

Oracle® Beehive

Extensions for Explorer Supplemental Help and Release Notes

Release 2 (2.0.1.8)

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Oracle Beehive Extensions for Explorer leverages the Microsoft Windows Explorer environment to facilitate seamless team collaboration providing Oracle Beehive users with an easy, familiar way to store, manage, organize, find, share, and discuss workspace content in real time.

Note: This is a supplement to the online help provided with the Oracle Beehive Extensions for Explorer client.

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About Oracle Beehive Extensions for Explorer

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What is Oracle Beehive Extensions for Explorer?

Oracle Beehive Extensions for Explorer provides Oracle Beehive users direct access to their workspaces and workspace content, such as folders and documents, through Microsoft Windows Explorer. Oracle Beehive Extensions for Explorer also facilitates seamless team collaboration. For example, with Oracle Beehive Extensions for Explorer you can launch Oracle Beehive conferences directly from Windows Explorer to share and discuss workspace content in real time. The Oracle Beehive Extensions for Explorer Online Help provides detailed information on the collaboration features.

What features are included in Oracle Beehive Extensions for Explorer?

Oracle Beehive Extensions for Explorer 2.0 includes the following features:

- Integrated Oracle Beehive Team Collaboration, including the ability to:
 - Start the Oracle Beehive Team Collaboration client
 - View/manage a workspace page opened directly from Explorer
- Shortcuts (links) to Beehive documents and folders within Beehive workspaces
- New security model adjustments, including:
 - Improved folder permissions user interface
 - Additional controls to limit access rights to one particular folder
- Performance and user interface enhancements

What new features were included in Oracle Beehive Extensions for Explorer 2.0.1.6?

The following new features were included in the 2.0.1.6 patch release:

- Windows 7 (32-bit and 64-bit) is supported
- Windows 2000 is not supported

What new features were included in Oracle Beehive Extensions for Explorer 2.0.1.7?

The 2.0.1.7 patch release did not include any new features.

What new features are included in Oracle Beehive Extensions for Explorer 2.0.1.8?

The following new features are included in the 2.0.1.8 patch release:

- Windows 8 is supported
- Office 2013 is supported

What operating systems does Oracle Beehive Extensions for Explorer support?

Oracle Beehive Extensions for Outlook supports the following Microsoft® Windows® operating systems:

- Windows XP - Home or Professional
- Windows 7 (32-bit and 64-bit edition) - Home Premium, Professional, Ultimate or Enterprise
- Windows 8
- Windows Server 2003
- Windows Server 2008
- Windows Server 2008 R2

Review the certification matrix on the My Oracle Support Web site for the most up-to-date list of certified hardware platforms and operating system versions. The My Oracle Support Web site is available at:

<http://support.oracle.com>

Note: You must register online before using My Oracle Support. After logging in, click **Certifications** from the menu options. On the Certifications page, use the Certification Search options to search by Product, Release, and Platform. You can also search using the Quick Link options such as Classic Certify & Product Roadmap, Product Availability, and Lifetime Support.

Getting Started

This section contains the following topics:

- [How do I access Oracle Beehive Extensions for Explorer?](#)
- [Where do I download Oracle Beehive Extensions for Explorer?](#)
- [What is my Username and Password?](#)

How do I access Oracle Beehive Extensions for Explorer?

Oracle Beehive Central provides direct access to all Oracle Beehive hosted applications. Follow the steps described in the section "[Where do I download Oracle Beehive Extensions for Explorer?](#)" to download the Oracle Beehive Extensions for Explorer application.

To access Oracle Beehive Extensions for Explorer, users must provide credentials for authentication.

Where do I download Oracle Beehive Extensions for Explorer?

Oracle Beehive Central provides links to each Oracle Beehive application available for download.

To download Oracle Beehive Extensions for Explorer:

1. Access the Download Center by clicking **Downloads**.

2. On the Download Center page, click to download Oracle Beehive Extensions for Explorer.
3. After downloading, locate the downloaded Oracle Beehive Extensions for Explorer client .exe on your system, and double-click the .exe to begin installing.

Once installed, the Oracle Beehive icon will appear on your desktop for easy access.

What is my Username and Password?

Your company will have assigned each user specific credentials to use for Oracle Beehive Extensions for Explorer. Your username is typically your e-mail address. Check with your Oracle Beehive system administrator for your assigned password.

Oracle Beehive Extensions for Explorer Quick Tips

Following are additional tips and information that are either quicker to access than, or not included in the Oracle Beehive Extensions for Explorer Online Help.

This section includes the following topics:

- [How do I get my workspaces to show up in my Folders view in Windows Explorer?](#)
- [How do I ensure my Oracle Beehive Extensions for Explorer items will be accessible while I am working offline?](#)
- [How do I check for available updates or what version I am running?](#)
- [What does a star icon next to my document mean?](#)

How do I get my workspaces to show up in my Folders view in Windows Explorer?

To view workspaces in your Folders view:

1. Under the **Beehive Extensions for Explorer** folder, right-click on an account, and select **Workspaces**. Optionally, click the **Beehive** menu, and select **Workspaces**.
2. In the Manage Workspaces window, select **Available Workspaces**, to view a list of all workspaces to which you have access rights. If the workspace you want to add does not appear in the list, the owner has not added you as a member, viewer, or other type of participant. For more information, see the section “Modifying Team Workspaces” in the Oracle Beehive Extensions for Explorer Online Help.
3. Click in the Visible column next to the workspace, and click **OK**. The workspace is displayed in the list of workspaces in your Folders view.

How do I ensure my Oracle Beehive Extensions for Explorer items will be accessible while I am working offline?

Before you disconnect from the Oracle Beehive server to work offline, you need to download the documents you want to be able to access. Simply right-click a document or folder and select **Download This Document/Download All Documents**. The document(s) will be available whenever you are working offline. Click **Cancel** at any time during the download to stop and exit the offline availability operation. For more

information, see the sections "Making Folders Available Offline" and "Making Documents Available Offline" in the Oracle Beehive Extensions for Explorer Online Help.

How do I check for available updates or what version I am running?

You will be notified when new software updates are available through your Windows system tray (lower right corner of your screen).

If you experience problems with your current version, you can do a manual check to make sure you are running the latest available version of Oracle Beehive Extensions for Explorer.

To manually check for Oracle Beehive Extensions for Explorer updates:

1. From the **Beehive** menu, select **About Oracle Beehive Extensions for Explorer**.
2. In the **About Oracle Beehive Extensions for Explorer** window, click **Check for updates**.

What does a star icon next to my document mean?

A star icon appears next to a workspace document whenever changes have been made locally, but not yet applied to the Oracle Beehive server. Updates to the server may take longer depending on the volume of data you added or changed, if you are offline (or in Work Offline mode), or if the server (or network connectivity) is temporarily unavailable.

Troubleshooting and Limitations

This section contains the following troubleshooting topics and known limitations:

- [I am unable to see my team workspaces in the Folders view](#)
- [How can I view the raw source of items in Oracle Beehive Extensions for Explorer?](#)
- [Why can't I drag and drop a document to and from the Workspace Trash?](#)
- [Why can't I create a folder without specifying a name in Oracle Beehive Extensions for Explorer?](#)
- [Can I access more than one account?](#)

I am unable to see my team workspaces in the Folders view

Workspaces other than your personal workspace only appear if you have added them to your workspace view, and only if you have been added as a member. To add a workspace to your Folders view, see the section "[How do I get my workspaces to show up in my Folders view in Windows Explorer?](#)" for more information.

For more information, see the section "Display/Select Workspaces in Your Folders View" in Oracle Beehive Extensions for Explorer Online Help.

How can I view the raw source of items in Oracle Beehive Extensions for Explorer?

You can view the raw source of any Oracle Beehive item, folder, or workspace. This is especially useful when investigating and diagnosing issues.

To view the raw source of an Oracle Beehive workspace:

1. Right-click a workspace and select **Properties**.
2. Click the **Advanced** tab.
3. In the **Source** section, click **View Source**.

To view the raw source of a folder:

1. Right-click the folder, and select **Properties**.
2. Click the **Advanced** tab.
3. In the **Details** section, click **View Source**.

To view the raw source of a document:

1. Right-click the document and select **Properties**.
2. Click the **Details** tab.
3. Click **View Source**.

Why can't I drag and drop a document to and from the Workspace Trash?

Oracle Beehive Extensions for Explorer does not support drag-and-drop functionality to move items to or from a workspace Trash folder. However, you can still drag and drop folders and documents to move them across Oracle Beehive workspaces, and to and from your local system folders in Windows Explorer.

Why can't I create a folder without specifying a name in Oracle Beehive Extensions for Explorer?

Oracle Beehive Extensions for Explorer does not support the naming of a new folder as **New Folder** by default. You must specify a folder name when creating a new folder in Oracle Beehive Extensions for Explorer.

Can I access more than one account?

Even though multiple accounts can be created within Oracle Beehive Extensions for Explorer, only one user account can be accessed at a time.

Accessing Online Help

To access the online help in Oracle Beehive Extensions for Explorer, from the **Beehive** menu, select **Beehive Help and Support**, and then **Help**.

Known and Resolved Issues

This section contains a list of issues related to Oracle Beehive Extensions for Explorer that are currently open, and those that were resolved in the latest release.

Known Issues

This section includes the following known issues in the Oracle Beehive 2.0.1.7 patch release:

- ["Choose Profile" Pops Up Twice When "Send To" Items are Selected](#)
- [MS Win Server2008: Normal \(Non-admin\) User Cannot Connect To Online Support and Issues Using Some Beehive Components](#)
- [MS Windows Server 2008: Error When Non-admin User Manually Checks For Updates](#)

"Choose Profile" Pops Up Twice When "Send To" Items are Selected

Bug 13345157. The **Choose Profile** dialog box appears twice when **Send To** items are selected in the context menu in Oracle Beehive Extensions for Explorer. This happens if you have selected the option **Prompt for a profile to be used** in your Oracle Beehive Outlook profile. To avoid this issue, choose the option **Always use this profile** instead.

MS Win Server2008: Normal (Non-admin) User Cannot Connect To Online Support and Issues Using Some Beehive Components

Bug 14174731, 14174031. MS Win Server2008: normal (non-admin) user cannot connect to online support and issues using some Beehive components. This is generic to all web clients accessed from Internet Explorer 9 on Windows Server 2008 using the default Internet settings. To avoid this issue, add the Oracle Beehive host to the list of Trusted Sites. From the Tools menu, select **Internet Options**. Under the Security tab, select **Trusted sites** and click **Sites**. Add the Oracle Beehive server website as a trusted site.

MS Windows Server 2008: Error When Non-admin User Manually Checks For Updates

Bug 14168618. MS Windows Server 2008: error when non-admin user manually checks for updates. A non-admin user is not allowed to install Oracle Beehive Extensions for Explorer, which is expected behavior. In this kind of non-admin user corporate setup environment, avoid using DMS-deployment. Instead, push new updates of Oracle Beehive Extensions for Explorer through some other means to the Windows 2008 server.

Resolved Issues

This section includes the issues that have been resolved in the 2.0 release and the 2.0.1.x patch releases.

The following issues have been resolved in the 2.0 release:

- [Limit of 1000 Messages When Moving Mail Folder Between Workspaces](#)
- ["File Not Found" Error Results When Document is Opened and Closed Too Quickly](#)

The following issues have been resolved in the 2.0.1.x patch releases:

- [Different Errors When Manipulate Beehive Link Created To File Under Upload](#)
- [Workspace Permissions: Error Appears When Modify User Role In Specific Case](#)
- [New Version Created Each Time User Opens Excel File Despite Data Unchanged](#)
- [Changing the Oracle Beehive Extensions for Explorer Cache Directory Deletes All Files at that Location](#)

Limit of 1000 Messages When Moving Mail Folder Between Workspaces

Bug 8857650. When a mail folder containing more than 1000 messages is moved from a folder in one workspace to a folder in another, only a maximum of 1000 messages are moved.

"File Not Found" Error Results When Document is Opened and Closed Too Quickly

Bug 8226656. An error can occur if you open a document, close it, and then quickly re-open it. As a workaround, wait longer after closing a document before opening it again.

Different Errors When Manipulate Beehive Link Created To File Under Upload

Bug 12552436. Different errors when manipulate Beehive link created to a file being uploaded.

Workspace Permissions: Error Appears When Modify User Role In Specific Case

Bug 10383257. Workspace permissions error appears when modify user role in specific case

New Version Created Each Time User Opens Excel File Despite Data Unchanged

Bug 8917177. An error may occur in which each time a Microsoft Excel document is opened, a new version is created. Additionally, the user opening the file appears in the **Modified by** field, even though no actual data has been changed in the document. This is inconsistent with the way WebDAV and Windows Explorer handles Microsoft Excel files.

Changing the Oracle Beehive Extensions for Explorer Cache Directory Deletes All Files at that Location

Bug 9250778. If the path to an offline cache is changed, all files and folders stored in that offline cache location are deleted. This functionality is unexpected. Only Oracle Beehive Extensions for Explorer data files should be removed, without deleting any other files.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

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