

December 2011

## Oracle Documaker version 12.0

### Release Notes

Oracle Insurance announces Oracle Documaker version 12.0. This document introduces Documaker version 12.0 and Documaker Desktop version 12.0 and describes the new features and enhancements.

Documaker Enterprise Edition version 12.0 introduces the new Document Factory and includes the new Oracle Documaker Interactive: Correspondence applications.

Version 12.0 also includes features and enhancements that improve the functionality and ease of use of the entire suite of products. This document provides an overview of those features and enhancements, grouped into these areas:

- *Documaker Interactive: Correspondence* on page 5
- *Documaker Document Factory* on page 4
- *Documaker Studio Enhancements* on page 8
- *Documaker Add-In for Word Enhancements* on page 11
- *Documaker Server Enhancements* on page 12
- *Rule Enhancements* on page 12
- *Utilities Enhancements* on page 13
- *Printer and Font Enhancements* on page 13
- *Platform-Wide Enhancements* on page 14
- *Patch 01 Enhancements* on page 15

In addition, you will find information on:

- *Important Considerations when Upgrading* on page 21
- *Contacting Oracle Global Customer Support* on page 22

To receive the full benefits of the new product features included in this and earlier releases, Oracle University offers a comprehensive range of training classes. For a list of courses, including fees and availability, please call 1.800.529.0165.

**Note** Oracle Documaker is comprised of several applications that were previously sold separately and often have different version numbers. Beginning with version 12.0, these version numbers are being synchronized. For instance, the Documaker Connector will go from version 1.0 to version 12.0 and the PPS Reporting Tool will go from version 1.1 to version 12.0. These changes are being made simply to have all version numbers match and do not affect backward compatibility or support.

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For installation instructions, please refer to the appropriate installation guide:

- [Documaker Installation Guide](#)
- [Documaker Enterprise Installation Guide](#)
- [Internet Document Server Installation Guide](#)
- [Documaker Connector Installation Guide](#)
- [Documaker Desktop Installation Guide](#)

You can find the latest versions of these guides on the Oracle Technology Network web site, on the Oracle Insurance Documentation page:

<http://www.oracle.com/technetwork/documentation/insurance-097481.html>

Check Oracle's Software Delivery Cloud site for platform availability:

<http://edelivery.oracle.com>

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## ABOUT ORACLE DOCUMAKER

Oracle Documaker enables insurers to dynamically create, manage, publish and deliver adaptive enterprise content throughout the insurance business life cycle—across all locations and lines of business. It offers a cost-effective way to address the design, production, and multichannel delivery of a broad spectrum of documents from highly structured transactional documents delivered in high-volume batch to highly personalized interactive correspondence delivered on-demand.

Oracle Documaker delivers rules-driven document life cycle automation for improved customer satisfaction, business agility, efficiency and reduced costs. It is the most widely used dynamic publishing platform in the insurance industry.

Oracle Documaker provides...

- Robust design environment for tight integration between content, data, and logic
- Conversion tools to preserve legacy investments
- Web-based solution to enable interactive and on-demand communications
- Multi-channel delivery and output supports email, SMS, HTML, XML, PDF, RTF, fax, and 14 named print stream outputs
- Templates so you can generate documents quickly and consistently
- Lightweight, cost-efficient, service-centric approach to make it easy to use
- Pre-packaged, pre-built forms libraries to speed the time to market
- Integration within insurance enterprise infrastructure to promote straight-through processing (quote, rate, bind, issue)

## DOCUMAKER DOCUMENT FACTORY

The Oracle Documaker Document Factory is the realization of the Automated Document Factory (ADF) processing model. The ADF vision equates concepts of factory production to document production by integrating template design, data input and transformation, delivery preparation, and response management activities within a document publishing environment.

The Documaker Document Factory is comprised of a series of worker processes that are managed by a Supervisor. The Supervisor routes work to the other workers using a message bus. The other workers compose, assemble, render, and deliver the documents based on the underlying rule set. Documaker Document Factory is horizontally (across a single server) scalable; it automatically creates and uses the appropriate number of workers to maximum document throughput.

Documaker Document Factory includes a dashboard and configuration console. These web-based applications provide managers and administrators insight into the document automation process. Managers can review current production performance and track individual transactions through the system. Administrators can review issues and make system configuration changes through a centralized console. Graphs and charts in both applications provide quick insight into run-time performance.

Documaker Document Factory also includes a new set of Documaker Web Services (DWS) built on the latest technologies and industry standards. The new doPublish web services let you submit a job that tells the system to publish a document from an input or extract file. The new doCallIDS method lets you work with IDS using specific IDS request types.

Because of Documaker Web Services' concrete schema, you can use the doCallIDS method with the Business Process Execution Language (BPEL) to facilitate workflow within the Documaker Interactive: Correspondence application. This method can also be used by BPEL outside of Documaker Interactive: Correspondence or by other web service clients to make specific requests to IDS or Documaker and should be used if your request needs to be asynchronous.

See the [Documaker Enterprise Administration Guide](#) for information about the methods offered with DWS.

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## DOCUMAKER INTERACTIVE: CORRESPONDENCE

Documaker Interactive is a web-based application that lets you quickly and interactively create and assemble consistently branded and compliant correspondence. This lets you leverage such accelerators as pre-configured workflows with role-based approvals and pre-built industry content. It also lets you create personalized customer correspondence by choosing content from a pre-approved library of:

- Letters and other forms
- Graphics, including logos and corporate signatures
- Attachments, including scanned material

The dynamic interface lets you manage work-in-progress (WIP) list while providing analytics showing current trends in the system. The role-oriented interface provides the appropriate view for drafters, approvers, administrators, and others.

Documaker Interactive: Correspondence can be integrated with existing business applications (such as CRM systems) using industry standard APIs, web services, site monitoring, or messaging middleware. The correspondence you create can be distributed simultaneously across multiple channels such as email, fax, and print with appropriate copies sent to multiple recipients in their preferred format.

### Documaker Studio Library

Multi-purpose library content is created and maintained in Documaker Studio, a separate Documaker authoring application. You can use this content in ad-hoc interactive correspondence, system-driven, on-demand correspondence and batch document production. For more information on establishing a library with Studio to use in your correspondence, please refer to the [Documaker Studio User Guide](#).

### Users and Groups

In Documaker Interactive: Correspondence, each user or group of users is assigned one or more task-oriented roles such as Drafter, Approver, or Administrator. Depending on this role, users can create, approve or reject documents, or administer the system.

### Drafting

Drafters work with correspondence that is in progress and assigned to them, or that they have created. Drafters can personalize the generated document set by selecting additional forms, adding attachments, assigning addressees, and editing data or content before distributing the documents.

## **Approving and Assigning Documents**

There are several optional levels at which documents can be approved such that only the appropriate document sets are sent to the correct approvers based on business rules. Approvers can accept, reject or comment on any document set.

A user can assign correspondence that is in-progress to other users if the original user is away, or if the work load needs to be shared among several employees. All documents are routed through a configurable system that ensures each item is sent to the appropriate stage, such as editing, approval, distribution, or some another activity.

## **Administrators**

Administrators can use the Documaker Administrator application to associate existing groups from a corporation's current system. Administrators can also:

- Define roles and edit each role's available actions
- Assign roles to user groups from the corporate security system
- Use analytics provided in the dashboard to identify system throughput, track system performance, and resolve processing issues

## NEW FEATURES AND ENHANCEMENTS

Documaker version 12.0 contains numerous new features and enhancements. These product changes are summarized in the following categories:

- *Documaker Studio Enhancements* on page 8
- *Documaker Add-In for Word Enhancements* on page 11
- *Documaker Server Enhancements* on page 12
- *Rule Enhancements* on page 12
- *Utilities Enhancements* on page 13
- *Printer and Font Enhancements* on page 13
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- *Patch 01 Enhancements* on page 15

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**Note** The legacy document development tools, such as Image Editor, Logo Manager, Form Set Manager, and so on, are not included with version 12.0.

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## DOCUMAKER STUDIO ENHANCEMENTS

The following changes affect Documaker Studio. For more information, see the [Documaker Studio User Guide](#).

### Enhanced RTF Import

Studio's Conversion manager now recognizes unique field delimiters when converting RTF files. You can use these delimiters to create section field names during the conversion. Using these field names, the system can also access additional field information from the Field Database (FDB).

### Enhanced RTF Export

You can now use the WriteFrames option to determine how files are converted to RTF format. For better fidelity, set this option to Yes. To create files that are easier to later edit, set this option to No.

### Automatically Creating Bookmarks

Now when you import RTF, DOC, or DOCX files from Word, Studio converts any level commands in those files into Studio bookmarks. You can then use these bookmarks to create a table of contents for the FAP file.

### Extracting Paper Tray Information from a Rulebase Report

Now when you choose the Documerge to Documaker Tasks option in Studio's Conversion manager and then choose the Process Rulebase Report option, Studio extracts Xerox Metacode paper tray information from the Rulebase report and associates that information with the appropriate paper trays.

### Customizing Tables

When working with tables, new options on the Format menu let you insert rows before or after selected table entries. Changes to the Table Options window tell you whether the column width is proportional or fixed and let you drag the cell border of a column heading to resize proportional column widths.

### Setting Default Colors

Version 12.0 now lets you set the default display and entry color for fields that have not been assigned a specific color. You make this assignment in the Application Definition (BDF) file.

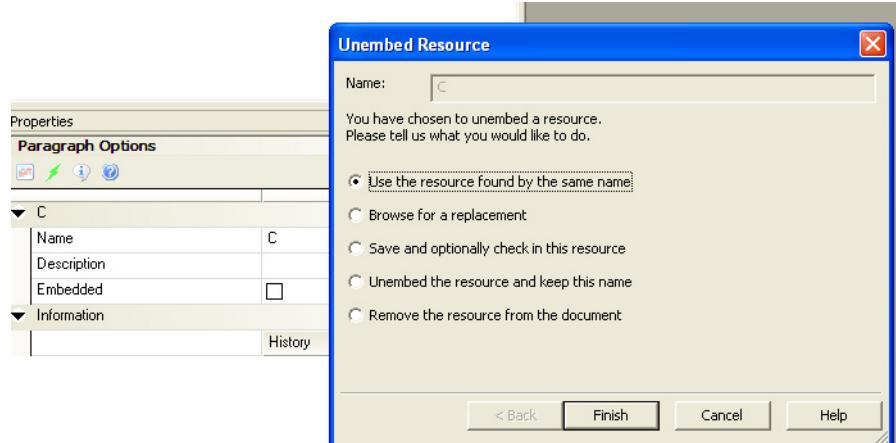
### Providing Form Inclusion Information

Version 12.0 now writes Form Inclusion information into output files. This means triggers are retained in the resulting transaction set for groups, forms, and sections. This can help you determine which events led to the resulting document set.

## Miscellaneous Studio Enhancements

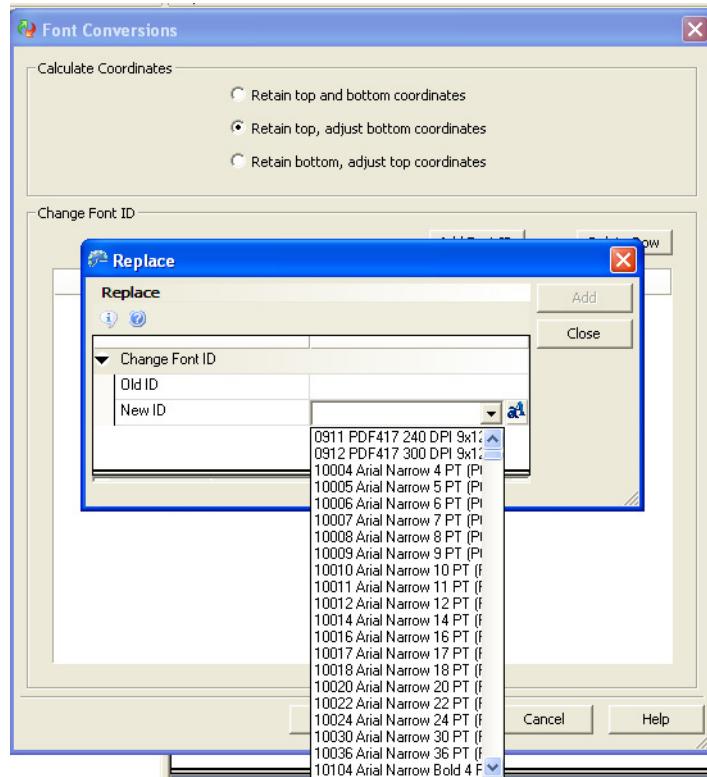
Here is a list of miscellaneous changes made to Documaker Studio.

- Improved how the table objects appear in RTF output.
- PDF is now the default print type for new workspaces, as well as when printing objects from a workspace, as long as the workspace or object was not created through the import process.
- You can now search for fields using right-click menus in Documaker Studio managers, as well as the in Fields and Extract Dictionaries.
- You can now edit paragraphs within the paragraph list in Documaker Studio. This also allows the embedding or un-embedding of paragraphs from a paragraph list.
- The Studio Paragraph List manager now has an Unembed Resource wizard, which launches when you de-select the Embedded property in the paragraph options window. Unembed options in the wizard include:
  - Use the resource found by the same name.
  - Browse for a replacement.
  - Save and optionally check in this resource.
  - Unembed the resource and keep this name.
  - Remove the resource from the document



- Embedded paragraphs are now opened in Paragraph Editor mode when you double-click on them, indicated by a shaded green box placed around the paragraph in the display window. To exit the editor mode, press Esc or click outside of the embedded paragraph. The green border around the paragraph is removed and you are back in Paragraph List Manager mode.
- Report styles are now defined under the Manage, System, Settings, Studio Settings, HTML menu, as well as under the View, Options, Studio Settings, HTML menu. Report styles include Default, Plain, and Elegant.

- The Font Conversion window in the Change Multiple Sections Conversion wizard now displays font IDs from the workspace's font cross-reference (FXR) file. You can now easily select a new font ID for the converted resources from the loaded workspace of Documaker Studio:

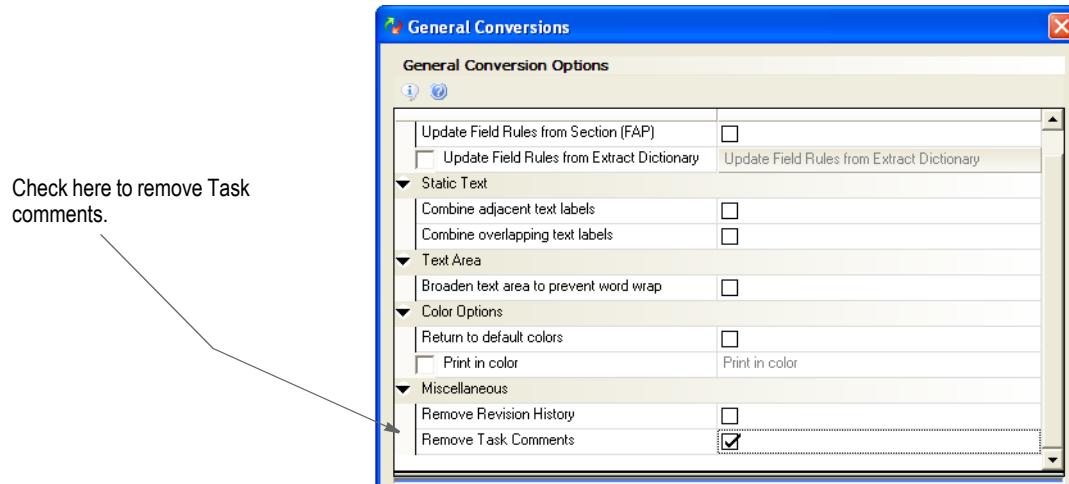


- To improve how fonts are displayed in Documaker Studio, text is rendered using the ClearType anti-aliasing method, when possible.
- In the Normalized Metacode to Section Conversion wizard, Metacode files are parsed by the system to collect a super set of common fonts for all Metacode files. This ensures that a common font list covers more files and only missing fonts are added to the common font list.

Once finished, the conversion wizard tells you how many files were added to the existing or named common font list. New font files are appended to the list.

- Documaker Studio windows and information panes are now resizable to accommodate language translation features.

- The Change Multiple Sections and Change Multiple Forms Conversion manager windows now include an option to remove task comments from multiple sections:



## DOCUMAKER ADD-IN FOR WORD ENHANCEMENTS

The following changes affect the Documaker Add-In for Microsoft Word. For more information, see the Help in the Add-In or the [Documaker Studio User Guide](#).

- You can now specify multiple graphic subfolders to store graphic files using the Location of Graphic Files field under Options, Resources. For example, if you have multiple workspaces, you can set up graphics folders for each workspace.
- When specifying the recipient counts in a Form document, the Add-in now lets you either choose from the list or enter a new copy count.
- You can now create Documaker Paragraph documents.
- Documaker fields now include the field type and additional attributes.
- You can now enter a description for a Documaker trigger.
- When defining or editing a section or paragraph element, you can select an option to replace the section or paragraph with the current library version after importing to Studio. All section and paragraph elements have this option enabled if you have used the Based On feature to create a new Documaker document.
- You can now see thumbnails of Documaker graphics in the Insert Graphic pane.
- Word documents containing paragraphs with outline levels will be imported into Documaker Studio as paragraphs with assigned levels. Studio users can then generate Table of Contents entries for paragraphs with these assigned levels.
- Font style information has been added to the Workspace Details window.
- After validating a document, you can now easily rerun the validation using a new button in the Validation Results pane.
- Validation now verifies if the styles used in the Word document are present in the Workspace Definition File.

## DOCUMAKER SERVER ENHANCEMENTS

The following changes affect Documaker Server. For more information, see the [Documaker Administration Guide](#).

### Enhanced XPATH Functions

Version 12.0 includes these new XPath functions:

- starts-with()
- ends-with()
- contains()

You can use these new functions to map data and evaluate triggers when using XML data input files in Documaker. In addition, the concat(), name(), and string() functions were modified to work with the new functions.

## RULE ENHANCEMENTS

The following changes were made to the job, form set, section, and field-level rules available in Studio and run by Documaker Server. See the [Rules Reference](#) for more information.

### Using the New AnyToAny Rule

Use this new rule to have the system format the data when it maps it to a field. This rule uses XDD (Extract Data Dictionary) format as the source format and whatever you specify as the target field format for the output.

You can also use this rule to reduce the need to duplicate or override field mapping or formats with rule parameters. For example, in 11.5 you must define two fields in the XDD if you want to display a date as both MM/DD/YYYY and Month Day, Year in the MRL. In version 12.0, you can define the Date field once in the XDD and use this rule to have the system automatically transform the data to the format specified for the Date fields defined in the document.

### Using a Rule to Validate Data

Use the new RequiredFieldCheck rule to have the GenData program send transactions to WIP when it finds required fields that have no data. This can help you simplify the routing of transactions to WIP.

## UTILITIES ENHANCEMENTS

The following enhancements affect the various utilities you can use with Documaker. For more information, see the [Utilities Reference](#).

### Enhanced RTF Import

The RTF2FAP utility now recognizes unique field delimiters when converting RTF files. You can use these delimiters to create section (FAP) field names during the conversion.

### Additional CompuSet Command Support

The CSET2FAP utility now supports the EVR and SVR CompuSet commands. If the utility detects these commands, it converts (dynamic) vertical rules in the CompuSet scripts into (static) vertical rules in the FAP files. In addition, the utility now ignores the SC (set counter) command. Previously, it incorrectly placed a variable field in the output.

### Converting Metacode Files into EPS Files

Version 12.0 provides two new utilities you can use to convert Xerox Metacode files into EPS (Enterprise Printing System) format so you can then print the files on a Xerox EPS printer via a TCP/IP connection:

Utility	Converts a Metacode file in
BARR2EPS	BARR format into EPS format
VB2EPS	Variable block (VB) format into EPS format

## PRINTER AND FONT ENHANCEMENTS

The following changes enhance both Oracle Documaker and Oracle Documaker Desktop.

### Embedding OpenType Fonts in PDF Output

The Documaker PDF Print Driver now lets you embed OpenType® fonts in PDF output. This provides you with access to an expanded choice of fonts, so you can more easily find the right font for your documents. Any Documaker tool that can print to PDF now works with OpenType fonts. For more information, see the [Fonts Reference](#) and the [Printers Reference](#).

### Creating Section 508-compliant PDF Files

Documaker's PDF Print Driver now generates output compliant with Section 508 of the Rehabilitation Act of 1973. Section 508 requires federal agencies to give disabled employees and members of the public access to information that is comparable to the access available to those without disabilities. This lets you create PDF files that are accessible to persons with disabilities as they are to those without disabilities. For more information, see the [Printers Reference](#).

## PLATFORM-WIDE ENHANCEMENTS

### Using DBMS Architecture to Store and Manage Library Resources and User Information Files

Documaker's default storage for library resources files is now a database management system (DBMS) structure. Previous versions of Documaker defaulted to an xBase storage configuration for workspaces.

For Documaker, using a DBMS default structure for workspaces specifically affects the storage and management of library resources (MRL files, user information, and entry tables) files. Using DBMS architecture...

- Enhances your ability to deal with large amounts of business transactions and data
- Enhances scalability and fail-over capabilities
- Improves sorting and query functionality for Master Resource Libraries
- Increases security

## PATCH 01 ENHANCEMENTS

Patch 01 adds support for Documaker, Standard and Enterprise Edition, on various UNIX 32-bit operating systems. See the system requirements in your installation guide for more information.

The following enhancements were added to the system in Patch 01:

### Using Studio MRLs with the PPS Reporting Tool

Patch 01 adds support for master resource libraries (MRLs) created with Documaker Studio to the PPS Reporting Tool so now you can use the Reporting Tool with both legacy and Studio MRLs.

For more information, see the [Using the PPS Reporting Tool](#).

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<b>Note</b>	Legacy systems use MRLs created with Image Editor and other form development tools. These MRLs include FORM.DAT and DDT files. Those tools are no longer shipped with Documaker. Documaker Studio creates MRLs which do not rely on FORM.DAT and DDT files, but rather use BDF, GRP, and FOR files and also use a database to store library resources. For more information, see the <a href="#">Documaker Studio User Guide</a> .
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### Using the Documaker Add-In for Word with Microsoft Word 2010

Patch 01 adds to the Documaker Add-In support for Microsoft Word 2010. You can now use the Documaker Add-In with either Word 2007 or Word 2010.

### Managing Printers in Documaker Enterprise

The Documaker Administrator now provides a graphical interface you can use to control the printers for each assembly line. It also lets you set up grouping and priority values for all of your printers. This includes:

- Configuring rules for distributing print streams across multiple, identically configured, printers
- Changing the destination of print output

For more information, see the [Documaker Enterprise Administration Guide](#).

### Managing Historical Information in Documaker Enterprise

Document Factory now lets you move jobs and transactions into long term retention. The new Historian worker makes it easy to move older records to an alternate storage location by letting you set up and manage automatic retention rules. You can view and access retained records from long term storage when necessary.

For more information, see the [Documaker Enterprise Administration Guide](#).

## **Enhanced doPublish\_Import Web Service**

Patch 01 includes enhancements to the doPublish\_Import web service and supporting database schema changes which let client applications pass in an extract feed to Document Factory and receive results about the processing status or, if you are using immediate distribution options, receive the print streams created in the response.

For more information, see the [Documaker Enterprise Administration Guide](#).

## **Sending Documents to Third-Party Vendors**

Now Documaker (Standard or Enterprise edition) can send publications to external destinations such as AssureSign®. For instance, you can direct a set of documents to a given batch which can then be sent to a third-party vendor for an additional workflow. An AssureSign destination is provided, but you can also use a FileSystem destination or create a Documaker Connector destination.

For more information, see the [Documaker Enterprise Administration Guide](#).

## **Including Attachments**

Now you can use the EPT print driver to create a Multipart MIME (MPM) email that contains embedded PDF, RTF, PCL, HTM, XML, PST, and bitmap (BMP, JPG, PNG, TIF, and so on) data in the body of the message or as an attachment.

For more information, see the [Printers Reference](#).

## **Inserting Japanese Post Bar Codes**

Patch 01 adds support for the Japan Post bar code. This lets you apply the Japan Post bar code to documents created for mailing in Japan. The Japan Post bar code is a height-modulated bar code, consisting of bars of four sizes: Full, Ascender, Descender, and Tracking. These bars represent the address information provided to the Documaker system via data entry or field mapping.

For more information, see the [Documaker Studio User Guide](#).

## Using the New System Fonts

This release of Oracle Documaker (Standard and Enterprise Editions and Documaker Desktop) includes an enhanced example font set that replaces the previously distributed font set. The new example font set includes TrueType fonts offering styles comparable to the previous fonts, but with different metrics. The new example font set also includes a set of Unicode fonts. (Prior releases of Documaker did not include example fonts that supported Unicode.)

**Note** If you use the previous set of fonts, you can continue to do so, but be aware that those fonts are no longer available in this or in subsequent Documaker releases.

Here is a list of the new system fonts:

This typeface	Replaces font	Style
Albany	Albany and Univers	Proportional/Sans Serif
Albany Bold	Albany and Univers	Proportional/Sans Serif
Albany Italic	Albany and Univers	Proportional/Sans Serif
Albany Bold Italic	Albany and Univers	Proportional/Sans Serif
Cumberland	Courier	Fixed Pitch/Serif
Cumberland bold	Courier Bold	Fixed Pitch/Serif
Cumberland italic	Courier Italic	Fixed Pitch/Serif
Cumberland bold italic	Courier Bold Italic	Fixed Pitch/Serif
Thorndale	Times	Proportional/Serif
Thorndale bold	Times Bold	Proportional/Serif
Thorndale italic	Times Italic	Proportional/Serif
Thorndale bold italic	Times Bold Italic	Proportional/Serif
Andale Duospace WT	Letter Gothic	Fixed Pitch/Sans Serif
Andale Duospace WT Bold	Letter Gothic Bold	Fixed Pitch/Sans Serif
MICR MT	MICR	Symbol font (check printing)

## Creating and Using Editable Text Areas

In prior versions, you could only edit variable field data or predefined content contained in an editable field on a form. If the form template contained pre-defined content in an editable field, this content was not visible during testing or previewing.

This enhancement lets you include form content in a text area on the form template and optionally mark this content as editable. This lets you see the content on the form template during development, lets the end user see the content when previewing the form, and provides a way for you to let the end user edit the pre-defined content using Documaker Interactive.

For more information, see the [Documaker Studio User Guide](#).

## Docupresentment Enhancements

Docupresentment has been enhanced in Patch 01 to support the integrated logging and error information that is written to the Document Factory Assembly Line processing tables (LOGS and ERRS). This change is in Docupresentment version 2.3, which is part of Patch 01. The initial release of version 12.0 included the previously released Docupresentment version 2.2.

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**Note** Docupresentment version 2.3 is installed during the Document Factory (12.0 patch 01 or later) installation. If, however, you want to use Docupresentment version 2.3 without using Document Factory, you can install a standalone version of Docupresentment 2.3 from the Standard Edition media pack.

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## Documaker Connector Enhancements

Version 12.0 patch 01 substantially reorganizes Documaker Connector and provides these changes:

- Improved performance, particularly when UCM and Documaker are on different servers or separated by a firewall, as you can now have Documaker Connector stream document data over the connection to UCM.
- Easier, more centralized configuration as a result of consolidating multiple properties files into a single file processed by the Documaker Connector core.
- Streamlined the logging configuration, while still using the standard Log4J facility.
- Simplified interfaces between the Documaker Connector core, source, and destination libraries make it easier to build and deploy custom source and destination components that you can plug into the existing architecture. This lets you create additional workflows or communicate with other destinations.

For more information, see the [Documaker Connector Installation Guide](#).

## Enhancing the Documentation

In addition to updates for the new patch 01 features, the corresponding patch 01 documentation update on the Oracle Technology Network (OTN) web site, includes these changes to the Documaker documentation:

- The new [Printers Reference](#) contains information about all of the print drivers Documaker supports.
- The new [Fonts Reference](#) contains general font information applicable to Documaker products.
- The [Internet Document Server Guide](#) includes an expanded and enhanced listing of error messages.
- The new [Documaker Connector Developer's Guide](#) contains information a developer can use to create custom applications for transferring documents using Oracle Documaker Connector.
- The Utilities Reference is now available in an on-line reference format. This reference is currently also available in PDF format.
- The DAL Reference is now available in an on-line reference format. This reference is currently also available in PDF format.
- The Rules Reference is now available in an on-line reference format. This reference is currently also available in PDF format.

**Note** We would like to hear your comments on these new on-line references and on any other documentation issues you have. To send us your comments, click [here](#) or use the feedback links in the various guides.

If your feedback is not documentation-related, or you have questions about the installation or use of our products, please visit the My Oracle Support web site. For more information, see *Contacting Oracle Global Customer Support* on page 22.

To download the updated documentation, go to the Oracle Insurance Documentation page on the OTN web site:

<http://www.oracle.com/technetwork/documentation/insurance-097481.html>

The documentation for this version of Documaker is contained in these downloadable documentation libraries:

Oracle Documaker Documentation Libraries

Part Number	Link	Download	Description
E20773-01	<a href="#">View Library</a>	<a href="#">Download (42.34 MB)</a>	Oracle Documaker Online Documentation Library - Tutorials - Release 12.0
E20571-01	<a href="#">View Library</a>	<a href="#">Download (6.6 MB)</a>	Oracle Documaker Online Documentation Library – Online References and Help Systems – Release 12.0
E17552-01	<a href="#">View Library</a>	<a href="#">Download (43 MB)</a>	Oracle Documaker Online Documentation Library -- Manuals -- Release 12.0

Click here to view a list of the library contents and to open individual documents.

Click here to download a library.

**Tip** You can use your favorite search engine to find topics in the Documaker documentation set on OTN. For instance, to find information on the Documaker Add-In for Microsoft Word, you could enter the following:

*Oracle Documaker + Documaker Add-In*

Or, for information about Documaker's MET2FAP utility, you could enter:

*Oracle Documaker + MET2FAP*

Review your search engine's documentation for advanced searching tips and techniques.

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## IMPORTANT CONSIDERATIONS WHEN UPGRADING

Keep in mind the following when upgrading from a prior version.

- If you are upgrading Documaker Studio from a version other than 11.5, make sure the latest version of the Microsoft Visual C++ run-time components are installed on your computer before you start version 12.0 for the first time. If these run-time components are not installed on your computer, download and install the latest Microsoft Visual C++ 2008 Redistributable Package (x86) from Microsoft's Download Center:

<http://www.microsoft.com/downloads/>

### Upgrading the Documaker Add-In for Microsoft Word

Additional Documaker field information has been added in this release. To make sure the field information in your documents converts correctly, please complete the following task:

1. Get the latest WDF (Workspace Definition File) from Documaker Studio version 12.0.
2. Make sure the Documaker Add-In is configured to access this WDF.
3. Using the Documaker Add-In, open an 11.5 document.

A message appears indicating the document will be converted to the current 12.0 format.

4. Accept the message.

Your document is converted to the current format.

**Warning**

If you open an 11.5 document without having first accessed the current 12.0 WDF, then your Add-in documents may contain missing or incorrect field information.

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## **CONTACTING ORACLE GLOBAL CUSTOMER SUPPORT**

If you have any questions about the installation or use of our products, please call 1.800.223.1711 or visit the My Oracle Support web site at

<https://support.oracle.com>

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