Oracle® Universal Records Management
Records Manager Corporate Edition System Maintenance Guide 10g Release 3 (10.1.3.3.0)

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Records Manager Corporate Edition System Maintenance Guide, 10g Release 3 (10.1.3.3.0)

Contributing Authors: Ron van de Crommert, Jean Wilson

Contributors: Lisa Jones, Tok Hui Mackenthun, Victor Owuor

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Chapter

1

INTRODUCTION

OVERVIEW

This section covers the following topics:

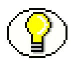
- About This Guide (page -1)
- What's New (page -3)
- Documentation and Help (page -3)

This guide provides instructions to set up and administer the Records Manager Corporate Edition software on the content server. The information contained in this document is subject to change as the product technology evolves and as hardware, operating systems, and third-party software are created and modified.

The main interface screens used to manage the product is discussed in Chapter 3 (*Interface Overview)*. The core processing performed by administrators during the use and maintenance phases of the life cycle, such as screening and cycling content, is covered in the following sections:

- Chapter 4 (*Screening and Updating)*
- Chapter 5 (*Working With Content)*
- Chapter 8 (*Processing Retention Assignments)*

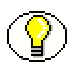
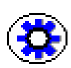
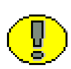
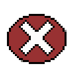
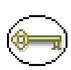
About This Guide

 **Note:** This system administration guide assumes you are using the Trays layout.

This guide provides instructions to set up and administer the Records Manager Corporate Edition application on the content server. The information contained in this document is subject to change as the product technology evolves and as hardware, operating systems, and third-party software are created and modified.

Symbols

The following symbols are used throughout this document:

Symbol	Description
	**Note:** Brings special attention to information.
	**Tech Tip:** Identifies information that can be used to make your tasks easier.
	**Important:** Identifies a required step or required information.
	**Caution:** Identifies information that might cause loss of data or serious system problems.
	**Permissions:** Indicates what specific permissions are needed to perform tasks.

Conventions

The following conventions are used throughout this document:

❖ The notation <*CS_Install_Dir*> is used to refer to the location on your system where a specific instance of Universal Content Management is installed.

❖ Forward slashes (/) are used to separate parts of an Internet address. For example, http://www.microsoft.com/windows2000/. A forward slash might or might not appear at the end of an Internet address. Forward slashes (/) are also used to separate the directory levels in a path name whether on a UNIX or a Windows system. A forward slash always appears after the end of a directory name.

- Paths to access operating system screens use the following formatting structure:

  Start—Settings—Control Panel

- Required user input is distinguished using the following font formatting:

  `xyz_name`

Audience

This guide provides instructions to configure and administer the Corporate Edition product on Content Server. The guide is intended mainly for administrators, managers, and privileged users responsible for managing retention policies.

WHAT'S NEW

Several interface changes have been made from Version 7.1.4:

- Retention tasks to be processed are now available on pull-down menus instead of from the Trays menu.
- Advanced screening is no longer available. That functionality has been merged into the regular screening functionality.
- Dormant global triggers as a trigger type are no longer selectable as an option. You can create dormant global triggers by simply not adding an activiation date when you create the trigger.
- The Configure Retention Components page is no longer used to configure aspects of the retention schedule (triggers, dispositions, and so on). All functionality of that type is now available by using pull-down menus which are available throughout the product.
- You can now edit pre-defined link (related content) types. By default the main links with new content item revisions is checked. This can be changed so linking is not revision independent.

INSTALLATION NOTES

Case-insensitive searches are not peformed by default when using the Corporate Edition product for database searches (for example, in screening, audits, reviews or disposition listings). If you want to perform case-insensitive searches, the databased used must be configured to do so.

Indexing fails for PDF files generated with Inbound Refinery versions prior to 7.6.1 and PDF Converter prior to version 7.6.1.

DOCUMENTATION AND HELP

This section covers the following topics:

Documentation

The following Records Manager Corporate Edition documentation is available:

- *Records Manager Corporate Edition Installation Guide*
  This document provides information about installing the Corporate Edition software on the content server. It is provided as a PDF file on the Corporate Edition software distribution media.
- *Records Manager Corporate Edition System Setup Guide*
  This document provides information about setting up and administering the Corporate Edition application on the content server. It is provided as a PDF file and HTML help system, both of which can be accessed from the Corporate Edition user interface. The PDF file is also available on the Corporate Edition software distribution media.
- *Records Manager Corporate Edition System Maintenance Guide* (this guide)
  This document provides information about administering the Corporate Edition application on the content server. It is provided as a PDF file and HTML help system, both of which can be accessed from the Corporate Edition user interface. The PDF file is also available on the Corporate Edition software distribution media.
- *Records Manager Corporate Edition User Guide*
  This document provides information about using the Corporate Edition application on the content server. It is provided as a PDF file and HTML help system, both of which can be accessed from the Corporate Edition user interface. The PDF file is also available on the Corporate Edition software distribution media.

In addition to these guides, you can also access information about the product with context-sensitive tooltips, quick help, and help menu.

Tooltips

If you hover the mouse cursor over a field label in your web browser, you can get context-sensitive information on the field label. A question mark is displayed, and then the tooltip appears.

Figure 1-1 Field label tooltip

If you are using Netscape or Mozilla as your web browser, you can view tooltips for items in options lists as well, provided the list items are not custom entries.

Quick Help

Click the **Quick Help** button where available on pages and screens to view context-sensitive help for that page or screen.

Help Menu

You can click the main menu Help link to open the online HTML help system for Universal Content Management, which includes the Corporate Edition help files. If you are logged in with user privileges, you will only see the end-user help system. If you are logged in as an administrator, you will see the full administrator help system (including the user documentation).

Chapter

2

INTRODUCTION TO RETENTION MANAGEMENT

OVERVIEW

This section covers the following topics:

MANAGEMENT OF RETAINED ITEMS

Corporate Edition effectively manages content items on a retention schedule.

The focus of retention management of content items tends to be the ***scheduled elimination of content*** in which the costs of retaining content outweighs the value of keeping it.

This section covers the following topics:

Needs for Retention Management

There are various reasons why organizations may need retention management:

- Regulatory Needs (page -1)
- Litigation Needs (page -2)
- Business Needs (page -2)

Regulatory Needs

Many organizations are subject to regulations that require the retention of information for a specified period of time:

- Sarbanes Oxley:
  - Applies to all publicly traded corporations or companies that may become public
  - Audit-related working papers, communications, and correspondence must be retained for five years after the audit
- Pharmaceutical/healthcare industry—HIPAA, FDA regulations
- Financial services—SEC Rule 17a
- Telecommunications industry—47 CFR 42, etc.

Retention management enables organizations to comply with the retention requirements of these regulations.

Litigation Needs

There may be litigation-related needs for effective and efficient retention management:

- Policy-based retention of information:
  - Retain information that you may need for litigation (for example, a contract and any communication relating to it).
  - Centralized searching and retrieval of that information
- Systematic disposition of eligible content:
  - Less material to search through during discovery
  - Less material to give to opposing counsel
- Suspend/freeze disposition of content items relating to pending litigation:
  - Avoid appearance of cover-up and possible liability when content items relating to pending litigation are destroyed.

Business Needs

There may be business-related needs for effective and efficient retention management:

- "Islands of content" problem. Content items that are:
  - Generated across the organization
  - Created in a variety of forms—for example, e-mail, office application documents, sheets of paper, CDs, DVDs, microfiche, recordings of corporate events and conference calls, etc.
  - Stored in an ad-hoc fashion in a variety of locations—for example, employee desks, employee computers, corporate servers, central file storage, offsite storage.
- There is a need to:
  - Provide a uniform infrastructure for retrieving and sharing the content across the organization.
  - Ensure that content items are retained over the period of time that they are useful to the business.

Corporate Edition manages all content items, regardless of their source, in a single, consistent, manageable infrastructure.

What Do I Retain?

Content items for retention are any form of information, both physical and electronic that is **important** enough for an organization that it must be **retained** for a specific period and may be **disposed** of when it is no longer needed. However, it can be revisioned, retained (but not necessarily with a minimum retention period), and can be on a disposition schedule. Your organization may choose to manage content with Corporate Edition to eliminate outdated and misleading information and track documents related to legal proceedings.

See the following sections for more information:

- Importance of Content (page -4)
- Retention (page -4)
- Disposal (page -5)

Content Retention Qualities

Content retention qualities include:

- **Purpose:** Content items for retention are generally live, active documents that can be revisioned.
- **Benefits:** Benefits of retaining content items is reduced risk and cost of discovery for litigation, reduced costs associated with storage, elimination of clutter to promote user efficiency, and dissemination of only current information to improve communication.
- **Ability to Revision:** Content items can be checked out, modified, and checked back in to create multiple revisions.
- **Disposition**: Content items generally have disposition schedules (life cycles) assigned by item upon check in.

Note: Corporate Edition supports disposition schedules for content items, which means it can manage retention and disposal of content. This enables you to schedule lifecycles for content to eliminate outdated or superseded information, manage storage resources, or handle legal procedures.

- **Functionality Available to Content outside of Retention Schedule**:
  - Freeze
  - Link (available if the Related Content component is installed and enabled)
  - Subject to Review

Importance of Content

Retained information can be **important** for a variety of reasons:

- The information may be required for the day-to-day operations of the organization and needs to be kept for historical, tracking, or audit purposes (for example, receipts, order histories, completed forms, personnel files, corporate announcements).
- The information may be necessary to the success or survival of the organization (for example, software source code, contracts, financial data).
- There may be internal policies or external regulations that require the information to be retained (for example, transaction documents, financial statements, lease agreements).
- The data may be important in preparation for possible litigation or discovery.

Retention

The information may need to be **retained** for different periods of time, depending on the type of content, its use within the organization, and the need to comply with external laws or regulations.

- The retention may be time-based (for example, five years from the filing date).
- The retention period may be event-based (for example, an employee termination).
- The retention period may be both time-based and event-based (for example, two years after employee termination).
- The retention period may be based on usage (if you have Stellent Content Tracker).
- The retention may be based on revision.

Disposal

After a retention period, content items are disposed of by authorized people according to the requirements of the organization.

About Corporate Edition

Corporate Edition enables you to manage content items—regardless of their source or format—in a single, consistent, manageable infrastructure. Content items managed by Corporate Edition are assigned retention schedules and disposition rules. This enables you to schedule lifecycles for content to eliminate outdated or superseded information, manage storage resources, or comply with legal audit holds.

The items and their associated metadata are stored in retention schedules, which are hierarchies with categories that define disposition instructions for content. Access to the items is controlled by rights assigned to users by a administrator. The items can be accessed, reviewed, or retained in an easy and efficient manner, by authorized people according to the requirements of your organization.

Corporate Edition can also manage disposition schedules of content in the content server. This enables you to schedule lifecycles for content to eliminate outdated or superseded information, manage storage resources, or comply with legal audit holds.

BASIC RETENTION MANAGEMENT CONCEPTS

The following concepts are important in the context of Corporate Edition:

- Retention Schedules (page -6)
- Series (page -6)
- Retention Category (page -6)
- Disposition (page -6)
- Disposition Instruction (page -6)
- Period (page -6)
- Trigger (page -7)
- Content Item Link (page -7)
- Freeze (page -7)

Retention Schedules

The retention schedule is an organized hierarchy of series, and categories, which enables you to cluster content into similar groups, each with its own retention and disposition characteristics.

Series

A series is an organizational construct in the retention schedule which enables you to organize categories into functional groups. This is especially useful if you have a multitude of categories. Series cannot contain content items. A series can be nested, which means a series may contain other series.

Retention Category

A retention category is a set of security settings and disposition instructions in the retention schedule hierarchy, below a series. This enables you to organize content into groups with the same retention and disposition characteristics. A retention category may contain one or more content items, which then typically follow the security settings and disposition rules associated with that retention category. Retention categories cannot be nested, which means a retention category cannot contain other retention categories.

Disposition

Disposition is the collective set of actions taken on content items, usually for items that are no longer required. Disposition actions include wait times and activities such as notify authors, delete previous revisions, and delete all revisions.

Disposition Instruction

A disposition instruction is created within a retention category, and typically consists of one or more disposition rules, which define how content items are handled and what actions should be taken on them (for example, when and how they should be disposed of).

Period

A period is the segment of time that must pass before a review or disposition action can be performed. Corporate Edition comes with a number of built-in periods (for example, “one year”), but you can create custom periods to meet your unique business needs.

Trigger

A trigger is an event that needs to take place before a disposition instruction is processed. Triggers are associated with disposition rules for retention categories. Examples of triggering events include changes in status and completed processing of a preceding disposition action.

Content Item Link

A content item link is a defined relationship between content items. This may be useful when items are related and need to be processed together. Links are available for content items that are stored both in and out of the retention schedule. Linking is available if the Related Content component has been installed and enabled.

Freeze

Freezing a content item inhibits disposition processing for that item. Frozen content items cannot be altered in any way nor can they be deleted. This may be necessary in order to comply with legal or audit requirements (for example, as a result of litigation). Freezing is available for content items that are stored both in and out of the retention schedule.

CORPORATE EDITION AND CONTENT SERVER

Corporate Edition supports the following Content Server layouts and search templates (which users can set in their user profile):

- Supported layouts:
  - Trays
  - Top Menus
- Supported search templates:
  - Headline View
  - Thumbnail View
  - My Headline View

Note: The Corporate Edition application does not support the Classic layout or the Classic View search template. This guide assumes you are using the Trays layout.

BASIC PROCESSES

The following steps outline the basic workflow of content within Corporate Edition

1. The retention schedule and any required components (such as triggers, periods, and custom metadata fields) are created.
2. Content items are filed into the retention schedule by users. The filed items assume the disposition schedules of their assigned category.
3. Disposition rules are processed by Corporate Edition in accordance with the defined disposition schedules, which usually have a retention period. The processing is activated by either a system-derived trigger or custom trigger. The trigger could affect one or more content items simultaneously.
4. Whenever a disposition event is due for action as activated by a trigger, an e-mail notification is sent to the person responsible for processing the events. The same is true for review. The pending events and reviews are displayed in the pages accessed from the My Retention Assignments links within the user interface.
5. The administrator or privileged user performs the review process. This is a manual process.
6. The administrator processes the disposition actions in the pending events pages. This is a manual process.

Many disposition schedules are **time-based** according to a predictable schedule. The system keeps track of when the affected content items are due for action. Notification e-mail is sent, and the content items are routed to the My Retention Assignments area of Corporate Edition.

The person responsible for the pending events and reviews then processes the content items accordingly. The particular disposition actions due are indicated for the content items. Available menu actions are context-sensitive according to the state of the item.

In contrast, **time-event** and **event-based** dispositions must be triggered with a non-system-derived trigger; that is, a trigger that was defined for a particular scenario. When a pending legal case starts litigation, the administrator must enable the custom trigger and set its activation date since the start date information is external to the Corporate Edition logic. Custom triggers enable you to define event and time-event based disposition actions based on the occurrence of a particular event.

Chapter

3

INTERFACE OVERVIEW

OVERVIEW

This chapter describes common interface elements in Corporate Edition that are used throughout the product.

When Corporate Edition is installed, a link to the Configure Retention Administration Page (page 3-1)is added to the **Administration** tray in the left navigation area of the Tray layout. Administrative users will see all options on that page. Other users (for example, those assigned privileged roles) may see a much smaller subset of the administrator menu, depending on their assigned rights.

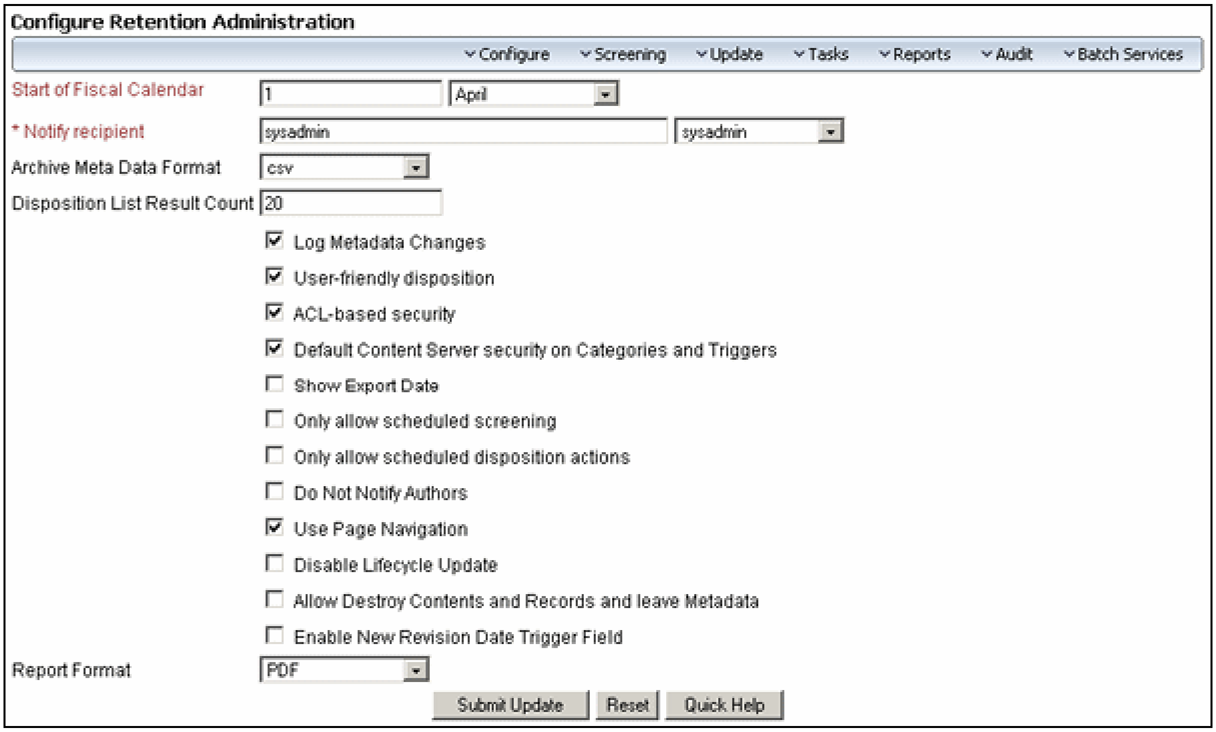
This chapter discusses the following topics:

CONFIGURE RETENTION ADMINISTRATION PAGE

Use this page to set most of the configuration options for your system. To access this page, select **Configure Retention Administration** from the **Administration** tray.

Permissions: The Admin.RecordManager right is required to use this page. This right is assigned by default to the 'retadmin' role.

Figure 3-2 Configure Retention Administration page



The Configure Retention Administration Page (page 3-1) contains the following elements:

❖ Top Page Menu: This menu contains the following options:

- **Configure:** This option is used to perform a number of configuration tasks, including defining triggers, periods, supplemental markings, security classifications, freezes, dispositions, custom security fields (if enabled), custom metadata, and related content types. Other users may be able to perform a subset of these tasks, depending on their assigned rights.
- **Screening**: This option is used to perform a variety of screening operations, including screening by retention category, screen by content,and other screening options. See Chapter 4 *(Screening and Updating)* for details.
- **Update**: This option is used to generate updates to internal content and retention categories. With this option you can quickly change multiple values, either immediately or on a scheduled basis. See Updating Information (page 4-20) for details.
- **Tasks**: This option is used to perform disposition actions, freezes, import and export files, and create reports. See Chapter 7 *(Scheduled Tasks)* for details.

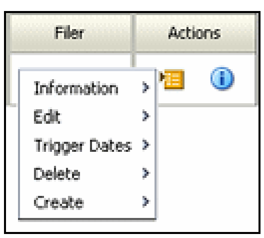
- **Reports**: This option is used to generate a variety of reports, including users, users and their roles, aliases, and a combination of users and aliases. See Chapter 10 (*Generating User and Group Reports)* for details.
- **Audit**: This option lets administrative users specify what actions on content should be recorded in the audit trail and what should be used in audit trails. See Chapter 9 (*Working With Audit Trails)* for details.
- **Batch**: These options allow administrative users to run scheduled batch services immediately, rather than wait for the scheduled time. Options are used to run all batch services, process notifications, or process actions and reviews.

❖ **Main body:** This portion of the page is used to configure a number of system preferences, including security options, fiscal calendar start date, e-mail notifications of pending reviews, and user-friendly captions for disposition instructions and screening queries. See the *Records Manager Coprorate Edition System Setup Guide* for details about the options on the main page body.

INDIVIDUAL ACTION MENUS

When using this product, individual pulldown Action menus are available for many items.

Figure 3-3 Actions menu



The options on this menu vary depending on the type of item used (content, retention category, and so on). In this documentation, a designation such as **Information—Recent Reviews** indicates you should select the **Information** option from the **Actions** menu, followed by selecting the **Recent Reviews** suboption.

The following list summarizes the most commonly seen menu options:

❖ **Information**: displays a submenu that allows you to access information pages for folders, life cycle of the item, recent reviews, metadata history, and retention schedule reports.

❖ **Edit**: provides quick links to edit pages for folders or reviews, as well as options to move, close, freeze, or unfreeze an item.

- **Trigger Dates**: provides quick links to actions associated with dates, such as marking items for review, cancelling, rescinding, and expiring items.
- **Delete**: provides options to delete the item or perform a recursive delete (delete tree).
- **Create**: provides options to create items appropriate to the location in the hierarchy. For example, if this is the action menu for a retention category, Create suboptions include Series and Retention Category.

Clicking the Info icon ( ) displays the Information page for the item. The Action menu options described previously are then available on the Page menu on the item's information page.

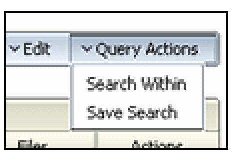
CONTENT SERVER MENUS

When you install Records Manager Corporate Edition the Search menu for Content Server is changed due to default profile pages.

The additional menu option can be used to to help you quickly narrow down your searches. Note that the Screening option on the Search menu is dependent on security rights assigned to the user.

When viewing search results, a query menu is added to the search results page.

Figure 3-4 Query Menu on Search Results



The options on this menu let you narrow your search by selecting new fields from those already selected, or to save the search under a file name for use later. See the *Content Server User Guide* for more details about searching and saving query results.

You can change profiles and further refine options by using the **Configure—Profile—Profile <type>** option on the Configure Retention Administration Page (page 3-1).

Chapters

4

Screening and Updating

Overview

Screening is an enhanced search capability that enables you to specify disposition information as your search criteria. This chapter discusses screening activities. It covers the following topics:

Concepts

Tasks

Examples

Interface

ABOUT SCREENING

In addition to search-like functionality, screening also enables you to isolate retention categories and content by their attributes. Screening allows you to see what has happened or what could happen within a retention schedule. You can screen at increasingly finer granularity within the retention schedule object levels. Within all levels, you can screen by disposition information.

Important: Screening differs from searching in that searching returns *all* content items that meet the search criteria, whereas screening returns items that are not completed for disposition actions.

Permissions: The Admin.Screening right is required to perform screening actions. This right is assigned by default to the 'retadmin' role.

Screening reports can be created as soon as they are called or they can be scheduled to be generated at a later time. This is especially useful for screening reports that affect large sets of content. Creating the screening report immediately might put a heavy load on the system, which could diminish its responsiveness and/or result in browser time-outs for end-users. To avoid this, you can schedule screening reports to be performed at midnight, which is an off-peak time in most environments.

You can perform many screening functions from the Search menu in Content Server. After Corporate Edition is installed, an additional Screening menu is available on the Search dropdown menu. The same screening activities described in this chapter can be performed using that functionality.

MANAGING SCREENING

The following tasks are used when managing screening:

❖ Enabling or Disabling User-Friendly Captions (page 4-3)

❖ Performing Screenings (page 4-3)

❖ Scheduling a Screening Report (page 4-4)

❖ Setting Default Metadata For Reports (page 4-5)

Enabling or Disabling User-Friendly Captions

You can enable and disable user-friendly captions at any time. This setting also affects the captions in disposition instructions.

Permissions: The Admin.RecordManager right is required to perform this action. This right is assigned by default to the 'retadmin' role.

1. Select **Configure Retention Administration** from the **Administration** tray.

   The Configure Retention Administration Page (page 3-1) is displayed.
2. Select the **User-friendly disposition** check box.
3. Click **Submit Update**. A message is displayed saying that configuration was successful.
4. Click **OK**.

To disable user-friendly captions, clear the **User-friendly disposition** check box.

Performing Screenings

This section describes a general procedure to perform screenings. You can search retention categories and content by disposition, disposition event criteria, and/or retention category criteria. You can click **Search** without entering any criteria, and all items are returned in your results.

Permissions: The Admin.Screening right is required to perform screenings. This right is assigned by default to the 'retadmin' role.

To perform a screening, complete the following steps:

1. Select **Screening—<*screening type*>** from the Configure Retention Administration Page (page 3-1).

   The Screen for <topic> Page (page 4-7) is displayed.

2. (Optional) To search a category by **Disposition Criteria**, select the appropriate criteria from the pulldown menu. See Disposition Criteria (page 4-11) for details about criteria that can be used.

3. (Optional) To search a category by **Retention Category Criteria,** select the appropriate criteria from the pulldown menu. See Retention Category Criteria (page 4-12) for details about criteria that can be used.

4. (Optional) if you are screening for a review or due date, specify the date in the **Review Due By** box.

5. Elect your sorting preferences in the **Results Options** area.

   a. If you do not want to sort by the default, select another option from the **Sort By** list.

   b. If you do not want to sort in the default descending order, select the ascending order.

6. Click **Search**. Any results that match your screening criteria display in the Screening Results Page (page 4-19).

Scheduling a Screening Report

Note: You may be able to only schedule screening reports and not execute them immediately, depending on the setting of the “Only allow scheduled screening” option on the Configure Retention Administration Page (page 3-1). See the *Records Manager Corporate Edition System Setup Guide* for details about configuring your system.

Use this procedure to schedule a screening report:

1. Select **Screening—<*screening type*>** from the Configure Retention Administration Page (page 3-1).

   The Screen for <topic> Page (page 4-7) is displayed.

2. Select the criteria for the screening and click the **Schedule** button.

   The Schedule Screening Report Page (page 4-16) is displayed.

3. Provide a **name** for the screening report.

4. Provide the **start date** of the screening report. This is the date that the scheduled screening report will be generated. If the screening report is recurring, the first screening report will be generated for the first time on this date, and all subsequent reports at the end of each recurring period after this date.
5. If you want the screening report to be created periodically rather than just once, select the **Is Recurring** check box.
6. If you selected the **Is Recurring** check box, specify the interval at which the recurring screening report will be created (for example, once every 2 weeks).
7. Click **OK** when you finish.

The Scheduled Screening Reports page is displayed, which now includes the newly created scheduled screening report.

Setting Default Metadata For Reports

Recurring screening reports are automatically checked into the content server. Use this procedure to set the default metadata for these checked-in reports:

1. Select **Screening—Metadata Defaults** from the Configure Retention Administration Page (page 3-1).

   The Default Metadata for Checked-In Screening Reports Page (page 4-17) is displayed.
2. Specify the default metadata for checked-in screening reports.
3. Click **Submit Update** when you finish.

SCREENING EXAMPLES

This section contains a number of examples that provide step-by-step instructions for the following screening scenarios:

- Screening by Disposition Authority (page 4-6)
- Screening for Categories With No Disposition (page 4-6)
- Screening Content Due for an Event (page 4-6)

Screening by Disposition Authority

This example screens retention categories for a specific disposition authority. This may be necessary for government offices that need to handle changes or withdrawals of a disposition authority.

You can screen Retention Category Criteria in the Screen Categories or the Screen Content pages. This example screens at the retention category level.

1. Select **Screening—Categories** from the Configure Retention Administration Page (page 3-1).

   The Screen for <topic> Page (page 4-7) is displayed.

2. In the Retention Category Criteria area, select **Disposition Authority Matches**. Enter the disposition authority to screen for in the box, and click **OK**.
3. Click **Search**. Any results that match your screening criteria display in the Retention Category Search Results page.

Screening for Categories With No Disposition

This example screens retention categories that do not have disposition instructions defined. Retention categories that do not have disposition instructions defined are known as *unscheduled content items*.

1. Select **Screening—Categories** from the Configure Retention Administration Page (page 3-1).

   The Screen for <topic> Page (page 4-7) is displayed.

2. In the Retention Category Criteria area, select **Disposition Type Matches No Disposition**.
3. Click **Search**. Any results that match your screening criteria display in the Retention Category Search Results page.

Screening Content Due for an Event

This example screens content items that have an event disposition type and the specific event is obsolete.

1. Select **Screening—Content and Records** from the Configure Retention Administration Page (page 3-1).

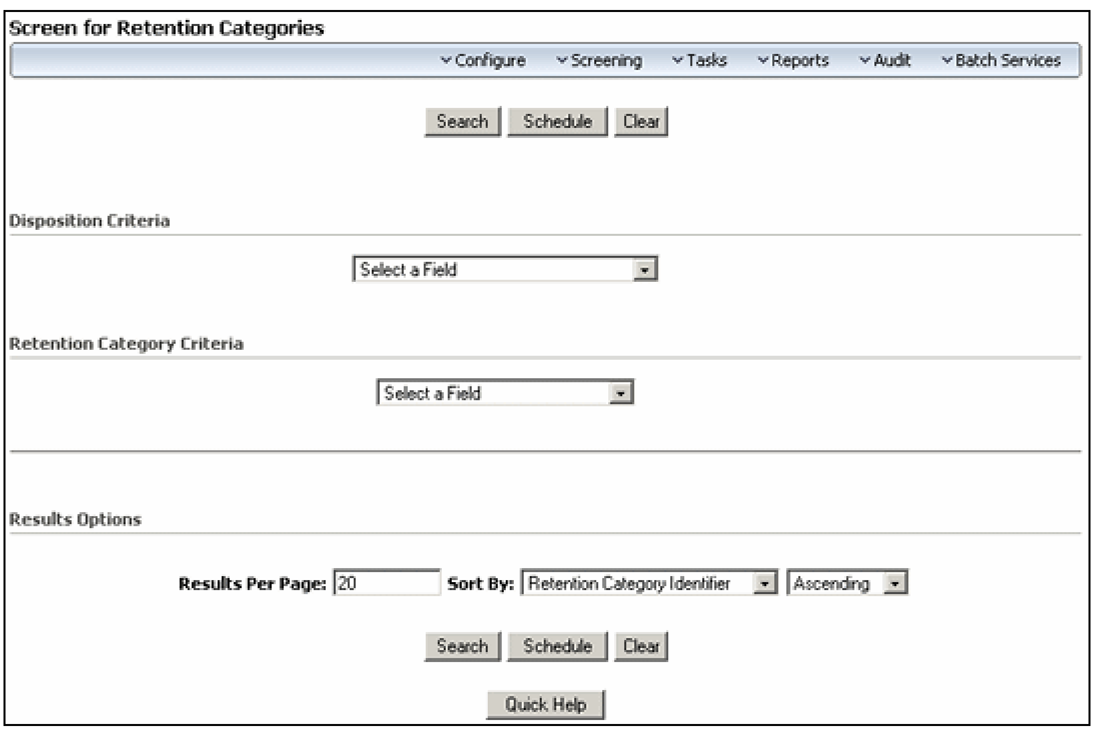
2. In the Disposition Criteria area, select **Triggering Event Matches Obsolete**.
3. In the Retention Category Criteria area, select **Disposition Type Matches Event Disposition**.
4. Click **Search**. The results of your search are displayed in the Screening Results Page (page 4-19). Only items that have an event disposition type of obsolete are displayed.

SCREENING INTERFACE PAGES

The following pages are used when performing screenings:

- Screen for <topic> Page (page 4-7)
- Schedule Screening Report Page (page 4-16)
- Default Metadata for Checked-In Screening Reports Page (page 4-17)
- Screening Results Page (page 4-19)

Screen for <topic> Page



To access any screening page, click **Screening** on the Configure Retention Administration Page (page 3-1). Select the type of screening from the menu there.

Note the following considerations:

- The **Criteria** dropdown menus are used to select fields for use in the query. After a field is selected for use, additional dropdown menus are available to further refine the criteria.
- To screen for content items that are due for review, indicate a review date by which the review must be performed in the **Review Due By** box. If the retention schedule has nested retention categories with differing review periods , select the **Check Parent Review Date** to ensure the screening encompasses all review dates in its search.
- You can use the **Due for Action** fields to screen for content items that are due for processing of a specific disposition action on a specific date.
- You can use the **Freeze Status** field to limit the screening to content that isfrozen, non-frozen, or either. If you screen for frozen items, the screening results contain items that are frozen themselves as well as those that are inheriting their freeze status from their parent. However, if the category to which the item belongs has an empty disposition, the frozen item will not appear in the screening results. If you want the screening results to include only content items that are themselves frozen and not those that inherit their freeze status, you should use the Is Frozen field on the Content Criteria (page 4-13). You can screen for content items that are currently frozen with a specific freeze from the Freeze Information page.
- Click **Search** without entering any criteria to return all content items in the retention schedule. The items that display in the results page are those for which you are authorized to access.
- Boolean operators can be used to combine fields. Click the plus symbol ( ) to access a dropdown menu of Boolean operators. Click the remove symbol ( ) to clear previous selections.
- Additional wildcard search operators, such as **Matches** and **Substring**, enable further flexibility in your screening.

Feature	Description
Criteria Definition	
Search button (top and bottom of page)	Searches, or “screens” for the content that meet your criteria. This button is not displayed if “Only allow scheduled screening” is selected on the Configure Retention Administration Page (page 3-1). See the *Records Manager Coprorate Edition System Setup Guide* for details about configuring your system.
Schedule button (top and bottom of page)	Schedules the creation of the screening report. For more information, see Scheduling a Screening Report (page 4-4).
Clear button (top and bottom of page)	Clears all of the Criteria boxes of screening criteria query selections. To clear only a particular Criteria box, click the remove symbol ( ) that corresponds to the Criteria box.
Disposition Criteria	Displays options on a Disposition Criteria dropdown menu. See Disposition Criteria (page 4-11) for details.
Retention Category Criteria	Displays options on a Retention Category dropdown menu. See Retention Category Criteria (page 4-12) for details.
Content Criteria	Displays options specific to searching for content. See Content Criteria on page 4-13.
Review Due By (Folders screen and Content screen only)	To screen for content items that have an impending review, enter a due date by which the review must be conducted.
Check Parent Review Date check box (Folders screen and Content screen only)	To ensure the screening encompasses all review dates in its search, select the Check Parent Review Date check box. If the retention schedule does not have differing review periods between categories, it is probably not necessary to select this check box.
Due for Action (By date)	Select a disposition action for which content items are due and indicate the due date for the action.

Feature	Description
Freeze Status	Select a freeze status for your screening criteria. Available freeze status options are: ❖ **All—(Default)** Screening results return both frozen and unfrozen items. ❖ **Frozen—**Screening results return only frozen items. ❖ **Not Frozen—**Screening results return only items that are not frozen. **Note:** You can also screen for content that are frozen with a specific freeze from the Actions menu on the Freeze Information Page of that freeze.
Result Options	
Sort By	Contains the sorting criteria you indicate with the lists and Add button.
Sort By attribute list	Select one or more attributes by which to sort the results. The list contains all of the screening criteria options.
Sort order list	Specifies the sort order of the screening results: ❖ **Descending (default)—**Sorts alphabetical results in Z-A order; numerical results in 9-0 order; and date results in newest to oldest order. ❖ **Ascending—**Sorts alphabetical results in A-Z order; numerical results in 0-9 order; and date results in oldest to newest order.
Add button	Click this button to add your Sort By attribute and order to the Sort By list. You can sort by multiple criteria.
Clear button (sort order)	Click this button to clear your sorting criteria from the Sort By box.

Feature	Description
Results Per Page	Specifies the maximum number of results displayed on each screening results page. ❖ Default: 20. ❖ Valid range: 0 to 100.

Disposition Criteria

Use this dropdown menu to select the disposition criteria by which to screen retention categories or content items.

Boolean operators can be used to combine fields. Click the plus symbol ( ) to access a dropdown menu of Boolean operators. Click the remove symbol ( ) to clear prevoius selections.

Additional wildcard search operators, such as **Matches** and **Substring**, enable further flexibility in your screening.

Criteria (User Friendly Label/Default Label)	Description
After/Triggering Event	Select a triggering event. See the *Records Manager Corporate Edition System Setup Guide* for an overview of triggering events. ❖
Do/Disposition Action	Select a disposition action by which to screen. See the *Records Manager Corporate Edition System Setup Guide* for an overview of disposition actions.
Notification Reviewer	Specify the name of the user who was notified of the event.
Wait For/Retention Period	To screen for content by time or time-event disposition retention period information, select **Greater Than, Greater or Equal, Equal, Less Than, Less or Equal** and enter an integer that represents the starting value of the retention period range.

Retention Category Criteria

Use this screen to select the screening criteria for a retention category.

Criteria	Description
Disallow Content Delete	Items ncluded in this category are those which cannot be deleted by users.
Disposition Authority	Enter the code by which to screen that represents the disposition authority or authorities of a retention category. ❖ Maximum characters: 100.
Disposition Type	Select the type of disposition to screen for: ❖ **No disposition—**The retention category does not have a disposition schedule. ❖ **Time disposition—**The retention category has a time-based disposition type. ❖ **Event disposition—**The retention category has an event-based disposition type. ❖ **Time-event disposition—**The retention category has a time-event disposition type. Optional. See the *Records Manager Corporate Edition System Setup Guide* for an overview of disposition types.
Retention Category Description	Enter a few keywords within the retention category description by which to screen.
Retention Category Identifier	Enter the unique retention category identifier by which to screen. ❖ Maximum characters: 100.
Retention Category Name	Enter the retention category name by which to screen. ❖ Maximum characters: 100.

Criteria	Description
Review Period	To screen for retention categories by review period information, complete the following fields: ❖ **From**—Enter an integer that represents the starting value of the review period range. ❖ **To**—Enter an integer that represents the ending value of the review period range.
Period Units	Select the time unit of the period (for example, “Months”). The selection list contains all available built-in and custom periods.
Reviewer	Enter the name of the reviewer for the retention category.
Series Identifier	The identifier of the parent series. It could be the identifier of the root series, or a nested series. ❖ Maximum characters: 100
Subject to Review	Select the review status of the retention category. ❖ **Yes—**The retention category is designated as a retention category that is subject to review. ❖ **No—**The retention category is not designated as subject to review.

Content Criteria

Use this screen to define the criteria by which to screen items.

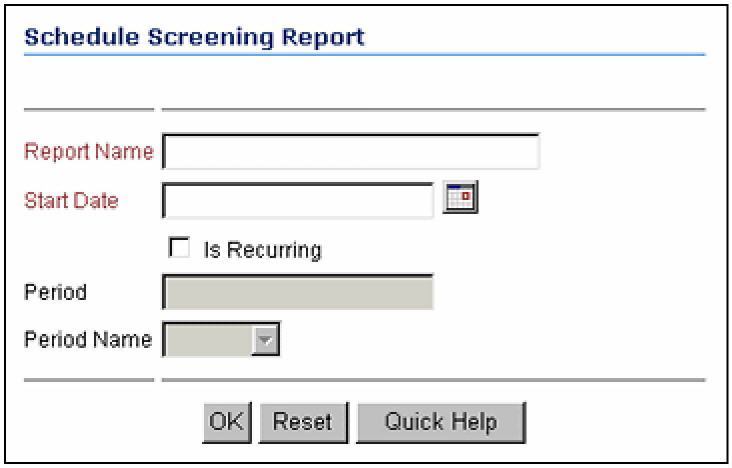
When screening for dates, select **On or After**, or **Before** from the dropdown menu and enter a date.

Criteria	Description
Content ID	Select the ID of the content item.
Title	Select the title of the content item.
Security Group	Select the security group of the content item.

Criteria	Description
Addressee	The person to whom correspondence was addressed.
Author or Originator	Select the status of the items to screen. ❖ **Yes**—The item is marked as a record. ❖ **No**—The record is not marked as a record.
Distribution List	List of names of those received correspondence.
Email ID	ID designator for a specific piece of correspondence.
Email Subject	A subject in correspondence to use for the search.
Email to Lists	A list name used in correspondence to use for the search.
Freeze Name	Specify the freeze name by which to screen.
Freeze Reason	Specify the freeze reason by which to screen.
Is Correspondence	Select to search for correspondence. ❖ **Yes**—It is correspondence. ❖ **No**—It is not correspondence.
Is Frozen	Select the freeze status of the content, if inherited or set at the item level. ❖ **Yes**—The content is frozen at the item level. ❖ **No**—The content is not frozen at the item level. If you screen for frozen items, the screening results will only contain items that are frozen themselves, not those that are inheriting their freeze status. If you want the screening results to include both types of frozen items, you should use the Freeze Status field on the Disposition Criteria (page 4-11). You can also screen for items that are frozen with a specific freeze from the Actions menu on the Freeze Information Page for that freeze.

Criteria	Description
No Longer Latest Revision Date	Specifies the date at which this content is marked as no longer current.
Other Addresses	Specify other email addresses by which to screen.
Publication Date	Specify the date of the item by which to screen.
Reviewer	Enter the name of the reviewer by which to screen.
Review Period	To screen by review period information, select **Greater Than, Greater or Equal, Equal, Less Than, Less or Equal** and enter an integer that represents the starting value of the review period range.
Review Period Units	Select the time unit of the period (for example, “Months”). The selection list contains all available built-in and custom periods.
Subject to Review	Select the review status of the content, if inherited from a retention category or set at the item level. ❖ **Yes**—The item is designated as a item that is subject to review. ❖ **No**—The item is not designated as a item that is subject to review.

Schedule Screening Report Page



Use this screen to define the attributes of a scheduled screening report. To access it, click the **Schedule** button on the Screen for <topic> Page (page 4-7).

Feature	Description
Report Name field	Specify a name for the scheduled screening report. ❖ Required.
Start Date field	Specify the date that the scheduled screening report will be generated. If the screening report is recurring, the first screening report will be generated for the first time on this date, and all subsequent reports at the end of each recurring period after this date. If the start date is in the past, the processing will be done with the next scheduled run. ❖ Required.
Is Recurring check box	Specify if the scheduled screening report should be generated periodically.

Feature	Description
Period and Period Name fields	These fields are only available if the Is Recurring check box is selected. Specify the interval at which the recurring screening report should be created (for example, once every 2 weeks).

Default Metadata for Checked-In Screening Reports Page

The following screens comprise the Default Metadata for Checked-In Screening Reports page:

Figure 4-5 Top half of screening page

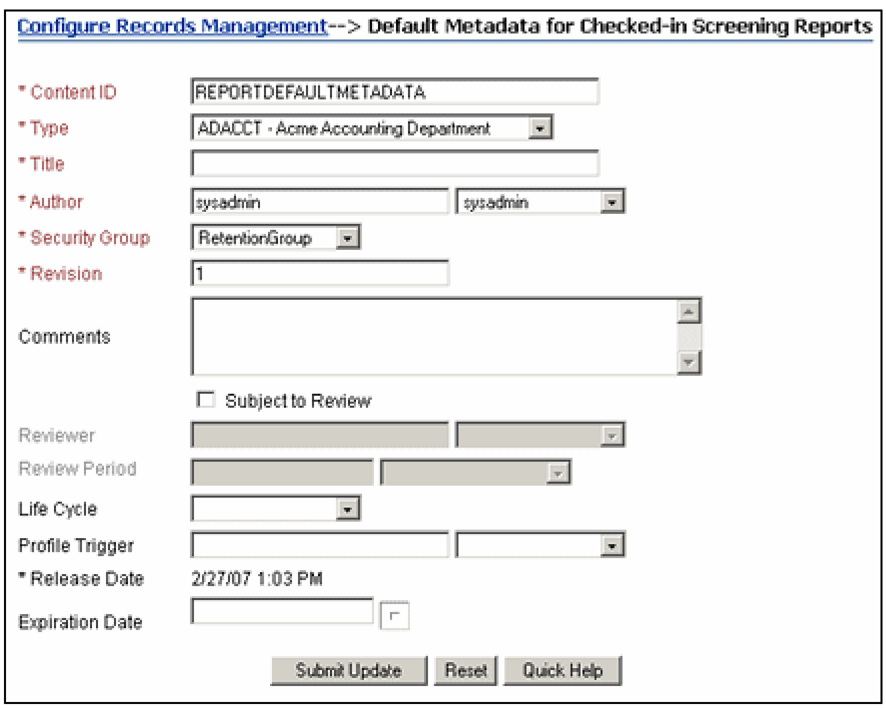
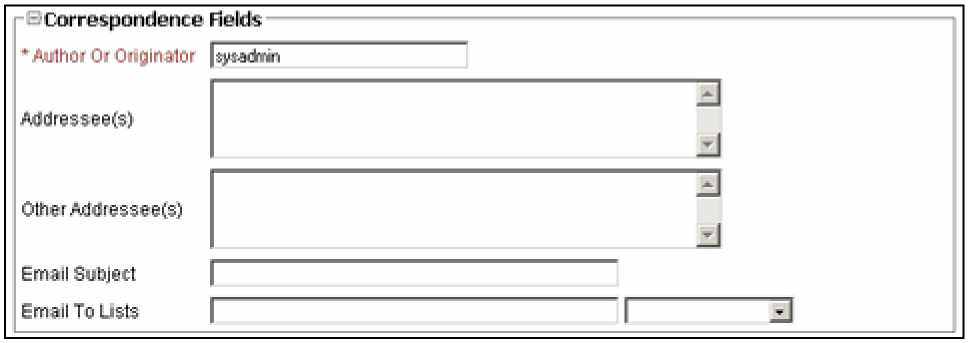


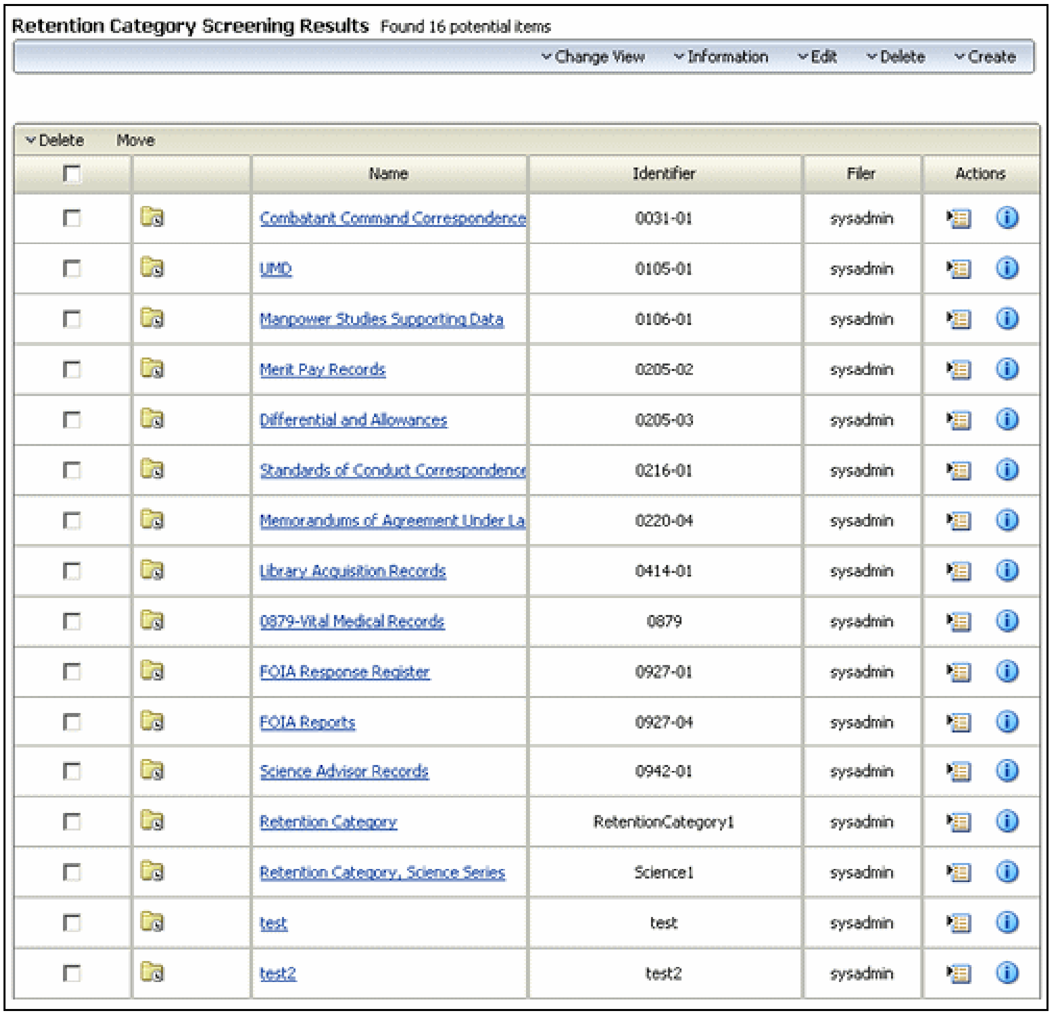
Figure 4-6 Bottom half of screening page

Figure 4-7 Correspondence fields on screening page



Use this page to define the default metadata for checked-in screening reports. To access it, select **Screening—Metadata Defaults** from the Configure Retention Administration Page (page 3-1)

Screening Results Page


Retention Category Screening Results Found 16 potential items

Change View | Information | Edit | Delete | Create

Delete | Move

		Name	Identifier	Filer	Actions
		Combatant Command Correspondence	0031-01	sysadmin	
		UMD	0105-01	sysadmin	
		Manpower Studies Supporting Data	0106-01	sysadmin	
		Merit Pay Records	0205-02	sysadmin	
		Differential and Allowances	0205-03	sysadmin	
		Standards of Conduct Correspondence	0216-01	sysadmin	
		Memorandums of Agreement Under La	0220-04	sysadmin	
		Library Acquisition Records	0414-01	sysadmin	
		0879-Vital Medical Records	0879	sysadmin	
		FOIA Response Register	0927-01	sysadmin	
		FOIA Reports	0927-04	sysadmin	
		Science Advisor Records	0942-01	sysadmin	
		Retention Category	RetentionCategory1	sysadmin	
		Retention Category, Science Series	Science1	sysadmin	
		test	test	sysadmin	
		test2	test2	sysadmin	

Use this page to view the results of your screening criteria. This page is displayed when you click **Search** on the Screen for <topic> Page (page 4-7). The results displayed depend on the type of search done. The following is an example of a Retention Category screening results page.

This page shows all retention categories that meet the criteria of the screening query that was performed.

Tech Tip: You can save the screening query so it appears in your saved query list under My Content Server. This enables you to perform the query later without having to go through screening pages. To save the query, choose **Save Search** in the **Actions** dropdown menu on the Screening Results page.

UPDATING INFORMATION

Permissions: The admin.noRmaSecurity right is required to perform updates. This right is not assigned by default to any role and must be assigned for the **Update** options to appear on the Configure Retention Administration Page (page 3-1). In addition, users must have the Admin role assigned to access and perform updates.

By using the Update functionality in Records Manager Corporate Edition you can quickly find and change large amounts of information at one time. You can choose to change the information immediately or at a later time by using a scheduled update option. For example, you can change any items in a cateogory that match a certain disposition to a different review type or to a new reviewer.

To access this functionality, select **Update—<*type*>** from the Configure Retention Administration Page (page 3-1). These options also appear on other pages as information is screened.

The Define Query Page (page 4-21) is displayed. The options are this page are similar to those on the Screen for <topic> Page (page 4-7). The options in the Query section depend on the type of query being performed (category or internal content).

Follow these steps to define a query:

1. Choose a field for use from the dropdown menu.
2. Select a substring from the displayed list.
3. Select a query value from a displayed list.
4. Select a field that will be updated for all items matching your first query.
5. Select a substring for the value from the displayed list.
6. Select a new value for the field.
7. To preview the results of the update, click **Preview Results** in the upper right corner of the screen.

   The Update Preview Screen (page 4-23) is displayed. This screen shows those items which will be changed by the update. To return to the Define Query Page (page 4-21), click **Continue Defining Search** on the Page menu.
8. Continue adding update criteria if needed. To schedule the update for a later time, click **Schedule**. See Scheduling Updates (page 4-21) for more details. Click **Run Now** to run the change immediately. A message is displayed, indicating that the selected items were updated. Click **OK** to return to the Define Query Page (page 4-21).

Scheduling Updates

To run the update at a later time, click **Schedule** to open the Query Schedule Section (page 4-22) of the screen.

Select a time for the update and click **Submit**. Enter a name for the update event and click **OK**. The Scheduled Update Screen (page 4-22) is displayed. You can also access this screen by using the **Tasks—Search and Update** option from the Configure Retention Administration Page (page 3-1).

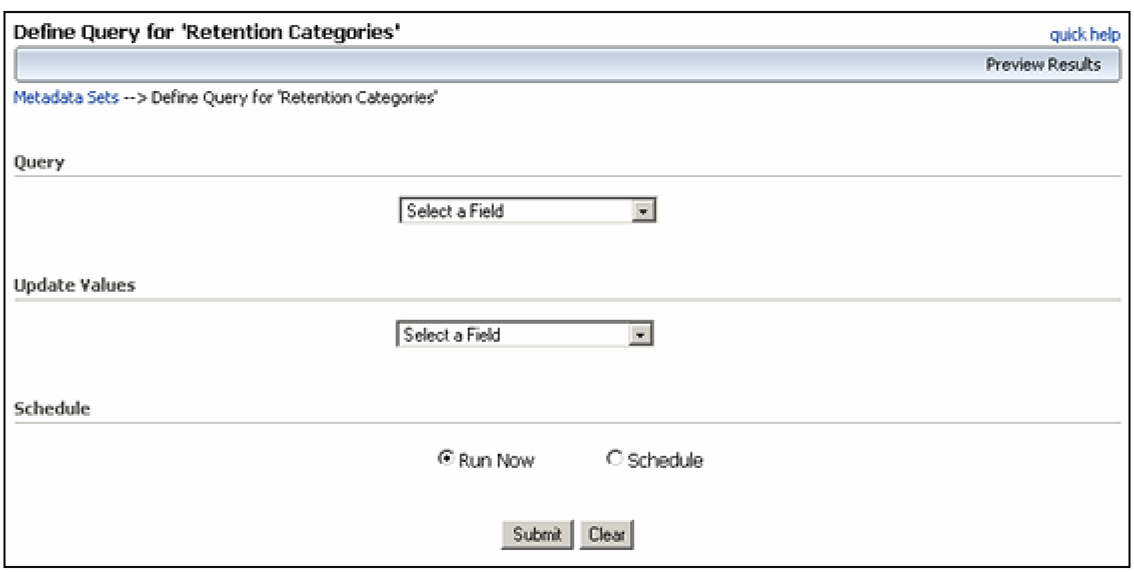
You can use this page to change the scheduled event. To edit an event, select **Edit Scheduled Event**. To delete the event, select **Delete Scheduled Event**. And to run the event immediately, select **Run Now**.

Update Interface

The following screens are accessed when using the update functionality:

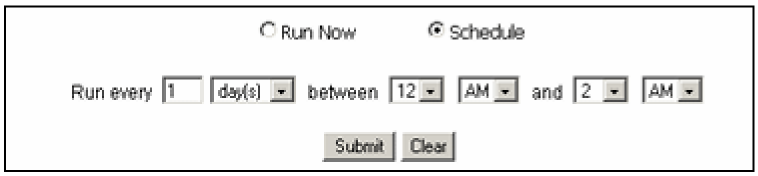
- ❖ Define Query Page (page 4-21)
- ❖ Query Schedule Section (page 4-22)
- ❖ Scheduled Update Screen (page 4-22)
- ❖ Update Preview Screen (page 4-23)

Define Query Page



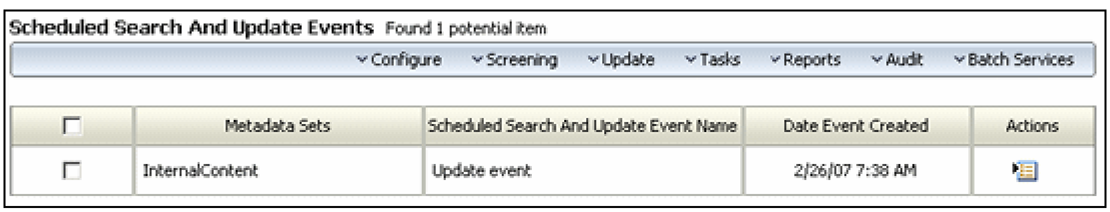
Use this page to define what fields will be updated and what values will be used for updating. To access this screen, select **Update—<*type*>** from the Configure Retention Administration Page (page 3-1) or **Tasks—Search and Update** from the Configure Retention Administration Page (page 3-1).

Query Schedule Section



The Schedule portion of the Define Query Page (page 4-21) is used to choose the times when updates will occur. To access this portion, click the Schedule button on the Define Query Page (page 4-21). Select values from the pulldown lists for the update schedule and select **Submit** when finished.

Scheduled Update Screen



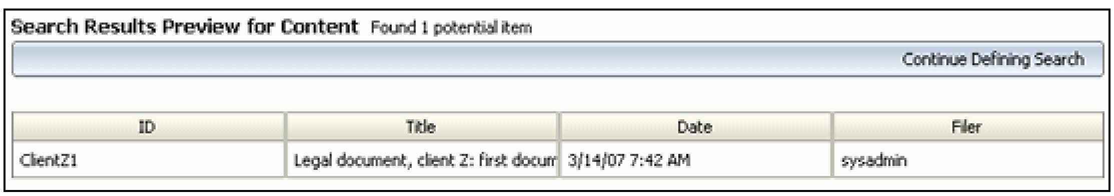
This screen shows the results of scheduling an update action. This screen is displayed after scheduling an update or search or by selecting **Tasks—Scheduled—Search and Updates** from the Configure Retention Administration Page (page 3-1).

Use the **Actions** menu for the individual event to change the options for that event. The page menu on this screen is the same as that on the Configure Retention Administration Page (page 3-1).

Feature	Description
Metadata Sets	This indicates the type of update which was selected.
Scheduled Search and Update Event Name	This is the event name which was entered when the scheduled update was created.

Feature	Description
Date Event Created	This is the date when the scheduled event was created.
Actions	A pulldown menu with options to be used on the individual events: ❖ **Run Now**: Runs the event without waiting for the scheduled time. ❖ **Edit Scheduled Event**: Opens the Define Query Page (page 4-21) where the event can be edits. ❖ **Delete Scheduled Event**: Deletes the event. You are prompted to confirm the deletion.

Update Preview Screen



This screen shows those items which will be changed when an update is done. To access this screen, select **Preview Results** on the Define Query Page (page 4-21).

To return to the Define Query Page (page 4-21), click **Continue Defining Search** on the Page menu.

Chapter 5

Working With Content

Overview

This chapter discusses the tasks associated with the general maintenance and processing of content. It covers the following topics:

Concepts

Tasks

Interface

Note: For information about creating and finding items in the content server, see the *Records Manager Corporate Edition User Guide*.

About Content Processing

Maintaining and processing content involves tasks such as moving them, initiating a freeze, or handling events such as cancelling, expiring. You can also rescind items..

Options for maintaining and processing content are accessible from the Page menu on the content information page of an item. The available actions vary depending on what type of content is being used.

Managing Content Items

The following tasks are involved in managing content:

- Viewing Content Item Information (page 5-2)
- Changing Item and Review Status (page 5-3)

Viewing Content Item Information

Permissions: The Record.Read right is required to perform these actions. All predefined management roles have this right.

Viewing information can be done in several ways depending on your location in the product hierarchy. First locate the item by browsing, searching, or screening. Then perform one of the following actions:

- On the search or screening results page, select **Information** then the desired option (**Life Cycle**, **Recent Reviews**, and so on) from the item's **Actions** popup menu.
- On the search or screening results page, click the Info icon ( ) of the content item.

  The Content Information Page (page 5-6) is displayed. On the Page top menu, select **Information** then the option you need (**Life Cycle**, **Metadata History**, and so on).

Viewing Content Item Life Cycles

Use the previously described procedure to acess the Information menu or page for a content item. When you select **Life Cycle** from a menu, the Life Cycle Page (page 5-8) is displayed.

The page shows the complete life cycle of the item according to its scheduled disposition, including the calculated dates of each disposition action. If a separate notification reviewer has been assigned for the item, that person's user name is displayed.

Viewing Content Item Review History

Use the previously described procedure to acess the Information menu or page for a content item. When you select **Recent Reviews** from a menu, the Review History for <Item> Page (page 5-9) is displayed.

The page shows a list of everyone who has reviewed the content item (and marked it as reviewed, see Marking an Item as Reviewed (page 5-5)), together with the date and time of review.

. Viewing an Item's Freeze Details

Use the previously described procedure to acess the Information menu or page for a content item. If the item is frozen, the Is Frozen field value is 'Yes' and a **Details** hyperlink is displayed next to the field value. Click on the **Details** hyperlink. The Freeze Details Page (page -19) is displayed.

This page shows all freezes that are currently applied to the item. If the item inherited its freeze status that name is shown in the Inherited From column for the inherited freeze. If you click the info icon ( ) for a freeze in the list, the content information page of the item is displayed.

To save the information on this page to a file (in the report format specified on the Configure Retention Administration Page (page 3-1), choose the **Save Freeze Details** option from the Page **Create** dropdown menu.

Note: If the generated report file is in PDF format, it cannot be viewed using Adobe Acrobat 5.*x* or earlier. You need at least version 6.0 of the Acrobat software.

Changing Item and Review Status

Managing content information can be done in several ways depending on your location in the product hierarchy. First locate the item by browsing, searching, or screening. Then perform one of the following actions:

❖ On the search or screening results page, select a Table menu then the desired option: **Update** (**Freeze or Unfreeze**).

❖ On the search or screening results page, click the Info icon ( ) of the content item.

The Content Information Page (page 5-6) is displayed. On the Page's top menu, select **Edit, Delete,** or **Trigger Dates** then the option you need.

❖ You can perform actions on multiple items by clicking the selection box next to the item and choosing an option from the Table menu.

Freezing or Unfreezing an Item

Freezing inhibits disposition processing for that item.

In addition to content filed within a retention schedule, you can also freeze content items within Content Server that are not in a retention schedule and therefore associated with a retention schedule.

You can apply more than one freeze to a content item. You can view the Freeze Details page (see . Viewing an Item's Freeze Details (page 5-3)) for the item to see a list of all freezes currently applied to it.

If a person with the 'retadmin' role tries to freeze a content item to which the user does not have access control rights, an error occurs but the item is still frozen and thus removed from the disposition content list. If the RmaAddDocWhereClauseForScreening configuration variable is set to false (the default), the 'retadmin' can screen for frozen items which they do not have access to by using the screening page or from the Freeze Information page.

Unfreezing a content item releases the item again for disposition processing.

Permissions: The Record.Freeze/Unfreeze right to perform these actions. This right is assigned by default to the 'retadmin' role.

Note: If you freeze a content item, *all* revisions of that content item are frozen. The revision that you freeze is frozen directly and the other revisions inherit the freeze.

Use the previously described procedure to find an item to freeze.

1. Click **Freeze** or **Unfreeze** on the appropriate menu.

   The Freeze/Unfreeze Dialog Screen (page -21) is displayed.

2. In the Freeze Name dropdown list, select the freeze that should be applied or cancelled if unfreezing. The list contains all defined freezes. You can also provide a reason for the action.

3. Click **OK** to confirm the action. If you click **Cancel**, the entire action is aborted.

   If you confirmed the action, the Retention Schedule Information area of the content information page displays "Is Frozen: Yes" as well as a **Details** hyperlink, which links to the Freeze Details Page (page -19) for of the item. If you unfroze the item, "Is Frozen: No" is displayed.

Note: After a content item is frozen, you cannot edit its freeze reason. If the freeze is no longer correct, you should unfreeze the item and freeze it with a new reason.

Marking an Item as Reviewed

Use this procedure to mark a content item as reviewed, either after receiving a review notification (as part of a disposition instruction) or ad hoc.

Permissions: The Record.Edit right and the RecordEditReview review are required to perform this action. These rights are assigned by default to the ‘retadmin’ role. The Record.EditReview right is assigned by default to the ‘retuser’ and ‘retadmin’ roles.

Use the previously described procedure to find an item to use. Select **Mark Reviewed** from the **Trigger Dates** menu. You are prompted to enter a reason for the action. If desired, enter a reason, and click **OK** to confirm. If you click **Cancel**, the entire action is aborted.

If you confirmed the action, the Retention Schedule Information area of the content information page displays the date the item was reviewed.

Deleting and Changing Content Items

Important: You cannot declassify a record that has ever had the Restricted Data or Formerly Restricted Data supplemental markings assigned. The Downgrade On field is disabled for records that have a restricted supplemental marking history.

Actions involving individual content items are usually done on the Content Information Page using the **Content Actions** Page menu. Select **Update** from that menu to access the menu choices discussed here.

Deleting an Item

Important: You cannot delete an item that is frozen.

Use this procedure to delete a content item immediately outside of its disposition schedule. Metadata is not preserved.

Permissions: The Record.Delete right is required to perform this action. This right is assigned by default to the ‘retadmin’ role. Delete permission (D) for the item’s security group is also required (unless Folders is installed).

1. Display the record’s Content Information Page (page 5-6).

2. In the Revision History area, click **Delete**. You are prompted to confirm the permanent delete action.
3. A message is displayed stating the item was deleted successfully.

Assigning Disposition Schedules to Content Items

Use this procedure to assign a disposition schedule to an existing content item.

1. Select **Content Actions—Update** on the record's Content Information Page (page 5-6).

   The Info Update form is displayed.
2. In the **Life Cycle** dropdown list, select the retention category whose disposition instructions should be assigned to the item.
3. Click **Submit Update**.

The content item is now processed in accordance with the disposition instructions associated with the selected retention category.

Content Management Screens

The following screens are used when managing content:

- Content Information Page (page 5-6)
- Life Cycle Page (page 5-8)
- Review History for <Item> Page (page 5-9)

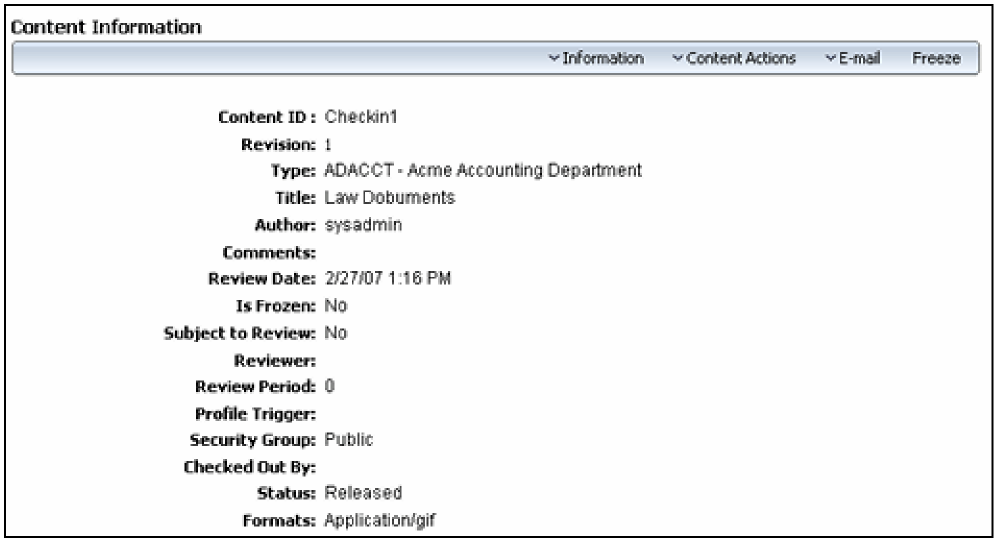
Content Information Page

The content information page of an item contains more information than that of a "normal" content item managed by Universal Content Management. The page has several main features:

Item Information Area

This area provides informatoin about the item, including its location in the retention schedule, content ID, and other information.

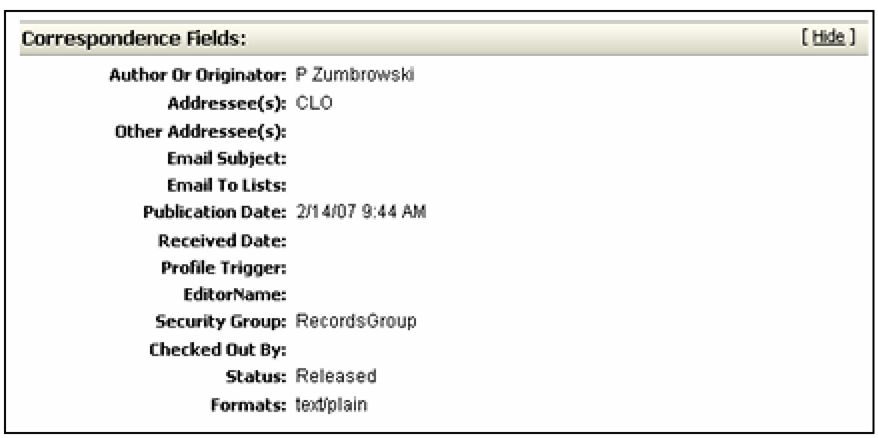
Figure 5-8 Retention Schedule Information section of information page



Correspondence Area

The Correspondence area displays information about the item if it was designated as correspondence.

Figure 5-9 Correspondence area of content information page

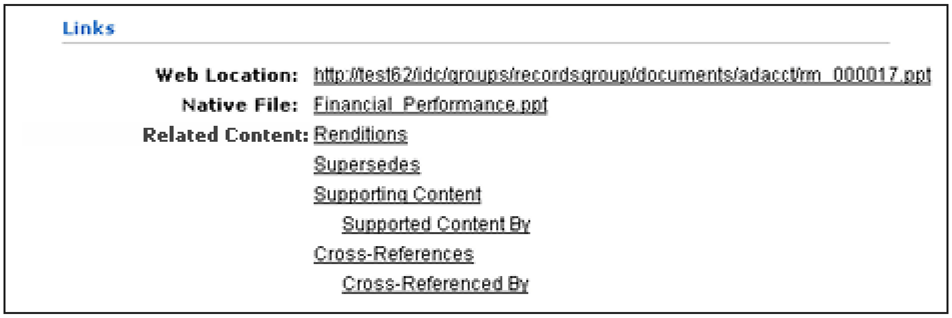


Links Area

This is available if the Related Content component has been installed and enabled. See the *Records Manager Corporate Edition Installation Guide* for details.

This area provides links to the native and web-viewable files, as well as a number of retention management links.

Figure 5-10 Links section of information page

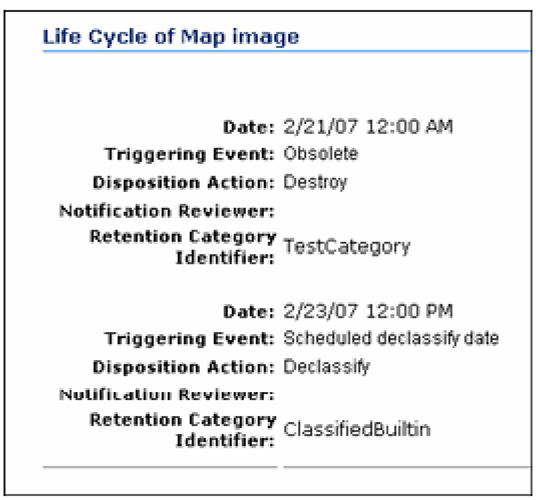


Revision History Area

This area provides release information about the current content item.

Figure 5-11 Revision History section of information page

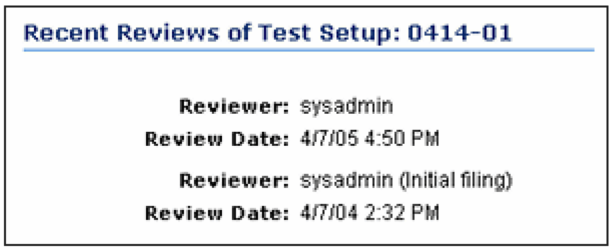
Life Cycle Page



To access this page, locate the item by browsing, searching, or screening. On the search or screening results page, select **Information—Life Cycle** or click the Info icon of the content item and select **Information—Life Cycle** from the Page menu on the Content Information Page (page 5-6).

The page shows the complete life cycle of the item according to its scheduled disposition, including the calculated dates of each disposition action. If a separate notification reviewer has been assigned for the item, that person's user name is displayed.

Review History for <Item> Page



To access this page, locate the item by browsing, searching, or screening. On the search or screening results page, select **Information—Recent Reviews** or click the Info icon of the content item and select **Information—Recent Reviews** from the Page menu on the Content Information Page (page 5-6).

The page shows a list of everyone who has reviewed the content item (and marked it as reviewed, see Marking an Item as Reviewed (page 5-5)), together with the date and time of review. In the above example, the user 'sysadmin' created the item on 4/7/04, and that same person reviewed the item on 4/7/05 (for example, as part of an annual review).

Chapter

6

EDITING REVIEW INFORMATION

OVERVIEW

You can elect to have content items that are subject to periodic review and update.

Organizations may have content items that are vital to their type of business, and therefore subject to review.

You can edit the review status, reviewer, and review periods for categories. This chapter covers the following topics:

Concepts

Tasks

Interface

ABOUT ITEMS THAT ARE SUBJECT TO REVIEW

Content that is subject to review typically comprise about five percent of content deemed critical to a business. Some examples of content that is subject to review include:

- software source code
- patents and copyrights
- legal documents such as trusts, estates, and wills
- regulatory compliance data

Cycling vital content subject to review refers to the periodic replacement of obsolete copies of content items with copies of current content items.

Reviews are only allowed on the latest revision and not on superseded content.

MANAGING REVIEW INFORMATION

Permissions: The Category.EditReview right or Folder.EditReview right is required to perform these actions. This right is assigned by default to the 'retadmin' role.

Follow this procedure to edit retention category review information:

1. Find the Retention category to view.
2. Select **Edit—Edit Review** from the item's Actions popup menu, or click the Info icon for the item and select **Edit—Edit Review** from the Page menu.

   The Edit Review Information for Retention Category Page (page 6-3) is displayed.
3. To change a review category to non-review category, clear the **Subject to Review** check box. The remaining fields become gray and unavailable. To change a non-review category to a review category, select the **Subject to Review** check box.

Tech Tip: Remember that the review setting is inherited. Any content items filed directly into retention categories are directly affected by review status changes.

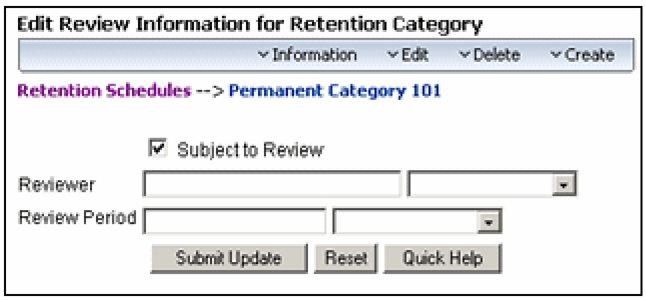
4. To select, remove, or change a reviewer, select the reviewer from the **Reviewer** list. You can select the topmost blank to remove the reviewer and allow the system default to designate the reviewer.
5. To edit or enter the review period, enter an integer and select a review period in the **Review Period** box and list.
6. Click **Submit Update**. An update message is displayed, and the Retention Category Information page displays the review information you entered.

SUBJECT TO REVIEW INTERFACE SCREENS

The following screen is used to manage review information:

❖ Edit Review Information for Retention Category Page (page 6-3)

Edit Review Information for Retention Category Page



To access this page, open the **Browse Content** tray, and click the **Retention Schedules** link. The Exploring Series “Retention Schedule” page is displayed. Navigate to the retention category to edit. Click the Info icon ( ) for the category and select **Edit—Edit Review** from the Page menu.

Feature	**Description**
Subject to Review check box	Select the check box to enable the retention category as a subject to review category. Then enter a reviewer user name in the text box, and select the associated period from the list. ❖ Optional. ❖ Default: Not selected; not a retention category that is subject to review. **Note:**

Feature	Description
Reviewer	Select a reviewer for the items if you do not want to accept the system default reviewer specified on the Configure Retention Administration Page (page 3-1). The reviewer you select for the retention category will receive e-mail notification when it is time to review and cycle content items. ❖ Optional.
Review Period text box and dropdown list	Enter the number of review periods and select the review period from the list, which contains custom and predefined periods. Required if the Subject to Review check box is selected.
Submit Update button	Submits your updated edits.
Reset button	Resets the page to the original settings.

Chapter

7

SCHEDULED TASKS

OVERVIEW

It is possible to set up a schedule to perform retention-related tasks at times that are more convenient for your environment. This chapter discusses scheduling tasks which can be performed at a later time. It covers the following topics:

Concepts

Tasks

Interface

- View History Page (page -10)
- Edit Recurring Report Schedule Page (page -11)

USING SCHEDULED TASKS

Some of the tasks that Records Manager Corporate Edition performs may involve large sets of content items. Tasks such as processing retention assignments, performing archives, or customizing metadata may interfere with normal daily operations or put a heavy load on the content server, which is undesirable during regular business hours.

With the scheduling feature you can set up disposition actions and screening reports to be performed at a later time, during off-peak times on your system.

See Updating Information (page -19) for details about viewing scheduled updates and searches.

MANAGING SCHEDULING

Several different kinds of scheduling can be performed:

- Scheduling a Disposition Action (page -2)
- Scheduling Screening Reports (page -2)
- Viewing Scheduled Disposition Action Log Files (page -3)
- Editing Recurring Screening Reports (page -3)
- Viewing Recurring Screening Report History (page -3)
- Viewing Recurring Screening Report History (page -3)

Scheduling a Disposition Action

To schedule a disposition action, make sure that you choose the **Schedule...** command in the Actions icon popup menu ( ) of the item you need to process in your My Retention Assignments area.

The disposition action is then put in the queue of actions to be performed. All scheduled disposition actions are performed once a day at midnight.

Note: For more detailed information about pending disposition actions, see Chapter 8 *(Processing Retention Assignments)*.

Scheduling Screening Reports

To schedule a screening report, click the **Schedule** button in the Screen for <topic> Page (page -7).

The screening report is then put in the queue of actions to be performed. All scheduled screening reports are generated once a day at midnight.

Note: For more information about screening, see Chapter 4 *(Screening and Updating)*.

Viewing Scheduled Disposition Action Log Files

To view the log file of scheduled disposition action, complete the following steps:

1. Select **Tasks—Scheduled—Disposition Actions** from the Configure Retention Administration Page (page -1).

   The Scheduled Disposition Actions Page (page -4) is displayed.

2. Choose **View Log** in the Actions icon popup menu of the disposition action to view.

   The log file of the disposition action is displayed.

Editing Recurring Screening Reports

To edit a recurring scheduled screening report, complete the following steps:

1. Select **Tasks—Scheduled—Screening Reports** from the Configure Retention Administration Page (page -1).

   The Scheduled Screening Reports Page (page -6) is displayed.

2. Choose **Edit** in the Actions icon popup menu of the screening report to modify and select the Edit option to use.

   The Edit Recurring Report Schedule Page (page -11) is displayed.

3. Make changes as required, and click **Submit Update** when you finish.

Viewing Recurring Screening Report History

To view the history of recurring scheduled screening reports, complete the following steps:

1. Select **Tasks—Scheduled—Screening Reports** from the Configure Retention Administration Page (page -1).

   The Scheduled Screening Reports Page (page -6) is displayed.

2. Choose **Report History** in the Actions icon popup menu of the recurring screening report whose history will be viewed.

   The View History Page (page -10) is displayed.

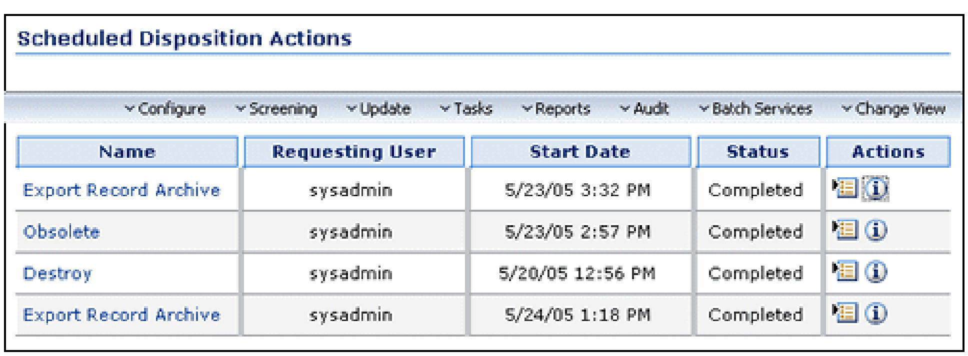
3. To view a report, click on its link in the Name column.

SCHEDULING INTERFACE SCREENS

The following screens are used for scheduling:

- Scheduled Disposition Actions Page (page -4)
- Scheduled Screening Reports Page (page -6)
- View History Page (page -10)
- Edit Recurring Report Schedule Page (page -11)

Scheduled Disposition Actions Page



Name	Requesting User	Start Date	Status	Actions
Export Record Archive	sysadmin	5/23/05 3:32 PM	Completed	
Obsolete	sysadmin	5/23/05 2:57 PM	Completed	
Destroy	sysadmin	5/20/05 12:56 PM	Completed	
Export Record Archive	sysadmin	5/24/05 1:18 PM	Completed	

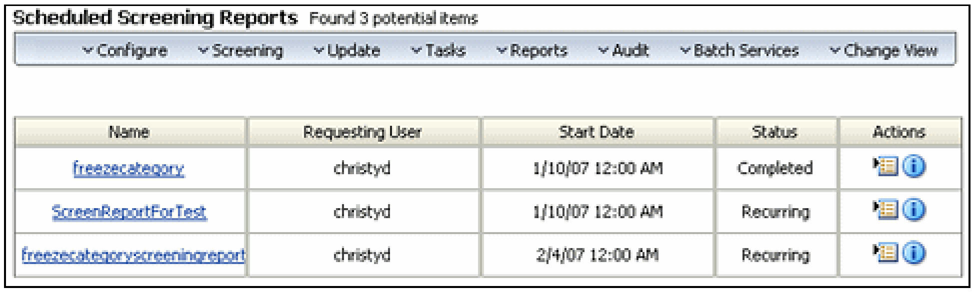
This page lists all disposition actions that have been scheduled from the My Retention Assignments pages. See Retention Assignment Interface Screens (page -11) for further details about processing disposition events.

To access this page, select **Tasks—Scheduled—Disposition Actions** from the .

Feature	Description
Actions dropdown menu	This dropdown menu enable you to switch between the available page layouts: ❖ **Thumbnail View**—Used to change the page layout to thumbnail view. ❖ **Headline View**—Used to change the page layout to headline view.
Name	This column indicates the type of disposition action that is scheduled. If you click on the link, the Disposition Information Page is displayed. For an overview of dispositions, see the *Stellent Retention Manager System Setup Guide*.
Requesting User	This is the login name of the user who scheduled the disposition action.
Start Date	This is the date on which the scheduled disposition action will be (or was) processed with the next scheduled run (midnight). For example, if you scheduled a disposition action on 6/23/05 2:55 PM, then the action was processed on 6/24/05 12:00 AM (midnight).

Feature	Description
Status	This is the current status of the scheduled disposition action: ❖ **Completed**—The scheduled disposition action has been executed successfully. ❖ **Failed**—The scheduled disposition action has not been executed successfully. The log file contains more details on the error(s) that occurred. ❖ **Processing**—The scheduled disposition action is currently being executed. ❖ **Pending**—The scheduled disposition action is currently in the queue of tasks to be performed, and will be executed at midnight. ❖ **Cancelled**—The scheduled disposition action was aborted before it could be completed successfully.
Actions icon ( )	When selected, a popup menu is displayed that contains a number of options relevant to the scheduled disposition action: ❖ **Disposition Information**—If used, the Disposition Information Page is displayed. ❖ **View Log**—If used, the content information page of the disposition action log file is displayed. You can use the Web Location or Native File links to view the file. ❖ **Remove**—If used, the disposition action is removed from the list of scheduled actions and will not be executed.
Info icon (	If used, the content information page of the automatically generated report file for the disposition action is displayed. You can use the Web Location or Native File link to view the file.

Scheduled Screening Reports Page



This page lists all screening reports that have been scheduled from screening pages. See Chapter 4 (*Screening and Updating)* for further details about screening.

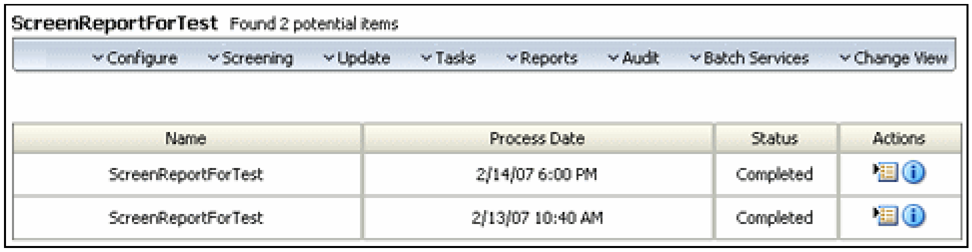
To access this page, select **Tasks—Screening Reports** from the .

Feature	Description
Page menu	This menu is the same as that used on the Configure Retention Administration Page (page -1).
Name	This column indicates the name of the screening report. If you click on the link, the current screening report is displayed. The report is in the format specified by the Report Format setting on the Configure Retention Administration Page (page -1). **Note:** You will see the report that was created last; the report is not generated again. To generate the report, choose the Run Report option from the Actions icon popup menu.
Requesting User	The login name of the user who scheduled the disposition action.
Start Date	The date when the scheduled screening report will be (or was) generated. If the screening report is recurring, the first screening report will be (or was) generated for the first time on this date, and all subsequent reports at the end of each recurring period after this date.

Feature	Description
Status	The current status of the scheduled screening report: ❖ **Completed**—The scheduled screening report has been generated successfully once and is not scheduled to be repeated. ❖ **Failed**—The scheduled screening report has not been executed successfully. The log file contains more details on the error(s) that occurred. ❖ **Processing**—The scheduled screening report is currently being executed. ❖ **Pending**—The scheduled screening report is currently in the queue of tasks to be performed, and will be generated at midnight. ❖ **Cancelled**—The scheduled screening report was aborted before it could be completed successfully. ❖ **Recurring**—The scheduled screening report is set to be repeated at regular intervals, as defined in the Schedule Screening Report Page (page -15).

Feature	Description
Actions icon ( )	Displays a popup menu that contains options relevant to the scheduled screening report. The available options depend on the type and status of the scheduled screening report, and may include: ❖ **View Report Info**—If used, the content information page of the generated screening report is displayed. ❖ **Unschedule**—If used, the scheduling of the screening report is cancelled and the report will not be generated. ❖ **Run Report**—If used, the screening report is created immediately. After the report is created, you can click the link in the Name column to view it. The report is in the format specified by the Report Format setting on the Configure Retention Administration Page. ❖ **View History**—If used, the View History Page (page -10) is displayed. ❖ **Edit Schedule**—If used, the Edit Recurring Report Schedule Page (page -11) is displayed, where you can modify the scheduling properties of the recurring screening report. ❖ **Edit Criteria**—If used, the associated screening definition page is displayed (for categoriesor content items), where you can modify the criteria for the screening report. ❖ **Remove**—If used, the disposition action is removed from the list of scheduled actions and will not be executed.
Info icon (	Displays the content information page of the automatically generated report file. You can use the Web Location or Native File link to view the file.

View History Page

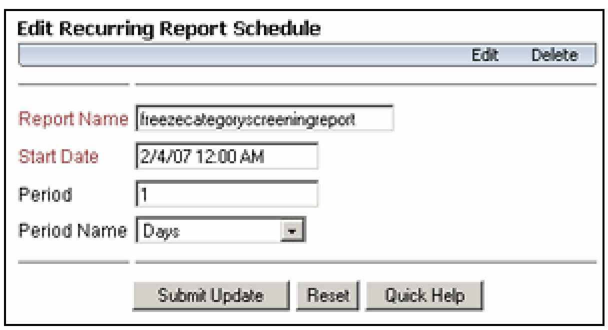


This page shows a list of all reports that have been generated for a recurring scheduled screening report. To access this page, choose the **Report History** option in the Actions icon popup menu for a recurring scheduled screening report.

Feature	Description
Page menu	This menu is the same as that used on the Configure Retention Administration Page (page -1).
Name	The name of the screening report as specified in the Schedule Screening Report Page (page -15). If you click on the link, the screening report is displayed. The report is in the format specified by the Report Format setting on the Configure Retention Administration Page.
Process Date	The date and time that the recurring screening report was generated.
Status	The status of the scheduled screening report: ❖ **Completed**—The scheduled screening report has been generated successfully. ❖ **Failed**—The scheduled screening report has not been executed successfully. The log file contains more details on the error(s) that occurred. ❖ **Cancelled**—The scheduled screening report was aborted before it could be completed successfully.

Feature	Description
Actions icon ( )	Displays a popup menu that contains a number of options relevant to the scheduled screening report: ❖ **View Log**—If used, the content information page of the generated screening report is displayed. ❖ **Remove**—If used, the disposition action is removed from the list of scheduled actions and will not be executed.
Info icon (o	Displays the content information page of the automatically generated report file. You can use the Web Location or Native File link to view the file.

Edit Recurring Report Schedule Page



This page enables you to modify the scheduling properties of a recurring screening report. To access this page, choose the **Edit Schedule** command on the Action icon popup menu of a scheduled recurring screening report in the Scheduled Screening Reports Page (page -6).

Feature	Description
Report Name field	Specify a new name for the scheduled screening report (if required).

Feature	Description
Start Date field	Specify the new date that the first scheduled screening report should be generated according to the new schedule (if required). All subsequent reports will be generated at the end of each recurring period after this date.
Period and Period Name fields	Specify the interval at which the recurring screening report should be created (for example, once every 2 weeks).

Note: To modify a recurring screening report to become non-recurring (i.e., to run only once), you should run the report manually and then cancel it.

Chapter

8

PROCESSING RETENTION ASSIGNMENTS

OVERVIEW

Retention assignments are the items and events (disposition actions) for which you are responsible for reviewing or processing. This section discusses processing retention assignments, which include reviewing items that are subject to review and processing disposition actions. It covers the following topics:

Concepts

Tasks

Interface

About Retention Assignments

The My Retention Assignments area in the My Content Server tray is a link to all items that generated notifications. The pages list all items that need to be reviewed, as well as all pending events that need to be processed.

This section discusses the following topics:

Approval and Completion

All pending events need to be approved on the approval pages. Some events require only approval. After they have been approved, the associated disposition actions are executed automatically and logged in the audit log (see Audit Log Files for Processed Events (page -3)). The processed events are subsequently removed from the approval list.

Some events require two steps, depending on the event type and the item to be processed. First, they need to be approved, and then, after the action has been carried out manually, they need to be marked as completed. After such an event has been marked as approved, it is moved from the approval list to the completion list, where a user can mark it as completed after the required event action has been executed (for example, physical transfer to a different location).

Frozen Items and Event Processing

You can investigate what items are affected by an event on the Disposition ContentPage (page -17). If it is time to unfreeze a disposition, you can do so, and then try the event again.

Scheduling

Pending events and review cycles are processed by Corporate Edition every night on a 24-hour cycle. Notifications are sent daily at midnight.

While processing pending events, you may choose to schedule the events rather than perform them immediately (see Scheduling a Disposition Action (page -10)). This allows the disposition actions to be performed at midnight, which is generally an off-peak time. This may help avoid browser time-outs for actions that affect large sets of items, keep the content server responsive during regular work hours, and allow administrators to work more efficiently.

You can also use the **Batch Services** options on the Configure Retention Administration Page (page -1) to process certain actions immediately rather than wait for the scheduled processing time. Options on that menu include:

- **Run All:** processes all pending events.
- **Process Actions and Reviews**: processes pending actions and reviews
- **Send Notifications**: sends any pending notifications

Specifying an Alternate Reviewer

It may be useful to select another user than yourself to perform review actions and process disposition events, for example when you will be out of the office for some time. You can specify an alternate reviewer in your user profile, who will then receive e-mail notifications of any pending actions assigned to you and can act on them.

Permissions: The Admin.PerformActions or Admin.PerformPendingReviews right is required to perform this action. The Admin.PerformActions right is assigned by default to the 'retadmin' role. The Admin.PerformPendingReviews right is assigned by default to the 'retuser' and 'retadmin' roles. You can also ask your administrator to specify an alternate reviewer for you.

Log into the content server and open your user profile. Select an alternate reviewer from the dropdown list. The list includes all users that have been specified as default notification recipients as discussed in the *Records Manager Coprorate Edition System*

Setup Guide. The selected person will now receive e-mail notifications of pending actions and events that are assigned to you.

Tech Tip: By default, only the alternate reviewer will receive notifications and not the users. You may configure your system so that both the users and the alternate reviewer are notified. To accomplish this, make sure that the configuration file <*CS_Instance_Dir*>/custom/RetentionManager/retentionmanger_environment.cfg contains the following line: `RmaNotifyReviewerAndAlternateReviewer=true`
You need to restart the content server for this setting to take effect.

Audit Log Files for Processed Events

When a disposition event is processed, an audit log file is created automatically behind the scenes and, if possible, checked into the content server using the specified default metadata for audit logs (see Default Metadata for Checked-In Audit Entries Page (page -14)). These checked-in log files can be used for audit trail purposes or as a verification tool.

It is important that you specify default metadata for audit logs. These settings determine how audit logs are checked into the content server and where they reside:

- If no default audit metadata are specified, the logs for processed disposition events are placed in the <*install_dir*>/data/recordsManagement/log directory and they are not checked into the content server.
- The logs for processed disposition actions are checked in as content. If the same disposition action is processed again, a new revision is created for the log (not a separate, new content item).

MANAGING RETENTION TASKS

The following tasks are performed when managing retention schedules and objects:

- Viewing Information (page -4)
- Marking Items as Reviewed (page -5)
- Processing Pending Events (page -5)

Viewing Information

Permissions: The Record.Read right is required to perform this action. The Admin.PerformActions right is required to view your own or pending events of others. This right is assigned by default to the 'retadmin' role.

To view information prior to reviewing or performing actions, follow these steps:

1. Click **My Content Server—My Retention Assignments**.

   The My/Other Approval List Page (page -12) is displayed.

2. Click **Pending Approval—My Dispositions**.

   The My/Other Approval List Page (page -12) is displayed showing items assigned to you that are awaiting approval. To view the pending approvals of others, select **Other Dispositions**.

To view the review history of an item, follow these steps:

1. Click **My Content Server—My Retention Assignments**.

   The My/Other Approval List Page (page -12) is displayed.

2. Click **Pending Reviews** and select the type of item.

   The Pending <type> Review Page (page -14) is displayed.

3. Select **Information—Recent Reviews** from any item's Actions menu.

Marking Items as Reviewed

Follow this procedure to perform reviews, either for your own assignments or for other people.

1. Click the email notification link you received or click **My Content Server—My Retention Assignments**.

   The My/Other Approval List Page (page -12) is displayed.

2. Click Pending Review.

   The Pending <type> Review Page (page -14) is displayed.

3. For each item you need to review and then mark as reviewed, select **Edit—Mark reviewed** option from the Actions popup menu for that item.

Processing Pending Events

This section contains procedures for processing pending events, either your own or for other people.

- Accessing the Events Interface (page -6)
- Common Functionality in Event Processing (page -6)
- Scheduling a Disposition Action (page -10)

It also describes the following specific events, listed here alphabetically:

- Processing a Checkin New Revision Event (page -7)
- Processing a Create Content Server Archive Event (page -7)
- Processing a Delete All Revisions Event (page -8)
- Processing a Delete Old Revisions Event (page -9)
- Processing a Delete Previous Revision Event (page -9)
- Processing a Delete Revision Event (page -9)
- Processing a Supersede Event (page -10)

Accessing the Events Interface

In the following event descriptions, all events are accessed in the following fashion:

- To process your own events, click **My Content Server—My Retention Assignments—Pending Events—My Content**.
- To process events of other users, click **My Content Server—My Retention Assignments—Pending Events—Other Content**.
- To complete your own event, click **My Content Server—My Retention Assignments—Pending Completion—My Completed Items**.
- To complete events of other users, click **My Content Server—My Retention Assignments—Pending Completion—Other Completed Items**.
- You can also click the appropriate e-mail notification link to directly access the My/Other Completion List Page (page -15).

Common Functionality in Event Processing

The following list and table describes common functionality regardless of the type of event being processed:

- The Admin.PerformActions right is required to perform these actions. This right is assigned by default to the 'retadmin' role.
- For many events, when the disposition event is processed, an audit log file is created automatically behind the scenes and, if possible, checked into the content server. See Audit Log Files for Processed Events (page -3) for further details. The following table indicates those events where this occurs.
- You may be able to only schedule actions and not execute them immediately, depending on the setting of the "Only allow scheduled disposition action" option on the Configure Retention Administration Page (page -1). The following table lists those actions where this occurs.

The following table indicates with an X if an audit log is created and if the action must be scheduled and cannot execute immediately.

Event	Audit Log Created	Must schedule; cannot exeucte immediately
Checkin New Revision	X	X
Create Content Server Archive	X	
Delete All Revisions	X	X
Delete Old Revisions	X	X
Delete Previous Revision	X	X
Delete Revision	X	X
Supersede	X	X

Processing a Checkin New Revision Event

This disposition action takes the latest revision of the affected content items, and checks a copy of those revisions into the content server as new revisions. This may be useful to process a content item revision based on changed historical information, "refresh" an expired document, or enter a content item into a criteria workflow for disposition processing.

1. See Accessing the Events Interface (page -6).
2. Select **Checkin New Revision** in the Actions popup menu for the item to process.

   You can also choose the **Schedule Checkin New Revision** command to schedule this action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

Processing a Create Content Server Archive Event

This action creates a Content Server archive that contains the affected content items with their metadata. This archive can be processed further using the Archiver utility.

1. See Accessing the Events Interface (page -6).
2. Select **Schedule Create Content Server** from the Actions popup menu the item to process.

Note: You can only schedule the Create Content Server Archive action; you cannot perform it manually.

The Create Content Server Archive action is now scheduled to be performed at midnight. For more information about scheduling, see Chapter 7 *(Scheduled Tasks)*.

After the Create Content Server Archive action has been performed, the generated archive is included in the list of current archives in the content server (as displayed in the Archiver utility), where it can be processed further.

Processing a Custom Disposition Event

1. See Accessing the Events Interface (page -6).
2. In the Actions popup menu for the item to process, click the name of the disposition command that you can want to perform. The available commands depend on the definition of the custom disposition action.

If the custom disposition action was set up to allow scheduling, you can also choose the **Schedule...** command to schedule the action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

Processing a Delete All Revisions Event

This disposition action deletes the content item revision that triggered the disposition action as well as all earlier revisions. The revision that activated the trigger may be the latest revision of a content item, but does not need to be. If a Delete All Revisions event is to be performed on the latest revision of a content item, that content item is essentially removed from the content server completely.

1. See Accessing the Events Interface (page -6).
2. Select **Delete All Revisions** in the Actions popup menu for the item to process.

   You can also choose the **Schedule Delete All Revisions** command to schedule this action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

Processing a Delete Old Revisions Event

This disposition action deletes all revisions prior to the content item revision that triggered the disposition action. The revision that activated the trigger may be the latest revision of a content item, but does not need to be.

1. See Accessing the Events Interface (page -6).
2. Select **Delete Old Revisions** in the Actions popup menu for the item to process.

   You can also choose the **Schedule Delete Old Revisions** command to schedule this action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

Processing a Delete Previous Revision Event

This disposition action deletes the revision prior to the content item revision that triggered the disposition action. The revision that activated the trigger may be the latest revision of a content item, but does not need to be.

1. See Accessing the Events Interface (page -6).
2. Select **Delete Previous Revision** in the Actions popup menu for the item to process.

You can also choose the **Schedule Delete Previous Revision** command to schedule this action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

Processing a Delete Revision Event

This disposition action deletes the content item revision that triggered the disposition action. This revision may be the latest revision of a content item, but does not need to be.

1. See Accessing the Events Interface (page -6).
2. Select **Delete Revision** in the Actions popup menu for the item to process.

   You can also choose the **Schedule Delete Revision** command to schedule this action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

To view information prior to reviewing or performing actions, follow these steps:

Processing a No Action Event

Use this procedure to process a “no action” event, which is usually a rule found mid-disposition. Processing a No Action event merely acknowledges that the disposition milestone has passed, and the next step in the disposition begins processing.

1. See Accessing the Events Interface (page -6).
2. Select **No Action** in the Actions popup menu for the item to process.

   You can also choose the **Schedule No Action** command to schedule this action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

Processing a Notify Authors Event

This action notifies the original authors of the affected content items.

1. See Accessing the Events Interface (page -6).
2. Select **Notify Authors** in the Actions popup menu for the item to process.

   You can also choose the **Schedule Notify Authors** command to schedule this action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

Processing a Supersede Event

Supersede events are only available if the Related Content component is installed and enabled.

1. See Accessing the Events Interface (page -6).
2. Select **Supersede** in the Actions popup menu for the item to process.

   You can also choose the **Schedule Supersede** command to schedule this action rather than perform it immediately (see Scheduling a Disposition Action (page -10)).

Scheduling a Disposition Action

Most disposition actions can be performed immediately or they can be scheduled to be performed at a later time. This is especially useful for disposition actions that affect large sets of items. Performing the disposition action immediately might put a heavy load on the system, which could diminish its responsiveness and/or result in browser time-outs for end-users. To avoid this, Corporate Edition allows you to schedule disposition actions to be performed at midnight, which is generally an off-peak time in most environments.

To schedule a disposition action, make sure that you choose the **Schedule...** command in the Actions icon popup menu () of the item you need to process in your My Retention Assignments area.

The disposition action is then put in the queue of actions to be performed. All scheduled disposition actions are performed once a day at midnight.

For more information about scheduling see Chapter 7 (*Scheduled Tasks)*.

RETENTION ASSIGNMENT INTERFACE SCREENS

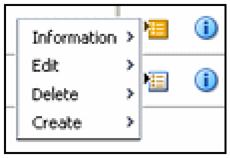
The following screens are used when processing retention assignments:

- Action Menus (page -11)
- My Content Server Menu (page -12)
- Pending <type> Review Page (page -14)
- My/Other Completion List Page (page -15)
- Disposition ContentPage (page -17)

Action Menus

Single Action menus are available for many items.

Figure 8-12 Actions menu



The options on this menu vary depending on the type of item used (content, retention category, and so on). The following list summarizes the most commonly seen menu options:

❖ **Information**: displays a submenu that allows you to access information pages for folders, life cycle of the item, recent reviews, metadata history, and retention schedule reports.

❖ **Edit**: provides quick links to edit pages for folders or reviews, as well as options to move, close, freeze, or unfreeze an item.

❖ **Delete**: provides options to delete the item or perform a recursive delete (delete tree).

❖ **Create**: provides options to create items appropriate to the location in the hierarchy. For example, if this is the action menu for a retention category, Create suboptions include Series and Retention Category.

Clicking the Info icon ( ) displays the Information page for the item. The Action menu options described previously are then available on the Page menu on the item's information page.

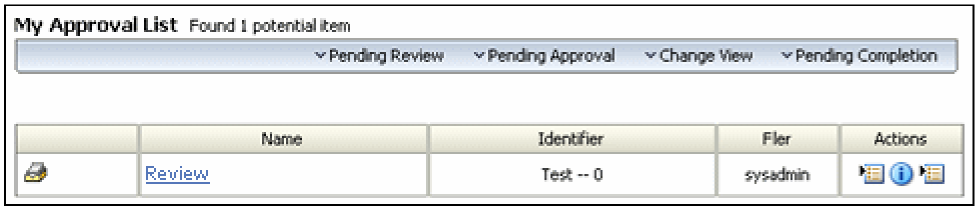
A double Action menu ( ) is also provided for certain type of items. The leftmost menu applies to the type of event being processed and provides options to view information about the action, approve, or schedule the action. The rightmost menu applies to processing options and allows you to list other items affected by the action.

My Content Server Menu

This menu is used to access several options which are specific to each user, such as saved queries, profile information, and a list of checked-out content.

Clicking on My Retention Assignments on this page brings up the My/Other Approval List Page (page -12) where you can process retention assignements.

My/Other Approval List Page



This page serves as a portal page for most of the retention assignment tasks. To access this page, click **My Retention Assignments** on the My Content Server Menu (page -12).

This page contains links for both system administrators and regular users. Use this page to view all events that you have been assigned to approve. The following persons may receive notifications of events triggered by disposition rules, depending on the system configuration:

- the author or “filer” of a retention category
- the default notification recipient
- the additional notification reviewer, if specified

The pending events appear in both the other notification recipient’s approval list and the filer’s own approval list. If the main recipient processes the event, the event is removed from the author’s approval list, and vice versa.

All pending events need to be approved. Some events only require approval. After you approve these events, their associated disposition actions are executed automatically and logged in the audit log (see Audit Log Files for Processed Events (page -3)).

The processed events are subsequently removed from the approval list. Some events require two steps, depending on the event type and the item to be processed. First, you need to approve them, and then, after you have manually carried out the action, you need to mark them as completed. After you have marked a two-step event as approved, it is moved from the approval list to the completion list (see My/Other Completion List Page (page -15)), where you can mark it as completed after you have executed the required event action (for example, transferred an item to a different location).

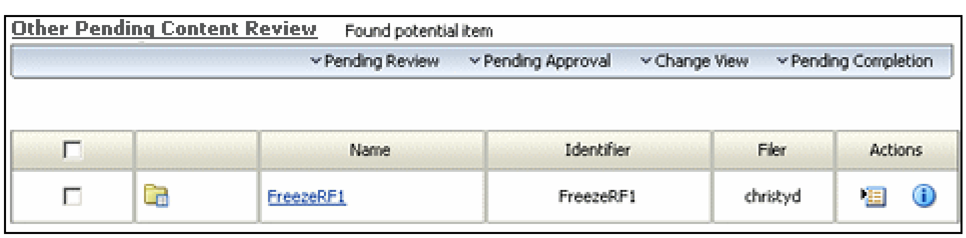
To access the My Approval List page, click **My Content Server—My Retention Assignments—Pending Events—Approval List**. This page is also displayed when you click on the relevant link in the e-mail notification that you received.

Disposition List Page Menus

Depending on assigned rights and on the default main recipient for notifications, the menus on the pages used for disposition processing contain different links.

- **Pending Review:** This opens a submenu with the following possible option:
  - **My Content:** This opens a Pending <type> Review Page (page -14), which lists all pending items owned by the currently logged-in user that are assigned for review. All users see this menu link, regardless of their assigned rights.
  - **Other Content:** This opens a Pending <type> Review Page (page -14), which lists all pending items owned by others that the currently logged-in user is assigned to review. All users see this menu link, regardless of their assigned rights.
- **Pending Approval:** This opens a submenu with the following options:
  - **My Disposition:** This opens a My/Other Approval List Page (page -12), which lists all dispositions created by the current logged-in user that are pending approval.
  - **Other Disposition:** This opens a a My/Other Approval List Page (page -12) which lists dispositions created by other users that are pending approval.
- **Change View**: Opens a submenu that allows you to toggle between two views.:
  - **Headline View**: Sets viewing options in a horizontal line.
  - **Thumbnail View**: Sets viewing options with icons representing items.
- **Pending Completion:** Opens a submenu with the following options:
  - **My Completed <instance> Items:** Displays those actions that have been completed by the logged-in user.
  - **Other Completed <instance> Items:** Displays those actions that have been completed by the logged-in user.

Pending <type> Review Page

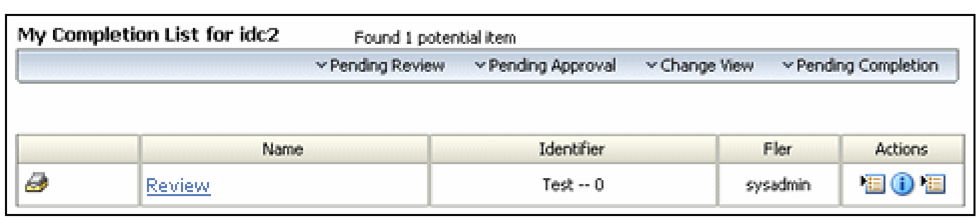


Permissions: The Admin.PerformActions right is required to use these pages. This right is assigned by default to the 'retadmin' role. In addition, you must be designated as the notification recipient.

Use this page to view the items that require your review or action. To access this page, click **My Content Server—My Retention Assignments.** Select the type of review to perform from the **Pending Review** Page menu. This page is also displayed when you click on the relevant link in the e-mail notification that you received.

Feature	Description
Page menus	See Disposition List Page Menus (page -13) for details.
Selection check boxes	Select the check box for each item to be used. You can select the check box in the column heading to select all items on the page.
Name	The name of the items that needs to be reviewed. If you click on the link, the Exploring page for the Item is displayed from the **Browse Content** tray.
Identifier	The ID of the item that needs to be reviewed.
Filer	The login name of the person who originally created ("filed") the item.
Actions icon ()	See Individual Action Menus (page -3) for details.
Info icon ()	Displays an Information page for the item.

My/Other Completion List Page



Permissions: The Admin.PerformActions right is required to use this page. This right is assigned by default to the ‘retadmin’ role. In addition, you must be designated as the notification recipient when performing actions for others.

Use this page to view all events you have been assigned to mark as completed, either yours or for others. The following persons may receive notifications of events triggered by disposition rules, depending on the system configuration:

- the author or “filer” of a retention category
- the default notification recipient
- the additional notification reviewer, if specified

The pending events appear in both the other notification recipient’s completion list and the filer’s own completion list. If the main recipient processes the event, the event is removed from the author’s completion list, and vice versa.

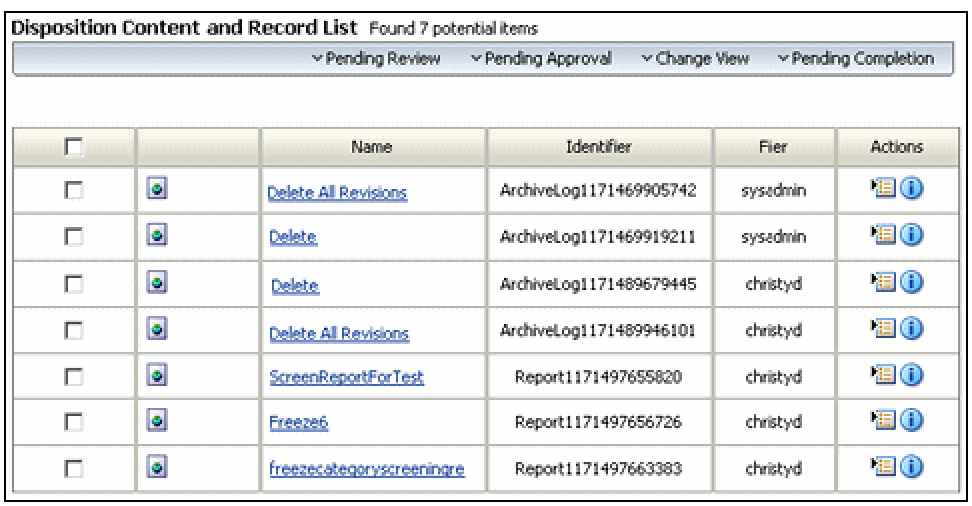
Events shown in the completion list have been approved (in the approval list), but also require a completion step. This is typically because the event requires an action that cannot be performed automatically (for example, physically transferring items to a different location). This action needs to be carried out manually, after which the event can be marked as completed on the My Completion List page.

To access this page, click **My Content Server—My Retention Assignments—Pending Completion—My Completed <repository name> Items**. This page is also displayed when you click on the relevant link in the e-mail notification that you received.

Feature	Description
Page menus	See Disposition List Page Menus (page -13) for details.
Name	Indicates the type of disposition action. See Processing Pending Events (page -5). If the disposition action is scheduled (see Scheduling a Disposition Action (page -10)), the icon is displayed next to its name. If you click on the link, the Disposition Information Page is displayed.

Feature	Description
Identifier	Lists the identifiers of the affected items. For categories, a number indicates at which step (rule) in the disposition instructions the current event is processing. It is a progress indicator. A zero (0) indicates it is the first step in a disposition instruction that is being processed; a one (1) indicates it is about to process the second step; a two (2) indicates it is processing the third step. This is because the (index) count starts at zero rather than one.
Filer	The login name of the user who checked in the item.
Double actions icon ( )	Displays popup menus with options relevant to the event to be approved. One menu applies to the type of event being processed. See Action Menus (page -11) for details.
Info icon ( )	Displays disposition information for the affected item.

Disposition ContentPage



Use this page to view or work with all items that will be affected by an action taken from an approval or completion list page. There are separate disposition list pages for each available repository of internal or external content.

Important: Any frozen items are listed on this page, but they are not affected by any processing action until they are unfrozen.

To access this page, click any of the **Disposition <type> List** options in the popup actions menu for a pending event.

The number of items displayed in the disposition list depends on the value configured for the Disposition List Result Count option on theConfigure Retention Administration Page (page -1). It may be useful to limit very long lists, which may otherwise take a long time to load. If the list contains more items than displayed, navigation controls are added to move between pages.

Feature	Description
Page menus	See Disposition List Page Menus (page -13) for details.
Actions dropdown menu	See Action Menus (page -11) for details.
Selection check boxes	Select the check box for each item to be used in actions performed from the main Page dropdown menus. You can select the check box in the column heading to select all items on the page.
Name	The title of the item that is affected by the disposition action. If you click on the link, the Content Information page that item is displayed.
Identifier	The ID of the item that is affected by the disposition action.
Filer	The login name of the user who originally checked in (“filed”) the item affected by the disposition action.
Actions icon ( )	See Action Menus (page -11) for details.
Info icon ( )	Displays the Content Information page for the the item.

Chapter

9

WORKING WITH AUDIT TRAILS

OVERVIEW

The audit trail captures and records all user activity that you have configured to be included in the audit trail. An audit trail is critical for tracking user actions within your management system.

This chapter discusses configuring, generating, searching, and archiving an audit trail of activities within Records Manager Corporate Edition. It covers the following topics:

Concepts

Tasks

Examples

Interface

ABOUT THE AUDIT TRAIL

The audit trail is generated in the format specified by the Report Format setting on the Configure Retention Administration Page (page 3-1).

Permissions: The Admin.Audit right is required to work with audit trails. This right is assigned by default to the ‘retadmin’ role.

Note: If the generated file is in PDF format, it cannot be viewed using Adobe Acrobat 5.*x* or earlier. You need at least version 6.0 of the Acrobat software.

At certain points, you can cut off and archive the current audit trail and check it into the content server as a content item itself. The audit trail must be cycled for growth reasons just as all other items. Be sure to check in the audit trail log on a regular basis to keep the file size smaller and the report generation time faster. Each current audit trail is generated from the time Corporate Edition was installed or archived up until the current moment that you request to generate an audit trail.

You can generate an audit trail at any time. Notice that the columns within the audit trail correspond directly with the fields by which you can search within the Search Audit Trail Page (page 9-16).

MANAGING AUDIT TRAILS

Several tasks are involved in managing Audit Trails::

Configuring the Audit Trail

The configuration on the Configure Audit Page (page 9-11) determines the administrator and user actions that are recorded for an audit trail.

Permissions: The Admin.Audit right is required to perform this action. This right is assigned by default to the ‘retadmin’ role.

Caution: If you deselect any actions for objects, the actions are ***not*** captured by the audit trail. It is recommended that you leave all settings selected and use the Search Audit Trail Page (page 9-16) to narrow down searches of the audit trail. If transactions are heavy and the audit log grows too large too fast, you might want to consider turning off capturing browsing actions to manage the audit trail size.

To configure an audit trail, complete the following steps:

1. Select **Audit—Configure Audit** on the Configure Retention Administration Page (page 3-1).

   The Configure Audit Page (page 9-11) is displayed.
2. Select the check boxes for the actions to audit for each entity.
3. Click **Submit Update**. A message indicates configuring the audit was successful. The next time you generate the audit trail, the trail reflects the selections you made.
4. Click **OK**. The Configure Audit page is displayed again with the updated settings.

Note: The format of the generated audit trail depends on the Report Format setting on the Configure Retention Administration Page.

Specifying Metadata Fields to Audit

Use this procedure to specify which metadata fields should be included in the audit trail.

Permissions: The Admin.SelectMeta right is required to perform this action. This right is assigned to the 'retadmin' role by default..

1. Select **Audit—Select Audit Fields** from theConfigure Retention Administration Page (page 3-1).

   The Audit Fields Page (page 9-13) is displayed.
2. Select the check boxes for the metadata field that you want included in the audit trail.
3. Click **Submit Update** when you finish.

Note: Any changes take effect immediately; you do not need to restart the content server.

Generating an Audit Trail

This action creates an audit trail in the format specified by the Report Format setting on the Configure Retention Administration Page (page 3-1). For further information, see Configuring the Audit Trail (page 9-3) and Specifying Metadata Fields to Audit (page 9-4).

Permissions: The Admin.Audit right is required to perform this action. This right is assigned by default to the 'retadmin' role.

1. Select **Audit—Audit Trail** from the Page menu on the Configure Retention Administration Page (page 3-1).
2. You are prompted to open or save the document.
3. You can view, save, mark up, or print the report within the Acrobat viewer window. Close the browser window when you complete printing or viewing the report.

Note: If you generate any subsequent audit trails without closing the separately launched browser window, the audit trail refreshes within the browser window that is already open. If you are clicking the Audit Trail link and it seems as though you are not getting any results, make sure the browser window is not already open underneath any other windows.

Searching within the Audit Trail

Use this procedure to further refine a search within the current audit trail. For example, you can search for all delete actions, or all delete actions by a particular user, or all actions by a particular user, and so on. To search within archived audit trails, see Searching an Archived Audit Trail (page 9-6). To view example current audit trail searches, see Examples: Searching the Audit Trail (page 9-7).

Permissions: The Admin.Audit right is required to perform this action. This right is assigned by default to the 'retadmin' role.

1. Select **Audit—Search Audit Trail** from the .

   The Search Audit Trail Page (page 9-16) is displayed.

2. Make the selections to narrow your search. You can select as much or as little detail as you want. To adjust the scope (narrow or widen) of the search, you can use the Boolean operators before each field.

3. Click **Search**. The search results are displayed in the format specified by the Report Format setting on the Configure Retention Administration Page.

Setting Default Metadata for Checking In Audit Trails

Setting the default metadata is useful for setting similar check-in attributes.

Permissions: The Admin.Audit right is required to perform this action. This right is assigned by default to the 'retadmin' role.

Important: You must set the default metadata before you can check in an audit trail for the first time.

To set the default metadata for checking in and archiving a portion of the audit trail, complete the following steps:

1. Select **Audit—Checked-In Audit Entries** from the Configure Retention Administration Page (page 3-1).

   The Checked-In Audit Entries Page (page 9-13) is displayed.

2. Click the **Default Metadata for Checked-In Audit Entries** link.

   The Default Metadata for Checked-In Audit Entries Page (page 9-15) is displayed.

3. Make selections that reflect the metadata you most commonly use when checking in an archived audit trail. When you are done, click **Submit Update**. A message is displayed saying that default metadata has been updated successfully.

4. Click **OK**.

Checking In and Archiving the Audit Trail

A user must have performed at least one action while logged into Corporate Edition to generate an audit trail entry. If you attempt to check in an empty audit trail, a message informs you that there are no entries in the audit trail. Before you can check in an audit trail for the first time, you must set the default metadata for the check-in (see Setting Default Metadata for Checking In Audit Trails (page 9-5)).

Permissions: The Admin.Audit right is required to perform this action. This right is assigned by default to the 'retadmin' role.

1. Select **Audit—Checkin-In Audit Entries** from the Configure Retention Administration Page (page 3-1).

   The Checked-In Audit Entries Page (page 9-13) is displayed.

2. In the Check In Audit Entries area, specify the date and time to cut off the audit trail in the **Date** box, and click **Archive**. The check-in confirmation page is displayed.

Note: The content ID of the checked-in audit trail is as follows: `AUDITLOGARCHIVE`*`yymmddhhmmss`* (e.g., AUDITLOGARCHIVE040810121728) (where 'yymmdd' is the current date (year, month, day) and 'hhmmss' the current time (hour, minutes, seconds).

3. Click **[Content Info]** to view the information about the archived audit log. The Content Information page is displayed. To view the audit log you just checked in, click the **Web Location** or the **Native File** in the **Links** area of the content information page.

Searching an Archived Audit Trail

Use this procedure to search for all checked in and archived audit trails.

Prerequisites:

❖ Checking In and Archiving the Audit Trail (page 9-6)

Permissions: The Admin.Audit right is required to perform this action. This right is assigned by default to the 'retadmin' role.

1. Select **Audit—Checked-In Audit Entries** from the Configure Retention Administration Page (page 3-1).

   The Checked-In Audit Entries Page (page 9-13) is displayed.

2. Click **Search**. The results of the search are displayed in the search results page. From the search results page, you can click options in the **Query Actions** list to:

   ❖ search within the results

   ❖ save the search

Viewing an Archived Audit Trail

Use this procedure to view an archived audit trail for which you have searched.

Prerequisites:

❖ Searching an Archived Audit Trail (page 9-6)

To view an archived audit log from the search results page, do one of the following:

❖ click the ID (quickest method)

❖ click the information icon ( ), and then click the PDF links on the content information page.

EXAMPLES: SEARCHING THE AUDIT TRAIL

This example searches the current audit trail and presents the results in the format specified by the Report Format setting on the Configure Retention Administration Page (page 3-1). The current audit trail is the active audit log that is currently capturing information; that is, it is not an archived and checked-in audit trail log.

Search for Successful Create Category Actions

This example searches for successful create actions attempted by all users on a retention category.

Permissions: The Admin.Audit right is required to perform these tasks. This right is assigned by default to the 'retadmin' role.

To search the audit trail for actions of successfully creating retention categories, complete the following steps:

1. Select **Audit—Search Audit Trail** from the Configure Retention Administration Page (page 3-1).

   The Search Audit Trail Page (page 9-16) is displayed.

2. Clear the user name from the **User** box.
3. In the **Successful** list, select **Yes**.
4. In the **Action** list, select **Create**.
5. In the **Type** list, select **Category**.

Click **Search**. Depending on the report format chosen, your search results are displayed or you are prompted to save the report. All successful create category actions are listed.

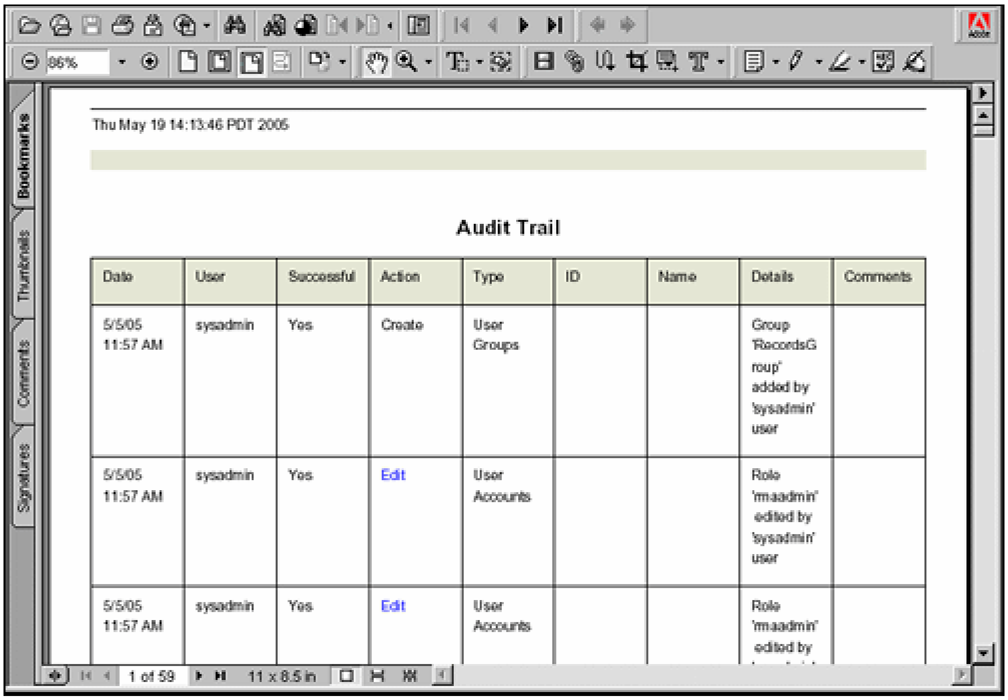
AUDIT TRAIL INTERFACE SCREENS

Note: The PDF file cannot be viewed using Adobe Acrobat 5.*x* or earlier. You need at least version 6.0 of the Acrobat software.

The following screens are used when managing audit trails:

- Sample Audit Trail (page 9-9)
- Configure Audit Page (page 9-11)
- Audit Fields Page (page 9-13)
- Checked-In Audit Entries Page (page 9-13)
- Default Metadata for Checked-In Audit Entries Page (page 9-15)
- Search Audit Trail Page (page 9-16)

Sample Audit Trail



Column	Description
Date	This column displays the date and time the action occurred. The format of the date and time depend on your systems settings and user locale.
User	This column displays the user name of the person who performed the action.
Successful	This column displays ‘Yes’ or ‘No’, depending on if the corresponding action was successful.
Action	Displays the action the user performed. The actions recorded in this column depend on your settings for both actions and the corresponding selected objects in the Configure Audit Page (page 9-11).
Type	Displays the type of retention schedule object upon which the action was performed.

Column	Description
ID	Displays the identifier of the audited item: ❖ For **retention schedule objects**, the series identifier or category identifier. ❖ For **retention schedule components**, the identifier of the custom period, supplemental marking, or custom trigger. ❖ For **metadata fields**, the unique Content Server identifier (dID) of the content item for which the metadata field was changed. This column is empty in case of any changes to the configuration.
Name	Displays the name of the audited item: ❖ For **retention schedule objects**, the series or category name. ❖ For **retention schedule components**, the name of the custom period or custom trigger. ❖ For **metadata fields**, the title of the content item for which the metadata field was changed. If a retention schedule report was generated, “Retention Schedule” is displayed in the Name field. This column is empty in case of any changes to the configuration.
Details	Displays the details of Edit actions—for example, changes to the configuration settings or metadata field values.
Comments	Displays information such as any reason entered for freezing an item or deleting an item. This column does *not* display any comments entered in the Comments box when checking in an item Content Server’s content check-in page.

Tech Tip: The audit trail reports are generated using Idoc Script, much like regular content server pages. This means they can be customized in much the same way as content server pages. For more information see the Content Server developer documentation.

Configure Audit Page

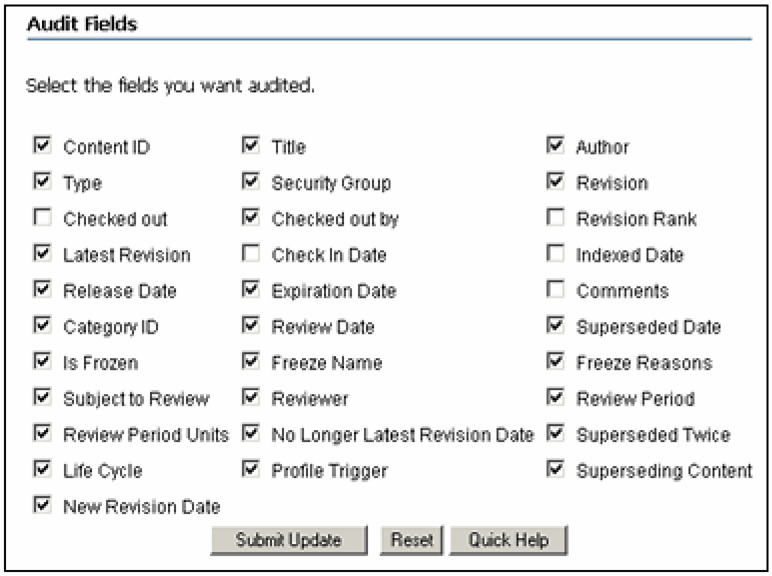
Permissions: The Admin.Audit right is required to use this screen. This right is assigned by default to the ‘retadmin’ role.

By default, all options are selected when you first access the Configure Audit page. To access this page, select **Retention Administration—Audit—Configure Audit** from the **Administration** tray.

Note: The Edit Metadata column is only visible if the Log Metadata Changes option is enabled on the Configure Retention Administration Page.

Audited Objects and Features	Actions Recorded
Series Category Period Trigger Custom Direct Trigger Indirect Trigger Configuration Content Freeze User Groups User Accounts Indirect Trigger Data Custom Security Field Related Content Type	Select the check boxes for the actions you want recorded within the current audit trail: ❖ **Delete—**All action of deleting items are recorded in the current audit trail. ❖ **Edit—**All actions of editing items are recorded in the current audit trail. ❖ **Create—**All actions of creating items are recorded in the current audit trail. ❖ **Retrieve—**All items that are retrieved are recorded in the audit trail. This means the information was viewed within an information page. ❖ **Browse—**All browsing actions within the retention schedule are recorded in the current audit trail. ❖ **Search—**All searching actions for items are recorded in the current audit trail. Screening is also captured by the Search action. ❖ **Edit Metadata**—All metadata changes for items, categories and series are recorded in the current audit trail. Not only is the changed status recorded, but also what the change entails (old and new field values). This column is only visible if the Log Metadata Changes option is enabled on the Configure Retention Administration Page. **Note:** The User Accounts column represents users and is not to be confused with the accounts-based security model within Universal Content Management. The Configure Audit User Accounts option tracks users and not document accounts. The User Groups options tracks users assigned to an alias group.
Submit Update button	Submits your updates.
Reset button	Resets the page to the initial settings.

Audit Fields Page



Permissions: The Admin.SelectMeta and Admin.Audit rights are required to use this page. Audit.SelectMeta is assigned to ‘retadmin’ by default.

Use this page to specify which metadata fields should be included in the audit trail. To access this page, select **Audit—Audit Fields** from the Configure Retention Administration Page (page 3-1).

Checked-In Audit Entries Page

Permissions: The Admin.Audit right is required to use this page. This right is assigned by default to the 'retadmin' role.

Use this page to cut off and check in the audit trail. You must first set the default metadata for the audit trail when archiving and checking it into the content server. In addition, you can search archived audit trails from this page.

To access this page, select **Audit—Checked-In Audit Entries** from the Configure Retention Administration Page (page 3-1).

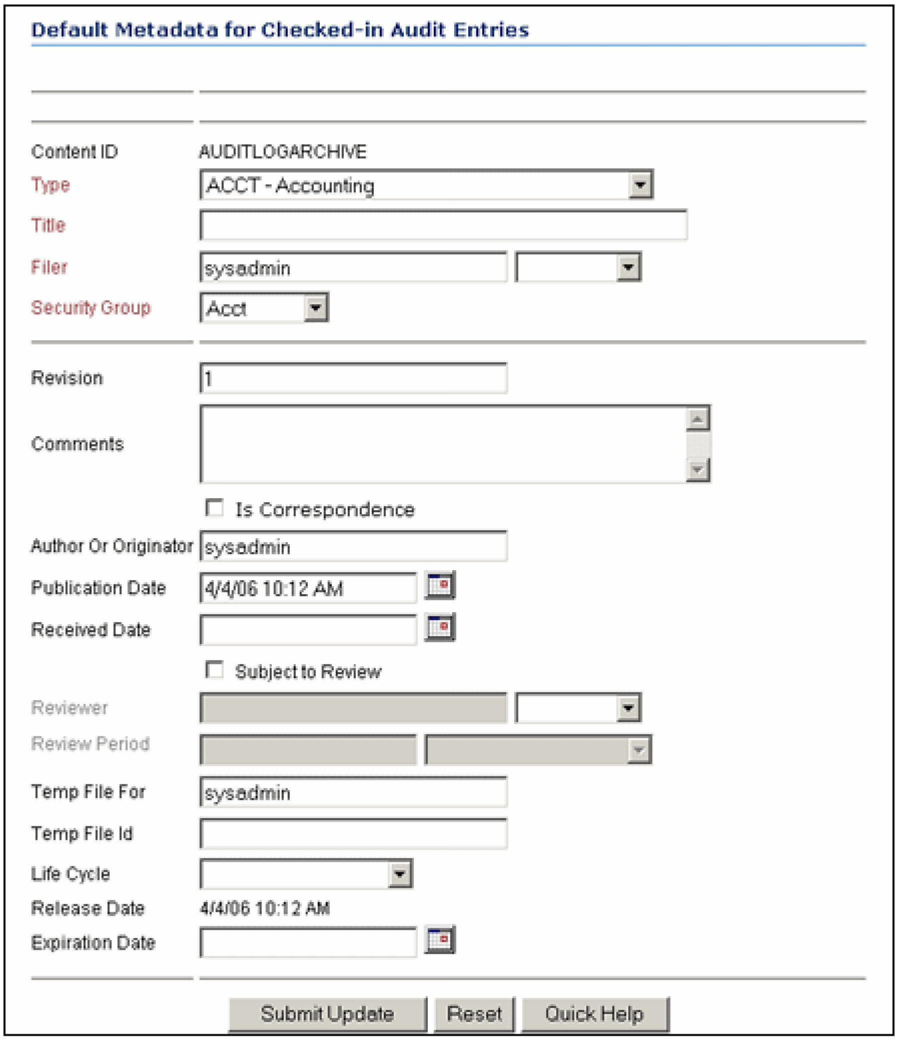
You can do any of the following actions on this page:

- To set the default metadata for checking in audit logs, click the **Default Metadata for Checked-in Audit Entries** link. The Default Metadata for Checked-In Audit Entries Page (page 9-15) is displayed.

Important: If is very important that you specify default metadata for checked-in audit logs. These settings determine how and where the audit logs are checked in. For details, see Default Metadata for Checked-In Audit Entries Page (page 9-15).

- To check in an audit trail as a content item, enter a date in the **Date** box of the Check In Audit Entries area, and click **Archive**. A check-in confirmation page is displayed.
- To search by date audit trails that are archived and checked in, specify the date range within which to search in the **From** and **To** boxes. To perform a full text search, enter keywords or phrases separated by commas as noted in the interface, and click **Search**.

Default Metadata for Checked-In Audit Entries Page



Permissions: The Admin.Audit right is required to use this page. This right is assigned by default to the ‘retadmin’ role.

Use this page to set the default metadata for checking in archived audit trails. You must set the default metadata for audits before you can archive audit trails. After the default metadata are set, you can check in with the same metadata or edit the metadata before check-in. Setting the default metadata saves time when checking in an archive with the same metadata. Defining default metadata enables you to create a “template” for checking in audit logs with similar metadata. You can edit the metadata for the audit logs at any time.

To access this page, select **Audit—Checked-In Audit Entries** from the Configure Retention Administration Page (page 3-1). Click the **Default Metadata for Checked-In Audit Entries** link.

Search Audit Trail Page

Permissions: The Admin.Audit right is required to use this page. This right is assigned by default to the ‘retadmin’ role.

Use this page to narrow down a search within an audit trail. The search results of the audit trail are presented in the format specified by the Report Format setting on the Configure Retention Administration Page.

To access this page, select **Audit—Search Audit Trail** from the Configure Retention Administration Page (page 3-1)

Feature	Description
Search Audit Trail section	
Date fields	The date or date range during which to search the audit trail. ❖ **From**—The search finds actions recorded on or after the From date. ❖ **To**—The search finds actions recorded before but not on the To date. You can click the icon to the right of each field to choose a date from a calendar popup.
User field	Enter the user name to search for in the audit trail. Any actions by the user name you entered are retrieved in the search audit report. The default is the user that is currently logged in.
Successful field	Select a successful or unsuccessful action by which to search within the current audit trail. Available options are: ❖ **Yes**—The attempted action was successful. ❖ **No**—The attempted action was not successful.

Feature	Description
Action list	Select the enabled action by which to search within the current audit trail. These actions are enabled on the Configure Audit Page (page 9-11).
Type list	Select the type by which to search the audit trail. The types displayed are those that are enabled in the Configure Audit Page (page 9-11).
ID field	Enter an identifier for a series, retention category or content item to track. You can also enter the identifier of a custom period, custom trigger, supplemental marking, or custom security field.
Name field	Enter the name of a series, retention category or content item to search for in the audit trail. You can also enter the name of a custom period, custom trigger, supplemental marking, or custom security field.
Details field	Enter a few keywords that contain details to search for in the audit trail. Details tracked include changes to retention management configuration, the document ID, and so on.
Comments field	Enter a text string by which to search for as comments, such as a freeze or delete reason.
Results Options section	
Sort By field list	Specifies the field that the search results are sorted by, such as Date, User, or ID.
Sort By order list	Specifies the sort order of the search audit results: ❖ **Descending (default)—**Sorts alphabetical results in Z-A order; numerical results in 9-0 order; and date results in newest to oldest order. ❖ **Ascending—**Sorts alphabetical results in A-Z order; numerical results in 0-9 order; and date results in oldest to newest order.

Feature	Description
Search button	Displays the audit trail items that match the search criteria. The search audit report is generated in the format specified by the Report Format setting on the Configure Retention Administration Page. If no search criteria is entered, the entire search audit trail is displayed. To return to the Search Audit Trail page, click the browser's Back button, or click a link to which to navigate in the tray area.
Clear button	Clears any criteria entered into the search fields and resets to the initial defaults, such as "Substring." The Clear button does not reset Results Options settings.

Chapter

10

GENERATING USER AND GROUP REPORTS

OVERVIEW

After you create your users and alias groups, and assign management roles and rights to users, you can generate reports to view at a glance which users and alias groups have access to your application. The following reports are available:

- User Report (page -2)
- Role Report (page -3)
- Group Report (page -4)
- Group-User Report (page -5)

The reports are generated in the format specified by the Report Format setting on the Configure Retention Administration Page.

Note: If the generated report file is in PDF format, it cannot be viewed using Adobe Acrobat 5.*x* or earlier. You need at least version 6.0 of the Acrobat software.

Tech Tip: The user and group reports are generated using IDoc Script, much like regular content server pages. This means they can be customized in much the same way as content server pages. For more information see the Content Server developer documentation.

Permissions: The Admin.Reports right is required to produce any reports. This right is assigned by default to the 'retadmin' role. Content Server's Admin role is also required.

USER REPORT

Tue Jul 27 07:47:25 CDT 2004

All Users

Name	Full Name	E-mail Address	Creation Date	Change Date:	Supplemental
pt_br	Portuguese User (Brazil)		7/12/04 10:46 AM	7/12/04 10:46 AM	
rma	RMA User		7/14/04 10:51 AM	7/14/04 10:51 AM	
rmaadmin	Records Manager		7/23/04 12:17 PM	7/23/04 12:17 PM	
rmaprivileged	RMA Privileged User		7/14/04 10:51 AM	7/14/04 10:51 AM	
sysadmin	System Administrator		7/16/04 1:31 PM	7/23/04 12:17 PM	
us	English User (USA)		7/12/04 10:50 AM	7/12/04 10:50 AM	

Use this report to see a list of all users who have access to the Corporate Editionapplication. The users are defined in Content Server's User Admin utility and then assigned rights and roles.

To generate this report, select **Reports—User Report** from the Page menu on the Configure Retention Administration Page (page -1).

Column	Description
User Name	Displays the user name of the user as entered in Content Server's User Admin utility.
Full Name	Displays the full name of the user as entered in Content Server's User Admin utility.
E-mail Address	Displays the e-mail address of the user.

Column	Description
Creation Date	Displays the date and time the user was created in Content Server’s User Admin utility.
Change Date	Displays the date and time the user information was last modified in Content Server’s User Admin utility.
Supplemental	Displays any supplemental markings assigned to a user in Content Server’s User Admin utility.

ROLE REPORT

Tue Jul 27 07:53:28 CDT 2004

All Users Roles

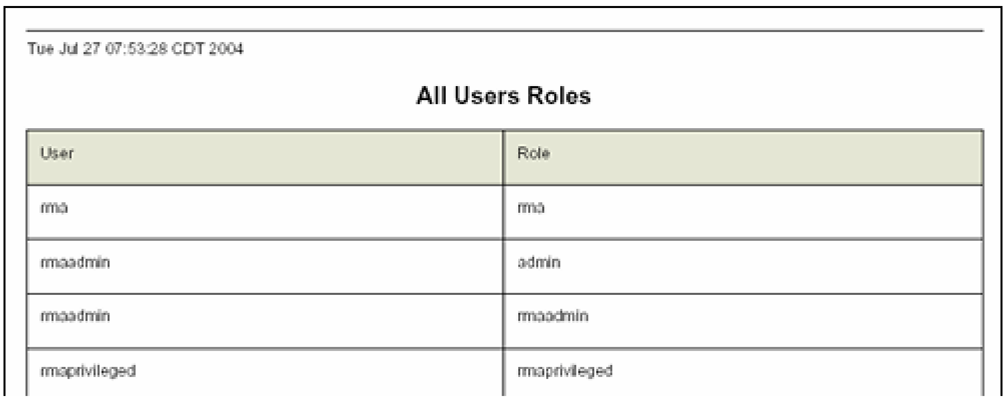
User	Role
rma	rma
rmaadmin	admin
rmaadmin	rmaadmin
rmaprivileged	rmaprivileged
sysadmin	admin
sysadmin	rmaadmin
sysadmin	sysmanager
us	admin

Use this report to view a list of all users and their assigned roles.

To generate this report, select **Reports—Role Report** from the Page menu on the Configure Retention Administration Page (page -1).

Column	Description
User	Displays the user name of the user as entered in Content Server's User Admin utility.
Role	Displays the role assigned to the user.

GROUP REPORT



Tue Jul 27 07:53:28 CDT 2004

All Users Roles

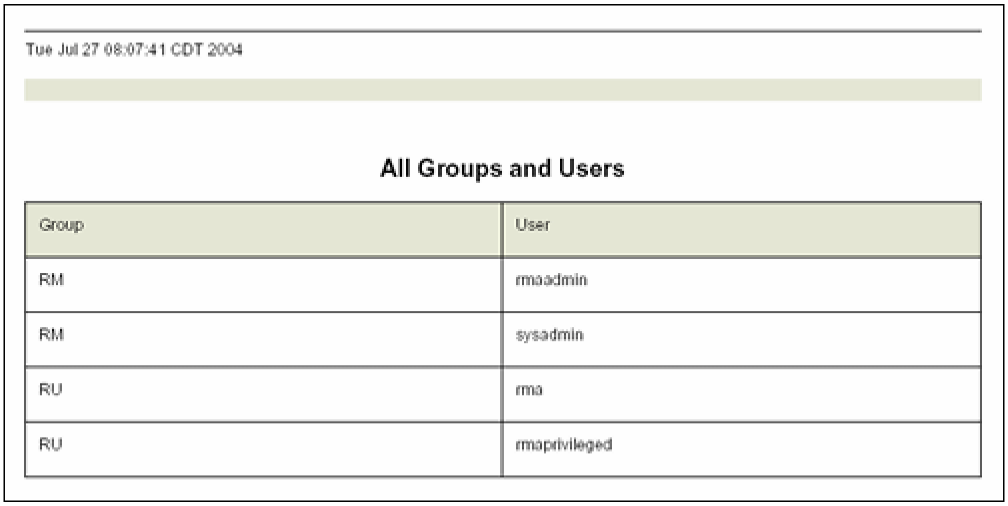
User	Role
rma	rma
rmaadmin	admin
rmaadmin	rmaadmin
rmaprivileged	rmaprivileged

Use the All Groups report to view a list of all groups defined for the Corporate Edition application.

To generate this report, select **Reports—Group Report** from the Page menu on the Configure Retention Administration Page (page -1).

Column	Description
Group Name	Lists all alias groups defined in Content Server's User Admin utility.
Description	Displays a short description of each alias group.

GROUP-USER REPORT


Tue Jul 27 08:07:41 CDT 2004

All Groups and Users

Group	User
RM	rmaadmin
RM	sysadmin
RU	rma
RU	rmaprivileged

Use this report to view a list of all users and groups (aliases) currently defined for access in the Corporate Edition application. The users and groups (aliases) are assigned in Content Server's User Admin utility.

To generate this report, select **Reports—Group-User Report** from the Page menu on the Configure Retention Administration Page (page -1).

Column	Description
Group	Lists all alias groups defined in Content Server's User Admin utility.
User	Lists every user assigned to an alias group.

Chapter

11

EXPORTING AND IMPORTING CORPORATE EDITION ARCHIVES

OVERVIEW

If you set up a Corporate Edition environment on one computer (including retention schedule, security scheme, and so on), you may want to copy this configuration information to another computer—for example, from a development machine to a production machine or a mirrored site. You can easily accomplish this using built-in archive import and export features.

This chapter discusses exporting archives and importing them into other instances to duplicate the retention schedule and a variety of other configuration settings. It covers the following topics:

Concepts

- About Content Archives (page 11-2)
- The Export/Import Process (page 11-3)
- Import/Export Rights and Permissions (page 11-3)

Tasks

- Exporting a Content Archive (page 11-4)
- Importing a Content Archive (page 11-5)

Interface

- ❖ Import/Export Content Archive Page (page 11-6)

About Content Archives

You can also use the import/export features to back up or restore your retention schedule and other configuration settings. The export feature copies a variety of configuration settings to a separate *.hda* file that can be imported into another Corporate Edition instance or stored in a safe location for backup purposes. The *.hda* file is a plain-text, serialized data file that can be opened in any text editor.

Retention Schedule objects should be imported before importing content server content. Content server content should be imported before importing the content-related objects.

Permissions: See Import/Export Rights and Permissions (page 11-3) for details.

The archive export and import features enable you to export and import the following:

- ❖ Periods
- ❖ Triggers
- ❖ Retention schedules
- ❖ Dispositions history—that is, a log of all actions that have been performed on content
- ❖ Freezes
- ❖ Recurring scheduled tasks

When importing an archive, you may choose to overwrite any existing items, or leave them unchanged.

When custom category metadata fields are imported, the order of the fields is not updated. You must restart the Content Server after importing custom fields.

The disposition history is not updated. Only new dispositions are imported.

Note: The export feature copies the retention schedule definition (i.e., the defined hierarchy of series and categories together with their disposition instructions), not the content items within the retention schedule.

Note: If an add-on is installed, there may be additional items available for export.

Important: If your organization uses ACL security on your retention schedule, the import and export only includes content items that can be accessed by the user performing the import or export. For example, if the person does not have ACL access to a particular category, that category is not imported or exported. A message is displayed during the import or export process if any objects are not processed due to ACL access. Make sure that you have ACL access to all items to export and import.

The Export/Import Process

The process of importing and exporting content aconsists of three distinct parts.

1. You must first import or export a retention schedule and any of the objects in that schedule. This corresponds to the **Include Retention Schedules Plan** portion of the Export and Import screens.
2. Then you can import or export the content using the Content Server Archiver. See the *System Migration Guide* for details about using the Archiver.
3. After content has been imported or exported using the Archiver, you can import or export the Disposition History of related objects if so desired. This corresponds to the **Include Dispositions History** portion of the Export and Import screens.

Import/Export Rights and Permissions

The following export rights are needed for specific objects. These rights are included by default with the ‘retadmin’ role:

- Admin.RetentionSchedulesArchive right to export a Retention Schedule.
- Admin.Triggers right to export triggers.
- Admin.PerformActions right to export Disposition Histories.
- Admin.RecordManager right to export objects other than those mentioned previously.

The following import rights are needed for specific objects:

- Category.Edit and Record.Edit rights to import a Retention Schedule (because these objects are part of a Retention Schedule).
- Admin.Triggers right to import triggers.
- Admin.PerformActions right to import Disposition Histories.
- Admin.CustomDispositionActions to import Disposition Actions.

- ❖ Admin.RecordManager right to import objects other than those mentioned previously.
- ❖ If ACL security is enabled, make sure you have access to all retention schedule components and objects to import.

MANAGING IMPORTS AND EXPORTS

The following tasks are performed when importing or exporting archives:

- ❖ Exporting a Content Archive (page 11-4)
- ❖ Importing a Content Archive (page 11-5)

Exporting a Content Archive

Use this procedure to export an archive that you can import into another instance (located on the same or a separate system) or for backup purposes. You can choose which of the available items should be exported.

Permissions: See Import/Export Rights and Permissions (page 11-3) for details.

1. Select **Tasks—Import/Export** from the Configure Retention Administration Page (page 3-1).

   The Import/Export Content Archive Page (page 11-6) is displayed.
2. Select all items that should be included in the export.
3. Click **Export**.

   The File Download dialog is displayed.
4. To save the archive, click **Save**.

   The Save As dialog is displayed.
5. Specify a name for the archive, and navigate to the location to save the *.hda* archive file.
6. Click **Save**.

   The file is saved to the specified location, and you return to the Export Content Archive page.

Importing a Content Archive

Use this procedure to import an archive that you exported on another instance (located on the same or a separate system). You can choose which of the available items in the archive should be imported. The items to import must have been included in the export of the archive.

Permissions: See Import/Export Rights and Permissions (page 11-3) for details.

1. Select **Tasks—Import/Export** from the Configure Retention Administration Page (page 3-1).

   The Import/Export Content Archive Page (page 11-6) is displayed.
2. Select all items that should be included in the import, and specify whether to update existing items or leave them untouched.
3. Click **Browse** next to the **Archive File** box to select the archive file (*.hda*) to import.
4. After you have selected the file, click **Import**. The import adds all new items and updates any existing ones, if applicable. The results of the imported archive are tracked in the audit trail for the enabled actions.

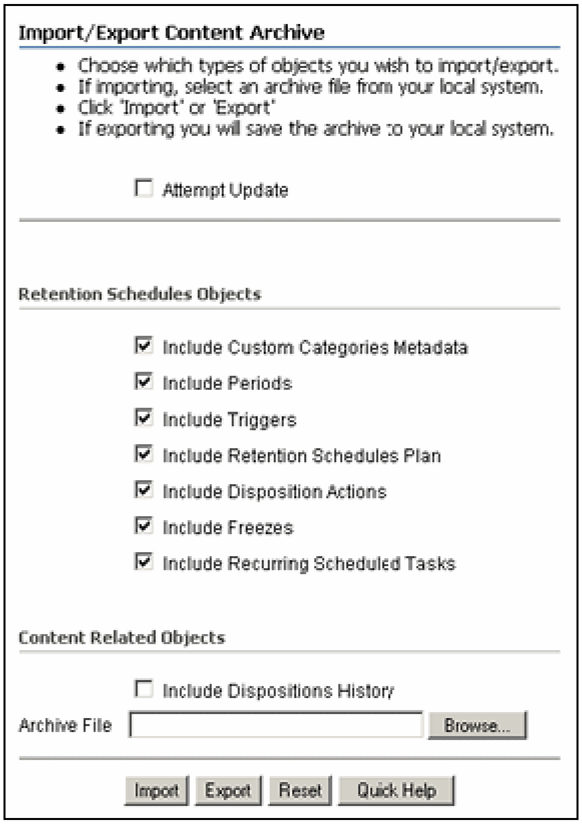
If an error occurs, the error message indicates the number of checkbox items which failed, not necessarily the number of individual errors for all retention schedule components.

IMPORT/EXPORT INTERFACE SCREEN

The following screen is used when managing the import/export process:

❖ Import/Export Content Archive Page (page 11-6)

Import/Export Content Archive Page



Use this page to import or export an archive. To access it, select **Archive Administration** from the **Administration** tray.

Feature	Description
Export Date field	This field enables you to export only items that have changed since a specific date. Enter the start date or select one using the calendar icon next to the field. **Note:** This field is only displayed if the Show Export Date check box on the Configure Retention Administration Page (page 3-1) has been selected.

Feature	Description
Retention Schedule Objects check boxes	Select a check box to include the specified item in the exported archive, or clear it to exclude it. Note the following: ❖ Only *recurring* scheduled tasks are exported. This means that scheduled screening reports are included, but scheduled disposition actions are not.
Content Related Objects check boxes	Select a check box to include the specified item in the exported archive, or clear it to exclude it. At this time only the Dispositions History can be checked. The dispositions history is a log of all actions that have been performed on content items (expiring, freezing, etc.).
Import or Export button	Imports or exports the archive file to a location and name that you specify.
Reset button	Resets the page to its initial settings (i.e., before you made any changes).

Note: If an add-on is installed, there may be more items available for export than the ones shown in the above screenshot (for example, items related to physical content if its associated add-on is installed)

Appendix

A

CORPORATE EDITION SERVICES

OVERVIEW

This appendix contains a list of the main services that are used by Corporate Edition:

Note: For more information about how services are used in Oracle products and how to modify their behavior, see the *Services Reference Guide*.

About Services

A typical service call is similar to the following:

```
LIST_DISPOSITION_RECORDS
Service 33 PENDING_REVIEW_LIST null null !csUnableToGetRecordsList
3:hasRmaRights:admin.performactions:0:null
3:checkRecordsFoldersMap::0:null
3:setLocalValuesAfterEval:dRequestedUser,<$dUser$>::null
3:setLocalValues:IsNavigation,1::null
```

In this example:

- the first line indicates the service name: `LIST_DISPOSITION_RECORDS`
- The second line lists the service's attributes:
  - Service class: `service` (generic service)
  - Access level: `33`
  - Template: `PENDING_REVIEW_LIST`
  - Service type: `null`
  - Subjects Notified: `null`
  - Error message: `Unable to get records list`
- The remainder of the entry lists the service's actions, each line designating one action:
  - action type: for example, `3`, indicating a Java method.
  - action name: for example, `hasRmaRights`

- action parameters: for example, `dRequestUser`. If no parameters are specified, `::` are included.
- action control mask: for example, `1`, indicating “Ignore error”. If no control mask is specified, `::` is included.
- action error message, or null if no message is available.

Each element of the service’s action is separated by a colon (`:`).

Important: All services have at least one required parameter. The IdcService parameter takes the name of the service as its argument. If any other parameters are required, they are noted in the description of the service.

See the *Services Guide* for details about a service’s attributes and actions.

ACTIVATE_SERVICE

This service is used to set an Activate disposition action date.

Additional Required Service Parameters

❖ dDispositionID: The unique identifier of the disposition action to be processed.

APPROVE_DELETE_SERVICE

This service is used to an Approve Delete disposition action date.

Additional Required Service Parameters

❖ dDispositionID: The unique identifier of the disposition action to be processed.

BROWSE_CATEGORY_FORM

This service is used to retrieve a page used to browse the contents of a retention category in the retention schedule.

Additional Required Service Parameters

❖ dCategoryID: The unique identifier of the retention category to be retrieved.

BROWSE_SERIES_FORM

This service is used to retrieve a page used to browse the contents of a series in the retention schedule.

Additional Required Service Parameters

- dSeriesID: The unique identifier of the series to be retrieved.

CHECKIN_NEW_REVISION_SERVICE

This service is used to check in the latest revision of a content item as a new revision. This is usually used to trigger a workflow.

CHECKIN_SIMILAR_FORM

This service is used to retrieve the Check In Similar page. This is a check-in page with metadata fields already filled in based on the previous content item checked in.

Additional Required Service Parameters

- dID: The unique content ID for the item already checked in.

CLEAR_RECORD_CANCELLED_DATE

This service is used to clear the date at which a content item was cancelled.

Additional Required Service Parameters

- dID: The unique identifier of the item to be processed.

DELETE_ALL_BUT_LAST_N_REVISIONS_ SERVICE

This service is used to process a Delete All But Last *N* Revisions disposition action. The administrator sets *n*, which is a variable.

Additional Required Service Parameters

- dDispositionID: The unique identifier of the disposition action to be processed.

DELETE_REVISION_SERVICE

This service is used to delete the latest revision of a content item.

Additional Required Service Parameters

- dDispositionID: The unique identifier of the disposition action to be processed.

FREEZE_RECORD

This service is used to freeze an existing content item. Freezing a content item pauses any processing of disposition rules associated with the content item until the UNFREEZE_RECORD service is called.

Additional Required Service Parameters

- dID: The content ID of the content item to be frozen.
- auditComments: The freeze name.
- auditComments2: The freeze reason.

See also:

– *UNFREEZE_RECORD (page A-9)*

INFO_CATEGORY_FORM

This service is used to retrieve the information page of a retention category.

Additional Required Service Parameters

- dCategoryID: The unique identifier of the retention category to be retrieved.

INFO_RECORD_LIFECYCLE

This service is used to retrieve the lifecycle information page for a content item.

Additional Required Service Parameters

- dID: The content ID of the item.
- dCategoryID: The unique identifier of the retention category associated with the item.

INFO_RECORD_REVIEW_HISTORY

This service is used to retrieve the review history of a content item.

Additional Required Service Parameters

- dID: The content ID of the content item.

INFO_SERIES_FORM

This service is used to retrieve the information page for a series in the retention schedule.

Additional Required Service Parameters

- dSeriesID: The unique identifier of the series.

MARK_RECORD_CANCELLED_DATE

This service is used to set the current date for when a content item will be cancelled.

Additional Required Service Parameters

- dID: The content ID of the content item to be processed.
- currentDate: The date to be used as the cancellation date.

MARK_RECORD_REVIEW_DATE

This service is used to set the current date for when a content item will be reviewed.

Additional Required Service Parameters

- dID: The content ID of the content item to be processed.
- currentDate: The date to be used as the review date.

PREVIEW_RECORD_LIFECYCLE

This service is used to retrieve the lifecycle preview of a content item.

Additional Required Service Parameters

- dID: The content ID of the content item to be processed.

RMA_EXPORT_ARCHIVE_SERVICE

This service is used to add a archive to a Content Server archive.

Additional Required Service Parameters

- dDispositionID: The unique identifier of the disposition action.

RMA_EXPORT_SERVICE

This service is used to create a zip archive.

Additional Required Service Parameters

❖ dDispositionID: The unique identifier of the disposition action.

RMA_MARK_COMPLETED

This service is used to mark the completion of an action.

Additional Required Service Parameters

❖ dDispositionID: The unique identifier of the disposition action.

RMA_NO_ACTION_SERVICE

This service is used to process a No Action disposition action.

Additional Required Service Parameters

❖ dDispositionID: The unique identifier of the disposition action.

RMA_SCRUB_SERVICE

This service is used to securely delete content item so they cannot be recovered.

Additional Required Service Parameters

❖ dDispositionID: The unique identifier of the disposition action.

RMA_SUPERSEDE_SERVICE

This service is used to process a Supersede disposition action.

Additional Required Service Parameters

❖ dDispositionID: The unique identifier of the disposition action.

UNFREEZE_RECORD

This service is used to unfreeze an existing content item. Unfreezing releases the content item for processing of its associated disposition rules.

Additional Required Service Parameters

- dFolderID: The unique identifier of the content item to be processed.
- auditComments: The unfreeze name.
- auditComments2: The unfreeze reason.

Appendix

B

THIRD PARTY LICENSES

OVERVIEW

This appendix includes a description of the Third Party Licenses for all the third party products included with this product.

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```
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```
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* fee or royalty is hereby granted, provided that you include the following
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*
*   1. The full text of this NOTICE in a location viewable to users of the
*      redistributed or derivative work.
*
*   2. Any pre-existing intellectual property disclaimers, notices, or terms
```

ZLIB LICENSE

```
* zlib.h -- interface of the 'zlib' general purpose compression library
  version 1.2.3, July 18th, 2005

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     misrepresented as being the original software.
  3. This notice may not be removed or altered from any source distribution.

  Jean-loup Gailly jloup@gzip.org
  Mark Adler madler@alumni.caltech.edu
```

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Glossary

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GLOSSARY

audit trail

An electronic means of tracking interactions with content items in a system so that any access to the content item within the system can be documented as it occurs or afterward. An audit trail may be used to identify unauthorized actions in relation to the items (for example, modification, deletion, or addition).

category

A description of a particular set of content items within a retention schedule. Each category has retention and disposition data associated with it, applied to all content items within the category.

create

To file a new electronic content item and its associated metadata.

custom disposition action

A disposition action defined by administrators, as opposed to a disposition action that is built into Records Manager Corporate Edition.
See also: disposition action.

custom period

A period defined by administrators, as opposed to a period that is built into Records Manager Corporate Edition.
See also: period.

custom trigger

A trigger defined by administrators, as opposed to a trigger that is built into Records Manager Corporate Edition.
See also: trigger.

cycle

The periodic replacement of obsolete copies of content that is subject to review with copies of current content that is subject to review. This may occur daily, weekly, quarterly, annually, or at other designated intervals as specified by regulations or by the administrator.

disposition

All actions to be taken when a retention period of a content item has ended and it has reached a designated disposition date.

disposition action

An individual operation to be performed when a retention period of a content item has ended and it has reached a designated disposition date.

disposition instruction

A set of individual actions that are to be performed when a retention period of a content item has ended and it has reached a designated disposition date.

electronic record

A item stored in a form that a computer can process. Electronic items are also referred to as machine-readable content items.

event disposition

A disposition instruction in which a content item is eligible for the specified disposition (transfer or destroy) upon or immediately after the specified event occurs. No retention period is applied.
See also: time disposition, time-event disposition.

external item

A content item, physical or electronic, whose source file is not specifically stored in Records Manager Corporate Edition. Records Manager Corporate Edition can be used to track and search metadata associated with the external file, including disposition schedules, and can even manage an electronic rendition of an external file. An electronic rendition can be checked in as a primary file of an external content item, or be filed as a

separate file, and then linked to the external file metadata.
See also: internal item.

file plan

See: retention schedule.

freeze

To pause disposition processing of a content item due to special circumstances, such as a lawsuit, court order, or investigation. Freezing content items temporarily extends an approved retention period.

inactive record

See noncurrent content item.

internal item

An electronic item stored within Records Manager Corporate Edition.
See also: external item.

link

A defined relationship between content items. This may be useful when content items are related and need to be processed together.

media type

The material or environment on which the information of a content item is inscribed (for example, microform, electronic, paper).

metadata

Data describing stored data; that is, data describing the structure, data elements, interrelationships, and other characteristics of electronic content items.

noncurrent content item

Items no longer required to conduct business and therefore ready for final disposition.

originating organization

Official name or code identifying the office responsible for the creation of a document.

period

The segment of time that must pass before a review or disposition action can be performed. Records Manager Corporate Edition comes with a number of built-in periods (for example, “one year”), but you also can create custom periods to meet your unique business needs.

privileged user

An individual who is given special permission to perform functions beyond those of typical users.

publication date

The date and time that the author or originator completed the development of, or signed the document. For electronic documents, this date and time should be established by the author or from the time attribute assigned to the document by the application used to create the document. This is not necessarily the date or time that the document was filed in the system.

retention schedule

The collective set of the series, categories andcontent item contained in a hierarchical structure.
See also: category.

rendition

Replication of a content item that provides the same content but differs from the reference because of storage format or storage medium (for example, an HTML version generated from an original Word document).

retention period

Length of time that a content item must be kept in its repository before the content item can enter its final disposition instruction, such as destroy or archive.

screening

The process of aggregating and reviewing content items for management, review, and disposition purposes.

series

A collection of retention categories in the retention schedule. You cannot file content items directly into a series; you must file the items into a category.

subject to review

Essential agency or private-sector business content items required to meet operational responsibilities. These content items are subject to periodic review and update. Also referred to as “essential content.”

supersede

To supplant, or displace, an item by another item that is more recent or improved (superior).

time disposition

A disposition instruction specifying when a content item is cut off, after which a fixed retention period is applied before disposition.
See also: event disposition, time-event disposition.

time-event disposition

A disposition instruction specifying that a content item is disposed of a fixed period of time after a predictable or specified event. After the specified event has occurred, then the retention period is applied.
See also: event disposition, time disposition.

trigger

An event that needs to take place before a disposition instruction is processed. They are associated with disposition rules for retention categories. Examples of triggering events include changes in item state, completed processing of a preceding disposition action.

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