Oracle® Collaboration Suite

Release Notes

Release 2 (9.0.4.1.1) for Windows

Part No. B12240-02

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Oracle Collaboration Suite Release Notes, Release 2 (9.0.4.1.1) for Windows

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Preface

This preface contains the following topics:

- Audience
- Documentation Accessibility
- Organization
- Related Documents
- Conventions

Audience

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

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at

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

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Organization

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

Chapter 1, "Suite-Level Issues"
Chapter 2, "Globalization"
Chapter 3, "Oracle Calendar"
Chapter 4, "Oracle Email"
Chapter 5, "Oracle Files"
Chapter 6, "Oracle Ultra Search"
Chapter 7, "Oracle Voicemail & Fax"
Chapter 8, "Oracle Web Conferencing"
Chapter 9, "Oracle9iAS Wireless"

Related Documents

For more information, see these Oracle resources:

- *Oracle Collaboration Suite Installation and Configuration Guide*

- *Oracle Collaboration Suite Quick Installation Guide*

- *Oracle Calendar Administrator's Guide*

- *Oracle Email Administrator's Guide*

- *Oracle Email Application Developer's Guide*

- *Oracle Email Migration Tool Guide*

- *Oracle Collaboration Suite Using Voicemail & Fax*

- *Oracle Web Conferencing Administrator's Guide*

- *Oracle Files Administrator's Guide*

- *Oracle Files Planning Guide*

- *Oracle Ultra Search User's Guide*

- *Oracle Voicemail & Fax Administrator's Guide*

- *Oracle9iAS Wireless Administrator's Guide*

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```
http://oraclestore.oracle.com/
```

To download free release notes, installation documentation, white papers, or other collateral, visit the Oracle Technology Network (OTN). You must register online before using OTN; registration is free and can be done at

```
http://otn.oracle.com/membership/
```

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

```
http://otn.oracle.com/documentation/
```

Conventions

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

- Conventions in Text
- Conventions in Code Examples
- Conventions for Windows Operating Systems

Conventions in Text

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

Convention	Meaning	Example
Bold	Bold typeface indicates terms that are defined in the text or terms that appear in a glossary, or both.	When you specify this clause, you create an **index-organized table**.
Italics	Italic typeface indicates book titles or emphasis.	*Oracle10g Database Concepts*
		Ensure that the recovery catalog and target database do *not* reside on the same disk.
`UPPERCASE monospace (fixed-width) font`	Uppercase monospace typeface indicates elements supplied by the system. Such elements include parameters, privileges, datatypes, RMAN keywords, SQL keywords, SQL*Plus or utility commands, packages and methods, as well as system-supplied column names, database objects and structures, usernames, and roles.	You can specify this clause only for a `NUMBER` column.
		You can back up the database by using the `BACKUP` command.
		Query the `TABLE_NAME` column in the `USER_TABLES` data dictionary view.
		Use the `DBMS_STATS.GENERATE_STATS` procedure.
`lowercase monospace (fixed-width) font`	Lowercase monospace typeface indicates executables, filenames, directory names, and sample user-supplied elements. Such elements include computer and database names, net service names, and connect identifiers, as well as user-supplied database objects and structures, column names, packages and classes, usernames and roles, program units, and parameter values. **Note**: Some programmatic elements use a mixture of UPPERCASE and lowercase. Enter these elements as shown.	Enter `sqlplus` to open SQL*Plus.
		The password is specified in the `orapwd` file.
		Back up the datafiles and control files in the `/disk1/oracle/dbs` directory.
		The `department_id`, `department_name`, and `location_id` columns are in the `hr.departments` table.
		Set the `QUERY_REWRITE_ENABLED` initialization parameter to `true`.
		Connect as `oe` user.
		The `JRepUtil` class implements these methods.
`lowercase italic monospace (fixed-width) font`	Lowercase italic monospace font represents placeholders or variables.	You can specify the `parallel_clause`.
		Run `Uold_release.SQL` where `old_release` refers to the release you installed prior to upgrading.

Conventions in Code Examples

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

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

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

Convention	Meaning	Example
[ ]	Brackets enclose one or more optional items. Do not enter the brackets.	`DECIMAL (digits [ , precision ])`
{ }	Braces enclose two or more items, one of which is required. Do not enter the braces.	`{ENABLE	DISABLE}`
|	A vertical bar represents a choice of two or more options within brackets or braces. Enter one of the options. Do not enter the vertical bar.	`[COMPRESS	NOCOMPRESS]` `{ENABLE	DISABLE}`

…	Horizontal ellipsis points indicate either:
	■ That parts of the code have been omitted that are not directly related to the example
	■ That you can repeat a portion of the code
		`CREATE TABLE ... AS subquery;`
		
		`SELECT col1, col2, ... , coln FROM employees;`

.
.
.
	Vertical ellipsis points indicate that we have omitted several lines of code not directly related to the example.	`SQL> SELECT NAME FROM V$DATAFILE;`
		`NAME`
		`------------------------------------`
		`/fsl/dbs/tbs_01.dbf`
		`/fs1/dbs/tbs_02.dbf`
		`.`
		`.`
		`.`
		`/fsl/dbs/tbs_09.dbf`
		`9 rows selected.`

Other notation	You must enter symbols other than brackets, braces, vertical bars, and ellipsis points as shown.	`acctbal NUMBER(11,2);` `acct    CONSTANT NUMBER(4) := 3;`
Italics	Italicized text indicates placeholders or variables for which you must supply particular values.	`CONNECT SYSTEM/`*`system_password`* `DB_NAME = `*`database_name`*

UPPERCASE	Uppercase typeface indicates elements supplied by the system. We show these terms in uppercase in order to distinguish them from terms you define. Unless terms appear in brackets, enter them in the order and with the spelling shown. However, because these terms are not case sensitive, you can enter them in lowercase.	`SELECT last_name, employee_id FROM employees;`
		`SELECT * FROM USER_TABLES;`
		`DROP TABLE hr.employees;`

lowercase	Lowercase typeface indicates programmatic elements that you supply. For example, lowercase indicates names of tables, columns, or files.
	
	Note: Some programmatic elements use a mixture of UPPERCASE and lowercase. Enter these elements as shown.
		`SELECT last_name, employee_id FROM employees;`
		`sqlplus hr/hr`
		`CREATE USER mjones IDENTIFIED BY ty3MU9;`

Conventions for Windows Operating Systems

The following table describes conventions for Windows operating systems and provides examples of their use.

Convention	Meaning	Example
Choose **Start** >	How to start a program.	To start the Database Configuration Assistant, choose **Start** > **Programs** > **Oracle** - *HOME_NAME* > **Configuration and Migration Tools** > **Database Configuration Assistant**.
File and directory names	File and directory names are not case sensitive. The following special characters are not allowed: left angle bracket (<), right angle bracket (>), colon (:), double quotation marks ("), slash (/), pipe (|), and dash (-). The special character backslash (\) is treated as an element separator, even when it appears in quotes. If the file name begins with \\, then Windows assumes it uses the Universal Naming Convention.	`c:\winnt"\"system32` is the same as `C:\WINNT\SYSTEM32`
`C:\>`	Represents the Windows command prompt of the current hard disk drive. The escape character in a command prompt is the caret (^). Your prompt reflects the subdirectory in which you are working. Referred to as the *command prompt* in this manual.	`C:\oracle\oradata>`
Special characters	The backslash (\) special character is sometimes required as an escape character for the double quotation mark (") special character at the Windows command prompt. Parentheses and the single quotation mark (') do not require an escape character. Refer to your Windows operating system documentation for more information on escape and special characters.	`C:\>exp scott/tiger TABLES=emp QUERY=\"WHERE job='SALESMAN' and sal<1600\"` `C:\>imp SYSTEM/password FROMUSER=scott TABLES=(emp, dept)`
HOME_NAME	Represents the Oracle home name. The home name can be up to 16 alphanumeric characters. The only special character allowed in the home name is the underscore.	`C:\> net start OracleHOME_NAMETNSListener`
ORACLE_HOME and *ORACLE_BASE*	In releases prior to Oracle8*i* release 8.1.3, when you installed Oracle components, all subdirectories were located under a top level `ORACLE_HOME` directory. For Windows NT, the default location was `C:\orant`. This release complies with Optimal Flexible Architecture (OFA) guidelines. All subdirectories are not under a top level `ORACLE_HOME` directory. There is a top level directory called `ORACLE_BASE` that by default is `C:\oracle`. If you install the latest Oracle release on a computer with no other Oracle software installed, then the default setting for the first Oracle home directory is `C:\oracle\ora`*nn*, where *nn* is the latest release number. The Oracle home directory is located directly under `ORACLE_BASE`. All directory path examples in this guide follow OFA conventions. Refer to *Oracle10i Database Platform Guide for Windows* for additional information about OFA compliances and for information about installing Oracle products in non-OFA compliant directories.	Go to the *ORACLE_BASE**ORACLE_HOME*\rdbms\admin directory.

1

Suite-Level Issues

This chapter summarizes release note issues that affect all components of Oracle Collaboration Suite. The following sections are included in the chapter:

- ORCLADMIN Password Error
- Single Box Installation
- Apache.exe Process Loops
- OCS_V2_PAGE_GROUP Cannot be Displayed
- Cannot Access Oracle Enterprise Manager Through Port 1810
- 8.3 Filename Creation on an NTFS Partition
- Oracle Internet Directory Delegated Administration Services
- Oracle Internet Directory Server User Validation
- Unlock RTC Repository Schemas Tool Hangs
- NETCA Directory Server Error
- OracleAS Web Cache Server Error
- Database is not Being Registered
- Infrastructure Use Phase 2 Tool
- Manually Applying Patch Set 5
- Manually Re-registering Single Sign-On for Upgrades
- Single Sign-On Redirection
- Database Configuration Assistant Error
- Enabling RAC with a Pre-seeded Oracle Collaboration Suite Release 2 Information Storage Database
- Upgraded Active EM Must be Set to Automatic
- Errors Occur in Oracle Collaboration Suite if 9iAS Portal is Not Installed
- Oracle Collaboration Suite Web Client
- Oracle Calendar Master Nodes
- Oracle Enterprise Manager for Oracle Email not Invoked
- Registering the Single Sign-On Photo
- Creating or Editing User Information
- Documentation Errata

1.1 ORCLADMIN Password Error

When changing the `orcladmin` password, and `Invalid Number Error` occurs.

1.2 Single Box Installation

When are performing a single box installation, you cannot have Microsoft.net or IBM WebSphere running on the same box.

> **See Also:** ARU 2032241.1 on Oracle *Metalink*

1.3 Apache.exe Process Loops

If the `apache.exe` child process consumes more CPU, it cannot perform new requests to the Oracle HTTP Server.

Workaround: comment out the following lines in the `httpd.conf` file to remove the dms module:

```
LoadModule dms_module modules/ApacheModuleDMS.dll
AddMOdule mod_dms.c
```

1.4 OCS_V2_PAGE_GROUP Cannot be Displayed

The `OCS_V2_PAGE_GROUP` cannot be displayed through the account information page.

Workaround:

1. Login to Oracle Portal as the `orcladmin` user.

2. Set the test1 (`OCS_Username`) user's Default Home Page.

3. Click **Builder**.

4. Click **Administer**.

5. In the Portal User Profile portlet, enter test1 (`OCS_Username`).

6. Click **Edit**.

7. Set the default group to `OCS_PORTAL_USERS`.

8. Click **OK**.

9. In the Portal User Profile portlet, enter `OCS_PORTAL_USERS`.

10. Click **Edit**.

11. Click **LOV**.

12. Expand `OCS_V2_PAGE_GROUP`.

13. Select **Return Object**.

14. Click **OK**.

1.5 Cannot Access Oracle Enterprise Manager Through Port 1810

Oracle Enterprise Manager cannot be accessed through port 1810 because it is being used by Oracle Calendar Server.

Workaround:

1. Shutdown Oracle Calendar Server.

   ```
   %ORACLE_HOME%\ocal\bin\unistop
   ```

2. Restart or Start Oracle Enterprise Manager.

   ```
   %ORACLE_HOME%\bin\emctl start
   ```

3. Start Oracle Calendar Server.

   ```
   %ORACLE_HOME%\ocal\bin\unistart
   ```

1.6 8.3 Filename Creation on an NTFS Partition

If users disable the 8.3 file name creation feature on an NTFS partition under Windows NT 4.0, any program using the Windows `GetShortPathName()` function receives an error.

Workaround: Do not disable the 8.3 file name creation feature.

1.7 Oracle Internet Directory Delegated Administration Services

An Oracle Internet Directory Delegated Administration Services error occurs on Simplified Chinese locale.

Workaround:

1. Uncomment the following line from `ORACLE_HOME\Apache\Apache\conf\httpd.conf`:

   ```
   include "ORACLE_HOME\Apache\Apache\conf\mod_osso.conf"
   ```

2. Restart the Http Server through Oracle Enterprise Manager.

1.8 Oracle Internet Directory Server User Validation

The Oracle Internet Directory server may not be able to validate users after the single box installation because the maximum number of connections may have been exceeded. This may be caused because the applications connecting to Oracle Internet Directory server are not releasing the connections.

Workaround 1:

1. Restart Oracle Internet Directory with two server processes modes. This can handle twice the amount of connections.

   ```
   % oidmon connect=connect_string start
   % oidctl connect=connect_string server=oidldapd instance=1 flags="server=2"
   start
   ```

2. Stop all `opmn` and Oracle Internet Directory processes.

3. Start the `opmn` processes.

Workaround 2:

If Workaround 1 above does not resolve the problem, then apply the following patches:

- *i*AS SSO patch, Bug 2673497 on top of IAS 9.0.2

- RDBMS JDBC patch, Bug 2931090 on top of RDBMS 9.0.1.4.5

- *i*AS Oracle Internet Directory patch, Bug 2876095 on top of iAS 9.0.2.3

1.9 Unlock RTC Repository Schemas Tool Hangs

The Unlock RTC Repository Schemas tool hangs because the RTC schema scripts cannot connect to the database.

Workaround:

1. End the `sqlplus` process from the Windows Task Manager.

2. Retry the configuration assistant from Oracle Universal Installer.

1.10 NETCA Directory Server Error

NETCA fails for directory service registration when the middle tier is configured on Traditional Chinese locale.

1.11 OracleAS Web Cache Server Error

When running the Oracle Calendar Web Client server, an OracleAS Web Cache server error occurs.

1.12 Database is not Being Registered

When running the database configuration assistant (DBCA) as a standalone, the database is not being registered.

Workaround: Register the database using a user DN that is a member of the Oracle Directory Manager `OracleDBCreators` group, or the `cn=orcladmin` user DN.

1.13 Infrastructure Use Phase 2 Tool

The Infrastructure Use Phase 2 tool may hang during the Oracle Collaboration Suite Release 2 middle tier installation.

Workaround:

1. Close the CMD window.

2. Retry the Infrastructure Use Phase 2 tool.

1.14 Manually Applying Patch Set 5

If you are manually applying Oracle9*i* (9.0.1.4.0) patch set 5, do not perform step 4 of the patch installation instructions.

1.15 Manually Re-registering Single Sign-On for Upgrades

After upgrading from Oracle Collaboration Suite Release 1 to Oracle Collaboration Suite Release 2, any partner applications registered with Single Sign-On must be manually re-registered.

> **See Also:** *Oracle9iAS Single Sign-On Release Notes, Release 2 (9.0.2)* for more information on re-registering the middle tier with the Single Sign-On server

1.16 Single Sign-On Redirection

When Oracle Collaboration Suite component URLs are accessed, such as
`http://hostname:portno/files/app`, the following Single Sign-On redirection
error occurs:

```
No Response from application server. There was no response from the application
web server for the page you requested. Please notify the site's webmaster
and try your request again later.
```

Workaround:

Re-register the middle tier with SSO server.

> **See Also:** *Oracle9iAS Single Sign-On Release Notes, Release 2 (9.0.2)* for
> more information on re-registering the middle tier with the Single
> Sign-On server

1.17 Database Configuration Assistant Error

When the database configuration assistant (DBCA) is invoked from the Oracle
Universal Installer or the command-line, the following error occurs:

```
Open Wallet Failed
```

This error can be ignored.

1.18 Enabling RAC with a Pre-seeded Oracle Collaboration Suite Release 2 Information Storage Database

Currently, RAC cannot be enabled with a pre-seeded Oracle Collaboration Suite
Release 2 information storage database.

Workaround: Install a 9.2.0.1 custom RAC enabled database from the Oracle9*i* Release
2 (9.2.0.1) CDs and apply the 9.2.0.3 patch set.

> **See Also:** Bug 3098122 for more information on this issue

1.19 Upgraded Active EM Must be Set to Automatic

When Active EM is upgraded from an Oracle Collaboration Suite Release 1 `ORACLE_
HOME` to an Oracle Collaboration Suite Release 2 `ORACLE_HOME`, the following are not
set in Services:

- Oracle Collaboration Suite Release 1 EM instance = `Manual`
- Oracle Collaboration Suite Release 2 EM instance = `Automatic`

Workaround:

Perform the following steps only if the host contains all of the following:

- Oracle Collaboration Suite Release 1 middle tier
- Oracle Collaboration Suite Release 1 middle tier `ORACLE_HOME` is the active
  Oracle Enterprise Manager `ORACLE_HOME`
- Oracle Collaboration Suite Release 1 middle tier has been upgraded through the
  `ocsua.sh` script, changing the active EM to an Oracle Collaboration Suite Release
  2 middle tier

1. From the Start Menu, select **Settings** > **Control Panel**.

2. Select **Administrative Tools**.

3. Double-click **Services**.

4. Set the EM Service from Oracle Collaboration Suite Release 1 ORACLE_HOME to Manual:

    On Window 2000 & Windows XP:

    a. Right click Oracle Collaboration Suite Release 1 EM Website Service.

    b. Click **Properties**.

    c. Set **Startup Type** to Manual.

    d. Click **Ok**.

    On Windows NT

    a. Select **Oracle Collaboration Suite Release 1 EM Website Service** > **Startup**.

    b. Set **Startup Type** to Manual.

    c. Click **Ok**.

5. Set the EM Service from Oracle Collaboration Suite Release 1 ORACLE_HOME to Automatic:

    On Windows 2000 and Windows XP:

    a. Right click **Oracle Collaboration Suite Release 1 EM Website Service**.

    b. Click **Properties**.

    c. Change the **Startup Type** to Automatic.

    d. Click **Ok**.

    On Windows NT:

    a. Select **Oracle Collaboration Suite Release 1 EM Website Service** > **Startup**.

    b. Set **Startup Type** to Automatic.

    c. Click **Ok**.

6. Close the Services window.

1.20 Errors Occur in Oracle Collaboration Suite if 9*i*AS Portal is Not Installed

During the Oracle Collaboration Suite middle tier installation, the Oracle Universal Installer (OUI) enables users to decide whether or not to configure Oracle9iAS Portal. While Oracle9*i*AS Portal is an optional component of Oracle Collaboration Suite, failure to configure Oracle9*i*AS Portal on at least one middle tier results in some broken links in the web client. For example:

- Clicking **Log on to** Oracle Collaboration Suite in the "End-User Login" section of the default welcome page (index.html) results in an error

- Clicking the **Return to Portal** global link in web applications, such as Oracle Email and Oracle Files, results in an error

Oracle Corporation recommends configuring Oracle9*i*AS Portal on at least one Oracle Collaboration Suite middle tier. Oracle9*i*AS Portal provides a convenient launch pad for accessing Oracle Collaboration Suite web applications.

> **Note:** Configuring Oracle9*i*AS Portal is a required prerequisite of configuring the Oracle Collaboration Suite Web client.

If you choose not to configure Oracle9*i*AS Portal as part of your installation, you can find the direct entry point URLs into various web applications, such as Oracle Email, Oracle Files, and Oracle Calendar in the following file:

```
%ORACLE_HOME%\webclient\classes\oracle\collabsuite\webclient\resources\
webclient.properties
```

1.21 Oracle Collaboration Suite Web Client

This section describes Oracle Collaboration Suite Web Client issues.

1.21.1 The Web Client Configuration Assistant Fails In the Upgrade Scenario

Workaround: Manually invoke the Web client configuration assistant from the command line as described in the following procedure.

Before invoking the Web client configuration assistant, manually ensure that the Oracle9*i*AS Portal middle tier has been installed or upgraded, and configured.

Skip Section 1.21.1.1, if the host name and port number for the applications were provided during the Web client installation through Oracle Universal Installer.

1.21.1.1 Configuring the Component URLs

1. Set the entry point URL for each configured component, such as Oracle Email, Oracle Files, and Oracle Calendar, by modifying the `webclient.properties` file located in the `%ORACLE_HOME%\webclient\classes\oracle\collabsuite\webclient\resources` directory.

    The `webclient.properties` file contains three URLs for each Oracle Collaboration Suite component:

    - Help page URL

    - Application entry point URL

    - Portlet provider URL

2. Replace the token for the host name and the port number in all three URLs for each component to be configured.

    If you are not upgrading Oracle Calendar to Release 2 (9.0.4.1), perform the following steps to make Oracle Calendar Release 1 (9.0.3) available as a portlet:

    a. Open the webclient.properties file from the `%ORACLE_HOME%\webclient\classes\oracle\collabsuite\webclient\resources` directory on the Oracle Collaboration Suite Release 2 (9.0.4.1) middle tier.

    b. Locate the following statement:

    ```
    calendar=http://%CALENDAR_HOST%:%CALENDAR_PORT%/ocas-bin/ocas.fcgi?sub=web
    ```

    c. Replace the preceding statement with the following:

```
calendar=http://%CALENDAR_HOST%:%CALENDAR_PORT%/fcgi-bin/owc
/lexacal.fcgi?go=login
```

d. Locate the following statement:

```
calendar.provider=http://%WEBCLIENT_HOST%:%WEBCLIENT_PORT%/webclient-
calendar/servlet/soaprouter
```

e. Replace the preceding statement with the following:

```
calendar.provider= http://%WIRELESS_HOST%:%WIRELESS_PORT%/marconi
/servlet/soaprouter
```

1.21.1.2 Running the Web Client Configuration Assistant from the Command-line

Enter the following command:

```
%ORACLE_HOME%\webclient\bin\webclient_installer.bat Oracle9iAS_Portal_user_name
Oracle9iAS_Portal_user_password -complete
```

If you know the Oracle9*i*AS Portal schema name, password, and connect string information, you can invoke the configuration assistant, as follows:

```
%ORACLE_HOME%\webclient\bin\webclient_installer.bat Oracle9iAS_Portal_user_name
Oracle9iAS_Portal_user_password -complete -s
schema -p password -c
connect_string
```

Where:

- `schema`: The Oracle database account for Oracle9*i*AS Portal

- `password`: The Oracle9*i*AS Portal account password

- `connect_string`: The connect string to the database instance where the Oracle9*i*AS Portal repository is installed; specified as *host_name:port:SID*

1.21.2 Files Portlet Automatic Installation Failure

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

1.21.2.1 If Oracle Files and the Web Client are Configured on Different Hosts

If Oracle Files and the Web Client are configured on different hosts, make sure to start the Oracle Files domain before you configure the Web Client.

> **See Also:** The Oracle Files configuration chapter of the *Oracle Collaboration Suite Installation and Configuration Guide* for more information

1.21.2.2 If Oracle Files and the Web Client are Configured on the Same Host

If Oracle Files and the Web Client are configured on the same host in the same installer session, automatic registration of the Oracle Files portlet will fail. In this case:

1. Start the Oracle Files domain.

> **See Also:** The Oracle Files configuration chapter of the *Oracle Collaboration Suite Installation and Configuration Guide* for more information

2. Verify that the Oracle Files-related URLs are correctly set in the `%ORACLE_HOME%\webclient\classes\oracle\collabsuite\webclient\resources\webclient.properties` file.

3. Re-run the Web Client configuration assistant from the command line:

   ```
   %ORACLE_HOME%\webclient\bin\webclient_installer.bat
   ```

1.22 Oracle Calendar Master Nodes

During installation, if you choose No in the Oracle Calendar Master Node screen, the installation will not continue. You must choose Yes and then, if desired, remove the [CLUSTER] section from the server's unison.ini file in order to make this node a slave node. You will then need to connect this node to a master node.

> **See Also:** *Oracle Calendar Administrator's Guide*, for more information

1.23 Oracle Enterprise Manager for Oracle Email not Invoked

Oracle Enterprise Manager for Oracle Email is not invoked during the installation of Oracle Collaboration Suite Release 2 infrastructure.

Workaround:

Perform the following steps on the infrastructure and the middle tier:

1. Set `ORACLE_HOME`.

2. Run `%ORACLE_HOME%\oes\bin\install_umemd.bat` script.

3. Restart Oracle Enterprise Manager.

   ```
   emctl start
   ```

1.24 Registering the Single Sign-On Photo

The current release does not permit a photo of a single sign-on user to be uploaded.

1.25 Creating or Editing User Information

If the **Create** or **Edit** button of the Resource Access Information screen in the Delegated Administration Service is clicked, previously filled columns are cleared. To correct this problem, enter user columns after setting the user resource information.

1.26 Documentation Errata

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

1.26.1 Verifying and Starting the Oracle Net Listener for the Information Store

The point # 2 should have listener and not listener_es.

1. Click the **Services** icon.

   2. In the list of local services, locate the service ending with `listener`.

   3. If the service is not running, right click the listener name and choose **Start** or **Restart**.

To start the listener manually :

```
%ORACLE_HOME\bin\lsnrctl start
```

1.26.2 Verifying and Starting the Oracle Net Listener for the Middle Tier

To verify that the listener is running:

```
%ORACLE_HOME\bin\lsnrctl status listener_es
```

1.26.3 Verifying and Starting the SMTP Listener for the Middle Tier

To start the listener:

1. Click the **Services** icon.

2. In the list of local services, locate the service ending with listener_es.

3. If the service is not running, right click the listener name and choose **Start** or **Restart**.

2
Globalization

This chapter summarizes issues associated with multi-language support.

The following sections are included in the chapter:

- Oracle Web Conferencing Greek Online Help Error
- Oracle Email CTXSYS Password Validation
- Web Client may not Work on Korean Locale
- Language Support for Installation and Upgrade
- NLS_LANG Must be Set to AMERICAN_AMERICA.UTF8
- Bidirectional Support for Arabic
- Language Support for the Web Conferencing Document Converter
- Host Name Translation Error in Web Conferencing
- Character Sets for Infrastructure and Information Store Databases
- International User IDs

2.1 Oracle Web Conferencing Greek Online Help Error

When clicking on the help icon, a `500 Internal Server Error` occurs.

Workaround: Manually change the browser's encoding to Greek.

2.2 Oracle Email CTXSYS Password Validation

The translation string for the CTXSYS password validation error message is missing in the Oracle Email `umconfig.bat` file.

2.3 Web Client may not Work on Korean Locale

The Web client may not work if you are using Internet Explorer on Korean Windows 2000.

2.4 Language Support for Installation and Upgrade

During the installation, the product language selection list determines which languages are installed. Oracle Corporation recommends that you choose the same languages for the infrastructure that you choose for the middle tier. Note that languages cannot be added or removed after installation.

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

2.5 NLS_LANG Must be Set to AMERICAN_AMERICA.UTF8

The `NLS_LANG` parameter must be set to `AMERICAN_AMERICA.UTF8` in order to backup and restore multibyte messages and folders.

2.6 Bidirectional Support for Arabic

Only Internet Explorer 5.5 and later support bidirectional user interfaces.

2.7 Language Support for the Web Conferencing Document Converter

To enable language support for the Web Conferencing Document Converter, you must enable the corresponding language option in Microsoft Office. Options can be set by selecting:

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

2.8 Host Name Translation Error in Web Conferencing

Under Oracle Web Conferencing Configuration, the translation of Host Name should refer to a host machine rather than a host person.

2.9 Character Sets for Infrastructure and Information Store Databases

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

Other character sets are supported when you upgrade existing infrastructure and storage databases to Oracle Collaboration Suite Release 2. Another supported option for the information store is to create a custom database that uses a specific character set.

2.10 International User IDs

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

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

- The mail administration Web interface cannot be used to create mail accounts for international user IDs. Instead, use the command-line tool `oesucr` as follows:

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

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

2. Execute `oesucr`:

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

3

Oracle Calendar

This chapter describes new features and known limitations of the components of Oracle Calendar.

- General Issues and Workarounds
- Oracle Calendar Server
- Oracle Calendar Administrator
- Oracle Calendar SDK
- Oracle Calendar Application System
- Oracle Connector for Outlook
- Oracle Calendar Desktop Clients
- Oracle Calendar Sync Clients
- Client Coexistence Behavior

3.1 General Issues and Workarounds

FastCGI zombie processes: In some cases, the Calendar Web client (`ocas.fcgi/ochecklet.fcgi`) is not properly shut down after stopping the Oracle HTTP Server or Apache web server. (3322285)

There is a patch available on Oracle Metalink that fixes this problem. The ARU number for the patch is: 5272066.

Port conflict: Due to the method used by Windows to allocate port numbers, Enterprise Manager may fail to start because the port it is configured to use is already being used by the calendar server. (3253824)

Workaround:

1. Stop the calendar server.
2. Start (or restart) Enterprise Manager.
3. Restart the calendar server.

Applying Calendar translation fixes when upgrading: If you are upgrading from Oracle Collaboration Suite, Release 1 (9.0.3) to Release 2 (9.0.4), you must perform the following steps on the infrastructure and middle tier in order to apply the fixes for bugs 2933426 and 3216391 (Korean month names are in English).

1. Stop all instances, including databases, listeners, HTTP server, and OC4J.
2. Backup all files under `%ORACLE_HOME%\ocommon\nls\admin\data`.

3. Copy `NLSRTL.zip` from Disk 1, to the "patch" directory.

4. Extract the zip file and replace the files in `%ORACLE_HOME%\ocommon\nls` `\admin\data`.

5. Restart all instances.

3.2 Oracle Calendar Server

This section contains the following topics:

- What's New in This Release
- Known Limitations and Workarounds
- Resolved Limitations in this Release

3.2.1 What's New in This Release

This release of the Oracle Calendar server includes the following new features.

Performance and Scalability
- Multiple Corporate-Wide Services daemons/services
- Threaded version for Solaris and HP
- Small transaction optimization
- Store attachments outside of event database

High Availability
- Run `unidbfix` in check mode 24 x 7, while server is up
- Run `unidbfix` concurrently on different nodes
- Start and stop nodes while the server is running
- Run `unidbfix` repairs on a stopped node
- Allow sign-in during backups

Enhanced Administration Capabilities
- Delegate administration rights
- Major upgrade of Web-based Calendar Administrator
  - New look and feel
  - Manage users, resources, event calendars, groups, nodes and servers
- Remote start/stop server capability
- Utilities for controlling more attributes: `uniuser` (user directory attributes, reminders, user settings, inactive accounts), `uniadminrights` (admin rights), `uniaccessrights` (access rights, including designate rights) and `unigroup` (groups)
- Single-user restore
- Transfer of event ownership when deleting users
- `uniical` utility to replace `unicpin/unicpout` for import/export

Directory Support

- Dynamic LDAP groups

- OpenLDAP

- LDAP support for non-password-based authentication like GSSAPI and SASL

- Reduce the number of access required to the directory

- The LDAP libraries are "SSL enabled" for all platforms

Other Enhancements (Client Support Required)

- Remote designates

- Replication of groups across nodes

- Control double-booking on a per-resource basis

- Automatic confirmed reply for booked resources (resource approval)

3.2.2 Known Limitations and Workarounds

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

- **Designates**: After upgrading an Internal Directory installation of the Calendar server, the remote designate feature may not work. To fix the problem, run the unirnsync utility after the upgrade to replicate the necessary information to remote nodes.

  > **See Also:** *Oracle Calendar Reference Manual* for more information

- **Corrupted ini files**: When the Oracle Calendar server is installed in multi-byte languages, the category.ini and categorytype.ini files are corrupted. To fix this issue, copy category.ini.sbs to category.ini and copy categorytype.ini.sbs to categorytype.ini. (3016058)

- **Restarting a calendar node**: If you stop a calendar node using the Calendar Administrator, you will not be able to restart the node using the Calendar Administrator. Workaround: Use unistart to restart.

- **Calendar server host name**: The host name of the calendar server (not including the domain name) cannot be longer than 24 characters. (3004315)

- **Master nodes**: During installation, if you choose No in the Oracle Calendar Master Node screen, the installation will not continue. You must choose Yes and then, if desired, remove the [CLUSTER] section from the server's unison.ini file in order to make this node a slave node.

  > **See Also:** *Oracle Calendar Administrator's Guide* for information on how to connect this node to a master node

3.2.3 Resolved Limitations in this Release

This section describes resolved limitations of the Oracle Calendar server.

- You could not transfer an agenda to another user with the Calendar Administrator

- You could not manage holidays from the Calendar Administrator

- You could not create an event calendar using the Calendar Administrator

- You could not modify resource working hours using the Calendar Administrator
- You could not start and stop a server/node with the remote client

3.3 Oracle Calendar Administrator

3.3.1 Known Limitations and Workarounds

Problems with the security certificate: When you open a secure connection to the Oracle Calendar Administrator your browser may warn you that it cannot verify the authenticity of the certificate. This occurs because the Oracle HTTP Server includes a default certificate that doesn't come from a recognized Certification Authority.

Do one of the following:

- Replace the default certificate on the Oracle HTTP Server with an authentic certificate from a recognized Certificate Authority
- You can safely ignore the warning. Despite the fact that the default certificate cannot be verified, the connection still provides strong encryption

3.4 Oracle Calendar SDK

This section covers these topics:

- What's New in this Release
- Resolved Limitations in this Release

3.4.1 What's New in this Release

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

- Task operations (VTODO objects)
- Contact operations (VCARD objects)
- Corresponding Java classes with JNI (Java native interface)
- Remote designate operations
- Connection pooling

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

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

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

- X-* (any X- property)
- SEQUENCE
- RESOURCES
- RELATED-TO

- CONTACT

- URL

- ATTENDEE where the attendee is a non-calendar user (e.g. invited only by their e-mail address)

3.4.2 Resolved Limitations in this Release

- The "blocking" behavior of the connection pool was disabled. Attempts to open a new server connection when the maximum number of connections (as set by `max_users`) has been reached did return an error instead of waiting until a connection became available. (2989379)

- Connection pool error codes were incorrectly mapped to the CAPIStatus value CAPI_STAT_LIBRARY_INTERNAL_COSMICRAY. (2889348)

- If a server connection was lost, the dead connection was not released from the connection pool and caused subsequent calls to fail. (2898775)

3.5 Oracle Calendar Application System

This section contains release note information on these products:

- Oracle Calendar Web Client

- Oracle Calendar Web Services

- Oracle Sync Server

3.5.1 Oracle Calendar Web Client

This section covers these topics:

- What's New in This Release

- Known Limitations and Workarounds

- Resolved Limitations in This Release

- Document Errata

3.5.1.1 What's New in This Release

This section lists new features of the Oracle Calendar Web client.

- The new Scheduler provides an efficient way to find out when multiple users and Resources are available for Meetings; the resource-scheduling mechanism allows hierarchical searches and automatic workflow for resources requiring designate approval. Users can also view details about people or resources.

- The "Show time as free" feature allows users to accept invitations to meetings while remaining available for other invitations

- Support for Oracle Web Conferencing; users can join and create Web conferences from the Web client

- New designate functionality, including support for:

  – Resource designates

  – Event calendar designates

  – Remote designates

- Changes made to notification and wireless preferences are applied to calendar desktop clients

- Ability to set default reminder settings for Meetings, Daily Notes and Day Events.

- Support for 24-hour meetings

- A link to the Calendar Administrator from the global toolbar (for users with Server Administration rights)

- Ability for users to set the hours displayed in the daily or weekly view

- Support for additional languages, including Danish, Dutch, English, Finnish, French, German, Greek, Italian, Japanese, Korean, Norwegian, Brazilian Portuguese, Portuguese, Swedish, Spanish, Simplified Chinese, Traditional Chinese and Turkish.

3.5.1.2 Known Limitations and Workarounds

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

- **File attachments**:

  - After uploading a file to the server, if the user closes the browser window instead of clicking OK, the file will remain in the server's temporary directory (2973763)

  - When viewing someone's agenda with full viewing rights and attempting to open an attachment to a meeting, a security violation error message appears (2983094)

- **Establishing a master node connection**: When a slave node is unavailable, the Oracle Calendar application system may have difficulties establishing a connection to the master node. **Workaround**: Set `openallnodes = FALSE` in the `[Connectionconfig]` section of the `ocas.conf`.

- **Wireless reminder option**: In Entry Default preferences, the wireless reminder option is available even when wireless preferences are disabled (2975055)

- **Netscape/Mozilla issues**:

  - **Netscape 6.2**: In order to print an agenda properly, the margin size must be set to one inch under Web client Display Preferences (2861543)

  - **Netscape 6.x**: The **Return to Previous** link in some error pages does not work. This is a Netscape issue. (2981030)

  - **Mozilla 1.x**: Users may experience display problems and erratic behavior (2847384)

- **Redirect issue**: To redirect the Oracle Calendar Web client, add the following statement to `%ORACLE_HOME%\ocas\conf\ocal.conf`:

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

(2982922)

- **Reminder lead time**: When a user tries to set a reminder lead time greater than the server's maximum allowed value, the lead time is automatically reset to the server's maximum value without warning (2980094)

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

- **Upgrade issue**: Blank lines in ocas.conf and `ocwc.conf` in your R2 installation will be removed by the Upgrade Assistant. To preserve them, replace them with "#" prior to running the Assistant

3.5.1.3 Resolved Limitations in This Release

This section describes resolved limitations of the Oracle Calendar Web client.

- When editing or deleting events, e-mail notification was not sent, even if it was set to do so in preferences (2907433)

- Resource conflicts were not properly checked when resource designates issued approval, unless resource approval was set up after the Calendar server was installed (2906858)

- A resource designate would be asked to sign in after clicking a resource approval link, unless the resource was already signed in (2907487)

- "Show time as" functionality was described in the online Help even though it was not implemented in the release (2907123)

- The Scheduler page had changes made that were not reflected in the online Help (2907159)

- Adding a group to an entry could cause an error if you were acting as a designate, picking a group from a search results list, or adding an LDAP group or group you did not create (2852128, 2859436, 2901674, 2906654)

- Entering a number followed by a space in a text box where a numerical value is required (such as the "repeat for" text box) could cause an error. An error could also occur when creating a new group and entering the new name with an extra space — the group would not be created. (2844834, 2894371)

- When a remote user was invited to a meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status would be shown as **will confirm later** instead of **will attend**. This was a server issue. (2892157)

- Two or more users with the same name could not sign on, even if they had different passwords (2899249)

- Line breaks were not shown in the **Details** section of Meeting entries

- When the first instance date of a Repeating entry did not match the default date on the General page, the default date would not be updated to reflect the Repeating date.

- The Calendar Portlet page would return the message, "This service is currently unavailable, please try later," when a user had Daily Notes or Day Events scheduled for the current day and had set the calendar display preferences to not display declined meetings.

- Internet Explorer 5.x Macintosh only: If the default start and/or end time in the Group View was changed and then a search for a group was performed, a "No Response from Application Web Server" page appeared

- Netscape 7.x only: Margins of one inch had to be set in order for the Printer-friendly format feature to work correctly

- The hour set in the "From" and "To" times in the Deliver reminders and notifications field in the Wireless section of the Edit Preferences page had to be greater than or equal to one. For example, using 0hr 00 min would result in an error. This was only an issue when the 24-hour display format is used.

- Edit Access Rights Page: If the g: or r: prefixes were used when performing a search from the Edit Access Rights page, misleading error messages would appear

- When 12:00 p.m. was selected from the drop-down box on the Suggest Time page, 12:00 a.m. was set in the **General** section of the Entry Modification/Creation pages. This was only an issue when using the 12-hour time format for the Web client.

- Internet Explorer 5.1 Macintosh only: When clicking Suggest Time from the Create/Modify Meeting page, the Suggest Time dialog box would open behind the main page

- When setting values for the **Print** section of the Preferences page, using a value greater than **3** for the **Margin** setting would cause the Web client to freeze

- Creating New Groups: You could only add an existing Group to a new Group by either entering a specific group name in the **Search** field and clicking **Find**, or by selecting the **Groups** radio button and clicking **Find**

- You could not upload attachments with titles longer than 41 characters

- Suggest Time Feature: Entering **24** in the **Time between** fields of the Suggest Date & Time page resulted in an Internal Server error. This only occurred when using the 24-hour time format.

- Whenever the Oracle Calendar server was restarted, the middle tier Oracle HTTP Server had to be restarted as well

- Internet Explorer 5.x Macintosh only : If the default start and/or end time in the Group View was changed and then a search for a group was performed, a "No Response from Application Web Server" page would appear

- The **Show time as** drop-down menu appeared to be available when it should not have been (2978497)

- Error messages appeared in Netscape or Mozilla after an incorrect action was performed (2978866)

This section describes resolved limitations in the Oracle Calendar Web client online Help.

- **Translated versions of the online Help**:

  – Setting default reminders is now described (2948693)

  – For ADA versions, in the **Display Preferences** section under **Setting Your Preferences**, the Help explained that you could select the hours of the day you want displayed in your Daily View, but this does not apply to ADA mode. This sentence has been removed. (2949389)

3.5.1.4 Document Errata

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

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

  – Notification of Entries in plain text format or as notes in your calendar display on your mobile phone

- Mobile device alarm

- Preferred service center number

3.5.2 Oracle Calendar Web Services

This section covers these topics:

- What's New in This Release

3.5.2.1 What's New in This Release

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

3.5.3 Oracle Sync Server

This section contains the following topics:

- What's New in This Release

- Known Limitations and Workarounds

- Device-Related Issues

- Resolved Limitations in This Release

3.5.3.1 What's New in This Release

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

3.5.3.2 Known Limitations and Workarounds

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

- **Ericsson R520m, T39, T68, Sony Ericsson T68i**:

  - Missing resource names: When the `attendeesindetails` parameter on the server is set to `short`, resource names and statuses in event details are not synchronized to a device. This is because truncated resource names are not meaningful to users. Resources are only added to event details when `attendeesindetails` is set to `full`. (2922093)

  - **Missing dash in phone number**: The device does not store formatted phone numbers. All non-numeric characters other than "#" are removed when phone numbers are stored on the device. (2845256)

  - **Missing or modified e-mail addresses**: The device can store one e-mail address for a contact, while the server can store two. If a contact's e-mail address is modified on the device and synchronized to the server, it is possible that the wrong address on the server will be updated. This is because there is no way at this time for the server to detect which address is supposed to be updated.

- **Missing organization field**: The device can store one organization field for a contact, while the server can store two. If a contact's organization field is modified on the device and synchronized to the server, the information in both server fields is discarded in favor of the field synchronized from the device.

- **Siemens S55**: Memos created on the Siemens S55 synchronize as Daily Notes on the server (Other phone devices synchronize Memos as Day Events) (2962661)

■ **Address Book entries**: You cannot delete any fields from Address Book entries (3003919)

3.5.3.3 Device-Related Issues

This section describes issues encountered by Oracle Sync Server due to the behavior of the Sync-ML client software installed on the following devices.

■ **Nokia 3650**:

- The Sync-ML client always assigns a due date for tasks. When tasks with no due date on the server are synchronized to the device, they will be given the current date as the due date. (2870062)

- Task priorities are mapped between the device and server as follows:

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

(2842037)

- Unable to synchronize tasks created using the Oracle Calendar desktop client with the phone device. Phones that synchronize tasks and events using the same phone database MUST use `./Calendar` as the server URI. However, phones that synchronize them separately MUST use `./Calendar/Events` and `./Calendar/Tasks` as the respective URIs for the device's events and tasks databases. (2956318)

■ **Nokia 3650 and 92xx**:

- Changes to an entry's Access Level on the server are not synchronized to the device. However, a new entry's Access Level will be correctly synchronized from the server to the device the first time. (2839895)

- Unable to synchronize Business and Home addresses from the Oracle Calendar desktop client to the phone device (2839242)

- E-mail addresses synchronized from the server to the device get reversed; that is, `E-mail address 1` becomes `E-mail Address 2`, and vice versa (2839795)

■ **Nokia 3650, Nokia 7650, Nokia 92xx, Sony Ericsson T68i**: The `completed` property for tasks is not supported. Tasks marked as completed on the server cannot be marked as completed on the device. (2909625)

■ **All Nokia Devices, Sony Ericsson P800**: These devices do not allow you to change their time zones. If you are travelling across time zones, it is best to avoid synchronizing until you return. However, if you must synchronize, only do so if

your account on the Calendar server remains set to the same time zone as your device.

- **Nokia 92xx**

    - Unable to synchronize with the Nokia 9290 phone device when `KeepAlive=ON` (default value set by the Oracle Collaboration Suite installation) (2862018)

    - After synchronizing your Address Book with the Nokia 9290 phone device, invalid characters are inserted in the **Company** and **Department** fields (3051312)

- **Ericsson T39, T68, R520m**: Task synchronization is not supported (2909625)

- **Ericsson R520m, T39, T68, Sony Ericsson T68i, Siemens S55**: When travelling, it is recommended that you set your device to the same time zone as your Calendar account before synchronizing

- **Ericsson R520m, T39, T68, Sony Ericsson T68i**:

    - **Contact's full name becomes a last name**: The correct way to enter contact names on the device is `Lastname, Firstname`. Names entered on, or synchronized to, the device without a comma will be stored on the device as last names only. (2844373)

- **Ericsson R520m**:

    - The Ericsson R520m has a limit of 150 characters in its event details field. Attendee information that exceeds 150 characters is not added to the details field. It is best to use the default server parameter of `AddAttendeesInDetails = short` with this phone. (2862247)

    - When you create an untimed event using the device, the Daylight Savings time change can cause it to be displayed as a Meeting with a duration of 1 minute on the Oracle Calendar desktop client (2864097)

- **Ericsson T68i**: When a contact's e-mail address is modified using the phone device and contains special characters, it appears to be corrupt on the Oracle Calendar desktop client. This occurs because the phone device does not return the EMAIL vcard property in the appropriate format. (2844777)

3.5.3.4 Resolved Limitations in This Release

Modifying contact information using the phone device resulted in truncated fields on the Oracle Calendar desktop clients because the maximum character length allowed varied depending on the phone device's limitations. (2844930)

3.6 Oracle Connector for Outlook

This section contains these topics:

- What's New in This Release
- Known Limitations and Workarounds
- Resolved Limitations in This Release

3.6.1 What's New in This Release

This section lists new features of Oracle Connector for Outlook.

- Out of Office Assistant and Server-side e-mail rules

- View mail server quota usage

- New e-mail, voice mail and wireless preferences

- Ability to recover e-mail deleted from one or more folders for a specified period of time

- Schedule and join Oracle Web conferences through Microsoft Outlook

- New enhanced resource scheduling functionality

- Prompt for language choices when upgrading from a previous version using the /Lang command-line switch

- Assign delegate access to remote node users

- Access to complete (Calendar and non-Calendar) user directory backing the Calendar server

- Ability to resolve names against Oracle Internet Directory distribution lists

- Reduction in number of IMAP4 and calendar API commands issued to implement frequently performed Microsoft Outlook operations

- Master Node Configuration to auto-detect Calendar server account

- Local Mailbox Caching - ability to use a local copy of IMAP4 e-mail while working online

- Ability to configure folder count refreshes

- The ability to control whether the delegate name appears as "on behalf of" the folder's owner when sending messages

- The ability to automatically notify the Calendar owner when a delegate adds a meeting to the owner's Calendar

- Optimizations to the Outlook Advanced Search functionality when looking for e-mail recipients, meeting organizers and attendees

- Support for additional languages, including Danish, Dutch, English, Finnish, French, German, Greek, Italian, Japanese, Korean, Norwegian, Brazilian Portuguese, Portuguese, Swedish, Spanish, Simplified Chinese, Traditional Chinese and Turkish

- Sender's e-mail address is not included when doing a Reply to All

- Users are warned and prevented from sending e-mail messages larger than the maximum size allowed by the SMTP server

- Outlook can perform other tasks while sending large e-mail messages

- Non-delivery reports include the reason for failure of the SMTP server

- Ability to send and read S/MIME encrypted e-mail messages with Entrust Express (6.0, 6.1 and 6.1 SP 1) digital certificates

3.6.2 Known Limitations and Workarounds

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

- **Client-Side Rules Wizard**: To specify a person using the Outlook Client-Side Rules Wizard, you must provide both the user's display name and e-mail address separated by a semi-colon in order to have the rules trigger on messages received from that person (3117097)

- **Synchronization**: Synchronizing the Pocket Outlook 2002 Inbox using ActiveSync 3.5 with Outlook 2000 will result in unresolved items (2932027)

- **Web conferences**: Due to an Outlook 2000 limitation (Microsoft Knowledge Base: 272320), Outlook 2000 users require at least Office 2000 Service Pack 3 to correctly display an instance of a recurring Oracle Web conference (2927339)

- **IMAP server**: When using an IMAP4 server that does not support authenticating via Simple Authentication and Security Level (SASL), such as Oracle Email Server, it is recommended that you enforce Secure Sockets Layer (SSL) for all connections to your IMAP4 server to avoid sending passwords in clear text. Consult your e-mail server documentation for more information. For details on setting up Oracle Connector for Outlook server connections with SSL, see the Oracle Connector for Outlook online help.

- Oracle Connector for Outlook does not change the core functionality of Microsoft Outlook/Exchange, however, the following are some examples of Outlook features that are not supported in this release

  - **Unsupported formats/attachments**: Oracle Connector for Outlook does not support Transport Neutral Encapsulation Format (TNEF) in e-mail messages, or `winmail.dat` attachments sent by Microsoft e-mail clients (3117510)

  - **Microsoft POP3 service provider**: Oracle Connector for Outlook cannot be installed in the same profile as Microsoft's POP3 service provider

  - **Group By option**: Custom folder views using the Group By option are not supported. Suggested workaround: Set the **Group By** field to none. (3117194)

3.6.3 Resolved Limitations in This Release

This section describes resolved limitations of Oracle Connector for Outlook.

- Reading an incoming e-mail while it was being moved to another folder by an Inbox rule could result in the message being duplicated in the destination folder (3117313)

- If an open message was moved immediately after replying, a copy of that message would remain in its original location (3117325)

- Outlook 2000 on Windows 98 only: When working in another user's Calendar folder, you could not create a new meeting by simply highlighting a time and typing directly in the cells (3117338)

- When a remote user was invited to meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status would be shown as "will confirm later" instead of "will attend". This was a server issue. (2892157)

- Ability to synchronize Notes and Ink Notes with Pocket PC devices

- Ability to synchronize off-line folders without first visiting them (3117210)

- Long delays were experienced at the end of the Oracle Connector for Outlook installation

- Upgrading Oracle Connector for Outlook or purging the off-line folders resulted in PST files getting deleted (2692841)

- Meetings created with attachments (Word, Excel) using an Oracle Calendar desktop client did not show the attachments when the same meeting was viewed from Microsoft Outlook XP. The attachments could be seen properly on Microsoft Outlook 2000. (3117299)

- Recurring Meetings or Show Free/Busy information could not be displayed correctly if user did not have full administration privileges (2666117)

- Users with rights to manage Holidays could inadvertently delete Holidays for everyone through Outlook

- Client-side rules to move all e-mail to personal folders resulted in another, empty e-mail (2662010)

- Moving an e-mail from Oracle Connector for Outlook to a target PST folder did not delete the source message (3117236)

- Canceling a move of multiple messages from the Oracle Connector for Outlook to a target PST folder deleted the source messages (3035337)

- The time displayed in the Reminder pop-up window on Outlook XP displayed the reminder time instead of the meeting's start time (3117709)

- Synchronization with Chapura's PocketMirror did not work (3063227)

- The **Work Offline** toolbar button did not work (3101189)

- Italian only: There were two **Client Rules** menu items on the **Tools** menu (2985603)

- Could not create/send e-mail messages to a distribution list embedded within another distribution list (3028635)

- If you created a group using the Group Scheduling feature, the group would not be saved after you exited Oracle Connector for Outlook (2943564)

- You could not access the second voice mail from a forwarded message that also included a voicemail from the person forwarding the message (3057009)

- Specifying X400 name for a Calendar account name instead of a UserID against a 9.0.4 masternode Calendar server resulted in bad behavior (3101153)

- E-mails received from Oracle Email 9.0.3 Auto-Reply had missing text (3040699)

- Work Offline/Work Online feature did not refresh the message in the Preview Pane (3100989)

3.7 Oracle Calendar Desktop Clients

This section contains release note information on these products:

- Oracle Calendar Desktop Client for Windows
- Oracle Calendar Desktop Client for Macintosh
- Oracle Calendar Desktop Client for Linux
- Oracle Calendar Desktop Client for Solaris

3.7.1 Oracle Calendar Desktop Client for Windows

This section contains these topics:

- What's New in This Release
- Known Limitations and Workarounds
- Resolved Limitations in This Release

3.7.1.1 What's New in This Release

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

- Support for e-mail to remote resources

- Ability to access remote groups

- Enhanced user interface for the agenda search

- Support for meetings greater than 24 hours

- Perform conflict checking on a per resource basis[1]

- Improved address book: Ability to create a repeating note entry from a birthday or anniversary date, ability to launch an e-mail application from an address book entry's e-mail address, ability to launch the browser from an address book entry's URL

- Support passwords longer than 15 characters[1]

- Enhanced resource scheduling[1]

- The "Show time as free" feature — allows users to accept invitations to meetings while remaining available for other invitations[1]

- Support for German and Japanese

3.7.1.2 Known Limitations and Workarounds

This section describes known limitations and workarounds for the Oracle Calendar desktop client for Windows.

- **iCalendar import**: When attempting to import an iCalendar file to an external calendar product such as Microsoft Outlook, only the first entry in the file is imported correctly. To work around this issue, you should export/import your Agenda data in vCalendar format instead. (2859449)

- **VCS import**: Importing `.vcs` files from some programs may not work properly (2836621)

- **Japanese Address Book**: The Japanese version of the Oracle Calendar desktop client for Windows does not support Address Book functionality

3.7.1.3 Resolved Limitations in This Release

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

- When you have new entries in your offline agenda, selecting **Download To Local File** did not properly reconcile the agendas (2896226)

- When attempting to print your Agenda while having a Designate Agenda window open, the system occasionally printed the Designate Agenda rather than your own (2836683)

- When attempting to print your Agenda with the time range set to span 24 hours, the application reverted to the default time range (08:00-17:00) instead (2859640)

- Downloading your agenda to a file after changing your password caused errors (2912923)

---

[1] Requires Oracle Calendar Server 9.0.4

- When a remote user was invited to meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status would be shown as **will confirm later** instead of **will attend**. This was a server issue. (2892563)

3.7.2 Oracle Calendar Desktop Client for Macintosh

This section contains these topics:

- What's New in This Release
- Known Limitations and Workarounds
- Resolved Limitations in This Release

3.7.2.1 What's New in This Release

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

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

- Support for meetings greater than 24 hours

- Perform conflict checking on a per resource basis[1]

- Improved address book: Ability to create a repeating note entry from a birthday or anniversary date, ability to launch an e-mail application from an address book entry's e-mail address, ability to launch the browser from an address book entry's URL

- Support passwords longer than 15 characters[1]

3.7.2.2 Known Limitations and Workarounds

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

- **Sign-in**:
  - After configuring a master-node server for a specific user, the user name displayed in the Sign-in dialog is that of the previously signed-on user instead of the indicated user (2864234)

  - Attempting to sign-in to the application with a valid password containing a Euro character will fail (2871974)

  - Signing in to your agenda off-line may not always work. For instance, it is known that in the off-line configuration dialog box, if you select a different time zone and then try to sign in, you will simply be returned to the sign-in dialog box. (2893984)

- **Notifications**: The pop-up notification for new entries feature does not work (2872763)

- Windows: When switching back and forth between Oracle Calendar desktop client for Macintosh and other applications, the Oracle Calendar windows appear in the foreground but remain grayed out as though they were still in the background (2893976)

- **Repeating events**: Trying to apply a change in Reply status to all instances of a repeating meeting may not work. (2884186)

- **Printing**: When you click **Print** from the New Group dialog when there is no default printer set up on your system, a message is displayed asking if you wish to set up a printer. Clicking **Cancel** yields the following unexpected error: `Module: <CST_ManageGroupsDlog.cpp>, Label: 125, Service error: 0x31002.` (2842273)

- **Address Book**:
  - Address Book categories do not function correctly (2830426, 2879849)

  - If you leave your address book open while upgrading, your data may not appear to have been migrated properly. Just click on the address book icon from the toolbar to see your updated entries. (2911972)

  - Creating a Daily Note from the Address Book while working off-line may not work (2921488)

  - Exporting the address book to tab-delimited/comma-delimited text files does not work (2924992)

- **Duplicate Meeting**: The Duplicate Meeting functionality may cause some unexpected behavior (2874952, 2892366)

- **Apply to All**: In the event editor, the Apply to All functionality may not work correctly for all selections (2884158, 2884186, 2884903)

- **iCalendar import**: You cannot import iCal files while offline (2922180)

3.7.2.3 Resolved Limitations in This Release

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

- Making changes to notification preferences produced a blank dialog box (2891594)

- If you expand a repeating event (Meeting, Daily Note, Day Event), select all the instances and try to change your reply status, the program terminated unexpectedly (2919825)

- You could not create a weekly meeting on a Saturday or Sunday (2929937)

- Clicking the **Open All Folders** button from a recently retrieved Published Address Book yielded the Save dialog (2879881)

- Creating an address book while working off-line (standalone only) caused errors to occur the next time you signed in (2871716)

- Meetings created by Event Calendars that include attendees yielded unexpected errors (2880321)

- If you opened another user's agenda as a designate and then did a refresh, you would get an error message (2919085)

- Changes to your Address Book's user-defined fields were not saved (2832478)

- In cases where there was no wireless support (such is the case for MDCC), wireless reminder check boxes were displayed in the **Reminder** tabs and the Entry Defaults preferences even though they should not have been (2893809)

- When creating a recurring Meeting whereby one instance had a duration long enough to create a conflict with another instance on the following day, the following message was displayed: `Two or more instances have the same date and time` (2840028)

- Clicking **OK** in the Oracle Calendar Preferences dialog and then choosing **View** > **Set Filter** could cause the application to terminate unexpectedly (2847602)

- Attempting to create a recurring Meeting that exceeded the maximum number of instances allowed caused the following unexpected error: `Module: <CST_Event_Editor.cpp>, Label: 390, Service error: 0x1812b` (2872041)

- Attempting to display the Print Preview for an Agenda page that contained a Meeting spanning more than 24 hours could cause the application to terminate unexpectedly (2877037)

- A password that was changed while working off-line to a password not allowed by the server could cause the application to unexpectedly terminate when attempting to reconcile the on-line and off-line passwords (2903625)

- When a remote user was invited to a meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status would be shown as **will confirm later** instead of **will attend**. This was a server issue. (2892567)

3.7.3 Oracle Calendar Desktop Client for Linux

This section contains these topics:

- What's New in This Release
- Known Limitations and Workarounds
- Resolved Limitations in This Release

3.7.3.1 What's New in This Release

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

- Open a Group View containing the agendas of the people invited to a particular Meeting by right-clicking on a Meeting and selecting **Open Group View**
- Use the startup preferences to choose when you would like your In-tray to be displayed
- With the new on-line Address Book, you can now manage all your Address Book Entries from one location and create categories to make your contact management easier than ever before
- View number of attendees for confirmed and unconfirmed meetings
- A new installer allows users to easily install the application. A pre-configuration file is provided for silent installation
- Support for meetings greater than 24 hours
- Perform conflict checking on a per resource basis[1]
- Improved address book: Ability to create a repeating note entry from a birthday or anniversary date, ability to launch an e-mail application from an address book entry's e-mail address, ability to launch the browser from an address book entry's URL
- Support passwords longer than 15 characters[1]
- Enhanced resource scheduling[1]
- The "Show time as free" feature allows users to accept invitations to meetings while remaining available for other invitations[1]

3.7.3.2 Known Limitations and Workarounds

This section describes general issues and workarounds for the Oracle Calendar desktop client for Linux.

- **Address Book Folders**: Changes you make to Address Book Folders preferences will remain in effect for the current session only. They are not properly saved. (2836729)
- **iCalendar import**: Importing iCalendar files offline may not work properly (2847503)
- **Reconciling your Agendas**: Selecting **Download Only** from the Reconcile, Cancel, Download Only dialog box will erase any changes you have made in your off-line Agenda. You will not be warned that any changes that you make while offline will be lost. (3117497)
- **Running concurrent copies**: You should not run concurrent copies of Oracle Calendar from one Unix account
- **Default port**: On some machines it may be necessary to specify the port number when connecting to a server that uses the default port. For example, if you are connecting to a server named `calendar.acme.com`, you enter `calendar.acme.com:5730`. **(2880571)**

3.7.3.3 Resolved Limitations in This Release

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

- Attempting to create a group containing a user that was an Event Calendar caused the following unexpected error:
  ```
  Module: <CST_ManageGroupsEditorDlog.cpp>, Label: 135, Service
  error: 0x13209 (2847208)
  ```

- Meetings created by Event Calendars that included attendees caused unexpected errors (2880299)

- When a remote user was invited to meeting, the meeting owner's status was not correctly displayed to the remote user. The owner's status was shown as **will confirm later** instead of **will attend**. This was a server issue. (2892157)

- When changing your password while working off-line, choosing a password that was not allowed by the server could cause the application to unexpectedly terminate when you attempted to reconcile your on-line and off-line passwords (2892573)

3.7.4 Oracle Calendar Desktop Client for Solaris

This section contains these topics:

- What's New in This Release

- Known Limitations and Workarounds

- Resolved Limitations in This Release

3.7.4.1 What's New in This Release

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

- Open a Group View containing the agendas of the people invited to a particular Meeting by right-clicking on a Meeting and selecting **Open Group View**

- Use the startup preferences to choose when you would like your In-tray to be displayed

- With the new on-line Address Book, you can now manage all your Address Book Entries from one location and create categories to make your contact management easier than ever before

- View number of attendees for confirmed and unconfirmed meetings

- A new installer allows users to easily install the application. A pre-configuration file is provided for silent installation

- Support for meetings greater than 24 hours

- Perform conflict checking on a per resource basis[1]

- Improved address book: Ability to create a repeating note entry from a birthday or anniversary date, ability to launch an e-mail application from an address book entry's e-mail address, ability to launch the browser from an address book entry's URL

- Support passwords longer than 15 characters[1]

- Enhanced resource scheduling[1]

- The "Show time as free" feature allows users to accept invitations to meetings while remaining available for other invitations[1]

3.7.4.2 Known Limitations and Workarounds

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

- **Address Book Folders**: Changes you make to Address Book Folders preferences will remain in effect for the current session only. They are not properly saved. (2836729)

- **iCalendar import**: Importing iCalendar files offline may not work properly (2847503)

- **Reconciling your Agendas**: Selecting **Download Only** from the Reconcile, Cancel, Download Only dialog box will erase any changes you have made in your off-line Agenda. You will not be warned that any changes that you make while offline will be lost. (3117497)

- **Running concurrent copies**: You should not run concurrent copies of Oracle Calendar from one Unix account.

3.7.4.3 Resolved Limitations in This Release

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

- **Creating a repeating entry**: Clicking **Apply to All** in the **General** tab of a repeating entry would reset your Reminder and Reply options for all instances of the entry

- **Resources with many designates**: You would exceed the maximum mail distribution number by adding a resource with many designates

3.8 Oracle Calendar Sync Clients

This section contains release note information on these products:

- Oracle Calendar Sync for Palm for Windows

- Oracle Calendar Sync for Palm for Macintosh

- Oracle Calendar Sync for Pocket PC

3.8.1 Oracle Calendar Sync for Palm for Windows

This section contains these topics:

- What's New in This Release

- Known Limitations and Workarounds

- Device-Related Issues

- Resolved Limitations in This Release

3.8.1.1 What's New in This Release

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

- Support for Oracle Web Conferencing details in events

- Ability to choose whether or not to synchronize refused events to your device

- Ability to choose whether or not events that fall outside your date range are to be deleted from your device (but kept on the server)

- Support for synchronizing and filtering contact categories

- Support for synchronizing attendees and their statuses to the device

- Ability to change your attendance status from the device and synchronize it back to the server

- Ability to configure which rules to use during a modify conflict on a per data type basis

- Enhanced support for recurrence rule on personal events

- Support for German and Japanese

3.8.1.2 Known Limitations and Workarounds

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

- **Modifications on the client and server**: When modifying the same contact with a desktop client and the Palm device, and the rules setting is set to replace the mobile device item with the calendar server item, some fields may not be synchronized correctly (2851814)

- Information not synchronized to server: Notes, Alarms and Access Levels modified on the device may not get synchronized with the server. If you are using a the Calendar server v5.4 , Details may not get synchronized either. (2842611)

3.8.1.3 Device-Related Issues

This section describes issues encountered by Oracle Calendar Sync for Palm due to third-party device and software behavior.

- **Upgrades**: When upgrading from Oracle CorporateSync 3.0.x for Palm, InstallShield returns random characters when reading an empty value from the registry instead of returning an error (2872048)

- **Daylight savings**: Recurring meetings which span the Daylight Savings time change may not be synchronized correctly. Several instances before or after the time change may have incorrect end times. (2842124)

- **Regional settings**: Your operating system's regional settings must be the same as the Palm device's language (3065498)

3.8.1.4 Resolved Limitations in This Release

Events and contacts that have titles ending with an "=" character did not synchronize correctly (2864229)

3.8.2 Oracle Calendar Sync for Palm for Macintosh

This section contains these topics:

- What's New in This Release

- Known Limitations and Workarounds

- Device-Related Issues

3.8.2.1 What's New in This Release

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

- Support for ACE

- Support for Mac OS X

3.8.2.2 Known Limitations and Workarounds

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

- **Repeating entries**: You cannot synchronize the Palm organizer's Repeating Entries. You can, however, synchronize calendar server Repeating Entries.

- **Hand-held overwrites Macintosh**: The 'Hand-held overwrites Macintosh" feature is not available

- **Timed/untimed events**: If you change a timed Event to an untimed Event, or vice versa, on your Palm organizer, the change will not appear in the calendar application

- **Languages**: Oracle Calendar Sync for Palm only fully supports English-language synchronization

- Duplicate names: Oracle Calendar Sync for Palm does not present a list of possible matches for duplicated names. To avoid this problem, enter as much unique user information as possible (e.g. organization unit).

3.8.2.3 Device-Related Issues

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

3.8.3 Oracle Calendar Sync for Pocket PC

This section contains these topics:

- What's New in This Release

- Known Limitations and Workarounds

- Device-Related Issues

- Resolved Limitations in This Release

3.8.3.1 What's New in This Release

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

- Support for Oracle Web Conferencing details in events

- Ability to choose whether or not to synchronize refused events to your device

- Ability to choose whether or not events that fall outside your date range are to be deleted from your device (but kept on the server)

- Support for synchronizing and filtering contact categories

- Support for synchronizing attendees and their statuses to the device

- Ability to change your attendance status from the device and synchronize it back to the server

- Ability to configure which rules to use during a modify conflict on a per data type basis

- Enhanced support for recurrence rule on personal events

- Support for German and Japanese

3.8.3.2 Known Limitations and Workarounds

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

- **Modifications on client and server**: When modifying the same contact with a desktop client and the Pocket PC device, and the rules setting is set to replace the mobile device item with the calendar server item, some fields may not be synchronized correctly (2851814)

- Information not synchronized to server: Editing a recurring event from the device does not sync (with V5.4 Server only) (2891864)

- Multi-byte titles: Entries with long multi-byte titles and locations may appear partially cut off after synchronizing (3069057)

3.8.3.3 Device-Related Issues

This section describes issues encountered by Oracle Calendar Sync for Palm due to third-party device and software behavior.

- **Upgrades**: When upgrading from Oracle CorporateSync 3.0.x for Pocket PC, InstallShield returns random characters when reading an empty value from the registry instead of returning an error (2872048)

- **Daylight savings**: Recurring meetings which span the daylight time change may not be synchronized correctly. Several instances before or after the time change may have incorrect end times. (2842124)

- **Regional settings**: Your operating system's regional settings must be the same as the language of the Pocket PC device (3065498)

3.8.3.4 Resolved Limitations in This Release

Events and contacts that have titles ending with an "=" character did not synchronize correctly. (2864229)

3.9 Client Coexistence Behavior

This section describes coexistence issues between Oracle Connector for Outlook and the Oracle Calendar desktop clients.

- Using a Calendar desktop client, adding an occurrence to a repeating event causes the event to get duplicated in Oracle Connector for Outlook

- Using Oracle Connector for Outlook, deleting an entry without sending a cancelation results in that entry showing as declined in the Calendar desktop clients

4

Oracle Email

This chapter summarizes release note issues associated with Oracle Email.

The following sections are included in the chapter:

- What's New in This Release?
- Known Issues
- Oracle Email Anti-Spam Parameters
- Known Bugs
- Document Errata

4.1 What's New in This Release?

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

- Improved virus scanning and protection, including an administration tool for quarantining messages suspected of virus infection in large stores; hands-off scanning of mail stores by third party anti-virus knowledge bases; and better virus scanning control for inbound and outbound mail.

- Per-user mail store backup and recovery, allowing backup and restoration of individual users' mail folders, private address book entries, and server-side rules

- Network News Transfer Protocol (NNTP) server for news articles that can be used out of the box, accessed and posted through standard clients, and used to archive Oracle Email public distribution lists

- Migration Tool support for Novell GroupWise, version 6.0, and Samsung Contact, version 7.1 (formerly HP OpenMail)

- Additional features for the Oracle Connector for Outlook, including:
    - Delegated management of mail, allowing a user to assign someone else to temporarily manage one's mail
    - Additional server-side rules, including the popular "out of office" assistant
    - Support for message annotation

- Flashback recovery of mail, allowing users to quickly recover deleted mail messages

4.2 Known Issues

This section describes Oracle Email known issues.

4.3 Oracle Email Anti-Spam Parameters

Oracle Email Anti-Spam parameters can be configured through the Oracle Webmail client Administration page or Oracle Enterprise Manager. In the current release, there are two known issues:

■ The labeling of the anti-spam parameters in the Oracle Webmail client Administration page does not match those found in Oracle Enterprise Manager. However, these parameters are indeed the same. (3228008)

■ Not all of the anti-spam parameters are available for configuration through Oracle Enterprise Manager

As stated in the *Oracle Email Administrator's Guide*, configure Oracle Email Anti-Spam parameters through the Policy web page within the Oracle Webmail client Administration page.

> **See Also:** *Oracle Collaboration Suite Anti-Spam Quick Reference Guide* on the Oracle Technology Network (OTN)

4.3.1 JDK 1.4.1 for Oracle Email Migration Tool

Oracle Corporation recommends using JDK 1.4.1 for IMAP to IMAP migration, using the Oracle Email Migration Tool.

4.3.2 JDK 1.4.2

JDK 1.4.1 or higher must be used with WebMail to support GB18030 (Simplified Chinese PRC standard) encoding.

4.3.3 Catalog.sh Script

> **Note:** To run `catalog.sh` on Windows, you must use one of the following UNIX emulator utilities:
>
> ■ Cygwin 1.0 or later
>
> ■ MKS Toolkit 5.1, 6.0 or later

If the `ORACLE_HOME` environment variable begins with `\r`, the `catalog.sh` script stops working. For example, if the `ORACLE_HOME` is `c:\release2`, then `catalog.sh` fails. In Windows, the `\r` command is a control character that causes `catalog.sh` to fail when using `ORACLE_HOME` to creating intermediate files and scripts.

Workaround:

1. Using shell script, enter `sh` on the command prompt.

2. Set `ORACLE_HOME` to `c:/release2` (forward slash).

3. Execute the `catalog.sh` script.

4.3.4 TargetDN Attribute

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

Workaround:

Enter the following command:

```
%ORACLE_HOME%\ldap\bin\catalog.sh -connect infrastructure_connectstr -add –attr
targetdn
```

> **See Also:** Bug number 3049817 for more information

4.3.5 Oracle Text

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

Workaround:

1. Enter the following SQL prompt:

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

2. Choose a lexer for e-mail indexing.

   Supported lexers are:

   - CHINESE_VGRAM_LEXER
   - CHINESE_LEXER
   - JAPANESE_VGRAM_LEXER
   - JAPANESE_LEXER, KOREAN_LEXER
   - KOREAN_MORPH_LEXER

3. As database user `es_mail`, drop the existing index `es_ot_ix_search` file. This unindexes previously indexed e-mails.

4. Recreate the index `es_ot_ix_search` file with the lexer chosen in step 2. This causes all previously indexed e-mails to be re-indexed using the new lexer.

5. Determine whether tablespace `esoratext` exists.

6. Run the following SQL command as database user `es_mail` to recreate the index:

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

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

    DROP INDEX es_ot_ix_search;

    CREATE INDEX es_ot_ix_search ON es_imt_msgbody(text)
           indextype IS ctxsys.context
           parameters ('DATASTORE es_search_dspref
   ```

```
FILTER          my_charset_preference
SECTION GROUP   es_search_sec_group
STORAGE                  oratextstore
LEXER           my_lexer
CHARSET COLUMN cset') ;
```

7. Replace the following entries:

   ■ *my_lexer* with a unique name

   ■ *LEXER_NAME* with the name of the chosen lexer

   ■ *my_charset_preference* with a unique name

   ■ *chosen_charset* with the name of the source character set

Limitations

■ Indexing is limited to one lexer

■ Indexing is limited to one character set

> **See Also:** Bug number 2981864 for more information

4.4 Known Bugs

This section describes Oracle Email known bugs.

4.4.1 Administration

Table 4–1   Administration Known Bugs

Bug No.	Description
3264429	On-line help within the **Administration** tab is not fully displayed
3099032	Users must use Internet Explorer 6.0 to view translated on-line help
3236819	The parameter value labels for the Prevent Service Denial Attack parameter in the Anti-Spam Policy page are mislabeled. The parameter value currently labeled connection(s) refers to Spam Flood Interval, which is a time interval in minutes. The parameter value currently labeled message(s) refers to Spam Maximum Flood Count, which is a value that represents the message count plus connection count. The equivalent parameters accessed through Enterprise Manager SMTP_IN anti-spam settings are correctly labeled.
3265330	Oracle Email servers running on Windows NT may report following error when performing database operations: ORA-04031: unable to allocate 4016 bytes of shared memory ("large pool","unknown object","session heap","frame segment") Workaround: Change the mail store database initialization large_pool_size parameter to 0 **See Also**: *Oracle9i Database Administrator's Guide Release 2* for instructions changing initialization parameter values

Table 4–1 (Cont.) Administration Known Bugs

Bug No.	Description
3221096	The `oesbkp` utility does not work unless the command line parameters are enclosed in quotation marks.
	Workaround: All `oesbkp` utility command line parameters must be enclosed in quotation marks (").
	Example:
	`oesbkp "task=backup" "user=john@acme.com" "password=welcome1"` `"admindn=cn=orcladmin" "ldaphost=ldap.acme.com"` `"ldapport=4032" "backupdir=c:\backup"`
2918730	Backup and restore can be performed on inactive users
3153905	Errors occur when running the umconfig.bat script on the middle tier
3117825	`OESCTL` command displays a message.
	The following message displays when performing the `oesctl show targets`, `oesctl startup`, `oesctl shutdown` commands:
	`Admin not using default pool`
	This message can be ignored.
3029078	Administrator online help is missing.
2978639	If the mail store configuration for first mail store fails, the `orclguest` user is not provisioned for e-mail.
	Wordaround:
	To provision the `orclguest` account for e-mail, invoke the following script:
	`%ORACLE_HOME%\oes\bin\createEmailAccount.bat` *domain_name*
	where:
	■ `ORACLE_HOME` is the middle tier Oracle home
	■ `domain_name` is the e-mail domain
2882795	System rules for message delivery can be invoked more than once for a message, if the message delivery fails during the first delivery attempt and delivery is tried again
2349530	You cannot install more than one e-mail middle tier on one machine
2883242	When enabling the distribution list synchronization option from administration pages, the list of `objectclass` names must contain the `groupofuniquenames` or `groupofnames` explicitly, even if the definitions objectclasses are inherited.

4.4.2 Migration

Table 4–2 Migration Tool Known Bugs

Bug No.	Description
2598308	The index is not available in the Help system. Keyword searches for help are not possible. Help content is available.

Table 4–2 (Cont.) Migration Tool Known Bugs

Bug No.	Description
2841542	Migration tool throws `OutofMemoryException` while migrating users. Workaround: 1. Edit the `migrate.cmd/migrate.sh` script. 2. Set the Minimum Heap (-Xms) to the Max available heap size. 3. Edit the `esmigration.config` file in the `%ORACLE_HOME%\oes\migration\config` directory. 4. Set `oracle.mail.migration.num_of_threads` to a lower value.

Table 4–3 Microsoft Exchange Plug-in Known Bugs

Bug No.	Description
2775294	After migration, contents of multi-part or signed messages are shown as a text attachment
2775252	Messages with a MIME-type of multi-part or mixed that include multi-part or digest message parts are not migrated
2760551	After migration, multi-part and parallel messages are broken
2516725	The Microsoft plug-in does not extract a shared folder from the Microsoft Exchange server if the shared folder does not have an owner, or if the default permission for that folder is not defined. Workaround: Verify that all folders have owners and the default permission defined before migrating them into the Oracle Email (see bug 2516792).
2558661	The Microsoft plug-in fails to extract messages with embedded OLE objects

Table 4–4 Lotus Domino R5 Plug-in Known Bugs

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

Table 4–5 Novell GroupWise Plug-in Known Bugs

Bug No.	Description
2938463	Remainder note mail items are not extracted from the mailbox
8469032	Creation Date is extracted instead of the Received Date
2950698	Multibyte attachment names are not correct after migration (for interpersonal message types)
2801219	The GroupWise plug-in does not extract Korean attachment names properly

Table 4–5 (Cont.) Novell GroupWise Plug-in Known Bugs

Bug No.	Description
2794199	HTML body parts are not migrated properly for interpersonal message types

Table 4–6 Samsung Plug-in Known Bugs

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

4.4.3 Servers

Table 4–7 IMAP Server Known Bugs

Bug No.	Description
3316081	The oesctl command does not shutdown the IMAP processes Workaround: Use Oracle Enterprise Manager to startup and shutdown IMAP
2990674	The IMAP sort command does not work correctly on wireless profile folders

Table 4–8 List Server Known Bugs

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

Table 4–9 NNTP Server Known Bugs

Bug No.	Description
3130827	NNTP inbound server core dumps if the `orclmailnntpallowfeed` parameter value is not set in Oracle Internet Directory. Workaround: Set the `orclmailnntpallowfeed` parameter to `true` or `false`.
2992003	The `es.nntp.in.clients.total` statistic is not being collected

Table 4–9   (Cont.) NNTP Server Known Bugs

Bug No.	Description
3023652	The outbound server core dumps when an NNTP peer does not respond with a 200 response code during the initial connection
3028400	Message expiration for newsgroups and archived messages does not occur
2988909	The anti-spam parameter `Reject Connections from Host Domain(s)` is not recognized by the NNTP Inbound server
2991982	Articles containing a `Distribution` header value set for rejection are accepted. Only messages containing a `Distribution` header are affected.
2982508	The `oespr` utility does not allow multiple outbound peers for a group to be set. The peer name is replaced with the new value instead of appending the new value, so that a newsgroup can be fed to one peer only.

Table 4–10   Virus Scrubber Known Bugs

Bug No.	Description
3276803	Symantec scanner logs are written to `C:temp` directory
2990786	External filter names cannot contain spaces
2988901	The anti-virus pre-scan filter for the virus scrubber remains inactive when applied through the WebMail client administration pages. Workaround 1. Navigate to the Oracle Enterprise Manager Unified Messaging page. 2. Select **Virus Scrubber** > **Default Settings**. 3. Enable the `Pre-scan` parameter.

4.4.4 Oracle Webmail

Table 4–11   Oracle Webmail Known Bugs

Bug No.	Description
3725525	Messages in shared folders cannot be deleted
3210748	Users cannot add or delete members from the address book list
3210733	Sub folders cannot be moved under top level folders
3032404	Oracle Webmail does not display Arabic folder names properly
3118921, 3064349, 3039842, 3034705, 302786, 3027902	English appears in Oracle Webmail when reading some languages
3118633, 2435583	Sorting in Oracle Webmail is according to ASCII character set
3118765, 2958984	Oracle Webmail may have issues when dealing with certain character set encoding (KO18-U and HZ-GB-22312)
2468357, 2468378	Oracle Webmail may have issues when dealing with UTF-7 encoded messages
2478206	Oracle Email users cannot log in to Oracle Webmail if the users have multibyte characters in their user IDs

Table 4–11   (Cont.) Oracle Webmail Known Bugs

Bug No.	Description
2759549	European characters are not displayed correctly
3119310	The invite command does not work if it is executed after other list commands. Workaround: After logging in to Oracle Webmail, execute the `invite` command before executing any other list command. If you executed list commands prior to the `invite` command, log out Oracle Webmail and log in again.

3041649	Runtime error occurs in French.
	
	Workaround:
	
	1. Edit the following file:
	
	`%MIDTIER_HOME%\j2ee\OC4J_UM\applications\UMClientApp\um_client\templates\messge_list.uix`
	
	2. Change the following:
	
	```function validateFolder () {```
	```if (gotofolderform.folder.value == "") {```
	```alert ('<rawText```
	```xmlns:data="http://xmlns.oracle.com/cabo/marlin"```
	```data:text="HaveListPrivsImage@mailNLS"/>');```
	```return (false);```
	```} else {```
	```return (true);```
	
	to
	
	```function validateFolder () {```
	```if (gotofolderform.folder.value == "") {```
	```alert ("<rawText xmlns:data="http://xmlns.oracle.com/cabo```
	```/marlin"```
	```data:text="HaveListPrivsImage@mailNLS"/>");```
	```return (false);```
	```} else {```
	```return (true);```

3027912	The message date does not display in the Message List view if the middle tier is installed in ZH locale (Simplified Chinese)
3093934	The Oracle Email portlet fails if OJMA encryption is set to `True`. Workaround: Set the value `oracle.mail.sdk.esmail.encryption` to `false` in the `%ORACLE_HOME%\j2ee\OC4J_UM\config\oc4j.properties` file, then restart the `opmn` processes.
3101018	Selecting a folder from the drop down list in the Message List page does not work. On Linux only.

4.5 Document Errata

This section describes documentation issues in the following documents:

- Oracle Email Administrator's Guide

- Oracle Email Migration Tool Guide

- Oracle Email Application Developer's Guide

- Oracle Email Java API Reference

4.5.1 Oracle Email Administrator's Guide

This section contains document errata found in the *Oracle Email Administrator's Guide.*

- Section 4.5.1.1, "Email Quota/Additional Quota Parameter"

- Section 4.5.1.2, "IMAP Statistics"

- Section 4.5.1.3, "Configuring SSL from Protocol Servers and Oracle Internet Directory"

- Section 4.5.1.4, "Table 9-5: List Server Parameters"

4.5.1.1 Email Quota/Additional Quota Parameter

This parameter specifies the e-mail quota of a mail user in megabytes.

Range: 0 mb to 1048576 mb

4.5.1.2 IMAP Statistics

Table 4–12   IMAP Statistics

Statistic	Description
`.um.admin.os_pid`	Operating system process ID
`.um.admin.uptime`	Amount of time the server has been up
`.ES_SPS.socket.currload`	Current number of client connections
`.ES_SPS.socket.sockmax`	Maximum number of client connections allowed
`.ES_SPS.thread.currthreads`	Number of threads the server is currently using
`.ES_SPS.thread.thrmax`	Maximum number of threads the server creates

4.5.1.3 Configuring SSL from Protocol Servers and Oracle Internet Directory

All server process instances have a description parameter. The following parameter shows a sample set of configuration options:

```
-sslenable=yes
```

Where `sslenable` has two possible values: `yes` or `no`.

> **See Also:**   *Oracle Internet Directory Administrator's Guide* for more information regarding Oracle Internet Directory SSL

4.5.1.4 Table 9-5: List Server Parameters

The PL/SQL Timeout default value is 10 minutes.

4.5.2 Oracle Email Migration Tool Guide

This section contains document errata found in the *Oracle Email Migration Tool Guide.*

- Section 4.5.2.1, "References to Oracle Collaboration Suite Documentation"

- Section 4.5.2.2, "Chapter 2: Requirements Before Migration"

- Section 4.5.2.3, "Chapter 3: Migration Tasks"

- Section 4.5.2.4, "Appendix C"

4.5.2.1 References to Oracle Collaboration Suite Documentation

The *Oracle Collaboration Suite Configuration Handbook* has been renamed to the *Oracle Collaboration Suite Quick Installation Guide.*

For references to the *Oracle Collaboration Suite Configuration and Planning Guide*, see the *Oracle Collaboration Suite Installation and Configuration Guide.*

4.5.2.2 Chapter 2: Requirements Before Migration

- Preparing for a Novell GroupWise Migration:

  Novell Client Version 4.81 or higher should be installed on the machine where the Migration Tool is installed.

- Choosing the Migration Option:

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

- Preparing for a Microsoft Exchange Migration

  1. Create a profile.
  2. Check whether the Outlook Client is installed in Corporate or Work Group Mode.

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

  1. Open Microsoft Outlook.
  2. Click **About Outlook** under the **Help** option.
  3. If it is in Corporate or Working group, change nothing.
  4. If it is in Internet Mail Only Option, change the configuration from IMO to Corporate or Working Group Mode.

- To change the configuration of Microsoft Outlook from IMO to Corporate or Work Group mode:

  1. Click **Tools** on the Microsoft Outlook menu bar.
  2. Select **Options** > **Mail Format** > **Reconfigure**.
  3. Follow the wizard and select the Corporate or Working Mode radio button and finish.

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

- After installation:

  1. Click **Start** > **Control Panel** > **Mail**.
  2. Click **Show profiles**.
  3. Click **Add**.
  4. Enter the appropriate information.
  5. Check whether the primary Windows NT account (used profile creation) has the Service Admin or Admin role on the Exchange Server Machine. If not, add the NT user to the service admin accounts list using the Microsoft Exchange Administrator program.

6. Stop and start the Exchange services to make permissions given take effect.

7. Check if the Exchange Administrator program is installed on the machine.

4.5.2.3 Chapter 3: Migration Tasks

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

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

- To install the Migration Tool:

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

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

- Migrating Distribution Lists:

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

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

4.5.2.4 Appendix C

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

1. Run `userlistgen.sh` (for Solaris) and `userlistgen.cmd` (for Windows) from `$ORACLE_HOME/oes/migration/bin`.

   ```
   ./userlistgen.cmd
   ```

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

   For example:

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

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

   ```
   ./userlistgen.sh file=file_name
   ```

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

   The following is an input file example:

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

4.5.3 Oracle Email Application Developer's Guide

This section contains document errata found in the *Oracle Email Administrator's Guide.*

- Section 4.5.3.1, "Chapter 2: Java API Reference"
- Section 4.5.3.2, "Directory Management Code Examples"

4.5.3.1 Chapter 2: Java API Reference

Directory Management API: Directory Components

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

Authentication in the Middle Tier Oracle Home

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

The `$ORACLE_HOME/oes/jazn/jazn-data.xml` file must be modified as described in the following. `$ORACLE_HOME` is the Oracle home path in the middle tier host

1. Back up the original `$ORACLE_HOME/oes/jazn/jazn-data.xml` file.

2. Open `$ORACLE_HOME/oes/jazn/jazn-data.xml`.

3. Go to the end of the file.

4. Before the `</jazn-policy>` tag, add the following lines:

```
<grant>
  <grantee>
    <codesource>
      <url>file:%JARFILE_NAME%</url>
    </codesource>
  </grantee>
  <permissions>
    <permission>
      <class>oracle.security.jazn.JAZNPermission</class>
      <name>logon</name>
    </permission>
  </permissions>
</grant>
```

where:

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

An example of authenticating as an application with the debug option turned off follows:

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

Authentication Providing Super User Credentials

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

An example of authenticating as an application passing super user credentials with the debug option turned off follows:

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

4.5.3.2 Directory Management Code Examples

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

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

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

4.5.4 Oracle Email Java API Reference

This section contains document errata found in the *Oracle Email Administrator's Guide*.

■   Section 4.5.4.1, "Oracle Folder Add ACI Method"

4.5.4.1 Oracle Folder Add ACI Method

`OracleFolder addACI` method supports the following ACI in Oracle Collaboration Suite, Release 2:

`a - administer`: Enables ACIs to be set and deleted on folders that are owned by other users.

5

Oracle Files

This chapter summarizes release note issues associated with Oracle Files.

The following sections are included in the chapter:

- What's New in Oracle Files Release 2 (9.0.4.3)
- Service Configurations and Java Memory Sizing
- Certification and System Requirements
- Deprecations
- General Issues
- Configuration Issues
- Oracle Internet Directory Issues
- Globalization Support Issues
- Documentation Issues
- Known Bugs

5.1 What's New in Oracle Files Release 2 (9.0.4.3)

The following features are new for Oracle Files Release 2 (9.0.4.3).

> **Note:** Oracle Files Release 2 (9.0.4.3) is part of the Oracle
> Collaboration Suite Release 2 (9.0.4.1.1).

5.1.1 Workflow Configuration Enhancements

The Oracle Workflow configuration process for adding additional languages has been
simplified.

5.1.2 Oracle Files Web UI and Oracle FileSync Client Available in Russian

In addition to the nine new languages supported by Oracle Collaboration Suite for
Release 2, the Oracle Files Web user interface and the Oracle FileSync user interface
have been translated into Russian.

5.1.3 Creating Custom Workflows

Oracle Files comes with a default workflow process. Additionally, with this release
you can now define a custom workflow process in Oracle Workflow, then register it

with Oracle Files. You can design and register any number of custom workflow processes.

Also new for this release, you can now define an action to be performed when a workflow process is approved, such as moving or copying files to a specified location, versioning the files, or deleting the files.

> **See Also:** *Oracle Files Administrator's Guide* for information on how to design and register custom workflows for use in Oracle Files

5.1.4 Branding the Oracle Files User Interface

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

System Administrators can make the following customizations to the Oracle Files Web UI:

- Oracle Files Web UI colors can be altered

- Oracle Files Web UI fonts can be changed

- Particular Oracle Files Web UI images (such as the Oracle Files logo) can be modified or replaced

- The title bar for the Oracle Files Web UI can be altered

> **See Also:** *Oracle Files Administrator's Guide* for more information on custom branding

5.1.5 Improved Domain Controller Reliability After Machine Failure

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

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

1. If the primary database listener in a RAC configuration failed.

2. If the machine on which the domain controller was running failed.

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

To handle the second problem, you can now migrate the domain controller to another middle-tier host.

> **See Also:** *Oracle Files Administrator's Guide* for more information on migrating the domain controller

5.1.6 Automatic User Provisioning

In Oracle Files Release 1 (9.0.3.2), users created in Oracle Internet Directory were automatically provisioned in Oracle Files every 24 hours. Shortening this interval required a series of manual steps.

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

5.2 Service Configurations and Java Memory Sizing

In Oracle Files 9.0.4.3, the default service configurations have been changed from allowing an unlimited number of sessions to now specifying a maximum number of sessions which can connect to the service. This was done to reduce the likelihood of experiencing `java.lang.OutOfMemory` errors in `OC4J_iFS_files.default_island.1` or in `application.log`.

Due to this change, you may now see the following errors:

■ Oracle Files Web UI: "The maximum number of concurrent sessions has been reached. Please try your request again later."

■ `OC4J_iFS_files.default_island.1` or `application.log`: "IFS-20127: Service too busy (maximum concurrent sessions)"

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

If you see any `java.lang.OutOfMemory` errors in your `OC4J_iFS_files.default_island.1` or `application.log` files, then you also need to adjust your `-Xmx` setting.

Table 5–1 provides details on why the `-Xmx` setting may need to be changed.

> **Note:** The term PCCU refers to Peak Concurrent Connected Users. PCCU is the number of users who are logged into Oracle Files and have performed an operation during the peak hour of the day. If you do not know how many that is likely to be, assume 10% of your entire Oracle Files named user population.

Table 5–1   Xmx Settings

Service Configuration	Setting for IFS.SERVICE.Maximum ConcurrentSessions	Expected PCCU	Recommended size for Xmx (Java maximum memory)	Need to change the default Xmx setting of 256MB?
Small	40	25	64 MB	No
Medium	70	45	162 MB	No
Large	200	125	430 MB	Yes

> **See Also:** *Oracle Files Planning Guide* and the *Oracle Files Administrator's Guide* for additional information about sizing and performance tuning

5.2.1 Calculating Xmx Settings

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

Xmx = PCCU * 2.8MB

or more exactly,

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

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

5.2.2 Changing Xmx Settings

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

1. Go to the Oracle Enterprise Manager Web site on the host where the Oracle Files node is configured. For example:

   `http://myserver.mycompany.com:1810`

2. Log in using the `ias_admin` username and password.

3. At the Oracle9*i*AS Home page, click **OC4J_iFS_files**.

4. Click **Server Properties**.

5. Update **Java Options** to be the new `-Xmx` setting. For example, enter `-Xmx430m` to specify 430MB of memory for the Java heap.

6. Click **Apply** to save the change.

7. Restart `OC4J_iFS_files` from the Oracle9*i*AS Home page.

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

1. Go to the Oracle Enterprise Manager Web site on the host where the Oracle Files node is configured. For example:

   `http://myserver.mycompany.com:1810`

2. Log in using the `ias_admin` username and password.

3. At the Oracle9*i*AS Home page, click the Oracle Files domain target link.

4. At the Oracle Files Home page, click **Node Configurations** under the **Configuration** section.

5. At the Node Configurations page, click the name of the node you want to change.

6. At the Edit Node page, update **Java Command** to be the new `-Xmx` setting. For example, enter `-Xmx430m` to specify 430MB of memory for the Java heap.

7. Click **OK** to save the change.

8. Restart the node.

5.2.3 Adjusting Service Configuration Settings

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

`MaximumConcurrentSessions` = 1.6 * PCCU

`DATACACHE.Size` = 400 * PCCU

`DATACACHE.EmergencyTrigger` = 0.80 * `DATACACHE.Size`

`DATACACHE.UrgentTrigger` = 0.75 * `DATACACHE.Size`

`DATACACHE.NormalTrigger` = 0.65 * `DATACACHE.Size`

`DATACACHE.PurgeTarget` = 0.55 * `DATACACHE.Size`

CONNECTIONPOOL.WRITEABLE.MaximumSize = $0.05 * \text{PCCU}$

CONNECTIONPOOL.WRITEABLE.TargetSize = $0.04 * \text{PCCU}$

CONNECTIONPOOL.WRITEABLE.MinimumSize = 5

CONNECTIONPOOL.READONLY.MaximumSize = $0.05 * \text{PCCU}$

CONNECTIONPOOL.READONLY.TargetSize = $0.04 * \text{PCCU}$

CONNECTIONPOOL.READONLY.MinimumSize = 5

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

5.3 Certification and System Requirements

Oracle Files requires one of the following Oracle database versions:

- Oracle Collaboration Suite Release 2 Information Storage database, with 9.2.0.4 (or later) database patch set
- External 9.2.0.4 (or later) version of the Oracle database

5.3.1 Client Certifications

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

5.3.1.1 NTFS

1. Microsoft Windows NT 4.0 Workstation Service Pack 6a with:

   Microsoft Office 2000 Service Pack 3, including:

   - Microsoft Word 2000
   - Microsoft Excel 2000
   - Microsoft PowerPoint 2000
   - Microsoft FrontPage 2000

2. Microsoft Windows 2000 Professional Service Pack 3 with:

   - Microsoft Office 2000 Service Pack 3, including:
     - Microsoft Word 2000
     - Microsoft Excel 2000
     - Microsoft PowerPoint 2000
     - Microsoft FrontPage 2000
   - Microsoft Office XP Service Pack 2, including:
     - Microsoft Word 2000
     - Microsoft Excel 2000
     - Microsoft PowerPoint 2000
     - Microsoft FrontPage 2000
   - Microsoft Visio 2000, 2002
   - Microsoft Project 2000, 2002

- Adobe Acrobat 5.0

3. Microsoft Windows XP Professional Service Pack 1 with:

- Microsoft Office 2000 Service Release 1, including:
  - Microsoft Word 2000
  - Microsoft Excel 2000
  - Microsoft PowerPoint 2000
  - Microsoft FrontPage 2000
- Microsoft Office XP Service Pack 2, including:
  - Microsoft Word 2000
  - Microsoft Excel 2000
  - Microsoft PowerPoint 2000
  - Microsoft FrontPage 2000
- Microsoft Office 2003 Professional, including:
  - Microsoft Word 2003
  - Microsoft Excel 2003
  - Microsoft PowerPoint 2003
  - Microsoft FrontPage 2003
- Microsoft Visio 2000, 2002, 2003
- Microsoft Project 2000, 2002, 2003
- Adobe Acrobat 5.0

5.3.1.2 Web Browsers (for Web User Interface and Enterprise Manager Web Site)

1. Microsoft Windows

- Netscape Communicator 7.x
- Microsoft Internet Explorer 5.5 Service Pack 2
- Microsoft Internet Explorer 6.02 Service Pack 1
- Mozilla 1.2.1, 1.1

2. Macintosh

- Microsoft Internet Explorer 5.1, 5.2

3. Linux

- Netscape Communicator 7.x
- Mozilla 1.2.1, 1.1

4. UNIX

- Mozilla 1.2.1, 1.1

5.3.1.3 FTP Clients

1. Microsoft Windows

- OnNet FTP 4.0

- WS_FTP Pro 7.6

- Cute FTP Pro 3.0

- Hummingbird 7.0

2. UNIX

- Command line ftp Solaris 2.8, 2.9

3. Macintosh OS X.2

   Transmit 2.5.1

5.3.1.4 AFP

Mac OS X.2 with Microsoft Office Mac X, including:

- Microsoft Word for Mac OS X

- Microsoft Excel for Mac OS X

- Microsoft PowerPoint for Mac OS X

5.3.1.5 NFS Client Support

1. Microsoft Windows

- Hummingbird NFS Maestro 6.0 (Windows NT)

- Hummingbird NFS Maestro 7.0 (Windows NT/2000)

- OnNet 7.0 (Windows 2000 only)

2. UNIX

- Solaris 2.8 and 2.9

- Linux Advanced Server 2.1, Kernel 2.4.9-e.16

- Linux Red Hat 8.0

5.3.1.6 WebDAV: Web Folders

1. Microsoft Windows XP Professional Service Pack 1

- Microsoft Office XP Service Pack 2, with Microsoft Internet Explorer 6.02 Service Pack 1 and `MSDAIPP.DLL` version 10.145.3914.17 with:

  - Microsoft Word 2002

  - Microsoft Excel 2002

  - Microsoft PowerPoint 2002

  - Microsoft FrontPage 2002

  - Microsoft Visio 2002

  - Microsoft Project 2002

  - Adobe Acrobat 5.0

- Microsoft Office 2000 Service Release 1, with Microsoft Internet Explorer 6.02 Service Pack 1 and `MSDAIPP.DLL` version 8.103.5219.0 with:

  - Microsoft Word 2002

  - Microsoft Excel 2002

  - Microsoft PowerPoint 2002

- – Microsoft Visio 2002
- – Microsoft Project 2002
- – Adobe Acrobat 5.0
- Microsoft Office 2003 Professional, with Microsoft Internet Explorer 6.02 Service Pack 1 and `MSDAIPP.DLL` version 11.0.5510.0 with:
  - – Microsoft Word 2003
  - – Microsoft Excel 2003
  - – Microsoft PowerPoint 2003
  - – Microsoft Visio 2003
  - – Microsoft Project 2003

2. Microsoft Windows 2000 Professional Service Pack 3

- Microsoft Office XP Service Pack 2, with Microsoft Internet Explorer 6.02 Service Pack 1 and `MSDAIPP.DLL` version 10.145.3914.17 with:
  - – Microsoft Word 2002
  - – Microsoft Excel 2002
  - – Microsoft PowerPoint 2002
  - – Microsoft FrontPage 2002
  - – Microsoft Visio 2002
  - – Microsoft Project 2002
  - – Adobe Acrobat 5.0
- Microsoft Office 2000 Service Pack 3, with Microsoft Internet Explorer 5.5 Service pack 2 and `MSDAIPP.DLL` version 8.103.3521.0 with:
  - – Microsoft Word 2002
  - – Microsoft Excel 2002
  - – Microsoft PowerPoint 2002
  - – Microsoft Visio 2002
  - – Microsoft Project 2002
  - – Adobe Acrobat 5.0

3. Microsoft Windows NT 4.0 Workstation Service Pack 6a with:

Microsoft Office 2000 Service Pack 3, with Microsoft Internet Explorer 5.5 Service Pack 2 and `MSDAIPP.DLL` version 8.103.3521.0 with:

- – Microsoft Word 2002
- – Microsoft Excel 2002
- – Microsoft PowerPoint 2002
- – Microsoft FrontPage 2002

5.3.1.7 WebDAV: Oracle FileSync Client

1. Microsoft Windows XP Professional Service Pack 1

2. Microsoft Windows 2000 Professional Service Pack 3

3. Microsoft Windows NT Workstation Service Pack 6

4. Microsoft Windows 98

5.4 Deprecations

The following features are deprecated in this release.

5.4.1 Changes to AFP Support

AppleTalk Filing Protocol (AFP) will not be supported in future releases of Oracle Files. In future releases, Mac users will be able use SMB or WebDAV.

5.5 General Issues

Here are some general operations and administration issues you should be aware of before using Oracle Files. The bugs referred to are described in more detail in Section 5.10, "Known Bugs" on page 5-14.

5.5.1 Error Occurs on Creation of Workspaces

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

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

See bug 2520112 for more information about this issue.

5.5.2 Mapping Web Folders in Windows XP

When creating a Web Folders mapping in Windows XP, you must specify the port explicitly, even if you are using port 80. For example:

```
http://foo.acme.com:80/files/content
```

If you do not specify a port number, Windows XP may use the File System Redirector, which is not supported for use with the Oracle Files WebDAV server.

5.5.3 Saving HTML Files Using Internet Explorer

If you open an HTML file from the Oracle Files Web UI using Internet Explorer, and then choose **File** > **Save As** to download the content, the file will be saved as type **Web Page, complete** by default. If you save the file as this file type, any relative links in the HTML file will be re-written as absolute links due to the default behavior of Internet Explorer.

If you do not want to see this behavior, choose another file type (such as **Web Page, HTML only**) from the Save As dialog box before saving. Alternatively, if you right-click the file from the Browse Files page and choose **Save Target As...**, you will not see this behavior.

5.6 Configuration Issues

Here are some issues related to configuring Oracle Files.

5.6.1 Workflow Issues

This section discusses configuration issues with Oracle Workflow.

5.6.1.1 Building Custom Workflows

In order to build custom workflows, you need to use Oracle Workflow Builder on a Windows NT, 2000, or XP system. You can download Oracle Workflow Builder from the Oracle Technology Network (OTN). To do this, follow these steps:

1. Point a Web browser at `http://otn.oracle.com`.

2. Click the **Downloads** icon in the upper right corner of the page.

3. Click **Oracle Collaboration Suite**.

4. Follow the instructions on this page to download Oracle Workflow Builder. The version you want is the **Oracle Workflow Embedded Release 2.6.2 for Microsoft Windows 98/NT/2000/XP.**

> **See Also:**
>
> - *Oracle Workflow Guide* for information about building custom workflows
>
> - *Oracle Files Administrator's Guide* for information about Oracle Files-specific requirements for custom workflows

After you have created a custom workflow, you need to make it available to Oracle Files by loading the custom workflow into the Workflow schema. To do this, save the custom workflow as a `.wft` file, copy it to the middle tier machine where the workflow schema resides, and load the `.wft` file using `wfload`:

```
%ORACLE_HOME%\bin\wfload -u workflow_schema_name/workflow_schema_password@database
_URL workflow_file_location/workflow_file_name
```

For example:

```
%ORACLE_HOME%\bin\wfload -u OWF_MGR/MY_PASSWORD@qa8-sun.us.oracle.com/private
/oracle/MyCustomWorkflow.wft
```

> **See Also:** *Oracle Files Administrator's Guide* for information about registering a custom workflow with Oracle Files

5.6.1.2 LDAP Packages

If you are using an external Oracle 9.2.0.3 database other than the Oracle Collaboration Suite Information Store, you need to confirm that the Catalog for the LDAP PL/SQL API has been loaded in this database.

To confirm the presence or absence of the Catalog, run the following SQL*Plus command as the `SYS` user on the database tier:

```
DESC DBMS_LDAP
```

If no such package exists, run the `catldap.sql` script that is present in `%ORACLE_HOME%\rdbms\admin` as the `SYS` user on the database tier. This creates the catalog in the database.

> **Caution:** Make sure that you run `catldap.sql` in the Oracle home of the database; do not run the script from the middle tier or infrastructure Oracle homes.

5.6.1.3 Multiple Instances

You cannot use the same Oracle Workflow schema to support two different Oracle Files domains. If you have multiple Oracle Files domains being used by the same database instance, you must have different Oracle Workflow schemas (as is the case with Oracle Files schemas).

During configuration, you may want to choose an Oracle Workflow schema name different from the default value of `OWF_MGR` to ensure that you are not reusing an existing Oracle Workflow schema.

5.6.1.4 Provisioning Users Into Oracle Workflow

As new Oracle Files users are created in Oracle Internet Directory, run the following SQL*Plus commands to provision the new users into Oracle Workflow:

```
set serveroutput on size 1000000
declare
  ret_code boolean;
begin
  ret_code := wf_ldap.synch_changes();
  if (ret_code) then
    dbms_output.put_line('WF_LDAP.Synch_Changes successful');
  else
    dbms_output.put_line('WF_LDAP.Synch_Changes failed. Please try again');
  end if;
exception
  when others then
    dbms_output.put_line('Exception encountered : ' || sqlerrm);
end;
/
```

> **Note:** It is recommended that you create a `DBMS_JOB` that will automatically run `wf_ldap.synch_changes()` at regular intervals.

5.6.2 Caching Issues

Using Oracle9*i*AS Web Cache to cache any content located under `/files/content` is prevented due to a variety of security issues.

5.7 Oracle Internet Directory Issues

This section covers Oracle Internet Directory issues specific to Oracle Files.

> **See Also:** *Oracle Internet Directory Release Notes* at `http://otn.oracle.com/documentation`, for complete information on all known issues.

5.7.1 User Provisioning Failure

Sometimes, users created in Oracle Internet Directory fail to be provisioned in Oracle Files, or you may be unable to add newly provisioned users to Oracle Files Workspaces.

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

- `sn`
- `givenName`
- `mail`
- `username`

The username attribute is specified by the `orclCommonNicknameAttribute` in the Subscriber's OracleContext.

> **See Also:** *Oracle Internet Directory Administrator's Guide* for more information on viewing the `orclCommonNicknameAttribute`

5.8 Globalization Support Issues

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

5.8.1 Error When Saving Documents with Multibyte Filenames in Internet Explorer

When using the **Save As** command in Internet Explorer to save documents with multibyte filenames, the filename in the Save As dialog appears corrupted.

To fix this, enable the **Always send URLs as UTF-8** option in Internet Explorer:

1. Select **Tools** > **Internet Options**.
2. Select the **Advanced** tab.
3. Check the **Always send URLs as UTF-8** option.
4. Click **OK**.

5.8.2 Jagged Bold/Italic Fonts

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

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

See bug 2377003 and base bug 2220343 for more information.

5.8.3 Character Set Limitations

Oracle Files does not support AL32UTF-8 databases for Asian languages, because Oracle Text does not support Chinese, Japanese, and Korean lexers on AL32UTF-8 databases. On such databases, Chinese, Japanese, and Korean documents will not be

indexed or searchable. UTF-8 is the recommended character set for Unicode-based file systems. See also bug 2391425.

5.9 Documentation Issues

This section covers issues relating to Oracle Files documentation.

5.9.1 Changing Font Characteristics in the Oracle Files Web UI

The *Oracle Files Administrator's Guide* provides instructions on how to change font characteristics in the Oracle Files Web UI on page 7-2. To do this, administrators need to edit an XML style sheet called `custom.xss`.

As part of this process, administrators also need to copy text from another XML style sheet called `blaf.xss`. The following additional information is available to help administrators perform this step.

To change font characteristics in the Oracle Files Web UI:

1. Make a backup copy of `custom.xss` on each of your middle tiers. The `custom.xss` file is located in the following directory:

   ```
   %ORACLE_HOME%\j2ee\OC4J_iFS_files\applications\files\files\cabo\styles
   ```

2. Open `blaf.xss`, located in the following directory:

   ```
   %ORACLE_HOME%\j2ee\OC4J_iFS_files\applications\files\files\cabo\styles\blaf.xss
   ```

3. Copy the following entries from `blaf.xss`:

   ```
   <!-- The default font family -->
   <style name="DefaultFontFamily">
   <property name="font-family">Arial,Helvetica,Geneva,sans-serif</property>
   </style>

   <!-- The default font -->
   <style name="DefaultFont">
   <includeStyle name="DefaultFontFamily"/>
   <property name="font-size">10pt</property>
   </style>
   ```

   Be careful not to edit this file.

4. Open the live copy of `custom.xss` and paste in the text from step 3.

5. Modify the two entries as you choose. For example, you could change the entries to the following:

   ```
   <!-- The default font family -->
   <style name="DefaultFontFamily">
   <property name="font-family">
   Times New Roman,Arial,sans-serif
   </property>
   </style>

   <!-- The default font -->
   <style name="DefaultFont">
   <includeStyle
   name="DefaultFontFamily"/>
   <property name="font-size">
   9pt
   </property>
   ```

```
                         </style>
```

6. Save your changes to `custom.xss` on each of your middle tiers.

5.10 Known Bugs

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

- Table 5–2, " Configuration Bugs"
- Table 5–3, " Administration Bugs"
- Table 5–4, " Generic Oracle Files Bugs"
- Table 5–5, " HTTP/WebDAV Bugs"
- Table 5–6, " NFS Bugs"
- Table 5–7, " AFP Bugs"
- Table 5–8, " NTFS Bugs"
- Table 5–9, " Oracle FileSync Bugs"

Table 5–2   Configuration Bugs

Bug No.	Description	Action
2944440	**Oracle Workflow does not use SSL-enabled Oracle Internet Directory.** Although Oracle Files can work with an SSL-enabled Oracle Internet Directory instance, Oracle Workflow will only work with the non-SSL port.	Irrespective of whether Oracle Files is configured to work with the SSL-enabled Oracle Internet Directory port, Oracle Workflow must be configured to work with the non-SSL Oracle Internet Directory port.
2961091	**Arabic is not available in Oracle Workflow.** In this version, Oracle Workflow does not package Arabic in the Workflow product. This is an Oracle Workflow limitation.	None.
2851941	**The Oracle Files Configuration Assistant cannot be run against a load-balanced multi-node RAC DB.** The Oracle Files Configuration Assistant will not work if you are using a multi-node RAC Database and are using a load-balanced port.	During RAC configuration, set up a database server port that is not load balanced. Then, run the Oracle Files Configuration Assistant against this port.
2960519	**Re-use of the Oracle Files schema configured and set up with the same middle tier will cause problems with Agents.** If you run the Oracle Files Configuration Assistant more than once in the same Oracle home, against the same Oracle Files domain and schema, the Agents in the local node will become deactivated if the following are true: - The middle tier already had a node (before you ran the Oracle Files Configuration Assistant a second time), with all the Agents set to run in it. - While running the Oracle Files Configuration Assistant the second time, you selected the **Run Agents** checkbox.	You may see this problem if you need to run the Oracle Files Configuration Assistant a second time due to failures during the post-upgrade process. You can avoid this behavior by not selecting the **Run Agents** checkbox in the Node Configuration screen of the Oracle Files Configuration Assistant. Alternatively, if you have already run the Oracle Files Configuration Assistant more than once and your Agents have become deactivated, you can solve the problem by going to the Oracle Enterprise Manager Web site and setting all the Agents to "Active" for the affected node. You must activate each Agent individually.

Table 5–2   (Cont.) Configuration Bugs

Bug No.	Description	Action
2520112	**Error occurs on creation of Workspaces when there is a problem in a user's e-mail address.** If a valid SMTP server is not specified, or a user has a null or invalid e-mail address, any Oracle Files operation that involves an e-mail notification will fail.	1. Ensure a valid SMTP server is specified in the `FilesBaseServerConfiguration` parameter: `IFS.SERVER.APPLICATION.UIX.SmtpServer` 2. Ensure that users have valid non-null e-mail addresses.
2391425	**NLS: IFSCONFIG fails in Japanese environment on AL32UTF8 database.** Oracle Text does not support Japanese lexer on AL32UTF8 databases; hence Oracle Files does not support AL32UTF8 databases for Asian languages.	Use UTF8 for the database instead of AL32UTF8.
3124801	**Oracle Files Release 2 (9.0.4.3) installs an extra documentation directory.** Oracle Files shipped with the following outdated directory: `%ORACLE_HOME%\ifs\files\doc\` The information in this directory is old and is not meant to be used.	Do not refer to the documents under this directory. Instead, refer to the documents on the Oracle Collaboration Suite Documentation CD.
3214142	**Java Command for regular nodes needs to be changed.** The current Java Command for Oracle Files regular nodes includes the following argument: `-XX:+OverrideDefaultLibthread` This argument should be removed. Retaining this argument can cause problems.	Perform the following steps: 1. Log into Oracle Enterprise Manager Web site on any mid-tier machine and navigate to the Node Configurations page. 2. For each regular node configuration, remove `-XX:+OverrideDefaultLibthread` from the **Java Command** property and click **OK**. 3. Restart each regular node. **See Also**: *Oracle Files Administrator's Guide* for more information about changing node configurations and restarting regular nodes. **Caution**: Make sure that any new node configuration you create does not include this argument.

Table 5–2 (Cont.) Configuration Bugs

Bug No.	Description	Action

2522186	**Oracle Files Configuration Assistant cannot establish a connection to a RAC database with the thin driver.**
	
	The Oracle Files Configuration Assistant attempts to make a connection to a RAC database as SYS 'AS SYSDBA' using the thin JDBC driver, which fails.
		1. On the database computer, run the following command as a single line at the command line:
		`orapwd file=%ORACLE_HOME%/dbs/orapw password=password entries=5`
		
		Where `password` is the new value for the SYS user password.
		
		2. Run the following two commands in SQL*Plus to change the password of the SYS user:
		`connect / as sysdba`
		`ALTER USER sys IDENTIFIED BY password`
		
		Where `password` is the value that you specified in step 1.
		
		3. Add the following line to the `init.ora` file:
		`REMOTE_LOGIN_PASSWORDFILE=EXCLUSIVE`

3016906	**Oracle Files configuration against Windows 64-bit Oracle9*i* Database Server 9.2 database fails.** The database is missing the `ctxhx` executable that is required to enable Oracle Text on the schema.	There are two possible solutions: 1. If you get an error message during Oracle Files configuration saying "Oracle Text Verification Failed," click **OK** to create a schema without Oracle Text enabled. 2. Build your own `ctxhx` executable. For more information, see OTN at `http://otn.oracle.com/products/text/htdocs/FilterServer.htm`
3313333	**Oracle Workflow help is not configured by default.** For Oracle Workflow Release 2.6.2 and earlier, the help must be manually configured.	First, unzip the help files: 1. Navigate to `%ORACLE_HOME%\wf`. 2. Unzip `wfdoc262.zip` to the `%ORACLE_HOME%\wf` directory. Help files will be extracted to the `\doc\us` directory. Next, configure the `OA_DOC` virtual directory: 1. Navigate to `%ORACLE_HOME%\apache\apache\conf`. 2. Open `httpd.conf` for editing. 3. In the Alias section, add the following line: `Alias /OA_DOC/ "%ORACLE_HOME%\wf\doc/"` **Note:** Substitute an absolute path for `%ORACLE_HOME%`. 4. Restart the Oracle HTTP Server. See the *Oracle Files Administrator's Guide* for information about how to do this.

Table 5–3   Administration Bugs

Bug No.	Description	Action
2867479	**User authentication occasionally fails when accessing Oracle Files.** This error message occurs in configurations that use a load balancer for multiple Oracle Internet Directory servers. The error occurs when a user tries to log in to the domain after a certain period (equal to the connection timeout period on the load balancer) of inactivity on the middle tier against the Oracle Internet Directory server. The problem is more likely to happen if there are very few users on the system. The greater the number of active users, the less likely the problem will occur, because the level of interaction between the middle tiers and Oracle Internet Directory automatically increases, which ensures that the connection between the middle tier and Oracle Internet Directory does not time out.	The user can retry the operation, which should generally work. Alternatively, increase the connection timeout period on the load balancer that is used to connect to the Oracle Internet Directory servers.
2408925	**Oracle Enterprise Manager allows illegal characters for service name.** Service Configuration objects that have ';' embedded in their names will cause problems.	Do not use ';' in service names.
2746006	**Cannot stop the Oracle Files domain if the Oracle Files schema password is changed.** The schema password for Oracle Files is required in order to be able to start or stop a domain.	Do not change the schema password for a running Oracle Files instance.
2852809	**Need to restart the Oracle Files domain any time the default Subscriber is changed on the LDAP server.** If the default Subscriber is changed in Oracle Internet Directory after the Oracle Files domain has been started, users in the new default Subscriber will be created with usernames of the format *username@subscribername*.	Restart the domain, and delete the old default subscriber from Oracle Files after changing the default Subscriber in Oracle Internet Directory.
3200712	**Oracle Enterprise Manager node statistics page reports that the OS is Windows 2000 instead of Windows 2003.** For an Oracle Files node running in JDK 1.3.1 on Windows 2003 server, the Node Performance and Statistics page in Oracle Enterprise Manager Web site displays the node's operating system name as Windows 2000 instead of Windows 2003.	None. This is a JDK 1.3.1 limitation.

Table 5–3   (Cont.) Administration Bugs

Bug No.	Description	Action
2573630	**Windows network/domain user with admin privileges cannot start the domain controller or nodes on Oracle Enterprise Manager Web site.**	Set up a local user with "logon as batch job" privileges and use that local user to start the domain controller and nodes from Oracle Enterprise Manager Web site.
	This is a limitation of Oracle Enterprise Manager for this release.	Alternatively, you can use the network user to start the domain controller and nodes from the command line via `ifsctl`.
3231664	**Cannot close the command window used to run `ifsctl.bat`.**	Do not close the command window from which you are running `ifsctl.bat`.
	Due to Windows limitations, you cannot close the command window from which you are running `ifsctl.bat` to manage the Oracle Files domain controller and nodes. If you close the command window, Oracle Files process that were started from that window will shut down.	Alternatively, you can use the Oracle Enterprise Manager Web site as a local user to manage the domain and nodes.

Table 5–4   Generic Oracle Files Bugs

Bug No.	Description	Action
2414889	**Searches don't exclude AFP resource forks.**	Ignore these files in the search results.
	It is possible for Oracle Files Advanced Searches to include AFP resource forks in search results. Any actions performed on these files will result in an error.	
3200325	**Oracle Collaboration Suite Search only supports exact matches on User Name for Oracle Files content.**	Provide an exact match in the Oracle Collaboration Suite Search **User Name** field when searching Oracle Files content. Do not use wildcards.
	Oracle Collaboration Suite Search for Oracle Files ignores the content of the **User Name** field if the value provided does not match a valid Oracle Files user.	
2518871	**Files with multibyte file names that were zipped with the Oracle Files Zip feature must be unzipped with a utility that supports UTF8.**	Unzip the file using either the Unzip feature in the Oracle Files Web user interface, or use the JAR utility to unzip the file locally.
	If you use the Zip feature in the Oracle Files Web user interface to zip a file or set of files that have multibyte file names, you cannot use WinZip to unzip the file because WinZip does not support UTF8.	

Table 5–4   (Cont.) Generic Oracle Files Bugs

Bug No.	Description	Action
3078486	**Users with punctuation in their passwords may have problems.** If Oracle Files users have punctuation in their passwords (for example, ';' '%' '#'), these users may not be able to enable protocol access in Oracle Files. In addition, these users may be unable to change their SSO passwords using the Oracle Files Web UI.	To solve this problem, choose one of the following options: **Option 1** 1. Ensure that the following service configuration property is set to `FALSE` in the service configuration that you are using: `IFS.SERVICE.CaseSensitive Authentication` **See Also**: *Oracle Files Administrator's Guide* for more information about viewing and setting service configuration parameters 2. If any of the affected users existed in Oracle Internet Directory before Oracle Files was installed, reset their passwords using Oracle Internet Directory tools. You can reset the password to the same value, or you can choose a different value. **Option 2** If you want to use case-sensitive authentication, you should not permit users to include punctuation in their passwords. Use Oracle Internet Directory tools to change the passwords of existing users that have punctuation in their passwords.

Table 5–5   HTTP/WebDAV Bugs

Bug No.	Description	Action
2393968, 2386806, 2337719	**URLS with '#,' '%,' or ';' in them do not work.** URLs that have these characters embedded will cause problems.	Do not use '#,' '%,' or ';' in URLs.
2355830	**WebDAV locking does not work with Dreamweaver 4.** Accessing content on Oracle Files from Dreamweaver 4 via WebDAV does not work properly. The first issue is that Dreamweaver 4 is not supporting the correct XML that is returned from the server. This causes Dreamweaver 4 to improperly display to the user the correct content stored on the server. Due to this problem, implicit locking of documents by Dreamweaver 4 is not supported.	Downloading a patch from Macromedia for Dreamweaver 4 will solve all but the implicit locking issue. The locking issue is still an open issue. However, if you are using Dreamweaver MX, downloading the Dreamweaver MX v6.1 Updater from the Macromedia Web site will fix this problem: `http://www.macromedia.com/support/dreamweaver/downloads_updaters.html`
2955251	**Cannot connect to Oracle Files through WebDAV cookie-less client.** If multiple Oracle Files middle tiers are fronted by a load balancer that relies on cookies to load balance requests, WebDAV clients that do not store cookies will not be able to access that Oracle Files instance via the load balancer.	Configure the load balancer to use IP addresses instead of cookies for load balancing.

Table 5–5 (Cont.) HTTP/WebDAV Bugs

Bug No.	Description	Action
2614217	**Uploading a document via Netscape returns an Oracle SSO warning error.** When the Oracle Collaboration Suite middle tier is configured, it registers with the Single Sign-On server using the Oracle HTTP Server port. It is incorrect to register the HTTP Server port if Oracle9*i*AS Web Cache is configured.	For mod_osso to work correctly, the Single Sign-On registration for this middle tier must be corrected manually. **See Also**: *Oracle9i Application Server Administrator's Guide* for detailed information on how changes in hostname and port affect Oracle9*i*AS, and specifically how mod_osso and Oracle9*i*AS Single Sign-On Server may be affected
2697262	**WebDAV drag-and-drop download can result in 0-byte file.** Dragging a file from a Web Folder on Oracle Files to the local PC file system can result in a 0-byte file if the file is locked by another user on Oracle Files. This appears to be caused by MSDAIPP.DLL version 8.103.2402.	Upgrade Internet Explorer to the latest Service Pack. Ensure the client environment conforms to the supported configuration listed in Client Certifications for WebDAV: Web Folders.
3006494	**Cannot create multiple Web Folder mappings that use different user credentials on the same client computer.** Because of a Web Folders limitation, Oracle Files does not support logging in to Web Folders as different users from the same Windows client. Web Folders caches user credentials, so if you first create a Web Folders mapping as user1, and then create a second mapping as user2, after user1's connection is disconnected, user2 will be able to access user1's content.	Do not create Web Folder mappings that use different user accounts from the same client computer. Alternatively, you can restart the Windows client.

Table 5–6 NFS Bugs

Bug No.	Description	Action
1749601	**Unable to chgrp in Oracle Files NFS.** A chgrp does not have any effect on mode for a file.	None. The security model is different and this has no impact.
1749621	**Unable to chmod in Oracle Files NFS.** A chmod does not have any effect on mode for a file.	None. The security model is different and this has no impact.
1750049	**Mode attributes cannot be set.** Cannot change the permission mode bits through Oracle Files NFS.	None. The security model is different and this has no impact.
1749778	**Links cannot be created using Oracle Files NFS.** No links (symbolic, soft, or hard) can be created in Oracle Files NFS.	None. The security model is different and this has no impact.
2333774	**Cannot copy files or folders where a non-standard ASCII character is the first character in the name.** Folders and files that have non-standard ASCII characters as the first character cannot be copied using NFS Maestro.	Use other NFS clients; this problem appears to be a Maestro limitation.

Table 5–7   AFP Bugs

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

Table 5–7   (Cont.) AFP Bugs

Bug No.	Description	Action
2994813	**Cannot open documents under or upload into AllPublic/Users/...** The AFP server for the Oracle Files application allows Macintosh clients to mount either the "user's home directory" or the "AllPublic" directory as network volumes. The AllPublic volume has a limitation where files under the "Users" folder inside the AllPublic volume cannot be opened reliably, and new files cannot be uploaded into the "Users" folder. Files and folders can be listed, however, and files can be copied to the local disk.	To open files, copy them to the local disk first, then open them. To upload files, use the "user's home directory" mountpoint (volume) instead of the AllPublic volume.
2995643	**Microsoft PowerPoint files with long names cannot be saved directly.** PowerPoint files with file names longer than 31 characters appear truncated when you try to save using AFP. For example: `long_long_long_long_lo?5A0B.ppt` The user will be able to open the PowerPoint file and copy it to the local hard disk, just like any other file. Once opened in PowerPoint, however, if the user makes changes to the file and issues a "Save" command, an error will be displayed: "Error accessing file *filename*." The changes will not be saved and the original file that was opened will be deleted (moved to the Trash and renamed "PowerPoint Temp 0" or similar).	If you want to save changes and keep the file, issue a "Save As" command, either by choosing the command from the menu or toolbar, or by clicking "Yes" in the dialog box that is displayed when the file is closed. Choose a different name for the saved file. Once you do so, the new file will be saved correctly.
2463376	**Finder does not refresh folder listing.** When the contents of a folder is updated by adding, removing, or modifying files, the AFP finder does not refresh the folder listing.	Log out and log back in to work around this problem.

Table 5–8   NTFS Bugs

Bug No.	Description	Action
1289569	**Delete appears to work on some files that a user should not be able to delete.** No error messages are given when a user tries to delete a document that the user does not have permission to delete, or when a user tries to delete special objects, such as the inbox folder, which cannot be deleted.	Although no error message appears, the document or folder is not deleted. Selecting Refresh in the Windows Explorer will cause the Windows Explorer to refresh the display and the document or folder will reappear.

Table 5–8 (Cont.) NTFS Bugs

Bug No.	Description	Action
1113581	**Cannot delete or rename versioned files in NTFS.** Attempts to delete or rename a versioned file in NTFS result in a failure message indicating that all or part of the file may be locked. Certain applications, such as Microsoft Word and Microsoft Excel, save their work by deleting old versions of the document. Because this would cause a loss of data attributes and compromise the versioning features of Oracle Files, the Oracle Files NTFS server does not allow deletion or renaming of versioned files.	Use the Web interface to delete the file.
1412048	**In Windows NT with Service Pack 6, some .txt documents cannot be modified and saved in Wordpad.** When editing a document with the Read Only attribute with Wordpad on NT 4.0 with Service Pack 6, you will not be able to save the document to a different name using the Save As dialog box. When trying to save the document under a different name you will receive an error stating that the document cannot be accessed because it is in use by another application.	Remove the Read Only attribute before editing the document with Wordpad, or use another editor, such as Notepad.
1846693	**Cannot start NTFS protocol server from terminal services client session.** Attempting to start NTFS protocol server from a terminal services session results in the following error message: `OracleIfsd driver failed to start. If an Oracle iFS installation has just been completed then a system restart may be needed to complete the installation of the OracleIfsd driver.` The NTFS protocol server cannot be started from within a Windows terminal services client session.	Start Oracle Files from the Windows server console rather than trying to start it from a terminal services client session. Windows terminal services client sessions can only access devices that are already defined at the time the terminal session starts.
1937209	**Cannot drag mail from Outlook 2000 to a drive mapped to Oracle Files.** Using drag and drop to move mail from Outlook 2000 to a drive mapped to Oracle Files results in an error message stating that the file cannot be dropped to this location, and a zero length file is created on the mapped drive. This error occurs when using Outlook 2000 on Windows NT. The error does not occur on Windows 2000 or when using Outlook Express.	Drag and drop mail from Outlook to a local hard drive, then move the file from the local hard drive to the drive mapped to Oracle Files.

Table 5–9   Oracle FileSync Bugs

Bug No.	Description	Action
2374879	**Server-side folders with the percent (%) character in their names are not synchronized.** Folders and files that have '%' embedded in their names will not be synchronized during the sync process.	Do not use '%' in folder names if you want to use Oracle FileSync for file synchronization.
3037418	**There is no Arabic selection available in the list of installation languages for Oracle FileSync.** Oracle FileSync can be installed on an Arabic machine and will function in Arabic. However, the installation process will not display Arabic.	Install Oracle FileSync in another language, then switch the locale to Arabic.

6

Oracle Ultra Search

This chapter summarizes release note issues associated with Oracle Ultra Search.

The following sections are included in the chapter:

- What's New in Ultra Search
- Ultra Search Welcome Page
- Default Ultra Search Instance
- Document Relevancy Boosting Limitations
- Translations for Complete Sample Query Application
- Dynamic Page Indexing Control
- Cookie Support
- Crawler Cache Deletion Control
- Set the Environment to Use the INSO Filter
- Known Bugs

6.1 What's New in Ultra Search

Oracle Ultra Search is a high-level search component supplied with the Oracle Collaboration Suite that you can use to search across other Oracle Collaboration Suite components, corporate Web servers, databases, mail servers, file servers, and Oracle9*i*AS Portal instances. It uses information you provide to crawl through the various disparate repositories of information in your company searching for documents according to your search criteria. Oracle Ultra Search searches over 150 proprietary document types.

This release of Ultra Search includes the following features:

- Support for new attribute types, including date ranges and list-of-values (LOV)
- Improved Query APIs and new support for JSP tags
- Integration with 9*i*ASPortal - native crawling of Portal instances
- The Crawler Extensibility API - this is a Java API to adapt the Ultra Search crawler to index and search data sources
- Relevance boosting - this adjusts the ranking of search results
- Display URL support - this renders the results of database crawls in a Web screen

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

6.2 Ultra Search Welcome Page

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

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

Where `host` is the host used to install the middle tier.

6.3 Default Ultra Search Instance

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

The default instance name is `WK_INST`. It is created based on the database user `WK_TEST`. The default user password is `WK_TEST`. For security purposes, `WK_TEST` is locked after the installation.

The administrator should login to the database as DBA role, unlock the `WK_TEST` user account, and set the password to be `WK_TEST` (the password expires after the installation).

If the password is changed to anything other than `WK_TEST`, then you must also update the cached schema password using administration tool Edit Instance page after you change the password in the database.

The default instance is also used by the Ultra Search sample query application. Make sure to update the `data-sources.xml` file.

6.4 Document Relevancy Boosting Limitations

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

Relevancy boosting has the following limitations:

- Comparison of the user's query against the boosted queries uses exact string match. This means that the comparison is case-sensitive and space-aware. Therefore, a document with a boosted score for "Ultra Search" is not boosted when user enters "ultrasearch."

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

6.5 Translations for Complete Sample Query Application

The Ultra Search Complete Sample Query Application is translated into the same set of languages supported in Oracle Collaboration Suite Release 2.

> **See Also:** *Oracle Collaboration Suite Installation and Configuration Guide* for the list of languages

6.6 Dynamic Page Indexing Control

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

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

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

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

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

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

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

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

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

6.7 Cookie Support

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

6.8 Crawler Cache Deletion Control

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

6.9 Set the Environment to Use the INSO Filter

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

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

For example, on UNIX set the `$LD_LIBRARY_PATH` environment variable to include `$ORACLE_HOME/ctx/lib`, and on Windows set the `%PATH%` environment variable to include `%ORACLE_HOME%\bin`.

6.10 Known Bugs

Table 6–1   Known Bugs

Bug No.	Description
2881313	A Web Provider error occurs when registering the Ultra Search portlet.
	Workaround:
	Update the following so that the full path of the directory is specified, without using the `%ORACLE_HOME%` environment variable:
	`%ORACLE_HOME%\j2ee\OC4J_Portal\applications\jpdk\jpdk \WEB-INF\services.xml`
	Change the value of `option key=FileProviderGroupMgr.dir.`
	Contact your Oracle Support Representative to obtain patch 3012911.

7

Oracle Voicemail & Fax

This chapter summarizes release note issues associated with Oracle Voicemail & Fax.

The following sections are included in the chapter:

- What's New in This Release?
- Known Bugs

7.1 What's New in This Release?

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

- Directory access through the telephone

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

- Re-recorded and streamlined menu prompts

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

- Access to voice mail preferences through Outlook

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

- Supported Languages
  - Arabic
  - Chinese - China
  - Chinese - Taiwan
  - Danish
  - Dutch
  - English - American
  - English - British

- – Finnish
- – French
- – German
- – Greek
- – Italian
- – Japanese
- – Korean
- – Norwegian
- – Portuguese
- – Portuguese - Brazilian
- – Spanish
- – Swedish
- – Turkish

7.2 Known Bugs

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

Table 7–1   Oracle Voicemail & Fax Known Bugs

Bug No.	Description

3220773	The `findmailstore.bat` file is not executed correctly during the silent installation.
	
	Workaround:
	
	1. Verify that `ias_core_top.rsp` file has the correct variables values.
	2. Run the following command:
	`setup.exe -silent -responseFile ias_core_top.rsp`
	3. Navigate to the following directory:
	`ORACLE_HOME\um\scripts`
	4. Run the `findmailstore.bat` file.
	5. Reboot the system.
	6. Continue with the configuration.

3120384	The Brazilian Portuguese `prompts.xml` file references the wrong directory. Workaround: 1. On a CT server with Voicemail & Fax installed, rename the following `%ORACLE_HOME%\um\voice-files\oracle\prompts-pt-BR` directory to `%ORACLE_HOME%\um\voice-files\oracle\prompts-bp`. 2. Run the `%ORACLE_HOME%\um\scripts\install_prompts.bat` script.

Table 7–1   (Cont.) Oracle Voicemail & Fax Known Bugs

Bug No.	Description
3239422	The Oracle Voicemail & Fax preference setting page is not working. Workaround: **1.** On a middle tier on which the Oracle Voicemail & Fax preference client is running, change `zh-CN` and `zh-TW` to `zh_CN` and `zh_TW` in the `%ORACLE_HOME%\j2ee\OC4J_UM\config\oc4j.properties` file. **2.** Restart `opmn`.
3301304	AQMWI process stops search through mwiserviceinstance cache when removed from Oracle Internet Directory. Workaround: **1.** Verify that the `orclumactive` attribute is set to `false` for all `MWIService` process objects. **2.** Restart the AQMWI process.
3268883	The `rmid` and `rmiregistry` processes fail when users log out. Workaround: Perform the following steps on a CT server on which Oracle Voicemail & Fax is installed. **1.** Select **Start** > **Run**. **2.** Enter `regedit`. **3.** Click **Okay**. **4.** Expand down to the following: `HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\rmid\Parameters` **5.** In the right pane, double click on the entry for `AppParameters`. **6.** Prepend `-J-Xrs` to the value data of the `AppParameters`. For example, if AppParameter was `-J-Djava.security.policy=D:\oracle\ora90\um\config\pms.policy -C-DORACLE_HOME=d:\oracle\ora90` change it to `-J-Xrs -J-Djava.security.policy=D:\oracle\ora90\um\config\pms.policy -C-DORACLE_HOME=d:\oracle\ora90`. **7.** Navigate to `HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\rmiregitry\Parameters`. **8.** Right click in the right pane. **9.** Select **New** > **String Value**. **10.** Enter `AppParameters` as the name of the new **String Value**. **11.** Double click **AppParameters**. **12.** Enter `-J-Xrs` as the value data. **13.** Stop the following services, in order: Any services beginning with `UMMWI_`, `UMProcessMgrService`, `rmid`, or `rmidregitry`. **14.** Remove the `%ORACLE_HOME%\um\log\log` directory. **15.** Restart the services you stopped in the reverse order in which you stopped them.
3230496	Oracle Container subsystem must recover when a TCP socket is torn down unexpectedly. Workaround: Add `(ENABLE=BROKEN)` right after `DESCRIPTION=` in the `sc_vsto.cfg` file connect strings.

Table 7–1   (Cont.) Oracle Voicemail & Fax Known Bugs

Bug No.	Description
3131415	The "Mail store selection" and "End of installation" pages are not translated.
3061500	During the upgrade to Oracle Collaboration Suite Release 2, the Oracle Enterprise Manager target settings for Oracle Voicemail & Fax were not correctly upgraded.
3070115	During the upgrade to Oracle Collaboration Suite Release 2, the Oracle Enterprise Manager target settings for Oracle Voicemail & Fax were not correctly upgraded.
3070186	An internal error occurs when the recording application is started.
2811286	An error announcement is played when the user enters a password outside of the minimum or maximum digits allowed.
2805349	No vacation greeting reminder is played.
2580875	MWI requests may be processed out of order.
2209971	After shutting down a Windows-based Oracle Voicemail & Fax process, its Windows service may continue to report that it is running.
2178806	MWI service may throw an exception when restarted through the activation daemon.
1682964	Some error messages may not allow user interrupts.
2947219	Upgrading from CTMedia 2.1 to NetMerge 3.0 is not supported. You must perform a new installation of NetMerge 3.0 and Oracle Voicemail & Fax.

> **Note:**   Use the `%CD_HOME%\Disk1\install\win32\ias_core_top.rsp` and `%ORACLE_HOME%\um\vmailcdcore\vmailcd_core.rsp`files for silent installations.

8

Oracle Web Conferencing

This chapter summarizes release note issues associated with Oracle Web Conferencing. The following sections are included in the chapter:

- Section 8.1, "What's New in This Release?"
- Section 8.2, "Installation and Configuration Issues"
- Section 8.3, "User Management Issues"
- Section 8.4, "Known Bugs"
- Section 8.5, "Document Errata"

8.1 What's New in This Release?

The following features have been introduced in release 2.0.4.2:

- Update and delete meeting functionality are now accessible from the post-login Home tab
- A link to integration services is now visible in the Quicklinks bin
- Improved performance in rendering the Usage summary reports due to the inclusion of new materialized views
- New User flow now has more checks, such as a display driver check

8.2 Installation and Configuration Issues

Oracle Web Conferencing installation could fail due to incorrect inputs that cannot be validated and, hence, cannot be prevented during installation. Installation could fail during the configuration phase due to a variety of reasons. This section addresses how to recover from some of these failures and configure Oracle Web Conferencing by hand.

Installation of Oracle Web Conferencing assumes that the Web Conferencing host machine is freely accessible on all ports for all traffic from users' computers trying to access Web Conferencing. For most enterprises, this translates to the Web Conferencing server machines on the intranet without any internal firewalls. If your installation does not fall into this category, you might not be able to access Web Conferencing immediately at the end of installation without further post-installation configuration.

> **See Also:** *Oracle Web Conferencing Administrator's Guide* for information on how to configure Oracle Web Conferencing for various other cases

Follow the post-installation steps for the most common configurations required for enabling e-mail invites to conferences and other basic functionality listed later in the *Oracle Collaboration Suite Installation and Configuration Guide*.

8.2.1 Clean Reinstallation and Deinstallation

Reinstallation and deinstallation of Oracle Web Conferencing is not supported in this release. In most cases you will need to start the installation all over after restoring the installation environment to the exact state before the installation was started, so that the new attempt is a clean new installation.

This section does not discuss how to clean up the Oracle Collaboration Suite installation. However, you might need to remove the Real-Time Collaboration repository in some cases. To do so, you will need to delete all Real-Time Collaboration objects from the database, including the RTC tablespaces.

8.2.1.1 Removing the RTC Repository from the Database

> **See Also:** *Oracle Database Administrator's Guide* for information on carrying out some of these commands for your particular database

1. Log in to the database as SYSTEM user or user with similar privileges.

2. Alter the system to disallow access to the database by RTC and RTC_APP users, so that those users may start no new sessions.

3. Discontinue all sessions by RTC and RTC_APP users.

4. Drop RTC_APP followed by RTC:

   - Drop user RTC and RTC_APP including all the database objects owned by them

   - Drop tablespaces RTC_DATA, RTC_INDEX, RTC_BIG_DATA, and RTC_LARGE_ DATA and the data files used for those tablespaces. Depending on how the RTC repository was created, you will have either RTC_BIG_DATA or RTC_LARGE_ DATA present in the database. If both are present, drop both.

8.2.1.2 Manual Recovery or Reinstallation

Oracle Web Conferencing needs to use the Oracle Real-Time Collaboration (RTC) repository residing in an Oracle9*i* (9.2 or later) database. This database may be a customer database, or it can be the Oracle Collaboration Suite 9.0.4.1.0 information store database in which the RTC repository is already seeded at the time the information store is installed. Each of the following cases requires slightly different steps to make the RTC repository available in working condition.

- Installation fails against a customer database—If the installation fails before you create the repository, you might need to edit the install_schema.cmd script by hand to substitute correct values of Oracle home and the SID for the database to which you plan to connect for the RTC repository.

  Issue the following command:

  ```
  %ORACLE_HOME%\imeeting\install\db\install_schema.cmd connect_string_for_
  database password_for_user_SYSTEM rtc rtc_password_of_your_choice  rtc_app
  rtc_app_password_of_your_choice  RTC_DATA  RTC_LARGE_DATA RTC_INDEX  directory
  on_the_database_host_where_the_datafiles_for_tablespaces_will_be_created
  (typically the oradata\instance_name subdirectory in the Oracle home on the
  database host)
  ```

Example:

```
\private\i902\midm72\imeeting\install\db\install_schema.cmd

(description=(address=(host=crmdev07.us.oracle.com)(protocol=tcp)(port=1521))
(connect_data=(sid=ia902dbd)))  manager rtc  rtc  rtc_app  rtc_app
RTC_DATA  RTC_LARGE_DATA RTC_INDEX  \u04\DBs\iA902DBD\oradata
```

- The installation fails against the Oracle Collaboration Suite information store: If the installation is interrupted before reaching the RTC repository dialogs, you might need to edit the scripts used here to substitute appropriate values for Oracle home, etc.

  1. Issue the following command:

     ```
     %ORACLE_HOME%\imeeting\install\db\unlock_schema.cmd connect_string_for_
     the_information_store_database SYSTEM_password rtc  rtc_app
     ```

     Example:

     ```
     \private\i902\midm71\imeeting\install\db\unlock_schema.cmd

     (description=(address=(host=isunaaa17.us.oracle.com)(protocol=tcp)
     (port=1521))(connect_data=(sid=infom7)))  manager rtc  rtc_app
     ```

  2. Next, issue the following command:

     ```
     %ORACLE_HOME%\imeeting\install\db\change_passwd_schema.cmd connect_string_
     for_information_store_database SYSTEM_password rtc rtc_password_of_your_
     choice rtc_app rtc_app_password_of_your_choice
     ```

     Example:

     ```
     \private\i902\midm71\imeeting\install\db\change_schema_passwd.cmd

     (description=(address=(host=isunaaa17.us.oracle.com)(protocol=tcp)
     (port=1521))(connect_data=(sid=infom7)))  manager rtc  rtc  rtc_app  rtc_
     app
     ```

  3. The RTC repository must be available for use for the following step to succeed. If the installation is interrupted before reaching the configuration phase, you might need to edit the `imtctl` script used here to substitute appropriate values for your Oracle home, etc.

     - Edit the `%ORACLE_HOME%\imeeting\conf\imtint.conf` file and make sure it has a valid value for `oracle.imt.instancename`. It should be `ORACLE_HOME name.fully_qualified_host_name_for_ the_middle_tier`. For example, `orahome1.bigsun1.mycompany.com`.

     - Invoke `%ORACLE_HOME%\imeeting\bin\imtctl updateDatabaseInfo -dbsid SID_for_the_RTC_repository_ database -dbhost host_name_for_RTC_repository_database -dbport port_for_the_RTC_repository_database -dbschema rtc_app -dbpassword rtc_app_password`.

  4. For the Real-Time Collaboration Core Components instance, issue the following command:

     ```
     %ORACLE_HOME%\imeeting\bin\imtctl  addInstance -installtype midtier
     -instancename oracle_home_name.host_name.domain_name (for example,
     midm71.isunaaa18.us.oracle.com) -hostname host_name.domain_name (for
     ```

```
example, isunaaa18.us.oracle.com) -imthome %ORACLE_HOME%\imeeting -mxport
any_available_port_between_1025-49151 (for example, 2400) -webhost
Host_name_used_by_OHS (for example,isunaaa18.us.oracle.com) -webport
Oracle_HTTP_Server_or_Web_Cache_listen_port (for example, 7777. Use the Web
Cache port if Web Cache is enabled.) -websslport Oracle_HTTP_Swerver_or_
Web_Cache_SSL_listen_port (for example, 4443 use the Web Cache port if Web
Cache is enabled) -ldaphost OCS_infrastructure_OID_hostname (for example,
isunaaa17.us.oracle.com) -ldapport OCS_infrastructure_OID_port (for example
4032) -oc4jname OC4J_imeeting -imtpm_httpport any_available_port_between_
1025-49151 (for example, 2402) -appname imeeting -em_integrate (true or
false based on whether you want integration with EM Web site or not for
the status display of Oracle Web Conferencing\iMeeting)
```

5. For the Document Conversion Server and Voice Conversion Server, issue the following commands:

```
%ORACLE_HOME%\imeeting\bin\imtctl.cmd addInstance -installtype (voice if
voice server\conveter if document conversion server) -instancename oracle_
home_name.host_name.domain_name (for example, ocsm7dv1.st-
avenet-02.us.oracle.com) -hostname host_name.domain_name (for example,
st-avenet-02.us.oracle.com) -imthome

%ORACLE_HOME%\imeeting -orclhome %ORACLE_HOME% -voice_httpport any_
available_port_between_1025-49151 (for example, 2402) -imtpm_httpport any_
available_port_between_1025-49151 (for example, 2403) -appname imeeting
```

8.2.2 Creating the OC4J RTC Application as Part of the Real-Time Collaboration Core Components Instance

This step is to be done *only* on the Core Components instance host. If the installation is interrupted or fails before proper creation of the files or scripts involved, you might need to edit the files and scripts involved to appropriately substitute the values for the Oracle home, etc. Additional files used by this script are located in the same directory as the script.

Set the environment variables as follows:

```
ORACLE_HOME=the_Oracle_Home
LD_LIBRARY_PATH=%ORACLE_HOME%\lib
```

Then execute:

```
%ORACLE_HOME%\jdk\bin\java -Xmx512m -Djava.io.tmpdir=\tmp -classpath %ORACLE_HOME%
\lib\xmlparserv2.jar:%ORACLE_HOME%\dcm\lib\dcm.jar:%ORACLE_HOME%\jdbc\lib\class
es12.jar:%ORACLE_HOME%\lib\dms.jar:%ORACLE_HOME%\j2ee\home\oc4j.jar:%ORACLE_HOME%
\j2ee\home\jaznplugin.jar:%ORACLE_HOME%\lib\xschema.jar:%ORACLE_HOME%\opmn\lib
\ons.jar:%ORACLE_HOME%\jlib\emConfigInstall.jar:%ORACLE_HOME%\dcm\lib\oc4j_deploy_
tools.jar-Doracle.ias.sysmgmt.logging.logdir=%ORACLE_HOME%\j2ee\home\log
oracle.j2ee.tools.deploy.Oc4jDeploy -oraclehome %ORACLE_HOME% -verbose -inifile
%ORACLE_HOME%\imeeting\install\oui\imt.ini -timeout 120 -postdeploysleep 15
```

> **Note:** Before issuing the above command, verify that the `%ORACLE_HOME%\j2ee\deploy.ini` file exists. The `%ORACLE_HOME%\j2ee\deploy.ini` file might have been backed up by the installer as `%ORACLE_HOME%\j2ee\deploy.ini.`*some_number*`.bak`. Make a copy of it and save it as `%ORACLE_HOME%\j2ee\deploy.ini`.

8.2.3 Oracle HTTP Server Configuration

All of the following modifications are to the `mod_osso.conf` file in the Web Conferencing Oracle home.

> **Note:** Oracle Corporation recommends setting `OssoIPCheck` to `off` in `mod_oss.conf`.

Enabling Download Functionality for HTTPS Deployments

If your deployment uses HTTPS, you must edit the `mod_osso.conf` file in order to enable downloading of the Web Conferencing Console, logs, materials, and recordings.

For the Web Conferencing Console

```
<Location \imtapp\res>
    OssoSendCacheHeaders off
<\Location>
```

For logs

```
<Location \imtapp\logs>
    OssoSendCacheHeaders off
    require valid-user
    AuthType Basic
<\Location>
```

For materials

```
<Location \imtapp\app>
    OssoSendCacheHeaders off
<\Location>
```

For recordings

```
<Location \imtapp\console>
    OssoSendCacheHeaders off
<\Location>
```

8.2.4 Turning Off Image Compression for PNG Files in OracleAS Web Cache

Users with Internet Explorer 5.5 might find that images are missing from documents they are viewing from the Web Conferencing Application or during Document Presentation mode in a conference. To prevent this, turn off image compression for PNG files in OracleAS Web Cache.

To turn off image compression:

1. Access the OracleAS Web Cache administrator pages for the installation of Oracle9*i*AS. By default, it is at `http:\\apache_web_host:4000\webcacheadmin`.

2. Log in as the administrator. The default value username and password is `administrator`.

3. In the post-login page, you will see the **Administration** section on the left. Scroll down and locate the **General Configuration** section. In that section, under Cacheability Rules, click **Compression**.

4. Select the radio button for the rule that contains a reference to the compression of PNG images. It is the second set of rules in the default installation.

5. Click **Change Selector Association**.

6. In the window that pops us, click the rule that refers to the compression of the PNG images.

7. Click **Remove Association**. The pop-up window closes.

8. Click **Apply Changes** on the main page.

9. Click **Restart**. This causes the changes to take effect.

8.2.5 Configuring E-Mailed Usage Reports

Chapter 5 of the *Oracle Web Conferencing Administrator's Guide* explains the imtreport script that is used to set up Oracle Web Conferencing reports. To configure report options, you edit variables at the top of the report script.

Edit the `imtreport` script as follows to configure usage reports to be e-mailed to recipients.

■ Change the `export IMT_USE_BI_CLASSES` line in `imtreport` to `export IMT_USE_REPORT_CLASSES`. Failure to edit this line results in a `NoClassDefFound` error

■ Set the `SITE_ID` parameter to a specific site ID or `100` for all sites. Setting it to an empty string results in the following error: `TODAYSDATE is an invalid identifier`

■ Remove any spaces after the commas in the comma-separated list of recipients. Failure to do so results in the e-mailing of the report to the first person in the list of recipients only.

■ Set the `DISPLAY` variable at the top of `imtjvm`. Failure to do so results in the following error: `Problem with constructor javax.swing.plaf.FontUIResource...`

8.2.6 Uploading the Demo When Using a Custom Database

The following exception occurs while the RTC configuration assistant "Create Oracle Real-Time Collaboration Repository" is running during installation, if you choose to install the Web Conferencing schema on a custom database:

```
Connected.

Connected.

Importing seeded demo conferences

LRM-00116: syntax error at 'address' following '('IMP-00022: failed to process
parameters, type 'IMP HELP=Y' for help

IMP-00000: Import terminated unsuccessfully
```

You can safely ignore this exception. After installation, follow the steps below to upload

the demo.

1. Make sure the Oracle database import utility, `%ORACLE_HOME%\bin\imp`, is available in the Oracle home for the Oracle database on the database host you are using for RTC repository.

2. Get the `%ORACLE_HOME%\imeeting\install\db\imtseed.dmp` file from any RTC Core Components Oracle home to the database host.

3. Issue the following command on the database host from the shell:

```
%ORACLE_HOME%={database_oracle_home};export ORACLE_HOME
%PATH=%PATH:%ORACLE_HOME\bin;export PATH imp
RTC_ACCT_NAME\password_for_schema_rtc@database_connect_string
file=imtseed.dmp ignore=y commit=y buffer=40960000 grants=n indexes=n show=n
touser=%RTC_ACCT_NAME fromuser=rtc
```

8.3 User Management Issues

Oracle Web Conferencing uses Oracle Internet Directory for user management. For performance reasons, Oracle Web Conferencing maintains a local copy of the following attributes for the user:

- User Name—The one the user types when logging in. This attribute is set by the Oracle Internet Directory administrator.

- User GUID—Global Unique Identifier. This is an internal field not visible to users

- First Name

- Middle Name

- Last Name

- E-mail Address

Currently, there is no synchronization between the user data in Oracle Internet Directory and the RTC Repository. This section lists the scenarios in which you might encounter problems.

8.3.1 New User is Created in Oracle Internet Directory

This scenario presents no issues. The first time the user logs in to Oracle Web Conferencing, the user information is queried from Oracle Internet Directory and the local RTC Repository is populated.

8.3.2 Existing User's Information is Updated in Oracle Internet Directory

There are certain situations in which one change affects multiple attributes. For example, when Oracle Internet Directory is configured such that user name is mapped to e-mail address, the change of an employee's last name could result in changes to the e-mail address, last name, and user name. In such cases, the fixes from all applicable scenarios should be applied.

8.3.2.1 User Name is Updated

The user gets an error when logging in to Oracle Web Conferencing. Oracle Web Conferencing contains the user's GUID with the old user name, which results in a conflict.

Example

Old User Name: `JANE.DOE@ORACLE.COM`

New User Name: 'ANE.YOUNG@ORACLE.COM

Fix: Run the following SQL statements while connected to the RTC Repository as `rtc_app` account:

```
SQL> update rtc_users set user_name = 'JANE.YOUNG@ORACLE.COM'
     where user_name = 'JANE.DOE@ORACLE.COM';
SQL> commit;
```

8.3.2.2 First Name is Updated

There are no major issues in this case. The user can still use Oracle Web Conferencing. The only issue is that the user's first name will show up incorrectly in Oracle Web Conferencing.

Example

Old First Name: Jane

New First Name: Jane2

Fix: Run the following SQL statements while connected to RTC Repository as `rtc_app` account:

```
SQL> update rtc_persons set first_name = 'Jane2'
     where person_id in (select person_id from rtc_users where
     user_name = 'JANE.DOE@ORACLE.COM');
SQL> commit;
```

8.3.2.3 Last Name is Updated

There are no major issues in this case. The user can still use Oracle Web Conferencing, but the user's last name will show up incorrectly in Oracle Web Conferencing.

Example

Old Last Name: Doe

New First Name: Young

Fix: Run the following SQL statements while connected to RTC Repository as `rtc_app` account:

```
SQL> update rtc_persons set last_name = 'Young'
     where person_id in (select person_id from rtc_users where
     user_name = 'JANE.DOE@ORACLE.COM');
SQL> commit;
```

8.3.2.4 E-mail Address is Updated

There are no major issues in this case. The user can still use Oracle Web Conferencing, but the user's e-mail address will show up incorrectly in Oracle Web Conferencing, and the user cannot receive conference invites through e-mail.

Example

Old E-mail: JANE.DOE@ORACLE.COM

New E-mail: JANE.YOUNG@ORACLE.COM

Fix: Run the following SQL statements while connected to RTC Repository as `rtc_app` account:

```
SQL> update rtc_persons
     set email_address = 'JANE.YOUNG@ORACLE.COM'
```

```
                    where person_id in (select person_id from rtc_users where
                    user_name = 'JANE.DOE@ORACLE.COM');
            SQL> commit;
```

8.3.3 Existing User is Deleted from Oracle Internet Directory

There are no potential issues in this case. The user could never log in to Oracle Web Conferencing, since the user will not be able to authenticate through Oracle Application Server Single Sign-On.

8.3.4 Existing User Account is Deleted and Then Recreated in Oracle Internet Directory

If the user never logged in to Oracle Web Conferencing the first time, then there are no potential issues.

If the user had logged in to Oracle Web Conferencing the first time, and the user's account was deleted and recreated, the user will get an error while trying to log in to Oracle Web Conferencing.

The reason for this is that the user got a new GUID when the user account was recreated. Oracle Web Conferencing has information about this account with the old GUID and hence will run into a conflict when the user tries to log in to Oracle Web Conferencing again with a different GUID.

Fix: Run the following SQL statements while connected to the RTC Repository as `rtc_app` account:

```
SQL> delete from rtc_persons
        where person_id in (select person_id from rtc_users where
        user_name = 'JANE.DOE@ORACLE.COM');
SQL> delete from rtc_users
        Where user_name = 'JANE.DOE@ORACLE.COM';
SQL> commit;
```

8.4 Known Bugs

The following are known issues with this release of Oracle Web Conferencing.

Table 8–1   Oracle Web Conferencing Known Bugs

Bug No.	Description	Workaround
3019653	The date does not display properly when Arabic is selected.	None
3033626	When Oracle Collaboration Suite Release 2 is installed, some of the Web Conferencing (Real-Time Collaboration) configuration assistants are run during installation, even if the user chooses not to configure Oracle Web Conferencing. The configuration assistants report failure to complete.	Ignore the reported failures
3124505	**iMeeting** appears in the Oracle Enterprise Manager Middle-tier site, but the page does not display. This is a known issue.	Stopping and starting the Oracle Enterprise Manager Web site resolves this issue.

Table 8–1 (Cont.) Oracle Web Conferencing Known Bugs

Bug No.	Description	Workaround
3133297	After upgrading from Oracle Collaboration Suite release 1 to Oracle Collaboration Suite release 2, user cannot start a Web conference from the portlet in the Oracle Collaboration Suite home page.	1. Go to `ORACLE_HOME\imeeting\bin`. 2. Run `.\imtctl`. 3. Issue the command: `setProperty -pname "ApacheWebPort" -pvalue "port_number"` If you are running Oracle Application Server Web Cache, use the Web Cache port number. Otherwise, use the Oracle HTTP Server port number. 4. Restart OC4J for Oracle Web Conferencing.
3117475	Site=0 has no authentication key.	No workaround is available at this time.
3095910	Some English strings appear in the Web Conferences portlet of Oracle Collaboration Suite when Korean is selected.	No workaround is available at this time.
3166787	The Oracle Web Conferencing Quick Tutorial and *Oracle Collaboration Suite Using Oracle Web Conferencing* state that the personal materials repository has a 40 MB limit.	See Section 8.5.1 for more information.
3263919	An error occurs when the user launches the demo if the Oracle Web Conferencing schema has been installed on a custom database.	See Section 8.2.6 for more information.

8.5 Document Errata

The following errors were found in the Oracle Web Conferencing documentation set.

8.5.1 Oracle Collaboration Suite Using Oracle Web Conferencing and Oracle Web Conferencing Quick Tutorial

These documents state that the personal materials repository has a 40 MB limit. In fact, there is no limit at this time.

8.5.2 Oracle Web Conferencing Administrator's Guide

Section 4.1.2

The script is listed as:

```
imtctl> $ORACLE_HOME\imeeting\bin> imtctl < ../scripts/sample.imt
```

This should be:

```
$ORACLE_HOME\imeeting\bin> imtctl < scripts/sample.imt
```

Section 4.2.1.2

The command in step 2 is listed as:

```
$ORACLE_HOME\dcm\bin\dcmctl -v updateConfig -ct ohs
```

The command should be:

```
$ORACLE_HOME\dcm\bin\dcmctl updateConfig -ct ohs -v
```

Section 4.2.1.2

In step 4, the `imtctl` script is listed as:

```
$ORACLE_HOME\imeeting\bin\scripts\Redirect.imt
```

This should be:

```
$ORACLE_HOME\imeeting\bin\scripts\redirect.imt
```

Section 5.7

This section contains instructions on configuring SSL. In addition to those steps, you need to obfuscate the wallet password and set the `MxWalletPassword` property.

Steps:

1. Obfuscate the Microsoft Windows user's password with:

    ```
    $ORACLE_HOME\Apache\Apache\bin\apobfuscate
    ```

2. Set a property in the Oracle Web Conferencing system:

    ```
    $ORACLE_HOME\imeeting\bin\imtctl setProperty -pname MxWalletPassword
    -pvalue obfuscated_password
    ```

9

Oracle9*i*AS Wireless

This chapter contains important information about Oracle Wireless and Voice. Topics include:

- What's New in This Release?
- Oracle Hosted Voice Gateway
- Known Limitations
- Using Wireless and Voice
- Document Errata

9.1 What's New in This Release?

This release of Wireless includes many new and enhanced features; here are some of the highlights:

Real-time Browser Access From Any Mobile Device

Oracle Wireless and Voice provides highly-optimized wireless access to collaboration information from any mobile device with browser capabilities. Here are some of the tasks an employee can perform from a browser on his mobile device:

- Access, reply, or forward their e-mail and voice mail
- View, modify, cancel, or change status of their appointments
- Lookup in corporate directory or personal address book
- Browse Oracle Files and select a file to fax

Collaboration Suite wireless applications are highly optimized for mobile browsers of varying capabilities and devices of different form factors allowing most effective and user-friendly experience. For example, the Mobile Inbox feature provides faster, personalized access to mail by allowing users to create a virtual inbox to receive only urgent mail, mail from the last 24 hours, only voicemails, only fax messages, or mail from selected senders.

Ubiquitous Voice Access

Employees can now retrieve and reply to Email, manage appointments, or call someone from their address book through voice from any phone. To get voice access to Collaboration Suite, employees call a Voice Gateway from the phone and interact with a spoken interface. The Collaboration Suite voice-enabled applications respond to both voice and touch tone commands, and run on any Oracle-accepted VoiceXML gateway with speaker-independent speech recognition.

Instant Access Through Async from SMS or E-mail

In this release, employees can also access Collaboration Suite through Async from SMS, 2-way pager, or any e-mail client. Employees can send simple Async commands through SMS or e-mail to pull in their appointments for the day, to modify or cancel a meeting, to look up employee information in a corporate directory or personal address book, or browse a files catalog to select a file to fax or send by e-mail.

For example, a user can send an Async command `cal` through SMS to pull in all appointments for the day, or `search joe harris` to look up Joe Harris in the corporate directory.

Multi-Channel Alerts and Notifications

Oracle Collaboration Suite keeps your employees notified—when they receive specific E-mail or voice mail, when important events are added or updated in their calendar, when they are invited to a web conference, or as a reminder for important meetings and web conferences. A unique benefit to employees is the freedom to specify which channel they want to receive these notifications: SMS, MMS, e-mail, voice alert, 2-way pager, or fax.

Presence and Availability Management

Oracle Collaboration Suite availability management capabilities puts users in control by allowing them to create their own profiles that define where they are during the day and how they want to be notified at this location. Employee availability information is published through the corporate directory so that anyone with appropriate privileges can determine the best method to contact an employee at any given moment in time.

9.2 Oracle Hosted Voice Gateway

The included out-of-the-box applications, and custom-built voice applications can immediately be accessed through voice devices after Oracle Collaboration Suite Wireless installation and configuration by using the Oracle hosted voice gateway. Visit `mservice.oracle.com` for detailed instructions.

9.3 Known Limitations

This section discusses known limitations of Oracle9*i*AS Wireless.

9.3.1 Wireless Email Changing Timeout Parameter

The Wireless Email application is changing the timeout parameter, causing a login failure when connecting using the `ESMAIL` mail protocol to connect to the Oracle Collaboration Suite Unified Messaging UM backend.

To correct this issue:

1. Start the Wireless Webtool.

2. Go to **Content Manager**.

3. Go to **Mail**.

4. Go to **Service Input Parameters**.

5. Change the timeout value from `2000` to `10000`.

6. Restart OC4J_Wireless.

9.3.2 Return-to-Portal URL Configuration

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

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

The default value is set to:

`portal=http:\\`*`portal_host`*`:`*`portal_port`*`\pls\portal\PORTAL.wwsec_app_priv.login`

9.3.3 Oracle Calendar

Calendar Server

This paragraph replaces the information in Section 4.3 of *Oracle9iAS Wireless Administrator's Guide* concerning valid values. In Oracle Collaboration Suite mode, enter the name and port of the Oracle Collaboration Suite Calendar server. Separate both these entries with a colon (:). To determine the port for Calendar server access, go to `http:\\mid-tier:port`. Click the **Ports** tab. In the table listing the ports, look for **Oracle Calendar server**.

The port for the Calendar server can also be found by running the following command on the calendar middle tier:

`%ORACLE_HOME%\ocal\bin\profilget -s ENG -k port`

Creating New Calendar Entries through Voice

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

9.3.4 Wireless Status Displayed as Down

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

`http:\\`*`machine_name`*`:port\ptg\rm`

This will automatically start the Wireless Server.

9.3.5 Multi-byte Characters and Wireless Notifications

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

9.3.6 Registering Oracle Portal Provider for Wireless Web tool and Wireless Customization Fails

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

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

For example, if the infrastructure is installed in:

```
\private\ias20_infra\
```

and the middle tier is installed in:

```
\private\ias20_midtier\
```

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

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

should be replaced with:

```
<classpath path="\private\ias20_midtier\portal\jlib\pdkjava.jar"\>
<classpath path="\private\ias20_midtier\portal\jlib\ptlshare.jar"\>
```

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

9.3.7 Generic Single Sign-On Errors If Using Microsoft Internet Explorer

There is a generic error that affects some Oracle9*i*AS components, including Oracle Wireless. This errors occur when you use Microsoft Internet Explorer to access the Web tool on a machine that has both infrastructure and a middle tier installed on it. You may encounter the following errors:

- When you log onto the Webtool (entering username and password, and clicking the Login button), an SSO warning (error) appears. Click the **Refresh** button on your browser to continue.

- From the Oracle Wireless User Manager, clicking the Create button causes an SSO warning (error) to appear. You must click the **Back** button in Microsoft Internet Explorer to proceed (clicking the **Refresh** button WILL NOT enable you to continue as it does in the previous situation).

9.3.8 Oracle Wireless Process Status Unavailable for Multiple ORACLE_HOMEs with External Repository

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

Workaround:

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

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

and paste it over (overwrite) the corresponding entry in the infrastructure ORACLE_
HOME file:

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

Restart Enterprise Manager after this is done.

9.3.9 Multi-byte Usernames in Jabber Not Supported

Jabber, which is the backend we use with Instant Messaging does not support
multi-byte usernames, thus the Instant Messaging module consequently also does not
support multi-byte usernames.

9.4 Using Wireless and Voice

This section discusses using Wireless and Voice.

9.4.1 Access Information

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

- ASK/SMS Access—http:\\otn.oracle.com\products\owireless\wv_
  refcard_sms.pdf

- Voice Access—http:\\otn.oracle.com\products\owireless\wv_
  refcard_voice.pdf

9.4.2 ASK Commands to Access Collaboration Suite from SMS, E-mail, or 2-way Pager

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

9.4.2.1 Calendar

To view your appointments:

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

Examples:

To list today's appointments:

```
cal
```

To list appointments for the day of August 21 of this year:

```
cal day 8/21
```

To list appointments for the week of August 21, 2003:

```
cal week 8/21/2003:
```

To make an appointment:

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

Example:

```
cal new test 9/24 1:00pm 90 HQ "bring lunch"
```

9.4.2.2 Address Book

Find searches on phone numbers, names (partial string search) or division. Note that Directory lookup will only be performed if the contact is not found in the personal Address Book.

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

```
find <string>
```

`<string>` is a comma-separated list of names (for example: John,Jack,Smith).

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

Example:

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

9.4.2.3 Mail

The following commands are supported for e-mail:

`send`—returns help message

`send help`—returns help message

`send <recipients> <documents>|text:<text>`—sends documents or text messages to a list of recipients

Examples:

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

9.4.2.4 Fax

The following fax commands are supported:

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

Examples:

```
fax 16505067222 "text:hello world"
fax recipient_fax_number fileURL[,filePathInFilesOnline]
fax 16505067222 http:\\www.acme.com
fax 16505067222
```

```
http:\\www.acme.com,\private\john\mydoc\test.html,\private\john\mydoc\FunSpec.html
```

9.4.2.5 Directory

To find contacts in your corporate directory:

```
search <string>
```

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

9.4.2.6 Short Messaging

Use to send short messaging over any channel:

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

Examples

`sm voice 16505551212 Meeting Let's meet at 2:00pm`—**Sent as voice message**

`sm email john.smith@oracle.com "Simple Subject" This is my message`—**Sent as an e-mail**

`sm sms 5551212 Meeting Let's meet at 2:00pm`—**Sent as an SMS message**

`sm fax 16505067000 "Urgent Meeting" This is important`—**Sent as fax**

9.4.2.7 Instant Messaging

Supported channels are voice, e-mail, SMS and fax.

Subjects containing multiple words must be quoted.

Usage:

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

Example:

```
im send my friend "Hi, how are you doing?"
```

Enclose (in double quotes) parameters containing spaces.

Available Commands:

- `help`—shows the list of available im commands
- `connect`—connects the user to the im service
- `disconnect`—disconnects the use from the im service
- `groups`—retrieves the user's groups
- `addgroup 'name'`—adds a group to the user's groups
- `delgroup 'name'`—removes the group specified from the user's groups
- `mvgroup 'oldname' 'newname'`—renames the group specified by 'oldname' to 'newname'
- `online 'name'`—shows the list of online friends in the group specified by 'name'
- `offline 'name'`—shows the list of offline friends in the group specified by 'name'

- `add 'friend' 'group' [Yahoo|MSN]`— adds a friend to the group specified - remote Yahoo or MSN friends can be specified

- `del 'friend' 'group'`—removes a friend from the group specified

- `mv 'friend' 'oldgroup' 'newgroup'`—moves a friend from 'oldgroup' to 'newgroup'

- statuses—shows the list of the main status groups

- `statuses 'statusgroup'`—shows the list of statuses within a group of statuses

- status 'statusID'—Sets the user's current status to the status specified

- `msgs`—shows all the unread messages on the server for the user

- `arch`—shows all the archived messages on the server for the user

- `msg 'msgID'`—shows the message specified by 'msgID'

- `send 'friend' 'text'`—sends a message to the 'friend' specified with the 'text' specified

- `psts`—shows the list of the user's preset messages

- `addpst 'text'`—adds a message to the user's preset messages

- `delpst 'presetID'`—removes the preset message specified from the user's preset messages

- `sendpst 'friend' 'presetID'`—sends a message to the 'friend' specified with the preset message specified

- `account 'username' 'password' [Yahoo|MSN]`—updates the local, Yahoo or MSN account information

- `autologin on|off`—sets the auto-login option for the local account to on or off

9.4.2.8 Files

To browse the contents of a given directory:

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

Example

```
files /Private
```

If left empty, the home directory is assumed.

9.5 Document Errata

This section discusses documentat errata.

9.5.1 Configuring Oracle Wireless to Enable Messaging

In the Enabling Messaging section of *Oracle9iAS Wireless Administrator's Guide*, Oracle hosted service is introduced and described.

You may use the messenger service hosted by Oracle for evaluating the messaging and notifications capabilities of the Oracle9*i*AS Wireless. The Wireless instance is, upon installation, equipped to use this hosted instance without any additional configuration. However, after the evaluation period, customers must set up their own messaging infrastructure.

9.5.2 Online Help Display

Online help pages are empty when accessed from the Customization Portal (Bug #3215131).

To fix this issue, install the patch available on OracleMetaLink (`http://www.metalink.oracle.com`); the Oracle*MetaLink* (ARU) number is: 4908103.

9.5.3 Wireless Configuration Assistant Failure

> **Note:** Perform this workaround on the infrastructure database before beginning the Wireless middle tier installation.

Bug 3232042 is caused by Wireless not determining the version of the Wireless schema and data. The workaround for this problem is to set the Wireless version *prior* to running the Wireless Configuration Assistant. This is done by executing the Wireless version number PLSQL procedures in the infrastructure database. Follow these steps:

1. Obtain the Wireless password.

   Since these procedures are part of the Wireless schema, you must first obtain the Wireless password from OID. This can be accomplished as follows:

   a. Start the OID management tool.

   b. Select your OID server (for example, `ias-pc2.us.oracle.com, port 389`)

   c. Login as `orcladmin/welcome1`.

   d. Follow this path to get the Wireless password:

      ```
      Entry Management-> cn=OracleContext-> cn=Products-> cn=IAS-> cn=IAS
      Infrastructure-> orclReferenceName=ias..-> orclResourceName=WIRELESS
      ```

   e. Click the resource, and you will see the password attribute.

2. Fix the infrastructure database.

   To set the versions correctly, connect to the infrastructure database as user `WIRELESS` and execute the following commands:

   ```
   exec PTG_UPGRADE_PKG.add_schema_version('9.0.2.8.0');
   exec PTG_UPGRADE_PKG.add_data_version('9.0.2.8.0');
   ```