
Documentum Client for Outlook
Troubleshooting Guidelines for TECH Support INTERNAL

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Table of Contents

1.0 Purpose of this Document.....	4
1.1 Guidelines for all TSEs	4
2.0 Initial steps in gathering specifications from the Customer.....	5
2.1 In general you would require the following information.....	5
3.0 General Instructions for Troubleshooting.....	6
3.1 What products/ versions is the customer using?	6
3.2 What is the customer trying to achieve?	6
3.3 What Symptoms is the customer is seeing?.....	6
3.4 Did the customer try to fix the problem.....	6
3.5 What does the customer want from you?	6
4.0 Troubleshooting the Installation.....	7
4.1 Where is EXE installer?	7
4.2 Client-side installer produces a "dco_install.log" file	7
4.3 Example of verifying a valid DCO URL via dco_install.log	7
4.4 Check for the file: Client-side File System Results	8
5.0 Troubleshooting Problem Scenarios, reported in DCO.....	9
5.1 Always first determine if this is a DCO or core WebTop issue.....	9
5.2 Is issue an Outlook browser-specific issue?.....	9
5.3 User doesn't see all expected profiles.....	9
5.4 Are user's credentials for each repository configured in.....	9
5.5 Unexpected re-logins or timeouts?	9
5.6 Missing DCO specific behavior	9
5.7 Outlook hanging or doesn't start?	9
5.8 Duplicate "Personal Folders" seen, not "Documentum Folders"?9	
5.9 Experiencing JavaScript error?.....	10
5.10 Why I am not able to create a Profile in DCO?	10
5.11 DCO not visible in Outlook – diagnostic check list.....	10
5.12 Check LoadBehavior Windows Registry value.....	10
6.0 Log and Trace information of Documentum Client for Outlook	12
6.1 Log file information.....	12
6.2 How to run dmcl tracing on Documentum Client for Outlook?..	13
6.3 In case of UCF related Issues?.....	13
6.4 In order to Preinstall the UCF, use the below link.	14
7.0 Limitations of Documentum Client for Outlook.....	15
7.1 Limitation of DCO.....	15
8.0 Third party products used in Documentum Client for Outlook.....	16
8.1 Third party compression library used to extract Zip archive.....	16
8.2 What is delta view?	16
9.0 Acronyms.....	17
10. References	17

1.0 Purpose of this Document

- 1.1 Guidelines for all TSEs to use in order to troubleshoot the product – Documentum Client for Outlook (DCO). These Guidelines lists all information that should be collected initially at the time of creation of the Service Request to the age of Service request in order to drive the resolution. The Guidelines include logs and locations of those logs to be collected throughout the Service Request age. The Guidelines help new TSEs in getting started, to have an idea where to start in troubleshooting if a new Service Request of DCO is assigned.

2.0 Initial steps in gathering specifications from the Customer

2.1 In general you would require the following information depending on the nature of the issue,

- Screenshots of error Messages.
- Need to get the steps to reproduce.
- DMCL trace depending on the problem reported, if it's necessary. (DCO tracing refer to SN: esg44003 and dmcl trace in DCO refer to SN: esg77384)
- Server log.
- Appserver Logs (stdout.log)
- Configuration - screenshots related to the issue the customer is experiencing.
- Information to collect before referring a case to Engineering
http://inescapable.cambdctlab.com/eRoom/Support/DCOSupport/0_30ea0

3.0 General Instructions for Troubleshooting

3.1 What products/ versions is the customer using?

This includes what Environment customer is using; i.e.: database, OS, Outlook version, App server any other Customizations. Also object type and version of the DocApp of that type. For instance there are two types, dm_mail_message and dm_message_archive, need to find out which object type is being used.

3.2 What is the customer trying to achieve?

Is it in compliance with the Design of DCO or Exception to the case?

3.3 What Symptoms is the customer is seeing?

Be aware when a customer describes the symptoms, that you know what they mean in the technical terms

3.4 Did the customer try to fix the problem before contacting Support?

What are workarounds that were used so far? In that case, is the issue reported because of the Workaround, or what was the original problem?

3.5 What does the customer want from you?

This sounds obvious but it's not really, make sure you are really clear on what the customer's expectation is of the support.

4.0 Troubleshooting the Installation

- 4.1 Where is EXE installer? EXE installer encapsulates MSI installer URL
- <http://host:port/dco/webcomponent/install/dco/Documentum-Client-for-Outlook-5.3.exe>

- Hidden local path
%WinDir%\Downloaded Installations\{A786BC5F-3CA4-497F-827C-96EB05CBB65C}\Documentum-Client-for-Outlook-5.3.msi
- dco_install.log is created wherever the Documentum-Client-for-Outlook-5.3.exe is executed

- 4.2 Client-side installer produces a "dco_install.log" file
Useful to diagnose installation issues

- 4.3 Example of verifying a valid DCO URL via dco_install.log

```
Action 14:29:14: AskAppUrl. Dialog created
MSI (c) (AC:BC) [14:29:23:851]: PROPERTY CHANGE: Adding
WDK_SERVER_URL property. Its value is
'http://myhost:8080/dco'.
MSI (c) (AC:BC) [14:29:23:945]: Doing action: validateAppURL
Action 14:29:23: validateAppURL.
Action start 14:29:23: validateAppURL.
. . .
Action ended 14:29:39: validateAppURL. Return value 0.
```

4.4 Check for the file: Client-side File System Results

- %Program Files%\Documentum\DCO
COM Add-in (DCOADDIN.EXE)
Navigation bar enhancer (DCONAVBARENH.DLL)
Configuration file (DCOADDIN.INI)
- %WINDIR%\system32
Microsoft Internet Transfer Control (MSINET.OCX)
Xceed Zip Compression Library 5.1 (XCEEDZIP.DLL)
- HKEY_CLASSES_ROOT
Various COM-based registrations (requires Admin priv.)
- HKEY_LOCAL_MACHINE
COM Add-in registration with Outlook (all users)
- HKEY_CURRENT_MACHINE
COM Add-in registration with Outlook (current user only)
- Windows Registry editing is typically not recommended for the average Windows user

5.0 Troubleshooting Problem Scenarios, reported in DCO

- 5.1 Always first determine if this is a DCO or core WebTop issue
Re-run user experience in a standalone web browser (e.g. "http://host:port/webtop")
Reproducible means lower-level issue
- 5.2 Is issue an Outlook browser-specific issue?
Re-run user experience in a standalone web browser (e.g. "http://host:port/dco?clientenv=dco")
Reproducible means more general issue
- 5.3 User doesn't see all expected profiles
Did user enter right credentials?
- 5.4 Are user's credentials for each repository configured in dco\app.xml identical?
Same user name; same password
First successful authentication defines DCO's "credential expectation"
- 5.5 Unexpected re-logins or timeouts?
Required clientid and reload parameters in the client URLs may be missing
Right-click properties on web-based view to see URL
- 5.6 Missing DCO specific behavior and default WebTop behavior occurring instead?
clientenv=dco may be missing in the URL
- 5.7 Outlook hanging or doesn't start?
Check Task Manager for running DCOAddin.exe or Outlook.exe processes
Kill them then have user restart Outlook with DCO running and kill them.
- 5.8 Duplicate "Personal Folders" seen, not "Documentum Folders"?
Restart Outlook

5.9 Experiencing JavaScript error?



Occurs when selecting an expanded explorer node in
"Documentum Folders" after prolonged inactivity
Application server is not available

5.10 Why I am not able to create a Profile in DCO?

If you don't have dm_mail_message type in the drop you will not be able to create a profile. You need to install CoreEmailArchive docapp which comes in the zip file from the download center on DCO product download page.

5.11 DCO not visible in Outlook – diagnostic check list

Click Help | About Microsoft Office... | Disabled Items... button
If DCO is listed in the disabled items dialog box, select it and click "Enable" button
Close dialog and click OK for the About dialog
Restart Outlook

5.12 Check LoadBehavior Windows Registry value

Launch RegEdit.exe
Navigate to HKCU\Software\Microsoft\Office\Outlook\Addins\DCOAddin.DCOManager
"LoadBehavior" value should be set to 3

5.13 Any function like why doesn't my search return what I expect is generally an issue with FAST. You can do a dmcl trace when running the search to get the DQL and verify if the search is working.

- 5.14 Cross check if customer is using SUN JVM and that the DCO URL is a trusted site. Use tools by using the following URL to verify JRE version. <http://javatester.org/version>.
SN: esg81107. The reason to verify this is that the MSJVM is no longer supported and could cause issues with DCO. Also, a lot of times the MSJVM embeds itself into Outlook even though you have it set in IE.

6.0 Log and Trace information of Documentum Client for Outlook

6.1 Log file information

- DCO leverages logging facilities end-to-end
 - INI-driven on client machine
 - WDK-based on application server
 - DFC-based on content server
- Five client-side logging levels: DEBUG, INFO, WARN, ERROR, FATAL, DEBUG is most verbose and FATAL is least verbose
- Default client-side logging level is ERROR (2)
 - Modify to increase log output
 - Recycle associated processes for change to take effect
 - DCOAddin.exe
 - Outlook.exe (recycle to restart DCO add-in)
- DCO client-side log files are created in %Program Files%\Documentum\DCO
- Log file names are configurable and date-based
 - e.g. "DCOAddin - 070605.log" (for output from 7/6/2005)
- Sample contents from a normal run with level at 5 (DEBUG)
 - DCOManager::Class_Initialize at 7/6/2005 4:07:00 PM
 - DCOManager::IDTextensibility2_OnConnection at 7/6/2005 4:07:00 PM
 - DCOManager::IDTextensibility2_OnAddInsUpdate at 7/6/2005 4:07:00 PM
 - DCOManager::IDTextensibility2_OnAddInsUpdate at 7/6/2005 4:07:00 PM
 - DCOManager::IDTextensibility2_OnStartupComplete at 7/6/2005 4:07:00 PM
 - DCOManager::InitApp
 - NavBarEnh::Initialize
- The DCOAddin.ini file, log files record errors, warnings and debug information.
The log files appear in the following location on client machines:
C:\Program Files\Documentum\DCO
- To modify log levels:

1. Navigate the following directory:
C:\Program Files\Documentum\DCO
2. Using a text editor, open DCOAddin.ini.
3. Set the LogLevel option using the options listed in the Log level key provided in the DCOAddin.ini file.

6.2 How to run dmcl tracing on Documentum Client for Outlook?
Log into the DCO client by selecting the Documentum Folders icon in the Outlook Tree pane.

1. In the address bar of DCO, modify the address so that it looks like:
http://<host>:<port>/dco/wdk/dmclTrace.jsp?level=10&logfile=C:\dmcl.log
**(Where log file equals the location of the log on your DCO Application Server. Ex:
http://localhost:7001/dco/wdk/dmclTrace.jsp?level=10&logfile=C:\dmcl.log)**
2. Reproduce the task you are tracing.
3. Turn off tracing by modifying the address to:**Error! Hyperlink reference not valid.** (EX:
http://localhost:7001/dco/wdk/dmclTrace.jsp?level=0&logfile=C:\dmcl.log)

6.3 In case of UCF related Issues?

- How to enable tracing for UCF
Note: With UCF there are two types of logging available for diagnostics. There are client side (browser) and server side (application server) logging available.
- Client Side Logging
To enable client side logging, 2 files will need to be modified. Both of these files can be found in the folder: C:\Documents and Settings\<USERNAME>\Documentum\ucf\<HOSTNAME>\shared\config\
where USERNAME is the windows user ID and HOSTNAME is the machine hostname where the testing is being done. The first file to be edited is ucf.client.config.xml. The following entry should be changed to true:

```
<option name="tracing.enabled">  
  <value>true</value>  
</option>
```

The following entry will need to be added as well: You will also need to add the following entry:

```
<option name="debug.mode">
  <value>true</value>
</option>
```

The next file to be edited is `ucf.client.logging.properties` and set the `.level` entries to `FINEST` (all caps). The debugging levels available are (from least informative to most):

`SEVERE` (highest value); `WARNING`; `INFO`; `CONFIG`; `FINE`; `FINER`; `FINEST` (lowest value)

Once these changes are made, UCF will begin logging on the client side starting with the next invocation. All output will be logged to: `C:\Documentum\logs\ucf.client.*.log`.

- App Server Logging

To enable UCF tracing, the following file in the WDK application will need to be edited:

`/WEB-INF/classes/ucf.server.config.xml`

In this file, the following entry will need to be set to true:

```
<option name="tracing.enabled">
  <value>true</value>
</option>
```

UCF will log on the app server to `$DOCUMENTUM_SHARED/logs/trace.log` and/or `wdk.log` (depending on how log4j is configured). These changes will require a restart of the app server

- Set ucf tracing for both server and client side tracing as well as adding these wdk traces. Also, using the Sun Java Console and setting it to trace level 5 is a good idea too.

```
SESSIONENABLEDBYDEFAULT
UCF_MANAGER
RESPONSE_COMPRESSION
```

- 6.4 In order to Preinstall the UCF, use the below link.
<http://customernet.emc.com/developer/Articles/PreInstallingUCF.htm>

7.0 Limitations of Documentum Client for Outlook

7.1 Limitation of DCO

Correspondence History was planned but is not supported

English only product (not localized)

Thorough Help is provided; however context-sensitive indices are not available

Outlook Rules and Alerts are not supported

Documentum folder cannot be rule target

Review product release notes for more details

8.0 Third party products used in Documentum Client for Outlook

8.1 Third party compression library used to extract Zip archive attachment contents for Import Xceed Zip Compression Library 5

8.2 What is delta view?
Workshare DeltaView 2.8
If installed its comparison functionality is automatically enabled within DCO
Registry-based lookup by DCO (i.e. DeltaView.Controller\shell\open\command in HKEY_CLASSES_ROOT)
Invoked if duplicated attachments are found in an email
Enabled feature allows user to launch DeltaView from Import options dialog
Existing repository version of the document
Attached version within email message
Feature is disabled if "Prompt for Options on import" is unchecked on the profile

9.0 Acronyms

DCO: Documentum Client for Outlook
UCF: Unified client facilities

10. References

10.1 Useful Support Notes.

SN esg75615 - How to setup and ensure that BOF is enabled.
SN esg76774 and esg76775 - DCO Migration Utility
SN esg80849 and esg77384 - issues with starting DCO and loading PST file.
SN esg82409 - Hot fix for issue where two instances of Outlook are detected.

10.2 For information about the dm_message_archive object look in Content Server 5.3 SP4 or above release notes.

dm_message_archive is viewable in Webtop 5.3 SP4 and beyond. It still has limited functionality however. Can't import for instance.

dm_message_archive object uses a proprietary format that causes a lot of problems. A lot of the issues with DCO are really issues with this format. Product Management is tracking these limitations in:

https://cambiseroom01.naeast.documentum.com/eRoom/Engineering/DCO/0_11a08

Link to NA Content eRoom DCO section. has links to refer to DCO Engineering as well as DCO Engineering Supportability page.

https://cambiseroom01.naeast.documentum.com/eRoom/Engineering/DCO/0_119df

10.3 Documentum ClientOutlook_Troubleshooting

10.4 DCO FAQ :

https://cambiseroom01.naeast.documentum.com/eRoom/Support/NAServSup/0_115c3