients, restart MyD Desktop. To do so on each client, select **Start>Programs>Documentum>Start MDD**.

Configure preferences for a repository, user, or default user group

Note that user group preferences are based only on the Default User Group.

1. Navigate to the Preferences folder. By default, the Preferences folder is located here:
C:\Program Files\Documentum\FSS\Server\Preferences
2. In the Preferences folder, create a subfolder with the name of the repository.
3. Copy-and-paste the global.preferences file from the root folder into the new subfolder and rename the file "*name.preferences*" where *name* is the name of the repository, default user group, or user to which the preferences apply.
4. Open *name.preferences* in a text editor and edit the <preferenceset> and <preference name> tag sets for which to create new preferences.
5. Delete the <preferenceset> and <preference name> tag sets for which to keep the global preferences.
6. Modify the preferences as appropriate. For information on specific preference sets, see [Preference sets, page 25](#).
7. Save and close the file.
8. On all clients, restart MyD Desktop. To do so on each client, select **Start>Programs>Documentum>Start MDD**.

Preference sets

This section describes the preference sets in global.preferences:

- [Ingest preference set, page 26](#)
- [Object type filters preference set, page 27](#)
- [Attribute filters preference set, page 28](#)
- [Template mappings preference set, page 29](#)
- [The acsTransfer preference set, page 30](#)
- [The viewedit preference set, page 30](#)
- [FileExtension preference set, page 31](#)
- [The emailSupport preference set, page 31](#)

Ingest preference set

Ingest preferences govern the import and checkin of files. Ingest preferences define the default values assigned to a file on import and checkin. Users can edit the values for a given file when performing an import or checkin.

Table 1. Ingest preference set

Preference	Description
Silent ingest	<p>If set to true, the ingest dialog box does not appear when a user imports or checks in. If set to false, the ingest dialog box does appear upon import or checkin.</p> <p>Default value = false</p>
Silent single-file checkin	<p>If set to true, the checkin dialog box does not appear when a user checks in a single file. Note that InDesign and QuarkXPress do not use this preference.</p> <p>Default value = false</p>
Optimistic locking	<p>If set to true, a user can import a file, modify the file, and check it in — even though the file is not checked out. Specifically, if the user modifies the file locally and if the file is not locked by another user, then when the user checks in the file, MyD Desktop briefly locks the file in the user's name in order to check it in.</p> <p>Default value = true</p>
Default checkin version	<p>Sets the default version policy for checkin. SAME checks in content as the same version and overwrites the previous content in the repository. MINOR checks in content as a new minor version. MAJOR checks in content as a new major version.</p> <p>Default value = MINOR</p>
Default version label	<p>Specifies a text string to use as the default version label when a file is checked in.</p> <p>There is no default value.</p>
Retain lock on import	<p>If set to true, then when a user imports a file, MyD Desktop locks the file in the user's name.</p> <p>Default value = false</p>
Default document object type	<p>This is the default object type that is shown for documents that do not have an object type specified by a template mapping. Default value = 'dm_document'. The value for this preference on the client takes precedence over the value set on the server.</p>

Preference	Description
Default folder object type	Sets the default object type for folders that do not have an object type specified by template mapping. The value set for this preference on the client takes precedence over the value set on the server. Default value = 'dm_folder'
Default cabinet object type	Sets the default object type for cabinets. The value set for this preference on the client takes precedence over the value set on the server. Default value = 'dm_cabinet'
Create PDF	If set to true, users can choose to create a PDF rendition upon save of a layout file. Default value = true
InDesign Quality	Allows users to set the default PDF Quality for InDesign files. Values are: All, Optimized Subsampling, Proxy, or None. For definitions, see InDesign help. This preference is case-sensitive and must appear exactly as indicated by InDesign. If Subsampling, All, or Optimized is not chosen, transparency is lost. If the value is not set, the default value of Proxy applies.
Quark Quality	Allows users to set the default PDF Quality for QuarkXPress files. Values are: Normal, Low, and Rough. For definitions, see QuarkXPress help. This preference is case-sensitive and must appear exactly as indicated by QuarkXPress. If the value is not set, the default value of Low applies.

Object type filters preference set

This sets the root object type that generates the list of object types from which users can select in the ingest dialog box. This also hides specific object types from display in MyD Desktop.

Note that if a user imports a file of a type that is blocked, the file is imported but is not displayed in MyD Desktop.

This preference uses the following syntax:

- value="object_type"
Displays or hides only the object type and no subtypes
- value="object_type+"
Displays or hides the object type and all its sub-types
- value="object_type-"
Displays or hides only the sub-types and not the object type itself

Note that in the selection list, MyD Desktop also displays the client's default object type regardless of how the *object type filters* preference is set. For example, if you have set the preference as follows:

```
<value value="dm_document-"/>
```

And if the client's default object type is `dm_document`, then `dm_document` appears in the selection list, despite the `dm_document-` setting. If the client does not specify a default object type, MyD Desktop uses the server's default object type.

Example 3-2. Object type filters preference set

```
<preferenceset type="object type filters">
  <preference name="document">
    <value value="dm_document+"/>
  </preference>
  <preference name="folder">
    <value value="dm_folder"/>
  </preference>
  <preference name="cabinet">
    <value value="dm_cabinet-"/>
    <preference name="hidden">
      <value value="dmc_room+"/>
      <value value="dmc_rm_formal_record+"/>
      <value value="dm_java+"/>
      <value value="dm_plugin+"/>
      <value value="dmc_content_collection+"/>
      <value value="dco_attachments_folder+"/>
    </preference>
  </preference>
</preferenceset>
```

Table 2. Object type filters preference set

Preference	Description
document	The root object type of files displayed in the selection list. Default value = <code>dm_document+</code>
folder	The root object type of folders displayed in the selection list. Default value = <code>dm_folder+</code>
cabinet	The root object type of cabinets displayed in the selection list. Default value = <code>dm_cabinet+</code> .
hidden	The root object type of items that are hidden in the selection list.

Attribute filters preference set

This preference specifies the default attributes to display for each object type on the ingest dialog box. This server-side preference is not overridden by user preferences. To hide an attribute from the default display in the ingest dialog box, type a minus sign before the attribute, as shown here: *-title*

Example 3-3. Attribute filters preference set

```
<preferenceset name="attribute filters">
  <preference name="cabinet default">
    <value value="authors"/>
    <value value="subject"/>
    <value value="title"/>
  </preference>
</preferenceset>
```

```

        <value value="keywords"/>
        <value value="log_entry"/>
    </preference>
    <preference name="folder default">
        <value value="authors"/>
        <value value="subject"/>
        <value value="title"/>
        <value value="keywords"/>
        <value value="log_entry"/>
    </preference>
    <preference name="document default">
        <value value="authors"/>
        <value value="subject"/>
        <value value="title"/>
        <value value="keywords"/>
    </preference>
</preferenceset>

```

Example 3-4. Different attributes for different object types

In the example preferences shown here, different default attributes display for different types of documents.

```

<preferenceset name="attribute filters">
    <preference name="document default">
        <value value="title"
    />
        <value value="keywords"
    />
    </preference>
    <preference name="document2">
        <value value="city"
    />
        <value value="language"
    />
    </preference>
    <preference name="document2_subtype">
        <value value="-title"
    />
        <value value="province"
    />
        <value value="country"
    />
    </preference>
</preferenceset>

```

Template mappings preference set

This preference is used to set up the metadata template-format mappings for the server. These define a mapping from the dm_format to the template to use for that format. There are no default template mappings.

Example 3-5. Template mappings preference set

```

<preferenceset type="template mappings">
    <preference name="jpeg">
        <value value="/System/templates/jpeg_template"/>
    </preference>
    <preference name="gif">

```

```
<value value="/System/templates/gif_template"/>
</preference>
<preference name="*">
  <value value="/System/templates/default_template"/>
</preference>
</preferenceset>
```

The * keyword allows you to set up a template to be used for all formats. If this is not set, templates are applied only to listed formats.

An attribute template defines a set of attributes to apply to an object. These attribute values take precedence over default attribute values from the data dictionary.

The data dictionary contains all information related to attributes. For every attribute, it assigns a user-friendly label that is easily recognizable. It has the capability to translate labels into other languages, and holds a list of all the attributes you have created, in addition to the default and conditional attributes.

The <preference name> element can be changed and additional names added to suit your needs.

The acsTransfer preference set

This enables and disables ACS and BOCS transfer. To enable, set the appropriate value to true.

Example 3-6. acsTransfer preference set

```
<preferenceset name="acsTransfer">
  <preference name="allowBocsTransfer">
    <value value="false"/>
  </preference>
  <preference name="allowAsyncTransfer">
    <value value="false"/>
  </preference>
</preferenceset>
```

The viewedit preference set

This determines whether a viewed file is editable or read-only. To open viewed files as read-only, set this to true.

Example 3-7. viewedit preference set

```
<preferenceset name="viewedit">
  <preference name="viewIsReadOnly">
    <value value="false"/>
  </preference>
</preferenceset>
```

FileExtension preference set

The FileExtension preference lets you configure whether MyD Desktop displays file extensions.

Note the following exceptions:

- **MyD Desktop always shows file extensions.**
- The setting for file extensions in Windows Explorer takes precedence over the setting in this preference set.

The following shows the showFileExtOnImport preference set to false, which means MyD Desktop does not display file extensions (except in the instance noted above).

```
<preferenceset name="fileExtension">
  <preference name="showFileExtOnImport">
    <value value="false"/>
  </preference>
</preferenceset>
```

The emailSupport preference set

If your organization does not run My Documentum for Outlook (MyD for Outlook), then you can save email messages to a repository through MyD Desktop by enabling the emailSupport preference set.

Do not enable this preference if you run MyD for Outlook, as it could lead to corruption of email messages in the repository.

Example 3-8. The emailSupport preference set

```
<preferenceset name="emailSupport">
  <preference name="enabled">
    <value value="false"/>
  </preference>
  <preference name="content types">
    <value value="msg"/>
    <value value="entourage_msg"/>
  </preference>
</preferenceset>
```

Add a connection broker

1. On the MyD Desktop host, locate the dfc.properties file and open dfc.properties in a text editor.
2. Enter the connection broker.
3. Save and close the dfc.properties file.

Configure MyD Desktop to work with Retention Policy Services

For MyD Desktop to work with Retention Policy Services (RPS), the DFC that runs on the MyD Desktop server must be designated as a privileged client. To designate it as such, do the following:

1. On the MyD Desktop server, locate the following file and open it in a text editor:
`\Documentum\jboss4.2.0\server\DctmServer_DFS-FSS\deploy\dfs.ear\APP-INF\classes\dfc.properties`
2. Update the `dfc.properties` file to specify that DFC is privileged. For details on how to do this, see the RPS documentation.
3. Save and close the `dfc.properties` file.

Install Clients

This chapter includes the following:

- [Install the MyD Desktop Client on Windows, page 33](#)
- [Install the MyD Desktop Client on Macintosh OS X, page 41](#)

IMPORTANT: The MyD Desktop Client cannot be installed to the same machine as the MyD Desktop Server. The server and client must be installed to different machines.

Install the MyD Desktop Client on Windows

This section describes the following:

- [Install MyD Desktop Client on Windows, page 33](#)
- [Perform silent install of MyD Desktop Client on Windows, page 34](#)
- [Install Adobe InDesign plug-in for Windows, page 37](#)
- [Start the MyD Desktop Monitor on Windows, page 39](#)
- [Connect to a repository on Windows, page 39](#)
- [Uninstall the MyD Desktop Client from Windows, page 40](#)

Install MyD Desktop Client on Windows

1. Verify that your machine meets the hardware and software requirements in the *Environment and System Requirements* of the *My Documentum for the Desktop Release Notes*.
2. Uninstall any previous versions of the MyD Desktop/FSS Client.
3. Download the MyD Desktop Client for Windows install file from <https://emc.subscribenet.com> to a temporary directory on your computer.
4. Extract installer to a temporary directory on your computer. Do not skip this step. You cannot run the install files from inside WinZip or a similar application.
5. In the temporary directory, double-click the file **winClient.exe**.
6. Click **Next**.

7. At the cache screen, click **Next**.
8. At the CenterStage integration screen, click **Next**.
9. At the license screen, select the option to agree with the terms and click **Next**.
10. Accept the default installation path. Click **Next**.
11. Enter the full URL of the MyD Desktop Server, including the Server IP and the port number (for example, `http://server_IP_address:port`) and click **Next**.
12. Enter a port number and click **Next**.
13. At the summary screen, click **Next**.
14. When the install completes, click **Finish**.

The MyD Desktop service is added to your Windows Services and is started automatically, and the MyD Desktop monitor icon appears in your system tray.

Perform silent install of MyD Desktop Client on Windows

The MyD Desktop Client installer supports silent install from a command line.

1. Download the MyD Desktop Client for Windows from <https://emc.subscribenet.com> to a temporary directory on your computer.
2. Locate the `fss.ini` configuration file in the MyD Desktop Client for Windows installer folder and open it in a text editor.
3. Modify the installer configuration file, `fss.ini`, to include information for the installer. The client does not need to silently run for every user. It is enough to install the client as one user. The only restriction is that the same user who installed the client has permission to uninstall.
[Table 3, page 34](#) describes MyD Desktop variables and their values.
4. Save and close the file.
5. In the in the client installation folder, locate and run `fssClientSilent.bat`.
6. Restart the client machine after the silent installation has completed.

Table 3. Fss.ini file

Installer Property	Default Value	Explanation
IM_HOME	C:\program files\documentum	Installation folder.

Installer Property	Default Value	Explanation
FSS_SERVER_URL	http://128.222.100.77:8888	Server URL. For example: http://server_name:port) Important: Do not configure the cache location to map to a network drive.
FSS_PORT	4545	Port number for localhost embedded web server (number between 1024 and 65536).
FSS_HOSTNAME	DCTM_FSS	Name of the MyD Desktop network share.
FSS_XMLRPC_PORT	2736	Port used by InDesign plug-in for the XML-RPC Important: Make sure the port assigned here is not already in use.
FSS_CACHE_CLEANUP_QUOTA	20Mb	Cache disk size quota to be exceeded before the cleanup process deletes files from the cache.
FSS_CACHE_CLEANUP_CRON_SCHEDULE	0 0 2 * * ?	Schedule used to set the cache cleanup process. This must be a valid CRON expression (for example, 0 0 2 * * ?).
FSS_BROWSE_CACHE_TIMEOUT	120000	The time in milliseconds for items to remain in the object browse cache.
FSS_OFFLINE_CHECK_INTERVAL	30s	Interval in seconds the client checks offline status.
FSS_IGNORE_HOST_WARNING	false	<i>This is currently disabled.</i>
FSS_REQUESTED_ATTRIBUTES	r_object_type,r_content_size,r_modify_date,r_creation_date	Default attributes displayed as columns in the Details view of Windows Explorer. These must be attributes of the dm_document object type.

Installer Property	Default Value	Explanation
FSS_TASKPANE_ATTRIBUTES	object_name,r_object_type,r_content_size,r_modify_date,r_creation_date	Default attributes displayed in the Task pane of Windows Explorer. These must be attributes of the dm_document object type and must be a subset of what is contained in the FSS_REQUESTED_ATTRIBUTES property.
FSS_VERSION	6.5.0.229	The MyD Desktop version. <i>Do not change.</i>
FSS_SCHED_IMPORT_ENABLED	FALSE	Indicates whether scheduled import of files is on or off.
FSS_SCHED_IMPORT_TIME	900000	Interval in milliseconds that scheduled import checks for files.
FSS_USE_ACS_DIRECTLY	FALSE	Indicates whether MyD Desktop pulls files directly from the ACS server. To do so, MyD Desktop uses HTTP.
FSS_RETAIN_CACHE	TRUE	Indicates whether the install of MyD Desktop removes cached files from any previous install of MyD Desktop or FSS. Important: This applies only for install, not for uninstall. If you uninstall MyD Desktop, the cached files remain, no matter what this is set to.
FSS_DEFAULT_REPO		Default repository to populate the preferred repositories XML file with.
FOLDER_CONTENTS_CACHING_ENABLED	FALSE	Indicates whether MyD Desktop caches folder contents.
LOCK_OWNER_TIMEOUT	15000	The time in milliseconds for items to remain in the object lock owner cache.
SUPPRESS_LOGIN_DIALOG_ON_SSO_EXCEPTION	FALSE	Indicates whether the client displays the login dialog box if the SSO plug-in throws an exception.
DEFAULT_NETWORK_LOCATION	<none>	Default network location.

Installer Property	Default Value	Explanation
FSS_FULLPRODUCTNAME	My Documentum for the Desktop	Full product name.
FSS_SHORTPRODUCTNAME	My Documentum Desktop	Short product name.
FSS_ABBREVIATEDPRODUCTNAME	MDD	Product name abbreviation.
FSS_DEFAULT_CABINET_OBJECT_TYPE	dm_cabinet	Default object type for import of cabinets.
FSS_DEFAULT_FOLDER_OBJECT_TYPE	dm_folder	Default object type for import of folders.
FSS_DEFAULT_DOCUMENT_OBJECT_TYPE	dm_document	Default object type for import of documents.
CS_ENABLE	FALSE	Enables CenterStage integration.
CS_SERVER_URL	<i>http://server_name:8080/application_name</i>	URL of the CenterStage server.
REGISTER_DFS_CONTEXT	TRUE	Indicates whether the MyD Desktop client should register the DFS context.

Install Adobe InDesign plug-in for Windows

This section describes the following:

- [Install InDesign plug-in for Windows, page 37](#)
- [Perform silent install of InDesign plug-in for Windows, page 38](#)
- [Verify install of InDesign plug-in for Windows, page 39](#)
- [Uninstall InDesign plug-in, page 39](#)

Install InDesign plug-in for Windows

1. Download the Adobe InDesign Plug-in for Windows from the [Documentum download center](#) to a temporary directory on your computer. If you cannot locate your password for the download site, use the password finder on the bottom of the download page. Use your email address as your user name.
2. In the temporary directory, double-click the file **FSSInDesignPlugin.exe**.
3. Click **Next**.
4. The license agreement screen appears. Select the option to agree with the terms and click **Next**.
5. The installer searches for the Adobe InDesign installation directory on your machine. If it cannot be found, you are prompted to browse for the directory manually and click **Next**.

6. If prompted, select the version of InDesign that is installed on your machine and click **Next**.
7. The Pre-installation Summary screen appears.
Review the installation specifications. When you are satisfied that they are correct, click **Next**.
8. The installation process begins.
You will receive notification when the installation has finished. Click **Finish**.

Perform silent install of InDesign plug-in for Windows

1. Download the Documentum InDesign Plug-in for Windows from the [Documentum download center](#) to a temporary directory on your computer. If you cannot locate your password for the download site, use the password finder on the bottom of the download page. Use your email address as your user name.
2. Locate the configuration file, fssPlugin.ini in the Documentum InDesign Plug-in for Windows installer folder and open in a text editor.
3. Modify the installer configuration file, fssPlugin.ini to include information for the installer.

The following shows the contents of the fssPlugin.ini:

```
[COMMON]
USER_ACCOUNT=<OS username>
USER_DOMAIN=<this machine name>

[FSS]
INDESIGNCS3_PATH=<path where InDesign CS3 is, default is C:\Program Files
\Adobe\Adobe InDesign CS3. If not installed, leave blank>
INDESIGNCS2_PATH=<path where InDesign CS2 is, default is C:\Program Files
\Adobe\Adobe InDesign CS2. If not installed, leave blank>
CS3_LOCATION=<location where the plug-in is to be installed, default is
C:\Program Files\Adobe\Adobe InDesign CS3\plug-ins>
CS2_LOCATION=<location where the plug-in is to be installed, default is
C:\Program Files\Adobe\Adobe InDesign CS2\plug-ins>

#change the values below depending on which version of InDesign is
installed
INDESIGNCS3_INSTALLED=true
INDESIGNCS2_INSTALLED=false
INSTALL_CS3=true
INSTALL_CS2=false
```

- a. Replace the USER_ACCOUNT and USER_DOMAIN values with valid values for each user.
 - b. Replace the values for the InDesign Creative Suite installation location, depending on which version you are using, as well as the location where the plug-in for either CS2 or CS3 should be installed, depending on which version you are using.
 - c. Indicate true for each version of InDesign that is installed on the computer (INDESIGNCS3_INSTALLED or INDESIGNCS2). Indicate true for which plug-in you want the installer to install (INSTALL_CS3 or INSTALL_CS2).
4. Save and close the file fssPlugin.ini.
 5. Locate and double-click the file fssPluginSilent.bat in the Documentum InDesign Plug-in for Windows installer folder.

Verify install of InDesign plug-in for Windows

1. Launch Adobe InDesign.
2. In the Adobe InDesign application, under the **InDesign** menu, select **Configure Plug-ins**.
The Configure Plug-ins dialog appears.
3. Locate the Documentum File Share Service plug-in and ensure that it is Active.
4. Click **Cancel** or **OK** to close the plug-in dialog.

Uninstall InDesign plug-in

1. Disconnect from any repositories.
2. Click **Start > Settings > Control Panel** and double-click **Add/Remove Programs**.
3. In the **Change or Remove Programs** window, locate **Documentum MDD InDesign Plug-in**, select it, and click **Change/Remove**.
4. The Welcome screen appears. Click **Next**.
5. The Uninstall Location screen appears. Click **Next**.
The uninstall proceeds.
6. When it is finished, you receive an Uninstall Complete notification. Click **Finish**.
The uninstaller closes.

Start the MyD Desktop Monitor on Windows

After installing MyD Desktop on your computer, the MyD Desktop Monitor should automatically appear in your Windows system tray each time you start your computer. If the MyD Desktop Monitor icon is not present in your system tray, it may be as a result of an unsuccessful installation.

If the MyD Desktop Monitor disappears from the system tray after some successful use of MyD Desktop, it may have been stopped.

To manually start the MyD Desktop Monitor on Windows

1. From the Windows **Start** menu, select **Programs>Documentum>Start MDD**.

To close the MyD Desktop Monitor on Windows

1. In the system tray, right-click the MyD Desktop Monitor icon and choose **Exit**. At the prompt to stop the monitor, select **Yes**.

Connect to a repository on Windows

When attempting to access a repository in each session, you are required to first connect to the repository.

The MyD Desktop Client Service must be running in order to connect to a repository.

The MyD Desktop Monitor must also be active. See [Start the MyD Desktop Monitor on Windows, page 39](#) for information on the MyD Desktop Monitor.

You must have appropriate access rights to connect to a repository, and you must have a valid user name and password for each repository. Your repository administrator is responsible for setting up your repository access.

To view or access the contents of a repository, you must first connect to the repository.

To connect to a repository

1. Click on **Start>Programs>Accessories > Windows Explorer**.
2. Go to **My Computer>My Documentum Desktop>Repositories**. A list of Documentum repositories.
3. Double click the repository you would like to log onto. The repository cabinet icon changes to an open file cabinet.
4. In the login dialog box, enter a valid user name and password into the appropriate fields. The **Location** field is optional; enter the location if it is supplied to you by your system administrator. If you have been connected to the repository previously, the required fields are automatically populated.

Click **OK**.

The **Login** dialog box closes.

You are now connected to the repository. The open cabinet icon turns a darker shade, and the user name appears in parenthesis beside the repository icon, to indicate that you are connected. All the available cabinets are displayed.

Once you are connected to a repository, the user cannot be changed. To change users, the current session must first logout then reconnect.

You can log into more than one repository at a time.

If your repository login fails (or is cancelled), the server's repository list in MyD Desktop incorrectly displays an open cabinet for the repository you chose to connect to. To update this list with the correct connection indicator, click **Refresh**.

To disconnect from a repository

1. Right-click a repository icon and select **Logout**.

Uninstall the MyD Desktop Client from Windows

1. In the system tray, right-click the MyD Desktop Monitor icon and choose **Exit**. At the prompt to stop the monitor, select **Yes**.
2. Stop MyD Desktop by doing the following:
 - a. Select **Start>Settings>Control Panel>Administrative Tools>Services**.
 - b. Select the **EMC My Documentum for the Desktop** service.
 - c. Select **Action>Stop**.

3. Use the Windows remove programs feature to uninstall MyD Desktop.
4. The uninstaller removes everything except the loopback adapter and the lmhosts.sam entries.
5. **To uninstall the loopback adapter:**
 - a. Open Windows System Properties. **Tip:** You can do so through Windows Control Panel.
 - b. In the **Hardware** tab, click **Device Manager**.
 - c. Expand the list of **Network Adapters**, then right-click **Loopback Adapter** and select **Uninstall**.
6. To remove the lmhosts.sam entries:
 - a. Navigate to one of the following directories, depending on your version of Windows:
 - C:\WINDOWS\system32\drivers\etc
 - C:\WINNT\system32\drivers\etc
 - b. In a text editor, open the hosts file. Remove any line that has DCTM_FSS or EMC_AIS. Save the hosts file.
 - c. In a text editor, open the lmhosts file. *Do not open* lmhosts.sam. Remove any line that has DCTM_FSS or EMC_AIS. Save the lmhosts file.

Install the MyD Desktop Client on Macintosh OS X

This chapter explains how to install the MyD Desktop Client component on a Macintosh OS X host. It describes pre-installation requirements and contains instructions for installing MyD Desktop. This chapter also describes how to verify the installation and explains how to uninstall MyD Desktop. It contains the following sections:

- [Install MyD Desktop Client on Mac, page 41](#)
- [Install Adobe InDesign plug-in on Mac, page 42](#)
- [Install QuarkXPress XTension for Mac, page 44](#)
- [Start and stop MyD Desktop Client on Mac, page 45](#)
- [Connect to a repository on Mac, page 46](#)
- [Enable auto-start on Mac, page 47](#)
- [Uninstall MyD Desktop from Mac, page 47](#)

Install MyD Desktop Client on Mac

The MyD Desktop Client for Macintosh must be installed using an Administrator account. If installation is attempted using an account without Administrator access, the client is not installed correctly.

To install the MyD Desktop Client on Mac

1. Verify that your machine meets the hardware and software requirements in the *Environment and System Requirements* of the *My Documentum for the Desktop Release Notes*.
2. Uninstall any previous versions of the MyD Desktop/FSS Client.
- 3.
4. Download MyD Desktop Client for Macintosh OS X from <https://emc.subscribenet.com> to a temporary location on your client host.
5. Expand the downloaded file to your desktop or a temporary location.
6. On your desktop, double-click the executable **MacOSXClient** icon.
7. In the welcome screen, click **Next**.
8. In the authentication screen, click the lock icon in the lower left corner.
9. Enter the Administrator's password and click **OK**.
10. Verify that no other programs are running and click **Next**.
11. At the license screen, select the option to agree and click **Next**.
12. Enter the URL for the MyD Desktop Server in the text box. Use the format, `http://server_IP_address:port` and click **Next**.
13. Enter the port number of the local or embedded web server (that is, 8088) and click **Next**.
14. At the installation specifications screen, click **Install**.
15. When the install completes, click **Next**.
The MyD Desktop startup screen appears.
16. You are prompted to select whether MyD Desktop starts automatically upon login. Select **Yes** or **No** and click **Done**.
17. You are prompted to restart the machine either now or later.
 - a. If you choose to restart later, make the appropriate selection and click **Next**. The installation wizard closes.
 - b. If you choose to restart now, make the appropriate selection and click **Next**. The installation wizard closes and the client host restarts.Once the computer has restarted, verify that the MyD Desktop icon appears in the dock and in the system menu bar.

Install Adobe InDesign plug-in on Mac

This chapter explains how to install the MyD Desktop Client component on a Macintosh OS X host. It describes pre-installation requirements and contains instructions for installing MyD Desktop. This

chapter also describes how to verify the installation and explains how to uninstall MyD Desktop. It contains the following sections:

- [Install InDesign plug-in on Mac, page 43](#)
- [Verify install of InDesign plug-in on Mac, page 43](#)
- [Uninstall InDesign plug-in on Mac, page 44](#)

Install InDesign plug-in on Mac

1. Download the Adobe InDesign Plug-in for Macintosh from the [Documentum download center](#) to a temporary location on your computer. If you cannot locate your password for the download site, use the password finder on the bottom of the download page. Use your email address as your user name.
2. In the temporary location, double-click the file **FSSInDesignPlugin.exe**.
The Installation Wizard splash screen appears, followed by the Introduction screen. Click **Next**.
3. The license agreement screen appears. Select the option to agree with the terms and click **Next**.
4. The installer searches for the Adobe InDesign installation directory on your machine.
The installer displays the InDesign location where the plug-in will be installed. If more than one version of InDesign is present, you are given the option to choose which version to apply the plug-in to, or to manually browse for the correct location.
Click **Next**.
The Pre-Installation Summary screen appears.
5. Review the installation specifications. Click **Install**.
The installation process begins.
6. You will receive notification when the installation has finished. Click **Done**.

Verify install of InDesign plug-in on Mac

The MDD Client component requires a plug-in to be installed in the InDesign application, if you have chosen to install it. Confirm that this plug-in was installed and is active, after the installation has finished.

1. Launch Adobe InDesign.
2. In the Adobe InDesign application, under the **InDesign** menu, select **Configure Plug-ins**.
The Configure Plug-ins dialog appears.
3. Locate the MDD plug-in and ensure that it is Active.
4. Click **Cancel** or **OK** to close the plug-in dialog.

Uninstall InDesign plug-in on Mac

This section describes how to uninstall the Adobe InDesign Plug-in from a Macintosh OS X host.

To uninstall the InDesign Plug-in

1. Navigate to Applications:Documentum:Uninstall:Mac InDesign Plug-in.
2. Double click **Uninstall Mac InDesign Plug-in**.
The Uninstaller launches and the **Uninstall InDesign Plug-in Introduction** screen appears.
3. Click **Uninstall**.
The uninstall proceeds.
4. When complete, the Uninstall Complete screen appears indicating that the uninstall was successful.
Click **Done**.

Install QuarkXPress XTension for Mac

- [Install XTension for Mac, page 44](#)
- [Verify install of QuarkXPress XTension on Mac, page 45](#)
- [Uninstall QuarkXPress XTension from Mac, page 45](#)

Install XTension for Mac

1. Download the QuarkXPress XTension for Macintosh from <https://emc.subscribenet.com> to a temporary location on your computer.
2. In the temporary location, double-click the file **FSSQuarkXTension.exe**.
The Installation Wizard splash screen appears, followed by the Introduction screen. Click **Next**.
3. The license agreement screen appears. Select the option to agree with the terms and click **Next**.
4. You are given the choice to select or find the Quark XTension folder. Select the option to **Find** or **Select**.
 - a. If you chose to **Find** the location, the installer searches for the QuarkXPress installation directory on your machine.
 - b. If you chose to **Select** the location, the **Choose a Folder** screen appears. Click **Choose**. Navigate to the QuarkXPress install location (the default location is **Applications:QuarkXPress <version>**). Select it and click **Open**.
Click **Next**.
5. The installer displays the location where QuarkXPress is installed. If more than one version of QuarkXPress is present, you are given the option to choose which version to apply the XTension to, or to manually browse for the correct location.
Click **Next**.

The **Pre-Installation Summary** screen appears.

6. Review the installation specifications. When you are satisfied that they are correct, click **Install**.
The installation process begins.
7. When the uninstall completes, click **Done**.

Verify install of QuarkXPress XTension on Mac

The MDD Client component requires an XTension be installed in the QuarkXPress application, if you have chosen to install it. Confirm that this XTension was installed and is active, after the installation has finished.

1. Launch QuarkXPress.
2. In the QuarkXPress application, under the **Utilities** menu, select **XTensions Manager**.
The XTensions Manager dialog box appears.
3. Locate the FSS XTension and ensure that it is Active.
4. Click **Cancel** or **OK** (if you enabled the XTension) to close the XTensions Manager dialog box.

Uninstall QuarkXPress XTension from Mac

1. Navigate to Applications:Documentum:FSS:Uninstall:Quark Extension.
2. Double click **Uninstall Quark Extension**.
The Uninstaller launches and the **Uninstall Quark Extension Welcome** screen appears.
3. Click **Next**.
The **Uninstall Location** screen appears.
4. Click **Next**.
The uninstall proceeds.
5. When complete, the Uninstall Complete screen appears indicating that the uninstall was successful.
Click **Done**.

Start and stop MyD Desktop Client on Mac

When installing the MyD Desktop Client, you can select the option to have the MyD Desktop Client start automatically each time you start your computer and subsequently always run in the background.

If you do not choose to have the MyD Desktop Client run automatically you must start the client manually.

To start the client on Mac

1. Navigate to Applications:Documentum:FSS:bin.
2. Double-click **My Documentum for the Desktop** to start the client.

If you are launching after an update has been made, you must stop and start the MyD Desktop Client.

To stop the client on Mac

1. Hold down the Control key and click the **My Documentum for the Desktop** icon in the dock.
2. Press **Apple Key+Q**.

A confirmation prompt appears asking user if they are sure they want to quit. Click **Yes**.

If you decide not to stop the client, select **No** on the confirmation prompt. No changes occur and the client remains running. The user remains logged into any repository they were initially logged into.

Connect to a repository on Mac

The MyD Desktop Client must be running in order to connect to a repository. See [Start and stop MyD Desktop Client on Mac, page 45](#) for more information.

You must have appropriate access rights to connect to a repository, and you must have a valid user name and password for each repository. Your repository administrator is responsible for setting up your repository access.

To view or access the contents of a repository, you must first connect to the repository.

To connect to a repository on Mac

1. Start the MyD Desktop Client, if not yet started.
2. Click the icon in the system menu bar and select **Repositories**.
A list of repositories available to the user is displayed.
3. Select and click on the repository you would like to log into.
4. In the login dialog box, enter a valid **Username** and **Password** into the appropriate fields. The **Locations** field is optional and is present only if the global repository is ACS/BOCS configured. Enter this field, if the location is supplied to you by your system administrator.
Click **OK**.
5. Once you are connected to a repository, the user cannot be changed. To change users, the current session must first be disconnected and then reconnected.
The repository node is added to the Finder view pane. You may log into more than one repository at a time.

Access a repository in disconnect mode on Mac

You are in disconnect mode when the icon is displayed in the menu bar with a “no access” red circle overlay icon.

To access to a repository in disconnect mode on Mac

The repository must be in the authoring cache.

1. Click the icon in the system menu bar and select **Repositories**.
A list of repositories available to the user is displayed.
2. Select and click on the repository you would like to access.

Enable auto-start on Mac

If you did not choose the auto-start feature during installation and wish to enable it after installation you may do so by configuring your Macintosh client.

To enable auto-start on Mac

1. Through the Dock:
 - a. Start the MyD Desktop Client.
 - b. Click and hold the MyD Desktop icon in the Dock.
 - c. Select "Open at Login" from the popup menu that displays.
2. Through your System Preferences:
 - a. Open your Macintosh System Preferences.
 - b. Select **Accounts**.
 - c. Select the **Login Items** tab.
 - d. Click the + button.
 - e. Browse to the folder Applications:Documentum:fss:bin.
 - f. Select **Documentum MDD** from the dialog box.

Uninstall MyD Desktop from Mac

1. Disconnect from any connected repositories using the icon in the System menu bar.
2. With the MyD Desktop Client active in the launcher, press Command – Q to stop the MyD Desktop Client.
3. In the Finder, navigate to the folder Applications:Documentum:Uninstall:FSS
4. In the Uninstall folder, double click **Uninstall Documentum MDD**.
5. Click the lock icon in the lower left corner of the Authentication dialog box.
6. Enter the Administrator's password and click **OK**.
If the correct password was entered, the installer configures and the **Introduction to Uninstall** screen appears.
7. Click **Next**.

8. If you are prompted to retain cache and ingest jobs, select whether to keep or delete the cache and ingest jobs, and then click **Next**.
9. When the uninstall completes, click **Done**.

Configure MyD Desktop Clients

This chapter includes the following:

- [Change the browser time-out period, page 49](#)
- [Configure the authoring cache, page 49](#)
- [Set Preferred Repositories, page 51](#)
- [Define settings for an object type, page 53](#)
- [Configure scheduled ingest, page 54](#)


Change the browser time-out period

There is a limit to the number of files MyD Desktop can work with, and therefore you cannot open folders with large numbers of files (usually in the thousands).



If your organization has folders containing large numbers of files, do the following:

On Win

1. In your system tray, right-click  and select **Exit**.
2. Locate the following file and open the file in a text editor:
`C:\Program Files\Documentum\FSS\config\system\FssMonitorContext.xml`
3. Change the value of the BrowseTimeOut attribute to a value greater than the default. You might need to try various values to find the one that works best in your environment.

On Mac


1. Log out of all connected repositories and stop MyD Desktop.
2. Open the following file in a text editor:
`/Applications/Documentum/FSS/config/system/MacClientContext.xml`
3. Change the value of the BrowseTimeOut attribute to a value greater than the default. You might need to try various values to find the one that works best in your environment.

Configure the authoring cache

The authoring cache keeps track of all the files and folders that you have accessed in repositories. EMC Documentum does not support the access of files directly from the authoring cache.

By default, the authoring cache uses 20 MB. You can set cleanup options, such as frequency of cleanup and how much of the cache is cleared. By default, MyD Desktop cleans the cache at 2 a.m. daily. Only those files that have not been modified are removed. For more information on how MyD Desktop cleans the cache, see [How MyD Desktop cleans the authoring cache, page 51](#).

On Win

1. In your system tray, right-click  and select **Exit**.
2. Locate the following file and open the file in a text editor:
C:\Program Files\Documentum\FSS\config\system\FssMonitorContext.xml
3. Locate and edit the bean id in the Scheduler section, which is the following section:

```
<!--Scheduler information for cache cleanup--> Scheduler
  <object id="BaseCacheCleanupJobInfo">
```
4. Locate and edit the default value to the desired setting:

```
<property name="quotaValue" value="20Mb"/>
```
5. Set the cronExpression to run at your required time

```
<property name="cronExpression" value="0 0 2 * * ?"
```

For example, to change the cache cleanup time to 10:15 a.m., the value setting would be:
"cronExpression"="0 15 10 * * ?"
6. Click **Save**.
7. Restart the client, as described in [Start the MyD Desktop Monitor on Windows, page 39](#).

On Mac

1. Log out of all connected repositories and quit MyD Desktop.
2. Locate the following file and open the file in a text editor:
/Applications/Documentum/FSS/config/Client on MyD Desktop/LocalServiceContext.xml
3. Locate and edit the bean id in the Scheduler section, which is the following section:

```
<!--Scheduler information for cache cleanup--> Scheduler
  <object id="BaseCacheCleanupJobInfo">
```
4. Locate and edit the default value to the desired setting:

```
<property name="quotaValue" value="20Mb"/>
```
5. Set the cronExpression to run at your required time

```
<property name="cronExpression" value="0 0 2 * * ?"
```

For example, to change the cache cleanup time to 10:15 a.m., the value setting would be:
"cronExpression"="0 15 10 * * ?"
6. Click **Save**.
7. Restart the client, as described in [Start and stop MyD Desktop Client on Mac, page 45](#).

How MyD Desktop cleans the authoring cache

The cache cleanup iterates through all the files sitting in the cache folder regardless of user and sorts them in order from oldest to newest based on the modification date. If the size of all the cache files combined exceeds the quota specified in the configuration file, MyD Desktop starts deleting each file, checking to see if the quota is still exceeded after each delete. When the combined size is under the quota, MyD Desktop stops deleting.

For example, if the cache quota is 5 MB and the user has the following files:

Cache/folder1/a.doc (size: 2 MB, modification time January 1)

Cache/folder1/b.doc (size: 2 MB, modification time March 1)

Cache/folder2/c.doc (size: 2 MB, modification time February 1)

Cache/folder2/d.doc (size: 2 MB, modification time April 1)

Then when the cache cleanup runs, a.doc is deleted first, then c.doc. When MyD Desktop hits b.doc, it sees that the combined size of the remaining files is 4 MB, which is less than the cache quota (5 MB), so it stops deleting and the cache cleanup finishes there.

Set Preferred Repositories

You specify which repositories appear to the users of the The default location of the PreferredRepositories.xml file and RepositoryDiskDriveDatabase.xsd schema is here:

C:\Program Files\Documentum\FSS\config\custom\

The <User> element lets you specify three categories of users:

- <User name="*">
Specifies all users
- <User name="specific_user">
Indicates one specific user with no domain specified
- <User name="specific_user" domain="user_domain">
Indicates one specific user with a domain specified

Not specifying any repositories will by default show all repositories.

For the users specified, MyD Desktop displays the repositories as the preferred repositories.

How to configure the <User> element depends on who logs into the machine. If only one person uses MyD Desktop on the machine, then you can probably put all your preferred repositories in this element.

Clarification: User refers to the Windows Account Holder (Administrator / Guest etc)

Please add this to the appropriate documentation; or your list of pending items.

The PreferredRepositories.xml files follows the xml schema specified in RepositoryDiskDriveDatabase.xsd (if you know about xml schema ..)

How should the XML file look if I want to:

To do the following	Configure PreferredRepositories.xml as follows
Display all repositories to all users	<pre><?xml version="1.0" encoding="UTF-8" ?> <RepositoryDiskDriveDatabase xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:noNamespaceSchemaLocation="RepositoryDiskDriveDatabase.xsd"> <User name="*"> </User> </RepositoryDiskDriveDatabase></pre>
For User1, display only RepositoryA	<pre><?xml version="1.0" encoding="UTF-8" ?> <RepositoryDiskDriveDatabase xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:noNamespaceSchemaLocation="RepositoryDiskDriveDatabase.xsd"> <User name="User1"> <Repository name="RepositoryA"/> </User> </RepositoryDiskDriveDatabase></pre>
For User2, display RepositoryA and RepositoryB	<pre><?xml version="1.0" encoding="UTF-8" ?> <RepositoryDiskDriveDatabase xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:noNamespaceSchemaLocation="RepositoryDiskDriveDatabase.xsd"> <User name="User2"> <Repository name="RepositoryA"/> <Repository name="RepositoryB"/> </User> </RepositoryDiskDriveDatabase></pre>

To do the following	Configure PreferredRepositories.xml as follows
For User3, display all repositories	<pre><?xml version="1.0" encoding="UTF-8" ?> <RepositoryDiskDriveDatabase xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:noNamespaceSchemaLocation="RepositoryDiskDriveDatabase.xsd"> <User name="User3"> INDENT<Repository name="RepositoryA"/> INDENT<Repository name="RepositoryB"/> INDENT<Repository name="RepositoryC"/> </User> </RepositoryDiskDriveDatabase></pre>
	<p><i>Optionally, you can do the following to display all repositories to User3:</i></p> <pre><User name="User3"> </User></pre>

Define settings for an object type

To define the settings for an object type, you either define the settings locally on your machine or you choose to use the default settings for that object type configured on the server. This section includes procedures that describe both.

On Win

1. Log out of all connected repositories and stop MyD Desktop.
2. Open the following file in a text editor:
C:\Program Files\Documentum\FSS\config\mdd.properties
3. Do one of the following:
 - To define a setting locally, set the value of the MyD Desktop object type to an existing EMC Documentum object type, as shown in this example. Note that you can assign the MyD Desktop object type to a custom type. Also note that when you set a value for an object type, it applies to all items of that type regardless of repository:
Default_Document_Object_Type=dm_document
 - To use the default setting configured on the server, set the value of the MyD Desktop object type to <UseValuesFromServer>, as shown in this example:
Default_Document_Object_Type=<UseValuesFromServer>

Tip: You can choose to define some object types locally and choose to use the server defaults for others. For example, your mdd.properties file can have these lines:

```
Default_Document_Object_Type=<UseValuesFromServer>
Default_Folder_Object_Type=dm_customFolderType
Default_Cabinet_Object_Type=<UseValuesFromServer>
```

4. Save and close the file.
5. Restart the client, as described in [Start the MyD Desktop Monitor on Windows, page 39](#).

On Mac

1. Log out of all connected repositories and stop MyD Desktop.
2. Open the following file in a text editor:
/Applications/Documentum/FSS/config/mdd.properties
3. Do one of the following:
 - To define a setting locally, set the value of the MyD Desktop object type to an existing EMC Documentum object type, as shown in this example. Note that you can assign the MyD Desktop object type to a custom type. Also note that when you set a value for an object type, it applies to all items of that type regardless of repository:

```
Default_Document_Object_Type=dm_document
```

- To use the default setting configured on the server, set the value of the MyD Desktop object type to blank, as shown in this example:

```
Default_Document_Object_Type=
```

Tip: You can choose to define some object types locally and choose to use the server defaults for others. For example, your mdd.properties file can have these lines:

```
Default_Document_Object_Type=
Default_Folder_Object_Type=dm_customFolderType
Default_Cabinet_Object_Type=
```

4. Save and close the file.
5. Restart the client, as described in [Start and stop MyD Desktop Client on Mac, page 45](#).

Configure scheduled ingest

Scheduled ingest sets up the automatic upload of files from the WIP node to the repository at regular intervals. The WIP node contains imported and edited files that await upload to the repository. Through scheduled ingest, you set MyD Desktop to automatically upload those files at pre-set time intervals.

Scheduled ingest lets you configure whether MyD Desktop uploads the files *silently*, without prompting the user for input, or *non-silently*, by prompting the user to confirm the upload and enter upload information. This guide describes how to configure scheduled ingest, which you configure on the client machine, but not how to set whether the scheduled ingest is silent or non-silent, which you specify on the server machine. To specify silent or non-silent, see the information on the *silent ingest* preference in the *My Documentum for the Desktop 6.5 SP2 Installation and Configuration Guide*.

Scheduled ingest also lets you use the Cron job scheduler, if appropriate.

MyD Desktop does not perform scheduled ingests on hidden files or non-writable files, and also does not perform scheduled ingests if you are logged out of the target repository.


To configure scheduled ingest, use the procedure appropriate to your requirements:

- [Configure a scheduled ingest, page 55](#)
- [Configure a cron scheduled ingest, page 56](#)

Configure a scheduled ingest

This procedure configures a scheduled ingest but does not determine whether the scheduled ingest is silent or non-silent. To select between silent and non-silent, see the *My Documentum for the Desktop 6.5 SP2 Installation and Configuration Guide*.

On Win

1. In your system tray, right-click  and select **Exit**.
2. Open the following file in a text editor:
C:\Program Files\Documentum\FSS\config\mdd.properties
3. Set the `Scheduled_Import_Enabled` property to `TRUE`, as shown here:
`Scheduled_Import_Enabled=TRUE`
4. Set the `Scheduled_Import_Interval` property to the appropriate interval at which MyD Desktop ingests WIP files. The time is specified by a number followed by either an s, m, h, or d representing seconds, minutes, hours or days. The letter is case sensitive.
In the following example, MyD Desktop performs an ingest every 15 minutes:
`Scheduled_Import_Interval=15m`
5. Save and close the file.
6. Restart the client, as described in [Start the MyD Desktop Monitor on Windows, page 39](#).
7. To set whether the scheduled ingest is silent or non-silent, set the *silent ingest* preference as described in the *My Documentum for the Desktop 6.5 SP2 Installation and Configuration Guide*.


On Mac

1. Log out of all connected repositories and stop MyD Desktop.
2. Locate the following file and open the file in a text editor:
/Applications/Documentum/FSS/config/system/LocalServiceContext.xml
3. Set the `Scheduled_Import_Enabled` property to `TRUE`, as shown here:
`Scheduled_Import_Enabled=TRUE`
4. Set the `Scheduled_Import_Interval` property to the appropriate interval at which MyD Desktop ingests WIP files. The time is specified by a number followed by either an s, m, h, or d representing seconds, minutes, hours or days. The letter is case sensitive.
In the following example, MyD Desktop performs an ingest every 15 minutes:
`Scheduled_Import_Interval=15m`
5. Save and close the file.
6. Restart the client, as described in [Start and stop MyD Desktop Client on Mac, page 45](#).
7. To set whether the scheduled ingest is silent or non-silent, set the *silent ingest* preference as described in the *My Documentum for the Desktop 6.5 SP2 Installation and Configuration Guide*.

Configure a cron scheduled ingest

This procedure configures a cron scheduled ingest but does not determine whether the scheduled ingest is silent or non-silent. To select between silent and non-silent, see the *My Documentum for the Desktop 6.5 SP2 Installation and Configuration Guide*.

On Win

1. In your system tray, right-click  and select **Exit**.
2. Open the following file in a text editor:
C:\Program Files\Documentum\FSS\config\system\FssMonitorContext.xml
3. Set the Scheduled_Import_Enabled property to TRUE, as shown here:
Scheduled_Import_Enabled=TRUE
4. Uncomment the block that pertains to the ingestCronSchedule bean. For example:

```
<!--
    <bean id="ingestCronSchedule" class= ... >
        ...
    </bean>
-->
```
5. Locate the bean with id=scheduledIngestJob. Then change the reference associated with the "schedule" attribute as described here.
Change this:

```
<property name="schedule" ref="ingestSimpleSchedule">
```

To this

```
<property name="schedule" ref="ingestCronSchedule">
```
6. Save and close the file.
7. Restart the client, as described in [Start the MyD Desktop Monitor on Windows, page 39](#).
8. To set whether the scheduled ingest is silent or non-silent, set the *silent ingest* preference as described in the *My Documentum for the Desktop 6.5 SP2 Installation and Configuration Guide*.

On Mac

1. Log out of all connected repositories and stop MyD Desktop.
2. Open the following file in a text editor:
/Applications/Documentum/FSS/config/system/MacClientContext.xml
3. Uncomment the block that pertains to the ingestCronSchedule bean. For example:

```
<!--
    <bean id="ingestCronSchedule" class= ... >
        ...
    </bean>
-->
```
4. Locate the bean with id=scheduledIngestJob. Then change the reference associated with the "schedule" attribute as described here.
Change this:

```
<property name="schedule" ref="ingestSimpleSchedule">
```

To this

```
<property name="schedule" ref="ingestCronSchedule">
```


5. Save and close the file.
6. Restart the client, as described in [Start and stop MyD Desktop Client on Mac, page 45](#).
7. To set whether the scheduled ingest is silent or non-silent, set the *silent ingest* preference as described in the *My Documentum for the Desktop 6.5 SP2 Installation and Configuration Guide*.

Troubleshoot

This chapter includes the following:

- [Cannot connect to the repository, page 59](#)
- [Preferences Errors, page 59](#)
- [Client Service hangs on all clients, page 60](#)

See also:

- [Technical support, page 7](#)
- [Appendix A, Log Files](#)

Cannot connect to the repository

If you cannot connect from your client to the repository, do the following to determine the cause.

1. Make sure the Content Server you are connecting to is running. You can use Documentum Administrator (DA) to verify connectivity with a given repository. If you are not sure how to do this, contact your Content Server Administrator.
2. Make sure you have a valid user id and password for the repository to which you are trying to connect. If you are unsure of your repository login, please contact your Content Server administrator.
3. Make sure that the MyD Desktop Client Service is running on the client.
4. Check to make sure the network is connected.
5. Verify that the services are started.

Preferences Errors

If users are not seeing the correct default object types on the ingest dialog box, it is possible that there is an error in a preference file. An error in a preference file may also cause the default check-in version to display incorrectly.

These errors can be found in the log files. They are prefixed by:

**** PREFERENCES ERROR ****

For true/false values MyD Desktop defaults to false for all preferences with the exception of optimistic locking which defaults to true to mirror the original behavior in 5.2.5. In order for a value to be true the file must have "true" spelled correctly. Case does not matter but it must be spelled correctly. For example, you cannot enter "T" for a true value.

Since preference files are edited manually it is possible to have errors in a preferences file. If a default object type is misspelled, then MyD Desktop defaults to dm_cabinet, dm_folder or dm_document depending on which object type is wrong.

For default check-in version MyD Desktop defaults to MINOR if there is a problem with the entered value.

Client Service hangs on all clients

If on all clients the Client Service hangs and the MyD Desktop monitor does not start, then there likely is an error in the dfc.properties file on the server. Check it for errors.

After install of new server and client, repositories are not available on client

If you run into this problem, check the following:

- Are the docbrokers pingable?

The docbrokers and ports are listed in the following file on the MyD Desktop Server:

C:\Documentum\jboss4.2.0\server\DctmServer_DFS-FSS\deploy\dfs.ear\APP-INF\classes\dfc.properties

The dfc.properties file lists the docbrokers and ports in these line items:

```
* dfc.docbroker.host[0]= ip address
* dfc.docbroker.port[0]= port
```

You can add docbrokers by incrementing the number in square brackets.

- Are the ports for the docbrokers blocked by a firewall?
- Can the MyD Desktop Client machine ping the MyD Desktop Server machine?
- On the MyD Desktop Client machine, is the port for the MyD Desktop Server blocked by a firewall?

To solve this problem, try the following:

1. Set the correct port in the wrapper.conf file.

2. Update the reference to the MyD Desktop Server port in the FSS_JNI_Config.ini file in the same directory as wrapper.conf.

Log Files

This section includes the following:

- [Logging levels, page 63](#)
- [Server log files, page 63](#)
- [Client log files, page 64](#)
- [InDesign and Quark log files, page 66](#)

Logging levels

The MyD Desktop Server and MyD Desktop Client collect information on MyD Desktop activity in log files. Locations of log files are described in other topics in this appendix.

You can configure the level of information logged in a log file. However, it is suggested that you keep the default logging values.

The five levels of logging are the following, listed from the lowest, which records the most information, to the highest, which records the least information.

- **DEBUG** — designates fine-grained informational events that are most useful to debug an application

DEBUG is the lowest level and results in more information written to the log files and a possible effect on application performance. Lower logging levels result in larger log files that take up greater disk space.
- **INFO** — designates informational messages that highlight the progress of the application at coarse-grained level
- **WARN** — designates potentially harmful situations
- **ERROR** — designates error events that might still allow the application to continue running
- **FATAL** — designates very severe error events that will presumably lead the application to abort

Server log files

On the server, the log level is defined in the log4j.xml file. By default, log4j.xml is located here:

C:\Documentum\jboss4.2.0\server\DctmServer_DFS-FSS\deploy\fss.ear\fss-services.war\fss\config

By default, MyD Desktop creates log files here:

C:\Program Files\Documentum\FSS\Server\logs

To change the default folder and default log-file names, update the following elements in log4j.xml:

```
<appender name="FileAppender" class="org.apache.log4j.DailyRollingFileAppender">  
  
<appender name="WebServicesAppender" class="org.apache.log4j.RollingFileAppender">  
<appender name="ServerAppender" class="org.apache.log4j.DailyRollingFileAppender">  
<appender name="ClientAppender" class="org.apache.log4j.DailyRollingFileAppender">
```

The default log level in log4j.xml is *warn*. To create detailed log files, enter *info*.

The log4j.xml file applies only to the MyD Desktop Server.

To change log levels for the DFS Server, the UCF Server, or DFC, see the documentation for those products.

The log file for the JBoss application server (server.log) is typically found at the following location:

C:\Documentum\jboss4.2.0\server\DctmServer_DFS-FSS\log

Client log files

This section includes these procedures:

- [View error logs, page 64](#)
- [Change log level in log.config on Windows clients, page 64](#)
- [Change log level in log4j.xml on Windows or Macintosh clients, page 65](#)

View error logs

To view error logs on a Windows client, navigate to the following:

C:\Program Files\Documentum\FSS\logs\os_username\

To view error logs on a Macintosh client, navigate to the following:

/Application/Documentum/FSS/logs/os_username/

Change log level in log.config on Windows clients

1. Stop MyD Desktop client service.
2. Navigate to the following file and open the file in a text editor:
install_directory\FSS\config\logging\Log.config

where *install_directory* typically is C:\Program Files\Documentum

3. Within the root element, locate the level element and set the level element's value attribute to the appropriate log level. In the following example, the log level is set to ERROR:

```
<root>
  <level value="ERROR" />
</root>
```

TIP: To enable debug mode, set the level to DEBUG. Be aware that DEBUG collects the most information and might slow performance. Also, DEBUG results in larger log files and takes up more disk space.

4. Save and close the file.
5. Restart the MyD Desktop client.

Change log level in log4j.xml on Windows or Macintosh clients

1. Stop MyD Desktop Client Service.
2. Navigate to the appropriate file and open the file in a text editor.

- On Windows machines:

install_directory\FSS\config\logging\log4j.xml

where *install_directory* typically is C:\Program Files\Documentum

- On Macintosh machines:

install_directory/FSS/config/logging/log4j.xml

or *install_directory*/FSS/config/logging/log4j_extension.xml (used for the InDesign plug-in)

where *install_directory* typically is /Applications/Documentum

3. To change the default folder and default log-file names, update the following elements in log4j.xml:

```
<appender name="FileAppender"
  class="com.emc.documentum.ais.client.common.utils.UserDailyRollingFileAppender">
<appender name="WebServicesAppender"
  class="com.emc.documentum.ais.client.common.utils.UserDailyRollingFileAppender">
<appender name="ServerAppender"
  class="com.emc.documentum.ais.client.common.utils.UserDailyRollingFileAppender">
<appender name="ClientAppender"
  class="com.emc.documentum.ais.client.common.utils.UserDailyRollingFileAppender">
```

The default log level in log4j.xml is *warn*. To create detailed log files, enter *info*.

4. For each category element that has its name attribute set to a string that begins "com.emc.documentum", set the nested priority element's value attribute to debug, as shown here:

```
<category name="com.emc.documentum.ais.client">
  <priority value="debug"/>
  <appender-ref ref="ClientAppender"/>
  <appender-ref ref="ConsoleAppender"/>
</category>
```

NOTE: Do not change the category tags for com.emc.documentum categories (for example, org.apache and org.springframework) as this will bloat the log file with unnecessary information and make it very hard to use.

5. Save and close the file.
6. Restart the MyD Desktop client for the log settings to take effect.

InDesign and Quark log files

For Windows, the Adobe InDesign for log file is located here:

`<InstallDir>/FSS/config/service/logs`

You can change the log settings using the log4j.xml file. See [Change log level in log4j.xml on Windows or Macintosh clients, page 65/](#). After making changes to this file, restart InDesign.

For Macintosh, the log files are found here:

`Applications:Documentum:FSS:logs:<username>`

You can change the log settings using the log4j.xml file. See [Change log level in log4j.xml on Windows or Macintosh clients, page 65/](#). After making changes to this file, restart Quark or InDesign.

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