

Oracle® Universal Content Management
About the Content Server Help System
10g Release 3 (10.1.3.3.0)

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About the Content Server Help System, 10g Release 3 (10.1.3.3.0)
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WHAT'S NEW IN THIS RELEASE?

This release of the Content Server system has a number of new and enhanced features.

This section highlights the new features in version 10gR3 of the Content Server software. In addition, it provides links to sections that cover these features in more depth. For new information specific to developers and integrators, see the *What's New* section in the appropriate reference material.

The following administrative enhancements and features are implemented in Content Server 10gR3:

- ❖ [Managing Repository Content](#) (page 1-1)
- ❖ [Managing System Settings and Processes](#) (page 1-2)
- ❖ [Troubleshooting](#) (page 1-3)
- ❖ [Managing Security and User Access](#) (page 1-3)
- ❖ [Idoc Script Functions](#) (page 1-4)
- ❖ [Services](#) (page 1-4)

MANAGING REPOSITORY CONTENT

- ❖ **Application fields** are custom fields which you can create to use in custom components, HCSP files and HCSF files. Application fields allow you to use Content Server features, such as dependent choice lists, on forms. By default, these fields do not appear on the standard check in and search forms, but are used by custom templates. New information regarding Application Fields has been added to *Managing Content Fields*. For conceptual information, see *About Application Fields*.

- ❖ **Schema changes** have been made to the schema interface. These changes are documented in *Using Schemas to Customize Metadata*.
- ❖ **Profile changes** include adjustments to the group header to permit the showing or heading of an entire group of fields. See *Edit Group Header Screen*.
- ❖ **Link Manager** is an optional component bundled with Content Server. If installed, it evaluates, filters, and parses the URL links of indexed content items before extracting them for storage in a database table (ManagedLinks). For more information, see *Managing Linked Content with Link Manager*.

MANAGING SYSTEM SETTINGS AND PROCESSES

- ❖ **Database Search Contains Operator Feature:**

The Database Search Contains Operator feature enables you to use the Contains search operator to search text fields when performing database and database full-text searches with SQL Server and Oracle. To use this feature, you must first enable the text fields (called zone text fields) that can be queried using the Contains search operator. When a text field is added as a zone text field, the text within the field is parsed and a full-text index for the field is created in the database. See *Managing Zone Text Fields*.

- ❖ **Oracle Query Optimizer Feature:**

The Oracle Query Optimizer feature is designed to improve your Oracle database's performance by removing inefficiencies in user queries. Generally, Oracle does not select the best execution plan for certain types of user queries. To counter this, the Oracle Query Optimizer feature adds hints to queries that force Oracle to perform searches more efficiently.

The hints are based on an intrinsic knowledge of Content Server's table data distribution and its index selectivity. To take advantage of this knowledge, the Oracle Query Optimizer feature uses a pre-defined hint rules table to analyze the database query and then add appropriate hints to the query. In turn, the added hints improve Oracle's search performance. See *Searching Content Using the Oracle Query Optimizer Feature*.



Note: The Oracle Query Optimizer functionality is available to you if you elect to enable the feature after installing Content Server.

❖ **Web URL Map Feature**

The WebUrlMap feature enables you to map shortened URLs to other URLs in Content Server using a substitution script for the mapping. That means that you can map long URLs to abbreviated versions. See *WebUrlMap Feature*.

❖ **Remote Administration of the Search Index**

The remote administration of the search index is performed from the Actions Page, which is accessible from the Administration Page. It permits the start, suspension, and cancelling of index updates and rebuilds.

TROUBLESHOOTING

- ❖ Newly updated System Audit Page
- ❖ Info added from key TKBs

MANAGING SECURITY AND USER ACCESS

- ❖ **Create Similar Users:** There is a new Create Similar button on the User Admin applet that enables you to create a user login based on the roles and accounts assigned to an existing user. See *Assigning Roles to Create Similar Users*.
- ❖ **Proxy Connections:** Proxy connections provide additional levels of security for Content Server through the following functions:
 - ❖ *Security credentials mapping from one content server to another content server:*
 - Secured "named" password connections to content servers (password protected provider connections).
 - HTTP protocol communication between content servers (HTTP-based proxy servers).

For more information, see *Combination Security: Proxy Connections*.

- ❖ **Filtering of data for illegal or corrupt HTML constructs:** The Filter Data Input component permits the filtering of data for illegal or corrupt HTML constructs. It is especially useful in a WCM environment.

- ❖ **Logging in through different web server front ends (HTTP/HTTPS):** The BrowserUrlPath component is now bundled. If you want users to be able to access Content Server using different web server front ends, and one server front end is HTTPS and the other is HTTP, the BrowserUrlPath component is recommended.
- ❖ **Cookie-based logouts:** The ExtraNetLook component is bundled with version 8.0 to provide you with the opportunity to set configuration entries to easily add logout functionality. You will need to enable this component to make use of the accompanying functionality. See *Logout Customization*.

IDOC SCRIPT FUNCTIONS

There are many new Idoc Script functions. See the [Idoc Script Reference Guide](#) for more information.

SERVICES

There are many new Services. See the [Services Reference Guide](#) for more information.

FREQUENTLY ASKED QUESTIONS

To find out answers to the frequently asked questions, click the links below:

Set up

- ❖ [How do I set up security integrations?](#) See the *Security Integration Guide*.
- ❖ [What do I need to consider when using Content Server in International Environments?](#) See *Using Content Server in International Environments*.
- ❖ [What do I need to consider to work with a clustered Content Server?](#) See the *Clustering Concepts Guide*.
- ❖ [How do I troubleshoot database connectivity issues?](#) See the *Troubleshooting Guide*, chapter “Database Issues.”
- ❖ [What if Content Server terminates or won’t start?](#) See the *Troubleshooting Guide*, chapter “Database Issues.”

Maintenance

- ❖ [How can I use workflows more effectively?](#) See *Workflow Implementation*.
- ❖ [How do I troubleshoot workflow issues?](#) See the *Troubleshooting Guide*, chapter “Workflow Issues.”
- ❖ [How can I work with components more effectively?](#) See *Working with Components*.
- ❖ [How do I migrate a Content Server instance?](#) See the *Configuration Migration Guide*
- ❖ [How do I troubleshoot Archiving issues?](#) See the *Troubleshooting Guide*, chapter “Archiving Issues.”
 - [How do I troubleshoot imports?](#)
 - [How do I troubleshoot exports?](#)
 - [How do I troubleshoot transfers?](#)

Frequently Asked Questions

- ❖ [How do I troubleshoot permissions issues?](#) See the *Troubleshooting Guide*.

Customization

- ❖ [How do I get started with customizations?](#) See *Getting Started with the SDK*.
- ❖ [What are my options for customizing the look and feel of Content Server?](#) See *Modifying the Content Server Interface*.
- ❖ [What are my options for integrating Content Server with other environments?](#) See *Getting Started with SDK*.

INFORMATION INCLUDED

This Content Server's online help system contains the complete text of a number of product guides for Content Server, enhanced with features like hyperlinking and full-text search to make it easier for you to find what you are looking for. The online help is divided into sections, which are displayed as books in the Contents tab on the left:

- ❖ [Welcome](#) (page 3-1)
- ❖ [Planning](#) (page 3-2)
- ❖ [Content Server Products](#) (page 3-2)
- ❖ [Developer Guides](#) (page 3-4)
- ❖ [Developer Guides](#) (page 3-4)
- ❖ [Feedback](#) (page 3-5)

WELCOME

The **Welcome** section gives an overview of the online help system and also provides links to “What’s New” information for various content management products.



Note: The Welcome section in the online help system basically contains the information in this document.

PLANNING

The **Planning** section provides information about planning and setting up an Oracle-based content management solution. It consists of the following subsections:

- ❖ **Getting Started**—This section provides an overview of the content management products and general guidelines for their setup and implementation.
- ❖ **Planning and Implementation**—This section provides guidelines for successful implementation of Oracle-based content management solutions. It provides information about a number of common scenarios, and explains about important considerations for each of them.
- ❖ **Security Integration**—This section explains how to integrate external user bases with Product Name. It provides detailed information on the two most common security integrations: Active Directory and LDAP.
- ❖ **International Environments**—This section provides guidelines for successful implementation of Oracle-based content management solutions in international environments. It addresses topics such as locales and encoding.
- ❖ **Clustering Concepts**—This section provides a general overview as well as background and conceptual information about clustered Content Server systems. It also discusses recommended hardware and software for various cluster server platforms.

CONTENT SERVER PRODUCTS

The **Content Server Products** section provides information related to the Content Server software and its add-ons. It consists of the following subsections:

- ❖ **User Information**—This section provides information to help content consumers and contributors find and view content, check content in and out, and work with workflows.
- ❖ **Administration Information**—This section provides in-depth system management and maintenance information for administrators and sub-administrators who manage (part of) the Oracle content management system.
- ❖ **Administration Tutorials**—This section provides a number of step-by-step administration tutorials for individuals who need to manage and maintain a Content Server system.

- ❖ **Troubleshooting**—This section provides information about troubleshooting your Content Server environment and how to diagnose and resolve issues in a number of specific areas.
- ❖ **Content Categorizer**—This section provides management and maintenance information for Content Categorizer. This functionality requires a separate installation. The product enables you to create automated metadata field values based on attributes of the content items being checked in. Please note that this information will only be available if this add-on is installed on the computer.
- ❖ **Content Tracker**—This section provides management and maintenance information for Content Tracker. This functionality requires a separate installation. This product enables administrators to define value-based reports to analyze web traffic, perform click analysis, and track users within Content Server. Please note that this information will only be available if this add-on is installed on the computer.
- ❖ **Enterprise Search**—This section provides management and administration information for Enterprise Search. This functionality enables multiple content server instances to be searchable as if they were a single instance.
- ❖ **Extras**—This section contains information about the extra components available for Content Server.
- ❖ **Folders/WebDAV**—This section contains two subsections which provide information on using and administering Folders and WebDAV. The Folders component provides a hierarchical folder interface to content in Content Server. WebDAV (Web-Based Distributed Authoring and Versioning) provides a way to remotely author and manage your content using clients that support the WebDAV protocol. For example, you can use Microsoft Windows Explorer to check in, check out, and modify content in the repository rather than using the web browser interface. Please note that this information is only available if the Folders/WebDAV software is installed on the computer.
 - **Administration Information**—This section provides management and administration information on Folders and WebDAV. Folders is an optional component that provides a hierarchical folder interface to content in Content Server. WebDAV enables users to remotely author and manage your content using clients that support the WebDAV protocol.
 - **User Information**—This section provides information to help end-users work with the features offered by Folders and WebDAV.
- ❖ **Records Manager**—This section contains two subsections which provide information on using and administering Records Management. Please note that this

information is only available if the Records Manager software is installed on the computer.

- **Administration Information**—This section is a supplement to the Content Server Administration Guide that provides system management and maintenance information specific to Records Manager.
- **User Information**—This section provides information to help end-users work with the record management features offered by Records Manager.

DEVELOPER GUIDES

The **Developer Guides** section provides information specifically geared to developers who modify the functionality of the out-of-the-box Content Server. It consists of the following subsections:

- ❖ **Customization**—This section contains a number of subsections that provide information on tailoring your content management system to your requirements and integrating it with other enterprise applications:
 - **Customizing Content Server**—This section provides information required for performing customizations to Content Server and developing custom components.
 - **Modifying the Interface**—This section explains how to customize the content server user interface to meet a specific application’s requirements in terms of look-and-feel, layout, navigation, color scheme, etc.
 - **Component Architecture**—This section describes the details of *component architecture*, which is the use of modular components to customize standard content server functionality.
 - **Dynamic Server Pages**—This section describes the details of dynamic server pages, which are files that are checked into the content server and then used to generate web pages dynamically. Dynamic server pages are used to customize the content server without the use of components.
- ❖ **Reference**—This section contains a number of subsections that provide reference information for customizing a content server:
 - **Idoc Script**—This section provides information about Idoc Script applications, functions, predefined variables, configuration settings, HTML forms scripting, and web server variables. The document contains syntax, code references, examples, and descriptions.

- **Services**—This section provides information on Content Server services, which are functions or procedures that are performed by the content server. Calling a content server service is the only way to communicate with the content server or access the database.
- **IDCCommand Reference**—This section provides information on the IdcCommand (Java) and IdcCommandX (ActiveX) command utilities, which enable users to execute content server services to interact with the content server and access the database.

FEEDBACK

The **Feedback** section explains how you can provide feedback to the user documentation. Your comments help us improve the usability and content of the documentation.

Information Included

USER INTERFACE

The user interface of the help system consists of three main areas:

- ❖ [Navigation and Search Area](#) (page 4-1)
- ❖ [Header](#) (page 4-2)
- ❖ [Information Area](#) (page 4-3)

NAVIGATION AND SEARCH AREA

The navigation and search area is located on the left of the help window. It consists of three tabs, which provide the core navigational and search controls of the help system:


- ❖ **Contents**

The Contents tab displays the table of contents of all guides included in the online help system. You can use it to drill down to the information you need. For further details refer to [Using the Table of Contents](#) (page 5-1).
- ❖ **Index**

The Index tab shows a list of hyperlinked keywords that enable you to jump to pages with information on specific topics. For further details refer to [Using the Index](#) (page 5-2).
- ❖ **Search**

The Search tab provides full-text search capability, which enables you to find specific words and phrases in the help system. For further details refer to [Using the Full-Text Search Features](#) (page 5-2).







Note: If you are viewing an information page as part of a context-sensitive help topic, the navigation and search area may not be visible. To display the table of contents with the location of the current page highlighted, click the  icon (Show in Contents) in the header.



Note: The default width of the navigation and search area is 250 pixels. You can resize the area by dragging the vertical line that separates it from the [information area](#). If you reduce the size of the navigation and search area so much that all tabs no longer fit in the available space, arrow buttons are displayed and you can move from tab to tab by clicking the arrow buttons.

HEADER

The header has a number of buttons which provide navigation and output features:

Button	Description
 (Show in Contents)	If you click this button, the location of the current page in the help system is shown in the table of contents on the left.
 (Previous)	If you click this button, the previous page in the help system is displayed. Please note this is not necessarily the page that you accessed last.
 (Next)	If you click this button, the next page in the help system is displayed.
 (Print)	If you click this button, the current page is printed using the standard printing settings of the selected printer. Please note that only the information area is printed, not the navigation and search area or the header.



Note: For more information about printing the product documentation, refer to [Printing the Information](#) (page 5-3).

INFORMATION AREA

This area contains the actual help information. They are the individual “pages” of the help system.


Book Title

The top left corner of each page shows the title of the book that contains the current page. This helps you identify where exactly you are in the help system when moving from hyperlink to hyperlink.

Breadcrumbs

The top left corner of each page also shows a trail of navigation links to heading levels in the current book. These are known as “breadcrumbs,” and they help you identify where exactly you are in the current book when moving from hyperlink to hyperlink.

PDF Links

The top right corner of each page contains a  icon (PDF). If you click this icon, the PDF version of the current book is opened in Adobe Acrobat. You can download the free Adobe Acrobat Reader from the [Adobe Internet website](#).



Note: Depending on your Acrobat settings, the PDF document may be opened in a new window or in the current window. You can change this setting in Adobe Acrobat Reader:
Acrobat Reader 5: Edit—Preferences—Options—Open Cross-Document Links In Same Window

Acrobat Reader 6: Edit—Preferences—General—Open cross-document links in same window

Hyperlinks

The text may contain hyperlinks to other sections in the help system. They help you move between related topics. These hyperlinks are marked [blue and underlined](#) (please note this is just an example and not an actual hyperlink).



Note: Some hyperlinks link to information that is opened in a new browser window.

Glossary Links

Some help systems have glossary links, which are marked **purple** (please note this is just an example and not an actual glossary link). If you move the mouse cursor over a glossary link, a small popup will appear containing a definition of the marked word or phrase. If you click a glossary link, you go to the location of the entry in the glossary.

USING THIS HELP SYSTEM

This section covers the following topics:

- ❖ [Finding Information](#) (page 5-1)
- ❖ [Moving Around](#) (page 5-3)
- ❖ [Printing the Information](#) (page 5-3)



FINDING INFORMATION

There are several ways to find information in the help system:

- ❖ [Using the Table of Contents](#) (page 5-1)
- ❖ [Using the Index](#) (page 5-2)
- ❖ [Using the Full-Text Search Features](#) (page 5-2)

Using the Table of Contents

You can use the table of contents on the Contents tab of the [navigation and search area](#) to drill down to the information you need. This method is useful if you want to go from more generic information to more specific information.

The table of contents has the form of an expandable/collapsible tree view. By default, only the top-level TOC entries are visible. Closed book icons represent TOC entries that have subentries. Click a closed book to open it and see its contents. When you expand a book, the closed book icon () is replaced by an open book icon (). You can click the book again to close it.

Using the Index

You can use the index on the Index tab of the [navigation and search area](#) to view a list of hyperlinked keywords. Each of the keywords takes you to a page that provides information on the keyword subject. This method is useful if you want information on a particular topic, but are not exactly sure where it would be in the table of contents.

You can scroll up and down the list of keywords to find the index entry you want, or you can type the first few letters of the term in the text box, and the index will scroll automatically as you type. Double-click an index entry to display the corresponding help topic, or select an index entry and then click the Display button. If multiple help topics correspond to a particular index entry, double-clicking that entry displays a list of topics from which to choose.

Using the Full-Text Search Features

You can use the search features on the Search tab of the [navigation and search area](#) to perform a full-text search of the entire online help system. This method is useful if you want to look for specific words or phrases.

You type the word or phrase to search for, and then press Enter or click Go. The Search tab displays a list of all the topics in your help system that contain the word or phrase you entered. If you search for multiple words, the search finds help topics that contain all the words you entered. The topics found are ranked in order of relevance. The higher the ranking, the more likely the topic includes all the word or phrase you searched for.

Click the drop-down arrow next to the search field to see a history of words you have searched for. You can then select one of those words to perform the same search again.



When you click one of the topics found by the search, each occurrence of the term or terms you searched for appears highlighted in the [information area](#).



Note: The text-highlighting feature works only in Internet Explorer on the Microsoft Windows platform.

MOVING AROUND


There are several ways to move around in the help system.

You can move strictly **sequentially** from page to page by clicking the  (previous) or  (next) icons in the header. This moves you backward or forward between the various heading levels in the table of contents.



Note: The Previous and Next icons do *not* take you to pages that you visited earlier. This means they do not behave like the Back and Forward buttons in your web browser.

You can also move more freely by clicking on hyperlinks in the text. This takes you to the page that was referenced by the hyperlink. Hyperlinks are marked **blue and underlined** (please note this is just an example and not an actual hyperlink).


If you are on a particular page and you want to know where that page is located in the table of contents, you can click the  icon in the header. The table of contents will then expand and highlight the location of the current page.

PRINTING THE INFORMATION

This section covers the following topics:

- ❖ [Printing an Individual Page](#) (page 5-3)
- ❖ [Printing an Entire Book](#) (page 5-4)


Printing an Individual Page

You can print individual pages in the help system by clicking the Print icon in the header (). This will print the current page. Only the information area is printed, not the navigation and search area or the header.



Note: Only the currently active frame is printed. To make sure the information area is printed, it is recommended that you click anywhere in the information area before giving a print command.

Printing an Entire Book

Most of the guides included in the online help system are also available as Adobe Acrobat (PDF) files. If a PDF version is available, each help page contains a  icon (PDF) in its top-right corner. If you click this icon, the PDF version of the current book is opened in Adobe Acrobat. You can then print the entire book or parts of it.



Note: You can download the free Adobe Acrobat Reader from the [Adobe Internet website](#).



THIRD PARTY LICENSES

OVERVIEW

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

- ❖ [Apache Software License](#) (page A-1)
- ❖ [W3C® Software Notice and License](#) (page A-2)
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- ❖ [General BSD License](#) (page A-4)
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- ❖ [Miscellaneous Attributions](#) (page A-7)

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ZLIB LICENSE

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

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