



IBM Content Collector
Version 4.0.1.9

Readme



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Part 1. IBM Content Collector Version 4.0.1.9

Readme documentation for IBM® Content Collector Version 4.0.1.9 including installation-related instructions, prerequisites and co-requisites, and information about fixes, changes, and limitations for IBM Content Collector for Email, IBM Content Collector for File Systems and IBM Content Collector for Microsoft SharePoint.

Readme file for:

IBM Content Collector

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Download location

Download IBM Content Collector, Version 4.0.1 Fix Pack 9, from the following location:

<http://www.ibm.com/support/docview.wss?uid=ibm10873288>

The following deliverables are available for download.

Product/Component name	File name	Platform
IBM Content Collector V4.0.1 FP009 readme	4.0.1.9-IBM-ICC-FP009.pdf	NA
IBM Content Collector V4.0.1 FP009 Server	4.0.1.9-IBM-ICC-Server-FP009.zip	Windows

Product/Component name	File name	Platform
IBM Content Collector V4.0.1 FP009 Outlook Extension (32 Bit)	4.0.1.9-IBM-ICC-OE-32Bit-FP009.zip	Windows
IBM Content Collector V4.0.1 FP009 Outlook Extension (64 Bit)	4.0.1.9-IBM-ICC-OE-64Bit-FP009.zip	Windows
IBM Content Collector V4.0.1 FP009 for OWA	4.0.1.9-IBM-ICC-OWA-FP009.zip	Windows
IBM Content Collector V4.0.1 FP009 CM8Text Support	4.0.1.9-IBM-ICC-CM8Text-WIN-FP009.zip	Windows
	4.0.1.9-IBM-ICC-CM8Text-Linux32-FP009.tar.gz	Linux
	4.0.1.9-IBM-ICC-CM8Text-Linuxz-FP009.tar.gz	zLinux
	4.0.1.9-IBM-ICC-CM8Text-AIX-FP009.tar.gz	AIX

Note: IBM Content Collector V4.0.1 FP009 CM8Text Support component not available for Solaris platform as IBM JAVA 8 32-Bit JRE is not available.

Prerequisites and co-requisites

The server package of IBM Content Collector V4.0.1 Fix Pack 9 beta release requires the IBM Content Collector V4.0.1 server package as a prerequisite.

Software pre-requisite to use Microsoft Exchange online as a source system:

1. Install Microsoft Outlook 2016, including the latest service packs and patches on the IBM Content Collector server.
2. Start Microsoft Outlook and verify its connection to the email server:

Create a profile with Exchange Online using the user ID that you intend to use as the user account for the IBM Content Collector Email Connector configuration.
3. Make Microsoft Outlook the default email client.
4. Configure Microsoft Outlook to prompt for a profile every time Outlook is started.
5. Stop Microsoft Outlook before you install IBM Content Collector Server.
6. For the Exchange Online mail profile created by IBM Content Collector Server, reopen the profile and make sure that the password is saved. Configure it as “Always use this profile”.

For other information about hardware and software compatibility, see the detailed system requirements document at:

<http://www.ibm.com/support/docview.wss?uid=swg27042658>

Known issues / Limitations

CM 8.6 Support on IBM Content Collector Server

IBM Content Collector currently does not support CM 8.6 connector as a pre-requisite. Install CM 8.5 connector on IBM Content Collector Server for setting up connection with CM 8.6.

IBM Content Collector CM8 Text Search Support

When you install using "<IBM Content Collector V4.0.1 FP009 CM8Text Support>", permission denied error may occur on non-windows platforms (AIX, Linux, zLinux). This is because default permission for installer is executable for any user in case of non-windows platforms.

To avoid the permission error, execute "< IBM Content Collector V4.0.1 FP009 CM8Text Support >" using *chmod 777 install.bin*

Installation

"Installer User Interface Mode Not Supported" error pops-up while installing IBM Content Collector 4.0.1 FP009 Outlook Extension (32-Bit and 64-Bit) and IBM Content Collector 4.0.1 FP009 CM8 Text Search in GUI mode on following platforms:

- Microsoft Windows Client operating systems later than Windows 8
- Microsoft Windows Server operating systems later than Windows Server 2008

To resolve the GUI installation error, run the installer in Windows 8 Compatibility mode.

Microsoft Exchange Online as a collection source

1. Microsoft Exchange Hybrid environment (Exchange On-premise + Exchange online configuration on single ICC Server) is not supported in this release; it is planned for phase two.
2. ICC for OWA support is not available with Microsoft Exchange Online due to limitation from Microsoft on supporting OWA custom plugins with Microsoft Exchange Online.
3. Collection source type "Journal" is not supported. In Microsoft Exchange online, you can't designate an Exchange Online mailbox as a journaling mailbox. You can deliver journal reports to an on-premises archiving system or a third-party archiving service. If you're running Microsoft Exchange hybrid deployment with your mailboxes split between on-premises servers and Exchange Online, you can designate an on-premises mailbox as the journaling mailbox for your Exchange Online and on-premises mailboxes.
4. "All mailboxes on a server (except journals)" is not supported. In case of Microsoft Exchange on-premises, ICC retrieves the required information from Active Directory. This information is currently unavailable in case of Microsoft Exchange Online.
5. Following options are disabled in Email Connector Connection configuration:
 - a. Open mailboxes with privileged access
 - b. Open public folders with privileged access
6. Following option is disabled in Email Connector Processing options configuration when ICC for Microsoft Exchange Online is configured with Azure Active Directory:
 - a. Retrieve user IDs of internal recipients and senders from Active Directory

7. Collection based on “Managed Exchange folders” is not supported when ICC for Microsoft Exchange Online is configured with Azure Active Directory as the required information about retention policies and settings is not exposed by Exchange Online.
8. Following features are not available with ICC for Microsoft Exchange Online.
 - a. Detect Litigation Hold (stubbing)
 - b. Detect Single Item Recovery (stubbing)

During stubbing task route, ICC needs to check whether a mailbox is on "Litigation hold" or has "Single-item Recovery enabled" using mailbox flags. In case of Microsoft Exchange on-premises, this information is stored in Active Directory and the same is unavailable in case of Microsoft Exchange Online. It is recommended to avoid the mailboxes with "Litigation hold" or "Single-item Recovery enabled" to be used with Stubbing task route.

9. Stubbing: When ICC for Microsoft Exchange Online is configured with local Active Directory, ICC successfully archives emails however, fails to create preview links. Use the following workaround to resolve this issue:

Under Email Connector variables, add variable ‘ex.ad.IgnoreMailboxFlags’ with the value of “true”.

10. PST Archiving may fail when collection source “PST file on a computer” or “PST files on computers in a computer group” is used with ICC for Microsoft Exchange Online is configured with local Active Directory. In this case, “All PST files in a folder tree” can be used as an alternative.
11. Localization: In Email Connector Configuration, some new tooltips will appear in English for locale. Localization/translation for these will be included in next release.
12. IBM Content Collector encounters low performance in Microsoft Exchange Online environment, as compared to IBM Content Collector in Microsoft Exchange On-premises environment. When IBM Content Collector download mails from Exchange Online server which is on different domain through internet, ‘Network’ factor plays a major role. See documentation for more details.

Other known problems, restrictions, and solutions that affect administration and usage of fix packs are documented as tech- docs in the product support knowledge database.

To review all known problems, restrictions, and solutions that affect Version 4.0.1 fix packs, use the following link to query the product support knowledge database:

<http://www.ibm.com/support/search.wss?tc=SSAE9L&atrnl=SWVersion&atrnl=4.0.1&rankprofile=8&dc=DA400&dtm>

Installation information

Apply IBM Content Collector V4.0.1 Fix Pack 9 to update IBM Content Collector V4.0.1 or V4.0.1.1 or V4.0.1.2 or V4.0.1.3 or V4.0.1.4 or V4.0.1.5 or V4.0.1.6 or V4.0.1.7 or V4.0.1.8.

Prior to installation

Before you install the fix pack in a production environment, make sure that you have a complete backup or snapshot of your system so that you can roll back the fix pack installation if a problem should arise. If you have modified any configuration files, make a backup copy of the modified files including any configuration changes in the AFUWeb directory such as **afumessage.properties** and **custom_label.properties** before installing the fix pack.

Installing

To update IBM Content Collector V4.0.1 or V4.0.1.1 or V4.0.1.2 or V4.0.1.3 or V4.0.1.4 or V4.0.1.5 or V4.0.1.6 or V4.0.1.7 or V4.0.1.8 with IBM Content Collector V4.0.1 Fix Pack 9, complete the following steps:

- For IBM Content Collector Server:
 1. Back up your configuration store.
 2. Make sure that all IBM Content Collector services are stopped.
 3. Install IBM Content Collector Server V4.0.1.9.

Important: Do not change the host name of the IBM Content Collector Web Application during installation. Changing the host name will make all previously created stub links unusable. Do NOT run the Initial Configuration Wizard unless you want to change collection source to Microsoft Exchange Online.
 4. If Lotus® Domino® is one of your source systems and your Domino template contains IBM Content Collector functionality, re-enable the existing template. From the Windows start menu, select **All Programs > IBM Content Collector > Set-up Tools > Domino Template Enablement**.
 5. **Optional:** If you use self-signed certificates, run the tool **afu_ewas_exchange_cert.bat** from the AFUWeb folder to replace the existing self-signed certificates with new self-signed certificates that use a key size of 2048 bit.
 6. Adjust the Windows Service users for the IBM Content Collector services as described in the documentation.
 7. **Optional:** If you deploy any of the IBM Content Collector web applications to an external web application server, make sure that the afu.bootstrap.properties file exists in the AFUWeb subdirectory of your web application server profile directory. Copy the SolidDriver2.0.jar file from the *ICCinstallDir\ctms* directory to the *profile\installedApps\cell\afu_metadata_web.ear\afu_metadata_server.war\WEB-INF\lib* of the respective web application server instance.
 8. If you run IBM Content Collector in a cluster and used the Cluster Tool **afuClusterTool.exe** to configure the cluster, please run **afuClusterTool.exe** with the appropriate options to make sure that the cluster is configured to fit your environment, for example that the first and secondary configuration hosts are set correctly. To verify whether IBM content Collector cluster is set up successfully, refer to [SolidDB Setup in an IBM Content Collector cluster](#).
 9. Restart the Task Routing Engine and the IBM Content Collector Web Application service.

Note: In case of Configuration issues during search, preview or for cluster setup you can perform “Configuration Web Service” from the Configuration Manager->General Settings.

For all other components, install the respective IBM Content Collector V4.0.1 Fix Pack 9 package.

Notes:

- During the installation on Windows platform Windows firewall might pop up blocking programs warnings, in this case you should trust them and add them into the network access trust list.
- Some Limited Availability APAR fixes may not be incorporated in the GA release. The same may get overridden after the upgrade and needs to be re-applied. Contact IBM Support Helpdesk to confirm such LA-fix compatibility with this FP release.

Fixes and changes made in version 4.0.1.9

New Features

1. Microsoft Exchange Online Support

Starting with this release, Microsoft Exchange Online can now be configured and selected as Email collection source with IBM Content Collector. It enables user to archive, stub, search, view, or restore archived content for Exchange Online mailboxes. It also allows to search, preview and restore the already

archived emails for the mailboxes that are migrated from Microsoft Exchange on-premises (Exchange 2013 or Exchange 2016) to Microsoft Exchange Online.

Microsoft Exchange Online can be configured with Azure Active Directory or Local Active Directory (synchronized with Azure Active Directory). Supported features may differ based on how your Microsoft Exchange Online is setup. Refer documentation for more details.

2. MAPI over HTTP Support

Prior to this release, IBM Content Collector Outlook Extension supported only RPC over HTTP protocol for communicating with Microsoft Exchange Server. IBM Content Collector can now communicate to Microsoft Exchange Server using MAPI over HTTP protocol.

3. CM 8.6 Support for IBM Content Collector CM8 Text Search

IBM Content Collector CM8 Text Search now supports CM 8.6. For the compatibility with CM8.6, this component now uses Java 8.

Starting with this release, IBM Content Collector CM8 Text Search will deploy and use its own copy of OIT/INSO libraries on CM8 Server.

Localization

In IBM Content Collector 4.0.1 FP008, following texts appeared in English for all locale. This release includes the Localization/translation for the same:

- ICC for SharePoint: New metadata property: *“Library PATH”*
- ICC for Email: Following error message is displayed when user tries to install OE (64 Bit) on Outlook 2007. *“IBM Content Collector Outlook Extension (64-Bit) does not support Microsoft Outlook 2007. Install a later version of Microsoft Outlook before you install IBM Content Collector Outlook Extension.”*
- ICC for Email: Web Search UI displays following warning message: *“Searches default to email sent/received in the last <No of months> month(s). Longer date range can produce a longer wait time for results.”*

Fixed APARs

Following APARs are fixed in this release: HE12753, HE12771, HE12791, HE12836, HE12885, HE12395, and HE12767

For the detail list of APARs that are included in IBM Content Collector V4.0.1.9, refer to the IBM Content Collector V4.0.1 Fix Pack 9 download page at:

<http://www.ibm.com/support/docview.wss?uid=ibm10873288>

Note: IBM Content Collector V4.0.1 FP009 for OWA contains the HE12870 changes released with IBM Content Collector 4.0.1.8 Interim Fix 010.

Documentation

The following documentation is available:

Online documentation and updates to the documentation

The IBM Content Collector product documentation is available on the web at:

http://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/contentcollector_4.0.1.htm

For product information that is missing or is incorrect in the IBM Content Collector documentation, see the technote about corrections and updates to the documentation for IBM Content Collector V4.0.1:

<http://www.ibm.com/support/docview.wss?uid=swg27043841>

New support documentation has been added to cover details regarding Microsoft Exchange Online as a collection source with IBM Content Collector:

<http://www.ibm.com/support/docview.wss?uid=ibm10874074>

PDF documentation

The PDF documentation is at the level of IBM Content Collector V4.0.1.

See the IBM Content Collector publication library for links to PDF documentation in English and other languages:

<http://www.ibm.com/support/docview.wss?uid=swg27042659>

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Document change history

Date	Description of change
27 February 2019	Original version published