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News

About this newsletter

This newsletter is designed to keep you better informed about IBM® Content Manager OnDemand on all platforms. The newsletter is published quarterly.

Previous editions of this newsletter can be found in [support item 628001](#). They are also available on the OnDemand User Group web site under the heading '[Presentations, Newsletters, and such](#)'.

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This newsletter is formatted so that it is easier to read on wide screen devices. Use the full screen viewing option in Adobe Reader or Acrobat (Ctrl+L) for best results.

IBM Content Manager OnDemand education for V10.1 and beyond

You can easily create a Content Manager OnDemand application definition—but do you understand what you're doing? Take Content Manager OnDemand Education when you first install Content Manager OnDemand or when you hire new employees to have a strong understanding of the fundamentals of the system, how to administer it, and its purpose.

Instructor-led

OnDemand University (ODU) instructor-led online training courses from enChoice provide all the benefits of live instruction without the hassle of travel time and costs – students can learn virtually from wherever an internet connection is available.

The following public instructor-led online class is scheduled for the following week in 2020:

- October 19-23, 2020

Self-paced

Self-paced online training courses from enChoice are perfect for busy professionals who require flexibility with their class schedules. Classes may be taken anytime, anywhere at the student's own pace. Courses are created and taught in English by certified, IBM-authorized Content Manager OnDemand instructors.

Two self-paced course are available:

IBM Content Manager OnDemand Administration

This is the foundational course for individuals interested in learning about the major functions of the IBM Content Manager OnDemand system. The course starts with a basic overview of the system, and then teaches students how to:

- Create and maintain Content Manager OnDemand objects such as applications, application groups, and folders
- Index, load, and retrieve various types of documents and report files in a Content Manager OnDemand system

IBM Content Manager OnDemand Advanced System Administration

This self-paced course builds on the foundational course by providing system administration concepts for the Content Manager OnDemand solution. It provides students with a thorough understanding of Content Manager OnDemand architecture and system object concepts as well as storage administration, document storage and indexing components such as the PDF indexer, the 390 indexer, and the XML indexer. The course also covers database configurations, command utilities, server APIs and the Web Enablement Kit (ODWEK).

To register for any of these classes, visit the enChoice Education page, the IBM Education website, or contact your TechData/Exit Certified, or LearnQuest training coordinator.

Custom or private remote or onsite classes are also available – simply contact ODU@enchoice.com for more information.

Tips – Cross Platform

Starting your instance server results in an ARS_ORIGINAL_CODEPAGE error

Problem

Starting your Content Manager OnDemand instance server results in an error similar to the following (where MYINST is the name of the Content Manager OnDemand instance that is being started):

```
ARS0013E DB Error: STARTUP -- SQLSTATE=1.  
ARS_ORIGINAL_CODEPAGE is not defined in  
ars.cfg. Run arsdm -u -I MYINST to determine  
setting of ARS_ORIGINAL_CODEPAGE, SQLCODE=0,  
File=arssrvr.c, Line=7284
```

Cause

This error can occur if your Content Manager OnDemand instance is configured incorrectly. It can also occur if you specify an incorrect instance name during server startup or if you do not have the required permissions to access the Content Manager OnDemand configuration files.

See [support item 6336889](#) for more detail.

Chrome 84 restricts TLS 1.0 and 1.1

Chrome 84 implements a Transport Layer Security (TLS) 1.0 / 1.1 restriction that causes blocked access for IBM Content Navigator (ICN) deployments that use the older protocols. The Administrative Console for Content Engine (ACCE) is also affected by this restriction.

ICN deployments should switch to TLS 1.2 when using Chrome 84 or higher. Instructions to switch to TLS 1.2 on a WebSphere Application Server (WAS) deployment can be found in [support item 1077951](#).

ICN V3.0 and above support TLS 1.2. IBM Content Navigator for Microsoft Office (NMO) V3.0.3 iF1 and above support TLS 1.2.

ICN Support has not found any other ICN utilities that may be affected by clients moving to TLS 1.2 (such as Edit, Sync, etc.).

Tips – z/OS

ACIF message APK511W

Content Manager OnDemand V10.5 uses ACIF V4.7. Under certain conditions, ACIF V4.7 might issue message APK511W.

The message is issued only if you are using the CONVERT=YES ACIF parameter and the input file contains consecutive stream delimiters (which are considered “blank lines”).

In order to suppress the message and have indexing complete successfully, change the indexer parameter CC=YES to CC=YES,DISCARD.

Following are the supported options and return codes:

CONVERT=YES with the following CC options:

CC=YES,DISCARD	no message and RC 0
CC=YES, FIX	message and RC 4 (default)
CC=YES, IGNORE	message and RC 0
CC=YES, STRICT	message and RC 16

CONVERT=NO

All CC options (DISCARD, FIX, IGNORE, STRICT) send no message and have RC 0.

See the Ricoh Knowledge Center for [message APK511W](#).

Note that this tip does not apply to IBM i.

L date search option

The L date search option can be used in the OnDemand client to retrieve the most recently loaded document from a set of documents that contain the same index values.

To use the L date search option, you must:

- Type the letter L in the date search field
- Set the date search operator to EQUAL TO
- Enter a value in at least one other search field

When you run the search, the OnDemand client lists only the most recently loaded document that matches the search criteria.

For example, suppose you load a report into Content Manager OnDemand. After viewing the report, you decide to make changes to your program and generate the report again. You then load the updated report into Content Manager OnDemand. You go through this report generation, load, and review cycle several times, until you are satisfied that the report is correct. However, you want your users to retrieve only the last report you loaded. A normal search (using, for example, the account number and date) will retrieve zero or more documents, depending on the number of reports that contain the specified date. As an example, if you loaded two reports on the same day, your users will see two items in the document list. Because the reports are indexed with the same search values, it will be difficult for your users to determine which item is the final version of the report. Content Manager OnDemand provides the L date search option to solve that problem.

COBOL V6.3 64-bit and Content Manger OnDemand

Question

Can I use the COBOL V6.3 64-bit compiler for Content Manager OnDemand exits?

Answer

No, the COBOL V6.3 64-bit compiler does not support building AMODE 64 applications using the THREAD compiler option.

The THREAD compiler option is required when compiling Content Manager OnDemand exits.

See IBM United States Software [Announcement 219-404](#) for more detail.

Recommendation for tape library usage with OAM

OAM is not intended to store objects with high expected retrieval rates (or in other words a "hot" object) exclusively to tape without first going to a Db2 DASD tier.

Db2 DASD should be used as the preferred resting place for a hot object for x amount of days, where x is the number of days this object is intended to be in a hot state. This is recommended because Db2 DASD will give substantially faster retrieval performance for that object with much less overhead than a tape library.

Even if the tape library is backed by faster storage (such as Flash), the tape library logic still has substantial overhead and is serialized by a SYSZTIOT resource whereas the Db2 DASD tier has minimal logic overhead and allows for multi-threaded processing enabling parallelism that dramatically increases retrieval rates. Once the object retrieval rate for this object is spread out over a longer period of time (or in other words, the object becomes "cold/colder") then it can be moved to a colder OAM tier such as tape.

Customers using OAM with a tape library should install the fix for APAR OA56836. See [support item 1866045](#) for more detail.

z/OS Quick Hits

Displaying OAM and OSREQ reason code information

You can display reason code information for the OAM and OSREQ macros directly from a console or a TSO session, as of APAR OA58344 for V2R3 or later. These commands can also be invoked via JCL to aid in automation of error information capturing in real time. See the z/OS Knowledge Center for [more information](#).

ARSLOAD CPU savings in a non-SSL environment

Problem summary

- Excessive CPU is noticed when running ARSLOAD in a non-SSL environment. A performance monitor will show CPU being consumed in module GSKC64F. GSKC64F is a DLL for z/OS Cryptographic Services System SSL.
- By default, Content Manager OnDemand enables SSLv2 and SSLv3 which are obsolete, and does not enable TLS 1.2, which is not obsolete.

Solution

Install the fix for APAR PH28123, available for both V10.1 and V10.5.

- ARGGSKOD is changed to call gsk_status gsk_fips_state_set only when an SSL connection is being attempted.
- ARGGSKOD is changed to explicitly disable SSLv2 and SSLv3, and explicitly enable TLS 1.2.

See [support item 6262509](#) for more detail.

Tips – IBM i

Change Policy Level Date command enhanced

The Change Policy Level Date (CHGPLDOND) command has been enhanced to allow the next level date to be changed based on the old date plus or minus a specific number of days.

A new value, *DAYS, is allowed for the CHGPLDOND command Processing option (OPTION) parameter, and a new Number of days (DAYS) parameter has been added. To change the next level date based on the old date plus or minus a specific number of days, specify *DAYS for the OPTION parameter, and specify a number for the DAYS parameter. For DAYS, you can specify a positive number such as 30 to increase the number of days that the objects will remain in the specified policy level. You can specify a negative number such as -30 to decrease the number of days that the objects will remain in the specified policy level.

No help text is included for the new *DAYS value or the new DAYS parameter, and prompt text is English only. Help text and translated prompt text will be included in a future release.

Change Policy Level Date (CHGPLDOND)

Type choices, press Enter.

```
Policy . . . . . > DISK
Processing option . . . > *DAYS      *DATE, *RPTID, *DAYS
Level . . . . .      LVL1      Character value
NUMBER OF DAYS . . .  30      Number
Level date range:
  From date . . . . . *BEGIN      Date, *BEGIN, *CURRENT
  To date . . . . .  *END      Date, *END, *CURRENT
```

The PTFs required are:

Release	PTF
V7.4	SI73917
V7.3	SI73916
V7.2	SI73915

ASM support for NFS version 4

The Content Manager OnDemand for i Archived Storage Manager (ASM) now supports using NFS version 4. When performing an NFS mount, ASM will first try NFSv4, then v3, and then v2.

The IBM i Knowledge Center contains [more information](#) on NFSv4.

Requirements for NFSv4 can be found in [support item 686257](#).

The PTFs required are:

Release	PTF
V7.4	SI74190
V7.3	SI74191
V7.2	SI74192

400 indexer maximum lines per page increased

The 400 indexer now supports up to 1024 lines per page. The previous maximum was 512 lines per page. This increase might be useful if your output contains a large amount of overprinting.

The PTFs required are:

Release	PTF
V7.4	SI74249
V7.3	SI74250
V7.2	SI74251

Additional Information

Knowledge Centers

Content Manager OnDemand for Multiplatforms [Knowledge Centers](#)

Content Manager OnDemand for z/OS [Knowledge Centers](#)

Content Manager OnDemand for i [Knowledge Centers](#)

Publication Libraries - PDF versions of the documentation

Multiplatforms	Version 10.1	Version 10.5	
z/OS	Version 10.1	Version 10.5	
IBM i	Version 7.2	Version 7.3	Version 7.4

Product System Requirements

Multiplatforms	Version 10.1	Version 10.5	
z/OS	Version 10.1	Version 10.5	
IBM i	Version 7.2	Version 7.3	Version 7.4

More Enterprise Content Management web sites

IBM Content Manager OnDemand [Product Overview](#)

[Compatibility Matrix](#) for the Content Manager OnDemand clients and servers

IBM Content Navigator [Product Overview](#)

IBM Software [Support Lifecycle](#) Policies (search for Content Manager OnDemand)

OnDemand User Group

The primary objective of the [OnDemand User Group](#) (ODUG) is to create an environment and network encouraging the exchange and development of information regarding Content Manager OnDemand and its associated products.

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