IBM Enterprise Content Management System Monitor
Version 5.2

Release Notes®

IBM

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Before using this information and the product it supports, read the information in "Notices" at the end of this document.

This edition applies to version 5, release 2, modification 0 of IBM Enterprise Content Management System Monitor (product number 5724R91) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Preface

About this document

Who should read this guide?

The target audience for this guide are those who install or maintain ECM SM environments.

Every effort has been made to provide you with complete installation instructions. If information becomes available after the creation of the installation media from which you accessed this guide, we will provide an updated version of the guide on the IBM/FileNet Customer Service and Support web site (http://www.ibm.com/support). As a general rule, you should refer to the IBM web site to obtain the current version of this guide.

This guide provides instructions for installing and/or upgrading IBM Enterprise Content Management System Monitor, and identifies the IBM/FileNet and 3rd Party products that are certified for the current release. Be aware that each release of IBM Enterprise Content Management System Monitor may have multiple Interim Fixes, or Fix Packs available for installation, each with potentially different dependencies and installation requirements. Therefore, before you attempt to install or upgrade IBM Enterprise Content Management System Monitor, review the list of releases and their associated dependencies on the IBM Support web site (http://www.ibm.com/support).

Before you start

Users of the guide should have knowledge about Unix and/or Microsoft Windows® operating system, web servers, database systems and middleware platforms. The configuration of managed systems (clients) requires advanced knowledge of all IBM ECM systems that should be monitored.

If you lack the requisite skill sets it is strongly recommended to have IBM Lab Services or a certified ValueNet Partner in order to install this product.

Where you find this guide

You can find this documentation on the ECM SM installation media in the following folder:

UNIX: `<Mount point>/INSTALL/docs`

Windows: `<Drive letter>:\INSTALL\docs`

Feedback on documentation

Send your comments by e-mail to comments@us.ibm.com. Be sure to include the name of the product, the version number of the product, and the name and part number of the book (if applicable). If you are commenting on specific text, include the location of the text (for example, a chapter and section title, a table number, a page number, or a help topic title).

ECM SM 5.2.0 notes

ECM SM enhancements and changes

The following table contains ECM SM 5.2.0 major enhancements and changes.

ECM SM enhancement	Available on/for	Notes
IBM DB2 10.5 supported as ECM SM Event database	All platforms	The latest versions of IBM DB2 10.5 are now supported as ECM SM Event database
IBM DB2 10.5 monitoring support added	All platforms	The latest versions of IBM DB2 10.5 can now be monitored by ECM SM
MS SQL Server 2012, 2012 R2 and 2014 supported as ECM SM Event database	All platforms	The latest versions of MS SQL Server 2012, 2012 R2 and 2014 are now supported as ECM SM Event database
Oracle 12c including Oracle RAC supported as ECM SM Event database	All platforms	The latest versions of Oracle 12c are now supported as ECM SM Event database
Oracle 12c monitoring support added (incl. Oracle RAC)	All platforms	The latest versions of Oracle 12c can now be monitored by ECM SM
MS SQL Server 2012, 2012 R2 and 2014 monitoring support added	All platforms	The latest versions of MS SQL Server 2012, 2012 R2 and 2014 can now be monitored by ECM SM
IBM WebSphere 8.5 32-bit supported as Application Server Platform for ECM SM server	All platforms	The ECM SM server can now be installed on IBM WebSphere Application Server 8.5 32-bit.
Console installation of CALA_REX InstallAnywhere installer	All platforms	The CALA_REX InstallAnywhere installer can now be used for a console installation (without any graphical requirements).
New Overview console	All platforms	A new Overview console has been added that offers a high-level view of events based on custom trees.
IBM Content Navigator support for Overview	All platforms	The new Overview view can be embedded as a plug in into the IBM Content Navigator.
Performance improvements in the GUI	All platforms	The overall performance of the ECM SM server has been improved, especially opening the

		History view and navigating the tree if a large amount of event data is present.
Distributed server installation	All platforms	The ECM SM server components (Event Server, Gui Server, Download Server and CALA_REX server) can now be distributed on several machines.
FIPS 140-2 compliance for stored passwords	All platforms	The encryption mechanism for passwords stored on the server and the agents is now FIPS 140-2 compliant.
Enhanced reporting mechanism	All platforms	The Reporting mechanism has been completely reviewed. Performance has been improved by preprocessing the raw event data and storing the base data for reporting in dedicated tables in the database.
Enhanced logging with log ids	All platforms	All logging messages except trace logs now conform to the IBM logging standards. The log ids used in the log messages are documented in the new "Messages and Codes" document that is available as PDF in the Help section.
Added new functionality for ECM SM server monitoring	All platforms	A ServerComponentStatus monitor has been added to the Standard monitor collection that monitors the components of the ECM SM server (Event Server, Gui Server, Download Server and CALA_REXserver). In addition, the monitor can restart these components if they are not running as expected.
Added new functionality to gather debug logs	All platforms	Tasks have been added to conveniently configure, collect and cleanup debug logs on servers and agents using the CalaTEMa GUI.
Unified logging directory	All platforms	All shell script tasks and monitors now write their debug output to the directory $CENIT_ROOT/cala/temp/.plusdebug.
Enhanced CM8 Resource Manager Heartbeat monitoring	All platforms	The CM8 Resource Manager Heartbeat monitor now supports monitoring Resource Managers that run on a dedicated system. All combinations of System name and Resource Manager name can now be defined.

Enhanced functionality of the Statistics monitor	All platforms	The Statistics monitor now includes a DIFF functionality.
New RAP version	All platforms	With RAP version older than 2.2 there were problems when using Microsoft Internet Explorer 11. This is fixed now, by using RAP 2.2.
Enhanced help menu	All platforms	Links to the PDF documentation have been added to the Help menu.
Local export for server configuration	All platforms	Storing of exported Server configuration is possible on local filesystem / partition and no longer only possible on the server.
Documentation enhancements	All platforms	Several chapters in the documentation have been reviewed and enhanced, especially an upgrade explanation chapter referring to IBM ECM SM Server 5.2.0 version, a description how to deactivate monitoring of the System Log and the chapter describing permission handling for custom trees

NOTE   The following OS platforms *are not supported* any more:
Microsoft Windows Server 2000 Sun Solaris 8, IBM AIX 5.1,IBM AIX 5.2,
IBM AIX 5.3, HP-UX 11i (11.11 and 11.23).

ECM SM requirements for Oracle based installation

This section describes the Oracle requirements and settings for Oracle based ECM SM server installations.

Use the Oracle database configuration assistant (dbca) to create the ECM SM database.

- Create a ECM SM database. Use character set AL32UTF-8 and minimum database Block size of 8192 (parameter db_block_size). Smaller Block size settings are not supported and cause runtime errors.
  Select 'Shared Server mode' for the ECM SM database.
  Set or create the following parameters for the ECM SM database: shared_servers = 10 and max_shared_servers = 20 (in the case these parameters are configured with smaller values or do not exist). In the case these parameters are already assigned with bigger values leave them unchanged.

- Create the ECM SM technical DB user on your previously created ECM SM database with the following roles: "CONNECT" and "RESOURCE".

IBM FileNet Service Account requirements for IS and PE

IBM FileNet Service Account requirements for IS and PE

Note: Please keep in mind that all Image Services and Process Engine related monitors and tasks (IS, PE Mini-IS, PE-Core, PPM, PE-Memory and PE-Cache) require that the CALA_REX and the CALA Windows service run under a service account that follow the Images Services or P8 PE group requirements. Please verify the Image Services or Process Engine service account requirements documented in the IBM FileNet Image Services and Process Engine installation guides.

Steps to update expired ECM SM server certificate

How to update expired ECM SM server certificates

ECM SM server installations generate several certificates for the communication between server and managed systems at installation time. If the ECM SM server was updated several times it may happen that the certificates expire (after 2 years). If the communication between the ECM SM server and the managed systems use the server certificate be aware that all clients require new certificates that apply to the updated server certificate, too.

To generate new certificates the following steps are required.

Delete existing certificates

Delete the ECM SM server certificate files <ECM SM-install-directory>/keys/*.pem on the ECM SM server.

Update the Server with the latest Fixpack

Install ECM SM 5.2.0. It will create new server certificates.

Optional: Generate new certificates for clients.

If the client communication is based on the server certificates generate new client certificates, too. See chapter 'Creating an SSL certificate for the client' in the Installation Guide for further information.

Upgrade Notes

Upgrading from ECM SM version 5.1.0.x

This section contains information about the upgrade steps from ECM SM version 5.1.0.x.

- Make a backup of your existing ECM SM 5.1.0.x environment or at least backup your ECM SM 5.1.0. x server installed software as well as the database.

- If you want to install ECM SM version 5.2.0 on the same system, proceed with the installation.

- Upgrade the existing ECM SM server as documented (Install Guide).

- If you installed ECM SM version 5.2.0 on a new system, manually copy the folder `repos/config/PAM` with its contents from the previous 5.1.0.x installation to the new 5.2.0 server. Use the same directory `repos/config/PAM` as destination.

- Since the current ECM SM version 5.2.0 uses an enhanced encryption method in combination with unique key files for each system all managed systems should be upgraded using the following steps: Upgrade the CALA_REX agent with the task 'Upgrade CALA_REX' using the 'Task Execution Manager'. In previous versions agents were identified by the IP name (hostname), which changed due to dynamic IP adresses and / or changed domain name settings. This cause naming conflicts within ECM SM, managed systems weren't identified correctly. In combination with the new multi-agent support (more than one agent on one system) the identification mechanism was changed to the so called AGENT-ID, which is unique in one ECM SM environment. New agents will automatically generate the Agent-ID based on the following method: <lower-case-hostname>_<installation-id (Agent Postfix)>. Existing agents have to be upgraded to support the Agent-ID identification.
  Since the existing (old) agents do not have an Agent-ID while upgrading the process, a virtual Agent-ID will be used. The IP Version 4 IP address followed by the '_' sign and the Agent Installation-Directory identified the agent within the Task Execution manager unless its upgraded. After the CALA_REX upgrade process is finished all upgraded systems will be identified and listed with their lower case host name, followed by an '_' and by the optional Agent Postfix (specified during CALA_ REX Agent installation).
  Upgraded existing agents and new agents have to be accepted by an administrative user by running the 'Accept' action on the selected agent within the **Client Management console**

Known limitations

Known limitations

Call #	IBM APAR #	Description
4996	-	*Removing an empty host in SYSTEM tree may remove events from other host items* Removing a host from the SYSTEM tree removes all events where this host is either source host (field HOSTNAME) or sender host (field ADAPTER_HOST). This can lead to the effect that removing an empty host item also removes events from other hosts if the host to remove is the sender host for those events. This happens if the -H switch is used for the event creating components of CALA on an agent. *Solution* None
4922	-	*Navigation in mobile UI with external keyboard doesn't work for Event Action menu* It is not possible to navigate with an external keyboard to the Event Action menu. *Solution* There is currently no workaroud available.
4921	-	*Adding multi line acknowledge text cause Ui malfunction* In the case a multi line acknowlegde text is added by the user the mobile UI is screwed up afterwards. The splash screen is shown in the lower part of the UI, the app navigation is limited. *Solution* End the mobile app and restart it again. The mobile UI will work properly again, the multi line acknowledge text is added to the system correctly.
4864	-	*Index key errors on ORACLE, ORA-08102 errors, with incoming events* On ORACLE based installations, it is possible to encounter index key errors in the log (ORA-08102). These errors prevent entering new event values into the database. They will also lead to heavy logging of the database. *Solution* If an ORA-08102 error occurs when an event will be deleted in the EVT_NEW or EVT_HIST table (examples see below) the following steps will solve the problem: • Stop all GUI and event server services on all ECM-SM Servers.

Call #	IBM APAR #	Description
		• Rebuild the index on the EVT_NEW and EVT_HIST table. If this does not work you may have to drop and re-create the index.
		• DROP INDEX "${instvar:S_DB_SCHEMA}"."EVT_HIST_INDEX_TM_ STAMP";
		• DROP INDEX "${instvar:S_DB_SCHEMA}"."EVT_NEW_INDEX_TM_ STAMP";
		• CREATE INDEX "${instvar:S_DB_SCHEMA}"."EVT_HIST_INDEX_TM_ STAMP" ON "${instvar:S_DB_SCHEMA}"."EVT_HIST" ("TM_STAMP" DESC);
		• CREATE INDEX "${instvar:S_DB_SCHEMA}"."EVT_NEW_INDEX_TM_ STAMP" ON "${instvar:S_DB_SCHEMA}"."EVT_NEW" ("TM_STAMP" DESC);
		• Start the servers stopped in the first step.
		Some scenarios this issue can occur are:
		• normal update of an event
		• closing an event
		• deletion of a host, a datastream or an instance
		• dbOptimize runs to clean-up the event tables
		For further reading, see these links:
		• https://community.oracle.com/thread/63877
		• https://community.oracle.com/community/developer/search.jspa? q=ORA-08102
		• http://www-01.ibm.com/support/docview.wss?uid=swg21559633
		• https://support.software.dell.com/de-de/shareplex/kb/15992
		• https://hourim.wordpress.com/2012/02/06/how-to-solve-ora-08102-index-key-not-found/
		• http://www.experts-exchange.com/Database/Oracle/Q_21006599.html
4862	-	*Config Files in PAM directory get corrupt in some cases.* In some cases it happens that the sys_env and xml files in PAM directory get corrupt. The variable declaration changes from FNET40_ to PE_. *Solution* 1. Take a look at the ECMSM Server "PAM" directory. There should be same backup files. 2. Take a backup of the currently messed up files (fnet50_env.xml and fnet40_sys_env.sh). 3. Replace all occurrences of PE_ with FNET40_ in the files.

Call #	IBM APAR #	Description
		You should backup the files after changing. 4. Open the core client configuration and open your configuration. See if everything is looking ok. 5. Install the agent again. 6. Take a look at the "PAM"-Files on the agent after the installation.
4859	-	*TSM volume is not returned in ResourceManagerVolumeSpace monitor*
		TSM is not returned because it is managed in TSM only and therefore the given size is always 0 in the table. Only the volume types BLOB and local are supported.
		Solution
		None
4829	-	*ICN plugin: Right-click on a table row does not select that row*
		Due to an issue in a third-party component right-clicking a table row in the IBM Content Navigator plug-in does not move the selection to this row.
		Actions from the context menu opened by the right-click will be executed on the previous selection or will result in an error if no row was previously selected.
		Solution
		Move the selection to the desired row with a left-click before opening the context menu with a right click.
4761	-	*Consecutive slashes in Listener path values prohibit path matches in PCH/Listener monitors*
		If a configured Listener path contains more than one slash in its value, so the slashes are not used as path element separators, but content of a path element, the slashes will prohibit the matching of the given path.
		Solution
		Replace all slashes that are not path element separators with an asterisk ("*").
4733	-	*Upgrade to ECM SM 5.2.0.1 disables schedule for Database Cleanup*
		After upgrading to 5.2.0.1, the scheduled execution of Database Cleanup is disabled.
		Solution
		Open the Database Cleanup Configuration editor and review the settings on the Scheduling tab. Leave the editor by pressing Apply to make sure that the schedule is correctly enabled again.
4576	-	*Upgrade To New Default Roles Does Not Leave Potentially Existing Roles Untouched*
		If a role exists that is named as one of the default roles created by an upgrade the existing role will get the roles-rights assignments of the new default role, but will not remove already defined roles-rights. The performed DB changes are logged into the initdb.0.log, when installation logging is set to TRACE.
		Solution

Call #	IBM APAR #	Description
		Check the user's guide for the names of the to-be-created default roles before installation and, if possible and necessary rename existing roles.
4568	-	*Logging In Internal Installer Configured By Product Debug Switch Instead Of Installer Debug Switch* The Java based parts of the installer only write tracing information, if the debug switch for server and GUI is activated in the installer. The installer's own debug switch has no effect on that component's tracing behaviour. *Solution* To trace the actions of all installer components activate the product's debug switch also and deactivate tracing in product after installation manually, if not needed.
4545	-	*Timestamp columns no longer displayed in customized Event List View after upgrade to 5.2* In the case the user has customized the EventList view, the timestamp columns will no longer be displayed after the upgrade to 5.2. This is caused by changes in the representation of event timestamps and the resulting new timestamp column. *Solution* Re-add the timestamp column to the Event List View after the upgrade. Users who have not customized the Event List View will automatically see the new timestamp column.
4497	-	*Timestamp handling is limited in Rules Engine Script Editor* The timestamps in the TIMESTAMP_UPDATED and TIMESTAMP_INITIAL are only available in "milliseconds since 1970" format. This means it is hard to implement time dependent requests. Furthermore the information in which timezone the agent from which the event was sent is not available inside script context. *Solution* Java Script supports a Date object, which at least can transform the millisecond format to a human readable format. It is recommended to look up tutorials on the internet.
4483	-	*Login dialog does not appear in Firefox 29* The RAP GUI does not work with Firefox 29. The login dialog does not appear. *Solution* Keep Firefox 28, change to a newer version of Firefox or use one of the other supported browsers (see list in the Hardware and Software Guide).
4478	-	*Whitespace in JDBC driver path does not work (UNIX / Linux only)* Product installation on UNIX / Linux systems fails if the required JDBC driver is located in a directory that contains whitespace in its name. *Solution*

Call #	IBM APAR #	Description
		Provide the required JDBC driver in a directory without whitespace.
4463	-	*Leading or trailing whitespace characters in escalation file names are not supported*
		Escalation files with leading or trailing whitespace characters will break the CalaMo-Ma, so the GUI freezes and is no longer usable.
		These files will also lead to a corrupt configuration as all monitors after the one with a falsely named escalation file will be missing from the configuration.
		Solution
		There is no workaround for this issue. So it is absolutely necessary to not use leading or trailing whitespaces in escalation file names.
4444	-	*Handling of Corrupt Agent Configuration Files*
		In case an agent configuration file, e.g. fnet40_sys_env.sh, is corrupt, the user will be informed about the incident by a message dialog.
		Solution
		There is no workaround as there is no reliable possibility for fixing such configurations without any user interaction. But to prevent major data loss, before saving new versions of the agent configuration files, automatically a backup will be created for each of these files. The backup files will be placed in parallel to the normal/new configuration files and will be named like `<filename>_yyyy.MM.dd.↵ hh.mm.ss.bak`. So each backup file will have a timestamp in its name indicating the time it was created. The backup files will not be removed or altered later on by the agent configurator. So from time to time the operator should delete no longer used/needed files.
4440	-	*User Preferences console is empty after re-login*
		If a user opens the User Preferences console and has set to save the desktop layout at his/her logout, the next time the user logs in, the desktop will be opened with an empty User Preferences console.
		Solution
		The user has to explicitly re-open the console through the Windows->Consoles->User Preferences Console menu entry.
4434	-	*Empty console is shown after relogin, when permissions changed.*
		When a user "John" selects a specific console and logs out, this last console is stored as default entry point for the GUI at next login. Assuming John has a high role (e.g. administrator), he is able to see the Server Configuration console. If the administrator now restricts John's permissions to operator, he might not have the permissions to see the console (e.g. the Server Configuration Console), which should be used as entry point. John will see an arrangement of empty views. He has to switch manually to another console.
		Solution
		Switch to another console.

Call #	IBM APAR #	Description
4415	-	*It is strongly recommended not to rename DATASTREAMs in System Tree.* If a DATASTREAM in the System Tree is renamed from e.g. nteventlog to ntevent-log_new, a new nteventlog DATASTREAM will be created by new incoming events in the System Tree. So the old events are not assigned to this new ntevent-log DATASTREAM any more, but will remain in the renamed nteventlog_new DATASTREAM. Renaming or deleting one of this datastreams will lead to data inconsistency and should be avoided. *Solution* None
4409	-	*$BufEvtPath variable must be set in EEIF Sink properties.* The EEIF sink does not work properly, because in the Plug-In properties the vari-able $BufEvtPath is missing.This will be fixed in IBM ECM SM 5.2 and must be adjusted manually for all previous versions. *Solution* To make the EEIF sink work properly, a property in the Server Configuration > Tar-get / Plug-In List > eeifsink > Target / Plug-In Properties has to be added.Add the Following variable:Configuration Field: $BufEvtPathValue: ../var/BufEvtFile.txt
4400	-	*Event Browsing does not work using "De-/Select All" button.* Since the event details list only reacts on clicks the "De-/Select All" button has no effect on the events, which are displayed on the Event Details View. So if the user clicks the "De-/Select All" button, no events will be contained in the Event Details. *Solution* If you want to browse through several events, select multiple on them by holding Ctrl or Shift key down on your keyboard when clicking at least two different events in the Event List.
4343	-	*Acknowledge Event functionality is not disabled, once an event was acknowledged* It is possible to click Acknowledge Event several time without any effect. Only the first acknowledgement is performed. Acknowledging an already acknowledged event has no effect (acknowledge comment won't be updated). *Solution* None
4310	-	*Java Webstart tools (TeMA, MoMA, Installer) cannot save into Windows Explorer Symbolic Link structures* Due to a Java limitation it is not possible to store files from one of the Java Webstart Tools (Task Execution Manager, Monitoring Manager, Installer) into a directory that is based on the Windows symbolic link technology. This applies to Windows 7 and newer Windows systems. Example: At the end of an executed task by the TaskEx-ecution Manager you are able to save the output as text file to a directory of your choice. Since Windows 7 and later personal directory structure "Documents and

Call #	IBM APAR #	Description
		Setting" (or the corresponding language specific name) is just a symbolic link. The Java Webstart application cannot browse through this directory via the symbolic link and is therefore not able to save it at this location.
		Solution
		Instead of saving the files into one of the folders represented by symbolic links use a real directory to store the file
4292	-	*Precheck not executable on Windows machines when having chosen another IATEMPDIR due to not enough disk space*
		After choosing a different IA installer temp dir (IATEMPDIR) due to unsufficient disk space on C:/ while installing IBM ECM SM 5.1.0 FP3 under Windows, the precheck aborts with a "The system cannot find the file specified..." error, referring to the "precheck.cmd" file, that has obviously not been copied into the IA installer temp directory.Several return codes can occur in this case, for example 2 or 4.
		Solution
		When setting the IATEMPDIR to a directory with enough disk space before starting the installation (like "E:/tmp"), the installer precheck runs through without an error returning the "0" code.
4266	-	*Number of MBeans vary between classic JMX MBean request (over RMI) and over ECM WebService in Oracle WebLogic environments.*
		The classic JMX MBean request method via RMI returns more MBeans than the Webservice connection in Oracle WebLogic environments. So the View CE Status Task and the AE Status task won't run successful.
		Solution
		Use the classic JMX Mbean request (RMI connection) method to connect to the WebLogic servers, if you want to have full MBean support. Since it also might be a policy configuration issue, a WebLogic admin might be able to configure the web-service application in a way to grant full MBean access in webservice mode too.
4263	-	*Multiple selected items in the KnowledgeBase list view are not deletable*
		The user can select several items, but only the first element in the list of selected elements is deleted by selecting "Delete".
		Solution
		There is no workaround. The user must delete items one by one.
4231	-	*Leave full screen menu entry always visible*
		The **Leave full screen** menu entry is alway shown, although the view is not in full screen.
		Solution
		There is currently no workaround as it is technically not possible to disable or hide this entry based upon the view mode (full screen or framed).

Call #	IBM APAR #	Description
4213	-	*InstallAnywhere installer sometimes fails in re-checks under IBM AIX*
		The InstallAnywhere installer has problems under AIX to jump back in case a necessary check fails and the user should re-enter something or must execute a specific task to proceed with the installation. Example: The /etc/cenit directory must be writable for the installer. If the directory does not exist or is not writable, the installer stops and informs the user about that issue. The user must now create the directory or change the permission of it. After that the installer re-tries the writeability of the directory. In case the test fails again the user should be informed about it, again. Under AIX the back-jump in case the test fails again is broken, so a still non-existent or non-writable directory will not be signaled to the user, but the installer will proceed without any further warnings.
		Solution
		There is no workaround at the moment.
4137	-	*Large tooltips may be cropped when they are close to the borders of the GUI*
		Large tooltips, e.g. the ones for the message field in the event list view, will be cropped at the borders of the GUI if they are too wide or high. The RAP framework does this automatically, it cannot be influenced at the moment.
		Solution
		No real workarounds are possible. Suggestions are to move the part of the GUI, the tooltips belong to away from the borders or to increase the size of the GUI window.
4114	-	*MS Windows Eventlog Entry for a SideBySide Error*
		During the installation there can be a so called SideBySide error log entry in the event log in case the installation was made under MS Windows. The message can look like the following example:

```
Activation context generation failed for "C:↵
\Program Files\MyServerRoot\Uninstall_CALA_↵
REX_Agent\resource\IconChng.exe". ↵
Dependent Assembly Microsoft.VC90.MFC,↵
processorArchitecture="x86",publicKeyToken="1fc8b3b9a1e18e3b↵
",type="win32",version="9.0.21022.8" could ↵
not be found. Please use sxstrace.exe for detailed ↵
diagnosis.
```

This indicates a missing MS Visual C++ Redistributable package in the system. It does not affect the functionality of the event server or the GUI.

Solution

To get rid of it the MS Visual C++ Redistributable package has to be installed. The correct version is the one mentioned in the log message itself. The entry point for the download are

---

Call #	IBM APAR #	Description
		"http://www.microsoft.com/en-us/download/details.aspx?id=5555" and "http://www.microsoft.com/en-us/download/details.aspx?id=30679". But
		you should search for the version you really need and that is provided in the log message; in the example it would be 9.0.21022.8.
4091	-	*Accumulators and their statistics aka Durations normally not shown in PCH events*
		Due to some incompatibilities between the Listener implementation and the needs of a monitor, the limitation for Accumulators and their statistic values still exists. It is of no value for a monitor to report the statistic values of a duration like "average", "min", "max", and "standard deviation" as the time base for the calculation of these values for a monitor run must be set to a value too short to create any meaningful data. Unfortunately the period can not be made to last longer as the monitor would run too long for any customer environment.
		Solution
		Currently there is no workaround for this issue as the Listener API is limited here and not fully compatible with the needs of a monitor.
4059	-	*JPS Config is destroyed by missing path*
		When a JPS monitor is configured (PCH, JMX, WMI, ESX) the monitor configuration is stored as xml config file. If the config file is reopened in the JPS editor another time to change the settings and one of the specified paths is missing at this time, the configuration is destroyed in this moment, because the path, which is defined in the config file cannot be found. If "Ok" is clicked and so the configuration is stored again, the configuration will be damaged and invalid. This will lead to an incomplete request of the monitor values. It is recommended not to save such configurations. They can be recognized by only one element ("Structure") in the filter tree (left hand of the editor).
		Solution
		If there are paths, where there is the possibility that they are not available at any time, it is recommended to copy the jps xml monitor configurations, which are stored at "$CENIT_ROOT/cala/monitors/pam". If you recognize such changes, in an opened JPS editor ("Structure" element at left hand tree) do not exit the configurator via "Ok", but "Cancel" and do not save the cala monitor configuration.
3971	-	*jdbcread on Solaris 64 bit needs 64 bit java libraries version 1.6 or newer*
		The 64 bit version of jdbcread on Solaris needs java libraries version 1.6 or newer also in 64 bit.
		Solution
		The LD_LIBRARY_PATH variable in cala_env.sh must point to respective jre/lib/sparcv9/server and jre/lib/sparcv9 path. In the case of ths customer, we had to add $CENIT_ROOT/cala to the LD_LIBRARY_PATH too, otherwise the jdbcread does not start.
3915	-	*Empty hosts in SYSTEM-Tree*

Call #	IBM APAR #	Description
		On systems, where there are several internal IP addresses, which are mapped to one outgoing IP address, the event is sent with a "adapter host" and "adapter IP address", which may differ from the "source host" and the "source IP address". This leads to two hosts in the SYSTEM-Tree in the gui. One with the "adapter host" name, which contains the events and another with the "source host" name, which does not contain any events. But the events are related to the "source host" as well. If you delete the empty "source host" from the SYSTEM-Tree, the related events will be deleted too (which are seen in the "adapter host"). So in this constellation, there will be an empty host seen in the tree.
		Solution
		None
3869	-	*Concurrency problems, when starting WebStart tools, when already a PDF document is opened in the browser.*
		When a PDF document (Any users guide of the product) is opened and then a WebStart tool is opened, the browser windows showing the PDF document will be closed automatically and the RAP gui will disappear. An error message is shown in the browser instead.
		Solution
		There are three workarounds 1. Use Firefox or Chrome as browser, the problem does not occur with these browsers. 2. Save the documentation as local copy and use external Acrobat Reader to open the document. 3. Open the client tools before opening a pdf document with the browser.
3861	-	*PeInfo Monitors need at least Java 5*
		The IBM FileNet ProcessEngine 4.0 FP 2 for Solaris and HP-UX are using a Java2 1.4 JRE, which breaks the PeInfo monitors as these require at least Java 5.
		The PeInfo monitors are bound to use the JRE shipped with the PE that is to be monitored. For technical reasons the PeInfo monitor JARs are compiled with Java 5 which leads to the restriction they cannot be used with a Java version lower than 5.0.
		Solution
		There is no workaround for this issue.
3839	-	*Server restart required after changing the suppression_key*
		After changing the suppression_key and pressing "Apply changes", the changes are saved but active.
		Solution
		After a restart of the event server, the changes are in use.
3838	-	*stderr and stdout logs on windows grow infinitely*

ECM SM Release Notes (SC27-4906-04)

Call #	IBM APAR #	Description
		The log files server.stdout.log, server.stderr.log, gui.stdout.log and gui.stderr.log are enabled by default when the services are installed on Windows. The log files grow infinitely and cannot be deleted, while the server is running.
		Solution
		As long as teh log level is on the default log level (ERROR) the file won't grow much. Only when logging runs on a finer log level, this is a problem. It is recommended to delete the files manually after the errors were resolved.
3835	-	*The state of the CALA_REX clients is not updated in the clientconsole on Unix based installations*
		The state (online/offline) of the CALA_REX clients is notupdated in the GUI in case the product is installed on a Unix(TM) orLinux(TM) system.The Task Execution Manager and the Monitoring Manager tools are not affected by this issue. They will work as expected.
		Solution
		There is no workaround at the moment.
3787	-	*GUI of task Configure Datacap Database Settings is not updated correctly*
		Under certain circumstances, the GUI for the task **Configure Datacap Database Settings** is not updated correctly in CalaTEMa. All cases are related to changing the content of the comboboxes for **Datacap Application Name** and **Database Parameter Set** by typing in them instead of selecting an existing item:
		• when entering an existing **Datacap Application Name** or **Database Parameter Set** and pressing enter, instead of showing the data of the entered item, the data of the previously selected item will be shown
		• if you define a new Datacap Application by entering a new name, the combobox of Database Parameter Sets will still show all entries of the previously selected application
		This happens due to restrictions in the GUI handling inside CalaTEMa.
		Solution
		In the first case, select the existing item from the combobox instead of typing in the name. In the second case, press the **Reload list** button after defining the first Database Parameter Set of the new Datacap Application to update the **Database Parameter Set** combobox with the correct settings.
3784	-	*Host name 'localhost' not supported by several monitors*
		Users of the product should not use the host name 'localhost', because several monitors don't support this commonly unsupported host name
		Solution
		Change the host name of the system to a real name that fits host name naming conventions of your enterprise

Call #	IBM APAR #	Description
3741	-	*Don't use a "suppression_key" in the SMTP sink email suppression that exists in the event duplicate detection* The email suppression in the SMTP sink has a bug that overwrites duplicate detection entries in the event duplicate detection. *Solution* Prevent using a "suppresion_key" that exists in the event duplicate detection
3735	-	*Incorrect 3rd Party log entry in GUI log file* The following 3rd party log entry is written into the GUI logfiles gui*.log: Warning: Detected recursive attempt by part de.cenit.eb.sm.finca.gui.knowledgebaseentryview.view to create itself (this is probably, but not necessarily, a bug) Due to limitations this log file entry, which doesn't describe an error in this case, cannot be suppressed. *Solution* No workaround available and necessary, ignore this message.
3681	-	*FP Call 3681: MBean-Attributes of the type javax.management.openmbean.CompositeData are not supported* The MBean-Attributes with the name javax.management.openmbean.CompositeData are not supported by the monitoring components. So they are filtered out to avoid configuring monitors with these values. *Solution* There is no workaround necesarry for this problem.
3514	-	*Automatic task execution with an internal user is not possible when using LDAP authentication* No internal CalaRex user can be defined in finca-cfg.xml, except the admin user. *Solution* Copy the file encryptpw for your operating system version into your server's CENIT_ROOT directory. It is located in the directory $CENIT_ROOT/repos/install/images/<yourOperatingSystem>. Change directory to your CENIT_ROOT directory. Call set_cenit_env.sh / set_cenit_env.cmd. Verify if the S_AGENT_ID variable in your shell / cmd is set to the same value as in the $CENIT_ROOT/.prodinfo/FSM_SERVER.settings. If it is no, set the value of your S_AGENT_ID in the shell / cmd to the value from the FSM_SERVER.settings file. Call the program encryptpw admin <adminsPassword> The encrypted password will be printed out to the shell / cmd. E.g. :AES12B: BASE64:thePasswordWhichWasEncryptedManually=

ECM SM Release Notes (SC27-4906-04)

Call #	IBM APAR #	Description
		Edit your $CENIT_ROOT/eventserver/cfg/finca_cfg.xml
		Go to the section <cala-rex> and edit the following two properties: <property name="user" value="admin"/> <property name="password" value=":AES12B: BASE64:thePasswordWhichWasEncryptedManually="/>
		Save the file and restart your eventserver.
3478	-	*XML Configuration Files are not transferred to other clients*
		If a monitor configuration containing JPS monitors is copied to another client via menu 'File > Save monitor configuration to client...', the JPS related XML files will not be copied.
		Solution
		Copy the XML files manually from one client to another.
3471	-	*Different web-browsers provide different search results in online help*
		If you search for a specific key word in the web application's online help, the help provides different search results (chapters), depending on the web browser, which is used. Since the online help is not implemented by us, but provided by the frame-work, we assume, that this will be fixed in RAP version 1.4.
		Solution
		The PDF documentation contains the same help, as the online help. The text search of the PDF viewer can be used to find more specific results.
3316	-	*Authentication via CALA_REX / LDAP cannot distinguish between internal and external users*
		If LDAP authentication is configured on a FSM 4.5 server, login to the GUI is possible with internal (user exists in FSM only, option **external user** unset) users and external users (user exists in FSM and LDAP, option **external user** set). Login to the tools (Installer, CalaTEMa, CalaMoMa is only possible with external users or admin because CALA_REX cannot destinguish between internal and external users. CALA_REX only accepts the internal user specified in `cala_rex_srv_ altauth.cfg`.
		Solution
		None
3292	-	*Duplicate detection for monitors is active when updating directly from FSM 4.5.0 GA*
		The duplicate detection for monitors is activated when upgrading directly from FSM 4.5.0 GA without installing Hotfix 1.
		Solution
		Adjust the duplicate detection for monitor events manually:
		• Login to the Solaris 64 bit machine
		• Choose **WindowConsoles**_Server Configuration_

ECM SM Release Notes (SC27-4906-04)

Call #	IBM APAR #	Description
		• Select duplicatedetection in the **Target / Plug-In List>** view
		• Select the line for datastream * in the **Key Table**view to filter the event mapping entries
		• Edit the line for SOURCE_TYPE=monitor in the **Event Mapping** view and change the value of **IGNORE** to `true`
		• Save the changes and click on the **Apply changes** button in the **Target / Plug-In List** view
3291	-	*Task Install and update CALA does not work for Solaris 64 bit clients*
		The Install and update CALA task tries to install the 32 bit CALA binaries on 64 bit Solaris clients. This will cause the monitoring component to fail.
		Solution
		Use the graphical installer to update Solaris 64 bit clients:
		• Login to the console
		• Choose **Tools** **FSM IBM ECM Core Clients (P8, IM, CM8, etc) Installer** or **Tools** **FSM Base clients and non Core ECM Client Installer** from the menu, depending on the IBM FileNet components installed on the Solaris 64 bit client
		• Make sure to uncheck the option **Reconfigure only** in the installer. Otherwise, the new CALA binaries and monitor archives will not be distributed
		These steps can also be performed to update Solaris 64 bit clients that were updated with the incorrect binaries using the Install and update CALA task.
3290	-	*/usr/bin/tr does not work as expected onSolaris 64 bit*
		`/usr/bin/tr` does not work as expectedon Solaris 64 bit machines if the LC_* environment variables are setto UTF-8. This causes some tasks and monitors to fail.
		Solution
		Use the `tr` command from`/usr/xpg4/bin`:
		• Login to the Solaris 64 bit machine
		• Change into the `*sh` directoryin the ECM SM client installation directory: `cd/ opt/IBM/ECMSM/*sh`
		• Link the `tr` binary from`/usr/xpg4/bin` into this directory:`ln-s /usr/ xpg4/bin/tr`
3283	-	*Report results from version 4.5.0 cannot be displayed with FP1 and newer*
		Due to data structure changes report results generated with version 4.5.0 and 4.5.0 Hotfix 1 can no longer be viewed with version 4.5.0 Fix Pack 1 or newer.
		Solution

Call #	IBM APAR #	Description
		Export all Report results generated with version 4.5.0 or 4.5.0 Hotfix 1 as PDF results before you update to version 4.5.0 Fix Pack 1 or newer
3281	-	*MINRCP GUI doesn't support Categories handling*
		The MINRCP GUI doesn't support Categories handling (add, delete, copy, paste)
		Solution
		Use the Web GUI to work with Categories
3273	-	*Reporting filename (Logile forwarding) is not stored as configured.*
		The value for the logfile forwarding filename specified within the InstallAnywhere installation process is not stored in the database.
		Solution
		To adjust this the filename need to be specified within the 'Server Configuration' GUI after the installstion. Open the 'Server Configuration' console, select the 'filesink' in the "Target / Plug-In List' view and adjust the values as discribed in the documentation or the Installer help in the 'event mapping' view as save the configuration
3272	-	*AIX non-root InstallAnywhere installation fails due to AIX tar limitation*
		The AIX non-root InstallAnywhere installation of the server as well as the CaLa_ REX client fails due to AIX tar limitation
		Solution
		Install the product as root and switch the user (file rights) after the installation is finished.
3260	-	*GUI update problem concerning progress dialog windows*
		Some long-running actions like report creation or closing many events show a progress dialog. Due to limitations in the GUI framework, this dialog is not always dismissed automatically when the long-running action has finished.
		Solution
		If the dialog does not disappear automatically, click and hold on the title bar of the dialog and try to drag the dialog window on the screen. If the action has already finished, the dialog will disappear.
3255	-	*Text in text fields of the RAP Web Gui is limited to 1MB*
		The capacity of each text field of the RAP GUI is limited to a maximum amount of about 1MB. Longer text can crash the RAP Web session.
		Solution
		Do not enter text segments longer than 1MB into any text field.
3253	-	*InstallAnywhere Server Uninstallation process on SUN Solaris hangs*

Call #	IBM APAR #	Description
		The InstallAnywhere Server Uninstallation process on SUN Solaris hangs and must be ended manually.
		Solution
		Manually stop the InstallAnywhere Server uninstallation process at the end.
3171	-	*cosst.exe fails on older Windows 2003 and Windows XP versions*
		The command line tool cosst.exe fails on Windows 2003 that doesn't have at least Windows 2003 SP1 applied and on Windows XP without applied XP SP2 or newer.
		Solution
		Update the Windows system to the minimum supported Service Pack or use cosst.exe from version 4.0.1
3165	-	*swapSpace monitor on AIX requires root*
		The Swapspace monitor doesn't run on non-root AIX CALA installations.
		Solution
		Run the monitor as root or add the s bit to the pstat binary e.g. chmod u+s /usr/sbin/pstat In addition to the s bit the file /dev/mem needs read right for others e.g. chmod o+r /dev/mem
3150	PJ38826	*Opening the event details page from the History View does not always work with Internet Explorer*
		Internet Explorer is sometimes unable to open the link to the event details page. This is caused by the length of the generated URL for the details page.
		Solution
		Open the link to the event details page in a new window or in a new tab depending on your Internet Explorer version or use another browser, e.g. Firefox.
3131	-	*CALA's logctlcmd command on Windows 2008 does only work when run under the same user as the CALA service.*
		When running the CALA command logctlcmd manually on Windows 2008, the command must be run under the same user as the service. It won't work when started under an other user and will also break subsequent calls of logctlcmd under the service user. (You will need to restart the CALA service to make it work again.)
		Solution
		None
3129	-	*Root menu entries are not translated*
		The root menu entries File, Window and Help are always displayed in English and cannot be translated. This is caused by a restriction in the GUI framework.
		Solution
		None

Call #	IBM APAR #	Description
3113	-	*NullPointerExceptions in snmpsink* There is a known bug in the external SNMP library snmp4j used by the ECM SM server. This bug may lead to NullPointerExceptions when events are forwarded using the snmpsink. This error message is logged in server.log for each event that is sent via SNMP: `Exception in thread "DefaultUDPTransportMapping_192.168.240.100/0" java.lang.NullPointerException    at  org.snmp4j.transport.Default UdpTransportMapping$ListenThread.run(DefaultUdpTransportMapping. java:318)    at java.lang.Thread.run(Thread.java:736)` *Solution* None
3027	-	*It is not possible to monitor a service where the display namecontains German umlaute.* It is not possible to monitor a service where the display namecontains German umlaute, e.g. "Dienst für virtuelleDatenträger (VDS)".The (windows shell) awk command fails to search for the string. *Solution* Replace the German umlaute with regular expressionwildcards, e.g.. (dot): "Dienst f.r virtuelle Datentr.ger (VDS)"
2938	-	*ECM SM server install with non-default CALA_REX port fails* When running the server installation script with option `-x 23902` to specify a non-default CALA_REX listening port, the variable `$calaRexPort = '';` in the webtemplate.config.php is not set. The CALA_REX configuration is ok, login to the webconsole fails due to this problem. *Solution* Manually edit the $CENIT_ROOT/htdocs/conf/webtemplate.config.php and set the variable $calaRexPort to the desired port.
2923	-	*File jmx_classpaths.prop is overwritten during client update* The $CENIT_ROOT/cala/monitors/pam/jmx_classpaths.prop file is overwritten by CALA client installer if the option "Reconfigure only" is not selected. Changes made via task "Configure JMX Classpath" or manually to the file are overwritten. This causes JMX monitors to fail if the classpath was extended before to make them work. *Solution* Create a backup of the file before updating the CALA client. After the update, merge your changes into the new file created by the installer.
2905	-	*Monitoring Manager saves escalation table content and name, even if the Cancel button is pressed*

Call #	IBM APAR #	Description
		If the name of the escalation file is changed or the contents of the specified escalation file is changed within the Monitoring Manager, the changes are done even if the edited monitor instance is closed without saving (pressing the X or Cancel button). This behaviour cannot be changed in this version of the Monitoring Manager but will be changed in the next implementation of this administrative GUI. *Solution* Use unique escalation files names in the case of copying monitor instances within the Monitoring manager to minimize the risk of this behaviour.
2902	-	*When specifying custom execution hours over midnight the monitor stops running at midnight.* When specifying execution hours crossing midnight, e.g. 16-8 if the monitor should run from 16:00 till 8:59, the monitor stops working at midnight. *Solution* Specify execution hours in this format: 16-23,0-8
2885	-	*Oracle variable TNS_ADMIN not evaluated by Oracle monitors, connect fails* When starting CALA out of a user's (fnsw) crontab, the .profile of this user is not sourced. If the .profile contains the user variable TNS_ADMIN pointing to a different location than $ORACLE_HOME/network/admin the tnsnames.ora will not be found and the connect to the database will fail with error "ORA-12154: TNS:could not resolve service name". The search order for tnsnames.ora is: 1 $PATH 2 Global Configuration Directory (e.g. /etc or /var/opt/oracle) 3 $ORACLE_HOME/network/admin *Solution* Create a special CALA start script containing this varaible and use this instead of cala.sh inside the crontab.
2860	-	*Environment variables are ignored on W2K8 based installations if the $CENIT_ ROOT/.instvar file exists (relevant for patches and re-installations)* Environment variables are ignored on W2K8 based installations if the $CENIT_ ROOT/.instvar file extsts (relevant for patches and re-installations). *Solution* If new settings are required, the equivalent values from the $CENIT_ROOT/.instvar file must be removed prior re-installation or patch/fixpack installation.
2827	-	*IBM FileNet Process Engine can fail due to vwtool based monitors* Several FSM monitors use the IBM FileNet Comamnd line tool vwtool to read thresholds from the Process Engine. In some situations (communication issues between PE and CE, user limit reached) the authentication of the user running

Call #	IBM APAR #	Description
		vwtool fails. As a result the vwtool hangs. In this case subsequent monitors running vwtool hang, too. This sometimes causes PE system failures. Until now there is no solution fix available that solves this IBM FIleNet Process Engine issue.
		Solution
		To minimize the risk of Process Engine failures a workaround is available within FSM. Since FSM 4.0.1 FP2 monitors using vwtool do not launch more than one vwtool in parallel to minimize the risk. To completely suppress the risks FSM development works on a solution that no longer uses vwtool. This permanent workaround will be available soon.
2820	-	*ObjectStore Information monitor (IBM P8 4.0) and Objects in Objeststore monitor (P8 3.x) do not result in error when object store name is misspelled*
		Misspelled Objectstore names for Objectstore Information and Onjects in Objectstore monitors do not result in monitor errors, 0 is returned as result.
		Solution
		If the Objectstore Information or Objects in Objectstore monitor returns 0 please verify the spelling of the Objectstore name. No workaround available
2790	-	*After startup / restart of CALA, monitors can return -30 or ERROR_installation if the system has got a very high load.*
		After startup / restart of CALA, monitors can return -30 or ERROR_installation if the system has got a very high load. Since FSM 4.0.1 FP2 a new functionality is implemented that limits the number of parallel executed IBM FileNet and Database command line tools to one instance each. If more monitors are running that need to execute the same command line tool, the monitor waits up to 150 seconds to proceed. If this period is not long enough, this normally indicates an system issue.
		Solution
		Wait for the next monitoring schedule or change the execution period of some monitors to reduce the number of parallel running monitors.
2690	-	*Searching for area and host results does not work in certain combinations*
		Certain combinations of host / areas result in empty areas even if there are events in that area for that host. Some areas show icons, others do not.
		Solution
		Use the link on the host-field to search for events of this host or use the link on the area-icon to search for events of this area.
2633	-	*Monitor Publishing Queue Entries does not work for object stores containing blanks*
		Due to restrictions in the FileNet Java API, the monitor Publishing Queue Entries does not work for object stores that contain blanks in the name.
		Solution
		None

Call #	IBM APAR #	Description
2516	-	*Reading ibm_cm8_eventlog events only works with standard port* Reading ibm_cm8_eventlog events from the tables ICMSTSYSADMEVENTS and ICMSTITEMEVENTS only works if the DB2 RDBMS uses the standard port 50000. *Solution* If the DB2 RDBMS uses a different port than 50000, the CALA configuration must be adjusted manually after each reinstall. • edit the file $CENIT_ROOT/cala/logctlsrv.conf on the client • locate the line that starts with db_<yourdatabase>_ICMSTSYSADMEVENTS (e.g. db_ICMNLSDB_ICMSTSYSADMEVENTS) • in this line, locate the host and port definition (usually //localhost:50000/) • replace 50000 by the port number used by your DB2 RDBMS • repeat the same for the line that starts with db_<yourdatabase>_ICMSTITE-MEVENTS (e.g. db_ICMNLSDB_ICMSTITEMEVENTS) • save the file and restart CALA
1547	-	*CALA installation on ECM SM server fails while copying files* Installation of CALA fails on the ECM SM server because the file mbeanmonitor.jar is in use and cannot be replaced. *Solution* Stop CALA before performing a reinstall.
1449	-	*Misleading text in error messages from some monitors.* In some cases the text "ERROR writing into pipe" is appended to error messages sent by monitors. The message disappears if the original error is fixed. *Solution* None
1108	-	*Event view looses filter and limitation when viewing the details of an event on IBM DB2 and MS SQL databases* When viewing an event, that was selected from the event view, the settings for the number of shown events and the filter settings are all gone. *Solution*
2562	-	*Windows security policy may block access to directories containing a dot* On some Windows installations, the security policy does not allow access to directories that contain a dot. In this case, the ECM SM Java Webstart tools do not work because some of the required files are located in directories containing a dot (e.g. de.cenit). *Solution*

Call #	IBM APAR #	Description
		Rename the affected directories (e.g. rename de.cenit to de_cenit) and adjust the jnlp files accordingly.
2502	-	*At least one logfile must be activated on ECM SM client*
		If only monitors are activated for a ECM SM client, the installation fails with an error message.

		<pre>Creating new configuration file...
		==
		ERROR: Missing value for targets! in component calamon
		==
		Checking targets of components...
		==
		ERROR: Component calamon has no targets
		==
		Cancelled installation of CALA due to previous errors</pre>

		Solution
		In the client configuration, select at least one logfile or the Windows eventlog.
2404	-	*Custom script monitors should not contain blank in path or file name*
		When defining custom script monitors with blanks in the path or the monitor file name itself (for example C:/Program Files/scripts/custmon1.cmd) the monitoring engine calamon will fail for this monitoring instance. Additionally the monitor definition table from the system can no longer be loaded by the Monitoring Manager GUI (CalaMoMa).
		Solution
		If it is required to define a monitor with blanks in the file or path name, the DOS name (sometimes called short name) needs to be used, for instance C:/PROGRA~1/scripts/custmon1.cmd.
2316	-	*CALA sometimes fails because files are in use*
		On some systems, CALA installation fails because files are in use by the running CALA processes and cannot be replaced by the installer.
		Solution
		Stop CALA before re-installing the client.
2245	-	*CMOD log entries from the database have wrong timestamp*
		Content Manager On Demand log entries from the table SL2 in the CMOD database are always sent with the current time instead of the timestamp stored in the database.
		Solution
		None
2092	-	*Monitor OracleNextExtent works for dictionary-managed tablespaces only*

Call #	IBM APAR #	Description
		The `OracleNextExtent` monitor can only be used for dictionary-managed table-spaces. The system table entries for locally managed tablespaces do not provide information about extents. Starting with version 9.2, Oracle Corporation recommends usage of locally managed tablespaces.
		See *Oracle 9i Database Concepts* and *Oracle 9i SQL Reference* for details about tablespaces and extent management.
		Solution
		None
2090	-	*Antivirus / Spyware alert during ECM SM install*
		During ECM SM install some AntiVirus / Spyware tool alert a `Tool-Wget Virus`. For example McAfee detected the file **C:\Program Files\IBM\ECMSM\shell\wget3048.↵rra** when installing the Windows Client (CALA_REX).
		Solution
		Stop the AntiVirus agent / Service during ECM SM client install and restart it after successful installation.
2089	-	*MS Windows: CALA update fails if service is selected in Services Control Panel*
		The ECM SM CALA Service (cala_srv) cannot be registered during update while the existing service entry is selected in the Services Control Panel. The installation log-file **caladist.log** shows one of the following messages:
		1072 The specified service has been marked for deletion.
		1075 The dependency service does not exist or has been marked for deletion.
		Solution
		Do not select the ECM SM CALA Service in the Windows Control Panel during CALA update.
2088	-	*User names or password with ';' or '#' are not supported.*
		User names or password of used OS or database accounts that contain semicolon (';') or hashes ('#') are not supported with ECM SM.
		Solution
		Another account or password should be used to configure ECM SM.
1687	-	*Name of start / stop script of Application server must not contain blanks*
		In the configuration plugin for Process Engine 3.5 and older, a start and a stop script can be given for an Application server. The filenames specified in these fields must not contain blanks, otherwise configuration will fail.
		Solution
		Use the short name (DOS name) of the file.

Call #	IBM APAR #	Description
		To determine the short name of a file, you can open a DOS box and execute the command **<path_to_fsm_installation>/tools/cosst.exe shortname "<very long path/that contains blanks/and points to script>"**.
326	-	*MS Windows: logfiles cannot be deleted while ascfileread reads from them*
		Logfiles which are opened by **ascfileread** cannot be deleted on Windows platforms until ascfileread has been shut down.
		Solution
		Stop CALA, delete the file and restart CALA.

FileNet DTS Records

DTS 201323

Description and Symptom

The FSM agent installed on Solaris requires the system configuration file, /usr/lib/charset.alias. This file is not included on some versions of Solaris (e.g. Solaris 8). If this file does not exist, all of the monitors on this client will have a fatal status.

Solution

Obtain /usr/lib/charset.alias from another Solaris machine that has this file and copy it to the Solaris machine with the issue.

Restart the FSM Cala client on the Solaris machine.

Changes in ECM SM 5.2.0

The following abbreviations are used:

- *DTS* # Defect Tracking System Number

- *CA* Capture

- *CS* Content Services

- *CE* Content Engine (pre-4.0)

- *EM* Email Manager / Records Crawler

- *IS* Image Services

- *PE* Process Engine (pre-4.0)

- *40* P8 4.x / 5.x

- *IM* IBM Content Manager, OnDemand and CommonStore

- *STD* Standard

5.2.0-004

Call #	IBM APAR #	Type	Area	Description
5033	-	Fix	ECM SM Event Server	Several security fixes for the IBM JRE 1.7 and OpenSSL 1.0.2.
5027	-	Fix	Documentation	The description for the SMTP recipients in the server configuration has been corrected.
5024	-	Fix	ECM SM Agent	After updating older agents with the task "Install and Update Cala", agents started to send events with their short hostname even if they had been configured with the FQDN before. This has been fixed. To fix the incorrect configuration, run the task "Install and Update Cala" with the option "Update binaries" and/or "Update monitor archives" on all affected agents.
4882	-	Fix	ECM SM Event Server	SNMP event forwarding no longer creates error messages in eventserver.stderr.log.
4879	-	Fix	Documentation	In the documentation, all references to MS ADAM have been replaced by MS AD LDS.
4875	-	Fix	ECM SM Event Server	The SNMP mib and trapd configuration files now mention the correct product name.
4874	-	Fix	ECM SM installer	The default port for SNMP forwarding has been fixed in the server installer as well as in the documentation.
3929	-	Fix	Documentation	Online help typos corrected of 'Generic Ping page' monitor

5.2.0-003

Call #	IBM APAR #	Type	Area	Description
5004	PJ44283	Fix	ECM SM Agent	This is a duplicate of call 4998.
4998	-	Fix	ECM SM Agent	It is now possible to specify a user and password for ICN monitoring.
4994	-	Fix	ECM SM Agent	Heartbeat events now use the same setting for adapter host and adapter IP as other events created by the same CALA agent instance.
4986	-	Fix	ECM SM Agent	The V2S Editor showed the default Java icon instead of the ECM SM icon. In addition, in releases prior to 5.2.0 a related NullPointerException was visible in the Java Webstart console. Both issues have been fixed.
4983	-	Fix	ECM SM Agent	The monitors DatacapPagesProcessed and Datacap-PagesQueued issued invalid SQL statements on Oracle databases. This has been fixed.
4955	-	Fix	ECM SM Agent	waslog format file has been adjusted.
4953	-	Fix	ECM SM Agent	p8pe50 format file has been adjusted for P8 5.2.1.
4929	-	Fix	Documentation	Parameter SearchString of WebStatusMonitor added to Basic Monitoring guide
4893	-	Fix	Documentation	Required Database read access for Content Search Services Index Requests and Content Search Services Indexing Errors monitors added in documentation
4887	-	Fix	ECM SM GUI	The configuration file for Content Collector for Email contained invalid characters that broke the configuration on reconfigure. This has been fixed. The data must be corrected manually when first loading it into the installer after the update.
4873	-	Fix	ECM SM Agent	Content Engine CEBI tool configuration now stores CEBi configuration names correctly
4820	-	Enh	Major enhancements	ntevtlogread has been completely rewritten using the current Windows API.
4816	-	Fix	ECM SM Agent	ntevtlogread has been completely rewritten using the current Windows API.
4813	-	Fix	ECM SM Agent	ntevtlogread has been completely rewritten using the current Windows API.
4698	-	Fix	ECM SM Agent	The V2S Editor now uses the same library as the CALA logfile parsing components again. Note that due to this change back to the native library, V2S Editor will work with 32-bit Java only!
3153	-	Fix	ECM SM Agent	ntevtlogread has been completely rewritten using the current Windows API.
3095	-	Fix	ECM SM Agent	ntevtlogread has been completely rewritten using the current Windows API.

Call #	IBM APAR #	Type	Area	Description
2804	PJ43561	Fix	ECM SM Agent	ntevtlogread has been completely rewritten using the current Windows API.

5.2.0-002

Call #	IBM APAR #	Type	Area	Description
4850	-	Fix	Documentation	Additional Redhat 7.x system prerequisite OS package added to documentation
4847	-	Fix	Documentation	Installation guide chapter about agent HA and DR configuration enhanced
4845	-	Fix	ECM SM Agent	The CMOD monitors have been fixed for CMOD 9.5.
4844	-	Fix	ECM SM Agent	OnDemand monitors based on ODWEK now correctly process Period parameter set to -1.
4842	PJ43309	Fix	ECM SM Agent	The Multi Value monitors for ESX no longer return incorrect error messages.
4841	-	Fix	Documentation	Documentation for all instances of the Database Connection Status monitor adjusted, native database client communication no longer mentioned.
4835	-	Fix	ECM SM Agent	The format file for the CM 8 icmserver.log has been revised.
4834	-	Fix	ECM SM Agent	The -H parameter of CALA now supports an optional IP address in addition to the hostname. The format is "-H hostname/ipaddress". If the localport parameter is set in the configuration of CALA_REX, this IP address will be added to the CALA configuration automatically.
4811	PJ43476	Fix	ECM SM Agent	Several Process Engine monitors failed on P8 versions >= 5.2.1.
4806	-	Fix	ECM SM Agent	The Service Level Monitor failed due to changes in the event database. This has been fixed.
4800	-	Fix	ECM SM Agent	The Listener monitors no longer run indefinitely if the connection cannot be established.
4797	PJ43540	Fix	ECM SM Agent	On Linux and UNIX agents, there is no longer a blank added to the inst_id.
4793	-	Fix	ECM SM Agent	The parsing of the ObjectStore configuration file during reconfiguration has been fixed. The field for the CSS server now contains the correct value.
4789	-	Fix	ECM SM Event Server	The status request for Linux/UNIX for gui / eventserver works reliable now.
4788	-	Fix	Documentation	CALA_REX Agent startup script name for AIX has been corrected in documentation
4783	-	Fix	ECM SM installer	Silent installation of the CALA_REX agent no longer creates an invalid configuration file if an IP address is specified.
4770	-	Fix	Documentation	An error in the description of the silent agent install has been fixed.

Call #	IBM APAR #	Type	Area	Description
4769	-	Fix	ECM SM Event Server	The CALA_REX server configuration no longer breaks if the LDAP Group Provider URL contains an &.
4768	-	Fix	Documentation	In the PDF documentation, some in-document references were missing. This has been fixed.
4760	-	Fix	ECM SM Event Server	An issue with reports for CALA heartbeat events has been fixed.
4759	PJ43310	Fix	ECM SM Agent	Some OnDemand monitors returned invalid error results. This has been fixed.
4758	PJ43311	Fix	ECM SM Agent	FileNet PCH listener license monitoring functionality now works with CPE 5.2.0.2 and newer.
4756	-	Fix	Documentation	A hint has been added to the Install Guide that the ECM SM installer on Windows 2012 needs "Compatibility mode" set to "Windows 7".
4755	-	Fix	Documentation	The readme content has been reviewed and outdated content has been removed.
4754	PJ43312	Fix	ECM SM Agent	The Core Agent Installer used the agent id instead of the hostname to create the CALA configuration file. This has been fixed.
4751	-	Fix	Documentation	Instructions to redeploy applicationserver.jmx.monitor application have been added to the readme.
4750	-	Fix	Documentation	The Listener Task documentation has been updated to reflect changes for application instance.
4749	-	Fix	Documentation	Some issues in the online help and Monitoring Guide for Listener monitors have been fixed.
4746	-	Fix	Documentation	The list of Agent Installation Requirements now contains a hint to adjust the maxuproc parameter for AIX-based agents.
4736	-	Fix	ECM SM Agent	The server Component Status monitor has been reviewed to avoid unnecessary restarts of server components.
4735	-	Fix	ECM SM Agent	The ObjectStorePerformance monitor no longer requires correct upper-/lowercase spelling of ObjectStore names. In addition, the labels for the keystore arguments for this monitor have been fixed.
4734	-	Fix	ECM SM Event Server	The Update CALA_REX task can no longer be started on the CALA_REX server.
4717	-	Fix	ECM SM Event Server	Autostart scripts of non-root ECM SM Server on Linux are no longer owned by root.
4706	-	Enh	Major enhancements	There are now two Business Intelligence Operations that deliver delta values: one for the absolute delta and one for the actual delta.
4704	-	Enh	Major enhancements	A legend has been added to the Trend Analysis. In addition, the Reporting documentation now contains an explanation of the different regression types.

Call #	IBM APAR #	Type	Area	Description
4681	PJ43046	Fix	ECM SM GUI	Automatically created LDAP users no longer create an exception when trying to edit their settings. Existing data-base entries are fixed during installation of FP2.
4674	-	Fix	ECM SM installer	Interim fix installation on Windows 2012 using MSSQL Windows authentication has been fixed.
4515	-	Fix	ECM SM GUI	CalaMoMa no longer confuses instances of the Statistics monitor that analyse results of JPS monitors with actual with JPS monitors.
4367	-	Fix	ECM SM Agent	Additional logfile definitions for ICC4SAP and SAPIC have been added to the CALA configuration.
4358	-	Fix	Miscellaneous	The create_certs.sh script now places the serial file (*.srl) in the correct directory when generating new certificates.
4351	-	Fix	ECM SM Agent	It is now possible to add additional parameters to the jmx_classpaths.prop file using Task "Configure JMX Classpath and CLI Settings" when webservice via https is used.
4164	-	Fix	ECM SM Agent	The task Install and Update CALA no longer produces error messages when updating CALA on ECM SM server.
3287	-	Fix	ECM SM CALA	On Solaris 64-bit agents, the tools directory now contains the correct cosst binary for 64-bit platforms.

5.2.0-001

Call #	IBM APAR #	Type	Area	Description
4729	-	Enh	Major enhance-ments	Parallel ECM-SM EventServer support added (HA & Scalability)
4728	-	Enh	Major enhance-ments	IBM Content Manager OnDemand - enhanced monitoring functionality
4727	-	Enh	Major enhance-ments	IBM CPE 5.2.1 Case Framework (ICF) PE monitoring support added
4726	-	Enh	Major enhance-ments	IBM CPE 5.2.1 Sweep Framework monitoring support added
4725	-	Enh	Major enhance-ments	IBM CPE 5.2.1 Advanced Storage monitoring support added
4724	PJ42670	Fix	ECM SM Agent	Management and installation if CALA_REX Agent wasn't possible due to enhanced security (FIPS 140-.2 compliant security)
4723	PJ42714	Fix	ECM SM Event Server	Reporting bugfixes and enhancements implemented.
4722	PJ42741	Fix	ECM SM Event Server	Security Fixes related to IBM JRE ad OpenSSL (incl. Poodle issue)
4721	PJ43043	Fix	ECM SM GUI	Bugfixes and enhancements for the ECM-SM ICN PlugIn
4709	-	Fix	Documentation	Typo fixed in description of 'Update CALA_REX' task.
4695	-	Fix	ECM SM Agent	Acknowledge agent task debug output now hides passwords correctly.
4685	-	Fix	Documentation	Installation guide enhanced for Oracle based installation.
4681	PJ43046	Fix	ECM SM GUI	LDAP User settings with language C have to be updated manually.
4678	-	Fix	ECM SM Agent	Monitoring for ESX servers has been reviewed.
4673	-	Fix	ECM SM Agent	In the case a user specifies an Agent ID suffix containing leading whitespaces (blanks, tabs, etc) the whitespace will be cut off automatically during agent installation.
4672	-	Fix	ECM SM Agent	The CALA_REX InstallAnywhere installer now supports multiple additional parameter sets in addition to the specification of a custom IP-address.
4669	-	Fix	Documentation	The section about Windows authentication (Integrated Authentication) and JDBC Connection String has been adjusted.
4667	-	Fix	Documentation	An invalid reference to "Microsoft Windows Server 2012 32--bit" has been removed from the Hardware and Software Requirements Guide.
4666	-	Fix	Documentation	The description for the .plusdebug folder location in the Install Guide has been optimized.
4662	-	Fix	Documentation	The help text for the Update CalaRex task has been enhanced.

Call #	IBM APAR #	Type	Area	Description
4657	-	Fix	ECM SM GUI	Reporting now also supports floating point values.
4647	-	Fix	ECM SM Agent	Documentation was enhanced, that also /etc/cenit directory must be created, before installing CalaRex as non root user
4642	-	Fix	ECM SM Agent	The download of the JRE during execution of the CALA_REX Update task failed silently for https-based ECM SM servers. This has been fixed.
4617	-	Fix	ECM SM Agent	The MemoryPerProcess monitor no longer returns a negative numeric value in the case none of the processes are running
4613	-	Fix	Documentation	Added note at the end of chapter "ECM SM enhancements and changes" showing the end of support for operating systems.
4612	-	Fix	ECM SM Event Server	In the case of an error during CALA_REX Update task on the agent the error message will be displayed in the task output on the server to minimize error tracking efforts.
4602	-	Fix	ECM SM Agent	P8 PE 4.x and 5.x monitors no longer cause a Java error when connecting to a Process Engine.
4600	-	Fix	Miscellaneous	Starting and stopping the event server using the root account has been fixed.
4596	PJ42535	Fix	Miscellaneous	Task Execution Manager no longer fails to start using Java 1.8.0_25 or 1.7.0_67, 1.7.0_75
4593	-	Fix	ECM SM Agent	Cala_Rex Update Task no longer empties the cmdtab_merged settings if parallel Event Servers are configured
4590	-	Fix	ECM SM Event Server	Event Clean-Up now removes all relevant data from the database.
4588	-	Fix	ECM SM Agent	The documentation of the Objectstore Performance Monitor has been reviewed to clarify valid combinations of arguments.
4587	-	Fix	Documentation	Such words as "plug-in" and "UI(GUI)" are consistent from now on. All described mistakes are fixed.
4586	-	Fix	ECM SM GUI	Events forwarded via email contain line breaks like in the event message text.
4585	-	Fix	ECM SM GUI	Labels in BI operations were changed.
4584	-	Fix	ECM SM Agent	The task Update CalaRex now removes the superfluous "New Folder" directory created by the IA agent installer.
4582	-	Fix	Documentation	The sentence from the chapter "Configure Debugging Settings" was changed into contextually correct sentence
4581	-	Fix	ECM SM Agent	CALA_REX Update task now updates all specified parameters.
4580	-	Fix	Documentation	Documentation for Websphere 8.5 based ECM SM server installation has been updated in the Install Guide.
4579	PJ42736	Fix	ECM SM installer	Uninstallation functionality of CALA_REX agent is corrected.

Call #	IBM APAR #	Type	Area	Description
4577	-	Fix	ECM SM GUI	Tool tip of "ad-hoc report result" no longer shows strange description.
4575	-	Fix	Documentation	The documentation of the security settings for "JMX for WebLogic application servers" was revised.
4573	-	Fix	ECM SM Agent	Fixed password decryption in LDAP Connection monitor.
4572	-	Enh	Major enhancements	Tree Overview now sorts in alphabetical order
4570	-	Fix	Documentation	The JMX User and Password fields were changed to "required".
4566	-	Fix	Documentation	Several typos in the Release Notes have been fixed.
4546	-	Fix	ECM SM Agent	CALA_REX actions are no longer slowed down if the agent id ends with underscore.
4544	-	Fix	ECM SM Agent	Typo in error message of DatabaseSQLPerformance monitor corrected.
4520	PJ42498	Fix	ECM SM Agent	50: A classpath issue in the P8 5.x monitors using the pe-info tool has been fixed.
4474	-	Fix	ECM SM GUI	Resizing of UI views while using Internet Explorer 11 no longer causes issues.
4430	-	Fix	ECM SM Event Server	The flow limiter is no longer broken by fields containing a $ character.
4356	-	Fix	ECM SM Agent	Agents now support monitoring of multiple instances of the same application with unique Listener names. The new parameter 'Application instance (app_instance)' is used to handle multiple listeners with the same name.
4341	-	Fix	ECM SM installer	Installation path with blanks no longer breaks precheck of UNIX/Linux installations
4216	-	Fix	ECM SM GUI	Applying changes for a sink now also applies settings for new properties.
4207	-	Enh	Major enhancements	Scheduled Report email now contains the report PDF.
3970	-	Fix	ECM SM Agent	IBM CM8 configurations with more than one Resource Manager no longer create faulty logctlsrv.conf.

5.2.0

Call #	IBM APAR #	Type	Area	Description
4564	-	Enh	Major enhancements	Added support for Microsoft SQL Server 2012 and 2014 as event database and monitored platform.
4563	-	Enh	Major enhancements	Added support for IBM DB2 10.5 as event database and monitored platform.
4562	-	Enh	Major enhancements	Added support for Oracle 12c as event database and monitored platform.
4561	-	Fix	Miscellaneous	Dropped support for IBM WebSphere 7.0.x as ECM SM Application Server Platform as this WebSphere version is not JRE 7 based.
4560	-	Fix	Miscellaneous	Dropped support for Microsoft Windows 2000 Server due to missing JRE 7 support.
4559	-	Fix	Miscellaneous	Dropped support for IBM AIX 5.x due to missing JRE 7 support.
4558	-	Fix	Miscellaneous	Dropped support for Sun Solaris 8 and 9 (Sparc and Intel) due to missing JRE 7 support.
4557	-	Fix	Miscellaneous	Dropped support for HP-UX PA-RISC (all versions) due to missing JRE 7 support.
4556	-	Enh	Major enhancements	The overall performance of the ECM SM server has been improved, especially opening the History view and navigating the tree if a large amount of event data is present.
4555	-	Enh	Major enhancements	The ECM SM server can now be installed on IBM WebSphere Application Server 8.5 32-bit.
4554	-	Enh	Major enhancements	The ECM SM server components (Event Server, Gui Server, Download Server and CALA_REX server) can now be distributed on several machines. See the documentation for more details and common distribution scenarios.
4553	-	Enh	Major enhancements	The encryption mechanism for passwords stored on the server and the agents is now FIPS 140-2 compliant. More details can be found in the documentation.
4552	-	Enh	Major enhancements	The Reporting mechanism has been completely reviewed. Performance has been improved by preprocessing the raw event data and storing the base data for reporting in dedicated tables in the database.
4551	-	Enh	Major enhancements	All logging messages except trace logs now conform to the IBM logging standards. The log ids used in the log messages are documented in the new "Messages and Codes" document that is available as PDF in the Help section.
4550	-	Enh	Major enhancements	The new Overview view can be embedded as a plug in into the IBM Content Navigator.
4549	-	Enh	Major enhancements	A ServerComponentStatus monitor has been added to the Standard monitor collection that monitors the compo-

Call #	IBM APAR #	Type	Area	Description
				nents of the ECM SM server (Event Server, Gui Server, Download Server and CALA_REX server). In addition, the monitor can restart these components if they are not running as expected.
4548	-	Enh	Major enhance-ments	Tasks have been added to conveniently configure, collect and cleanup debug logs on servers and agents using the CalaTEMa GUI.
4547	-	Enh	Major enhance-ments	All shell script tasks and monitors now write their debug output to the directory $CENIT_ROOT/cala/temp/.plusdebug.
4541	-	Fix	ECM SM Agent	Adjusted message template for LDAP Connection moni-tor
4540	-	Fix	ECM SM Agent	Typo in result message of Resource Manager Volume Stace monitor fixed
4538	-	Fix	Documentation	Enhanced documentation and monitor help for Resource Manager Volume Space monitor
4537	-	Fix	ECM SM Agent	Trailing "=" in encrypted database passwords for jd-bcread were lost. This has been fixed.
4535	-	Enh	Major enhance-ments	The CM8 Resource Manager Heartbeat monitor now supports monitoring Resource Managers that run on a dedicated system. All combinations of System name and Resource Manager name can now be defined.
4520	PJ42498	Fix	ECM SM Agent	50: A classpath issue in the P8 5.x monitors using the pe-info tool has been fixed.
4516	-	Enh	Major enhance-ments	STD: The Statistics monitor now includes a DIFF func-tionality.
4514	-	Fix	ECM SM Agent	40: The Core Agent Installer now supports commas in all fields of the P8 4.x and P8 5.x configuration.
4510	-	Enh	Major enhance-ments	The format file for WAS system out and system error log files has been enhanced.
4501	-	Fix	Documentation	40: The duplicate entry for the Centera Status monitor has been removed from the documentation.
4499	-	Fix	Documentation	The "Database" chapter in the "Hardware and Software Requirements Guide" was enhanced with a note that Or-acle RAC is not supported as database system.
4496	-	Fix	Documentation	The documentation of the OSGi console access and the available log levels has been reviewed.
4491	-	Fix	ECM SM Agent	IBMIM: A typo in the error message of the Resource Manager Heartbeat monitor has been fixed.
4488	-	Enh	Major enhance-ments	New database indices have been created for the event tables to improve performance of the event list, especially when switching to history view.
4487	-	Fix	ECM SM GUI	The GUI refresh mechanism has been reviewed so that the GUI no longer freezes.

Call #	IBM APAR #	Type	Area	Description
4476	-	Enh	Major enhancements	The how-to describing how to deactivate the System Log was revised in the Installation Guide.
4445	-	Fix	ECM SM Agent	The locker option of the cosst tool on AIX was sometimes stuck in an endless loop. This has been fixed.
4425	-	Fix	Documentation	The 'OS User' parameter specification in the Installation Guide's 'Configure ICC4SAP Settings' chapter was adapted to match the same-named Configuration Task's online help entry.
4393	-	Enh	Major enhancements	With RAP version older than 2.2 there were problems when using Microsoft Internet Explorer 11. This is fixed now, by using RAP 2.2.
4157	-	Enh	Major enhancements	A new Overview console has been added that offers a high-level view of events based on custom trees.
4150	-	Enh	Major enhancements	Links to the PDF documentation have been added to the Help menu.
4130	-	Enh	Major enhancements	The 'Customized Trees' chapter in the IBM ECM SM User's Guide has been enhanced by a description how to configure roles, that restrict user permissions to view or edit custom trees.
4001	-	Enh	Major enhancements	Storing of exported Server configuration is possible on local filesystem / partition and no longer only possible on the server.
3977	-	Fix	ECM SM installer	The JMX settings on the CMOD tab in the core installer GUI are now correctly saved.
3878	-	Enh	Major enhancements	The Installation Guide was enhanced by an upgrade explanation chapter referring to IBM ECM SM Server 5.2.0 version.
3328	-	Enh	Major enhancements	Duplicating a user now copies the group membership and permissions as well.

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IBM Enterprise Content Management System Monitor (December 2016)

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