

## **Oracle® Collaboration Suite**

Release Notes

Release 2 (9.0.4) for AIX Based Systems

**Part No. B12116-01**

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Oracle Collaboration Suite Release Notes, Release 2 (9.0.4) for AIX Based Systems

Part No. B12116-01

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**Oracle Collaboration Suite Release Notes, Release 2 (9.0.4) for AIX Based Systems**

**Part No. B12116-01**

Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
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# Preface

This preface contains the following topics:

- [Audience](#)
- [Conventions](#)
- [Organization](#)
- [Related Documentation](#)
- [Documentation Accessibility](#)

## Audience

This book is intended for anyone interested in Oracle Collaboration Suite.

## Conventions

This section describes the conventions used in the text and code examples of this documentation set. It describes:

- [Conventions in Text](#)
- [Conventions in Code Examples](#)

### Conventions in Text

We use various conventions in text to help you more quickly identify special terms. The following table describes those conventions and provides examples of their use.

Convention	Meaning	Example
<b>Bold</b>	Bold typeface indicates terms that are defined in the text or terms that appear in a glossary, or both.	When you specify this clause, you create an <b>index-organized table</b> .
<i>Italics</i>	Italic typeface indicates book titles or emphasis.	<i>Oracle10i Database Concepts</i> Ensure that the recovery catalog and target database do <i>not</i> reside on the same disk.
UPPERCASE monospace (fixed-width) font	Uppercase monospace typeface indicates elements supplied by the system. Such elements include parameters, privileges, datatypes, RMAN keywords, SQL keywords, SQL*Plus or utility commands, packages and methods, as well as system-supplied column names, database objects and structures, usernames, and roles.	You can specify this clause only for a NUMBER column. You can back up the database by using the BACKUP command. Query the TABLE_NAME column in the USER_TABLES data dictionary view. Use the DBMS_STATS.GENERATE_STATS procedure.
lowercase monospace (fixed-width) font	Lowercase monospace typeface indicates executables, filenames, directory names, and sample user-supplied elements. Such elements include computer and database names, net service names, and connect identifiers, as well as user-supplied database objects and structures, column names, packages and classes, usernames and roles, program units, and parameter values. <b>Note:</b> Some programmatic elements use a mixture of UPPERCASE and lowercase. Enter these elements as shown.	Enter sqlplus to open SQL*Plus. The password is specified in the orapwd file. Back up the datafiles and control files in the /disk1/oracle/dbs directory. The department_id, department_name, and location_id columns are in the hr.departments table. Set the QUERY_REWRITE_ENABLED initialization parameter to true. Connect as oe user. The JRepUtil class implements these methods.
<i>lowercase italic monospace (fixed-width) font</i>	Lowercase italic monospace font represents placeholders or variables.	You can specify the <i>parallel_clause</i> . Run <i>Uold_release.SQL</i> where <i>old_release</i> refers to the release you installed prior to upgrading.

## Conventions in Code Examples

Code examples illustrate SQL, PL/SQL, SQL\*Plus, or other command-line statements. They are displayed in a monospace (fixed-width) font and separated from normal text as shown in this example:

```
SELECT username FROM dba_users WHERE username = 'MIGRATE';
```

The following table describes typographic conventions used in code examples and provides examples of their use.

Convention	Meaning	Example
[ ]	Brackets enclose one or more optional items. Do not enter the brackets.	DECIMAL ( <i>digits</i> [ , <i>precision</i> ])
{ }	Braces enclose two or more items, one of which is required. Do not enter the braces.	{ENABLE   DISABLE}
	A vertical bar represents a choice of two or more options within brackets or braces. Enter one of the options. Do not enter the vertical bar.	{ENABLE   DISABLE} [COMPRESS   NOCOMPRESS]
...	Horizontal ellipsis points indicate either: <ul style="list-style-type: none"> <li>That we have omitted parts of the code that are not directly related to the example</li> <li>That you can repeat a portion of the code</li> </ul>	CREATE TABLE ... AS subquery;  SELECT <i>col1</i> , <i>col2</i> , ... , <i>coln</i> FROM employees;
. . . . . .	Vertical ellipsis points indicate that we have omitted several lines of code not directly related to the example.	SQL> SELECT NAME FROM V\$DATAFILE; NAME ----- /fsl/dbs/tbs_01.dbf /fsl/dbs/tbs_02.dbf . . . /fsl/dbs/tbs_09.dbf 9 rows selected.
Other notation	You must enter symbols other than brackets, braces, vertical bars, and ellipsis points as shown.	acctbal NUMBER(11,2); acct CONSTANT NUMBER(4) := 3;

Convention	Meaning	Example
<i>Italics</i>	Italicized text indicates placeholders or variables for which you must supply particular values.	CONNECT SYSTEM/ <i>system_password</i> DB_NAME = <i>database_name</i>
UPPERCASE	Uppercase typeface indicates elements supplied by the system. We show these terms in uppercase in order to distinguish them from terms you define. Unless terms appear in brackets, enter them in the order and with the spelling shown. However, because these terms are not case sensitive, you can enter them in lowercase.	SELECT last_name, employee_id FROM employees; SELECT * FROM USER_TABLES; DROP TABLE hr.employees;
lowercase	Lowercase typeface indicates programmatic elements that you supply. For example, lowercase indicates names of tables, columns, or files.  <b>Note:</b> Some programmatic elements use a mixture of UPPERCASE and lowercase. Enter these elements as shown.	SELECT last_name, employee_id FROM employees; sqlplus hr/hr CREATE USER mjones IDENTIFIED BY ty3MU9;

# Organization

This document devotes separate chapters to post-release issues involving each of the components of Oracle Collaboration Suite. Issues that apply to these components collectively are addressed in chapters 1 and 2. The chapter organization is as follows:

**Chapter 1, "Suite-Level Issues"**

**Chapter 2, "Globalization"**

**Chapter 3, "Oracle Calendar"**

**Chapter 4, "Oracle Email"**

**Chapter 5, "Oracle Files"**

**Chapter 6, "Oracle Ultra Search"**

**Chapter 7, "Oracle Voicemail & Fax"**

**Chapter 8, "Oracle Web Conferencing"**

**Chapter 9, "Oracle9iAS Wireless"**

## Related Documentation

For more information, see these Oracle resources:

- *Oracle Calendar Administrator's Guide*
- *Oracle Email Administrator's Guide*
- *Oracle Collaboration Suite Using Voicemail & Fax*
- *Oracle iMeeting Administrator's Guide*
- *Oracle Files Administrator's Guide*
- *Oracle Ultra Search User's Guide*
- *Oracle9iAS Wireless Administrator's Guide*

Printed documentation is available for sale in the Oracle Store at

<http://oraclestore.oracle.com/>

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If you already have a username and password for OTN, then you can go directly to the documentation section of the OTN Web site at:

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<http://www.oracle.com/accessibility/>

### **Accessibility of Code Examples in Documentation**

JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

### **Accessibility of Links to External Web Sites in Documentation**

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

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## Suite-Level Issues

This chapter provides information about general issues affecting Oracle Collaboration Suite. It contains the following sections:

- [Oracle Collaboration Suite Web Client](#)
- [Registering the Single Sign-On Photo as User Information](#)
- [Creating or Editing User Information](#)
- [File Not Found Error Occurs During Execution of the root.sh Script](#)
- [Upgrade Not Supported](#)
- [Oracle Collaboration Suite Quick Installation Guide for AIX Based Systems](#)
- [Resource Kit Documentation](#)
- [Documentation Errata](#)

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**Note:** These release notes are accurate to the best of our knowledge at the time of publication. You can access the latest information on the Oracle Technology Network at <http://otn.oracle.com>

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## 1.1 Oracle Collaboration Suite Web Client

The following sections describe issues affecting Oracle Collaboration Suite Web Client.

### 1.1.1 Error Accessing Date Portlet

The following error message appears when you access the Date portlet on the Oracle Collaboration Suite home page:

```
Portlets not displayed, based on the severity
```

The portlet does show any error on the web page, but displays the default time zone instead of the preferred time zone. The `SecurityException` error is logged in the `opmn` logs.

**Workaround:** Edit the `jazn-data.xml` file, located in the `$ORACLE_HOME/config` directory, and add the following XML text after the line containing the `<jazn-policy>` tag, replacing `ORACLE_HOME` with the value of the Oracle home directory:

```
<grant>
  <grantee>
    <codesource>
      <url>file:ORACLE_HOME/webclient/lib/webclient_common.jar</url>
    </codesource>
  </grantee>
  <permissions>
    <permission>

<class>oracle.ias.repository.schemaimpl.CheckRepositoryPermission</class>
  <name>connectAs</name>
</permission>
</permissions>
</grant>
```

### 1.1.2 Portlets Not Displaying

Portlets might not display properly in Oracle Collaboration Suite release 2 (9.0.4). To correct the problem, you need to delete the cached JSPs, increase the provider timeout, and restart `opmn` on the middle tier.

Correct the problem as follows:

1. Log on to the middle tier where the Web client is installed.

2. Stop `opmn` by running the following command:

```
$ORACLE_HOME/opmn/bin/opmnctl stopall
```

3. Change directory to:

```
$ORACLE_HOME/j2ee/OC4J_Portal/application-deployments
```

4. Delete the following folders:

- `webclient-common`
- `webclient-imeeting`
- `webclient-calendar`
- `marconi`

5. Increase the provider timeout to 120 seconds by adding the following lines to the `_default.properties` files in the folders specified in the list below:

```
executionKillTimeout=120  
executionWarningTimeout=120
```

The `_default.properties` files are in the following directories:

- `$ORACLE_HOME/j2ee/OC4J_Portal/applications/webclient-common/webclient-common-web/WEB-INF/deployment/`
- `$ORACLE_HOME/j2ee/OC4J_Portal/applications/webclient-calendar/webclient-calendar-web/WEB-INF/deployment/`
- `$ORACLE_HOME/j2ee/OC4J_Portal/applications/webclient-imeeting/webclient-imeeting-web/WEB-INF/deployment/`
- `$ORACLE_HOME/j2ee/OC4J_Portal/applications/marconi/marconi-web/WEB-INF/deployment/`

6. Increase the Java heap size for `OC4J_Portal` instance, as follows:

- a. Open the `opmn.xml` file, located in the `$ORACLE_HOME/opmn/conf` directory.
- b. Search for the line containing `gid="OC4J_Portal"`

**c. Replace**

```
<java-option value="-server -Xincgc -Xnoclassgc -Xmx256m" />
```

**with**

```
<java-option value="-server -Xincgc -Xnoclassgc -Xmx512m" />
```

**7. Enter the following command to update the configuration:**

```
$ORACLE_HOME/dcm/bin/dcmctl updateConfig
```

**8. Enter the following command to start opmn:**

```
$ORACLE_HOME/opmn/bin/opmnctl startall
```

Oracle has assigned bug number 3011905 to track this problem.

### 1.1.3 Files Portlet Automatic Installation Failure

After installing the Oracle Files middle-tier, the Files domain is not started by default. Consequently, the Web Client configuration assistant is unable to contact the Files portlet during Web Client configuration, and the automatic registration of the Files portlet will fail.

There are two workarounds to this problem:

1. If Files and the Web Client are configured on different hosts, you can avoid the problem by configuring Files before configuring Web Client. As part of Files configuration, you must start local components for the Files domain. Refer to the Administrator's Guide for instructions on how to start local components for Files. If the Web Client is configured after Files has been completely configured (including starting local components), the Web Client configuration assistant will be able to correctly register the Files portlet automatically.
2. If Files and the Web Client are configured on the same host in the same installer session, automatic registration of the Files portlet will fail for the reasons outlined above. In this case, you must first start local components for the Files domain (see the Administrator's Guide for instructions on how to do this), then verify that the Files-related URLs are correctly set in the `$ORACLE_HOME/webclient/classes/oracle/collabsuite/webclient/resources/webclient.properties` file, and re-run the Web Client configuration assistant from the command line:

```
$ORACLE_HOME/webclient/bin/webclient_installer.sh
```

## 1.1.4 Broken Images on UNIX

The Web Client uses Oracle UIX (User Interface XML) technology to generate Web pages. UIX dynamically generates many images (such as buttons and tabs) appearing throughout the UI. Due to limitations in Java 2 Standard Edition (J2SE) before version 1.4, UIX requires an X-Windows X server process to generate dynamic images on UNIX platforms.

To locate the X-Windows X server, the UIX runtime uses the value of the DISPLAY environment variable. If the Web Client is running on a UNIX host, and some of the images in the UI appear broken or inconsistent, the value of the DISPLAY environment variable for the Web Client process might be set incorrectly. (A common symptom of this problem is that UI pages are rendered using native browser buttons rather than Oracle buttons.) To verify the value of the DISPLAY environment variable for the Web Client process, open the `$ORACLE_HOME/opmn/conf/opmn.conf` file in a text editor, and locate the entry for the instance called `\OC4J_Portal\`:

```
<oc4j maxRetry="3" instanceName="OC4J_Portal" gid="OC4J_Portal" numProcs="1">
  <environment>
    <prop name="DISPLAY" value="your-host-name:0.0"/>
  </environment>
</oc4j>
```

The value of the DISPLAY environment variable should point to a running X-Windows X server.

---

---

**Note:** During installation, the Oracle Universal Installer automatically sets the value of the DISPLAY environment variable in the `opmn.xml` file using the value of the DISPLAY environment variable detected during the installation session. If you are running OUI remotely (for example, from a desktop PC with X emulation software such as Hummingbird Exceed), this auto-detected value is incorrect, as it points to a remote X-Windows X server which is not guaranteed to be available. The safest approach is to create an X-Windows X server on the middle-tier host and set the DISPLAY property to point to it. Consult your UNIX documentation for information about how to start an X-Windows X server on your platform.

---

---

### 1.1.5 Broken Link on Collaboration Suite Welcome Page

In the Oracle Collaboration Suite welcome page (at `http://host:port/`), the link in the End-User Login portlet works only on the host where Oracle Portal is configured; on other middle-tier hosts, the link will be broken.

### 1.1.6 Editing the `webclient.properties` File

Because the Webmail online help file name has changed, you must edit the `webclient.properties` file.

Edit the `webclient.properties` file, located in the `$ORACLE_HOME/webclient/classes/oracle/collabsuite/webclient/resources` directory, by replacing:

```
mail.help.url = http://%MAIL_HOST%:%MAIL_PORT%/um/help/_MAIL_LOCALE_TOKEN_/ \
What_is_the_WebMail_Client_.htm
```

with:

```
mail.help.url = http://%MAIL_HOST%:%MAIL_PORT%/um/help/_MAIL_LOCALE_TOKEN_/ \
The_All_Messages_Subtab.htm
```

## 1.2 Registering the Single Sign-On Photo as User Information

The current release does not allow a photo of a single sign-on user to be uploaded. Oracle assigned bug number 2429849 to track this.

## 1.3 Creating or Editing User Information

If the Create or Edit button of Resource Access Information in the Delegated Administration Service is clicked, previously filled columns are cleared. To correct the problem, enter user columns after setting user resource information. Oracle assigned bug number 2487223 to track this.

## 1.4 File Not Found Error Occurs During Execution of the `root.sh` Script

When you are running the `root.sh` script, you might receive an error that the `$ORACLE_HOME/rdbms/filemap` file could not be found. This error occurs because a file does not exist. You can ignore this error.

## 1.5 Upgrade Not Supported

Oracle Collaboration Suite release 9.0.3.1.0 is released on AIX 4.3.3 only. Oracle Collaboration Suite release 9.0.4.0.0 is the first release of Oracle Collaboration Suite on AIX 5L. Because AIX 4.3.3 and AIX 5L are not binary compatible, upgrade of Oracle Collaboration Suite release 9.0.3.1.0 on AIX 4.3.3 to Oracle Collaboration Suite release 9.0.4.0.0 on AIX 5L is not supported.

## 1.6 Oracle Collaboration Suite Quick Installation Guide for AIX Based Systems

Even though the document title does not include it, the *Oracle Collaboration Suite Quick Installation Guide release 2 (9.0.4) for hp-ux PA-RISC (64-bit), Linux x86, and Solaris Operating Environment (SPARC 32-bit)* is for AIX Based Systems also.

## 1.7 Resource Kit Documentation

The following resource kit documents are not available on the Oracle Collaboration Suite Product CD\_ROM:

- *Oracle Collaboration Suite Using Oracle iMeeting* (Part No. B10869-01)
- *Oracle Collaboration Suite Setting Preferences* (Part No. B10899-01)
- *Oracle Collaboration Suite Using the Search Feature* (Part No. B10902-01)
- *Oracle Collaboration Suite Using Oracle Voicemail* (Part No. B10898-01)
- *Oracle Collaboration Suite Using Oracle Webmail* (Part No. B10897-01)
- *Oracle Collaboration Suite Using Oracle9iAS Wireless* (Part No. B10901-01)

You can get these documents on the Oracle Technology Network:

<http://otn.oracle.com/>

## 1.8 Documentation Errata

This section describes documentation issues in the *Oracle Collaboration Suite Installation and Configuration Guide*:

### 1.8.1 Chapter 9: Configuring Oracle Email

#### 1.8.1.1 Registering the Database with Oracle Internet Directory

This section applies only if you are not using the Oracle Collaboration Suite installed database.

#### 1.8.1.2 Configuring the Oracle Email Middle Tier

The following steps are no longer applicable:

---

---

**Note:** If the UMADMIN password and the domain name were specified during the information store configuration, the next screen that displays is the Configuration Tool screen. Otherwise, you must specify the UMADMIN password and the domain name.

---

---

5. Click Next. The UMADMIN Password screen displays.

6. Enter and confirm the UMADMIN password. If a password is not entered, the default value "welcome" is stored in both Oracle Internet Directory and the database as the UMADMIN password.

---

---

**Note:** UMADMIN is an administrator account created in the Oracle Internet Directory server during the application server installation of Oracle Email. The account owns specific Oracle Email entries in the directory. After installation, administrators should log in to the administration tool using the UMADMIN account and create an initial Oracle Email user. Thereafter, they can delegate system and domain administration responsibilities to other users.

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# Globalization

This chapter provides information about issues associated with multi-language support. It contains the following sections:

- [Languages Supported](#)
- [Language Support for Installation](#)
- [Bidirectional Support for Arabic](#)
- [Language Support for the Web Conferencing Document Converter](#)
- [Character Sets for Infrastructure and Information Store Databases](#)
- [International User IDs](#)

## 2.1 Languages Supported

Oracle Collaboration Suite, Oracle Email, Oracle Files, Oracle Web Conferencing, and Oracle Ultra Search support 18 languages besides English:

- Arabic
- Chinese - China
- Chinese - Taiwan
- Danish
- Dutch
- English - American
- English - British
- Finnish
- French
- German
- Greek
- Italian
- Japanese
- Korean
- Norwegian
- Portuguese
- Portuguese - Brazilian
- Spanish
- Swedish
- Turkish

Oracle Calendar and Oracle Wireless and Voice provide partial support for the same languages. [Table 2-1](#) and [Table 2-2](#) show which languages these features support.

**Table 2–1 Oracle Calendar: Languages**

<b>Language</b>	<b>Web Client</b>	<b>Connector for Outlook</b>	<b>Windows Client</b>	<b>Other Clients</b>
English	Yes	Yes	Yes	Yes
French	Yes	Yes	Yes	No
German	Yes	Yes	Yes	No
Spanish	Yes	Yes	Yes	No
Italian	Yes	Yes	No	No
Danish	Yes	Yes	No	No
Dutch	Yes	Yes	No	No
Norwegian	Yes	Yes	No	No
Swedish	Yes	Yes	No	No

**Table 2–2 Oracle Wireless and Voice**

Language	Text	Voice
English	Yes	Yes
French	Yes	No
German	Yes	No
Spanish	Yes	No
Italian	Yes	No
Danish	Yes	No
Dutch	Yes	No
Norwegian	Yes	No
Swedish	Yes	No

## 2.2 Language Support for Installation

During the installation, the product language selection list determines which languages are installed. Oracle recommends that you choose the same languages for the infrastructure that you choose for the middle tier. You cannot add or remove languages after installation.

---

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**Note:** Reinstalling a language that is already installed corrupts the repository. If, for example, the single sign-on server already supports Japanese, do not reinstall Japanese.

---

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## 2.3 Bidirectional Support for Arabic

Only Internet Explorer 5.5 and later versions support bidirectional user interfaces.

## 2.4 Language Support for the Web Conferencing Document Converter

To choose languages for the Web Conferencing Document Converter in Windows, navigate as follows:

Start -> Programs -> Microsoft Office Tools -> Microsoft Office Language Options

## 2.5 Character Sets for Infrastructure and Information Store Databases

Oracle recommends using Unicode UTF8 as the database character set for the Collaboration Suite infrastructure and information store. Using Unicode ensures that different languages and encodings are handled properly in a global collaboration environment.

Unicode UTF8 is installed by default in the infrastructure database. You can upgrade the infrastructure and the information store to support additional character sets. Another support option for the information store is to create a custom database that uses a specific character set.

## 2.6 International User IDs

Oracle Collaboration Suite supports international non-ascii user IDs with certain exceptions:

Neither Oracle Workflow nor Files WebDAV (Web Folders) supports international user IDs.

You cannot use the mail administration Web interface to create mail accounts for international user IDs. Use the `oesucr` command line tool instead. Execute the tool as follows:

1. Prepare the user record file `nonascii.txt`, using UTF-8 encoding.

```
mail=testuser1@us.oracle.com
orclmailquota=400000000
baseuserdn=cn=[non-ascii userid here],cn=users,o=oracle,dc=com
```

2. Execute `oesucr`:

```
oesucr nonascii.txt -encoding=UTF-8
```



---

---

# Oracle Calendar

This chapter describes new features and known limitations of the components of Oracle Calendar. It includes the following sections:

- [Oracle Calendar Server](#)
- [Oracle Calendar SDK](#)
- [Oracle Calendar Application System](#)
- [Oracle Connector for Outlook](#)
- [Oracle Calendar Desktop Clients](#)
- [Oracle Calendar Sync Clients](#)

## 3.1 Oracle Calendar Server

This section contains the following topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)
- [Resolved Limitations in this Release](#)
- [Documentation Errata](#)

### 3.1.1 What's New in this Release?

This release of Oracle Calendar Server includes the following new features:

#### **Performance and Scalability**

- Multiple server instances on a single computer (UNIX)
- Multiple Corporate-Wide Services daemons/services
- Multiple Lock Manager daemons/services
- Threaded version for Solaris and HP and Linux
- Small transaction optimization
- Store attachments outside of event database

#### **High Availability**

- Run `unbdbfix` in check mode 24x7, while server is up
- Run `unbdbfix` concurrently on different nodes
- Start and stop nodes while the server is running
- Run `unbdbfix` repairs on a stopped node
- Allow sign-in during backups

#### **Enhanced Administration Capabilities**

- Delegate administration rights
- Major upgrade of Web-based Calendar Administrator
  - New look and feel
  - Manage users, resources, event calendars, groups, nodes and servers

- Remote start/stop server capability
- Utilities for controlling more attributes: `uniuser` (user directory attributes, reminders, user settings, inactive accounts), `uniadminrights` (admin rights), `uniaccessrights` (access rights, including designate rights), and `unigroup` (groups).
- Single-user restore
- Transfer of event ownership when deleting users
- `uniical` utility to replace `unicpin/unicpout` for import/export

### Directory Support

- Dynamic LDAP groups
- OpenLDAP
- LDAP support for non-password-based authentication like GSSAPI and SASL
- Reduce the number of access required to the directory
- The LDAP libraries are "SSL enabled" for all platforms.

### Other Enhancements (Client Support Required)

- The Remote Designate feature can be used only with the Calendar Web Client and the Calendar SDK.
- Replication of groups across nodes
- Control double-booking on a per-resource basis
- Automatic confirmed reply for booked resources (resource approval)

## 3.1.2 Known Limitations and Workarounds

This section describes known limitations and their workarounds for Oracle Calendar Server.

### Coexistence and Upgrades

- The current versions of Calendar clients work with Calendar server 9.0.4, including:
  - Oracle Calendar desktop client for Windows 6.0.5
  - Oracle Calendar desktop client for Mac version 5.2.3

- Oracle Calendar desktop client for Linux/Solaris version 5.0.2
- Oracle Connector for Outlook version 3.3 and newer

Oracle recommends that you use these client versions. If you are using an older client, upgrade before proceeding with testing. The latest versions of the clients are available at <http://metalink.oracle.com>

- If you need version 5.3 or 5.4 of the Calendar server, log an iTAR with Oracle Support services.
- You can only create node networks with version 5.3 and later of Oracle Calendar.
- Do not use release 9.0.4 utilities to administer a 5.x Calendar server. The only exception to this is when moving users; the `moveuser` utility must be from the latest server version (9.0.4), even if moving a user between two nodes that are both on old server nodes (5.x).
- Do not use 5.x utilities to administer a 9.0.4 Calendar server.
- If you need to create a node network, the `nodes.ini` and the use of `uninode` commands must be done on the most recent version (9.0.4) of the server within the network.
- Coexistence can cause error messages on an old server (5.x) because the 5.x server might not understand the features introduced by the new server.
- New mapping parameters have been added to the 9.0.4 server `unison.ini` for coexistence and upgrades. 5.x servers map O for EMAIL and P for UID. However, 9.0.4 servers do not need this mapping anymore. Parameters added to a 9.0.4 server won't affect it.

The new parameters include:

```
[ENG]
usermailmap = O
itemuidmap = P
resourceemailmap = O
usersmscprefmap = OU3
usermobiletypemap = N
usermobilemap = R
```

- There is no event calendar coexistence between Calendar Server versions. V1 users will see V1 event calendars and V2 users will only see V2 event calendars.
- `Unidbfix -c` can report "Minor inconsistencies" on a release 9.0.4 server when events are created by a 9.0.4 user using Oracle Connector for Outlook 9.0.4 and

accepted/declined by a 5.4 user using the Windows Native client 9.0.4. These inconsistencies do not affect the integrity of the database.

- V1 users do not generate e-mail messages when using resource scheduling.
- Attachment names might change to "Mime-Encoded-attachment.txt" when using a mix of 9.0.4 users and 5.4 users with Oracle Connector for Outlook. The attachments will still be readable.
- Mac clients (V5.2.3) might not be able to download offline files while connecting to a 9.0.4 Standalone installation.

### UIDs

- In some cases a User UID might not be replicated to a remote note. If this happens, use the `uniuser -mod` command to modify a field for this user.
- A UID will be created by the system for a user without an existing UID.

### Oracle Connector for Outlook Issues

- Adding an occurrence to an already repeating event (using a desktop client) causes the event to get duplicated in Oracle Connector for Outlook.
- An event deleted with Oracle Connector for Outlook shows as declined in a desktop client if you do not send a cancellation.

### Designates

- Windows clients cannot list designates of remote resource.
- You cannot enter a Designate Name with a space.
- You might get an error when creating an event while working as a Designate. However, the event will be created properly.
- The Remote Designate feature only works with the Calendar Web Client.

### Various

- **Search:** Searching with `unigroup -ls` on a name that has a dot (for example, `group.name`) might return no item.
- **Threading:** Threading is not supported on AIX.

### 3.1.3 Resolved Limitations in this Release

This section describes resolved limitations of Oracle Calendar Server. Previously:

- You could not transfer an agenda to another user with the Calendar Administrator.
- You could not manage holidays from the Calendar Administrator.
- Mozilla 1.2.1 on Solaris did not display full pages.
- You could not create an event calendar using the Calendar administrator.
- You could not modify resource working hours using the Calendar Administrator.
- You could not start and stop a server/node with the remote client.
- Translated versions of the online Help:
  - Setting default reminders is not described. Oracle assigned bug number 2948693 to track this.
  - For ADA versions, in the Display Preferences section under Setting Your Preferences, the Help explains that you can select the hours of the day you want displayed in your Daily View, but this does not apply to ADA mode. This sentence has been removed. Oracle assigned bug number 2949389 to track this.

### 3.1.4 Documentation Errata

The following sections provide information on documentation errors in the Oracle Calendar Server documentation.

#### 3.1.4.1 Oracle Collaboration Suite Installation Guide

- In Appendix F of the *Oracle Collaboration Suite Installation and Configuration Guide*, under the sub-heading "Installing Oracle Calendar Standalone", step 5 is described as follows:

5. In the Specify File Locations screen, select:

```
<SourcePath>/Disk1/calendar_standalone/Disk1/stage/products.jar
```

This is not correct. Perform the following instead:

1. After you complete step 4, unmount Disk 1, eject Disk 1, and mount Disk 5.
2. Then, in the Specify File Locations screen, select:

```
 /<SourcePath>/calendar_standalone/stage/products.jar
```

- On page F-19, in the section "Configuring the Web Server", the line containing `include $ORACLE_HOME/ocal/config/ocad.conf` should read `$ORACLE_HOME/ocal/config/ocad.conf`
- On page F-21, in the section on "Syntegra Aphelion Directory Server", step 7, `to dn=.* by dn=.*,, write` should read `to dn=.*<BASEDN> by dn=.*,<ADMINDN>,<BASEDN> write`

### 3.1.4.2 Oracle Calendar Reference Manual

In the *Oracle Calendar Reference Manual*, Appendix F, "Calendar Server Utilities", the `unirestore` documentation contains a syntax error.

The correct syntax should be the following:

#### SYNTAX

```
unirestore [-u <uid>] [-path <bkpPath>]
[-futureReplies] [-noAddAttendee] [-logAll]
-n <node-ID> [-host <hostname>] [-p <sysOpPsw>]
```

```
unirestore -ls [<user>] [-path <bkpPath>]
-n <node-ID> [-host <hostname>] [-p <sysOpPsw>]
```

```
unirestore -v
unirestore -h
```

## 3.2 Oracle Calendar SDK

This section covers these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)

### 3.2.1 What's New in this Release?

This release of the Oracle Calendar SDK includes the following new features:

- Task operations (VTODO objects)
- Contact operations (VCARD objects)

- Corresponding Java classes with JNI (Java native interface)
- Remote designate operations
- Connection pooling

The inclusion of Java classes facilitates Java implementations that were previously implemented by third parties.

Connection pooling adds configuration options for the connection model used by the SDK. This greatly enhances resource usage and efficiency when implementing various applications (especially Web-based and multi-threaded environments), and promotes reuse of existing connections.

Old `CAPI` event functions have been superseded by newer `CSDK` functions. Customers already using the `CAPI` functions need to run the utility `unifhconv` on the server if they depend on any of the following `iCalendar` properties:

- X-\* (any X- property)
- SEQUENCE
- RESOURCES
- RELATED-TO
- CONTACT
- URL
- ATTENDEE where the attendee is a non-calendar user (for example, invited only by their e-mail address)

### 3.2.2 Known Limitations and Workarounds

- The "blocking" behaviour of the connection pool has been disabled. Any attempt to open a new server connection when the maximum number of connections (as set by `max_users`) has been reached will return an error instead of waiting until a connection becomes available. Oracle assigned bug number 2989379 to track this.
- Connection pool error codes are incorrectly mapped to the `CAPIStatus` value `CAPI_STAT_LIBRARY_INTERNAL_COSMICRAY`. If this value is returned by calls to `CSDK_Connect`, `CSDK_Authenticate` or `CSDK_SetIdentity`, then it most likely means that the connection pool was unable to provide a connection to the requested server. Oracle assigned bug number 2889348 to track this.

- If a server connection is lost (for example, if the calendar service is stopped while a client is connected), the dead connection might not be released from the connection pool causing subsequent calls to fail. Oracle assigned bug number 2898775 to track this.
- Blank lines in the `ocas.conf` and `ocwc.conf` files. Blank lines in the `ocas.conf` and `ocwc.conf` files in your installation will be removed by the Upgrade Assistant. To preserve them, replace them with "#" before running the Assistant.

## 3.3 Oracle Calendar Application System

This section contains release note information on the following products:

- [Oracle Calendar Web Client](#)
- [Oracle Calendar Web Services](#)
- [Oracle Sync Server](#)

### 3.3.1 Oracle Calendar Web Client

This section covers these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)
- [Resolved Limitations in this Release](#)
- [Documentation Errata](#)

#### 3.3.1.1 What's New in this Release?

This section lists new features of Oracle Calendar Web Client.

- The new Scheduler provides an efficient way of finding out when multiple users and Resources are available for Meetings; the resource-scheduling mechanism allows hierarchical searches and automatic workflow for resources requiring designate approval. Users can also view details about people or resources.
- The "Show time as free" feature allows users to accept invitations to meetings while remaining available for other invitations.
- Support for Web Conferencings; users can join and create *Web Conferencings* from the Web Client.

- New designate functionality, including support for:
  - Resource designates
  - Event calendar designates
  - Remote designates
- Changes made to notification and wireless preferences are applied to calendar desktop clients.
- Ability to set default reminder settings for Meetings, Daily Notes and Day Events.
- Support for 24-hour meetings.
- A link to the Calendar Administrator from the global toolbar (for users with Server Administration rights).
- Ability for users to set the hours displayed in the daily or weekly view.
- Support for Additional Languages, including Danish, Dutch, English, Finnish, French, German, Greek, Italian, Japanese, Korean, Norwegian, Brazilian Portuguese, Portuguese, Swedish, Spanish, Simplified Chinese, Traditional Chinese and Turkish.

### 3.3.1.2 Known Limitations and Workarounds

This section describes known limitations and workarounds for Oracle Calendar Web Client.

- **File attachments:**
  - After uploading a file to the server, if the user closes the browser window instead of clicking OK, the file remains in the server's temporary directory. Oracle assigned bug number 2973763 to track this problem.
  - The temporary directory used on the server should be changed to one that is write-accessible, namely, `<ocas>/tmp` instead of `<ocas>/bin`. Oracle assigned bug number 2973833 to track this problem.
  - When viewing an agenda with full viewing rights and attempting to open an attachment to a meeting, a security violation error message appears. Oracle assigned bug number 2983094 to track this problem.
- **Wireless reminder option:** In Entry Default preferences, the wireless reminder option is available even when wireless preferences are disabled. Oracle assigned bug number 2975055 to track this problem.

- **Show time as:** The "Show time as" drop-down menu might appear to be available when it should not be. Specifically, when you are about to reply to a meeting invitation (and your status is still "unconfirmed") the menu should not be available until you have replied. Instead, the menu is available but becomes unavailable **after** you click it. Oracle assigned bug number 2978497 to track this problem.
- **Netscape/Mozilla issues:**
  - Some error messages might not appear in Netscape or Mozilla after an incorrect action is performed. Also in this case, a reload is required for the buttons and links to work. Oracle assigned bug number 2978866 to track this problem.
  - Netscape 6.2: To print an agenda properly, the margin size must be set to one inch under Web Client Display Preferences. Oracle assigned bug number 2861543 to track this problem.
  - Netscape 6.x: The "Return to Previous" link in some error pages does not work. This is a Netscape issue. Oracle assigned bug number 2981030 to track this problem.
  - Mozilla 1.x: Users might experience display problems and erratic behavior. Oracle assigned bug number 2847384 to track this problem.
- **Redirect issue:** The following line in the `$ORACLE_HOME/ocas/conf/ocal.conf` file does not redirect the client properly, as `Alias` works only for the location portion of a URL (up to the question mark):

```
Alias /calendar \
    "/private1/oracle/middletier/ocas/bin/ocas.fcgi?sub=web"
```

Instead, use the following:

```
<Location /calendar>
    Redirect permanent /calendar \
        http://<host>:<port>/ocas-bin/ocas.fcgi?sub=web
</Location>
```

Oracle assigned bug number 2982922 to track this problem.

- **Reminder lead time:** When a user tries to set a reminder lead time greater than the server's maximum allowed value, the lead time is automatically reset to the server's maximum value without warning. Oracle assigned bug number 2980094 to track this problem.

- **Multiple Installations of the Oracle Calendar Web Client:** Each Web Client installation supports only calendar server nodes with common settings. To support a calendar server node with different settings, you must install another instance of the Web client.

### 3.3.1.3 Resolved Limitations in this Release

This section describes resolved limitations of Oracle Calendar Web client.

- When editing or deleting events, e-mail notification was not sent, even if it was set to do so in preferences. Oracle assigned bug number 2907433 to track this problem.
- Resource conflicts were not properly checked when resource designates issued approval, unless resource approval was set up after the Calendar server was installed. Oracle assigned bug number 2906858 to track this problem.
- A resource designate would be asked to sign in after clicking a resource approval link, unless the resource was already signed in. Oracle assigned bug number 2907487 to track this problem.
- "Show time as" functionality was described in the online Help even though it was not implemented in the release. Oracle assigned bug number 2907123 to track this problem.
- The Scheduler page had changes made that were not reflected in the online Help. Oracle assigned bug number 2907159 to track this problem.
- Adding a group to an entry could cause an error if you were acting as a designate, picking a group from a search results list, or adding an LDAP group or group you didn't create. Oracle assigned bug numbers 2852128, 2859436, 2901674, and 2906654 to track this.
- Entering a number followed by a space in a text box where a numerical value is required (such as the "repeat for" text box) could cause an error. A similar thing happened when creating a new group and entering the new name with an extra space — the group would not be created. Oracle assigned bug numbers 2844834 and 2894371 to track this.
- When a remote user was invited to meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status would be shown as "will confirm later" instead of "will attend". This was a server issue. Oracle assigned bug number 2892157 to track this problem.

- Two or more users with the same name could not sign on, even if they had different passwords. Oracle assigned bug number 2899249 to track this problem.
- Line breaks were not shown in the Details section of Meeting entries.
- When the first instance date of a Repeating entry did not match the default date on the General page, the default date would not be updated to reflect the Repeating date.
- The Calendar Portlet page would return the message, "This service is currently unavailable, please try later," when a user had Daily Notes or Day Events scheduled for the current day and had set the calendar display preferences to not display declined meetings.
- Internet Explorer 5.x Macintosh only: If the default start and/or end time in the Group View was changed and then a search for a group was performed, a "No Response from Application Web Server" page appeared.
- Netscape 7.x only: Margins of one inch had to be set for the Printer-friendly format feature to work correctly.
- The hour set in the "From" and "To" times in the Deliver reminders and notifications field in the Wireless section of the Edit Preferences page had to be greater than or equal to one. For example, using 0hr 00 min would result in an error. This was only an issue when the 24-hour display format is used.
- Edit Access Rights Page: If the `g:` or `r:` prefixes were used when performing a search from the Edit Access Rights page, misleading error messages would appear.
- When 12:00 p.m. was selected from the drop-down box on the Suggest Time page, 12:00 a.m. was set in the General section of the Entry Modification/Creation pages. This was only an issue when using the 12-hour time format for the Web client.
- Internet Explorer 5.1 Macintosh only: When clicking Suggest Time from the Create/Modify Meeting page, the Suggest Time dialog box would open behind the main page.
- When setting values for the Print section of the Preferences page, using a value greater than 3 for the Margin setting would cause the Web client to freeze.
- Creating New Groups: You could only add an existing Group to a new Group by either entering a specific group name in the Search field and clicking Find, or by selecting the Groups radio button and clicking Find.

- You could not upload attachments with titles longer than 41 characters.
- Suggest Time Feature: Entering 24 in the Time between fields of the Suggest Date & Time page resulted in an Internal Server error. This only occurred when using the 24-hour time format.
- Whenever the Oracle Calendar server was restarted, the midtier Oracle HTTP Server had to be restarted as well.
- Internet Explorer 5.x Macintosh only: If the default start and/or end time in the Group View was changed and then a search for a group was performed, a "No Response from Application Web Server" page would appear.
- The Return to Portal link at the bottom of the Web Client pages would not function properly.

#### 3.3.1.4 Documentation Errata

This section describes known issues in the Oracle Calendar Web client online Help.

**Device settings in standalone:** When using Web client standalone, you can edit the following device setting preferences, which are not described in the Help:

- Notification of Entries in plain text format or as notes in your calendar display on your mobile phone.
- Mobile device alarm.
- Preferred service center number.

### 3.3.2 Oracle Calendar Web Services

This section covers these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)

#### 3.3.2.1 What's New in this Release?

This is the first release of Oracle Calendar Web services, the newest component of Oracle Calendar. Oracle Calendar Web services allows applications to retrieve, through common XML queries, calendar data for display in any portal, client application or backend server. Developers can use the Oracle Calendar Web services toolkit, included with Oracle Calendar, to build Web services applications and create SOAP queries.

### 3.3.2.2 Known Limitations and Workarounds

The APIs of the Web Conferencing portion of the calendarlet are subject to change. Their functionality is not complete and has not been tested.

## 3.3.3 Oracle Sync Server

This section contains the following topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)
- [Resolved Limitations in this Release](#)

### 3.3.3.1 What's New in this Release?

Oracle Sync Server is a new component of Oracle Calendar that allows you to synchronize data with any SyncML-compliant device using a standard Hypertext Transfer Protocol (HTTP) connection. Sync Server uses SyncML, the open standard for synchronization backed by the Open Mobile Alliance. With a SyncML-compliant device and Oracle Sync Server, you can synchronize calendar data, to-do lists, contact information and other relevant data across multiple networks, platforms and devices.

### 3.3.3.2 Known Limitations and Workarounds

This section describes general issues and their workarounds for Oracle Sync Server 9.0.4.

- **Nokia 3650:**
  - The device always assigns a due date for tasks. When tasks with no due date on the server are synchronized to the device, they will be given the current date as the due date. Oracle assigned bug number 2870062 to track this problem.
  - Task priorities are mapped between the device and server as follows:

Device	Server
High	1
Normal	2
Low	3-9, A-Z

Oracle assigned bug number 2842037 to track this problem.

- Unable to synchronize Tasks created using the Oracle Calendar desktop client with the phone device. Phones that synchronize tasks and events using the same phone database MUST use "./Calendar" as the server URI. However, phones that synchronize them separately MUST use "./Calendar/Events" and "./Calendar/Tasks" as the respective URIs for the device's events and tasks databases. Oracle assigned bug number 2956318 to track this problem.
- **Nokia 3650 and 92xx:**
  - Changes to an entry's Access Level on the server are not synchronized to the device. However, a new entry's Access Level will be correctly synchronized from the server to the device the first time. Oracle assigned bug number 2839895 to track this problem.
  - Unable to synchronize Business and Home addresses from the Oracle Calendar desktop client to the phone device. Oracle assigned bug number 2839242 to track this problem.
  - E-mail addresses synchronized from the server to the device get reversed; that is, E-mail address 1 becomes E-mail Address 2, and vice versa. Oracle assigned bug number 2839795 to track this problem.
- **Nokia 3650, Nokia 7650, Nokia 92xx, Sony Ericsson T68i:** The "completed" property for tasks is not supported. Tasks marked as completed on the server cannot be marked as completed on the device. Oracle assigned bug number 2909625 to track this problem.
- **All Nokia Devices, Sony Ericsson P800:** These devices do not allow you to change their time zones. If you are travelling across time zones, it is best to avoid synchronizing until you return. However, if you must synchronize, only do so if your account on the Calendar server remains set to the same time zone as your device.
- **Nokia 92xx:** Unable to synchronize with the Nokia 9290 phone device when `KeepAlive=True` (default value set by the Collaboration Suite installation) Oracle assigned bug number 2862018 to track this problem.
- **Ericsson T39, T68, R520m:** Task synchronization is not supported. Oracle assigned bug number 2909625 to track this problem.
- **Ericsson R520m, T39, T68, Sony Ericsson T68i, Siemens S55:** When travelling, it is recommended that you set your device to the same time zone as your Calendar account before synchronizing.

- **Ericsson R520m, T39, T68, Sony Ericsson T68i:**
  - **Missing Resource Names:** When the `attendeesindetails` parameter on the server is set to "short," resource names and statuses in event details are not synchronized to a device. This is because truncated resource names are not meaningful to users. Resources are only added to event details when `attendeesindetails` is set to full.
  - **Missing Dash in Phone Number:** The device does not store formatted phone numbers. All non-numeric characters other than "#" are removed when phone numbers are stored on the device.
  - **Missing or Modified E-mail Addresses:** The device can store one e-mail address for a contact, while the server can store two. If a contact's e-mail address is modified on the device and synchronized to the server, it is possible that the wrong address on the server will be updated. This is because there is no way at this time for the server to detect which address is supposed to be updated.
  - **Missing Organization Field:** The device can store one organization field for a contact, while the server can store two. If a contact's organization field is modified on the device and synchronized to the server, the information in both server fields is discarded in favor of the field synchronized from the device.
  - **Contact's Full Name Becomes a Last Name:** The correct way to enter contact names on the device is "Lastname, Firstname". Names entered on, or synchronized to, the device without a comma will be stored on the device as last names only.
- **Ericsson R520m:**
  - The Ericsson r520m has a limit of 150 characters in its event details field. Attendee information that exceeds 150 characters is not added to the details field. It is best to use the default server parameter of `AddAttendeesInDetails = short` with this phone. Oracle assigned bug number 2862247 to track this problem.
  - When you create an untimed event using the device, the Daylight Savings time change can cause it to be displayed as a Meeting with a duration of 1 minute on the Oracle Calendar desktop client. Oracle assigned bug number 2864097 to track this problem.
- **Ericsson T68i:**

- When a contact's e-mail address is modified using the phone device and contains special characters, it appears to be corrupt on the Oracle Calendar desktop client. This occurs because the phone device does not return the EMAIL vcard property in the appropriate format. Oracle assigned bug number 2844777 to track this problem.
- **Siemens S55:** Memos created on the Siemens S55 synchronize as Daily Notes on the server. (Other phone devices synchronize Memos as Day Events.) Oracle assigned bug number 2962661 to track this problem.

### 3.3.3.3 Resolved Limitations in this Release

- Modifying contact information using the phone device resulted in truncated fields on the Oracle Calendar desktop clients because the maximum character length allowed varied depending on the phone device's limitations. Oracle assigned bug number 2844930 to track this problem.

## 3.4 Oracle Connector for Outlook

This section contains these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)
- [Resolved Limitations in this Release](#)

### 3.4.1 What's New in this Release?

This section lists new features of Oracle Connector for Outlook.

- Out of Office Assistant and Server-side e-mail Rules
- View mail server quota usage
- New e-mail, voice mail and wireless preferences
- Ability to recover e-mail deleted from one or more folders for a specified period of time
- Schedule and join Web Conferencing through Microsoft Outlook
- New enhanced resource scheduling functionality
- Prompt for language choices when upgrading from a previous version using the `/Lang` command-line switch.

- Assign delegate access to remote node users
- Access to complete (Calendar and non-Calendar) user directory backing Calendar Server
- Ability to resolve names against OiD distribution lists
- Reduction in number of IMAP4 and calendar API commands issued to implement frequently performed Microsoft Outlook operations
- Master Node Configuration to auto-detect Calendar Server Account
- Local Mailbox Caching - ability to use a local copy of IMAP4 e-mail while working on-line
- Ability to configure folder count refreshes
- The ability to control whether the delegate name appears as "on behalf of" the folder's owner when sending messages
- The ability to automatically notify the Calendar owner when a delegate adds a meeting to the owner's Calendar
- Optimizations to the Outlook Advanced Search functionality when looking for e-mail recipients, meeting organizers and attendees
- Support for Additional Languages, including Danish, Dutch, English, Finnish, French, German, Greek, Italian, Japanese, Korean, Norwegian, Brazilian Portuguese, Portuguese, Swedish, Spanish, Simplified Chinese, Traditional Chinese and Turkish.

### 3.4.2 Known Limitations and Workarounds

This section describes known limitations and workarounds for Oracle Connector for Outlook.

- **IMAP server:** When using an IMAP4 server that does not support Simple Authentication and Security Level (SASL) encryption, such as Oracle Email Server, it is recommended that you enforce Secure Sockets Layer (SSL) for all connections to your IMAP4 server to avoid sending passwords in clear text. Consult your e-mail server documentation for more information. For details on setting up an Oracle Connector for Outlook IMAP4 connection with SSL, see the Oracle Connector for Outlook online help.
- **Recurring meetings:**
  - The error message displayed when a user attempts to modify and save an instance of a recurring meeting owned by another user should state that

access to the instance is denied, as is the case with non-recurring meetings, rather than reporting an OLE warning. (#01634)

- If you modify a set of recurring meetings while working offline, any modifications you make to individual instances of that meeting before reconnecting to the server will not be saved. (#01567)
- Under some circumstances, changes made to repeating meetings using an Oracle Calendar desktop client or Oracle Calendar Web client might invalidate the recurrence rule created in Outlook. (#00395)
- Oracle Connector for Outlook does not support the creation of monthly recurring meetings on the 29th or 30th day of the month. (#00257)
- Recurring all-day Events cannot be changed to single all-day Events if the change causes resource or scheduling conflicts, and vice-versa. To work around this problem, delete the recurring all-day Event, then create the single all-day Event. (#00265, 00271)
- **Forwarded images:** When a message with an attached image is forwarded, the image might get duplicated. (#01479)
- **Stationery backgrounds:** Stationery backgrounds can cause problems when using Pretty Good Privacy (PGP) encryption. (#01400, 01401)
- **Outlook 2002:** Oracle Connector for Outlook only supports the default Send/Receive Group.
- **Folder rules:**
  - Resetting your .ost file might cause you to lose folder context information such as your client-side Inbox rules. After resetting your .ost file, verify that your folder rules are intact by opening your Inbox and selecting **Tools | Rules Wizard**. In the **Apply rules in the following order box**, verify your folder rules. To modify your rules, click **Modify** and follow the instructions.
  - To specify a person using the Outlook Client-Side Rules Wizard, you must provide both the user's display name and e-mail address separated by a semi-colon in order to have the rules trigger on messages received from that person. (#00520)
- **Folders:**
  - Folder names are case-insensitive. (#00321)
  - Public folders cannot be made available for offline use. To work offline with the contents of a public folder, you must copy the contents of a public folder to a private folder, then enable the private folder for offline use. (#00322)

- Custom folder views using the Group By option are not supported. Suggested workaround: Set the **Group By** field to none. (#00299)
- **Meeting invitations:**
  - All attendees invited to a meeting are invited as Required, even if some were initially invited as Optional.
  - Meetings that have been accepted or declined while working offline using the **Respond to all by Accepting** command will not change color to reflect Busy status. To work around this problem, connect to the server and upload your offline changes. (#00917)
- **Unsupported formats/attachments:**
  - Oracle Connector for Outlook does not support Transport Neutral Encapsulation Format (TNEF) in e-mail messages, or WINMAIL.DAT attachments sent by Microsoft e-mail clients.
  - Oracle Connector for Outlook does not recognize Macintosh attachments containing a resource fork. (#00248)
- **Birthdays and anniversaries:** Birthdays and anniversaries cannot be added to a contact while working offline. To work around this problem, add the birthday or anniversary to your contact while working online. (#00309)
- **Synchronization:** Synchronizing the Pocket Outlook 2002 Inbox using ActiveSync 3.5 with Outlook 2000 will result in unresolved items.
- **Web Conferencings:** Due to an Outlook 2000 limitation (Microsoft Knowledge Base: 272320), Outlook 2000 users require at least Office 2000 Service Pack 3 to correctly display an instance of a recurring Oracle *Web Conferencing*. Oracle assigned bug number 2927339 to track this.
- **Oracle Calendar form:** If the Oracle Calendar form becomes unpublished or lost, other Calendar features, such as Attendee Availability, Group Views, Resource Scheduling, Plan A Meeting and Propose New Times will not work properly. To solve this problem, simply re-publish the Oracle Calendar form. Oracle assigned bug number 2770611 to track this.

### 3.4.3 Resolved Limitations in this Release

This section describes resolved limitations of Oracle Connector for Outlook.

- **Outlook XP only:** When right-clicking on an item in the Calendar folder or Inbox representing an instance of a recurring event owned by another user, the menu items in the pop-up menu would be doubled. (#01290)

- Reading an incoming e-mail while it was being moved to another folder by an Inbox rule could result in the message being duplicated in the destination folder. (#00748)
- If an open message was moved immediately after replying, a copy of that message would remain in its original location. (#00266)
- **Outlook 2000 on Windows 98 only:** When working in another user's Calendar folder, you could not create a new meeting by simply highlighting a time and typing directly in the cells. (#01123)
- When a remote user was invited to meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status would be shown as "will confirm later" instead of "will attend". This was a server issue. Oracle assigned bug number 2892157 to track this.
- Ability to synchronize Notes and Ink Notes with Pocket PC devices.
- Ability to synchronize off-line folders without first visiting them.
- Long delays were experienced after Connector installation took place.
- Upgrading the Connector Version or Purging the off-line folders resulted in PST files getting deleted.
- Meetings created with attachments (Word, Excel) using an Oracle Calendar desktop client did not show the attachments when the same meeting was viewed from Oracle Connector for Outlook XP. The attachments could be seen properly on Microsoft Outlook 2000.
- Recurring Meetings or Show Free/Busy information could not be displayed correctly if user did not have full administration privileges.
- Users with rights to manage Holidays could inadvertently delete Holidays for everyone through Outlook.
- Client-side rule to move ALL e-mail to PST resulted in second empty e-mail.
- Moving an e-mail from the Oracle Connector for Outlook to a target PST folder did not delete the source message.
- Cancelling a move of multiple messages from the Oracle Connector for Outlook to a target PST folder deleted the source messages.
- The time displayed in the Reminder pop-up window on Outlook XP displayed the reminder time instead of the meeting's start time.

## 3.5 Oracle Calendar Desktop Clients

This section contains release note information on these products:

- [Oracle Calendar Desktop Client for Windows](#)
- [Oracle Calendar Desktop Client for Macintosh](#)
- [Oracle Calendar Desktop Client for Linux](#)
- [Oracle Calendar Desktop Client for Solaris](#)

### 3.5.1 Oracle Calendar Desktop Client for Windows

This section contains these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)
- [Resolved Limitations in this Release](#)

#### 3.5.1.1 What's New in this Release?

This section lists new features of Oracle Calendar Desktop Client for Windows.

- Support for meetings greater than 24 hours.
- Perform conflict checking on a per resource basis.\*
- Improved address book: Ability to create a repeating note entry from a birthday or anniversary date, ability to launch an e-mail application from an address book entry's e-mail address, ability to launch the browser from an address book entry's URL.
- Support passwords longer than 15 characters.\*
- Enhanced resource scheduling\*
- The "Show time as free" feature — allows users to accept invitations to meetings while remaining available for other invitations.\*

\* Requires Oracle Calendar Server 9.0.4

- Support for e-mail to remote resources.
- Ability to access remote groups.
- Enhanced user interface for the agenda search.

### 3.5.1.2 Known Limitations and Workarounds

This section describes known limitations and workarounds for Oracle Calendar Desktop Client for Windows.

- **iCalendar import:** When attempting to import an iCalendar file to an external calendar product such as Microsoft Outlook, only the first entry in the file is imported correctly. To work around this issue, you should export/import your Agenda data in vCalendar format instead. Oracle assigned bug number 2859449 to track this problem.
- **VCS import:** Importing .vcs files from some programs might not work properly. Oracle assigned bug number 2836621 to track this problem.

### 3.5.1.3 Resolved Limitations in this Release

This section describes resolved limitations of Oracle Calendar Desktop Client for Windows.

- When attempting to print your Agenda while having a Designate Agenda window open, the system occasionally printed the Designate Agenda rather than your own. Oracle assigned bug number 2836683 to track this.
- When attempting to print your Agenda with the time range set to span 24 hours, the application reverted to the default time range (08:00-17:00) instead. Oracle assigned bug number 2859640 to track this.
- Downloading your agenda to a file after changing your password caused errors. Oracle assigned bug number 2912923 to track this.
- When a remote user was invited to meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status would be shown as "will confirm later" instead of "will attend". This was a server issue. Oracle assigned bug number 2892157 to track this.
- When you have new entries in your offline agenda, selecting Download To Local File did not properly reconcile the agendas. Oracle assigned bug number 2896226 to track this.

## 3.5.2 Oracle Calendar Desktop Client for Macintosh

This section contains these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)

- [Resolved Limitations in this Release](#)

### 3.5.2.1 What's New in this Release?

This section lists new features of Oracle Calendar desktop client for Macintosh.

- Support for GSSAPI Kerberos.
- Better encryption in off-line database.
- Daily Notes and Day Events now support details and attachments.
- Open a Group View containing the agendas of the people invited to a particular Meeting by pressing the CTRL key while clicking on a Meeting and selecting Open Group View.
- The redesigned Event Editor lets you quickly create and edit events within a single dialog box. With this new organization, adding an additional date to your Meeting is now achieved with a single click. The number of attendees for confirmed and unconfirmed meetings can be viewed. The Repeating Meeting dialog has also been redesigned to simplify the process of creating repeating meetings.
- All user preferences are now centralized and organized in a new Preferences dialog. With this dialog, users can modify the defaults of all configurable preferences related to settings for their Agenda display, In-tray display, Entry defaults, Scheduling choices, off-line set up, Address Book organization and a number of General preferences including date, time zone, and startup settings.
- With the new on-line Address Book, you can now manage all your Address Book Entries from one location, and create categories to make your contact management easier than ever before.
- A new installer allows users to easily install the application. A pre-configuration file is provided for silent installation.
- The redesigned toolbars, updated default color schemes and reorganized menus give Oracle Calendar a new look and feel.
- Customize Meeting colors according to any scheme, to fit your desktop or preference.
- You can save the state of your windows at any time so that Oracle Calendar opens in exactly the state you choose.
- E-mail notification of events now includes the title of the event in the subject field.

- When you modify or delete instances of a repeating Meeting, only affected instances will be listed in the mail message.
- When you modify or delete instances of a repeating Meeting, by default only invitees for the affected instances will be notified by e-mail.
- Reminders are now available via e-mail and wireless.
- Support for meetings greater than 24 hours.
- Perform conflict checking on a per resource basis\*
- Improved address book: Ability to create a repeating note entry from a birthday or anniversary date, ability to launch an e-mail application from an address book entry's e-mail address, ability to launch the browser from an address book entry's URL.
- Support passwords longer than 15 characters\*  
\* Requires Oracle Calendar Server 9.0.4

### 3.5.2.2 Known Limitations and Workarounds

This section describes general issues and their workarounds for Oracle Calendar desktop client for Macintosh.

- **Sign-in:**
  - After configuring a master-node server for a specific user, the user name displayed in the Sign-in dialog is that of the previously signed-on user instead of the indicated user. Oracle assigned bug number 2864234 to track this.
  - Attempting to sign-in to the application with a valid password containing a Euro character will fail. Oracle assigned bug number 2871974 to track this.
  - Signing in to your agenda off-line might not always work. For instance, it is known that in the off-line configuration dialog box, if you select a different time zone and then try to sign in, you will simply be returned to the sign-in dialog box. Oracle assigned bug number 2893984 to track this.
- **Notifications:**

The pop-up notification for new entries feature does not work. Oracle assigned bug number 2872763 to track this.
- **Windows:** When switching back and forth between Oracle Calendar desktop client for Macintosh and other applications, the Oracle Calendar windows

appear in the foreground but remain grayed out as though they were still in the background. Oracle assigned bug number 2893976 to track this.

- **Repeating events:**

Trying to apply a change in Reply status to all instances of a repeating meeting might not work. Oracle assigned bug number 2884186 to track this.

- **Printing:** When you click **Print** from the New Group dialog when there is no default printer set up on your system, a message is displayed asking if you wish to set up a printer. Clicking **Cancel** yields the following unexpected error: Module: <CST\_ManageGroupsDlog.cpp>, Label: 125, Service error: 0x31002 Oracle assigned bug number 2842273 to track this.

- **Address Book:**

- Address Book categories do not function correctly. Oracle assigned bug numbers 2830426 and 2879849 to track this.
- If you leave your address book open while upgrading, your data might not appear to have been migrated properly. Just click on the address book icon from the toolbar to see your updated entries. Oracle assigned bug number 2911972 to track this.
- Creating a Daily Note from the Address Book while working off-line might not work. Oracle assigned bug number 2921488 to track this.
- Exporting the address book to tab-delimited/comma-delimited text files does not work. Oracle assigned bug number 2924992 to track this.

- **Duplicate Meeting:** The Duplicate Meeting functionality might cause some unexpected behavior. Oracle assigned bug numbers 2874952 and 2892366 to track this.
- **Apply to All:** In the event editor, the Apply to All functionality might not work correctly for all selections. Oracle assigned bug numbers 2884158, 2884186, and 2884903 to track this.
- **iCalendar import:** You cannot import iCal files while off-line. Oracle assigned bug number 2922180 to track this.

### 3.5.2.3 Resolved Limitations in this Release

This section describes resolved limitations of Oracle Calendar desktop client for Macintosh.

- Changes to your Address Book's user-defined fields were not saved. Oracle assigned bug number 2832478 to track this.
- In cases where there was no wireless support (such is the case for MDCC), wireless reminder checkboxes were displayed in the Reminder tabs and the Entry Defaults preferences even though they should not have been. Oracle assigned bug number 2893809 to track this.
- When creating a recurring Meeting whereby one instance had a duration long enough to create a conflict with another instance on the following day, the following message was displayed: "Two or more instances have the same date and time". Oracle assigned bug number 2840028 to track this.
- Clicking **OK** in the Oracle Calendar Preferences dialog and then choosing **View | Set Filter** could cause the application to terminate unexpectedly. Oracle assigned bug number 2847602 to track this.
- Attempting to create a recurring Meeting that exceeded the maximum number of instances allowed caused the following unexpected error: Module: <CST\_Event\_Editor.cpp>, Label: 390, Service error: 0x1812b. Oracle assigned bug number 2872041 to track this.
- Attempting to display the Print Preview for an Agenda page that contained a Meeting spanning more than 24 hours could cause the application to terminate unexpectedly. Oracle assigned bug number 2877037 to track this.
- A password that was changed while working off-line to a password not allowed by the server could cause the application to unexpectedly terminate when attempting to reconcile the on-line and off-line passwords. Oracle assigned bug number 2903609 to track this.
- When a remote user was invited to a meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status would be shown as "will confirm later" instead of "will attend". This was a server issue. Oracle assigned bug number 2892157 to track this.
- Making changes to notification preferences produced a blank dialog box. Oracle assigned bug number 2891594 to track this.
- If you expand a repeating event (Meeting, Daily Note, Day Event), select all the instances and try to change your reply status, the program terminated unexpectedly. Oracle assigned bug number 2919825 to track this.
- You could not create a weekly meeting on a Saturday or Sunday. Oracle assigned bug number 2929937 to track this.

- Clicking the Open All Folders button from a recently retrieved Published Address Book yielded the Save dialog. Oracle assigned bug number 2879881 to track this.
- Creating an address book while working off-line (standalone only) caused errors to occur the next time you signed in. Oracle assigned bug number 2871716 to track this.
- Meetings created by Event Calendars that include attendees yielded unexpected errors. Oracle assigned bug number 2880321 to track this.
- If you opened another user's agenda as a designate and then did a refresh, you would get an error message. Oracle assigned bug number 2919085 to track this.

### 3.5.3 Oracle Calendar Desktop Client for Linux

This section contains these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)
- [Resolved Limitations in this Release](#)

#### 3.5.3.1 What's New in this Release?

This section lists new features of Oracle Calendar Desktop Client for Linux.

- Open a Group View containing the agendas of the people invited to a particular Meeting by right-clicking on a Meeting and selecting Open Group View.
- Use the startup preferences to choose when you would like your In-tray to be displayed.
- With the new on-line Address Book, you can now manage all your Address Book Entries from one location and create categories to make your contact management easier than ever before.
- View number of attendees for confirmed and unconfirmed meetings.
- A new installer allows users to easily install the application. A pre-configuration file is provided for silent installation.
- Support for meetings greater than 24 hours.
- Perform conflict checking on a per resource basis\*
- Improved address book: Ability to create a repeating note entry from a birthday or anniversary date, ability to launch an e-mail application from an address

book entry's e-mail address, ability to launch the browser from an address book entry's URL.

- Support passwords longer than 15 characters\*
- Enhanced resource scheduling\*
- The "Show time as free" feature allows users to accept invitations to meetings while remaining available for other invitations.\*

\* Requires Oracle Calendar server 9.0.4

### 3.5.3.2 Known Limitations and Workarounds

This section describes general issues and workarounds for Oracle Calendar Desktop Client for Linux.

- **Address Book Folders:** Changes you make to Address Book Folders preferences will remain in effect for the current session only. They are not properly saved. Oracle assigned bug number 2836729 to track this.
- **iCalendar export:** iCalendar files exported while working off-line contain errors and cannot be imported. Oracle assigned bug number 2847503 to track this.

### 3.5.3.3 Resolved Limitations in this Release

This section describes resolved limitations of Oracle Calendar Desktop Client for Linux.

- Attempting to create a group containing a user that was an Event Calendar caused the following unexpected error: Module: <CST\_ManageGroupsEditorDlog.cpp>, Label: 135, Service error: 0x13209. Oracle assigned bug number 2847208 to track this.
- Meetings created by Event Calendars that included attendees caused unexpected errors. Oracle assigned bug number 2880299 to track this.
- When a remote user was invited to meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status was shown as "will confirm later" instead of "will attend". This was a server issue. Oracle assigned bug number 2892157 to track this.
- When changing your password while working off-line, choosing a password that was not allowed by the server could cause the application to unexpectedly terminate when you attempted to reconcile your on-line and off-line passwords. Oracle assigned bug number 2903609 to track this.

### 3.5.4 Oracle Calendar Desktop Client for Solaris

This section describes general issues and workarounds for Oracle Calendar Desktop Client for Solaris.

- **Exporting an iCalendar file:** If you export an iCalendar file containing a Holiday, delete the Holiday from your Agenda and then re-import the file using a date range, the Holiday will not appear in your Agenda. Suggested workaround: In the Period area of the Import iCalendar file dialog, select "All" instead of "Range".
- **Reconciling your Agendas:** Selecting "Download Only" from the Reconcile, Cancel, Download Only dialog box will erase any changes you have made in your off-line Agenda. You will not be warned that any changes that you make will be lost.
- **Creating a repeating entry:** Clicking "Apply to All" in the General tab of a repeating entry might reset your Reminder and Reply options for all instances of the entry.
- **Exceed 7.0:** You might encounter problems using Exceed 7.0 with Oracle CorporateTime 5.0.2 for Motif.
- **Storing off-line files on a remote system:** Storing off-line files on a remote system might cause slow-downs when you perform certain functions such as working off-line or working with an Address Book. Suggested workaround: Store your off-line files on a local disk.
- **Running concurrent copies:** You should not run concurrent copies of Oracle CorporateTime from one UNIX account.
- **Resources with many designates:** You can exceed the maximum mail distribution number by adding a resource with many designates. Suggested workaround: Avoid adding resources to mail distribution lists if they have many designates.

## 3.6 Oracle Calendar Sync Clients

This section contains release note information on these products:

- [Oracle Calendar Sync for Palm for Windows](#)
- [Oracle Calendar Sync for Palm for Macintosh](#)
- [Oracle Calendar Sync for Pocket PC](#)

### 3.6.1 Oracle Calendar Sync for Palm for Windows

This section contains these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)

#### 3.6.1.1 What's New in this Release?

This section lists new features of Oracle Calendar Sync for Palm for Windows.

- Support for *Web Conferencing* details in events
- Ability to choose whether or not to synchronize refused events to your device
- Ability to choose whether or not events that fall outside your date range are to be deleted from your device (but kept on the server)
- Support for synchronizing and filtering contact categories
- Support for synchronizing attendees and their statuses to the device
- Ability to change your attendance status from the device and synchronize it back to the server
- Enhanced support for recurrence rule on personal events
- Ability to configure which rules to use during a modify conflict on a per data type basis

#### 3.6.1.2 Known Limitations and Workarounds

This section describes general issues and workarounds for Oracle Calendar Sync for Palm for Windows.

- **Upgrades:** When upgrading from Oracle CorporateSync 3.0.x for Palm, the InstallShield returns random characters when reading an empty value from the

registry instead of returning an error. Oracle assigned bug number 2872048 to track this.

- **Titles containing "=":** Events and contacts might not synchronize correctly when the title specified ends with an "=" character. Oracle assigned bug number 2864229 to track this.
- **Modifications on client and server:** When modifying the same contact with a desktop client and the Palm device, and the rules setting is set to replace the mobile device item with the calendar server item, some fields might not be synchronized correctly. Oracle assigned bug number 2851814 to track this.
- **Daylight Savings:** Recurring meetings which span the Daylight Savings time change might not be synchronized correctly. Several instances before or after the time change might have incorrect end times. Oracle assigned bug number 2842124 to track this.
- **Information not synchronized to server:** Notes, Alarms and Access Levels modified on the device might not get synchronized with the server. If you are using a V5.4 server, Details might not get synchronized either. Oracle assigned bug number 2842611 to track this.

## 3.6.2 Oracle Calendar Sync for Palm for Macintosh

This section contains these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)

### 3.6.2.1 What's New in this Release?

This section lists new features of Oracle Calendar Sync for Palm for Macintosh.

- Support for ACE
- Support for Mac OS X

### 3.6.2.2 Known Limitations and Workarounds

This section describes general issues and workarounds for Oracle Calendar Sync for Palm for Macintosh.

- **Time zones:** The Palm organizer does not support different time zones. Make sure the Palm organizer time zone corresponds to the calendar application time.

- **Repeating Entries:** You cannot synchronize the Palm organizer's Repeating Entries. You can, however, synchronize calendar server Repeating Entries.
- **Hand-held overwrites Macintosh:** The 'Hand-held overwrites Macintosh' feature is not available.
- **Timed/untimed events:** If you change a timed Event to an untimed Event, or vice versa, on your Palm organizer, the change will not appear in the calendar application.
- **Languages:** Oracle Calendar Sync for Palm only fully supports English-language synchronization.
- **Duplicate names:** Oracle Calendar Sync for Palm does not present a list of possible matches for duplicated names. To avoid this problem, enter as much unique user information as possible (for example, organization unit).

### 3.6.3 Oracle Calendar Sync for Pocket PC

This section contains these topics:

- [What's New in this Release?](#)
- [Known Limitations and Workarounds](#)

#### 3.6.3.1 What's New in this Release?

This section lists new features of Oracle Calendar Sync for Pocket PC:

- Support for Web Conferencing details in events
- Ability to choose whether or not to synchronize refused events to your device
- Ability to choose whether or not events that fall outside your date range are to be deleted from your device (but kept on the server)
- Support for synchronizing and filtering contact categories
- Support for synchronizing attendees and their statuses to the device
- Ability to change your attendance status from the device and synchronize it back to the server
- Enhanced support for recurrence rule on personal events
- Ability to configure which rules to use during a modify conflict on a per data type basis

### 3.6.3.2 Known Limitations and Workarounds

This section describes general issues and workarounds for Oracle Calendar Sync for Pocket PC.

- **Upgrades:** When upgrading from Oracle CorporateSync 3.0.x for Pocket PC, the InstallShield returns random characters when reading an empty value from the registry instead of returning an error. Oracle assigned bug number 2872048 to track this.
- **Titles containing "=":** Events and contacts might not synchronize correctly when the title specified ends with an "=" character. Oracle assigned bug number 2864229 to track this.
- **Modifications on client and server:** When modifying the same contact with a desktop client and the Pocket PC device, and the rules setting is set to replace the mobile device item with the calendar server item, some fields might not be synchronized correctly. Oracle assigned bug number 2851814 to track this.
- **Categories containing spaces:** The Calendar server does not support Contact Category names that begin or end with one or more spaces. Oracle assigned bug number 2949143 to track this.
- **Daylight Savings:** Recurring meetings which span the daylight time change might not be synchronized correctly. Several instances before or after the time change might have incorrect end times. Oracle assigned bug number 2842124 to track this.
- **Information not synchronized to server:** Editing a recurring event from the device does not sync (with V5.4 Server only). Oracle assigned bug number 2891864 to track this.



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# Oracle Email

This chapter provides information about issues associated with Oracle Email. It contains the following sections:

- [What's New in this Release?](#)
- [Known Issues](#)
- [Known Bugs](#)
- [Documentation Errata](#)

## 4.1 What's New in this Release?

Release 2 of the Oracle Collaboration Suite e-mail product ships with restricted use licenses for the Oracle9i Application Server 9.0.2.3 and the Oracle9i Database 9.2.0.3. Several enhancements have been made to all components of the mail solution to improve performance and functionality. New features include:

- Improved virus scanning and protection, including an administration tool for quarantining messages suspected of virus infection in large stores; hands-off scanning of mail stores by third party anti-virus knowledge bases; and better virus scanning control for inbound and outbound mail.
- Per-user mail store backup and recovery, allowing backup and restoration of individual users' mail folders, private address book entries, and server-side rules.
- Network News Transfer Protocol (NNTP) server, providing threaded discussions and forum capabilities as well as an archive for Oracle Email public distribution lists.
- Migration Tool support for Novell GroupWise, version 6.0, and Samsung Contact, version 7.1 (formerly HP OpenMail).
- Additional features for the Oracle Connector for Outlook, including:
  - Delegated management of mail, allowing a user to assign someone else to temporarily manage one's mail
  - Additional server-side rules, including the popular "out of office" assistant
  - Support for message annotation
  - Flashback recovery of mail, allowing users to quickly recover deleted mail messages.

## 4.2 Known Issues

This section describes Oracle Email known issues.

### 4.2.1 TargetDN Attribute

The `targetdn` attribute must be cataloged manually. If this attribute is not cataloged, the user rename operation fail

**Workaround:**

Enter the following command:

```
$ORACLE_HOME/ldap/bin/catalog.sh -connect infrastructure_connectstr -add \  
-attr targetdn
```

**See Also:** Bug number 2437872 for more information.

### 4.2.2 Oracle Text

Text index for e-mail body search is created with the Oracle Text BASIC\_LEXER, which supports English and most western European languages that use white space delimited words. For other languages that are not supported by Oracle Text BASIC\_LEXER, e-mail body search does not work.

**Workaround:**

1. Enter the following SQL command:

```
SQL> alter table es_imt_msgbody add (cset VARCHAR2(20) default 'JAAUTO');
```

2. Choose a lexer for e-mail indexing.

Supported lexers are:

- CHINESE\_VGRAM\_LEXER
- CHINESE\_LEXER
- JAPANESE\_VGRAM\_LEXER
- JAPANESE\_LEXER
- KOREAN\_LEXER
- KOREAN\_MORPH\_LEXER.

3. As the `es_mail` database user, drop the existing index `es_ot_ix_search` file. This causes all previously indexed e-mails to be un-indexed.
4. Recreate the index `es_ot_ix_search` file with the lexer chosen in step 2. This causes all previously indexed e-mails to be re-indexed using the new lexer.
5. Determine whether `esoratext` tablespace exists.
6. Run the following SQL as database user `es_mail` to recreate the index:

```
@ execute
CTX_DDL.CREATE_PREFERENCE('my_lexer', 'LEXER_NAME');

Create charset filter preference
@ execute
CTX_DDL.CREATE_PREFERENCE('my_charset_preference', 'CHARSET_FILTER');
@ execute
CTX_DDL.SET_ATTRIBUTE('my_charset_preference', 'charset', 'chosen_
charset');
chosen_char_set : Globalization support name of source character
set.

DROP INDEX es_ot_ix_search;

CREATE INDEX es_ot_ix_search ON es_imt_msgbody(text)
indextype IS ctxsys.context
parameters ('DATASTORE es_search_dsprof
FILTER          CTXSYS.CHARSET_FILTER
SECTION GROUP  es_search_sec_group
STORAGE          oratextstore
LEXER          my_lexer
CHARSET COLUMN cset') ;
```

7. Replace the following entries as described:
  - `my_lexer` with a unique name
  - `LEXER_NAME` with the name of the chosen lexer
  - `my_charset_preference` with an unique name
  - `chosen_charset` with the name of the source character set

**Limitations:**

- Indexing is limited to one lexer
- Indexing is limited to one character set

## 4.3 Known Bugs

This section describes the known bugs for Oracle Email.

### 4.3.1 Administration

**Table 4–1 Administration Known Bugs**

Bug No.	Description
3029078	Administrator online help is missing. <b>Workaround:</b> None.
3028561	The es_mail schema does not have execute permission on lmmr_setup.setup_logmnr(). This prevents you from setting up LogMiner. <b>Workaround:</b> Log in as the SYS user on the mail store database and grant execute privileges on lmmr_setup to es_mail.
3032263	The text index synchronization task is not run by the housekeeping process. <b>Workaround:</b> None.
3036037	Housekeeper can fail with error ORA-6502 <b>Workaround:</b> None.
2978639	The orclguest user is not provisioned for e-mail, if the mail store configuration for first mail store fails. <b>Workaround:</b> To provision the orclguest account for e-mail, invoke the following script: <code>\$ORACLE_HOME/oes/bin/createEmailAccount.sh domain_name</code> where: <ul style="list-style-type: none"> <li>■ <code>\$ORACLE_HOME</code> is the middle-tier oracle home</li> <li>■ <code>domain_name</code> is the e-mail domain</li> </ul>
2882795	System rules for message delivery can be invoked more than once for a message, if the message delivery fails during the first delivery attempt and delivery is tried again.
2349530	You cannot install more than one email middle-tier on one system.

**Table 4–1 Administration Known Bugs**

Bug No.	Description
2883242	When enabling the distribution list synchronization option from administration pages, the list of <code>objectclass</code> names must contain the <code>groupofuniquenames</code> or <code>groupofnames</code> explicitly, even if the <code>objectclass</code> definition is inherited.
2972907	<p>Search does not work with Oracle Email.</p> <p><b>Workaround:</b></p> <p>On all Oracle mid tier environments, edit the <code>\$ORACLE_HOME/oes/jazn/jazn-data.xml</code> file to include the following text immediately before the line containing <code>/jazn-policy</code>. Replace the <code>middle_tier_oracle_home</code> in the following text with the full directory path for <code>ORACLE_HOME</code></p> <pre>&lt;grant&gt;   &lt;grantee&gt;     &lt;codesource&gt;       &lt;url&gt;file:&lt;middle_tier_oracle home&gt;/ifs/files/lib/files.jar&lt;/url&gt;     &lt;/codesource&gt;   &lt;/grantee&gt;   &lt;permissions&gt;     &lt;permission&gt;       &lt;class&gt;oracle.security.jazn.JAZNPermission&lt;/class&gt;       &lt;name&gt;logon&lt;/name&gt;     &lt;/permission&gt;   &lt;/permissions&gt; &lt;/grant&gt;</pre>

#### 4.3.1.1 Email Component Issue and Database Listener

You need to configure the database listener to use `extproc32` for external procedure agent callout.

To configure:

1. Modify the Information Storage `listener.ora` file, as follows:
  - a. Set the program parameter to `extproc32` instead of `extproc` as follows:
 

```
(program = extproc32)
```
  - b. Add the following line:

```
(ENVS="EXTPROC_DLLS=/lib32")
```

2. Set the LIBPATH environment variable, as follows:

- For the Bourne, Bash, or Korn shell enter:

```
$ export LIBPATH=$ORACLE_HOME/lib32
```

- For the C shell enter:

```
$ setenv LIBPATH $ORACLE_HOME/lib32
```

3. Restart the listener.

## 4.3.2 Migration

**Table 4–2 Migration Tool Known Bugs**

Bug No.	Description
2918331	The <code>orclmailnntpinboundpeers</code> attribute must be cataloged after a middle-tier installation. The following command must be executed on the infrastructure system  <pre>\$ORACLE_HOME/bin/catalog.sh -connect INFRA-SID -add -attr orclmailnntpoutboundpeers</pre>
2598308	The index is not available in the Help system. Keyword searches for help are not possible. Help content is available.
2841542	Migration tool throws <code>OutOfMemoryException</code> while migrating users. Workaround: <ol style="list-style-type: none"> <li>1. Edit <code>migrate.cmd/migrate.sh</code> script.</li> <li>2. Set the Minimum Heap(-Xms) to Max available heap.</li> <li>3. Edit the <code>esmigration.config</code> file in the <code>%ORACLE_HOME%/oes/migration/config</code> directory.</li> <li>4. Set <code>oracle.mail.migration.num_of_threads</code> to a lower value.</li> </ol>

**Table 4–3 Microsoft Exchange Plug-in**

<b>Bug No.</b>	<b>Description</b>
2516725	The Microsoft plug-in does not extract a shared folder from the Microsoft Exchange server if the shared folder does not have an owner, or if the default permission for that folder is not defined.  Workaround: Verify that all folders have owners and the default permission defined before migrating them into the Oracle Email (See bug 2516792).
2558661	The plug-in fails to extract messages with embedded OLE objects.

**Table 4–4 Lotus Domino R5 Plug-in**

<b>Bug No.</b>	<b>Description</b>
2632809	Unable to open some attachments using Netscape 4.x after MBOX based migration with NLS messages.  Workaround: View using Netscape 7.0 or Outlook Express.
2558661, 2827041	Embedded images and Notes Rich Text Format are not migrated from Lotus (for Interpersonal messages only).
2775294, 2760551	Format information is lost for Multipart/Parallel and Multipart/Singed message types.
2991346	A few Traditional Chinese messages where the original character set is UTF-8 are not migrated properly.
2926772	During mailbox extraction, a "No Message File for Product=OES" message is logged.

**Table 4–5 Novell GroupWise Plug-in**

<b>Bug No.</b>	<b>Description</b>
2950698	Multibyte attachment names are not correct after migration (for Interpersonal messages).
2801219	The GroupWise plug-in does not extract Korean attachment names properly.
2794199	HTML body parts are not migrated properly for interpersonal mail.

**Table 4–6 Samsung Plug-in**

<b>Bug No.</b>	<b>Description</b>
2950501	Messages composed using non-standard clients might have corrupted headers.
2921831, 2921810, 2921793, 2921763, 2921608	A few migrated messages are not properly displayed using Netscape 4.7x. Workaround: View the messages using Netscape 7.0 or Outlook Express.
2850889	Interserver messages after migration appear as extra attachments in Outlook Express.  Workaround:  Set <code>INET_INLINE_FNAME_ALLOWED=FALSE</code> in the <code>general.cfg</code> file in <code>/var/opt/openmail/sys</code> on the source Samsung Contact server before MBOX generation.  If the option is set to <code>FALSE</code> , all the inline body parts will not have <code>filename=</code> in the Content-Disposition line even if a file name exists.

### 4.3.3 Servers

**Table 4–7 IMAP Server Known Bugs**

<b>Bug No.</b>	<b>Description</b>
2990674	The IMAP sort command does not work correctly on profile folders.

**Table 4–8 List Server Known Bugs**

<b>Bug No.</b>	<b>Description</b>
2977691	Messages sent to the parent of nested external distribution lists are not archived for the child external list.
2675017	Data returned by a PL/SQL function for a mail-merge tab is not translated into the character set of the e-mail into which the data is inserted.
2637279	If an alias is made a member of a mailing list and a mail with mail-merge tags is sent to such a list, then the mail-merge will be incorrect for the alias recipient. All other normal users are unaffected.

**Table 4–9 NNTP Server Known Bugs**

Bug No.	Description
2992003	The <code>es.nntp.in.clients.total</code> statistic is not being collected.
2988909	The anti-spam parameter <code>Reject Connections from Host Domain(s)</code> is not recognized by the NNTP Inbound server.
2991982	Articles containing a <code>Distribution</code> header value set for rejection are accepted. Only messages containing a <code>Distribution</code> header are affected.
2982508	The <code>oespr</code> utility does not allow multiple outbound peers for a group to be set. The peer name is replaced with the new value instead of appending the new value, so that a newsgroup can be fed to one peer only.

**Table 4–10 Virus Scrubber Known Bugs**

Bug No.	Description
2990786	Virus scrubber server and SMTP inbound server can crash if there is a space in the name of the external filter.
2988901	The anti virus pre-scan filter for the virus scrubber remains inactive when applied through the WebMail client administration pages. Workaround: <ol style="list-style-type: none"> <li>1. Navigate to the Oracle Enterprise Manager Unified Messaging page.</li> <li>2. Select <b>Virus Scrubber</b> -&gt; <b>Default Settings</b>.</li> <li>3. Enable the <code>Pre-scan</code> parameter.</li> </ol>

## 4.3.4 WebMail

**Table 4–11 WebMail Bugs**

Bug No.	Description
3027830, 3101655	Rules cannot be created through the WebMail client preferences page. Workaround: Set the value of the <code>oracle.mail.sdk.esmail.encrypted</code> to <code>false</code> in the <code>oc4j.properties</code> file located in the <code>\$ORACLE_HOME/j2ee/OC4J_UM/config</code> directory. Then restart the <code>opmn</code> processes.

**Table 4–11 WebMail Bugs**

Bug No.	Description
3027752	<p>If you click the Policy tab, the following incorrect error message appears, even if you have system administrator privileges:</p> <p>You do not have permission to access this page</p> <p><b>Workaround:</b></p> <p>Click the Anti-virus or Anti-spam button to access the page.</p>
2966292	<p>JDK 1.4.1 or above must be used with WebMail to support GB18030 (Simplified Chinese PRC standard) encoding.</p>
2899044	<p>WebMail online help is not context sensitive.</p>

### 4.3.5 Multi-Byte Character Restrictions in Netscape Navigator

Multi-byte characters are sometimes not displayed properly. Oracle assigned bug number 2354956 to track this. If this problem occurs, do the following:

1. From browser menu, click Edit and Preferences.
2. Select Fonts within Appearance from Category.
3. Select "Use my default fonts, overriding document-specified fonts".
4. Click "OK" and access again.

## 4.4 Documentation Errata

The following sections provide information about documentation errata.

### 4.4.1 Oracle Email Migration Tool Guide

The following sections provide information about documentation errata in the *Oracle Email Migration Tool Guide*.

#### 4.4.1.1 Chapter 2: Requirements Before Migration

- Preparing for a Novell GroupWise Migration:
  - Novell Client Version 4.81 or higher should be installed on the system where the Migration Tool is installed.
- Choosing the Migration Option:

Microsoft Exchange 5.0 and Microsoft Exchange 5.5 does not support Public Alias Migration from this Version.

- Preparing for a Microsoft Exchange Migration
  1. Create a profile.
  2. Check whether the Outlook Client is installed in Corporate or Work Group Mode.

To check the mode in which the Outlook Client is installed:

1. Open Microsoft Outlook.
  2. Click **About Outlook** under the Help option.
  3. If it is in Corporate or Working group, change nothing.
  4. If it is in Internet Mail Only Option, change the configuration from IMO to Corporate or Working Group Mode.
- To change the configuration of Microsoft Outlook from IMO to Corporate or Work Group mode:
    1. Click **Tools** On the Microsoft Outlook menu bar.
    2. Select **Options > Mail Format> Reconfigure**.
    3. Follow the wizard and select the Corporate or Working Mode radio button and finish.

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**Note:** Explicitly install the Microsoft Outlook 2000 client in Corporate Mode option if there are failures.

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- After installation:
  1. Click **Start > Control Panel > Mail**.
  2. Click **Show profiles**.
  3. Click **Add**.
  4. Enter the appropriate information.
  5. Check whether the mailbox primary Windows NT account used in case of creation of a profile had the Service Admin or Admin role on the Exchange Server Machine. If not, add the NT user to the service admin accounts list using the Microsoft Exchange Administrator program.

6. Stop and start the Exchange services to make permissions given take effect.
7. Check if the Exchange Administrator program is installed on the system.

#### 4.4.1.2 Chapter 3: Migration Tasks

- If a forward slash (/) is present in a folder name, the Migration Tool replaces it with an underscore (\_) and prefixes the folder with `Renamed_`.

For example, if the original folder is named `Sales/March`, the name becomes `Renamed_Sales_March`.

- To Install the Migration Tool:

`ORACLE_HOME` can be any directory on the system from which the migration tool runs. It need not be a proper ORACLE installed `ORACLE_HOME` setup.

Create a directory `oes/migration` under the set `ORACLE_HOME`.

- Task 8 - Migrating Distribution Lists

Distribution lists are only created as SMTP distribution lists on Oracle. These can be converted to list server lists using the WebMail client administration pages.

**See Also:** *Oracle Email Administrator's Guide* for more information about SMTP distribution lists and list server lists

#### 4.4.1.3 Appendix C

`Userlistgen` generates the `users.xml` file for IMAP-based migration where the passwords are protected. This file is used by the Migration Tool for loading users.

1. Run `userlistgen.sh` from `$ORACLE_HOME/oes/migration/bin`.

```
./userlistgen.sh
```

The Migration Tool reads the following parameters from Standard input. To terminate, press **ENTER** twice.

For example:

```
sourceimapuserid=test1 sourceimappasswd=welcome1 targetimapuserid=test1
targetimapuserpasswd=welcome1 quota=50 sourceimapuserid=.....
```

When this is complete, the `users.xml` file has to be copied to the required directory from where the Migration Tool will read it.

```
./userlistgen.sh file=<name>
```

The Migration Tool reads the file (in the `users.xml` format supported by the Migration Tool) and the output file is generated in the same directory with the passwords in the `users.xml` file protected.

For example: for input file:

```
<userlist>
<user sourceimapuserid="test1" sourceimappasswd="welcome1"
targetimapuserid="test1"
targetimappasswd="welcome1" quota="10" />
</userlist>
```

## 4.4.2 Oracle Email Application Developer's Guide

The following sections provide information about documentation errata in the *Oracle Email Application Developer's Guide*.

### 4.4.2.1 Chapter 2: Java API Reference

#### Directory Management API: Directory Components

Before a caller can access any of the directory components, the caller must authenticate with the LDAP directory using the `oracle.mail.OESContext` class. Once authenticated, the instance of `oracle.mail.OESContext` representing a trusted session must be passed to all of the directory APIs. There are two ways of authenticating: in the middle-tier `ORACLE_HOME` and by providing the user credentials.

#### Authentication in the Middle-Tier Oracle Home

In this authentication model, the application must be deployed on a middle-tier host.

Modify the `$ORACLE_HOME/oes/jazn/jazn-data.xml` file as follows:

1. Back up the original `$ORACLE_HOME/oes/jazn/jazn-data.xml` file.
2. Open `$ORACLE_HOME/oes/jazn/jazn-data.xml`
3. Go to the end of the file.
4. Before the `</jazn-policy>` tag, add the following lines.

```
<grant>
  <grantee>
    <codesource>
      <url>file:%JARFILE_NAME%</url>
```

```

        </codesource>
    </grantee>
    <permissions>
        <permission>
            <class>oracle.security.jazn.JAZNPermission</class>
            <name>logon</name>
        </permission>
    </permissions>
</grant>

```

where:

`$ORACLE_HOME` is the Oracle home path in the middle-tier host.

`%JARFILE_NAME%` is the absolute path of the application jar file.

#### Example authenticating as an application with the debug option turned off

```

OESContext oesctx = new OESContext(DirectoryConstants.DS_CALLERTYPE_APP, false);
//Authenticate to the directory
oesctx.authenticate(null, oracle_home); //oracle_home is the oracle home path on
the middle tier host

```

#### Authentication Providing Super User Credentials

In this authentication model , the application must provide Oracle Internet Directory super user credentials (credential of `cn=orcladmin` or `cn=umadmin`, `cn=EmailServerContainer`, `cn=Products`, `cn=OracleContext`)

#### Example authenticating as an application passing super user credentials with the debug option turned off

```

OESContext oesctx = new OESContext(DirectoryConstants.DS_CALLERTYPE_APP, false);
//Authenticate to the directory
oesctx.authenticate(username, password, ldaphost, ldapport); //username - super
user dn, password - super
user password, ldaphost - OID host name, ldapport - OID port number

```

#### 4.4.2.2 Directory Management Code Examples

To run these examples, the `CLASSPATH` environment variable must include the following:

```

jndi.jar, ldap.jar, providerutil.jar, classes12.zip, $ORACLE_
HOME/jlib/repository.jar, $ORACLE_HOME/jlib/esldap.jar, $ORACLE_
HOME/jlib/escommon.jar, $ORACLE_HOME/jlib/ojmisc.jar, $ORACLE_
HOME/j2ee/home/jazn.jar

```

The `$ORACLE_HOME/oes/jazn/jazn-data.xml` file must be edited as described above.

## 4.4.3 Oracle Email Administrator's Guide

The following section provides information about documentation errata in the *Oracle Email Administrator's Guide*.

### 4.4.3.1 Chapter 9: Parameters and Log Files

#### WebMail Properties

**Table 4–12** *WebMail Properties*

Property	Description	Acceptable Values	Default Value
<code>oracle.mail.sdk.esmail.driver_type</code>	Determines the type of JDBC driver to be used for the database connection pool	<code>oci8</code> , <code>thin</code> (recommended in non-RAC)	<code>oci8</code>

This chapter provides information about issues associated with Oracle Files. It contains the following sections:

- [What's New in This Release?](#)
- [Service Configurations and Java Memory Sizing](#)
- [Certification and System Requirements](#)
- [General Issues](#)
- [Configuration Issues](#)
- [Oracle Internet Directory Issues](#)
- [Globalization Support Issues](#)
- [Documentation Issues](#)
- [Known Bugs](#)

## 5.1 What's New in This Release?

The following features are new for Oracle Files Release 2 (9.0.4.1).

### 5.1.1 Creating Custom Workflows

Oracle Files comes with a default workflow process. Additionally, with this release you can now define a custom workflow process in Oracle Workflow, then register it with Oracle Files. You can design and register any number of custom workflow processes.

For information on how to design and register custom workflows for use in Oracle Files, see the *Oracle Files Administrator's Guide*, Chapter 7, "Customizing Oracle Files."

### 5.1.2 Branding the Oracle Files User Interface

Some organizations have "look and feel" standards, such as the requirement to use a particular company logo or color scheme. You can customize the Oracle Files Web User Interface to match those standards.

You can make the following customizations to the Oracle Files Web UI:

- Oracle Files Web UI colors can be altered.
- Oracle Files Web UI fonts can be changed.
- Particular Oracle Files Web UI images (such as the Oracle Files logo) can be modified or replaced.
- The title bar for the Oracle Files Web UI can be altered.

For more information on custom branding, see the *Oracle Files Administrator's Guide*, Chapter 7, "Customizing Oracle Files."

### 5.1.3 Improved Domain Controller Reliability After Machine Failure

The domain controller is an important component of the Oracle Files domain.

In Oracle Collaboration Suite Release 1, the domain could not be easily shut down, started, monitored, or configured in the following situations (although the domain would continue to run):

1. If the primary database listener in a RAC configuration failed.
2. If the system on which the domain controller was running failed.

The first problem was due to the domain controller using a derived JDBC thin driver URL for communication between the domain controller and the database. To handle this problem, you can now specify a database URL in the `registry.xml` file. This can then be used to specify a JDBC thick driver URL, which supports Transparent Application Failover (TAF).

To correct the second problem, you can migrate the domain controller to another middle-tier host. For more information on migrating the domain controller, see the *Oracle Files Administrator's Guide*, Chapter 5, "Administrative Operations in Oracle Enterprise Manager."

### 5.1.4 Automatic User Provisioning

In Oracle Files Release 1 (9.0.3.1), users created in Oracle Internet Directory were automatically provisioned in Oracle Files every 24 hours. Shortening this interval required a series of manual steps.

For the current release, the interval has been reduced to 15 minutes. Additionally, users created in Oracle Internet Directory are automatically provisioned in Oracle Files when they log in to Oracle Files for the first time.

## 5.2 Service Configurations and Java Memory Sizing

In Oracle Files 9.0.4.1, the default service configurations have been changed from allowing unlimited number of sessions to now specifying a maximum number of sessions which can connect to the service. This was done to reduce the likelihood of experiencing `java.lang.OutOfMemory` errors in the `oc4j_opmn.log` or `application.log`.

After this change you might see the following errors:

- Oracle Files Web UI: "The maximum number of concurrent sessions has been reached. Please try your request again later."
- `oc4j_opmn.log` or `application.log`: "IFS-20127: Service too busy (maximum concurrent sessions)"

If you see either of these errors, change the Service Configuration from Small to Medium or from Medium to Large, or create your own custom Service Configuration. If you use the Large Service Configuration, or if you make your own customer Service Configuration, you will also need to adjust your `Xmx` setting.

If you see any `java.lang.OutOfMemory` errors in your `oc4j_opmn.log` or `application.log` files, then you also need to adjust your `Xmx` setting.

See the following table for more information about why the `Xmx` setting might need to be changed.

**Table 5–1 Xmx Settings**

Service Configuration	Setting for <code>IFS.SERVICE.MaximumConcurrentSessions</code>	Expected number of peak concurrent connected users (PCCU <sup>1</sup> )	Recommended size for <code>Xmx</code> (Java maximum memory)	Need to change the default <code>Xmx</code> setting of 256MB?
Small	40	25	64 MB	No
Medium	70	45	162 MB	No
Large	200	125	430 MB	<b>Yes</b>

<sup>1</sup> Peak concurrent connected users (PCCU) is the number of users who are logged into Oracle Files and have performed an operation during the peak hour of the day. If you do not know how many that is likely to be, assume 10% of your entire Oracle Files named user population.

See the *Oracle Files Planning Guide* and the *Oracle Files Administrator's Guide* for more information about sizing and performance tuning.

## 5.2.1 Calculating Xmx Settings

A general guideline for calculating the `Xmx` setting is:

$$Xmx = PCCU * 2.8MB$$

or more exactly,

$$Xmx = (PCCU * 1.6 \text{ sessions per PCCU} * 1MB \text{ per session}) + (DATACACHE.Size * 3KB \text{ per data cache object}).$$

Note that the `Xmx` cannot exceed 4GB. Oracle recommends the `Xmx` should not exceed 2GB for Oracle Files.

## 5.2.2 Changing Xmx Settings

To change the `Xmx` setting for an Oracle Files HTTP node:

1. Edit the `$ORACLE_HOME/opmn/conf/opmn.xml` file.
2. Change the `"-Xmx256m"` to the appropriate value in the OC4J instance. Here is an example to change the java maximum heap size to be 430 MB of memory:

```
<oc4j instanceName="OC4J_iFS_files" gid="OC4J_iFS_files">
  <config-file path="/private/9iASHome/j2ee/OC4J_iFS_files/config/server.xml"/>
    <java-option value="-Xmx430m"/>
  </config-file>
</oc4j>
```

```

<oc4j-option value="-properties"/>
<port ajp="3001-3100" rmi="3101-3200" jms="3201-3300"/>
<environment>
  <prop name="LIBPATH" value="/private/9iASHome/lib32:/private/9iASHome/lib"/>
  <prop name="DISPLAY" value=":0.0"/>
  <prop name="NLS_LANG" value=".UTF8"/>
  <prop name="LD_LIBRARY_PATH" value="/private/9iASHome/lib32:/private/9iASHome/lib"/>
  <prop name="SHLIB_PATH" value="/private/9iASHome/lib32:/private/9iASHome/lib"/>
</environment>
</oc4j>

```

3. Save the change.
4. Restart the OC4J process to have OC4J use the new setting.

To change the `Xmx` setting for an Oracle Files regular node:

1. Go to the Oracle Enterprise Manager Web site on the host where the Oracle Files node is configured. For example:  
<http://myserver.mycompany.com:1810>
2. Log in using the `ias_admin` user name and password.
3. At the Oracle9iAS Home page, click the Oracle Files domain target link.
4. At the Oracle Files Home page, click **Node Configurations** under the Configuration section.
5. At the Node Configurations page, click the name of the Node you want to change.
6. At the Edit Node page, update **Java Command** to be the new `-Xmx` setting. For example, enter `"-Xmx430m"` to specify 430 MB of memory for the Java heap.
7. Click **OK** to save the change.
8. Restart the node.

### 5.2.3 Adjusting Service Configuration Settings

When your peak concurrent connected users (PCCU) exceeds 125, general guidelines for adjusting the `IFS.SERVICE` settings in the Service Configurations are:

$$\text{MaximumConcurrentSessions} = 1.6 * \text{PCCU}$$

$$\text{DATACACHE.Size} = 400 * \text{PCCU}$$

$$\text{DATACACHE.EmergencyTrigger} = 0.80 * \text{DATACACHE.Size}$$

```
DATACACHE.UrgentTrigger = 0.75 * DATACACHE.Size  
DATACACHE.NormalTrigger = 0.65 * DATACACHE.Size  
DATACACHE.PurgeTarget = 0.55 * DATACACHE.Size
```

```
CONNECTIONPOOL.WRITEABLE.MaximumSize = 0.05 * PCCU  
CONNECTIONPOOL.WRITEABLE.TargetSize = 0.04 * PCCU  
CONNECTIONPOOL.WRITEABLE.MinimumSize = 5
```

```
CONNECTIONPOOL.READONLY.MaximumSize = 0.05 * PCCU  
CONNECTIONPOOL.READONLY.TargetSize = 0.04 * PCCU  
CONNECTIONPOOL.READONLY.MinimumSize = 5
```

The other settings in the Service Configuration do not generally need to be adjusted.

## 5.3 Certification and System Requirements

Oracle Files requires either the Oracle Collaboration Suite Release 2 Information Storage database or an external 9.2.0.3 version of the Oracle database. If you are using an external database, you should upgrade to the 9.2.0.3 release of the database if you have not done so already.

### 5.3.1 Client Certifications

The following client software has been tested and certified for the various protocol servers offered by Oracle Files. Higher operating system and application service pack and minor version number releases are supported.

#### 5.3.1.1 SMB

1. Microsoft Windows NT 4.0 Workstation Service Pack 6a with:
  - Microsoft Office 2000 Service Pack 3, including:
    - Microsoft Word 2000
    - Microsoft Excel 2000
    - Microsoft PowerPoint 2000

- Microsoft FrontPage 2000
- 2. Microsoft Windows 2000 Professional Service Pack 3 with:
  - Microsoft Office 2000 Service Pack 3, including:
    - Microsoft Word 2000
    - Microsoft Excel 2000
    - Microsoft PowerPoint 2000
    - Microsoft FrontPage 2000
  - Microsoft Office XP Service Pack 2, including:
    - Microsoft Word 2002
    - Microsoft Excel 2002
    - Microsoft PowerPoint 2002
    - Microsoft FrontPage 2002
  - Microsoft Visio 2000, 2002
  - Microsoft Project 2000, 2002
  - Adobe Acrobat 5.0
- 3. Microsoft Windows XP Professional Service Pack 1 with:
  - Microsoft Office 2000 Service Release 1, including:
    - Microsoft Word 2000
    - Microsoft Excel 2000
    - Microsoft PowerPoint 2000
    - Microsoft FrontPage 2000
  - Microsoft Office XP Service Pack 2, including:
    - Microsoft Word 2002
    - Microsoft Excel 2002
    - Microsoft PowerPoint 2002
    - Microsoft FrontPage 2002
  - Microsoft Visio 2000, 2002
  - Microsoft Project 2000, 2002

- Adobe Acrobat 5.0

### **5.3.1.2 Web Browsers (for URLs, Web User Interface, Enterprise Manager Web Site for Managing Files)**

1. Microsoft Windows
  - Netscape Communicator 7.0x
  - Microsoft Internet Explorer 5.5 Service Pack 2
  - Microsoft Internet Explorer 6.02 Service Pack 1
  - Mozilla 1.2.1
2. Macintosh
  - Microsoft Internet Explorer 5.2
3. Linux
  - Netscape Communicator 7.0x
  - Mozilla 1.2.1
4. UNIX
  - Mozilla 1.2.1

### **5.3.1.3 FTP Clients**

1. Windows
  - OnNet FTP 4.0
  - WS\_FTP Pro 7.6
  - Cute FTP XP 5.0
  - Cute FTP Pro 3.0 (Windows XP only)
  - Hummingbird 7.0
2. UNIX
  - Command line ftp Solaris 2.7, 2.8, 2.9
3. Macintosh OS X.2
  - Transmit 2.5.1

#### **5.3.1.4 AFP**

1. Mac OS X.2 with Microsoft Office Mac X, including:
  - Microsoft Word for Mac OS X
  - Microsoft Excel for Mac OS X
  - Microsoft PowerPoint for Mac OS X

#### **5.3.1.5 NFS Client Support**

1. Microsoft Windows
  - Hummingbird NFS Maestro 6.0 (Windows 98, NT)
  - Hummingbird NFS Maestro 7.0 (Windows NT/2000)
  - OnNet 7.0 (Windows 2000 only)
2. UNIX
  - Solaris 2.8 and 2.9
  - Linux Advanced Server 2.1, Kernel 2.4.9-e.16
  - Linux Red Hat 8.0

#### **5.3.1.6 WebDAV: Web Folders**

1. Windows XP Professional Service Pack 1
  - Microsoft Office XP Service Pack 2, with Microsoft Internet Explorer 6.02 Service Pack 1 and MSDAIPP.DLL version 10.145.3914.17 with:
    - Microsoft Word 2002
    - Microsoft Excel 2002
    - Microsoft PowerPoint 2002
    - Microsoft FrontPage 2002
    - Microsoft Visio 2002
    - Microsoft Project 2002
    - Adobe Acrobat 5.0
  - Microsoft Office 2000 Service Release 1, with Microsoft Internet Explorer 6.02 Service Pack 1 and MSDAIPP.DLL version 8.103.5219.0
    - Microsoft Word 2000

- Microsoft Excel 2000
  - Microsoft PowerPoint 2000
  - Microsoft Visio 2000
  - Microsoft Project 2000
  - Adobe Acrobat 5.0
2. Microsoft Windows 2000 Professional Service Pack 3
- Microsoft Office XP Service Pack 2, with Microsoft Internet Explorer 6.02 Service Pack 1 and MSDAIPP.DLL version 10.145.3914.17 with:
    - Microsoft Word 2002
    - Microsoft Excel 2002
    - Microsoft PowerPoint 2002
    - Microsoft FrontPage 2002
    - Microsoft Visio 2002
    - Microsoft Project 2002
    - Adobe Acrobat 5.0
  - Microsoft Office 2000 Service Pack 3, with Microsoft Internet Explorer 5.5 Service pack 2 and MSDAIPP.DLL version 8.103.3521.0 with:
    - Microsoft Word 2000
    - Microsoft Excel 2000
    - Microsoft PowerPoint 2000
    - Microsoft Visio 2000
    - Microsoft Project 2000
    - Adobe Acrobat 5.0
3. Microsoft Windows NT 4.0 Workstation Service Pack 6a with:
- Microsoft Office 2000 Service Pack 3, with Microsoft Internet Explorer 5.5 Service pack 2 and MSDAIPP.DLL version 8.103.3521.0 with:
    - Microsoft Word 2000
    - Microsoft Excel 2000
    - Microsoft PowerPoint 2000

- Microsoft FrontPage 2000

### 5.3.1.7 WebDAV: Oracle FileSync client

1. Windows XP Professional Service Pack 1
2. Windows 2000 Professional Service Pack 3
3. Windows NT Workstation Service Pack 6
4. Windows 98

## 5.4 General Issues

If a valid SMTP server is not specified during Oracle Files configuration, or a user has a null or invalid e-mail address, any Oracle Files operation that involves an e-mail notification will fail, including Workspace creation.

As the Subscriber Administrator's password is sent to the Subscriber Administrator by e-mail, the Subscriber Administrator will not be able to perform any administrative tasks if a valid SMTP server is not specified during configuration. For example, the Subscriber Administrator will not be able to manage users, quota, or categories, specify Subscriber settings, or restore files.

See bug 2520112 for more information about this issue.

## 5.5 Configuration Issues

If Oracle9iAS Web Cache is enabled, Netscape or Mozilla browsers might not be able to access Oracle Files. See bug 2960325 and bug 2615650 for information on how to resolve this issue.

In addition, using Oracle9iAS Web Cache to cache any content located under `/files/content` is prevented due to a variety of security issues.

## 5.6 Oracle Internet Directory Issues

See the *Oracle Internet Directory Release Notes* for complete information on all known issues. This section covers only those issues specific to Oracle Files.

### 5.6.1 User Provisioning Failure

Sometimes, users created in Oracle Internet Directory fail to be provisioned in Oracle Files, or you might not be able to add newly provisioned users to Oracle Files Workspaces.

If these problems occur, they are likely due to a failure to set required user attributes in Oracle Internet Directory. The following Oracle Internet Directory user attributes must be non-null for all users:

- sn
- givenName
- mail
- username

The user name attribute is specified by the `orclCommonNicknameAttribute` in the Subscriber's OracleContext. See the *Oracle Internet Directory Administrator's Guide* for more information on viewing the `orclCommonNicknameAttribute`.

## 5.7 Globalization Support Issues

Here are some issues relevant to Oracle Files Globalization Support, formerly known as National Language Support (NLS).

### 5.7.1 Jagged Bold/Italic Fonts

When running in Japanese, Simplified Chinese, Traditional Chinese, and Korean environments, bold or italicized fonts in the Configuration Assistants appear jagged, and are difficult to read.

This issue is caused by problems in the 1.3.1\_02b version of the JDK, and can be resolved by moving to JDK 1.3.1\_04. This problem will be corrected in future releases of Oracle Files.

See bug 2377003 and base bug 2220343 for more information.

## 5.7.2 Character Set Limitations

Oracle Files does not support AL32UTF-8 databases for Asian languages, because Oracle Text does not support Chinese, Japanese, and Korean lexers on AL32UTF-8 databases. On such databases, Chinese, Japanese, and Korean documents will not be indexed or searchable. UTF-8 is the recommended character set for Unicode-based file systems. See also bug 2391425.

## 5.8 Documentation Issues

This section covers issues relating to Oracle Files or Oracle Collaboration Suite documentation.

### 5.8.1 Installation Guide Issues

The Oracle Collaboration Suite Installation and Configuration Guide includes a section called "Making Oracle Files Searchable" on page 11-7. You do not need to perform the steps listed in this section because the Oracle Files Configuration Assistant sets up the job to perform indexing automatically.

### 5.8.2 Administrator's Guide Issues

The *Oracle Files Administrator's Guide* provides instructions on how to set up the Oracle Workflow Notification Mailer on page 7-10. These instructions apply only to administrators who are creating and registering custom workflows for use in Oracle Files.

Step 1 of these instructions asks administrators to make sure that UNIX Sendmail is configured on the middle-tier host where Oracle Workflow is installed. The following additional information is available to help administrators perform this step.

To determine if Sendmail is running:

1. Log on to the middle-tier host where Oracle Workflow is installed as the "workflow" user.
2. Enter the following command in a UNIX shell prompt:

```
$ ps -ef | grep sendmail
```

If Sendmail is running, it returns a valid Sendmail process.

To start Sendmail if it is not running:

1. Type the following command to start Sendmail:

```
$ /usr/sbin/sendmail -bd -q15m
```

---

---

**Note:** The location of the Sendmail binary might vary depending on your operating system configuration.

---

---

To test if Sendmail is configured correctly:

1. Enter the following commands:

```
telnet localhost 25
helo localhost
mail from : <>
```

You must get a response of "Sender OK."

2. Next, enter the following:

```
rcpt to : <email address of recipient>
```

You must get a response of "Recipient OK."

3. Next, type the following:

```
data
subject : xxx
yyy
zzz
.
quit
```

---

---

**Note:** You must type a period to mark the end of the e-mail body.

---

---

4. Check if the recipient receives the e-mail. If the recipient receives the e-mail, then Sendmail is configured correctly.

## 5.9 Known Bugs

The following bugs apply to this Oracle Files release. Workarounds are given when appropriate. The known bugs are grouped in tables by the following processes or components:

- [Table 5–2, " Configuration Bugs"](#)
- [Table 5–3, " Administration Bugs"](#)
- [Table 5–4, " NFS Bugs"](#)
- [Table 5–5, " AFP Bugs"](#)
- [Table 5–6, " Generic Oracle Files Bugs"](#)
- [Table 5–7, " HTTP/WebDAV Bugs"](#)
- [Table 5–8, " Windows / SMB / Print Services Bugs"](#)
- [Table 5–9, " Oracle FileSync Bugs"](#)
- [Table 5–10, " E-mail Bugs"](#)

**Table 5–2 Configuration Bugs**

Bug #	Description	Action
2944440	Oracle Workflow does not use SSL-enabled Oracle Internet Directory.  Although Oracle Files can work with an SSL-enabled Oracle Internet Directory instance, Oracle Workflow will only work with the non-SSL port.	Irrespective of whether Oracle Files is configured to work with the SSL-enabled Oracle Internet Directory port, Oracle Workflow must be configured to work with the non-SSL Oracle Internet Directory port.
2961091	Workflow does not support Arabic.  In this version, Oracle Workflow does not package Arabic in the Workflow product. This is a Workflow limitation.	None.
2851941	Oracle Files Configuration Assistant cannot be run against a load-balanced multi-node RAC DB.  The Oracle Files Configuration Assistant will not work if you are using a multi-node RAC Database and are using a load-balanced port.	During RAC configuration, set up a database server port that is not load balanced. Then, run the Oracle Files Configuration Assistant against this port.

**Table 5–2 (Cont.) Configuration Bugs**

Bug #	Description	Action
2960325, 2615650	<p>Set up a workaround to use the Oracle9iAS Web Cache port instead of the HTTP or HTTPS port for Netscape or Mozilla.</p> <p>Users will get the following error when trying to access a page in Oracle Files using Netscape or Mozilla:</p> <p>"Oracle SSO Warning - Unable to process request. Either the requested URL was not specified in terms of a fully-qualified hostname or OHS single sign-on is incorrectly configured. Please notify your administrator."</p> <p>This is caused by the fact the browser is unable to determine the port number for Web Cache. This happens only when you are using Netscape or Mozilla; Microsoft Internet Explorer works as desired.</p>	<p>Explicitly set the Web Cache URLs in the list of Partner applications:</p> <ol style="list-style-type: none"> <li>As the <code>orcladmin</code> user, log in to the SSO Server at <code>http://hostname:port/pls/orasso/orasso.home</code> where <code>hostname</code> refers to the hostname of the Infrastructure machine and <code>port</code> corresponds to the Oracle HTTP Server Port.</li> <li>Click on <b>SSO Server Administration</b>.</li> <li>Choose <b>Administer Partner Applications</b>.</li> <li>Click <b>Add Partner Application</b> to add the instance, or click the pencil icon corresponding to the middle-tier instance to edit an existing one.</li> <li>Enter or change the entries for <b>Home URL</b>, <b>Success URL</b>, and <b>Logout URL</b>. <ul style="list-style-type: none"> <li><i>For standard HTTP access:</i> <p><b>Home URL:</b></p> <pre>http://&lt;mid-tier hostname&gt;:&lt;Web Cache HTTP Listen port&gt;</pre> <p><b>Success:</b></p> <pre>http://&lt;mid-tier hostname&gt;:&lt;Web Cache HTTP Listen port&gt;/osso_login_success</pre> <p><b>Logout:</b></p> <pre>http://&lt;mid-tier hostname&gt;:&lt;Web Cache HTTP Listen port&gt;/osso_logout_success</pre> </li> <li><i>For HTTPS access:</i> <p><b>Home:</b></p> <pre>https://&lt;mid-tier hostname&gt;:&lt;Web Cache HTTP Listen (SSL) port&gt;</pre> <p><b>Success:</b></p> <pre>https://&lt;mid-tier hostname&gt;:&lt;Web Cache HTTP Listen (SSL) port&gt;/osso_login_success</pre> <p><b>Logout:</b></p> <pre>https://&lt;mid-tier hostname&gt;:&lt;Web Cache HTTP Listen (SSL) port &gt;/osso_logout_success</pre> </li> </ul> </li> <li>Click <b>Apply</b> and then <b>Ok</b> to save the changes.</li> </ol>

**Table 5–3 Administration Bugs**

<b>Bug #</b>	<b>Description</b>	<b>Action</b>
2408925	<p>Oracle Enterprise Manager allows illegal characters for service name.</p> <p>Service Configuration objects that have ';' embedded in their names will cause problems.</p>	None. This bug stems from a problem in the underlying OC4J layer of the software.
2867479	<p>Users occasionally receive an "Unable to Get User" error.</p> <p>This error message occurs in configurations that use a load balancer for multiple Oracle Internet Directory servers. The error occurs when a user tries to log in to the domain after a certain period (equal to the connection timeout period on the load balancer) of inactivity on the middle tier against the Oracle Internet Directory server. The problem is more likely to happen if there are very few users on the system. The greater the number of active users, the less likely the problem will occur, because the level of interaction between the middle tiers and Oracle Internet Directory automatically increases, which ensures that the connection between the middle tier and Oracle Internet Directory does not time out.</p>	The user can retry the operation, which should generally work. Alternatively, increase the connection timeout period on the load balancer that is used to connect to the Oracle Internet Directory servers.
2746006	<p>Cannot stop the Oracle Files domain if the Oracle Files schema password is changed.</p> <p>The schema password for Oracle Files is required in order to be able to start or stop a domain.</p>	Do not change the schema password for a running Oracle Files instance.
2852809	<p>Need to restart the Oracle Files domain any time the default Subscriber is changed on the LDAP server.</p> <p>If the default Subscriber is changed in Oracle Internet Directory after the Oracle Files domain has been started, users in the new default Subscriber will be created with usernames of the format <code>username@subscribername</code>.</p>	Restart the domain, and delete the old default subscriber from Oracle Files after changing the default Subscriber in Oracle Internet Directory.

**Table 5-4 NFS Bugs**

<b>Bug #</b>	<b>Description</b>	<b>Action</b>
1749601	Unable to <code>chgrp</code> in Oracle Files NFS. A <code>chgrp</code> does not have any effect on mode for a file.	None. The security model is different and this has no impact.
1749621	Unable to <code>chmod</code> in Oracle Files NFS. A <code>chmod</code> does not have any effect on mode for a file.	None. The security model is different and this has no impact.
1750049	Mode attributes cannot be set. Cannot change the permission mode bits through Oracle Files NFS.	None. The security model is different and this has no impact.
1749778	Links cannot be created using Oracle Files NFS. You cannot create links (symbolic, soft or hard) in Oracle Files NFS.	None. The security model is different and this has no impact.
2333774	Cannot copy files or folders where a non-standard ASCII character is the first character in the name. Folders and files that have non-standard ASCII characters as the first character cannot be copied using NFS Maestro.	Use other NFS clients; this problem appears to be a Maestro limitation
2480035	The Oracle Files NFS server cannot be used after instance failover in RAC database. After an Oracle instance failover, the Oracle Files NFS server cannot be used. Any operation, including copy, upload, etc. generates an I/O Error being prompted to the user.	Restart the Oracle Files NFS Server from the Oracle Enterprise Manager Web site if the server is rendered unusable after the content cache shutdown.

**Table 5–5 AFP Bugs**

<b>Bug #</b>	<b>Description</b>	<b>Action</b>
1990453	<p>File Encrypt fails when using Mac OS Finder to encrypt files on Oracle Files (mounted as AFP volume).</p> <p>The Mac OS File--&gt;Encrypt utility creates temporary files containing * in their names. However, Oracle Files does not allow filenames to contain an asterisk.</p>	<p>Do not try to encrypt a file from a Mac. Instead, encrypt the file locally, on the Mac, and then copy the encrypted file to Oracle Files through AFP.</p>
2380571	<p>Size of Mac file does not take into account size of resource fork.</p> <p>The resource fork is not being included in size computations; thus, the size of the document might not be accurate.</p>	None.
2463376	<p>Finder does not refresh folder listing.</p> <p>When the contents of a folder is updated by adding, removing, or modifying files, the AFP finder does not refresh the folder listing.</p>	Log out and log back in to work around this problem.
2994830	<p>Making a file non-versioned in the Oracle Files Web interface can cause the file to vanish.</p> <p>Documents in the Oracle Files application can be versioned using the Web interface. If a Macintosh user is logged in using AFP and viewing a folder with a versioned file, the file is visible but read-only. If a user logs in to the Web interface and changes this file so that it is now NOT versioned (by deleting all saved versions), the file viewed by the AFP user might vanish from the Macintosh client folder listing.</p>	<p>The workaround is for the Macintosh user to logout and log back in to AFP.</p> <p>This will refresh the folder listing.</p>
2719007	<p>The default protocol character set logic is applied globally.</p> <p>The AFP server protocol (or, "command") encoding is a constant value that is applied globally for the server. Every user session that connects to the AFP server uses the same encoding; there is no way to override this encoding on a per-user or per-session basis. If there are AFP clients (Macintosh clients) that need to connect to the AFP server with a different encoding, they will not be able to do so unless the AFP server encoding is changed accordingly.</p>	<p>The workaround so that multiple clients with differing encodings can use the AFP server together is to run multiple AFP servers. To do this, use multiple middle-tier systems, each running an AFP server with the desired encoding. The AFP server encoding is specified in the property <code>IFS.SERVER.PROTOCOL.AFP.Encoding</code>.</p>

**Table 5–5 (Cont.) AFP Bugs**

<b>Bug #</b>	<b>Description</b>	<b>Action</b>
2994813	<p>Cannot open documents under or upload into AllPublic/Users/...</p> <p>The AFP server for the Oracle Files application allows Macintosh clients to mount either the "user's home directory" or the "AllPublic" directory as network volumes. The AllPublic volume has a limitation where files under the "Users" folder inside the AllPublic volume cannot be opened reliably, and new files cannot be uploaded into the "Users" folder. Files and folders can be listed, however, and files can be copied to the local disk.</p>	To open files, copy them to the local disk first, then open them. To upload files, use the "user's home directory" mountpoint (volume) instead of the AllPublic volume.
2995643	<p>Microsoft PowerPoint files with long names cannot be saved directly.</p> <p>PowerPoint files with file names longer than 31 characters appear truncated when you try to save using AFP. For example:</p> <p style="padding-left: 40px;">long_long_long_long_lo?5A0B.ppt</p> <p>The user will be able to open the PowerPoint file and copy it to the local hard disk, just like any other file. When opened in PowerPoint, however, if the user makes changes to the file and issues a "Save" command, an error will be displayed: "Error accessing file &lt;filename&gt;." The changes will not be saved and the original file that was opened will be deleted (moved to the Trash and renamed "PowerPoint Temp 0" or similar).</p>	<p>If you want to save changes and keep the file, issue a "Save As" command, either by choosing the command from the menu or toolbar, or by clicking "Yes" in the dialog box that is displayed when the file is closed. Choose a different name for the saved file. Once you do so, the new file will be saved correctly.</p>

**Table 5–6 Generic Oracle Files Bugs**

<b>Bug #</b>	<b>Description</b>	<b>Action</b>
2473166	<p>Sorting in Browse Tables does not work in Netscape 4.7x.</p> <p>Sorting by any column in a browse table in Netscape 4.7x does not sort.</p>	Use Internet Explorer 5.x and above, or Netscape 7.0, as the browser.
2414889	<p>Searches don't exclude AFP resource forks.</p> <p>It is possible for Oracle Files Advanced Searches to include AFP resource forks in search results. Any actions performed on these files will result in an error.</p>	Ignore these files in the search results.

**Table 5–6 (Cont.) Generic Oracle Files Bugs**

<b>Bug #</b>	<b>Description</b>	<b>Action</b>
2222609	Oracle Files only supports Oracle Single Sign-On via Internet Explorer 5.x and above or Netscape 7.0x.  Accessing Oracle Files with any other Web client will cause the user to have to always log in.	To use Oracle Single Sign-On so that you only have to log in once, use Internet Explorer 5.x and above or Netscape 7.0x as your browser.
2391425	Content searching will not return any documents if using the AL32UTF-8 database character set and searching in Japanese, Chinese, or Korean.  Oracle Text currently does not support the Chinese, Japanese, or Korean lexers in a AL32UTF-8 database; therefore, you cannot search on Chinese, Japanese, or Korean documents, since they are not indexed.  Depending on your locale setting and the database session language, Oracle Files configuration might fail when the Oracle Text index is created, or the configuration might succeed but content searching on Chinese, Japanese, or Korean documents will always return zero hits.	There are two options: <ul style="list-style-type: none"> <li>▪ Alter your database character setting from AL32UTF-8 to UTF-8.</li> <li>▪ Install Oracle Files into a different database with a UTF-8 character setting.</li> </ul>

**Table 5–7 HTTP/WebDAV Bugs**

<b>Bug #</b>	<b>Description</b>	<b>Action</b>
2337719	URLs with semi-colons return a 404 error.  URLs that have ';' embedded will cause problems.	None. This bug stems from a problem in the underlying OC4J layer of the software.
2386806	URLs with '%' in them do not work.  URLs that have '%' embedded will cause problems.	None. This bug stems from a problem in the underlying OC4J layer of the software.
2355830	WebDAV locking does not work with Dreamweaver 4.  Accessing content on Oracle Files from Dreamweaver 4 via WebDAV does not work properly. The first issue is that Dreamweaver 4 is not supporting the correct XML that is returned from the server. This causes Dreamweaver 4 to improperly display to the user the correct content stored on the server. Due to this problem, implicit locking of documents by Dreamweaver 4 is not supported.	Downloading a patch from Macromedia for Dreamweaver 4 will solve all but the implicit locking issue. The locking issue is still an open issue.  However, if you are using Dreamweaver MX, downloading the Dreamweaver MX v6.1 Updater from the Macromedia Web site will fix this problem:  <a href="http://www.macromedia.com/support/dreamweaver/downloads_updaters.html">http://www.macromedia.com/support/dreamweaver/downloads_updaters.html</a>

**Table 5–7 (Cont.) HTTP/WebDAV Bugs**

Bug #	Description	Action
2955251	<p><b>Cannot connect to Oracle Files through WebDAV cookie-less client.</b></p> <p>If multiple Oracle Files middle tiers are fronted by a load balancer that relies on cookies to load balance requests, WebDAV clients that do not store cookies will not be able to access that Oracle Files instance via the load balancer.</p>	<p>Configure the load balancer to use IP addresses instead of cookies for load balancing.</p>
2614217	<p>Uploading a document via Netscape returns an Oracle SSO warning error.</p> <p>When the Oracle Collaboration Suite middle tier is configured, it registers with the Single Sign-On server using the Oracle HTTP Server port. It is incorrect to register the HTTP Server port if Oracle9iAS Web Cache is configured.</p>	<p>For <code>mod_ossso</code> to work correctly, the Single Sign-On registration for this middle tier must be corrected manually.</p> <p>For detailed information on how changes in hostname and port affect Oracle9iAS, and specifically how <code>mod_ossso</code> and Oracle9iAS Single Sign-On Server might be affected, see Chapter 7, "Component Configuration Dependencies" in the <i>Oracle9i Application Server Administrator's Guide</i>.</p>
2697262	<p>WebDAV drag-and-drop download can result in 0-byte file.</p> <p>On Windows NT using Internet Explorer 5.5, dragging a file from a Web Folder on Oracle Files to the local PC file system can result in a 0-byte file if the file is locked by another user on Oracle Files.</p>	<p>Apply Internet Explorer patch Q299618.</p>

**Table 5–8 Windows / SMB / Print Services Bugs**

Bug #	Description	Action
1113581	<p>Cannot delete or rename versioned files in SMB.</p> <p>Attempts to delete or rename a versioned file in SMB result in a failure message indicating that all or part of the file might be locked. Certain applications, such as Microsoft Word and Microsoft Excel, save their work by deleting old versions of the document. Because this would cause a loss of data attributes and compromise the versioning features of Oracle Files, the Oracle Files SMB server does not allow deletion or renaming of versioned files.</p>	Use the Oracle Files Web interface to delete the file.
2472522	<p>Windows generates multiple print jobs.</p> <p>Certain versions of Windows create multiple print jobs in Oracle Files when the user requests to print a single document. These extra print jobs have no content, and will not result in paper use. They will, however, show up in the queue for a short period of time. The correct document will still be printed.</p>	None.
2344972	<p>Cannot print to printer that is restricted by username and password.</p> <p>When connecting to a printer from Windows NT/2000, the user is not prompted for a username and password. If the share is restricted by a username and password, then the user will not be able to print.</p>	<p>There are two courses of action:</p> <ol style="list-style-type: none"> <li>1. Before mounting the printer, map a network drive to a file share on the same server. When the user is prompted for his username and password, enter the same username and password that will subsequently be used for accessing the printer.</li> <li>2. Before mounting the printer, open a DOS prompt and enter: <pre data-bbox="891 1138 1262 1225"> &gt; net use \\&lt;server-name&gt;\&lt;printer-name&gt; &lt;password&gt; /USER:&lt;username&gt; </pre> </li> </ol> <p>Then mount the printer, using the same name for the printer share.</p>

**Table 5–8 (Cont.) Windows / SMB / Print Services Bugs**

Bug #	Description	Action
2424896	<p>Server property for enabling printing does not appear in SMB Server Configuration.</p> <p>In order to enable printing via SMB, the Oracle Files administrator must set a property to specifically enable the sharing of printers. This property will not be listed automatically as one of the SMB server configuration properties.</p>	<p>The Oracle Files administrator must manually add the <code>IFS.SERVER.PROTOCOL.SMB.EnablePrinting</code> property and set its value to <code>TRUE</code>.</p>
2890902	<p>Files lose metadata when they are copied between folders using SMB.</p> <p>Copying a file from Windows using a network drive mapped to the Oracle Files SMB server will only copy the contents of the file. Oracle Files metadata, such as categories, will not be copied. This is a limitation of the Windows operating system. The Windows operating system does not handle Oracle Files metadata, and therefore does not copy this metadata when copying a file.</p> <p>Under some circumstances, a file cut and paste operation in Windows Explorer will result in a file move rather than a file copy. Oracle Files metadata is maintained when a file move is performed.</p>	<p>The Oracle Files Web interface should be used to copy files that have metadata. Copying a file using the Oracle Files Web interface will maintain the file's metadata.</p>
3020371	<p>Cannot list SMB mountpoints with Hummingbird NFS client.</p> <p>When a system has the Hummingbird NFS client installed, the system will attempt to use NFS when told to connect to a server that supports both NFS and SMB. When a user clicks <b>Start</b> -&gt; <b>Run</b> and types <code>\\servername</code>, the Hummingbird NFS client will display the NFS mountpoints in the window that comes up. SMB mountpoints and printers will not be displayed.</p>	<p>There are many possible workarounds for this issue:</p> <ol style="list-style-type: none"> <li>1. Mount the SMB mountpoints and printers directly, using the <b>Map Network Drive</b> dialog or the <b>Add Printer Wizard</b>.</li> <li>2. Disable the NFS server on the machine that is running the SMB server.</li> <li>3. Uninstall the Hummingbird NFS client on the machines that need to list SMB mountpoints on a server.</li> </ol>

**Table 5–8 (Cont.) Windows / SMB / Print Services Bugs**

Bug #	Description	Action
2995548	User might need to manually cancel blank jobs after printing. Some Windows clients might add blank print jobs ahead of the actual print job when a user prints to Oracle Files Print Services. These jobs might get "stuck" in the queue.	Users will need to double click on the printer icon and manually cancel the blank print jobs if their document is not getting printed.
3008391	Users might not be able to add printers through the Add Printer Wizard. When a user adds a printer through the Add Printer Wizard from Windows clients, they might get the error "Printer cannot be found."	Do not use the Add Printer Wizard to add a printer. Instead, click <b>Start</b> -> <b>Run</b> . Then, type \\<servername> and press Enter. In the window that appears, double-click on the printer you wish to add.

**Table 5–9 Oracle FileSync Bugs**

Bug #	Description	Action
2374879	Server-side folders with the percent (%) character in their names are not synchronized. Folders and files that have '%' embedded in their names will not be synchronized during the sync process.	None. This bug stems from a problem in the underlying OC4J layer of the software.

**Table 5–10 E-mail Bugs**

Bug #	Description	Action
2520112	Unexpected error occurs on creation of Workspaces when there is a problem in a user's e-mail address. If a valid SMTP server is not specified, or a user has a null or invalid e-mail address, any Oracle Files operation that involves an e-mail notification will fail.	1) Ensure a valid SMTP server is specified in the <code>FileBaseServerConfiguration</code> parameter: <pre>IFS.SERVER.APPLICATION.UIX. SmtpServer</pre> 2) Ensure that users have valid non-null e-mail addresses.

**Table 5–11 User Synchronization Bugs**

<b>Bug #</b>	<b>Description</b>	<b>Action</b>
<b>2971002</b>	Givenname is not synchronized. FilesOidUserSynchronizationAgent does not synchronize givenname attribute with Oracle Files	Use Web Client or Bulk Administration Tool to change givenname attribute in Oracle Files.

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## Oracle Ultra Search

This chapter provides information about issues associated with Oracle Ultra Search. Oracle Ultra Search is a high-level search component supplied with the Oracle Collaboration Suite that you can use to search across other Oracle Collaboration Suite components, corporate Web servers, databases, mail servers, file servers, and Oracle9iAS Portal instances. It uses information you provide to crawl through the various disparate repositories of information in your company searching for documents according to your search criteria. Oracle Ultra Search searches over 150 proprietary document types.

**See Also:** *Oracle Ultra Search User's Guide*

This chapter includes the following sections:

- [What's New in Ultra Search?](#)
- [Known Bugs](#)

## 6.1 What's New in Ultra Search?

The following sections describe new features of Ultra Search.

### 6.1.1 Ultra Search Welcome Page

The Ultra Search welcome page is now at the following location:

`http://host:port/ultrasearch/welcome/`

In previous releases, it was at the following location:

`http://host:port/ultrasearch/`

### 6.1.2 Default Ultra Search Instance

The Ultra Search installer creates a default out of the box Ultra Search instance based on the default Ultra Search test user, so users can test Ultra Search functionality based on the default instance after installation.

The default instance name is `WK_INST`. It is created based on the database user `WK_TEST`. In other words, `WK_TEST` is the instance administrator for `WK_INST`. The default user password is `WK_TEST`.

For security purposes, `WK_TEST` is locked after the installation. You must login to the database as DBA role, unlock the user, then change the password. (The password expires after the installation.) Make sure to update the cached schema password using the administration tool **Edit Instance** page after you change the password in the database.

The default instance is also used by the Ultra Search sample application. You must update the `data-sources.xml` file, as described in the "Configuring the Middle Tier Component" section of the *Oracle Ultra Search User's Guide*.

### 6.1.3 Document Relevancy Boosting Limitations

You can override the search results and influence the order that documents are ranked in the query result list with document relevancy boosting. This can promote important documents to higher scores and make them easier to find.

Relevancy boosting has the following limitations:

- Comparison of the user's query against the boosted queries uses exact string match. This means that the comparison is case-sensitive and space-aware.

Therefore, a document with a boosted score for "Ultra Search" is not boosted when user enters "ultrasearch".

- Relevancy boosting requires that the query application pass in the search term in the Query API getResult() method call. The sample applications are designed to pass the basic search terms as the boost term. Advanced search criteria based on search attributes are ignored.

#### 6.1.4 Translations for Complete Sample Query Application

The Ultra Search Complete Sample Query Application (`search.jsp`) is translated into many languages. Oracle Collaboration Suite Release 1 supported 28 languages. However, to maintain consistency with other applications in Oracle Collaboration Suite Release 2, Ultra Search will support only the official languages available in Oracle Collaboration Suite Release 2.

Therefore, the languages that were originally supported in Oracle Collaboration Suite Release 1 will now be overridden with English. These languages are represented by the following locale codes:

- ar
- ca
- cs
- da
- el
- fi
- hu
- iw
- nl
- no
- pl
- ro
- ru
- sk
- sv

- th
- tr

Data entered through the administration tool for the above languages (such as data group display names, attribute display names, and so on) will not be overridden. Therefore, if you use the `search.jsp` application in one of the above languages, then strings used by the application will appear in English, but user data will appear as entered by the user.

### 6.1.5 Dynamic Page Indexing Control

For Web data sources, there is a new option to index or not index dynamic pages. The default value is Yes, so dynamic URLs are crawled and indexed.

For data sources already crawled with this option, setting Index Dynamic Page to No and recrawling the data source removes all dynamic URLs from the index.

Some dynamic pages appear as multiple search hits for the same page, and you might not want them all indexed. Other dynamic pages are each different and need to be indexed. You must distinguish between these two kinds of dynamic pages. In general, dynamic pages that only change in menu expansion without affecting its contents should not be indexed. Consider the following three URLs:

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`http://itweb.oraclecorp.com/aboutit/network/npe/standards/naming_convention.html`

`http://itweb.oraclecorp.com/aboutit/network/npe/standards/naming_convention.html?nsdnv=14z1`

`http://itweb.oraclecorp.com/aboutit/network/npe/standards/naming_convention.html?nsdnv=14`

The question mark (?) in the URL indicates that the rest of the strings are input parameters. The duplicate hits are essentially the same page with different side menu expansion. Ideally, the same query should yield only one hit:

`http://itweb.oraclecorp.com/aboutit/network/npe/standards/naming_convention.html`

Dynamic page index control applies to the whole data source. So, if a Web site has both kinds of dynamic pages, then you need to define them separately as two data sources in order to control the indexing of those dynamic pages.

### 6.1.6 Cookie Support

If you register authentication information for a data source, then the Ultra Search administration tool automatically turns on cookie support. You can override this and turn cookies support off.

### 6.1.7 Crawler Cache Deletion Control

During crawling, documents are stored in the cache directory. Every time the preset size is reached, crawling stops and indexing starts. In previous releases, the cache file was always deleted when indexing was done. You can now specify *not* to delete the cache file when indexing is done. This option applies to all data sources. The default is to delete the cache file after indexing.

## 6.1.8 Set the Environment to Use the INSO Filter

The Ultra Search crawler uses the Oracle Text INSO filter `ctxhx`, which requires that your shared library path environment variable contain the `$ORACLE_HOME/ctx/lib` path. Without that, filtering fails for any binary document.

At installation, the Oracle Installer automatically sets the variable to include `$ORACLE_HOME/ctx/lib`. However, if, after the installation, you restart the database, you must manually set your shared library path environment variable to include `$ORACLE_HOME/ctx/lib` before starting the Oracle process. You must restart the database to pick up the new value for filtering to work.

For example, on AIX set the `LIBPATH` environment variable to include `$ORACLE_HOME/ctx/lib`.

## 6.2 Known Bugs

The following table describes the known bugs for Ultra Search for this release.

**Table 6–1 Ultra Search Known Bugs**

Bug Number	Description
3008044	<p>The <code>LIBPATH</code> environment variable is not picked up during installation. The <code>\$ORACLE_HOME/ctx/lib</code> file is not added to the library path environment variable during installation when the Oracle database (Infrastructure Metadata Repository) is started. After the installation, when you run the Ultra Search crawler, the following error message is displayed in the crawler log file:</p> <pre>Filter process error: ld.so.1: /private/ias/lbalacha/M8/ctx/bin/ctxhx: fatal : libsc_lo.so: open failed: No such file or directory WKG-30065: http://dlsun1710:7777/dataSet6/simple.pdf: filtering failed</pre> <p><b>Workaround:</b></p> <p>To correct the problem, restart the database (Infrastructure Metadata Repository) and make sure that <code>\$ORACLE_HOME/ctx/lib</code> is included in the library path environment variable for the session in which you are starting the database.</p>

**Table 6–1 Ultra Search Known Bugs**

Bug Number	Description
2881313	<p data-bbox="529 296 1015 321">Error received registering Ultra Search portlet.</p> <p data-bbox="529 340 1015 364"><code>http://middle_tier:port/pls/portal</code></p> <p data-bbox="529 380 741 404">navigating through:</p> <p data-bbox="529 420 1139 444">builder -&gt; navigator -&gt; providers -&gt; Oracle9iAS Providers</p> <p data-bbox="529 460 752 484">The error message is:</p> <p data-bbox="529 499 591 524">Error:</p> <p data-bbox="529 539 1168 564">Error accessing remote provider group server:</p> <p data-bbox="529 579 1253 604"><code>http://middle_tier:port/jpdk/soaprouter (WWC-43733)</code></p> <p data-bbox="529 657 1043 682">To correct the problem, update the following file:</p> <p data-bbox="529 697 1239 753"><code>\$ORACLE_HOME/j2ee/OC4J_Portal/applications/jpdk/jpdk/WEB_INF/services.xml</code></p> <p data-bbox="529 769 1300 841">Change the value of option <code>key=FileProviderGroupMgr.dir</code> to specify the full path of the directory, not using the <code>ORACLE_HOME</code> environment variable.</p>



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# Oracle Voicemail & Fax

This chapter provides information about issues associated with Oracle Voicemail & Fax. It includes the following sections:

- [What's New in this Release?](#)
- [Known Bugs](#)

## 7.1 What's New in this Release?

Oracle continues to enhance Oracle Voicemail & Fax capabilities with features that make communicating and collaborating more efficient and productive. In Release 2 of the Oracle Collaboration Suite, Oracle Voicemail & Fax has added the following features:

- Directory access through the telephone

The voicemail application in release 2 includes the ability to address messages to users without the need to know their phone numbers. Unique to Oracle, this directory allows callers to search for and address messages to users at a single site or the complete list of global voicemail users.

- Re-recorded and streamlined menu prompts

Release 2 provides completely re-recorded menus streamlined for quick access to new voicemail messages and easier navigation through-out the telephone menus.

- Access to voicemail preferences through Outlook

Continuing the theme of integration, Oracle Voicemail and Fax preferences are now integrated into the Oracle Connector for Outlook, enabling users to change their password, activate greetings and select languages without leaving their primary work environment.

- Additional languages

Release 1 of the Oracle Collaboration Suite supported nine languages focused on the Americas and Northern Europe. Release 2 adds prompts for additional languages including:

- Arabic
- Chinese - China
- Chinese - Taiwan
- Finnish
- Greek
- Japanese
- Korean
- Norwegian
- Portuguese

- Portuguese - Brazilian
- Turkish

## 7.2 Known Bugs

This section describes the known bugs for Oracle Voicemail & Fax.

**Table 7–1 Voicemail & Fax Known Bugs**

<b>Bug No.</b>	<b>Description</b>
2811286	An error announcement is played when the user enters a password outside of the minimum or maximum digits allowed.
2805349	No vacation greeting reminder is played.
2580875	MWI requests might be processed out of order.
2209971	After shutting down a Windows-based Oracle Voicemail & Fax process, its Windows service might continue to report that it is running.
2178806	MWI service might throw an exception when restarted through the activation daemon.
1682964	Some error messages might not allow user interrupts.
2947219	Upgrading from CTMedia 2.1 to NetMerge 3.0 is not supported. You must perform a new installation of NetMerge 3.0 and Oracle Voicemail & Fax.
3027629	The Oracle Voicemail & Fax process page in Oracle Enterprise Manager displays the status of the Voicemail and Fax processes as down even if the processes are up. <b>Workaround:</b> None.



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# Oracle Web Conferencing

This chapter provides information about issues associated with Oracle Web Conferencing. It contains the following sections:

- [Introduction](#)
- [Feature Set](#)
- [Components Overview](#)
- [User Management](#)
- [System Requirements](#)
- [Documentation Errata](#)

## 8.1 Introduction

Oracle Web Conferencing—part of Oracle Real-Time Collaboration—provides a real-time collaboration environment for your conferences. Whether you are hosting an online seminar, providing support to your customers, or brainstorming with your team, Oracle Web Conferencing will bring everyone into one powerful collaborative environment.

Oracle Web Conferencing is designed and developed to meet the demanding requirements of real-time collaboration across the enterprise including the blending of real-time online conference services into enterprise applications, corporate Web sites, portals, and exchanges. These demanding requirements include:

- E-business context: Integration within the context of the content, commerce, and comprehensive business flows of an enterprise
- Support for all types of online conferences: Meet the online collaboration requirements across all lines of business for all conference types. Oracle Web Conferencing supports the following conference types:

### Live Help:

- Initiated by customer requesting live help on Web store, support or other site.
- Request can be routed to any expert or interaction center agent based on existing enterprise infrastructure using Oracle Web Conferencing integration services.
- Agent and customer are able to cobrowse together based on context of customer's Web site session.
- Highly collaborative with ability to jointly fill out Web forms.
- No large download or permission alert for customer.

### Interactive:

- Team, partner, or group conference of any type.
- Customer presentations and demos.
- Typically participative through collaboration and shared control.
- Web Seminars:
  - Online seminars with a small or very large number of attendees.
  - Marketing, education, or other types of online seminars.

- Large corporate communication or other conferences. Attendees primarily listen only with interaction through polls, text chat, or selective voice questions.

## 8.2 Feature Set

The following sections provide information on the feature set.

### 8.2.1 Oracle Web Conferencing Application

The application module for Oracle Web Conferencing allows secure access over the public Internet for guests and registered users. Guest attendees can join public conferences and other conferences that they have been invited to attend, and registered Oracle Web Conferencing users can log in to the application from anywhere on the public Internet or corporate intranet. The application module is built using standard Oracle UIX components.

- **Starting or joining conferences:** With Oracle Web Conferencing, registered users who are logged in can host an instant conference, or schedule a conference in advance. The first time a user wants to start or join a conference can navigate to the new user flow to test for system compatibility. The test checks the users system for compatibility with Oracle Web Conferencing and downloads the Oracle Web Conferencing Console. This check is also done each time the user starts or joins a conference.
- **Scheduling conferences:** When scheduling a conference, the user can set the time, date, agenda, dial-in information, and publish pre-conference documents. The user can also invite attendees. If the user opts to do this, an e-mail invitation is sent to all the attendees when the conference is successfully scheduled. The attendees can then click the conference link in the e-mail invitation to enter the conference. To schedule a conference, click on the Schedule tab. You can give the following inputs at the time of conference scheduling:
  - Conference title.
  - Optional password.
  - Time of conference.
  - Duration.
  - Conference type:

**Regular conference:** This type of conference is open to anyone who has the conference details. To list the conference on a public Web page, the user selects the check box for that option.

**Restricted conference:** This is a secure conference. Access is restricted to registered Oracle Web Conferencing users who are logged in and invited through the Oracle Web Conferencing Application.

- **Invite attendees:**

**Registered users:** To invite a registered user, the user enters the user ID, or click the search icon next to the User ID field to locate a user.

**Non-registered users:** The user can invite non-registered users by entering their names and e-mail addresses. The user can click "Publish list of attendees" so that the invitation list is visible to all attendees.

- **Dial-in and materials:** The user can enter dial-in information if the user is using a teleconferencing service. In addition, the user can also provide links to documents that need to be seen by conference attendees before the conference. The conference materials need to be uploaded to the users personal document repository from the Materials tab. These documents are also available to the user during the conference. Any document can be shared pre- and post-conference with conference attendees.
- **Oracle Web Conferencing Console options:** The user can customize the Oracle Web Conferencing Console for the scheduled conference. The selections determine the appearance of the Oracle Web Conferencing Console at the beginning of the conference. The user can also modify the Oracle Web Conferencing Console appearance during a conference by clicking the Preferences button in the Oracle Web Conferencing Console.
- **Managing materials:** Oracle Web Conferencing enhances the efficiency of online conferences by enabling a high-fidelity exchange of visual data. Registered users can upload and manage conference materials such as documents, bookmarks, polls, and predefined chat messages. Documents that can be cobrowsed during a conference are clearly indicated in the uploaded documents table with a green check mark. Registered users also have a personal materials repository on Oracle Web Conferencing where documents, bookmarks, messages, and polls can be stored. The user can access these materials any time once logged in to the Oracle Web Conferencing Application, and can access and present these materials during a conference. Materials are organized into four sections:

- **Documents:** The documents repository stores documents that the user can use before, after, or during a conference. When the user uploads the documents to the personal materials repository, the user can make them available to attendees through a link in the conference invitation, present documents during a conference, add and also present documents after a conference has started and make them available to attendees after the conference in the post-conference details page. When a document is uploaded, it is automatically converted to HTML if it is a Microsoft Word, Excel, or PowerPoint document. The HTML conversion gives the user the option of viewing the file in document presentation mode, a collaboration mode optimized for document viewing. In document presentation mode, the user can present documents and images from the personal materials repository, and navigate through PowerPoint documents using the index and thumbnails. The user can also view \*.jpg and \*.txt files in the document presentation mode.
- **Bookmarks:** Bookmarks are Web addresses (URLs) that are saved so that the user can quickly access them during a conference. It saves the user time by not having to type the Web address during a conference.
- **Messages:** Messages are canned phrases that the user can access while using the chat feature during a conference. Creating a message in advance saves the user the time of typing it while a conference is in progress. The user can create messages that are used frequently, like "Welcome to this conference. I am glad you could attend," or "Hold on, please. I will answer your question in a moment."
- **Polls:** Polls are short questionnaires that the user creates before or during a conference for distribution during a conference. Each poll can have up to six responses. Each poll can either accept single or multiple answers. The question, title of the poll, responses and response type are set by the user. On the fly polls can also be created during the conference.
- **Managing and viewing archives:** Hosts can publish conference archives for participants to view after the conference. The conference archive can be made available to conference attendees only or can be listed in the public conferences archive. Summary and detail reports are available to conference hosts immediately after a conference. Access to a conference's archive corresponds to access to the conference. Conference hosts can update publishing options of conferences they have hosted. conference hosts can optionally choose to publish any of the above information to attendees through the archive. Access to conference archives is based on the same level of security, including conference ID and password, as the conference itself. As a result, the same level of

flexibility in terms of securing conferences is applied to post-conference information published through conference archives. Registered Oracle Web Conferencing users can see a listing of all of the conferences they have hosted and attended through the archives. Users can update and modify publishing options at any time, and can delete an archive of any past conference the user has hosted. Non-registered users can view archives for conferences they have attended through the pre-login Archive tab. These reports are accessible from the archives tab. Reports include information such as:

- Attendees: When they joined the conference, how long they stayed, and individual responses to conference polls.
- Conference documents: A comprehensive list of all conference documents, including those made available before the conference, during the conference, and any additional documents published after the conference.
- Conference URLs: A list of all of the URLs cobrowsed during the conference.
- Chat transcript: A complete transcript of the chat messages during the conference.
- Poll results: Summary information on responses to polls with the ability to drill down into individual user responses.
- Playback: If the host recorded the conference, then a file containing the recorded conference can also be played back.

## 8.2.2 Oracle Web Conferencing Console

The Oracle Web Conferencing Console is a flexible real-time online conference environment. The control in the console can be shared with any user participating in the conference. However, the conference host always has the ultimate control.

Oracle Web Conferencing provides four different collaboration modes that hosts can use to present conference content.

- Cobrowse mode
  - Synchronous browsing and window scrolling of HTML pages with a small or a large number of users.
  - Users can type in Web addresses (URLs) or select user predefined bookmarks to navigate.
  - Collaborative form filling, including support for real-time individual character display.

- Document presentation mode
  - Select and display documents from Oracle Web Conferencing personal materials repository.
  - Microsoft Word, Excel, PowerPoint, HTML, text and image (.gif and .jpg) can all be presented.
  - The user can navigate to the previous or next slides and view the thumbnails or index in PowerPoint documents.
- Whiteboard mode
  - Conference presenters and attendees have access to a rich set of mark up and drawing tools for the visual review and annotation of shared content, or as an aid in making presentations.
  - Drawing tools included are
    - Paintbrush with selection of colors and line widths.
    - Straight line with selection of colors and line widths.
    - Stamps with selection of colors and shapes such as arrows, and circles.
    - An eraser for erasing parts of the drawing.
    - Erase all that allows you to erase the entire whiteboard at once.
    - Undo to undo the users last draw action.
- Desktop Sharing mode
  - Presenters can share anything from their MS-Windows-based computer with other attendees in real-time.
  - Sharing options include:
    - Sharing any region or multiple regions.
    - Any application.
    - The entire desktop.

In addition to the collaboration modes, the Oracle Web Conferencing Console offers the following features in all modes.

- Mediation: The host can let an attendee present material from her desktop to other attendees. In Desktop Sharing mode, a presenter can give shared control of the presenter's desktop to another attendee.

- **Polling:** Lets the host or attendees with the presenter role send out a poll to conference participants. Hosts and presenters can also:
  - Select and issue a previously created poll from the personal materials repository,
  - Create and issue a new poll during the conference,
  - Have multiple response polls,
  - Allow the sender to vote in the poll,
  - Allow presenters to send polls,
  - View all polls sent,
  - View poll results in a bar chart during polling,
  - View poll results as they are being received,
  - Stop polling so that attendees cannot submit any more answers,
  - Share the poll results with attendees.
- **Chat:** Lets conference participants converse with each other through the Chat interface. The host of the conference can enable Public, Group and/or Host Chat. The Chat feature allows you to:
  - Create new Group Chats,
  - View all Chat participants' names,
  - View all messages in the Group Chat that you joined,
  - Select text font, style, color, and size; have your messages in bold, italics, or underlined; add emoticons to your messages,
  - Undock the Chat box for each Group Chat,
  - See a visual indicator when a new message is received in any Group Chat that you are not currently viewing.
- **Voice streaming:** Lets the host do a verbal presentation while attendees listen through their computers. The host can create and save a dial-in, therefore enabling the dial-in to be re-used for future conferences. If voice recording is enabled, voice is synchronized with the on-screen data collaboration for on-demand playback of the conference. Voice recording can be stopped and resumed at any time during the conference.
- **Save screen:** Lets any conference participant save the screen as a snapshot. The snapshot file can be saved to any chosen location such as the desktop.

- Extended help tip: Lets any conference participant view online help during a conference. Clicking on the help icon reveals the extended tip text.

## 8.3 Components Overview

The following sections provide an overview of the components.

### 8.3.1 Oracle Real-Time Collaboration Core Components

The Oracle Real-Time Collaboration Core Components are the end-user facing components that provides conference service to users. It contains the Oracle9i Application Server mid-tier, which is an Oracle Real-Time Collaboration prerequisite, the Oracle Web Conferencing Server, and other components. Installation of the core components requires the following pre-requisites.

- Oracle9i Application Server Infrastructure: This includes Oracle Internet Directory and Oracle9iAS Single Sign-On. Oracle9i Application Server Infrastructure provides user provisioning and authentication services.
- Oracle9i Database: The latest Oracle9i Database, release 2, is a prerequisite for Oracle Web Conferencing.
- Oracle9i Application Server: Oracle9i Application Server is an integrated J2EE application server. It is a prerequisite for Oracle Real-Time Collaboration. When installed, the Oracle Real-Time Collaboration Core Components is positioned over the Oracle9i Application Server mid-tier.

### 8.3.2 Document Conversion Server

The Document Conversion Server is a grouping of Oracle Web Conferencing components that converts MS Office documents into HTML for viewing in Document Presentation mode. It must be installed on a computer with Microsoft Windows and Microsoft Office.

### 8.3.3 Voice Conversion Server

A grouping of Oracle Web Conferencing components that dials into a voice conferencing system, converts the analog voice to digital format, and streams it. It must be installed on a computer with Microsoft Windows and requires specialized telephony hardware and software.

## 8.4 User Management

Oracle Real-Time Collaboration uses Oracle Internet Directory for user management. The Oracle Internet Directory host used by Oracle Real-Time Collaboration is specified at installation. All users of this Oracle Internet Directory are automatically provisioned to use Oracle Web Conferencing with the end user role.

By default, users are managed using the `oiddas` interface of Oracle Internet Directory. This is typically available at `http://ldaphostname:7777/oiddas`. A user with the Oracle Internet Directory administrator account, typically `orcladmin`, can create, update, and delete users.

## 8.5 System Requirements

Oracle Web Conferencing has the following pre-requisites:

- Platform: Windows 98, Windows Me, Windows NT 4.0 Service Pack 4 or higher, Windows 2000, Windows XP
- Browser: Internet Explorer 5.5 or higher
- Java: Enabled
- Resolution: 1024 x 768 pixels

## 8.6 Documentation Errata

The following errors were found in the Web Conferencing Sizing Guide, Section 6.1 "Determining Your CPU Requirements"

Current text: "1. Select a table from Section 4, "Oracle Web Conferencing Usage Statistics" that represents your deployment platform:"

Error: This document contains information for Solaris only. Information for other platforms is not contained in this document.

Current text: "2. From the questionnaire in Section 3, "Estimating Your Oracle Web Conferencing Usage", divide #10 by 20 and round up. Multiply the result by the CPU row in the table you selected in #1 of this section. \_\_\_\_"

Clarification: The second sentence should say "Multiply the result by the "Hardware Usage for 20 Clients" column of the CPU row."

Current text: "3. Multiply #10 by the CPU row in the table you selected in #1 of this section. \_\_\_\_\_"

Error: This should say: "Multiply #11 by the "Hardware Usage for One Conference" column in the "CPU Usage" row.

Current text: "4. Add the results from #2 and #3 of this section and divide by 100%."

Error: This should say: "Add the results from #2 and #3 of this section and divide by 100."



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## Oracle9iAS Wireless

This chapter provides information about issues associated with Oracle9iAS Wireless release. It includes the following sections:

- [Return-to-Portal URL Configuration](#)
- [Oracle Calendar](#)
- [Wireless Status Displayed as Down](#)
- [Multi-Byte Characters and Wireless Notifications](#)
- [Registering Oracle Portal Provider for Wireless Web Tool and Wireless Customization Fails](#)
- [Generic Single Sign-On Errors Encountered When Using Microsoft Internet Explorer](#)
- [SimpleImage and Alternate Text Display](#)
- [Web Component Developer Breaks for Composite Web Component](#)
- [High Availability for Oracle Wireless](#)
- [Oracle Wireless Process Status Unavailable for Multiple Oracle Homes with External Repository](#)
- [Access Information](#)
- [SMS Commands for Accessing Oracle Collaboration Suite Components](#)
- [Oracle Files Module](#)
- [Oracle Files Default Document Character Set Must be UTF8](#)
- [Multibyte User Names in Jabber Not Supported](#)

## 9.1 Return-to-Portal URL Configuration

If you plan to have your users access the Oracle Wireless & Voice setup wizard directly, without going through the Oracle Collaboration Suite Portal home page first, you must explicitly specify where users should navigate once they have completed the Oracle Wireless & Voice wizard. By default, if users access the wizard from Portal, they will be returned to the Portal home page. If users do not access the wizard from Portal, you must specify the return-to URL of your choice in the `OracleHome/webclient/classes/oracle/collabsuite/webclient/resources/webclient.properties` file.

For example: `portal=http://my.company.com/homepage`

The default value is set to:

```
portal=http://<portal_host>:<portal_port>/pls/portal/PORTAL.wwsec_app_priv.login
```

## 9.2 Oracle Calendar

The following sections provide information on Oracle Calendar.

### 9.2.1 Calendar Server

This paragraph replaces the information in section 4.3 of *Oracle9iAS Wireless Administrator's Guide* concerning valid values. In Oracle Collaboration Suite mode, enter the name and port of the Oracle Collaboration Suite Calendar server. Separate both these entries with a colon (:). To determine the port for Calendar server access, view the `$ORACLE_HOME/ocal/misc/unison.ini` file in the Oracle Collaboration Suite middle-tier. Look for the "port" entry in the "[ENG]" section.

### 9.2.2 Creating New Calendar Entries through Voice

In this release, users cannot create new Oracle Calendar entries through the voice interface.

## 9.3 Wireless Status Displayed as Down

Oracle Enterprise Manager displays all of the processes that can be managed for a middle-tier system. When accessing the EM page and clicking on a middle-tier system, Wireless shows a red down arrow. The reason for this is that the Wireless Server has not been started. To start the Wireless Server, from your browser, point to:

@ `http://machine_name:port/ptg/rm`. This automatically starts the Wireless Server.

## 9.4 Multi-Byte Characters and Wireless Notifications

You can receive a wireless notification for a message received by Oracle Email. If either the subject or the sender's ID in the original message contains multi-byte characters, then these multi-byte characters are not displayed correctly in the notification.

## 9.5 Registering Oracle Portal Provider for Wireless Web Tool and Wireless Customization Fails

If both the infrastructure and middle-tiers are installed on the same system, and the Enterprise Manager daemon running on that system is referring to the infrastructure home, then the *Register Oracle Portal Provider for Wireless Webtool* and *Register Oracle Portal Provider for Wireless Customization* from the Wireless site will throw `java.lang.NoClassDefFoundError` errors.

In the `orion-web.xml` file of the infrastructure install, `pdkjava.jar` and `ptlshare.jar` should refer the middle-tier installation location. The `orion-web.xml` file is located at:

```
$ORACLE_HOME/sysman/j2ee/application-deployments/em/emd/orion-web.xml
```

For example, if the infrastructure is installed in:

```
/private/ias20_infra/
```

the middle-tier is installed in:

```
/private/ias20_midtier
```

then the following entries in the Enterprise Manager daemon `orion-web.xml`:

```
<classpath path="/private/ias20_infra/portal/jlib/pdkjava.jar"/>
```

```
<classpath path="/private/ias20_infra/portal/jlib/ptlshare.jar"/>
```

should be replaced with:

```
<classpath path="/private/ias20_middtier/portal/jlib/pdkjava.jar"/>  
<classpath path="/private/ias20_middtier/portal/jlib/ptlshare.jar"/>
```

Restart the `opmn` process for the changes to take effect.

## 9.6 Generic Single Sign-On Errors Encountered When Using Microsoft Internet Explorer

There is a generic error that affects some Oracle9iAS components, including Oracle Wireless. This errors occur when you use Microsoft Internet Explorer to access the Web tool on a system that has both infrastructure and a middle-tier installed on it. You might encounter the following errors:

- When you log onto the Web Tool (entering user name and password, and clicking the Login button), an SSO warning (error) appears. Click the Refresh button on your browser to continue.
- From the Oracle Wireless User Manager, clicking the Create button causes an SSO warning (error) to appear. You must click the Back button in Microsoft Internet Explorer to proceed (clicking the Refresh button WILL NOT enable you to continue as it does in the previous situation above).

## 9.7 SimpleImage and Alternate Text Display

`SimpleImage` supports an `alt` attribute which provides alternate text for display devices, and an `alternate.wav` file for the voice deviceclass devices. For example:

```
<SimpleBind>  
  
<SimpleMatch>  
</SimpleMatch>  
<SimpleTask>  
</SimpleTask>  
<SimpleDisplay>  
  
<SimpleTextItem deviceclass="voice">  
  
<SimpleAudio src="http://somehost/audio.wav"/>
```

```
</SimpleTextItem>
<SimpleTextItem deviceclass="pda, microbrowser">

Hello welcome

</SimpleTextItem>

</SimpleDisplay>

</SimpleBind>
```

## 9.8 Web Component Developer Breaks for Composite Web Component

The Web Component Developer is a java-based GUI tool that allows you to create Web Components that can be delivered by the Web Component Provider, as Wireless Services. There is a known issue of the Web Component Developer in the generation of Web Component Definition files. This renders the developing of composite Web Components not possible. This known bug is scheduled to be fixed and delivered to customers via the Automated Release Updates.

## 9.9 High Availability for Oracle Wireless

In Oracle Wireless, applications cannot be clustered using the Oracle9iAS clustering mechanism. However, it is still possible to configure Oracle9iAS such that a high availability deployment can be achieved. Complete the following steps for high availability deployment.

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**Note:** Remember to back up all files before you modify them

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1. Install the Oracle9iAS infrastructure on a system and install multiple middle-tiers on separate systems. Ensure that each of these middle-tier installations point to the infrastructure.
2. Shut down DCM and all process in all middle-tier instances by running the following command from each middle-tier installation:

```
$_ORACLE_HOME/dcm/bin/dcmctl stop
```

3. Shut down Oracle Enterprise Manager on each machine by running following the command from the Oracle home directory of the active EM installation:

```
$_ORACLE_HOME/bin/emctl stop
```

4. Verify that the `$ORACLE_HOME/opmn/conf/ons.conf` file on each of the middle-tiers and on the infrastructure contains IP address entries for all the other tiers. If not, file and add missing IP-address entries.
5. On each middle-tier, increase the number of processes that need to participate in the default island for the OC4J\_Wireless OC4J instance to the desired number. This can be done from the EM console or by modifying the file `ORACLE_HOME/opmn/conf/opmn.xml`.

**See Also:** Oracle9iAS Containers for J2EE documentation for details and concepts of OC4J instance and islands.

For instance, if you modify `opmn.xml`, a typical entry to start four OC4J processes in the default island would be of the form:

```
<oc4j maxRetry="3" instanceName="OC4J_Wireless" gid="OC4J_Wireless"
numProcs="4">
```

6. In the `mod_oc4j` configuration file for each middle-tier (that is: `$ORACLE_HOME/Apache/Apache/conf/mod_oc4j.conf`), modify the mount point entries for the Wireless runtime. If two middle-tiers (M1 and M2) are used, the entries should be of the form:

```
Oc4jMount /ptg
instance://m1.c1.mysite.com:OC4J_Wireless,m2.c2.se4637-u-sr006.us.oracle.com
:OC4J_Wireless
```

```
and
Oc4jMount /ptg/*
instance://m1.c1.mysite.com:OC4J_Wireless,m2.c2.se4637-u-sr006.us.oracle.com
:OC 4J_Wireless
```

where `c1` and `c2` are the respective Oracle9iAS instance names and can be determined by running the command:

```
ORACLE_HOME/dcm/bin/dcmctl whichInstance
```

These entries should be exactly the same for all middle-tier machines.

7. Run `$ORACLE_HOME/dcm/bin/dcmctl updateConfig` to update the DCM repository with the configuration file changes.

On slow systems, it is likely that a DCM error (timeout) of the form ADMN-906005 is displayed. If this occurs, run the

`$ORACLE_HOME/dcm/bin/dcmctl getReturnStatus` command and wait until the command exits. This confirms that the changes have been propagated to the DCM repository.

8. Add the tag `<cluster-config/>` under the `<orion-web-app>` tag in the following file:

```
ORACLE_HOME/j2ee/OC4J_
wireless/application-deployments/ptg/ptg-web/orion-web.xml
```

9. Start DCM and all processes by running the following command in all middle-tier installations:

```
$ORACLE_HOME/dcm/bin/dcmctl start
```

10. Start EM by running the following command in the `ORACLE_HOME` of the active EM installation:

```
$ORACLE_HOME/bin/emctl start
```

11. Configure a hardware load-balancer to point to the middle-tiers.

Currently, high availability support is only available for the core server runtime (by default mapped to the URI `/ptg/rm`).

**See Also:** The Oracle9iAS Containers for J2EE documentation for more information.

## 9.10 Oracle Wireless Process Status Unavailable for Multiple Oracle Homes with External Repository

When installing both middle and infrastructure tiers on the same system and changing the Wireless schema from the Enterprise Manager console to point to a schema other than the one available as part of the infrastructure install, the Wireless process status changes are not displayed on the Enterprise Manager console. This problem occurs on all platforms.

### Workaround:

From the Oracle home directory of the middle-tier for which the schema has been changed, copy the following fragment from the file:

```
<middle-tier ORACLE_HOME>/config/iasschema.xml
```

and paste it over (overwrite) the corresponding entry in the infrastructure Oracle home file:

```
<infrastructure ORACLE_HOME>/config/iasschema.xml
<SchemaConfigData>
<ComponentName>Wireless</ComponentName>
  <BaseName>WIRELESS</BaseName>
  <Override>true</Override>
  <SchemaName>the new schema name</SchemaName>
  <DBConnect>the new DB connect string</DBConnect>
    <Password>the new DB password (encrypted)</Password>
</SchemaConfigData>
```

Restart Enterprise Manager after this is done.

## 9.11 Access Information

Two Quick Reference Cards are available to help users with ASK/SMS and Voice Access. They are available on Oracle Technology Network at the following locations:

### 9.11.1 ASK/SMS Access

For information on ASK/SMS Access, refer to the following Web site:

[http://otn.oracle.com/products/owireless/wv\\_refcard\\_sms.pdf](http://otn.oracle.com/products/owireless/wv_refcard_sms.pdf)

### 9.11.2 Voice Access

For information on Voice Access, refer to the following Web site:

[http://otn.oracle.com/products/owireless/wv\\_refcard\\_voice.pdf](http://otn.oracle.com/products/owireless/wv_refcard_voice.pdf)

## 9.12 SMS Commands for Accessing Oracle Collaboration Suite Components

The following commands are available for accessing Oracle Collaboration Suite components.

## 9.12.1 Calendar

To view your appointments:

```
cal [day|week] [<date>]
```

To make an appointment:

```
cal new <title> <date> <start-time> <duration> [<location>] [<notes>]
<date> in "MM/dd/yyyy" format - year can be omitted e.g. 6/29
<start-time> in "hh:mm" format - e.g. 1:30pm, 9:20am
<duration> in minutes - e.g. 90
```

## 9.12.2 Address Book

Note that Directory lookup will only be performed if the contact is not found in the personal Address Book.

To find contacts in your personal address book or corporate directory.

```
find string
```

*string* is a comma-separated list of names (for example: *John, Jack, Smith*)

- You can specify either first or last name.
- Search is case-insensitive.
- There should not be spaces between each entry.

Example:

```
find John,Jack,Smith
```

## 9.12.3 Mail

Mail Async supports the following commands:

```
send-returns help message
send help-returns help message
send <recipients> <documents>|text:<text>-sends documents or text messages to a
list of recipients
```

Examples:

```
send jacob "text:This is a test message."
send user@oracle.com /private/documents/roadmap30.ppt
```

## 9.12.4 Fax

The following fax commands are supported:

```
fax /help
fax -help
fax -h
fax recipient_fax_number "text:fax message"
```

Examples:

```
fax 16505067222 "text:hello world"
fax recipient_fax_number fileURL[,filePathInFilesOnline]
fax 16505067222 http://www.yahoo.com
fax 16505067222
http://www.yahoo.com,/private/john/mydoc/test.html,/private/john/mydoc/FunSpec.html
```

## 9.12.5 Directory

To find contacts in your corporate directory:

```
search <string>
```

<*string*> is a comma-separated list of names (first or last), someone's global ID with no extension, e-mail address, or phone number.

## 9.12.6 Short Messaging Service

Use to send short messaging over any channel:

```
sm <channel> <recipient> <subject> <message>
```

Examples:

```
sm voice 16505551212 Meeting Let's meet at 2:00pm-Sent as voice message.
sm email john.smith@oracle.com "Simple Subject" This is my message-Sent as an
email.
sm sms 5551212 Meeting Let's meet at 2:00pm-Sent as an SMS message.
sm fax 16505067000 "Urgent Meeting" This is important-Sent as fax.
```

**Supported channels are voice, email, sms, and fax.**

**Subjects containing multiple words must be quoted.**

Usage:

```
im command [param1 param2 param3 ... paramN]
```

**Example:**

```
im send myfriend "Hi, how are you doing?"
```

Enclose (in double quotes) parameters containing spaces.

**Available Commands:**

- `help`—shows the list of available im commands.
- `connect`—connects the user to the im service.
- `disconnect`—disconnects the use from the im service.
- `groups`—retrieves the user's groups.
- `addgroup 'name'`—adds a group to the user's groups.
- `delgroup 'name'`—removes the group specified from the user's groups.
- `mvgroup 'oldname' 'newname'`—renames the group specified by 'oldname' to 'newname'.
- `online 'name'`—shows the list of online friends in the group specified by 'name'.
- `offline 'name'`—shows the list of offline friends in the group specified by 'name'.
- `add 'friend' 'group' [Yahoo|MSN]`— adds a friend to the group specified - remote Yahoo or MSN friends can be specified.
- `del 'friend' 'group'`—removes a friend from the group specified.
- `mv 'friend' 'oldgroup' 'newgroup'`—moves a friend from 'oldgroup' to 'newgroup'.
- `statuses`—shows the list of the main status groups.
- `statuses 'statusgroup'`—shows the list of statuses within a group of statuses.
- `status 'statusID'`—Sets the user's current status to the status specified.
- `msgs`—shows all the unread messages on the server for the user.
- `arch`—shows all the archived messages on the server for the user.
- `msg 'msgID'`—shows the message specified by 'msgID'.
- `send 'friend' 'text'`—sends a message to the 'friend' specified with the 'text' specified.

- `psts`—shows the list of the user's preset messages.
- `addpst 'text'`—adds a message to the user's preset messages.
- `delpst 'presetID'`—removes the preset message specified from the user's preset messages.
- `sendpst 'friend' 'presetID'`—sends a message to the 'friend' specified with the preset message specified.
- `account 'username' 'password' [Yahoo|MSN]`—updates the local, Yahoo or MSN account information.
- `autologin on|off`—sets the auto-login option for the local account to on or off.

### 9.12.7 Files

To browse the contents of a given directory:

```
files [<directory>]
```

Example:

```
files /Private
```

(If left empty, the home directory is assumed)

## 9.13 Oracle Files Module

Follow the steps below to configure Oracle Files.

### 9.13.1 Adding a New Dependent Jar File

In this file:

```
$ORACLE_HOME/j2ee/OC4J_Wireless/config/application.xml
```

After this line:

```
<library path="%ORACLE_HOME%/wireless/lib/wireless.jar"/>
```

Add the following line:

```
<library path="%ORACLE_HOME%/wireless/lib/mod_pim_webdav_httpclient.jar"/>
```

Replace %ORACLE\_HOME% with the absolute path for the middle tier Oracle home location. Then restart the instance for this change to take effect.

## 9.14 Oracle Files Default Document Character Set Must be UTF8

If the wireless PIM Module of Oracle Files is used in a multi-byte character set environment, the default character set for Oracle Files must be Unicode (UTF-8). This preference is set at the subscriber level and can be overridden at the user level.

## 9.15 Multibyte User Names in Jabber Not Supported

Jabber, which is the backend we use with Instant Messaging does not support multibyte usernames, thus the Instant Messaging module consequently also does not support multibyte user names.

