Oracle® Secure Enterprise Search

Release Notes

10*g* Release 1 (10.1.8.2)   for All Platforms

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Oracle Secure Enterprise Search (SES) 10*g* Release 1 (10.1.8.2) Release Notes includes the following topics:

- Version Information
- Supported Platforms
- Daylight Savings Time Update
- Known Issues
- Desupport of Cognos, MicroStrategy, and Business Objects Connectors
- Documentation Errata
- Documentation Accessibility

Version Information

To identify detailed version information for your Oracle SES installation, run the following:

```
% $ORACLE_HOME/jdk/bin/jar -xvf $ORACLE_HOME/search/lib/search_query.jar
"oracle/search/query/buildinfo.properties"

% cd ./oracle/search/query
```

The `buildinfo.properties` file contains detailed build information that can be provided upon request to Oracle Technical Support.

> **Note:** `$ORACLE_HOME` represents the directory where Oracle SES was installed.

Supported Platforms

Oracle SES 10.1.8.2 supports the following platforms:

- Linux x86
    - Oracle Enterprise Linux 4
    - Red Hat Linux 3
    - Red Hat Linux 4
    - SUSE Linux Enterprise Server 9
- Linux x86-64

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- Oracle Enterprise Linux 4

- Red Hat Linux 3

- Red Hat Linux 4

- SuSE Linux Enterprise Server 9

■ Solaris SPARC (64-bit)

- Solaris 8, 64-bit

- Solaris 9, 64-bit

- Solaris 10, 64-bit

■ HP-UX PA-RISC (64-bit)

- HP-UX 11.11

- HP-UX 11.23

■ AIX 5L Based Systems (64-bit)

- AIX 5.2 ML01 (64-bit)

- AIX 5.3 (64-bit)

■ HP-UX Itanium

- HP-UX 11i v2 (11.23)

■ Windows (x86)

- Windows Server 2003 - all editions

- Windows 2000 with Service Pack 2 or later

- Windows XP Professional

> **Note:**   Microsoft Exchange source type is supported on Windows 2003 Server Standard Edition and higher versions with the latest Service Pack.

Daylight Savings Time Update

On March 11th, 2007 new daylight saving time rules in the United States and Canada began. Oracle recommends that all customers update to the current daylight saving time information by applying the appropriate JDK daylight saving time patch.

This is recommended for the following platforms:

■ Solaris Operating System (SPARC 64-Bit)

■ AIX 5L Based Systems (64-Bit)

■ HP-UX PA-RISC (64-Bit)

■ HP-UX Itanium

The appropriate patch for each operating system is listed in the following table:

Table 1   Daylight Savings Time Patch

Operating System	JDK Vendor
Solaris Operating System (SPARC 64-Bit)	Sun
AIX 5L Based Systems (64-Bit)	IBM
HP-UX PA-RISC (64-Bit)	HP
HP-UX Itanium	HP

The download link for each JDK vendor is listed in the following table:

Table 2   JDK Downloads

JDK Vendor	Download Link	Download Product
Sun	http://java.sun.com/javase/downloads/index.jsp	JDK US DST Timezone Update Tool - 1.1.0
IBM	http://www-128.ibm.com/developerworks/java/jdk/dst/index.html	JTZU Version 1.3.7a
HP	http://www.hp.com/products1/unix/java/DST-US.html	1.4/5.0 tzupdater 1.0.2c tool

The Oracle Secure Enterprise Search JDK installation is at `<ORACLE_HOME>/jdk`

Follow the instructions provided with each JDK vendor's DST patch for information on how to use it to update the JDK installation that is a part of Oracle Secure Enterprise Search.

Known Issues

For updated information on bugs, workarounds, and best practices, see:
http://www.oracle.com/technology/products/oses/index.html

This section contains the following topics:

- Installation Issues

- Linux and UNIX Issues

- Microsoft Windows Issues

- Generic Issues

- OracleAS Portal Connector Issues

- Lotus Notes Connector Issues

- EMC Documentum Content Server Connector Issues

- NTFS Connector Issues

- Oracle Content Server Connector Issues

- Microsoft Exchange Connector Issues

Installation Issues

- If there is not enough free space in the `/tmp` folder, you can hit the following misleading error message:

```
"No pre-requisite checks found in oraparam.ini, no system pre-requisite
checks will be executed"
```

Workaround: Free up some space in the `/tmp` folder.

This is tracked with Oracle bug 6855761 (base bug 6025810).

■   For an Oracle SES instance upgraded from 10.1.8.1, if the instance was called
by the Oracle SES Query Web Service API before, some temp files were
created in the `oc4j/j2ee/OC4J_`
`SEARCH/application-deployments/search_query/query/temp/__`
`java_statefull_rpc/oracle/search/query/webservice` directory.
When upgrading the Oracle SES instance to 10.8.1.2, these temp files could
remain there and cause a compatibility issue for some Web Service API calls,
such as the new API call `doOracleFetchSearch`.

Workaround: Delete these temp files and restart the OC4J midtier.

This is tracked with Oracle bug 6375274.

■   When upgrading from 10.1.8.0.0 to 10.1.8.1.0, you can encounter an error
similar to the following when the Daylight Savings Time JDK patches from
Oracle or Sun Microsystems are applied on SES 10.1.8.0.0:

```
Error in writing to file '/u01/app/oracle/product/ses1018_
int/jdk/jre/lib/zi/CET'.
[/u01/app/oracle/product/ses1018_int/jdk/jre/lib/zi/CET (Permission
denied)]
```

Workaround: Click "Ignore" to continue the installation without any other
issue.

This is tracked with Oracle bug 6443199.

■   On Solaris Sparc64, when 10.1.8.2 is installed in zh_CN.GB18030 language,
the help window is blank in the installer due to a bug in JDK.

This is tracked with Oracle bug 6438102.

■   On Red Hat Linux 4 Update 2, the included CPU patch fails.

Workaround: Oracle strongly recommends that you upgrade to Red Hat 4
Update 3 or higher to avoid this error. Or, if "Secure Enterprise Search
One-off Patch" fails:

1.   Go to `ORACLE_HOME/.patch_storage`.

2.   Delete `patch_locked`.

3.   Re-run "Secure Enterprise Search One-off Patch".

4.   Repeat steps 1 and 2 if the patch fails again.

This is tracked with Oracle bug 6855750 (base bug 5674128).

■   On Red Hat Linux 4.0 Update 2, there is an intermittent issue with install
failure, as described in bug 6855750. This issue also affects silent installations.

Workaround: Oracle strongly recommends that you upgrade to Red Hat 4
Update 3 or higher to avoid this error.

This is tracked with Oracle bug 6855750 (base bug 5674128).

Linux and UNIX Issues

- On Linux only, in high I/O situations the system may hang if a large number of document conversion errors are encountered.

  Workaround: Turn off core file generation at the operating system level.

  This is tracked with Oracle bug 5088963.

- On some UNIX platforms, the installation returns an error message: `Skipping systeminfo.h: not a file or directory`. This is because the `systeminfo.h` file is no longer present.

  Workaround: No action is necessary. This message is harmless.

  This is tracked with Oracle bug 5638453.

Microsoft Windows Issues

> **Attention Windows Laptop Users:** If you frequently connect and disconnect your laptop from the network, or if you have your machine set to dynamically determine its IP address (DHCP protocol), then you must install a loopback adapter. See the *Oracle Secure Enterprise Search Installation Guide for Microsoft Windows (32-Bit)*.

- On Windows only, you must be part of the Administrators group on Windows to install Oracle SES.

  Workaround: Log on as a user with Administrator privileges to install.

  This is tracked with Oracle bug 5471204.

- On Windows only, Oracle SES cannot allocate memory (SGA + PGA) correctly if the machine has more than 2G physical memory. The maximum memory usage Oracle SES can allocate is 800M.

  Workaround: You can manually increase the maximum memory usage to 40% of the machine physical memory. Detailed instructions for this workaround are provided in the "Post-Installation Tasks" section of the *Oracle Secure Enterprise Search Installation Guide for Microsoft Windows (32-Bit)*.

  This is tracked with Oracle 6505810 (base bug 4620102).

Generic Issues

- When a generic patch is applied on any platform except Linux x86, OPatch 1.0.0.0.57 should be used.

  Download patch 5939446 on ARU for the latest version.

  This is tracked with Oracle bug 2617419.

- The new 10.1.8.2 query application (including clustering results, sorting and grouping results, browsing with the tree popup, and customizing the result list) do not render correctly for bidirectional languages, such as Arabic and Hebrew.

  This is tracked with Oracle bug 6400299.

- The `Ranking` element in the Query Web Services API does not work.

This is tracked with Oracle bug 5624125.

- When using a port number less than 1024 in the middle tier, the searchctl start and stop commands cause the following error:

```
  execSQL: java.io.IOException: java.io.IOException:
/opt/ses1018/product/ses/bin/sqlplus: cannot execute
```

  The searchctl start and stop commands must be executed by a root user, but the SQL*Plus binary file does not have execute permission.

  Workaround: Grant execute permission to SQL*Plus binary file:

```
% ls -l $ORACLE_HOME/bin/sqlplus
-rwxr-x---  1 ses1018 oinstall 5642  Sep 24 06:13
/opt/ses1018/product/ses/bin/sqlplus
% chmod o+x $ORACLE_HOME/bin/sqlplus
% ls -l $ORACLE_HOME/bin/sqlplus
-rwxr-x--x  1 ses1018 oinstall 5642  Sep 24 06:13
/opt/ses1018/product/ses/bin/sqlplus
```

  This is tracked with Oracle bug 6329637.

- An error can occur when (after a thesaurus has been uploaded to Oracle SES) users enter a query with a thesaurus-based sub-query combined with the OR operator; for example [oracle | ~rac]. There are no hits in the result page, but an error message "Query failed : Internal query syntax error", and oc4j.log generates error message : "ORA-29903: error in executing ODCIIndexFetch() routine ORA-20000: Oracle Text error:"

  This is tracked with Oracle bug 6416291.

- In a federation environment, if a 10.1.8.2 Oracle SES instance is federating to a pre-10.1.8.2 Oracle SES instance and the federated source is configured to retrieve custom date attributes, then those attribute will not be available on the broker.

  This is tracked with Oracle bug 6417096.

- In a federation environment, if a 10.1.8.2 Oracle SES instance is federating to a pre-10.1.8.2 Oracle SES instance and the federated source is configured to retrieve the internal attributes `eqdatasourcename`, `eqdatasourcetype`, `eqfedchain`, `eqtopphrases`, or `eqtopsentences`, then those attribute values will not be available on the broker.

  This tracked with Oracle bug 6443099.

- In a federation environment, if a 10.1.8.2 Oracle SES instance is federating to a pre-10.1.8.2 Oracle SES instance and advanced result configuration is enabled, then attributes that are normally highlighted (for example, `title`, `author`, `description`) will not be displayed properly.

  This is tracked with Oracle bug 6401467.

- The source parameter descriptions for the IMAP Connector for OCS Email Server, Microsoft Exchange (WebDAV), and NTFS source types are not translated.

  This is tracked with Oracle bugs 6444131 and 6444100.

- If you are using the client interface for the Oracle SES Query Web Services (http://<host>:<port>/search/query/OracleSearch) for testing, some

methods like doOracleSearch and doOracleBrowseSearch when invoked return JAVA.LANG.ILLEGALARGUMENTEXCEPTION.

Workaround: Use Java proxy stubs for invoking these Web service operations.

This is tracked with Oracle bug 6215081.

- The *Oracle Secure Enterprise Search Administrator's Guide* and the *Oracle Secure Enterprise Search Java API Reference* for the Query Web Service API for infosource browse (for example, `getInfoSourceNodes` and `getInfoSourceNodes`) document that nodes coming from the local Oracle SES instance would have `fedID` as value "-1". But when these APIs are invoked, `fedID` for the local nodes are null.

  Workaround: The `fedID` property for the local nodes can have either null value or an explicit "-1" value, but both values are treated the same way. The local nodes can return `fedID` as either "-1" or null.

  This is tracked with Oracle bug 6444709.

- Oracle SES does not support a default entity to attribute mapping mechanism for XML content.

  Workaround: A custom crawler plug-in is required to crawl and index XML. (see the *Oracle Secure Enterprise Search Administrator's Guide* for details).

  This is tracked with Oracle bug 4501161.

- After the crawler re-crawl policy is changed to **Process All Documents**, the matched hit count in the top right corner on end user Browse page is increased every time the schedule is run.

  Workaround: View the correct hit count in parentheses following the source group name.

  This is tracked with Oracle bug 5647166.

- Oracle SES does not give any results if looping with different machines is configured for federated search.

  This is tracked with Oracle bug 5461897.

- The `logUserClick` operation is not supported.

  This is tracked with Oracle bug 5090033.

- When editing user-defined sources, the following pages in the administration tool do not apply to the crawler plug-in:

  - **Authentication** page

  - **Crawling Parameters** page: Only the following fields on this page can be set for user-defined sources: **Number of Crawler Threads**, **Enable Language Detection**, **Default Language**, **Maximum Document Size**.

- In releases prior to 10.1.8, crawler plug-ins were located in the `$ORACLE_HOME/search/lib/agent/` directory. In 10.1.8 and later, they are located in the `$ORACLE_HOME/search/lib/plugins` directory.

OracleAS Portal Connector Issues

- Secure OracleAS Portal crawling requires the latest version of OracleAS Portal.

Workaround: The following table lists patch information necessary for each version of OracleAS Portal for which Oracle SES certifies. You either can apply the one-off patch on top of the listed version, or you can wait to upgrade to the next patch set indicated. (The patch set in the second column includes the one-off patch in the third column.) The one-off patches are available on Oracle *MetaLink* at http://metalink.oracle.com. Enter the bug number for the appropriate OracleAS Portal release to get the patch.

Table 3   OracleAS Portal Patch Necessary for Secure OracleAS Portal Crawling

OracleAS Portal Release	Patch Set to Upgrade	One-off Patch
9.0.4	9.0.4.3.0	This is tracked with Oracle bug 4637116. This should be applied on top of 9.0.4.2.0.
10.1.2	10.1.2.2.0	This is tracked with Oracle bug 4637116. This should be applied on top of 10.1.2.0.2.
10.1.4	10.1.4.2.0	This is tracked with Oracle bug 6361782. This should be applied on top of 10.1.4.0.0.
		To use smart incremental crawl, apply the patch for 6361782 on top of portal 10.1.4.0 or upgrade to OracleAS Portal 10.1.4.2.
		Due to bug 6802807 (base bug 6360435), smart incremental crawl will not pick up items if its ancestor page security has changed. A full crawl or a regular re-crawl is needed to pick up item security changes caused by parent page ACL changes.
		Due to bug 5591391, smart incremental crawl does not pick up deleted documents, because the portal repository cannot provide the crawler with a list of deleted documents. To have crawler detect deleted documents, configure the re-crawl policy to process all documents.
		Due to bug 7208630, if you create a relative link to another page in the portal (for example, /pls/portal/url/page/...) instead of using the whole URL (for example, http://portal.macerich.com/pls/portal/url/page/...), the crawler will not have a correct link to the page when you execute a search. The link will go to http://search.macerich.com/pls/portal/url/page/... instead of http://portal.macerich.com/pls/portal/url/page/... which causes a Page Cannot Be Found error.

Lotus Notes Connector Issues

> **Note:**   The Lotus Notes Connector Patch (10.1.8.2.1) fixes several crucial Lotus Notes connector issues. Please download patch 9608433 on ARU for the latest version of the Lotus Notes connector.
>
> This is tracked with Oracle bug 6597502.

- When activating the Lotus Notes native identity plug-in, there is an intermittent failure to activate.

Workaround:

1. Deregister the Lotus Notes identity plug-in.

2. Register the Lotus Notes identity plug-in again.

3. Activate the Lotus Notes identity plug-in again.

This is tracked with Oracle bug 6035368.

- After setting `Attachment as Search Item` to false in the Lotus Notes source and crawling Notes documents with attachments, snippets of attachments are displayed in the query page.

  This is tracked with Oracle bug 6353800.

- When logging in to an Oracle SES instance where the Lotus Notes identity plug-in is used, the login fails if there are more than 5000 users and groups in Lotus Notes.

  Workaround: Make either of the following changes to the Lotus Notes software:

  1. Create a full text index on the Lotus Notes database "`names.nsf`".

  2. Increase the parameter value for `FT_Max_Search_Results` in the Lotus Notes configuration to a number larger than the total number of users and groups in the system.

  Note: At login, Oracle SES performs a full text search against Lotus Notes to locate a user's group association. Without a full text index created, the Lotus Notes API only allows up to 5000 results. Both of the above options works; however, #1 is recommended because it also improves performance. If possible, apply both #1 and #2 to avoid the issue when the full text index is corrupted temporarily.

  This is tracked with Oracle bug 6499715.

EMC Documentum Content Server Connector Issues

- On AIX 5L Based Systems (64-bit), crawl of a Documentum source requires C++ runtime version of 6.0, 8.0 or higher to be installed on the system. Version 7.0 of the C++ runtime library is not certified. If this version is installed on the system, consider upgrading to version 8.0 instead.

  This is a requirement of the Documentum Foundation Classes (DFC). Check the DFC documentation for the latest available certification information.

NTFS Connector Issues

- On Windows, the Oracle SES process must be run as domain administrator to crawl remote machines on the domain. This is an important prerequisite to crawl remote machines for NTFS. Follow these steps to run the Oracle SES process as the domain administrator:

  1. Go to `%ORACLE_HOME%\NETWORK\ADMIN`.

  2. Edit `sqlnet.ora` by changing "`SQLNET.AUTHENTICATION_SERVICES=(NTS)`" to "`SQLNET.AUTHENTICATION_SERVICES=(NONE)`".

  3. Go to **Control Panel - Administrative Tools - Services**.

4. Select the process **OracleService<***Search Server Name that you specified during installation***>**.

5. Stop this process.

6. Right-click and select **Properties**.

7. Select the **Log on** tab.

8. Select the **This account** option and enter the domain administrator name and password.

9. Restart Oracle SES with `searchctl startall`.

If the following error appears:

```
ORA-01017: invalid username/password; logon denied please issue the
following statements during startup and shutdown:
```

Enter the following statement if the error appears after Oracle SES startup:

```
> sqlplus eqsys/<admin passwd>
> EXECUTE eq_adm.del_passwd_cleanup;
```

Or, enter the following statement if the error appears before Oracle SES shutdown:

```
> sqlplus eqsys/<admin passwd>
> EXECUTE eqsys.eq_crw.stop_all_schedules(60,5);
```

This is tracked with Oracle bug 5601413.

Oracle Content Server Connector Issues

- Download the Oracle Content Server RSSCrawlerExport component from Oracle MetaLink.

    This is tracked with Oracle bug 6446480.

- When the default character set of crawling parameters is set to anything except standard UTF-8, Japanese documents cannot be searched.

    This is tracked with Oracle bug 6497630.

- Some files are not cleaned up after Oracle SES crawls the content server's exported data feeds. In some rare conditions, the data feeds will be removed; however, the content subdirectories and any excluded content items remain. These items must be removed manually after the crawl.

    Workaround: Periodically clean out the `feedLocation`. This can be done manually, or a script can be written. Content directories under the `feedLoc` are stored at: `<feedLoc>/<sourcename>/<randomContentDir>`. For example, if `feedloc = \datafeeds\control\` and `sourcename =` default, then a typical content directory would look like: `C:\datafeeds\control\default\content2007-09-24-14-50-58-1 963341894`. Additionally, there will be an XML data feed created in: `C:\datafeeds\control\default\df2007-09-24-14-50-58-196334 1894.xml`. After Oracle SES crawls a source, all data feeds AND content for those feeds should be removed from this area.

    This is tracked with Oracle bug 6451833.

- Download the YahooUserInterfaceLibrary component for Oracle Content Server 7.1.1 and 7.5.2 from Oracle MetaLink.

  This is tracked with Oracle bug 6604393.

- The Oracle Content Server connector cannot treat any attributes of attachments.

  This is tracked with Oracle bug 6490522.

Microsoft Exchange Connector Issues

- The following warning is displayed after crawling with the Microsoft Exchange connector:

  ```
  log4j:WARN No appenders could be found for logger
  org.apache.commons.httpclient.HttpClient).
  log4j:WARN Please initialize the log4j system properly.
  ```

  Workaround: This message can be ignored.

  This is tracked with Oracle bug 6524376.

Desupport of Cognos, MicroStrategy, and Business Objects Connectors

As of December 2008, Oracle will no longer ship connectors for Cognos, MicroStrategy, and Business Objects data sources. New customers buying SES 10.1.8.2, and existing customers applying the SES 10.1.8.4 patch, will find that these connectors are no longer included in the list of available Oracle connectors.

If you already have Cognos, MicroStrategy, and Business Objects data sources configured to be searchable in your SES 10.1.8.2 or 10.1.8.3 installation, then after you apply SES patch 10.1.8.4, you must download and apply the patch for Bug 7429017 to continue to use these data sources. This patch is available only to existing users of Cognos, MicroStrategy, and Business Objects connectors. Customers that have purchased Cognos, MicroStrategy, and Business Objects connectors will continue to be supported through the Oracle support offering for the next two years.

SES is a full and complete offering and all data sources are accessible through connectors provided in the product, connectors offered by partners, and connectors built using the SES SDK.

For further information about these connectors and the patch necessary to continue using them, see the following on the Oracle Technology Network:

http://www.oracle.com/technology/products/oses/developer/gallery.html

Documentation Errata

This section describes late-breaking changes in the following documentation.

- Oracle Secure Enterprise Search Installation Guide 10g Release 1 (10.1.8.2) for Microsoft Windows (32-Bit)

Oracle Secure Enterprise Search Installation Guide 10g Release 1 (10.1.8.2) for Microsoft Windows (32-Bit)

- The section "Changing the Oracle SES Middle Tier Port" is optional. You only need to perform these steps if, after installation, you find there is a port number conflict and you need to change the port number of the SES middle tier.

- The section "Installing a Loopback Adapter" states that Oracle Secure Enterprise Search needs to have Windows using the loopback adapter as the primary adapter. This is no longer true, so it is not necessary to remove all other adapters and reboot the machine.

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