

IBM Content Collector  
4.0.1.12 Interim Fix 2

## *Readme*

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# IBM Content Collector 4.0.1.12 Interim Fix 2

Readme documentation for IBM® Content Collector 4.0.1.12 interim fix 2 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

**Product / Component release:**

Version 4.0.1.12

**Update Name:**

Interim Fix 002

**Fix ID:**

4.0.1.12-IBM-ICC-IF002

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## Download location

The following deliverables are available for download from the IBM Fix Central:

Download Collector 4.0.1.12 interim fix 2 fix files

<https://www.ibm.com/support/fixcentral/swg/selectFixes?parent=Enterprise%2BContent%2BManagement&product=ibm/Information+Management/Content+Collector&release=4.0.1.12&platform=ALL&function=fixId&fixids=4.0.1.12-IBM-ICC-IF002&includeRequisites=1&includeSuperse>

Product / Component name	Platform	File name
IBM Content Collector 4.0.1.12 interim fix 2 readme <a href="https://www.ibm.com/support/pages/node/6471247">https://www.ibm.com/support/pages/node/6471247</a>	Not applicable	4.0.1.12-IBM-ICC-IF002.pdf
IBM Content Collector 4.0.1.12 interim fix 12 Server	Windows	4.0.1.12-IBM-ICC-Server-IF002.zip

## Prerequisites and corequisites

The server package of this interim fix requires the server package of Content Collector 4.0.1 fix pack 12 (4.0.1.12).

This interim fix is completely independent of the following interim fix and can be deployed on top of it too:

Content Collector release version	Component	Release content
Content Collector 4.0.1.12 interim fix 1 <a href="https://www.ibm.com/support/pages/node/6456223">https://www.ibm.com/support/pages/node/6456223</a>	Server (Web Application Liberty)	<b>Liberty PSIRT fix</b> CVE-2020-5258, CVE-2021-26296 <u>Solution</u> : Upgrade to WebSphere Liberty Profile (WLP) 21.0.0.4.

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

- **Latest updates:** IBM Software Product Compatibility Reports  
<https://www.ibm.com/software/reports/compatibility/clarity/index.html>
- **Additional information:** Prerequisites for IBM Content Collector 4.0.1  
<https://www.ibm.com/support/pages/node/614445>

## Known issue

When a MAPI profile user with an On-premises mailbox tries to open mailboxes hosted on Exchange Online, the following error is encountered: MAPI\_E\_NOT\_FOUND.

Workaround: The MAPI profile user should have an Online mailbox to be able to access the Online as well as On-premises mailboxes.

## Installation information

You can apply this fix directly on Content Collector 4.0.1 fix pack 12 (4.0.1.12).

### Notes:

- When following the instructions, replace `<ICC_installation_directory>` with the name of your Content Collector installation directory.
- If the installation directory path contains space, you must use Windows short names while navigating. For example:

**Directory path with spaces:** `C:\Program Files (x86)\IBM\ContentCollector` should be written as

**Desired path:** `c:\progra~2\IBM\ContentCollector`.

You can find the short name for a directory by running this command: `dir /x`.

### A. Installing on IBM Content Collector server

1. Download and extract the 4.0.1.12-IBM-ICC-Server-IF002.zip file to a temporary directory.
2. Close the Configuration Manager, if open.

3. Stop all the Content Collector services:
  - a. IBM Content Collector Configuration Access
  - b. IBM Content Collector Configuration Store
  - c. IBM Content Collector Configuration Store Manager
  - d. IBM Content Collector Cluster Management
  - e. IBM Content Collector Task Routing Engine
  - f. IBM Content Collector Web Application Liberty
  - g. IBM Content Collector Documentation Liberty
  
4. Take a backup of the Configuration Store directory:  
*C:\ProgramData\IBM\ContentCollector\ConfigurationStore*
  
5. Run the installer (4.0.1.12-IBM-ICC-Server-IF002.exe) from the temporary directory and complete the steps in the Wizard.
  
6. Ensure the following files are updated after successful installation:
  - a. Web Application:
    - i. <ICC\_installation\_directory>\AFUWeb\Doc Viewer\win64\DocViewer.ear
    - ii. <ICC\_installation\_directory>\AFUWeb\afu-configurationWebservice.ear
    - iii. <ICC\_installation\_directory>\AFUWeb\afu-dashboard.ear
    - iv. <ICC\_installation\_directory>\AFUWeb\afu\_api.ear
    - v. <ICC\_installation\_directory>\AFUWeb\afu\_metadata\_web.ear
    - vi. <ICC\_installation\_directory>\AFUWeb\afu\_services.ear
    - vii. <ICC\_installation\_directory>\AFUWeb\afu\_web.ear
    - viii. <ICC\_installation\_directory>\AFUWeb\Doc Viewer.ear
    - ix. <ICC\_installation\_directory>\AFUWeb\afu\_ewas\_install.xml
    - x. <ICC\_installation\_directory>\AFUWeb\wink-common-1.4.jar
  
  - b. CTMS:
    - i. <ICC\_installation\_directory>\ctms\localization\Email.Resource.en-US.xml
    - ii. <ICC\_installation\_directory>\ctms\afu-mailconnector-monitor.jar
    - iii. <ICC\_installation\_directory>\ctms\afu-mailconnector.jar
    - iv. <ICC\_installation\_directory>\ctms\afu-mailinterface-domino.jar
    - v. <ICC\_installation\_directory>\ctms\afu-mailinterface-mapi.jar
    - vi. <ICC\_installation\_directory>\ctms\afu-mailinterface-smtp.jar
    - vii. <ICC\_installation\_directory>\ctms\afu-mailinterface.jar
    - viii. <ICC\_installation\_directory>\ctms\ConfigMgr.exe
    - ix. <ICC\_installation\_directory>\ctms\ConfigMgr.pdb
    - x. <ICC\_installation\_directory>\ctms\EmailServer.dll
    - xi. <ICC\_installation\_directory>\ctms\Generic1.dll
    - xii. <ICC\_installation\_directory>\ctms\IBM.CTMS.ConfigMgr.dll
    - xiii. <ICC\_installation\_directory>\ctms\IBM.CTMS.ConfigMgr.pdb
    - xiv. <ICC\_installation\_directory>\ctms\IBM.Ctms.UI.dll
    - xv. <ICC\_installation\_directory>\ctms\IBM.Ctms.UI.pdb
    - xvi. <ICC\_installation\_directory>\ctms\xml-connector.jar
    - xvii. <ICC\_installation\_directory>\ctms\XmlBinding.dll
  
  - c. Library:
    - i. <ICC\_installation\_directory>\lib\afu\_mapi\_if.dll
  
  - d. Initial Configuration:
    - i. <ICC\_installation\_directory>\Configuration\initialConfig\plugins\com.ibm.afu.initialconfig\_1.0.0.jar

- ii. <ICC\_installation\_directory>\Configuration\initialConfig\plugins\com.ibm.afu.mailinterface\_1.0.0\afu-mailinterface-dominio.jar
  - iii. <ICC\_installation\_directory>\Configuration\initialConfig\plugins\com.ibm.afu.mailinterface\_1.0.0\afu-mailinterface-mapi.jar
  - iv. <ICC\_installation\_directory>\Configuration\initialConfig\plugins\com.ibm.afu.mailinterface\_1.0.0\afu-mailinterface.jar
  - v. <ICC\_installation\_directory>\Configuration\initialConfig\plugins\com.ibm.afu.xmlconfig\_1.0.0\cas-initialconfigschema.jar
- e. Tools:
- i. <ICC\_installation\_directory>\tools\ExchangeHybrid\Get-ExchangeOnlineUserMailboxDNs.ps1
  - ii. <ICC\_installation\_directory>\tools\ExchangeHybrid\Get-ExchangeOnpremiseUserMailboxDNs.ps1
  - iii. <ICC\_installation\_directory>\tools\ExchangeHybrid\Merge-UserMailboxDNs.ps1
7. Based on the requirement, you can either:
- a. Create a new catalog using the initial configuration tool and select *Microsoft Exchange Hybrid*, or
  - b. Modify the Email connector configuration in Configuration Manager to use the *Microsoft Exchange Hybrid* option and add the necessary details.
8. Reconfigure Web Application Service, if not triggered automatically.

## B. Exchange Migrated Mailbox mapping for Search Support

You need to create a mapping that links all the mailbox Distinguished Names (DN), for letting the Content Collector functionality work as expected. For details, refer to the following topic in IBM documentation:

### Enabling search for Microsoft Exchange migrated mailboxes

<https://ibm.com/docs/en/content-collector/4.0.1?topic=documents-enabling-search-microsoft-exchange-migrated-mailboxes>

## Uninstalling from IBM Content Collector server

1. Close the Configuration Manager, if open.
2. Stop all Content Collector services:
  - a. IBM Content Collector Configuration Access
  - b. IBM Content Collector Configuration Store
  - c. IBM Content Collector Configuration Store Manager
  - d. IBM Content Collector Cluster Management
  - e. IBM Content Collector Task Routing Engine
  - f. IBM Content Collector Web Application Liberty
  - g. IBM Content Collector Documentation Liberty
3. Restore the Configuration Store directory backed up during installation:  
*C:\ProgramData\IBM\ContentCollector\ConfigurationStore*
4. Run <ICC\_installation\_directory>\interimFixes\4.0.1.12-IF002\_rollback\rollback.cmd script as Administrator for uninstalling this fix.

# Fixes and changes

This interim fix introduces the following feature and addresses the mentioned defects:

## New feature

Added support for Microsoft Exchange Hybrid

IBM Content Collector for Email supports Microsoft Exchange Hybrid as a source system.

- The Microsoft Hybrid deployment allows an organization to have a single Exchange setup which can comprise of Exchange On-premises as well as Exchange Online.
- The Microsoft Exchange Hybrid setup can include mailboxes hosted Online as well as On-premises. As a result, Exchange On-premises features for Content Collector that were not available for Exchange Online are now available with Microsoft Exchange Hybrid.
- Microsoft Exchange Hybrid allows a user to archive from a mixed collection source (mailboxes hosted On-premises and Online) in the same or in a separate Task Route.

## Internal defects

1. **69126:** When Microsoft Exchange Online Active Directory is used, stub links and preview links are not created with stubbing Task Route.  
  
Stub links are now generated while archiving from an Exchange Online mailbox (migrated mailbox or mailbox created on Exchange Online) irrespective of the mailbox flags (Litigation Hold and Single Item Recovery) that are set on the user mailbox.
2. **69133:** Archiving PST files fails when the following collection sources are used with Microsoft Exchange Online Active Directory as the source system:
  - PST file on a computer
  - PST files on computers in a computer group  
PST files located on a remote computer can now be archived when Exchange Online Active Directory is used as the source system.

## Documentation

- Download Content Collector 4.0.1.12 interim fix 2 (Readme file)  
<https://www.ibm.com/support/pages/node/6471247>
- IBM Content Collector for Microsoft Exchange Hybrid (consolidated updates)  
<https://www.ibm.com/support/pages/node/6471249>
- IBM Content Collector Downloads  
<https://www.ibm.com/support/pages/node/613127>
- IBM Software Product Compatibility Reports  
<https://www.ibm.com/software/reports/compatibility/clarity/index.html>
- IBM Content Collector 4.0.1 documentation  
<https://www.ibm.com/docs/en/content-collector/4.0.1>

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## Document change history

Date	Description of change
26 August 2021	Original version published