Content Manager 9.3 Patch 3 (Build 546)

Enhancements

Change Request: OCTCR6J258092:

Symptom: Content of text that was deleted from a document with revision tracking not indexed by search engine.

Resolution: Enhanced. An option now exists in Enterprise Studio to enable indexing of deleted text when using revision tracking.

For IDOL search engine option is provided under content tab of Enterprise studio-> Dataset -> Content Index.

For Elastic search engine option is provided under general tab of Enterprise studio ->Dataset -> Content Index.

Change Request: OCTCR6J258091:

Symptom: Hidden cells in Excel spreadsheets are not indexed.

Resolution: Enhanced. An option now exists in Enterprise Studio to enable indexing of hidden cells in Excel spreadsheets.

For IDOL search engine option is provided under content tab of Enterprise studio-> Dataset -> Content Index.

For Elastic search engine option is provided under general tab of Enterprise studio ->Dataset -> Content Index.

Change Request: QCCR2D68354:

Symptom: Need to know if Content Manager Supports integration with Kofax 11.

Resolution: Fixed. Content Manager 9.4 Onwards Supports Kofax 11 integration.

Change Request: OCTCR6J282062:

Symptom: Upgrades - Data conversion during upgrading is not performing well as the required indexes are not available.

Resolution: Enhanced. Introduced a new stage to create the important indexes before the data conversion and moved the identified indexes to that stage.

Change Request: OCTCR6J297024:

Symptom: Database - CM 9.3 Patch 3 supports Oracle Database 18c.

Resolution: CM 9.3 Patch 3 supports Oracle Database 18c.

Resolved Known Problems

Change Request: OCTCR6J250451:

Symptom: Spell Check Configuration - MainLexPath registry key resets to default each time CM is restarted.

Resolution: Fixed. MainLexPath registry key will be retained when CM is restarted.

Change Request: OCTCR6J252037:

Symptom: CM Search Error - Custom text field search generates Error, Bracket mismatch in the query.

Resolution: Fixed. CM IDOL search is now successful for additional fields. No Bracket mismatch error is reported.

Change Request: OCTCR6J252021:

Symptom: If saved search list contains some special prefix character in the first column of the list, prefix search is not working as expected.

Resolution: Fixed. Saved search list is successfully able to perform prefix search with names containing special character.

Change Request: OCTCR6J256021:

Symptom: Microsoft Office Integrations - Documents checked out to Offline Record are checking in automatically when saved and closed.

Resolution: Fixed. Microsoft Office Integrations - Documents checked out to Offline Record are not checking in automatically when saved and closed.

Change Request: OCTCR6J258002:

Symptom: No option to display Lookup Items' Short Value column on screen for CM Desktop.

Resolution: Fixed. Lookup items short value column is displayed on the screen.

Change Request: OCTCR6J262004:

Symptom: CM Hold Search - Searching for records that do NOT have a hold assigned returns all records.

Resolution: Fixed. CM Hold Search - When searching for records where there is no hold, search results displays records with no holds.

Change Request: OCTCR6J262015:

Symptom: WebClient - Options Filter Record Types do not show all Record Types.

Resolution: Fixed. When searching for records (using options/filter record types) shows all record types.

Change Request: OCTCR6J263028:

Symptom: Outlook Thin Client - Integration fails with error " IDX10223: Lifetime validation failed, the token is expired. The Azure AD token expires and is not refreshed causing the Office Integration to stop working after an hour.

Resolution: Fixed. The Office Integration stores the token expiry and requests a refresh from Azure AD when the token is about to expire.

Change Request: OCTCR6J264002:

Symptom: Warehouse Integration - running the FEED command, the .DAT file for the second PICKUP request is not deleted successfully.

Resolution: Fixed. Now, running the FEED command, the .DAT file for the second PICKUP request will get deleted successfully. The .DAT file for the second box will not contain the RFL of first requested PICKUP box URI.

Change Request: OCTCR6J268040:

Symptom: Record Statistics Report -- Statistics in the report is incorrect.

Resolution: Fixed. The statistics in the Record Statistics Report are generated correctly.

Change Request: OCTCR6J266014:

Symptom: Consignments - Creating new consignment, displays error message when the user is an Administrator user type with all permissions granted but without HIGHEST security override turned on.

Resolution: Fixed. No error messages displayed when creating or destroying consignments.

Change Request: OCTCR6J270018:

Symptom: Web Client - When viewing a document in the Web Client, the 'X' button to close it does not always prompt initially to close the document. Eventually hovering over the 'X' does produce the prompt to close the document.

Resolution: Fixed. The document closes without any issue in the document viewer.

Change Request: OCTCR6J272025:

Symptom: Web Server - Frequent memory issues on the webserver. The usage of system memory by IIS Worker process keeps growing from CM Web Client application pool.

Resolution: Fixed. After clean-up, the files are removed from uploadedFiles.cache and is not present in the uploaded folder.

Change Request: OCTCR6J273045:

Symptom: Email Link - Email Link service fails to run when logged in user is not also a Location in CM.

Resolution: Fixed. Email link sync service now runs when the associated account is not a location in Content Manager.

Change Request: OCTCR6J275067:

Symptom: CM Media Server - Media Server service doesn't start when "Check the box to use an existing KeyView instance" option is selected during the Media Server installation.

Resolution: Fixed. CM Media Server service starts without error when "Check the box to use an existing KeyView instance" option is selected during the Media Server installation.

Change Request: QCCR2D67484:

Symptom: Documentation needs updating to include SQL Server 2017.

Resolution: Documented. Included in the Specification pdf.

Change Request: OCTCR6J275117:

Symptom: In the Relate Records To dialog, the Add and Remove buttons are disabled even after selecting another record to add or remove the relation to.

Resolution: Fixed. Buttons are enabled as and when required.

Change Request: OCTCR6J269027:

Symptom: Directory Synchronization - running the synchronization for the first time creates the location as "Lastname, Firstname" format. Running the synchronization again, the same location updates as "Firstname Lastname" format.

Resolution: Fixed. Running the synchronization again retains the location format as "Lastname, Firstname".

Change Request: OCTCR6J276006:

Symptom: Searching - The search method that appears in Search Window or Quick Search bar never got updated with the last method user used.

Resolution: Fixed. Now, the search method gets updated with the last method the user used.

Change Request: OCTCR6J276019:

Symptom: Retention and Disposal Processing - Performing Archivist Review "Ignore Warning Issue" does not clear Consignment disposal issue warnings and shows the consignment status as issue outstanding.

Resolution: Fixed. Performing Archivist review "Ignore Warning Issue" clears the issue and also the consignment status is waiting on completion.

Change Request: QCCR2D67986:

Symptom: Searching for Records using Creator or other location search methods presents a lagged/slow keystroke.

Resolution: Fixed. Searching for Records using Creator or other location search methods sends a search query only after entire string is received.

Change Request: OCTCR6J280030:

Symptom: The content index process displays 'Blocked by error' if it encounters a missing document in the Amazon S3 document store. It will not process any further records.

Resolution: Fixed. The document Content index process continues to process the remaining documents if any. If a block is detected, it will be logged and the process continues.

Change Request: OCTCR6J280094:

Symptom: Records cannot be added to folder/container with a hold even the option "Allow adding records to a container with a hold" is enabled.

Resolution: Fixed. Records can now be added to a folder/container with a hold when the option "Allow adding records to a container with a hold" is enabled.

Change Request: OCTCR6J279103:

Symptom: The option "Also include any locations in the corresponding access control of the container record" in Replace mode of the ACL is not working properly.

Resolution: Fixed. The option "Also include any locations in the corresponding access control of the container record" in Replace mode of the ACL is now working properly.

Change Request: OCTCR6J279001:

Symptom: Record type search does not return correct results with long titles.

Resolution: Fixed. Now, Record type search returns correct results with long titles.

Change Request: OCTCR6J280056:

Symptom: Workgroup Server - large amount of certificate validation calls are made to the certificate authority.

Resolution: Fixed. The Workgroup server now only loads the certificate credentials once, rather than loading them each time a client connects.

Change Request: OCTCR6J278077:

Symptom: Access Control - Adding locations to access controls, removes previous access control members.

Resolution: Fixed. Adding locations to access controls does not remove previous access control members.

Change Request: OCTCR6J280092:

Symptom: SDM Integration - Getting a timeout error when attempting to convert SDM data to Content Manager.

Resolution: Fixed. The SDM conversion converts data to upper case in Oracle.

Change Request: OCTCR6J280097:

Symptom: Schema Check for the upgraded database, results in massive amount of error against table columns that specified to use CHAR.

Resolution: Fixed. The issue with addressing Global Default semantic in Oracle is resolved. There are no schema errors now. The schema check was successful.

Change Request: OCTCR6J266028:

Symptom: Long running operations using connected record set, could result in unknown error if the connection is dropped by the RDBMS server.

Resolution: Fixed. Avoid the unknown error by checking whether the connection is active as and when retrieving the next batch records. The operation will still fail but the client knows that the connection is dropped by RDBMS rather than unknown error.

Change Request: OCTCR6J281115:

Symptom: Issues with the time stamp when registering records using the service API.

Resolution: Fixed. The new records are time zone adjusted.

Change Request: OCTCR6J281164:

Symptom: Document Review and Authorization - Behaviour is no longer correct (compared to released feature).

Resolution: Fixed. The fix will leave any existing document review records in an invalid state. To correct, use the restart function.

Change Request: OCTCR6J282060:

Symptom: Schema Upgrade - Historical online audit log entries showing incorrect data.

Resolution: Fixed. Schema upgrade has been corrected. For database where schema has already been completed, there is a support technote on how to correct the audit entries that were converted incorrectly. Also, the CM 9.4 schema conversion will automatically correct these entries.

Change Request: OCTCR6J282063:

Symptom: Office Applications (Word, Excel & Project) is crashing while viewing the document through Content Manager Ribbon > Record Properties.

Resolution: Fixed. Office Applications (Word, Excel & Project) does not crash while viewing the document through Content Manager Ribbon > Record Properties.

Change Request: QCCR2D60984:

Symptom: Documentation update to provide clarity when using MSPs deployed by the Administrative Installation process.

Resolution: Documented. New section with information and details on how to apply a patch using an Administrative Installation.

Change Request: OCTCR6J284100:

Symptom: Web Client - When creating a new Record there is an issue when filtering the Lookup sets. Retrieving the Lookup sets is quick, but when filtering, it takes a long time for each character.

Resolution: Fixed. Improved filtering when using lookup sets during record creation on the web Client.

Change Request: [OCTCR6J285004](#):

Symptom: CM Active Audit log -- machine name and time zone not populated for certain event types.

Resolution: Fixed. The machine name and time zone are now stored correctly for all event types.

Change Request: [OCTCR6J293009](#):

Symptom: Checking out Multiple Documents to custom directory Returns Incorrect Path.

Resolution: Fixed. Checking out of multiple documents to custom directory will not return incorrect path and user will be able to check in properly.

Change Request: [OCTCR6J292096](#):

Symptom: CM Desktop client "Monitor Render Queue" is not working.

Resolution: Fixed. Now on clicking "Monitor Render Queue" from CM Desktop client, the window is launched and shows the render queue status.

Change Request: [OCTCR6J288050](#):

Symptom: The last selected pane on the View Pane is not remembered.

Resolution: Fixed. The last selected pane on View Pane will be the default pane selected until you change it by selecting a different pane.

Change Request: [OCTCR6J293140](#):

Symptom: When upgrading or uninstalling Media Server, all files and folders under the Content Manager installation directory (e.g. "C:\Program Files\Micro Focus\Content Manager") will be removed.

Resolution: Fixed. Now when you upgrade or uninstall Media Server, all files and folders under the Content Manager installation directory are retained.

Change Request: [OCTCR6J272021](#):

Symptom: Iron Mountain - Error processing feed file "invalid TRIM Record URI value '59A' at index 5".

Resolution: Fixed. Whenever an error occurs processing the feedback line (.dat) file from Iron Mountain, the system logs the issue and continue the other line to process and ensures the whole feedback file records has been updated to the CM with the status.

Change Request: OCTCR6J297086:

Symptom: SharePoint Integration - Displaying Owner Field.

Resolution: Fixed. When Owner field of the library is mapped to CM column, the IIS service account user is updated always and not the original user selected from the library and saved managed.

Change Request: OCTCR6J288092:

Symptom: Web Client - Jurisdiction values not coming up in search editor and child jurisdiction values not coming up.

Resolution: Fixed. Updated Search Query of 'Jurisdiction' to retrieve data properly in search editor.

Change Request: OCTCR6J257073:

Symptom: CM Content Manager Outlook Add-in disappearing after creating a new appointment.

Resolution: Fixed. Outlook Add-in will not disappear after creating a new appointment.

Change Request: QCCR2D67715:

Symptom: SharePoint Integration - Relocation not working.

Resolution: Fixed. The site URL has been modified to document hosting URL and now able to relocate the items when versioning is enabled in the subsites.

Change Request: OCTCR6J279086:

Symptom: WebClient - Setting Page encountered Console error onClick on DateFormat.

Resolution: Fixed. Override the on-blur function and verified the string value of context.Value Object.

Change Request: OCTCR6J285013:

Symptom: Console Error on Tagging Multiple Records.

Resolution: Fixed. Some cases certain variables undefined that got resolved by making appropriate code changes.

Change Request: OCTCR6J297041:

Symptom: Document Stores - AWS store integration not working with storage services that have non-default port numbers.

Resolution: Fixed. The AWS store integration now works when non-default port numbers are used.

Change Request: OCTCR6J263035:

Symptom: Outlook Integration - Microsoft Outlook Integrations: Content Manager Ribbon item is displaying twice in the Appointment / Meeting Window.

Resolution: Fixed. Content Manager Ribbon item will display only once the Appointment / Meeting Window.

Change Request: QCCR2D68545:

Symptom: Installation - Upgrade to CM leaves an old .dll file in the Global Assembly Cache which results in version mismatch.

Resolution: Fixed. Upgrading does not retain an old .dll file in GAC and hence resolving the version mismatch issue.

Change Request: OCTCR6J252077:

Symptom: Directory Synchronization - When the option "Enable Active Directory Incremental Synchronization" is enabled, Scheduled or manual synchronization doesn't update the member relationship between Person and Group locations in CM.

Resolution: Fixed. When running incremental Synchronization manually or using Scheduled, it will update group and member location relationships in the CM.

Change Request: OCTCR6J256031:

Symptom: Import/Export - DataPort unable to import Locations with Additional Fields.

Resolution: Fixed. The user is able to import the locations with additional fields without any error message.

Change Request: OCTCR6J257023:

Symptom: Searching - Record Number search does not return the first part if the record does not have a 3-digit part number.

Resolution: Fixed. Searching on the basis of record number when it is a 2-digit part number is working as expected now.

Change Request: OCTCR6J266035:

Symptom: Bulk Update / Elastic Reindex is interrupted by error when an update is done via HTTPS WGS connection.

Resolution: Fixed. Updating a large number of records in bulk succeeds without any interruption.

Change Request: OCTCR6J279086:

Symptom: WebClient - Setting Page encountered Console error onClick on DateFormat.

Resolution: Fixed. Override the on-blur function and verified the string value of context.Value Object.

Change Request: OCTCR6J279102:

Symptom: Office Integration - the CM ribbon is disabled for new read-only documents.

Resolution: Fixed. CM ribbon is enabled for new read-only documents also.

Change Request: OCTCR6J280106:

Symptom: Document stores - Unable to connect to S3 storage on ECS when using a specific port.

Resolution: Fixed. The initial error is fixed and the connection to S3 storage over a port is successful.

Change Request: OCTCR6J281001:

Symptom: CM Enterprise Studio - Issue with Index Text function name.

Resolution: Fixed. CM Enterprise Studio -Issue with Word Index function name is resolved.

Change Request: OCTCR6J281064:

Symptom: Web Client - displaying Browse via Classifications runs over two lines and the text is overwriting Browse via User Labels.

Resolution: Fixed. The text now should be going over the next line without interfering with Browse Via User Labels.

Change Request: OCTCR6J281113:

Symptom: User Interface - Right-click context menu not working when using an MS Surface touch screen.

Resolution: Fixed. The right-click context menu is working when using an MS Surface touch screen.

Change Request: OCTCR6J282030:

Symptom: Directory Synchronization - if the setting of "Deactivate Location" is ticked when running Synchronization, it doesn't create a new location and gives the error.

Resolution: Fixed. You can create new locations with the "Deactivate Location" option ticked and with login enabled.

Change Request: OCTCR6J282132:

Symptom: Email Integration - Check for Duplicate emails does not work.

Resolution: Fixed. Duplicates emails are checked based on sizes and title/subject.

Change Request: OCTCR6J284138:

Symptom: SDM Integration - When attempting to migrate data from SDM to CM a disconnect/timeout occurs during the convert process. Attempting to resume results in a Primary Key violation.

Resolution: Fixed. A disconnect/timeout will no longer occur, and the client will instead wait for the call to the workgroup server to complete.

Change Request: OCTCR6J287026:

Symptom: Access Control - The custom button is disabled if no access control is highlighted.

Resolution: Fixed. The custom button in the access control tab is enabled even if no access control is highlighted.

Change Request: OCTCR6J287098:

Symptom: Work Tray - no longer sorts records by the order in which records were added to Work Tray.

Resolution: Fixed. Work Tray sorts the records by the order in which they were added to the Work Tray.

Change Request: [OCTCR6J289014](#):

Symptom: Web Client - document the source of the thumbprint used for configuring Web Client to function with ADFS.

Resolution: Fixed. Updated the Web Client document to put in a clear statement for where the thumbprint is coming from and how to retrieve the information.

Change Request: [OCTCR6J292105](#):

Symptom: SharePoint Integration - Archive/Relocate site feature will fail due to security implementation.

Resolution: Fixed. Security implementation logic changed to fix the Archive/Relocate feature failure.

Change Request: [OCTCR6J293143](#):

Symptom: OCR Rendering - OCR request fails with an error.

Resolution: Fixed. When an alternative server for OCR rendering is configured then CM will now use already existing OCR rendition staging UNC folder path to share the extracted document to the media server.

Change Request: [OCTCR6J294006](#):

Symptom: Microsoft Office Integrations - "Close all windows" generates inconsistent check-in behaviour.

Resolution: Fixed. Microsoft Office Integrations - "Close all windows" have consistent check-in behaviour. All documents are successfully checked-in back into the Content Manager.

Change Request: [OCTCR6J294077](#):

Symptom: Office Integration - Office documents are checked-in without saving changes.

Resolution: Fixed. Office documents are checked-in with changes saved.

Change Request: [OCTCR6J295047](#):

Symptom: CM Client - Document Checked-in/ Check-Out status doesn't refresh.

Resolution: Fixed. Record Check In and Check out status now gets updated correctly.

Change Request: OCTCR6J295055:

Symptom: Office Integration - Undo Check-in occurs when Word is saved and closed before save can complete.

Resolution: Fixed. If 'save' is occurring at the same time as you close Word then a message will be displayed warning you that a save is happening and asking you to close later.

Change Request: OCTCR6J296007:

Symptom: SharePoint - Error while preparing Record Type when managing a document.

Resolution: Fixed. This is due to SPI properties that exist in CM with no Unique ids. Now updating properties also have unique ids and hence no error occurs.

Change Request: OCTCR6J296023:

Symptom: Not able to browse SDK documentation site for help.

Resolution: Fixed. Document/help files updated with new links for SDK documentation which will redirect to proper site.

Change Request: OCTCR6J296024:

Symptom: Office integration - Error message is logged in office integration when CM is accessed using File > Open > Content Manager menu.

Resolution: Fixed. No error message is logged in office integration when CM is accessed using the File > Open > Content Manager menu.

Change Request: OCTCR6J296048:

Symptom: Auto Classification - Auto-Classification process failed attempt details are included when finding terms.

Resolution: Fixed. The entries for the Notes are now wrapped in tags which allows them to be removed from the metadata updates to IDOL.

Change Request: OCTCR6J296092:

Symptom: Office integration - Error message logged when CM menu is accessed using File > Open > Show All Trays.

Resolution: Fixed. No error message is logged when CM menu is accessed using File > Open > Show All Trays.

Change Request: OCTCR6J297035:

Symptom: Office Integration - unable to close PowerPoint and Project documents.

Resolution: Fixed. PowerPoint and Project documents close successfully.

Change Request: OCTCR6J297076:

Symptom: Installation - Unable to install Media server when the option "Check the box to use an existing KeyView instance" is selected during installation.

Resolution: Fixed. All the necessary KeyView binaries are included with the Media Server MSI so this option is no longer required or necessary.

Change Request: OCTCR6J297035: