Oracle® Insurance IStream

IStream Publisher Release Notes

Release 4.2

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Contents

OVERVIEW

These *Release Notes* describe the new and changed features, supported platforms, installation issues and known limitations of this release. For information on a prior release, please see the *Release Notes* or *ReadMe* file for that release.

IStream Publisher 4.2 is a complete release of the IStream Publisher software. Please read all of the installation instructions carefully. Please review the installation chapter in the *IStream Publisher Administrator's Guide* before installing or upgrading the software. For additional information, please contact Customer Support.

ABOUT ISTREAM PUBLISHER

IStream Publisher is an enterprise document automation software solution that complements core business systems for product development, sales and marketing, administration and customer service.

IStream Publisher provides a set of integrated services that have been specifically engineered to automate document-intensive business processes. It is used to satisfy event-driven requests, such as new policy fulfillment requests, which trigger a range of activities. These activities can include:

- automatically retrieving documents from multiple sources such as file systems, the web, or IStream Document Manager

- assembling personalized, complex documents and document packages such as policies, letters, contracts and booklets

- rendering them in multiple file formats including: DOC (Microsoft Word), HTML, PDF, PCL, PS (Postscript), RTF, TIFF and TXT; AFP and XML files can be rendered using the Transform service

- delivering them to multiple recipients through their preferred channels (print and mail, fax, email, the web)

- saving them to a file system, FTP or IStream Document Manager

IStream Publisher is available in two editions: IStream Publisher and IStream Publisher *Express*.

IStream Publisher *Express* provides a subset of the core Publisher functionality and provides the ability to easily add advanced capabilities as business needs dictate.

IStream Publisher is a J2EE application that uses JMS technology and an XML request-based interface to automate the entire document issuance process from content creation to delivery.

For more information, see the *IStream Publisher Licensing* section of this document.

IStream Publisher 4.2 is a minor release of the software; it includes a number of new features and enhancements. These are described briefly later in this document.

IStream Publisher Licensing

IStream Publisher

Customers who have purchased IStream Publisher are licensed to use all of the content generation, rendering, delivery, and utility services that are installed by the IStream Publisher installation program, with the exception of rendering using the Transform Suite service, because this is a separate module.

IStream Publisher customers are also entitled to define their own custom services to be executed as part of the requests submitted to IStream Publisher.

IStream Publisher Express

IStream Publisher Express provides a subset of the IStream Publisher functionality. It can be licensed for a maximum of six worker CPUs. Specifically, IStream Publisher Express includes the following services:

Content Service

- Generate CLG (IStream document)

Delivery Services

- Deliver to File System

- Deliver to FTP

- Deliver to an IStream Document Manager DMS

- Deliver to Printer

Rendering Services

- CLG to Microsoft Word

- Microsoft Word to: HTML, PCL, PDF, PS, RTF and TXT

Utility Services

- Run Word Macro

- Delete Files

The IStream Publisher installation program will install all of the content generation, rendering, delivery, and utility services. However, IStream Publisher Express customers are only entitled to use those services for which they are licensed and cannot define their own custom services unless they have purchased the optional Extensibility Add-On Pack. If you require clarification on which services you are licensed for, please contact Oracle Customer Support for assistance.

IStream Publisher Express Add-On Packs

Add-on packs are available to supplement the base functionality provided with IStream Publisher Express. If you have purchased IStream Publisher Express, to leverage any of the functionality noted below, you need to have purchased licenses for the related Add-on pack.

Fax Delivery Add-On Pack

- Render Microsoft Word to TIFF

- Render PDF to TIFF

- Deliver to Fax server

Enhanced Printer Add-On Pack

- Render TIFF to PCL and PS

- Render PDF to PCL and PS

- Concatenate PCL Files Utility Service

- Concatenate PS Files Utility Service

E-Mail Delivery Add-On Pack

- Deliver to E-Mail

PDF Utility Add-On Pack

- Concantenate PDF Files Utility Service

- Protect PDF Files Utility Service

Extensibility Add-On Pack

- Ability to define and execute Custom Services

Transform Suite Add-On Pack

- Render with Transform Suite service

NEW AND ENHANCED FEATURES

This section describes the new features and enhancements in IStream Publisher and IStream Publisher Express 4.2. For more information, please review the product guides or contact Oracle Customer Support.

New Rendering Services

To increase the flexibility of output options, three options have been added to IStream Publisher 4.2 for rendering:

- A new TIFF to PDF service renders files from TIFF to PDF. The PDF file format is 1.4. This service can be called using any IStream Publisher request type.

- A new rendering service has been added that renders CLG and Microsoft Word files to TXT, RTF or both TXT and RTF. It can be leveraged to create XML files by generating XML-formatted IStream documents and then rendering them to TXT.

- Integration with Transform Suite is also available. Transform Suite rapidly converts print stream formats into other formats preserving fidelity. It can also convert to common formats (such as XML) that are easy to use, sort and amalgamate. Transform Suite also facilitates document enhancement, providing the ability to add bar codes, OMR marks and index documents.

Generation Log Retention

- To improve ease of debugging, generation logs can be retained for all failed assembly requests.

- You can retain logs at each request level, but not at the domain level.

- You can track which worker executes any request. This tracking feature is always active.

IStream PDF Request Format

- With IStream Document Manager 6.1, support for regeneratable PDFs was added. Regeneratable PDFs contain metadata about the model document and key data.

- IStream PDFs can be reassembled, similarly to IStream documents (CLGs).

- In the past, in order to regenerate, you needed to retain the CLG regardless of the fact that you were storing a PDF version of the document. You can now store just the regeneratable PDF. This results in reduced requirements for storage space and simplified tracking of documents.

- With IStream Publisher 4.2, we have enabled creation of regeneratable PDFs so that you can specify when you want your documents to be created and saved as regeneratable PDFs.

Designation of Print File Name

- To improve tracking of print submissions, you can now specify a print file name within a request. This print file name will appear with the file in the print queue.

- For requests where the print file name is not specified, the document name will appear in the print queue.

Assorted Enhancements

IStream Publisher 4.2 supports:

- BEA WebLogic 9.2

- Microsoft Word 2007 Compatibility Mode for assembly, customization, authoring, Microsoft Word Plug-ins, and so on, when using IStream Document Manager 6.2 Authoring, Assembly, and other components

SUPPORTED PLATFORMS AND COMPONENTS

This section describes the supported platforms of the various IStream Publisher components.

IStream Publisher requires supporting infrastructure such as a Servlet Container, a JMS Messaging Service and a Relational Database. When installed independently of the IStream Publisher components that require Microsoft Windows, these infrastructure components can leverage an operating system other than Microsoft Windows as supported by the product vendor.

Note: Only 32-bit databases and operating systems are supported.

Please see the installation chapter of the *IStream Publisher Administrator's Reference Guide* for the hardware requirements.

Server Components

This section lists the supported environments and applications for the IStream Publisher server components.

Operating Systems

- Microsoft Windows 2000 Server SP4

- Microsoft Windows Server 2003 SP2

- Microsoft Windows Server 2003 Release 2 SP2

- Solaris 8 – only supported with Oracle databases and IBM WebSphere® MQ message services

Databases

- Oracle 9i Release 2

- Oracle 10g Release 1 and 2

- Microsoft SQL Server 2003 SP4

- Microsoft SQL Server 2005

- JMS Messaging Services

- IBM WebSphere® MQ 5.3 Fix Pack 13

- IBM WebSphere® MQ 6.0.2.2
- OpenJMS

Worker Components

This section lists the supported environments and applications for the IStream Publisher Worker components.

Operating Systems

- Microsoft Windows 2000 SP4
- Microsoft Windows 2003 SP2

Microsoft Word

The following table indicates the versions of Calligo and IStream Document Manager that support the specific versions of Microsoft Word:

	Calligo Enterprise 5.4	IStream Document Manager 6.1	IStream Document Manager 6.2
Microsoft Word 2000 SP4	●		
Microsoft Word XP SP2	●	●	●
Microsoft Word 2003 SP2	●	●	●
Microsoft Word 2007			●

Content Service

The following applications are supported for content assembly:

- Calligo Enterprise 5.4
- IStream Assembler 6.1
- IStream Assembler 6.2

Printer Drivers Supported for Advanced Options

IStream Publisher can employ any Microsoft Windows-based print driver. However, IStream Publisher requests that include advanced printing options (set by IStream Publisher using PCL or PostScript file manipulation) are supported only with certain printers. These options include page numbering, collation, number of copies, simplex and duplex changes, and so on.

The supported printers are:

PCL Drivers

- HP LaserJet 5Si
- HP LaserJet III
- HP LaserJet 8100 Series PCL
- HP LaserJet 8150 Series PCL (supported with Microsoft Windows 2003 only)

- Snowbound Driver (TIFF to PCL)

Note: If you select another driver, then the rendered file will not be modified. You therefore need to ensure the robustness of your selected print driver.

PostScript Drivers

- HP LaserJet 5/5M PostScript
- HP LaserJet 8100 Series PostScript
- HP LaserJet 8150 Series PostScript (supported with Microsoft Windows 2003 only)

Note: You can select an AFP or other print output format driver instead of a PS or PCL driver. However, if you select another driver, then the rendered file will not be modified. You therefore need to ensure the robustness of your selected print driver.

Delivery Services

This section lists the environments, drivers, SMTP servers and other applications that each delivery service supports.

File System Delivery Service

The Microsoft Windows versions listed in *Operating Systems* on page 7 support the File System delivery service.

FTP Delivery Service

- Microsoft Windows 2000 SP4 with IIS5.0[1]
- Microsoft Windows 2003 SP2 with IIS6.0
- Solaris 8

Printer Delivery Service

- Print Spooler Wrapper PrinterSpooling.dll

Email Delivery Service

- Microsoft Windows 2000 SP4 with Microsoft Exchange Server 5.5[1]
- Microsoft Windows 2003 with Microsoft Exchange Server 2003

Fax Delivery Service

- Microsoft Windows 2000 SP4 with RightFax 9.0[1]
- Microsoft Windows 2003 with RightFax 9.0

IStream Document Manager Service

- Calligo Enterprise 5.4
- IStream Assembler 6.1

1. Microsoft Windows 2000 is only supported with Calligo Enterprise 5.4.

- IStream Assembler 6.2

Transform Service

- Transform Suite 3.0

Web Server Components

This section lists the environments, databases, and other applications that the Web Server components support for Microsoft Windows and Sun Solaris.

Server Components – Microsoft Windows

This section lists the environments, databases, and servlet containers that the Web Server components support under Microsoft Windows.

Operating Systems

- Microsoft Windows 2000 SP4[1]
- Microsoft Windows 2003 SP2

Databases

- Oracle 9i Release 2
- Oracle 10g Release 1 and 2
- Microsoft SQL Server 2003 SP4
- Microsoft SQL Server 2005

Servlet Containers

- Tomcat 5.5.12
- IBM WebSphere 5.1.1 FP 10
- IBM WebSphere 6.1

Server Components – Sun Solaris

This section lists the environments, databases, and servlet containers that the Web Server components support under Sun Solaris.

Operating System

- Solaris 8

Databases

- Oracle 9i Release 2
- Oracle 10g Release 1 and 2

Servlet Containers

- BEA WebLogic 9.1
- BEA WebLogic 9.2

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1. Microsoft Windows 2000 is only supported with Calligo Enterprise 5.4.

Client Components

Web Browsers

- Microsoft Internet Explorer 6.0 SP1
- Microsoft Internet Explorer 7.0

Supported IStream Product Versions

IStream Publisher is supported with the following Calligo and IStream product versions:

Calligo Enterprise and IStream Document Manager

- Calligo Enterprise 5.4
- IStream Document Manager 6.1
- IStream Document Manager 6.2

IStream Communicator

- IStream Communicator 2.2
- IStream Communicator 2.2 FP1
- IStream Communicator 2.2 FP2

Note: For additional information, please review the *Release Notes* for these products.

Support Phasing-out

As our clients continue to move forward with recent IStream Publisher releases, support will be discontinued for older versions of the product.

- Support for earlier Calligo Doc Services 2.x releases ended as of June 30, 2006.
- Support for Calligo Doc Services 2.4 ended April 1, 2007.
- Support for Calligo Doc Services 3.1 will end September 30, 2008.
- Support for IStream Publisher 3.2 will end April 30, 2009.

Please contact Oracle Customer Support to discuss upgrade options if you are using any of the above.

INSTALLING ISTREAM PUBLISHER

IStream Publisher 4.2 is a complete release of the IStream Publisher software. The installation includes the Calligo Enterprise components required for full IStream Publisher functionality. Please review the *Calligo Enterprise Release Notes* to understand any known limitations. Also, please review the installation chapter of the *IStream Publisher Administrator's Reference Guide* before installing or upgrading the software. For additional information, please contact Oracle Customer Support.

Upgrading from Earlier Versions

Important: Before upgrading, please contact Oracle Customer Support to discuss your upgrade plan.

To ensure that your database tables are updated correctly, only certain upgrade paths for IStream Publisher are supported. To upgrade to IStream Publisher 4.2, you must already be running IStream Publisher 3.2 or 4.1.

Deploying IStream Publisher Admin Console and Web Services Interface to WebLogic 9.1 or 9.2

Please ensure that the IBM WebSphere® MQ JMS driver and database driver are on the **classpath** server. The IStream Publisher Console uses these drivers. The driver files are listed in the *IStream Publisher Administrator's Guide*.

The IStream Publisher Console and the Web Services Interface use a JNDI name of **jdbc/ConsoleDS** to locate the data source. Create this data source and point it to the IStream Publisher Console database.

When using Microsoft SQL Server database, please ensure that:

*   the Microsoft SQL Server JDBC driver is used when creating the data source for the IStream Publisher Console and the Web Services Interface

*   the Microsoft SQL Server 2005 JDBC driver (included in the IStream Publisher installation folder) is located in the server classpath

*   the **Test on Borrow** option is enabled for the **jdbc/ConsoleDS** data source

KNOWN ISSUES AND LIMITATIONS

*   If you are using Oracle 9i for the IStream Publisher database, reports will not display the correct results if the year of the start date entered is earlier than the current year.

*   A deadlock may occur when deferred requests are picked up. This can cause IStream Publisher to attempt to pick up and execute the same deferred requests multiple times after the deadlock.

*   If a distribution request contains a Transform rendering service that is also supported by IStream Publisher, for example, the PDF to PCL service, the Transform service will be ignored and the IStream Publisher service will actually perform the rendering

*   If a generation request includes a `regen-pdf` element as well as a destination element, the `copyMetadata` attribute for the destination element must be set to true for both FTP and DMS destinations.

*   For Microsoft Windows 2000 deployments where the IStream Publisher Console is deployed on Tomcat where Tomcat is running as a Microsoft Windows service:

    To verify the Microsoft Windows network share URL while creating domains, you need to change the log on for the IStream Web Server (`domain:instance`) to a user that has access to this share.

ISTREAM PUBLISHER DOCUMENTATION

The IStream Publisher manuals and online documentation have been updated to include all of the new and changed functionality introduced in this release.

All of the IStream Publisher manuals are included under the *Manuals* folder with IStream Publisher.

The tables documenting the elements and parameters have been removed from the *IStream Publisher Interface Reference Guide*. This information now appears in the schema documentation, which is supplied as a set of HTML files in a zip file. For details, please see the ReadMe file.

The *IStream Publisher SDK Guide* has been merged into the *IStream Publisher Interface Reference Guide*.

Note: Some of the documentation and online help, including the contact information, refers to Skywire Software. The correct contact information appears in following section.

CONTACTING ORACLE CUSTOMER SUPPORT

If you have any questions about the installation or use of IStream Publisher, please contact Oracle Customer Support:

• Phone: 1-877-467-9727

• Fax: 1-416-642-0315

• Email: markhamsupport-skywire_ww@oracle.com

For updated information on IStream Publisher and other Oracle products, please check our website at www.oracle.com.