

Oracle® Collaboration Suite

Release Notes

10g Release 1 (10.1.2.2) for Microsoft Windows

B25474-08

December 2006

This document was updated on December 10, 2006.

Oracle Collaboration Suite Release Notes, 10g Release 1 (10.1.2.2) for Microsoft Windows

B25474-08

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Preface

This Preface contains these topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Documents](#)
- [Conventions](#)

Note: This document was updated on **December 10, 2006**.

Audience

Oracle Collaboration Suite Release Notes is intended for administrators who perform the following tasks:

- Install Oracle Collaboration Suite and its components
- Instruct users on how to perform workarounds for known issues
- Maintain Oracle Collaboration Suite and its components

To use this document, you need experience with software installation and administration.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at

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Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an

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This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

TTY Access to Oracle Support Services

Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, seven days a week. For TTY support, call 800.446.2398.

Related Documents

For more information, see the following manuals:

- *Oracle Application Server Web Cache Administrator's Guide*
- *Oracle Calendar Administrator's Guide*
- *Oracle Calendar Application Developer's Guide*
- *Oracle Calendar Reference Manual*
- *Oracle Calendar SDK Java API Reference*
- *Oracle Calendar Web Services Java API Reference*
- *Oracle Collaboration Suite Administrator's Guide*
- *Oracle Collaboration Suite Certification Guide*
- *Oracle Collaboration Suite Concepts Guide*
- *Oracle Collaboration Suite Deployment Guide*
- *Oracle Collaboration Suite High Availability Guide*
- *Oracle Collaboration Suite Installation Guide for Microsoft Windows*
- *Oracle Collaboration Suite Licensing Information*
- *Oracle Collaboration Suite Migration and Coexistence Guide*
- *Oracle Collaboration Suite Quick Installation Guide for Microsoft Windows*
- *Oracle Collaboration Suite Security Guide*
- *Oracle Collaboration Suite Upgrade Guide*
- *Oracle Content Services Administrator's Guide*
- *Oracle Content Services Application Administrator's Guide*
- *Oracle Content Services Application Developer's Guide*
- *Oracle Internet Directory Administrator's Guide*
- *Oracle Mail Administrator's Guide*
- *Oracle Mail Application Developer's Guide*
- *Oracle Mail Java API Reference*
- *Oracle Mobile Collaboration Administrator's Guide*

- *Oracle Real-Time Collaboration Application Developer's Guide*
- *Oracle Records Management Administrator's Guide*
- *Oracle Voicemail & Fax Administrator's Guide*
- *Oracle Collaboration Suite Oracle Voicemail & Fax and Oracle Web Conferencing Conversion Servers Installation and Upgrade Guide for Microsoft Windows*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

New In Oracle Collaboration Suite Release Notes

The first version of *Oracle Collaboration Suite Release Notes* for 10g Release 1 (10.1.2.2) was created on October 28, 2005. This chapter lists changes that have been made in each revision since then. All changes are cumulative. With each revision that is published, a new section is added to this chapter.

Note: This document was updated on **December 10, 2006**.

- [Section 1.1, "Oracle Collaboration Suite Release Notes Changes: December 10, 2006"](#)
- [Section 1.2, "Oracle Collaboration Suite Release Notes Changes: November 10, 2006"](#)
- [Section 1.3, "Oracle Collaboration Suite Release Notes Changes: September 19, 2006"](#)
- [Section 1.4, "Oracle Collaboration Suite Release Notes Changes: September 8, 2006"](#)
- [Section 1.5, "Oracle Collaboration Suite Release Notes Changes: August 11, 2006"](#)
- [Section 1.6, "Oracle Collaboration Suite Release Notes Changes: July 28, 2006"](#)
- [Section 1.7, "Oracle Collaboration Suite Release Notes Changes: July 21, 2006"](#)
- [Section 1.8, "Oracle Collaboration Suite Release Notes Changes: July 14, 2006"](#)
- [Section 1.9, "Oracle Collaboration Suite Release Notes Changes: June 29, 2006"](#)
- [Section 1.10, "Oracle Collaboration Suite Release Notes Changes: June 9, 2006"](#)
- [Section 1.11, "Oracle Collaboration Suite Release Notes Changes: May 7, 2006"](#)
- [Section 1.12, "Oracle Collaboration Suite Release Notes Changes: April 22, 2006"](#)
- [Section 1.13, "Oracle Collaboration Suite Release Notes Changes: April 7, 2006"](#)
- [Section 1.14, "Oracle Collaboration Suite Release Notes Changes: March 24, 2006"](#)
- [Section 1.15, "Oracle Collaboration Suite Release Notes Changes: March 9, 2006"](#)
- [Section 1.16, "Oracle Collaboration Suite Release Notes Changes: February 28, 2006"](#)
- [Section 1.17, "Oracle Collaboration Suite Release Notes Changes: January 15, 2006"](#)
- [Section 1.18, "Oracle Collaboration Suite Release Notes Changes: January 4, 2006"](#)

- [Section 1.20, "Oracle Collaboration Suite Release Notes Changes: December 15th, 2005"](#)
- [Section 1.21, "Oracle Collaboration Suite Release Notes Changes: December 5, 2005"](#)
- [Section 1.22, "Oracle Collaboration Suite Release Notes Changes: November 18, 2005"](#)
- [Section 1.23, "Oracle Collaboration Suite Release Notes Changes: November 3, 2005"](#)

1.1 Oracle Collaboration Suite Release Notes Changes: December 10, 2006

The following table lists the changes made in the December 10, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-22), Solaris (B25473-21), HP-UX (B25476-19), AIX (B25477-19), and Windows (B25474-08).

Table 1–1 Oracle Collaboration Suite Release Notes Changes: December 10, 2006

Section or Table	Changes Made
Section 3.1.2.1, "Oracle Support Installation Articles" and top of Chapter 4, "Oracle Collaboration Suite Release Notes (Suite-Level)"	Added pointer to Oracle Support note 386616.1 at http://metalink.oracle.com .
Section 10.2, "Known Limitations and Workarounds in Oracle Real-Time Collaboration"	Added Section 10.2.1, "Oracle Real-Time Collaboration Add-In for Microsoft Office" .

1.2 Oracle Collaboration Suite Release Notes Changes: November 10, 2006

The following table lists the changes made in the November 10, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-21), Solaris (B25473-20), HP-UX (B25476-18), AIX (B25477-18), and Windows (B25474-07).

Table 1–2 Oracle Collaboration Suite Release Notes Changes: November 10, 2006

Section or Table	Changes Made
Section 3.1.2.2, "Database Versions"	Clarified and added statement that Oracle recommends upgrading to 10.2 after installing Oracle Collaboration Suite, not before. Also added link to certification guide.
Section 10.2, "Known Limitations and Workarounds in Oracle Real-Time Collaboration"	Added Section 10.2.2, "Secure File Transfers Not Supported in Oracle Messenger" .

1.3 Oracle Collaboration Suite Release Notes Changes: September 19, 2006

The following table lists the changes made in the September 19, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-20), Solaris (B25473-19), HP-UX (B25476-17), AIX (B25477-17), and Windows (B25474-06).

Table 1–3 Oracle Collaboration Suite Release Notes Changes: September 19, 2006

Section or Table	Changes Made
Table 6–1, "Known Issues in Oracle Content Services"	Added issue 5336672: Upgrade from Oracle Files 9.0.x.

1.4 Oracle Collaboration Suite Release Notes Changes: September 8, 2006

The following table lists the changes made in the September 8, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-19), Solaris (B25473-18), HP-UX (B25476-16), AIX (B25477-16), and Windows (B25474-05).

Table 1–4 Oracle Collaboration Suite Release Notes Changes: September 8, 2006

Section or Table	Changes Made
Section 6.6, "Oracle Drive Release Notes"	Added Section 6.6.3, "Downloading Oracle Drive" .
Table 8–1, "Known Issues in Oracle Mail"	Added workaround for issue 5467535: configuration assistant fails when installing a new Oracle Mail (10.1.2.3) on top of Oracle Mail (10.1.2.).

1.5 Oracle Collaboration Suite Release Notes Changes: August 11, 2006

The following table lists the changes made in the August 11, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-18), Solaris (B25473-17), HP-UX (B25476-15), AIX (B25477-15), and Windows (B25474-04).

Table 1–5 Oracle Collaboration Suite Release Notes Changes: December 10, 2006

Section or Table	Changes Made
Table 3–1, "Known Issues in Oracle Collaboration Suite Installation"	Added issue 5365068 (Windows): Wireless mail not available after a fresh installation. (This issue also appears in Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade" .)
Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade"	Added workaround for issue 5405426 (Windows): Infrastructure upgrade. Added issue 5365068 (Windows): Wireless mail not available after an upgrade. (This issue also appears in Table 3–1, "Known Issues in Oracle Collaboration Suite Installation" .) Added known issue 5365046 (Windows): Wireless welcome page does not open.
Section 4.2, "Known Limitations and Workarounds in Oracle Collaboration Suite"	Removed the section "Oracle Collaboration Suite Recovery Manager Not Tested". The Oracle Collaboration Suite Recovery Manager has now been tested.
Chapter 5, "Oracle Calendar Release Notes"	Added Section 5.6, "Oracle Connector for Outlook 10.1.3" .

1.6 Oracle Collaboration Suite Release Notes Changes: July 28, 2006

The following table lists the changes made in the July 28, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-17), Solaris (B25473-16), HP-UX (B25476-14), AIX (B25477-14), and Windows (B25474-03).

Table 1–6 Oracle Collaboration Suite Release Notes Changes: December 10, 2006

Section or Table	Changes Made
Section 3.2.1.1, "Upgrade of Oracle Real-Time Collaboration Not Supported on Windows"	Modified this to explain what to do to use Oracle Real-Time Collaboration, and to point readers to the <i>Oracle Collaboration Suite Upgrade Guide</i> .
Table 3.2.1, "Known Limitations and Workarounds in Oracle Collaboration Suite Upgrade"	Added Section 3.2.1.2, "Wireless Functionality Requires Workarounds in Upgrade Environments" (Windows).
Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade"	Added issue 5112505 (Windows): wireless plugin upgrade problem. Added issue 5405426 (Windows): Infrastructure upgrade. Added issue 5414629 (Windows): <code>midtierSSLConfigTool.bat</code> must be run.
Section 4.2, "Known Limitations and Workarounds in Oracle Collaboration Suite"	Added Section 4.2.10, "Configuring Oracle Mail with Web Cache in SSL Mode"
Table 4–1, "Suite-Level Known Issues in Oracle Collaboration Suite"	Added issues 5246077, 5369215 (Windows): Problems with Oracle Cluster File System Added issue 5412511 (Windows): Oracle Collaboration Suite Search may not work when accessed from portal.
Table 8–1, "Known Issues in Oracle Mail"	Added issue 4995868 (Windows): Mail server crashes on shutdown.
Section 9.2, "Known Limitations and Workarounds in Oracle Mobile Collaboration"	Added same information as found in Section 3.2.1.2, "Wireless Functionality Requires Workarounds in Upgrade Environments" (Windows).

1.7 Oracle Collaboration Suite Release Notes Changes: July 21, 2006

The following table lists the changes made in the July 21, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Windows only (B25474-02).

Table 1–7 Oracle Collaboration Suite Release Notes Changes: July 21, 2006

Section or Table	Changes Made
Section 3.2.1, "Known Limitations and Workarounds in Oracle Collaboration Suite Upgrade"	Added Section 3.2.1.6, "Do Not Use TCP-Based Monitoring of Oracle Internet Directory Server Availability on Microsoft Windows 2003 Server".
Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade"	Added: <ul style="list-style-type: none"> ■ Issue 4901434 (Windows): Ultrasearch admin URL ■ Issue 5382346 (Windows): SMS notifications.

1.8 Oracle Collaboration Suite Release Notes Changes: July 14, 2006

The following table lists the changes made in the July 14, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-16), Solaris (B25473-15), HP-UX (B25476-13), and AIX (B25477-13).

Table 1–8 Oracle Collaboration Suite Release Notes Changes: July 14, 2006

Section or Table	Changes Made
Section 3.1.5, "Documentation Issues in Oracle Collaboration Suite Installation"	Removed Section 3.1.6.5, "Split Configuration Additional Installation Steps"
Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade"	<p>Restored issue 4694839: Oracle Calendar application system instantiation problem.</p> <p>Added issue 5348000 (Windows): Wireless notifications not working.</p> <p>Added issues 5202932, 5202956 (Windows): Wireless users unable to sign in to admin and preferences pages.</p> <p>Added issue 5236945 (Windows): Some wireless users not upgraded.</p> <p>Added issue 5376500 (Windows): Wireless preferences page not available.</p>
Section 4.2, "Known Limitations and Workarounds in Oracle Collaboration Suite"	Added Section 4.2.9, "Oracle Workspaces Cannot Access Oracle Content Services in High Availability or SSL Scenarios"
Table 4–1, "Suite-Level Known Issues in Oracle Collaboration Suite"	<p>Added the following issues:</p> <ul style="list-style-type: none"> 5362462: OESBKP utility not working (Windows) <p>Changed the description and workaround for bug 5238272 (OCS RMAN restore).</p>
Section 4.5.1, "Documentation Issues in Oracle Collaboration Suite Administrator's Guide"	Several of these issues have been fixed in the current version of <i>Oracle Collaboration Suite Administrator's Guide</i> . Since readers might have older versions of the guide, these descriptions remain in <i>Oracle Collaboration Suite Release Notes</i> , but have been changed to past tense.
Section 6.4, "Globalization Issues in Oracle Content Services"	Added Content-Based Search for Thai issue.
Section 11.2, "Known Limitations and Workarounds in Oracle Voicemail & Fax"	Removed Section 11.3.3, "Patch to Enterprise Manager Needs to be Applied".

1.9 Oracle Collaboration Suite Release Notes Changes: June 29, 2006

The following table lists the changes made in the June 29, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-15), Solaris (B25473-14), HP-UX (B25476-12), AIX (B25477-12), and Windows (B25474-01).

Table 1–9 Oracle Collaboration Suite Release Notes Changes: June 29, 2006

Section or Table	Changes Made
"Related Documents" in "Preface" .	Added reference to <i>Oracle Collaboration Suite Certification Guide</i> .
Throughout	Added reference to Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes" for new features and known issues.
Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"	Removed "Setting NLS and Operating System Locale Environment Variables Before Starting Management Processes" from Windows version of release notes.
Section 3–1, "Known Issues in Oracle Collaboration Suite Installation"	Added issue 4961580 (Windows): Oracle Presence Server may need to be restarted after installation.
Table 3–2, "Globalization Issues in Oracle Collaboration Suite Installation"	Added issues 5304780, 5106607 (Windows): Turkish and German (Switzerland) not supported.

Table 1–9 (Cont.) Oracle Collaboration Suite Release Notes Changes: June 29, 2006

Section or Table	Changes Made
Section 3.2, "Oracle Collaboration Suite Upgrade"	Added note stating that upgrade of Oracle Real-Time Collaboration is not supported on Windows.
Section 3.2.1, "Known Limitations and Workarounds in Oracle Collaboration Suite Upgrade"	Added section stating that upgrade of Oracle Real-Time Collaboration is not supported on Windows.
Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade"	Added issue 5202932 and workaround (Windows): After upgrade, users may not be able to sign in to the Mobile Preferences page.
Table 4–1, "Suite-Level Known Issues in Oracle Collaboration Suite"	<p>Added the following issues and workarounds related to OCS RMAN:</p> <ul style="list-style-type: none"> ■ Bug 4642181 ■ Bug 5238272 ■ Bug 5233586 <p>Also added the following issue:</p> <ul style="list-style-type: none"> ■ 4754282: Security link on the Application:orauddi page of oc4j_portal
Chapter 4–2, "Globalization Issues in Oracle Collaboration Suite"	Added 4704257: Tip text in Oracle Workflow.
Table 5–1, "Known Issues in the Oracle Calendar Server"	Added 5210968 (Windows): concurrent connections exceeding 300.
Table 5–8, "Resolved Issues in the Oracle Calendar Web Client" (non-Windows platforms only)	Added resolved issue 4680104: Simplified Chinese attachment names were indecipherable when downloaded.
Table 5–6, "Globalization Issues in the Oracle Calendar Web Client"	<p>Added the following issues:</p> <ul style="list-style-type: none"> ■ 5160775: Non-ASCII attachment names may become indecipherable when downloaded to a system with a different locale. ■ 4659913, 3321244, 4323889: Using Send e-mail to attendees with multiple-byte display names. <p>Removed the following issue:</p> <ul style="list-style-type: none"> ■ 4680104: Simplified Chinese attachment names are indecipherable when being downloaded.
Chapter 6, "Oracle Content Services Release Notes"	Moved the following bugs from the known issues table to the globalization issues table: 4555116, 4323427, 5147389, 4704521, 4709492.
Table 9–1, "Known Issues in Oracle Mobile Collaboration"	Added issue 5256467 and workaround: Users unable to access the Calendar page through the Mobile Browser.
Section 9–2, "Globalization Issues in Oracle Mobile Collaboration"	Rephrased description of issue 4513583 (long attachment names cause errors).
Chapter 10, "Oracle Real-Time Collaboration Release Notes"	Moved issue 4487997 (status text appeared only in English on Embeddable Presence page) from resolved issues (non-Windows platforms only) to globalization issues.
Section 10.2, "Known Limitations and Workarounds in Oracle Real-Time Collaboration"	Added section stating that upgrade of Oracle Real-Time Collaboration is not supported on Windows.

Table 1–9 (Cont.) Oracle Collaboration Suite Release Notes Changes: June 29, 2006

Section or Table	Changes Made
Table 10–1, "Resolved Issues in Oracle Real-Time Collaboration" (non-Windows platforms only)	Added issue 4906746, where users would be signed off of Oracle Messenger immediately after signing in.
Table 10–2, "Globalization Issues in Oracle Real-Time Collaboration"	Added the following issues: <ul style="list-style-type: none"> ■ 4672416: Message archive problem. ■ 4548181: Non-ASCII characters not displayed properly. ■ 5053648: Unable to add users to meetings if their user names contained non-ASCII characters.
Table 12–1, "Known Issues in Oracle Workspaces"	Added 5045392: Searching for files.

1.10 Oracle Collaboration Suite Release Notes Changes: June 9, 2006

The following table lists the changes made in the June 9, 2006s revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-14), Solaris (B25473-13), HP-UX (B25476-11) and AIX (B25477-11).

Table 1–10 Oracle Collaboration Suite Release Notes Changes: June 9, 2006

Section or Table	Changes Made
Table 3–1, "Known Issues in Oracle Collaboration Suite Installation"	Added: <ul style="list-style-type: none"> ■ Issue related to Split Configuration certification with Database 10.2 on Linux on Power ■ Issue related to Split Configuration certification with Database 10.2 on Solaris x86_64
Table 3–2, "Globalization Issues in Oracle Collaboration Suite Installation"	Added Ultrasearch multiple-byte issue and workaround (Windows only: 5174148).
Section 4.2.4, "Using SSL in Oracle Collaborative Portlets"	Added workaround.
Table 4–1, "Suite-Level Known Issues in Oracle Collaboration Suite"	Added errors relating to Web Cache and Oracle Enterprise Manager 10g; Windows only—5096627, 5061844.
Section 5.1.2, "Known Limitations and Workarounds in Oracle Calendar Server"	Added Section 5.1.2.10, "Information Removed from the UNISON.INI Configuration File when Upgrading Oracle Calendar Server in Standalone Mode" .
Table 8–1, "Known Issues in Oracle Mail"	Added issue 4743425: Messages over 4000 bytes
Section 12–1, "Known Issues in Oracle Workspaces"	Added error related to the Oracle Content Services Date category. (5081214)

1.11 Oracle Collaboration Suite Release Notes Changes: May 7, 2006

The following table lists the changes made in the May 7, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-13), Solaris (B25473-12), HP-UX (B25476-10) and AIX (B25477-10).

Table 1–11 Oracle Collaboration Suite Release Notes Changes: May 7, 2006

Section or Table	Changes Made
Throughout	Added detailed references to Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes" and the Oracle Collaboration Suite Cumulative Patch MetaLink note, pointing out that users can obtain bug fixes by downloading cumulative patches.
Section 2.6, "Oracle Mail Cumulative Patches"	Made the following changes: <ul style="list-style-type: none"> ■ Added known issues for Oracle Mail patches. ■ Removed Section 2.7.2.9, "Localization – Content Services Files Have Incorrect Encoding".
Table 4–1, "Suite-Level Known Issues in Oracle Collaboration Suite"	Added detail on where to apply patch for bug 4655688.
Table 6–1, "Known Issues in Oracle Content Services"	Added issues 5188018, 5148096, 5156448, 5200599, 2678804, and 5195830.

1.12 Oracle Collaboration Suite Release Notes Changes: April 22, 2006

The following table lists the changes made in the April 22, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-12), Solaris (B25473-11), HP-UX (B25476-09) and AIX (B25477-09).

Table 1–12 Oracle Collaboration Suite Release Notes Changes: April 22, 2006

Section or Table	Changes Made
Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"	Many changes were made to this chapter, including: <ul style="list-style-type: none"> ■ New title given ■ Information on 10.1.2.3 patches added (for non-Windows versions of the Release Notes) ■ General restructuring and terminology changes
Table 3–1, "Known Issues in Oracle Collaboration Suite Installation"	Moved issue 4704521 (Installing Oracle Content Services in a non-U.S. English environment) out of this chapter and into Chapter 6, "Oracle Content Services Release Notes" .
Table 6–1, "Known Issues in Oracle Content Services"	Added issues 5147389, 5153849, 5120764, 5150212, and 4704521.
Chapter 6, "Oracle Content Services Release Notes"	General edits were made; also removed the following (they apply to 10.1.1 only): <ul style="list-style-type: none"> ■ Section 6.3.5, "Setting Up Oracle Workflow for Use with Oracle Content Services" ■ Section 6.6.2, "Using Protocols with Required Categories" ■ Issue 4500317 from list of known issues.
Section 10.2, "Known Limitations and Workarounds in Oracle Real-Time Collaboration"	Added Section 10.2.11, "Starting Web Conferences After Enabling SSL"
Table 10–1, "Known Issues in Oracle Real-Time Collaboration"	Added issue 4635342: EnableGuestForPresenterRole property
Table 10–2, "Globalization Issues in Oracle Real-Time Collaboration"	Added issue: 4761663: Microsoft Office documents

1.13 Oracle Collaboration Suite Release Notes Changes: April 7, 2006

The following table lists the changes made in the April 7, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-11), Solaris (B25473-10), HP-UX (B25476-08) and AIX (B25477-08).

Table 1–13 Oracle Collaboration Suite Release Notes Changes: April 7, 2006

Section or Table	Changes Made
Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"	Added Note 361948.1, "How to resolve issues due to applying DB PSR 10.1.0.5 over Oracle Collaboration Suite," to Section 3.1.2.1, "Oracle Support Installation Articles" and Section 3.1.2.2, "Database Versions".
Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"	Added Section 3.1.2.4, "Upgrading the Oracle Collaboration Suite Database to RDBMS 10.2.0.x Requires Post-upgrade Steps for Ultra Search".
Table 3.1.3, "Known Issues in Oracle Collaboration Suite Installation"	Modified the workaround for issue 4704521: Workflow Requests.
Table 4–1, "Suite-Level Known Issues in Oracle Collaboration Suite"	Added issues 5039896, 5039761, 5039735: Problem with Return To Portal link.
Section 6–1, "Known Issues in Oracle Content Services"	Added the following issues: <ul style="list-style-type: none"> ■ 5044990: Web client console log error when accessed from Oracle Collaboration Suite Portal ■ 5096938: Back or Reload menu options do not work correctly in Accessible mode ■ 4702286: Moving a folder with documents to another folder that has enforced recordization gives error
Section 8.5, "Documentation Issues in Oracle Mail"	"Editing SAVSE Filters" in Chapter 6 of <i>Oracle Mail Administrator's Guide</i> contained erroneous information.

1.14 Oracle Collaboration Suite Release Notes Changes: March 24, 2006

The following table lists the changes made in the March 24, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-10), Solaris (B25473-09), HP-UX (B25476-07 and AIX (B25477-07).

Table 1–14 Oracle Collaboration Suite Release Notes Changes: December 10, 2006

Section or Table	Changes Made
Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"	Added Section 2.2.2, "Known Issues in Oracle Calendar Server Cumulative Patch 10.1.2.2" Added Section 2.7.2, "Known Issues in Oracle Web Access Client Patch 10.1.2.2" .
Chapter 3, "Oracle Collaboration Suite Installation and Upgrade Release Notes"	The following content was moved from <i>Oracle Collaboration Suite Release Notes</i> into <i>Oracle Collaboration Suite Upgrade Guide</i> : <ul style="list-style-type: none"> Section 3.2.2.2, "Mailstore Upgrade can Fail with ORA-29855" Section 3.2.2.3, "Creating Realms with Oracle Internet Directory" Most items from Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade"
Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"	Added Section 3.1.2.18, "Deinstalling or Removing an Oracle Enterprise Manager 10g Grid Control Console 10.1.0.2 Management Agent on a Computer with Oracle Application Server 10g (9.0.4)"
Section 3.1.2.13, "Applications Tier Service-to-Service Operations Require a Dedicated Load Balancer Virtual server"	Removed the step stating IFS.DOMAIN.APPLICATION.ApplicationHost should be modified. Modifying this property was unnecessary, and was causing Oracle Drive connection issues.
Table 4–6, "Browser-Related Issues in the Oracle Web Access client"	Added issue 4998120: Problems attaching multiple files using Internet Explorer.
Table 6–1, "Known Issues in Oracle Content Services"	Added the following issues: <ul style="list-style-type: none"> 4694391: Workflow requests not moved to the Expired state 5087147: Administration URL issue

1.15 Oracle Collaboration Suite Release Notes Changes: March 9, 2006

The following table lists the changes made in the March 9, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-09), Solaris (B25473-08), HP-UX (B25476-06) and AIX (B25477-06).

Table 1–15 Oracle Collaboration Suite Release Notes Changes: March 9, 2006

Section or Table	Changes Made
Throughout	Added pointers to Section 2, "Oracle Collaboration Suite Cumulative Patch Release Notes" , for available new features.
Chapter 3, "Oracle Collaboration Suite Installation and Upgrade Release Notes"	Removed statement that Oracle Collaboration Suite does not support upgrading a Real Application Clusters database on RAW devices, and added bug 4536166 with workaround for an issue with Real Application Clusters and RAW devices.
Table 6–1, "Known Issues in Oracle Content Services"	Added issue 4903616, "Documents are purged out of the archive sooner than expected."

1.16 Oracle Collaboration Suite Release Notes Changes: February 28, 2006

The following table lists the changes made in the February 28, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-08), Solaris (B25473-07), HP-UX (B25476-05) and AIX (B25477-05).

Table 1–16 Oracle Collaboration Suite Release Notes Changes: February 28, 2006

Section or Table	Changes Made
Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"	This new chapter describes the new features available in Oracle Collaboration Suite component OPatches.
Section 3.1.2.2, "Database Versions"	Version 10.1.0.4.2 no longer included on media pack; upgrade to 10.1.0.5 recommended for non-Windows platforms.
Section 3.2.1.8, "Ultrasearch Configuration Assistant May Fail"	This material was originally in the table of known issues. A new section was created here with a much more detailed workaround.
Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade"	Added issue 5008341: unprovisioned orclguest and orcladmin accounts.
Table 6–1, "Known Issues in Oracle Content Services"	Added issues 5010378, 5010382, 5010597, 5013965, 5015919, 5016779, 5021853, 5027484.
Table 6–2, "Globalization Issues in Oracle Content Services"	Added issue 4716518 (non-Windows platforms).

1.17 Oracle Collaboration Suite Release Notes Changes: January 15, 2006

The following table lists the changes made in the January 15, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-07), Solaris (B25473-06), HP-UX (B25476-04) and AIX (B25477-03).

Table 1–17 Oracle Collaboration Suite Release Notes Changes: January 15, 2006

Section or Table	Changes Made
Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"	Added Section 3.1.2.17, "Do Not Use Oracle Application Server Patch Set 10.1.2.1" .
Section 3.2.1, "Known Limitations and Workarounds in Oracle Collaboration Suite Upgrade"	Added Section 3.2.1.6, "Do Not Use Oracle Application Server Patch Set 10.1.2.1" .
Table 4–1, "Suite-Level Known Issues in Oracle Collaboration Suite"	Corrected bug number 4694125 to 4696125.
Section 6.2, "Known Limitations and Workarounds in Oracle Content Services"	Added Section 6.2.4, "Browser Limitations" to describe Firefox limitation.
Section 11.1.3, "Updates to Upgrade Documentation"	Added note on obtaining file used in upgrade from 9.0.4 to 10g.
Section 11.3.3, "Patch to Enterprise Manager Needs to be Applied"	Updated information on required patches.

1.18 Oracle Collaboration Suite Release Notes Changes: January 4, 2006

The following table lists the changes made in the January 4, 2006 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25474-06).

Table 1–18 Oracle Collaboration Suite Release Notes Changes: January 4, 2006

Section or Table	Changes Made
Table 3–1, "Known Issues in Oracle Collaboration Suite Installation"	<p>Added the following issues (for Linux x86_64):</p> <ul style="list-style-type: none"> 4890382: Relink issue during Applications installation. 4899922: Relink issue during Database installation.

1.19 Oracle Collaboration Suite Release Notes Changes: December 23, 2005

The following table lists the changes made in the December 23, 2005 revision of *Oracle Collaboration Suite Release Notes*.

Table 1–19 Oracle Collaboration Suite Release Notes Changes: December 23, 2005

Section or Table	Changes Made
Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"	<p>Added the following sections (for Windows):</p> <ul style="list-style-type: none"> Section 3.1.2.14, "Setting Server Ports" Section 3.1.2.15, "Prerequisites for Oracle Voicemail & Fax and Oracle Real-Time Collaboration Components Required" Section 3.1.2.16, "Enterprise Manager Resource Issue"
Section 4.2, "Known Limitations and Workarounds in Oracle Collaboration Suite"	<p>Added the following sections (for Windows):</p> <ul style="list-style-type: none"> Section 4.2.7, "Errors in Oracle Real-Time Collaboration" (for Windows). Section 4.2.8, "Blank Screen When Attempting to Display Application Server Control Console in Internet Explorer"
Section 12.2, "Known Limitations and Workarounds in Oracle Workspaces"	<p>Added the following section (for Windows):</p> <ul style="list-style-type: none"> Section 12.2.3, "Unsupported Features in Windows Beta"
Section 12–1, "Known Issues in Oracle Workspaces"	<p>Added the following issues (for Windows):</p> <ul style="list-style-type: none"> 4682398: Library creation 4892713, 4885807: Task creation and management 4760701, 4760751: Sharing with groups

1.20 Oracle Collaboration Suite Release Notes Changes: December 15th, 2005

The December 15th, 2005 revision of *Oracle Collaboration Suite Release Notes* included minor changes made to address platform-specific issues. This revision was published for Linux (B25475-05), Solaris (B25473-05), HP-UX (B25476-03) and AIX (B25477-02).

1.21 Oracle Collaboration Suite Release Notes Changes: December 5, 2005

The following table lists the changes made in the December 5th, 2005 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-04), Solaris (B25473-04), HP-UX (B25476-02) and AIX (B25477-01).

Table 1–20 Oracle Collaboration Suite Release Notes Changes: December 10, 2006

Section or Table	Changes Made
Table 4–7, "Globalization Issues in the Oracle Web Access client"	Added issue 4588847 (non-Windows platforms only): Backslash not displayed in Japanese
Table 5–3, "Known Issues in Oracle Calendar SDK"	Removed issue 4466622 (closed).
Section 5.4.1, "Oracle Calendar Application System Shared Release Note Information"	Moved issue 4466400, (configuring Oracle Calendar application system components using Oracle Enterprise Manager on a system where the Oracle Calendar server has not been configured) from Table 5–4, "Known Issues in the Oracle Calendar Application System" to Section 5.4.1.1, "Known Limitations and Workarounds in the Oracle Calendar Application System".
Section 6.1, "New in Oracle Content Services"	Added bullet for Cumulative Patch 10.1.2.1 hardware retention capabilities.
Table 6–3, "Known Issues in Oracle Drive"	Added issue 3588640: Access date is always 01 JAN 1986.
Table 7–2, "Globalization Issues in Oracle Discussions"	<ul style="list-style-type: none"> Added workaround for issues 4428260, 4428397 (Korean characters). Added issue 4688955: Long multiple-byte attachment names
Section 10.1.4, "New System Services for Oracle Real-Time Collaboration"	Removed reference to support for E1 lines.
Table 11–3, "Globalization Issues in Oracle Voicemail & Fax"	Added issue 4416548: Oracle Voicemail & Fax (Doc Convert) Server install

1.22 Oracle Collaboration Suite Release Notes Changes: November 18, 2005

The following table lists the changes made in the November 18, 2005 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-03) and Solaris (B25473-03).

Table 1–21 Oracle Collaboration Suite Release Notes Changes: November 18, 2005

Section or Table	Changes Made
Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"	<p>Made the following changes:</p> <ul style="list-style-type: none"> Added Section 3.1.2.1, "Oracle Support Installation Articles" Added Section 3.1.2.5, "Required Steps for Setting Up Oracle Content Services Against a Newly Installed Database" (For non-Windows platforms): Added "Globalization Shortcut Keys for Oracle Content Services" section (this also appears in Section 3.1.4, "Globalization Issues in Oracle Collaboration Suite Installation" and Section 6.4, "Globalization Issues in Oracle Content Services") Added workaround to Section 3.1.2.13, "Applications Tier Service-to-Service Operations Require a Dedicated Load Balancer Virtual server"
Table 3–1, "Known Issues in Oracle Collaboration Suite Installation"	<p>Made the following changes:</p> <ul style="list-style-type: none"> Added workaround for 4708319 (Mail Configuration Assistant issue, formerly 4708998). Added workaround for 4707642 (Oracle Web Access client Configuration Assistant issue. Added issue 4567889: Domain names with dashes Added issue 4725825: Enterprise Manager Agent 10.2 with Oracle Voicemail & Fax
Section 3.2.1, "Known Limitations and Workarounds in Oracle Collaboration Suite Upgrade"	<p>Added:</p> <ul style="list-style-type: none"> Section 3.2.1.5, "Creating Realms with Oracle Internet Directory"
Section 3.2.2, "Known Issues in Oracle Collaboration Suite Upgrade"	<p>Added the following issues:</p> <ul style="list-style-type: none"> 4694839: Un-instantiated <code>ocasua.sh</code> (restored from a previous version)
Section 4.3, "Known Issues in Oracle Collaboration Suite"	<p>Made the following changes:</p> <ul style="list-style-type: none"> Added issue 4697537: Oracle Collaboration Suite Search and Oracle Content Services
Section 4.5, "Documentation Issues in Oracle Collaboration Suite"	<p>Added "Restoring Infrastructure Configuration Files" (Issue 4668233)</p>
Section 5.1.2, "Known Limitations and Workarounds in Oracle Calendar Server"	<p>Added Section 5.1.2.9, "SMS Notifications are No Longer Delivered After Upgrading from Oracle Calendar Server 9.0.3.1".</p>
Section 5.4.2.4, "Globalization Issues in the Oracle Calendar Web Client"	<p>Added issue 4713762: Japanese attachment names</p>
Section 6.2, "Known Limitations and Workarounds in Oracle Content Services"	<p>Added "Required Post-Upgrade Tasks" section (non-Windows platforms).</p>
Table 6–1, "Known Issues in Oracle Content Services"	<p>Made the following changes:</p> <ul style="list-style-type: none"> Moved issue 4697537 to Section 4.3, "Known Issues in Oracle Collaboration Suite" Added issue 4667002: Launch button Added issue 4714806: AXIS date values
Table 7–1, "Known Issues in Oracle Discussions"	<p>Added issue 4717747 (non-Windows platforms only): IMAP clients and Discussions shared folders</p>

Table 1–21 (Cont.) Oracle Collaboration Suite Release Notes Changes: November 18, 2005

Section or Table	Changes Made
Table 9–1, "Known Issues in Oracle Mobile Collaboration"	Added issue 4711201: Mobile Preferences link on the Portal page.
Section 11.1, "New in Oracle Voicemail & Fax"	Added Section 11.1.3, "Updates to Upgrade Documentation"
Section 11.3.3, "Patch to Enterprise Manager Needs to be Applied"	Removed reference to Patch 3207444.

1.23 Oracle Collaboration Suite Release Notes Changes: November 3, 2005

The following table lists the changes made in the November 3, 2005 revision of *Oracle Collaboration Suite Release Notes*. This revision was published for Linux (B25475-02) and Solaris (B25473-02).

Table 1–22 Oracle Collaboration Suite Release Notes Changes: November 3, 2005

Section or Table	Changes Made
Section 3.1.5, "Documentation Issues in Oracle Collaboration Suite Installation"	Added the following sections: <ul style="list-style-type: none"> ■ Section 3.1.5.4, "Setting the Load Balancer Virtual Server Port for the Wireless Notification Server" ■ Section 3.1.5.5, "Steps for Configuring Oracle Calendar Administration"
Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"	Added Section 3.1.2.13, "Applications Tier Service-to-Service Operations Require a Dedicated Load Balancer Virtual server"
Section 3.1.3, "Known Issues in Oracle Collaboration Suite Installation"	Added the following issues: <ul style="list-style-type: none"> ■ 4704521: Workflow Requests ■ 4641767: SSL Configuration Tool ■ 4708998: Statistics log file ■ 4707642: Oracle Web Access client Configuration Assistant (Linux only)
Section 3.2.1, "Known Limitations and Workarounds in Oracle Collaboration Suite Upgrade"	Added the following sections: <ul style="list-style-type: none"> ■ Section 3.2.1.3, "Configuring Oracle Workflow for Oracle Content Services" ■ Section 3.2.1.4, "Mailstore Upgrade can Fail with ORA-29855"
Section 3.2.2, "Known Issues in Oracle Collaboration Suite Upgrade"	Added the following issues: <ul style="list-style-type: none"> ■ 4709513: E-mail schema ■ 4701454: Oracle Voicemail & Fax administration application ■ 4694839: Un-instantiated <code>ocasua.sh</code> (restored from a previous version)
Table 4–1, "Suite-Level Known Issues in Oracle Collaboration Suite"	Added three Enterprise Manager issues: 4705528, 4262556, 4704812

Table 1–22 (Cont.) Oracle Collaboration Suite Release Notes Changes: November 3, 2005

Section or Table	Changes Made
Section 4.5.1, "Documentation Issues in Oracle Collaboration Suite Administrator's Guide"	<p>Added the following sections:</p> <ul style="list-style-type: none"> ■ Changing the OracleAS Metadata Repository Net Listener Port ■ Changing the Oracle Mail Schema Password
Table 4–7, "Globalization Issues in the Oracle Web Access client"	Added issue 4449555: "Corporate Directory" string
Section 5.1.2, "Known Limitations and Workarounds in Oracle Calendar Server"	Added Section 5.1.2.8, "Oracle Calendar Wireless Notifications"
Table 5–2, "Globalization Issues in the Oracle Calendar Server"	<p>Added the following issues:</p> <ul style="list-style-type: none"> ■ 4633300 (non-Windows platforms only): Japanese first and last names ■ 4453661: Indecipherable sender and receiver names
Table 5–8, "Resolved Issues in the Oracle Calendar Web Client" (non-Windows platforms only)	Added resolved issue 4460983: Blackberry synchronization
Table 5–6, "Globalization Issues in the Oracle Calendar Web Client"	<p>Added the following issues:</p> <ul style="list-style-type: none"> ■ 4680104 (non-Windows platforms only): Simplified Chinese attachment names ■ 4680304: Duplicate Information buttons in Japanese
Section 6.2, "Known Limitations and Workarounds in Oracle Content Services"	<p>Added the following subsections:</p> <ul style="list-style-type: none"> ■ Section 6.2.1, "Oracle Content Services Web Client Caching Issues" ■ Section 6.2.3, "Setting Up Oracle Workflow for Use with Oracle Content Services" ■ Section entitled "Non-Support of Retention Hardware"
Table 6–1, "Known Issues in Oracle Content Services"	Added issue 4712905: Domain creation
Table 8–1, "Known Issues in Oracle Mail"	Added issue 4680974: Enterprise Manager help.
Table 12–1, "Known Issues in Oracle Workspaces"	Added issue 4667570 (non-Windows platforms only): Empty category element when creating templates

Oracle Collaboration Suite Cumulative Patch Release Notes

Oracle has released a series of cumulative patches that can be applied to Oracle Collaboration Suite 10.1.2 on platforms other than Windows. These patches were released after the beta release of Oracle Collaboration Suite for Windows 10.1.2. The bug fixes and new features contained in these patches have been included as part of the official 10.1.2.2 Oracle Collaboration Suite for Windows release. This chapter describes these new features and, in some cases, accompanying known limitations.

Note: This document was updated on **December 10, 2006**.

- [Section 2.1, "Oracle Calendar Application System Cumulative Patches"](#)
- [Section 2.2, "Oracle Calendar Server Cumulative Patches"](#)
- [Section 2.3, "Oracle Collaborative Portlets Cumulative Patches"](#)
- [Section 2.4, "Oracle Content Services Cumulative Patches"](#)
- [Section 2.5, "Oracle Discussions Cumulative Patches"](#)
- [Section 2.6, "Oracle Mail Cumulative Patches"](#)
- [Section 2.7, "Oracle Web Access Client Cumulative Patches"](#)
- [Section 2.8, "Oracle Workspaces Cumulative Patches"](#)

2.1 Oracle Calendar Application System Cumulative Patches

Oracle Calendar application system Cumulative Patches include all new features introduced in current and previous 10.1.2.x cumulative patches. The following sections summarize these new features.

- [Section 2.1.1, "New in Oracle Calendar Application System Patch 10.1.2.2"](#)
- [Section 2.1.2, "New in Oracle Calendar Application System Patch 10.1.2.1"](#)

2.1.1 New in Oracle Calendar Application System Patch 10.1.2.2

This section describes the new features included with Oracle Calendar application system Cumulative Patch 10.1.2.2.

Support for Australian Daylight Saving Time Changes for the Year 2006

The Oracle Calendar application system now supports the changes to Australian daylight savings time that are occurring in Canberra, Melbourne, Sydney, Hobart, Brisbane, and Adelaide for the 2006 Commonwealth Games. For this new feature to work, Oracle Calendar server cumulative patch 10.1.2.2 must also be installed.

New Oracle Mobile Data Sync Devices

The following devices are certified for use with Oracle Mobile Data Sync:

- Sony Ericsson 520i
- Motorola A1000 and FOMA M1000
- Devices using Synthesis client on Windows Mobile 5.0
- Nokia 6670
- Siemens SK65, SL65

Process Management Changes

Oracle Calendar application system fcgi processes are now managed by the `ocasdmn` daemon, and (on Windows only) a service, `ocassvc.exe`. (4886465)

The `ocasdmn` daemon does the following:

- Initially creates the number of `ocas.fcgi` processes specified on startup, and one `ochecklet.fcgi`.
- Restarts the fcgi processes if they terminate unexpectedly.
- Terminates the fcgi processes upon orderly shutdown.

The Windows service, `ocassvc.exe`, controls starting and stopping of `ocas.fcgi` while making sure that the application keeps running after the user has logged out. This single control path integrates management either through Enterprise Manager or a command line. The Windows service can be started and stopped using the traditional `ocasctl.bat` command, the Enterprise Manager console, or the Windows XP interface.

These changes to process management mean that the `ocasctl` command should now be used as follows:

- `ocasctl -t ochecklet` is no longer required.
- `ocasctl -start` will start `ocas.fcgi` and `ochecklet.fcgi`.
- `ocasctl -startall` is now supported and is the same as `ocasctl -start`.
- `ocasctl -registerservice/unregisterservice` is new for Windows only.

See Also: For further information on the behavior of `ocasdmn`, see *Oracle Calendar Administrator's Guide* at <http://www.oracle.com/pls/cs101/>.

2.1.2 New in Oracle Calendar Application System Patch 10.1.2.1

This Cumulative Patch includes the following new parameter for Oracle Mobile Data Sync:

`wantsequentialsyncmlmessages=true`

When this parameter is set to `true`, Oracle Mobile Data Sync discontinues a synchronization session if a client sends synchronization messages in the wrong order. This parameter is to be used on a per-device basis in the `[ocst-device]` sections of `ocst.conf`.

2.2 Oracle Calendar Server Cumulative Patches

Oracle Calendar server Cumulative Patches include all new features and known issues introduced in current and previous 10.1.2.x patches. The following sections summarize these new features and known issues:

- [New in Oracle Calendar Server Patch 10.1.2.2](#)
- [New in Oracle Calendar Server Patch 10.1.2.1](#)
- [Known Issues in Oracle Calendar Server Patch 10.1.2.1](#)

2.2.1 New in Oracle Calendar Server Patch 10.1.2.2

The following feature was added in Oracle Calendar server Cumulative Patch 10.1.2.2:

2.2.1.1 Time Zone Adjustments

Time zone adjustments were made to the `$ORACLE_HOME/ocal/misc/timezone.ini` file to comply with changes made to end of daylight savings time in some Australian states as a result of the 2006 Commonwealth Games. Existing time zone sections affected by the extension of daylight savings time were modified to reflect the new dates on which the transition will be made to standard time in April, 2006.

[Table 2–1](#) lists existing time zone sections that have been modified in the `$ORACLE_HOME/ocal/misc/timezone.ini` file:

Note: Events already scheduled between March 26, 2006 and April 2, 2006 by users in geographic locations described in [Table 2–1](#), may require manual adjustment by the event owner.

Table 2–1 Modified Australian Time Zone Sections in the `timezone.ini` File

Section Name	Oracle Time Zone List Description
CST-9:30CDT	Australia/Adelaide, Australia/Broken_Hill, Australia/South, Australia/Yancowinna
EST-10EDT	Australia/Currie, Australia/Melbourne, Australia/Sydney, Australia/ACT, Australia/Canberra, Australia/NSW, Australia/Tasmania, Australia/Victoria
LHT-10:30LHDT	Australia/Lord_Howe, Australia/LHI
TST-10TDT	Australia/Hobart

2.2.2 New in Oracle Calendar Server Patch 10.1.2.1

The following features were added in Oracle Calendar server Cumulative Patch 10.1.2.1:

2.2.2.1 Usage Modification for UNIOIDCONF

The `$ORACLE_HOME/ocal/bin/unioidconf` utility will now prompt for the SYSOP password when used with the `-displaydiscovery` option.

2.2.2.2 New Options for UNIREQDUMP

To help manage Corporate-Wide Service daemon requests, the following new options have been added for use with the `$ORACLE_HOME/ocal/bin/unireqdump` utility:

-requeue

Push a request to the end of the queue.

-setcantservice

Set a request to the "can't service" state.

-setnotserviced

Set a request to the "not serviced" state.

EXAMPLES:

Push the request with ID 300, originating from node 10, to the end of the queue:

Push the request with ID 300, originating from node 10, to the end of the queue:

```
unireqdump -requeue -reqid 300 -n 10
```

Set the request with ID 400, originating from node 10, to the "can't service" state:

```
unireqdump -setcantservice -reqid 400 -n 10
```

Set the request with ID 500, originating from node 10, to the "not serviced" state:

```
unireqdump -setnotserviced -reqid 500 -n 10
```

2.2.2.3 Time Zone Adjustments

Time zone adjustments were made to the `$ORACLE_HOME/ocal/misc/timezone.ini` file to comply with US Energy Bill specifications. New time zone sections were added for regions maintaining existing time change dates. Moreover, existing time zone sections affected by the US Energy Bill were modified to reflect the new dates on which the time will change, beginning in 2007.

[Table 2–2](#) lists new time zone sections have been added to the `$ORACLE_HOME/ocal/misc/timezone.ini` file.

Note: To avoid the possibility of incorrect scheduling times, end users in geographic locations described in [Table 2–2](#) should manually change their default time zone settings from an Oracle Calendar client after this patch is applied.

Table 2–2 New Time Zone Sections in the `timezone.ini` File.

Section Name	Oracle Time Zone List Description
PST8PDT_CA	America/Vancouver, America/Dawson_Creek, America/Whitehorse, America/Dawson, Canada/Pacific
MST7MDT_CA	America/Edmonton, America/Yellowknife, America/Inuvik, Canada/Mountain

Table 2–2 (Cont.) New Time Zone Sections in the *timezone.ini* File.

Section Name	Oracle Time Zone List Description
CST6CDT_CA	America/Rainy_River, America/Winnipeg, America/Rankin_Inlet, Canada/Central
EST5EDT_CA	America/Montreal, America/Toronto, America/Thunder_Bay, America/Nipigon, America/Iqaluit, Canada/Eastern
AST4ADT_CA	America/Goose_Bay, America/Halifax, America/Glace_Bay, Atlantic/Bermuda, Canada/Atlantic
EST5EDT_CU	America/Havana, Cuba
EST5EDT_HT	America/Nassau, America/Santo_Domingo, America/Port-au-Prince, America/Bogota
PST8PDT_MX	America/Tijuana, America/Ensenada, Mexico/BajaNorte
MST7MDT_MX	America/Chihuahua, America/Hermosillo, America/Mazatlan, Mexico/BajaSur
CST6CDT_MX	America/Guatemala- EST5EDT_TC: America/Grand_Turk
EST5EDT_INDIANA	America/Indiana/Indianapolis, America/Indiana/Marengo, America/Indiana/Vevay, America/Fort_Wayne, America/Indianapolis, America/Indiana/Knox, America/Knox_IN, US/Indiana-Starke, US/East-Indiana

[Table 2–3](#) lists existing time zone sections that have been modified in the \$ORACLE_HOME/ocal/misc/timezone.ini file:

Note: Events already scheduled between March 11, 2007 and April 1, 2007 by users in geographic locations described in [Table 2–3](#), may require manual adjustment by the event owner. Furthermore, events already scheduled between the second Sunday in March and the first Sunday in April of every subsequent year may also require manual adjustment by the event owner.

Table 2–3 Modified Time Zone Sections in the *timezone.ini* File

Section Name	Oracle Time Zone List Description
PST8PDT	America/Los_Angeles, US/Pacific-New, US/Pacific
MST7MDT	America/Denver, America/Boise, America/Cambridge_Bay, America/Shiprock, Navajo, US/Mountain
CST6CDT	America/Chicago, America/North_Dakota/Center, America/Menominee, America/Costa_Rica, America/Managua, US/Central
EST5EDT	America/New_York, America/Kentucky/Louisville, America/Kentucky/Monticello, America/Detroit, America/Pangnirtung, America/Louisville, US/Eastern, US/Michigan
AST4ADT	America/Thule
AST10ADT	America/Adak, America/Atka
YST9YDT	Canada/Yukon
NAST9NADT	Pacific/Pitcairn, America/Juneau, America/Yakutat, America/Anchorage, America/Nome, US/Alaska

2.2.3 Known Issues in Oracle Calendar Server Patch 10.1.2.1

This section outlines known issues in Oracle Calendar server 10.1.2.1.

2.2.3.1 Time Zone Modifications and Additions

Due to changes made in the `$ORACLE_HOME/ocal/misc/timezone.ini` file, the `$ORACLE_HOME/ocal/bin/unimvuser` utility may return the following error message when trying to move a user to a remote node server after applying this cumulative patch:

```
Cannot move user <userid>.
```

Attempting to move user <userid> failed due to a time zone inconsistency between the source and destination Oracle Calendar servers. This user's time zone may not exist on the destination server.

Update the destination Oracle Calendar server to an equivalent version before trying to move this user again.

This error will only occur when all of the following conditions are met:

- There is more than one Oracle Calendar server in your node network.
- The Oracle Calendar server Cumulative Patch 10.1.2.1 has been applied to the source server, on which the user currently resides.
- The user on the source server has modified their time zone preference to a value in [Table 2-2](#).
- Using the `unimvuser` utility, the administrator attempts to move the user from the Oracle Calendar server running version 10.1.2.1, to an Oracle Calendar server running an inferior version (excluding Oracle Calendar server 9.0.4.2.12).

In order to workaroud this issue, Oracle recommends upgrading the destination server to Oracle Calendar server 10.1.2.1 before attempting to move the user again.

For more information about modifications made to the `timezone.ini` file in this cumulative patch, see [Section 2.2.1, "New in Oracle Calendar Server Patch 10.1.2.2"](#) and [Section 2.2.2, "New in Oracle Calendar Server Patch 10.1.2.1"](#).

2.3 Oracle Collaborative Portlets Cumulative Patches

The following feature was added in Oracle Collaborative Portlets Cumulative Patch 10.1.2.2:

- Enhance the way messages are displayed in the Portlet
This feature provides users with the ability to set the number of messages displayed in the Portlet. Previously, users (and administrators) could only set the portlet to display messages from a given (n) number of days in the past.

2.4 Oracle Content Services Cumulative Patches

Oracle Content Services Cumulative Patches include all new features introduced in current and previous 10.1.2.x patches. The following sections summarize these new features.

- [New in Oracle Content Services Patch 10.1.2.2.0](#)
- [New in Oracle Content Services Patch 10.1.2.1.1](#)

- [New in Oracle Content Services Patch 10.1.2.1.0](#)

2.4.1 New in Oracle Content Services Patch 10.1.2.2.0

The following features were added in Oracle Content Services Cumulative Patch 10.1.2.2.0:

- Hardware Retention using EMC Centera Capabilities
- Online Help

2.4.2 New in Oracle Content Services Patch 10.1.2.1.1

The following features were added in Oracle Content Services Cumulative Patch 10.1.2.1.1:

- Setting Up Basic Authentication with HTTP+SSL (HTTPS)

Note: This must be set up *after* installing the patch.

Customers who store end users' user information and passwords in Microsoft Active Directory, and want to allow those end users to be able to use WebDAV (Oracle Drive or Web Folders) will benefit from Enhancement 4760981: Need basic authentication for HTTPS (not HTTP) so Active Directory integration will work.

Customers must follow the steps to integrate Active Directory with Oracle Internet Directory, as described in Chapter 9, "Managing Microsoft Active Directory Integration" of *Oracle Collaboration Suite Administrator's Guide*. After following those instructions (and independent of this patch), end users will be able to log into the Oracle Content Services Web client using their user name and password from Microsoft Active Directory. By applying this patch, end users will also be able to log into Oracle Content Services using WebDAV (Oracle Drive or Web Folders).

Basic authentication is necessary because the only way for Oracle Internet Directory to authenticate the end user is to pass the plain text password to Active Directory for verification. When basic authentication is not present, digest authentication is used. But with digest authentication, Oracle Internet Directory does not have the plain text password to pass to Active Directory for verification, and therefore, end users cannot be authenticated.

Note: Basic authentication is *not* supported over HTTP without secure sockets layer (SSL), because the communications channel between the end user and the server would *not* be encrypted and the end user password would be transmitted similarly unencrypted.

To set up basic authentication to work with Oracle Content Services using HTTP+SSL (HTTPS):

Note: Due to this new enhancement, there is one additional step beyond those mentioned in the *Oracle Collaboration Suite Security Guide*.

1. Access Oracle Enterprise Manager 10g Application Server Control Console for Collaboration Suite.
2. Sign in as the `ias_admin` user.
3. On the Oracle Collaboration Suite Home page, click the link corresponding to Oracle Content Services.
4. Click **Domain Properties**.
5. Edit `IFS.DOMAIN.APPLICATION.ApplicationPort` to point to the non-WebCache HTTP Server SSL port.
6. Set `IFS.DOMAIN.APPLICATION.ApplicationUseHttps` to `TRUE`.
7. Additional step: Set `IFS.DOMAIN.PROTOCOLS.DAV.CleartextAuthenticationEnabled` to `TRUE`.
8. Click **Restart Domain** to restart the Oracle Content Services domain.

Additional steps are necessary to integrate Active Directory with Oracle Internet Directory.

2.4.3 New in Oracle Content Services Patch 10.1.2.1.0

The following features were added in Oracle Content Services Cumulative Patch 10.1.2.1.0:

- With the application of this patch, Oracle Content Services now provides hardware retention capabilities through Network Appliance SnapLock.

Tip: For more information:

- "Managing Hardware Retention" in Section 9 of *Oracle Records Management Administrator's Guide*
- "Integrating with Solutions for Records Management Retention" in Chapter 2 of *Oracle Content Services Administrator's Guide*

Additionally, this patch updates the online help for the Oracle Content Services UI and fixes several Oracle Content Services 10.1.2 bugs.

2.5 Oracle Discussions Cumulative Patches

The following feature was added in Oracle Discussions Cumulative Patch 10.1.2.2.0:

- Web Services: Oracle Discussions now has web services for building custom applications and integrating Oracle Discussions functionality into existing applications. For more information on web services for Oracle Discussions, see *Oracle Discussions Java API Reference* (Javadoc) and *Oracle Discussions Application Developer's Guide*.

2.6 Oracle Mail Cumulative Patches

Oracle Mail Cumulative Patches include all new features and known issues introduced in current and previous 10.1.2.x patches. The following sections summarize these new features and known issues.

- [Section 2.6.1, "New in Oracle Mail Patch 10.1.2.2"](#)
- [Section 2.6.2, "Known Issues in Oracle Mail Patch 10.1.2.2"](#)

2.6.1 New in Oracle Mail Patch 10.1.2.2

The following features were added in Oracle Mail Cumulative Patch 10.1.2.2:

- Display optional name or contact name in system generated messages.
Oracle Mail now supports modification of the From: header in generated auto-reply or Notification messages to optionally allow the use of the friendly Displayname field instead of a simple e-mail address. This feature can be enabled or disabled by completing these steps:
 - To enable, edit the file `esga.sql`. Set `g_rule_oid_lookup` to 1 and then run the SQL script as `es_mail` on the storage database.
 - To disable, set `g_rule_oid_lookup` back to 0 and then run the SQL script as `es_mail` on the storage database.
- 10g JDBC connection pooling has been implemented.
- Shared folders listing performance has been improved.
- Quota management enhancements
 - IMAP support for RFC-2087
 - SMTP server stops user from sending e-mails over-quota by a configurable limit (`orclMailQmNoSend`)
 - New PL/SQL package generates warning messages for users over multiple soft warning limits (`orclMailQmNotifications`)

Note: For more information on Oracle Mail features, see *Oracle Mail Administrator's Guide*.

2.6.2 Known Issues in Oracle Mail Patch 10.1.2.2

In Oracle WebMail, Address Lookup (Advanced Search) does not work. (5197400)

2.7 Oracle Web Access Client Cumulative Patches

The following sections describe important information about Oracle Web Access client Cumulative Patches.

- [Section 2.7.1, "New in Oracle Web Access Client Patch 10.1.2.2"](#)
- [Section 2.7.2, "Known Issues in Oracle Web Access Client Patch 10.1.2.2"](#)

2.7.1 New in Oracle Web Access Client Patch 10.1.2.2

The 10.1.2.2 Cumulative Patch of the Oracle Web Access client includes support for the following new functionality:

- Mail templates
- Public distribution list management
- Spell checker
- Ability to create tables in HTML-formatted messages
- Improved interface for rules management

2.7.2 Known Issues in Oracle Web Access Client Patch 10.1.2.2

After applying Cumulative Patch 10.1.2.2 to an Oracle Web Access client installation that has customized skins or menus, the bodies of mail messages may appear to be empty.

To work around this problem, you need to find all the changes done by the Cumulative Patch to the default skin and menu files, and apply similar changes to your customized skin and menu files. The best way to do this is to back up the default skin and menu files before installing the Cumulative Patch, do a `diff` between these files and their new versions after installing the Cumulative Patch, then examine these changes and apply them to your customized files.

You must also add and possibly modify new images that correspond to new features.

The process for making these updates is described in the following steps.

1. Before applying Oracle Web Access client Cumulative Patch 10.1.2.2, make a backup of all menus and skins for comparison; for example:

```
cd $ORACLE_HOME/ocscclient
mkdir skins_menus_10.1.2.1
tar cfv skins_menus_10.1.2.1.tar skins menus
gzip skins_menus_10.1.2.1.tar
mv skins_menus_10.1.2.1.tar.gz skins_menus_10.1.2.1
cd skins_menus_10.1.2.1
gunzip skins_menus_10.1.2.1.tar.gz
tar xfv skins_menus_10.1.2.1.tar
```

2. Apply Oracle Web Access client Cumulative Patch 10.1.2.2.

3. Diff the default skin and menu files as follows:

```
cd $ORACLE_HOME/ocscclient
diff skins_menus_10.1.2.1/skins/Modern/styles.css skins/Modern/styles.css
diff skins_menus_10.1.2.1/menus/Simplified.xml menus/Simplified.xml
(You can use a different diff tool if you prefer.)
```

4. For every difference, a corresponding modification should be made to the custom skin's `css` file (one file per custom skin) or the custom menu definition. For `css` files, some tuning may be required so that the appearance matches the old custom skin, particularly for new features such as Distribution List member listing and management.
5. There are several new image files in Cumulative Patch 10.1.2.2. For each custom skin, the image must be added as-is or adapted to match the appearance of the custom skin. The images are found in `$ORACLE_HOME/ocscclient/skins/Modern/images/`.

```
FollowUp14_unpadded.gif
addcolumn.gif
addcolumn_disabled.gif
addrow.gif
addrow_disabled.gif
autolayouttable.gif
cellprop.gif
cellprop_disabled.gif
cellpropbg.gif
deletecolumn.gif
deletecolumn_disabled.gif
deleterow.gif
deleterow_disabled.gif
high_unpadded.gif
icon14_DL_Subscribed.gif
```

```

icon14_DL_Suspended.gif
icon14_DL_Unsubscribed.gif
icon16_first.gif
icon16_first_disabled.gif
icon16_last.gif
icon16_last_disabled.gif
icon16_spell.gif
icon16_sysfolder_template.gif
icon16_sysfolder_template_sha.gif
inserttable.gif
inserttable_disabled.gif
low_unpadded.gif
mailTemplates_22.gif

```

2.8 Oracle Workspaces Cumulative Patches

The following sections describe new features included with Oracle Workspaces Cumulative Patches.

- [Section 2.8.1, "New in Oracle Workspaces Patch 10.1.2.2"](#)
- [Section 2.8.2, "New in Oracle Workspaces Patch 10.1.2.1"](#)

2.8.1 New in Oracle Workspaces Patch 10.1.2.2

The following feature is available after applying Oracle Workspaces Cumulative Patch 10.1.2.2.0:

- **Web Services:** Oracle Workspaces now has web services for building custom applications and integrating Oracle Workspaces functionality into existing applications. For more information on web services for Oracle Workspaces, see *Oracle Workspaces Java API Reference (Javadoc)* and *Oracle Workspaces Application Developer's Guide*.

2.8.2 New in Oracle Workspaces Patch 10.1.2.1

This patch improved integration between Oracle Workspaces and Oracle Content Services in three key areas:

- **Security configurations:** Users can now view and edit security configurations for all folders in the library. Access to documents and folders in a workspace can be restricted to a subset of workspace members, or it can be extended to non-workspace members.
- **Category configurations:** In 10.1.2, category configurations were not supported for content in workspace libraries. This is supported in 10.1.2.1. Workspace operations will prompt for required category attributes, as required, and the category configurations can be seen in the folder properties. Modifying category configurations must still be done through the Content Services user interface.

Note: In 10.1.2, Categories were explicitly disabled at the root workspaces container level. When 10.1.2.1 is installed, this restriction will be removed, allowing Categories to be defined on Workspaces content.

- **Workflow configurations:** In 10.1.2, workflow configurations were unsupported for content in workspace libraries. In 10.1.2.1, Workspaces supports operations that

are configured to use an out-of-the-box workflow and will prompt for required attributes as needed, informing users when a workflow request has been generated. However, checking and changing workflow configurations must still be done through the Content Services user interface.

Note: In 10.1.2.1, controlling Workspace library operations with custom workflows has not been certified.

In 10.1.2, Workflow was explicitly disabled at the root workspaces container level. When 10.1.2.1 is installed, this restriction will be removed, allowing Workflow to be defined on Workspaces content.

Oracle Collaboration Suite Installation and Upgrade Release Notes

This chapter describes suite-level release note information affecting the installation and upgrade of Oracle Collaboration Suite. This chapter contains the following sections.

- [Section 3.1, "Oracle Collaboration Suite Installation"](#)
- [Section 3.2, "Oracle Collaboration Suite Upgrade"](#)

Note: This document was updated on **December 10, 2006**.

3.1 Oracle Collaboration Suite Installation

The following topics describe release note information associated with Oracle Collaboration Suite installation.

- [Section 3.1.1, "New in Oracle Collaboration Suite Installation"](#)
- [Section 3.1.2, "Known Limitations and Workarounds in Oracle Collaboration Suite Installation"](#)
- [Section 3.1.3, "Known Issues in Oracle Collaboration Suite Installation"](#)
- [Section 3.1.4, "Globalization Issues in Oracle Collaboration Suite Installation"](#)
- [Section 3.1.5, "Documentation Issues in Oracle Collaboration Suite Installation"](#)

3.1.1 New in Oracle Collaboration Suite Installation

The new features of Oracle Collaboration Suite installation include:

- **No Manual Configuration**
In Oracle Collaboration Suite, the main installation takes care of all tasks that were previously identified as post-installation tasks for each Applications tier component.
- **Option of Changing Ports During Installation**
You can specify custom port numbers for components, instead of having the installer assign default port numbers. This feature is called the static ports feature.
- **Improved Single Computer Installation**

For this release, single-computer installation is available for all platforms. Unlike earlier releases, it enables you to enter all required information at the beginning of the installation.

- **Changes in Applications Tier Installation**

The following functionality has been added to the Applications tier of Oracle Collaboration Suite:

- Support for Oracle Mail configuration
- Support for Oracle Content Services configuration
- Support for selection of Oracle Collaboration Suite Databases to be used for components that you select
- Support for selection of well-known ports during the installation

- **Support for High Availability Configurations**

In this release, Oracle Collaboration Suite supports the following high availability environments:

- Oracle Calendar Cold Failover Cluster
- Distributed Identity Management Architecture
- Colocated Identity Management Architecture
- Single Cluster Architecture

- **Support for Secure Installation**

You can specify that components connect to Oracle Internet Directory using Secure Socket Layer (SSL) only.

- **Enhancements in Configuration Assistants**

Manual configuration is not required for Oracle Collaboration Suite 10g Release 1. The configuration assistants perform nearly all the post-installation tasks.

- **More Prerequisite Checks**

The installer performs more prerequisite checks to ensure that your computer meets the minimum requirements.

- **Support for Generating Installation Statistics**

The installer now provides command-line options for monitoring resources used for installation.

- **Support for Oracle Internet Directory Replication**

In this release, you can install the master Oracle Internet Directory, as well as Oracle Internet Directory replicas, using the installer.

3.1.2 Known Limitations and Workarounds in Oracle Collaboration Suite Installation

The following sections describe known limitations and workarounds for Oracle Collaboration Suite installation and configuration:

- [Section 3.1.2.1, "Oracle Support Installation Articles"](#)
- [Section 3.1.2.2, "Database Versions"](#)
- [Section 3.1.2.3, "Enabling Databases"](#)

- Section 3.1.2.4, "Upgrading the Oracle Collaboration Suite Database to RDBMS 10.2.0.x Requires Post-upgrade Steps for Ultra Search"
- Section 3.1.2.5, "Required Steps for Setting Up Oracle Content Services Against a Newly Installed Database"
- Section 3.1.2.6, "Oracle Portal Requires Oracle Knowledge Base Component"
- Section 3.1.2.7, "Correcting Oracle Messenger Sign-In Failure in High Availability Environments"
- Section 3.1.2.8, "Oracle Enterprise Manager Grid Control Versions"
- Section 3.1.2.9, "Custom Database Strings That Exceed 256 Characters"
- Section 3.1.2.10, "Oracle Directory Integration and Provisioning Server Not Sending Provisioning Events due to Purged Change Log Entries"
- Section 3.1.2.11, "Installing or Upgrading using non-Oracle Internet Directory Superuser Accounts"
- Section 3.1.2.12, "Application Server Metadata Repository Creation Assistant"
- Section 3.1.2.13, "Applications Tier Service-to-Service Operations Require a Dedicated Load Balancer Virtual server"
- Section 3.1.2.14, "Setting Server Ports"
- Section 3.1.2.15, "Prerequisites for Oracle Voicemail & Fax and Oracle Real-Time Collaboration Components Required"
- Section 3.1.2.16, "Enterprise Manager Resource Issue"
- Section 3.1.2.17, "Do Not Use Oracle Application Server Patch Set 10.1.2.1"

3.1.2.1 Oracle Support Installation Articles

Oracle Support has created the following articles on its MetaLink Web site at <http://metalink.oracle.com>. These articles describe, or will describe, important information and issues you may encounter during Oracle Collaboration Suite installation. These articles will be updated regularly by Support personnel and will be based on actual user experiences. Consult them regularly for important updates.

- **Note 339831.1 List Of Patches To Install On Top Of Collaboration Suite 10.1.2:** Lists recommended Oracle Collaboration Suite patches.
- **Note 339832.1 Additional Hints How To Install Collaboration Suite 10.1.2:** Provides additional hints for installation.
- **Note 361948.1 How to resolve issues due to applying DB PSR 10.1.0.5 over Oracle Collaboration Suite:** Addresses a specific issue and workaround related to the application of Oracle Database Patch Set Release 10.1.0.5 over installations of Oracle Collaboration Suite 10.1.2.

See Also: For the latest notes from Oracle Support and links to all Oracle Collaboration Suite documentation libraries, see note 386616.1 at <http://metalink.oracle.com>.

3.1.2.2 Database Versions

Oracle Collaboration Suite 10g requires an Oracle Database version of at least 10.1.0.5. This database version is automatically installed when customers install the database from the Oracle Collaboration Suite 10g media.

Customers wishing to use their own existing database must upgrade that database to at least version 10.1.0.5 before using the "Enable Customer Database" option from the Installer. Version 10.1.0.5 can be obtained by downloading patch 4505133 from <http://metalink.oracle.com>.

Customers wishing to use a database on a platform not natively supported by Oracle Collaboration Suite will be able to use `OcsDBSchemaReg` in remote mode, once the remote database is upgraded to at least 10.1.0.5.

All customers will be required (or advised) to upgrade databases used by Oracle Collaboration Suite 10g to 10.2 when that version is made available for different platforms. Oracle recommends upgrading to 10.2 after installing Oracle Collaboration Suite, not before. For helpful information on upgrading your database, see the following notes on Oracle's MetaLink Web site at <http://metalink.oracle.com>.

- **Note 306705.1 Internal Error Message 684 Could Not Be Found In The Msb File 684**
- **Note 361948.1 How to resolve issues due to applying DB PSR 10.1.0.5 over Oracle Collaboration Suite**

For further information on Oracle Collaboration Suite certified components, see *Oracle Collaboration Suite Certification Guide*.

3.1.2.3 Enabling Databases

When choosing the "Oracle Collaboration Suite Enable Database" option during installation, make sure that Oracle Enterprise Manager has been installed into the database `ORACLE_HOME`. This is a requirement for successful installation.

3.1.2.4 Upgrading the Oracle Collaboration Suite Database to RDBMS 10.2.0.x Requires Post-upgrade Steps for Ultra Search

When upgrading to RDBMS, the following error message will appear:

```
The following components cannot be upgraded as the
corresponding upgrade scripts are missing:
Oracle Ultra Search ($ORACLE_HOME/ultrasearch/admin/wkdbmig.sql)
```

```
If you want to upgrade these components, you must first install
them, using the OUI and then re-run the Upgrade Assistant.
Do you want to continue with the upgrade?
```

Note: If you continue, the above components will not be considered as part of the upgrade process.

Yes | No

To work around this problem, do the following:

1. Click **Yes** to continue with the upgrade.
In Oracle Database 10g Release 2 (10.2), Ultra Search was moved to the Companion CD. To upgrade Oracle Collaboration Suite Ultra Search, you must complete the Oracle Database 10g products installation from the Companion CD after the database upgrade to RDBMS 10.2 as described in the remaining steps.
2. Install Ultra Search from the Companion CD to the same new RDBMS 10.2 `ORACLE_HOME`.
3. Shut down the database and then start it up in upgrade mode (startup upgrade). If this is a Real Application Clusters database, start it in exclusive mode (`cluster_database=false`).

4. In SQL*Plus, execute the Ultra Search upgrade script, `ORACLE_HOME/ultrasearch/admin/wkdbmig.sql`.
5. Restart the database in normal mode.

3.1.2.5 Required Steps for Setting Up Oracle Content Services Against a Newly Installed Database

If you run the Enable Customers Oracle Collaboration Suite Database install option on top of your external database, or `OCSDbSchemaReg.sh` against your external database, be aware that only the Content schema is created. Before configuring Oracle Content Services from the Applications tier, a workflow schema needs to be created in the database. Depending on the version of your database, the following steps must be performed during Applications tier installation.

If your database version is 10.1.0.4+, and if you have not run the Metadata Repository Creation Assistant against this database:

- Follow the steps described in "What if OracleAS Metadata Repository Creation Assistant Is Not Supported by My Database?" in Chapter 3 of *Oracle Content Services Administrator's Guide*.

If your database Version is 10.2.0.+:

- Perform steps 2 to 5 as described in "What if OracleAS Metadata Repository Creation Assistant Is Not Supported by My Database?" in Chapter 3 of *Oracle Content Services Administrator's Guide*.

3.1.2.6 Oracle Portal Requires Oracle Knowledge Base Component

If you choose to install your own RDBMS 10.1.0.2.0 (+ 10.1.0.5 patch) for use as a MetaData Repository for a distributed Identity Management installation, the Oracle Knowledge Base component needs to be installed into that database prior to running the MetaData Repository Configuration Assistant. The Oracle Knowledge Base component is located on the RDBMS Companion CD.

The Oracle Knowledge Base component is required for proper operation of the Oracle Portal that is part of Oracle Collaboration Suite.

See Also: [Section 3.1.2.12, "Application Server Metadata Repository Creation Assistant"](#)

3.1.2.7 Correcting Oracle Messenger Sign-In Failure in High Availability Environments

If you are unable to sign in to Oracle Messenger in a Single Cluster high availability, collocated Identity Management high availability, or distributed Identity Management high availability environment, perform the following workaround:

1. Launch Oracle Real-Time Collaboration Control; for example:
`$ORACLE_HOME/imeeting/bin/rtcctl`
2. From Oracle Real-Time Collaboration Control, run `getstate -v` to fetch the ID number of the Oracle Presence Server (Instant Messaging router, `imrtr`).
3. From Oracle Real-Time Collaboration Control, run `stop -cid ID_number_for_imrtr`.

4. From Oracle Real-Time Collaboration Control, run `start -cid ID_number_for_imrtr`.

3.1.2.8 Oracle Enterprise Manager Grid Control Versions

To manage Oracle Collaboration Suite 10g Release 1 (10.1.2.2), you need to update Oracle Enterprise Manager Grid Control to version 10.1.0.4. You can install Oracle Enterprise Manager Grid Control version 10.1.0.3, which ships with Oracle Collaboration Suite. Then download and apply the Oracle Enterprise Manager Grid Control 10.1.0.4 patch set. You will need to patch both the Oracle Management Service and Management Agents.

To download the Oracle Enterprise Manager Grid Control 10.1.0.4 patch set, navigate to:

<http://metalink.oracle.com/>

3.1.2.9 Custom Database Strings That Exceed 256 Characters

You cannot enable a custom database if the custom database connect string (as registered in OID in `orclNetDescString`) is longer than 256 characters, and the environment variable `TNS_ADMIN` is not set prior to the installation. (4538565)

3.1.2.10 Oracle Directory Integration and Provisioning Server Not Sending Provisioning Events due to Purged Change Log Entries

If you use time-based change log purging with version 3.0 provisioning profiles, change logs entries are purged before the Oracle directory integration and provisioning server propagates the changes to any provisioning-integrated applications. This occurs because Oracle Directory Integration and Provisioning does not create version 3.0 provisioning profile entries in the default `cn=subscriber` profile, `cn=changelog subscriber`, `cn=oracle internet directory change log subscriber` container. (4524793)

To resolve this problem, create a container in the default change log subscriber container for each version 3.0 provisioning profile and assign a value of 0 to each profile's `orclLastAppliedChangeNumber` attribute. The following sample LDIF file creates a provisioning profile container in the default change log subscriber container and assigns a value of 0 to the `orclLastAppliedChangeNumber` attribute:

```
dn: cn=profile_name,cn=changelog subscriber,cn=oracle internet directory
orclsubscriberdisable: 0
orcllastappliedchangenumber: 0
objectclass: orclChangeSubscriber
```

3.1.2.11 Installing or Upgrading using non-Oracle Internet Directory Superuser Accounts

The Oracle Internet Directory Schema Admins group (`cn=OID Schema Admins`, `cn=groups`, `cn=OracleContext`) is used to administer the LDAP schema in Oracle Internet Directory. The Oracle Internet Directory Super-User account is a member of this group, but you may add additional members to this group. (4539283)

Oracle Collaboration Suite components maintain their component LDAP schema version under `cn=OracleSchemaVersion`. As part of creating new Oracle Internet Directory schema elements, the components also update their component version. The Access Control policy on this container should allow members of the Oracle Internet Directory Schema Admins group to edit the schema version in addition to making changes to the LDAP schema. The out of box Access Control policy allows the

members of this group to change the LDAP schema, but it does not allow updating the subtree under `cn=OracleSchemaVersion`.

As a result, if you install Oracle Collaboration Suite or any component using an account other than the Oracle Internet Directory superuser (`orcladmin`), one or more component Configuration Assistants may fail when they attempt to update the version number stored in Oracle Internet Directory.

Run the following LDIF script using the `ldapmodify` tool before installing or upgrading Oracle Collaboration Suite components using an account other than `orcladmin`. Create an LDIF file with the following content:

```
dn: cn=OracleSchemaVersion
changetype: modify
replace: orclaci
orclaci: access to entry by group="cn=OID Schema Admins, cn=groups,
cn=OracleContext" (browse, add)
orclaci: access to attr=(*) by group="cn=OID Schema Admins, cn=groups,
cn=OracleContext" (search, read, write, compare)
```

Use `ldapmodify` to run this LDIF script by entering the following command:

```
ldapmodify -p <OID port> -h <OID host> -D cn=orcladmin -w <password> -f <name of
the file containing above ldif record>
```

3.1.2.12 Application Server Metadata Repository Creation Assistant

The Application Server Metadata Repository Creation Assistant is not currently part of the Oracle Collaboration Suite media kit. Customers needing this should read Note 330926.1 on Oracle MetaLink at:

<http://metalink.oracle.com>

3.1.2.13 Applications Tier Service-to-Service Operations Require a Dedicated Load Balancer Virtual server

A problem with the digest login module (4650986) prevents Oracle Collaboration Suite deployment scenarios using multiple Applications tiers accessed using a load balancer virtual server from working properly. The digest login module issue only occurs in Oracle Collaboration Suite service-to-service operations, when one Oracle Collaboration Suite Application performs a service request against another Oracle Collaboration Suite Application.

This includes deployment scenarios described in “Configuring the First Oracle Collaboration Suite 10g Applications Tier with a Load Balancer” and “Installing Subsequent Instance of Oracle Collaboration Suite 10g Applications” sections of the Oracle Collaboration Suite Install Guides.

In this type of installation, multiple Java Virtual Machines (JVMs) are used because Oracle Collaboration Suite Applications tier access may be routed to any one of the Applications tiers by the load balancer. If you are using the service-to-service features of Oracle Collaboration Suite Applications in a multiple Oracle Collaboration Suite Applications tier deployment (these features enable integration between different Oracle Collaboration Suite applications) then you may see errors like the following in a component’s application log:

```
$ORACLE_HOME/j2ee/OC4J_Portal/application-deployments/ocsprovs/OC4J_Portal_
default_island_1/application.log ,
caused by: [SOAPException: faultCode=SOAP-ENV:Protocol; msg=Unsupported
response content type "text/html", must be: "text/xml".
```

```
Response was:
<HTML><HEAD><TITLE>401
Unauthorized</TITLE></HEAD><BODY><H1>401
Unauthorized</H1></BODY></HTML>
```

These problems occur with several applications, including various Oracle Collaboration Suite Portal portlets, Oracle Workspaces integration with Oracle Content Services, and Oracle Collaboration Suite Search. Applications tier access will fail intermittently for these services.

Workaround

You can use a hardware configuration that will prevent these issues from occurring, while maintaining high-availability. To work around the problem, use a load balancer virtual server that has persistence based routing to the HTTP servers. In this scenario, a single JVM is used, but the services end-point is still load balanced across all the Applications tiers and is not a single point of failure.

With this workaround the Oracle Collaboration Suite Applications service-to-service authentication traffic flows through the persistence-based load balancer virtual server and then goes directly to the Oracle HTTP Server tier. Once authentication is completed, the rest of the application's regular traffic continues to be routed through the clustered Web cache tier.

In conjunction with the new load balancer virtual server, the Oracle Internet Directory Service Registry entries for the Oracle Collaboration Suite Applications Web services URIs are changed to direct to the new load balancer virtual server. The rest of the Service Registry URIs remain the same.

To solve this problem, you must set up a new load balancer virtual server, modify the Oracle Internet Directory Service Registry to use the new virtual server, and then restart the Applications tier, as described in the following steps.

Set up the load balancer as follows:

1. Create a new virtual server in the load balancer, such as `lbr.yourdomain.com:80`.
2. Map the virtual server, `ocs_apps_s2s.visioncorp.com:80`, to a node pool comprised of:
 - `n1:port`
 - `n2:port`

Where *port* is the Oracle HTTP Server Listener port. Provided you have not changed it since installation, the port is listed in:

```
$ORACLE_HOME/install/portlist.ini
```

3. Set Insert Active Cookie persistence for this node pool.

Modify the Oracle Internet Directory Service Registry to use the new virtual server as follows:

1. Start Oracle Directory Manager and log in to Oracle Internet Directory.

Note: For detailed instructions on using Oracle Directory Manager to modify the Oracle Internet Directory Service Registry, see "Using Oracle Directory Manager to Edit the Oracle Internet Directory Service Registry" in Chapter 7 of *Oracle Collaboration Suite Administrator's Guide*.

2. Navigate to **Entry Management, OracleContext**, then **Services**.
3. Under **Calendar**, make the following changes:
 - a. Navigate to:
`cn=OCAS_XXXXX,cn=VirtualServices,cn=Calendar,cn=Services,cn=OracleContext`
 - b. Select **labeleduri;webserviceurl**.
 - c. Set **labeleduri;webserviceurl** to:
`http://ocs_apps_s2s.visioncorp.com/ocws-bin/ocas.fcgi`
4. Under **Email**, make the following changes:
 - a. Navigate to:
`cn=webservice,cn=VirtualServices,cn=Email,cn=Services,cn=OracleContext`
 - b. Select **labeleduri;webservice**.
 - c. Set **labeleduri;webservice** to:
`http://ocs_apps_s2s.visioncorp.com/oes/ws`
5. Under **Content Services**, make the following changes:
 - a. Navigate to:
`cn=Content,cn=VirtualServices,cn=Files,cn=Services,cn=OracleContext`
 - b. Select **labeleduri;s2sauthenticationurl**.
 - c. Set **labeleduri;s2sauthenticationurl** to:
`http://ocs_apps_s2s.visioncorp.com/content/s2s`
 - d. Select **labeleduri;webserviceurl**.
 - e. Set **labeleduri;webserviceurl** to:
`http://ocs_apps_s2s.visioncorp.com/content/ws`
 - f. Select **labeleduri;webdavurl**.
 - g. Set **labeleduri;webdavurl** to:
`http://ocs_apps_s2s.visioncorp.com/content/dav`
6. Under **Real-Time Collaboration**, make the following changes:
 - a. Navigate to:
`cn=RTC,cn=VirtualServices,cn=RTC,cn=Services,cn=OracleContext`
 - b. Select **labeleduri;integrationserviceurl**.
 - c. Set **labeleduri;integrationserviceurl** to:

`http://ocs_apps_s2s.visioncorp.com/imtapp/OracleRTCService`

7. Under **Mobile / Wireless**, make the following changes:

a. Navigate to:

`cn=WIRELESS1,cn=VirtualServices,cn=Wireless,cn=Services,cn=OracleContext`

b. Select **labeleduri:presencewebserviceurl**.

c. Set **labeleduri:presencewebserviceurl** to:

`http://ocs_apps_s2s.visioncorp.com/presence/webservices`

After setting up the load balancer and modifying the Oracle Internet Directory Service Registry, restart the Oracle Collaboration Suite Applications tiers.

3.1.2.14 Setting Server Ports

If you are planning to run the server on standard ports, select them during installation rather than after installation. This can be done using the advanced installation option, which prompts you for the ports during the interview stage.

3.1.2.15 Prerequisites for Oracle Voicemail & Fax and Oracle Real-Time Collaboration Components Required

Certain pre-requisites are required in order to install Oracle Voicemail & Fax. If you attempt to install Oracle Voicemail & Fax without the prerequisites, a pop-up window warns you about the missing prerequisite and gives you the choice to:

1. Stop the installation of Oracle Voicemail & Fax only, or
2. Stop the entire Applications tier installation.

However, due to a known issue (4875314), even if you select the first option, the entire installation will be stopped.

Similarly, the Oracle Universal Installer selects the Oracle Real-Time Collaboration document and voice conversion servers to be installed by default, but under most deployment scenarios, these services reside on a separate Applications tier. Attempting to install them on the same Applications tier with other Oracle Collaboration Suite components may cause operational problems (4875329).

To avoid these issues, de-select Oracle Voicemail & Fax and the Oracle Real-Time Collaboration document and voice conversion server components at the beginning of the installation of your Applications tier, unless you are specifically installing those components.

3.1.2.16 Enterprise Manager Resource Issue

There is an issue with Oracle Enterprise Manager Application Server Control for Collaboration Suite (Oracle Collaboration Suite Control) on all Windows installation types which may cause excessive resource consumption.

Symptoms of this problem include over-consumption of resources by the appsAS process. (4768354)

Workaround

You can work around this issue by disabling the Oracle Collaboration Suite Control when you are not using it. Oracle Collaboration Suite does not require the Oracle Collaboration Suite Control to be active during normal operation.

Alternatively, you can mitigate the excessive resource consumption by changing the desktop heap size on Windows to at least 8096 Kilobytes before installing, as described by Microsoft at:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;184802>

3.1.2.17 Do Not Use Oracle Application Server Patch Set 10.1.2.1

If you perform a fresh installation of Oracle Collaboration Suite 10g Release 1 (10.1.2.2), or upgrade to Oracle Collaboration Suite 10g Release 1 (10.1.2.2) from version 9.0.x, do not apply the Oracle Application Server 10.1.2.1 Patch Set.

3.1.2.18 Deinstalling or Removing an Oracle Enterprise Manager 10g Grid Control Console 10.1.0.2 Management Agent on a Computer with Oracle Application Server 10g (9.0.4)

If you installed the Enterprise Manager Grid Control 10.1.0.2 Management Agent on a computer which has one or more instances of Oracle Application Server 10g (Release 9.0.4) or Oracle Collaboration Suite, you must take certain actions to safely deinstall or remove the Management Agent.

If Oracle Application Server 10g was installed prior to the Management Agent, it will have been automatically discovered during the Management Agent installation and configuration phase. When you use the Grid Control Console, you should see the application server instance listed as a set of targets on the host where the Oracle Management Agent resides.

In addition, if you explicitly configured Central Management from the Application Server Control Console, or if you discovered the Oracle Application Server 10g instance by clicking the **Add** button on the Grid Control Console Application Servers subtab, you will need to follow these instructions if you want to remove the Oracle Management Agent:

1. Before removing the Oracle Management Agent, remove the Oracle Application Server 10g instance from Grid Control Console as follows:
 - a. In the Grid Control Console, select **Targets**, then **Applications Servers**.
 - b. Select the instance that you want to remove, and click **Remove**.
 - c. Confirm your action, and wait for the operation to complete.

Note: You should wait for all the subtargets of the application server instance to be removed as well. You can check on the progress of this asynchronous operation by clicking **Deleted Targets** on the **Management Services** tab. Wait for all the targets pending deletion to be removed.

2. Once this operation is done for each Oracle Application Server 10g instance on the host, you can then remove the Oracle Management Agent.

If you have already removed the Management Agent (through deinstallation or otherwise), remove the `AGENT_HOME` entry from the `centralagents.lst` file from the `AS_HOME/sysman/emd` directory. If `AGENT_HOME` is the last entry, you can delete the `centralagents.lst` file. You must do this for each Oracle Application Server 10g instance. If you do not follow these steps, you may encounter errors when modifying your Oracle Application Server 10g configuration; for example, when creating or removing OC4J instances.

3.1.3 Known Issues in Oracle Collaboration Suite Installation

The following table lists suite-level known issues in Oracle Collaboration Suite installation and configuration.

Table 3–1 Known Issues in Oracle Collaboration Suite Installation

Description	Action	Bug Number
<p>If only Oracle Mail is configured, and then the Mobile Collaboration server is configured using Enterprise Manager, wireless mail cannot be accessed. The following error appears when clicking Mail:</p> <p>Login failed. Please try again.</p> <p>The same error occurs after clicking Retry and entering credentials.</p> <p>A similar issue (same bug number) occurs in upgrades, as described in Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade".</p>	None	5365068
After installation, the Oracle Presence Server may not work.	<p>On the Applications tier where you installed Oracle Real-Time Collaboration, restart the Oracle Presence Server (IM Router) as follows:</p> <ol style="list-style-type: none"> 1. Go to <code>\$ORACLE_HOME/imeeting/bin/rtcctl</code>. 2. Enter <code>rtcctl> stop -cname rtc-imrtr</code>. 3. Enter <code>rtcctl> start -cname rtc-imrtr</code>. <p>Wait for the Oracle Presence Server to change states from <code>STANDBY</code> to <code>ACTIVE-STARTING</code> to <code>ACTIVE-OK</code>.</p>	4961580
Since Verify Filters are not available on Linux on Power, Oracle Content Services, Oracle Workspaces, Ultrasearch Crawler, and some of the Search functionality of Oracle Collaboration Suite are not certified.	None	4902653, 4932781, 4930955
Since Verify Filters are not available on Solaris x86_64, some of the Search functionality of Oracle Collaboration Suite are not certified.	None	5212348, 5181385
If an incorrect value is used for the TMPDIR environment value, installation errors will occur.	Make sure that TMPDIR is a valid, writable directory.	4637528

Table 3–1 (Cont.) Known Issues in Oracle Collaboration Suite Installation

Description	Action	Bug Number
<p>Oracle Universal Installer will not allow you to continue, and the following error message is generated:</p> <p>Error connecting to the database that you have selected for Oracle Calendar Contacts and Provisioning. Please make sure that the database is up and running and the CALENDAR user account is unlocked or select another database.</p>	<p>Attempt this workaround only if the Oracle Calendar server Database Configuration Assistant was successful during the configuration of your Oracle Collaboration Suite Database.</p> <p>Follow these steps on the effected Oracle Collaboration Suite Database before continuing with the installation:</p> <ol style="list-style-type: none"> 1. Set your ORACLE_HOME and ORACLE_SID. 2. Ensure that you can connect to the desired instance with sqlplus. Exit sqlplus. 3. From the \$ORACLE_HOME/jdk/bin directory, run the following command all on one line (where you see <space>, enter a space character): <pre>./java -classpath \$ORACLE_HOME/jlib/ldapjclnt10.jar:\$ORACLE_HOME/jlib/ojmisc.jar:\$ORACLE_HOME/ocal/jlib/ocal_infostore.jar<space> oracle.calendar.infostore.configuration.InfoStoreConf -t seed -oraclehome \$ORACLE_HOME -schemap<space> <Schema password for Calendar chosen at install> -sysop <sysop password></pre> 4. Ignore the following warning if it is returned: <pre>javax.naming.CommunicationException: localhost:389 [Root exception is java.net.ConnectException: Connection refused] Warning: Relying on environment.</pre> 5. Continue with your Applications tier installation. 	4540312
<p>During a standalone Oracle Calendar installation, you can choose which components of the Oracle Calendar application system you want to install. If you do not install all of them, and subsequently choose to install them into the same ORACLE_HOME in a second install session, then the configuration files are not instantiated. Also, the ocas.conf file is not updated to enable the associated component.</p>	<p>Workaround 1:</p> <p>Always install all components of the Oracle Calendar application system at initial install. Even if you do not plan to use a component, the impact on disk space is minimal, and unused components can easily be disabled to reduce memory use.</p> <p>The components are listed as plug-ins at the end of the \$ORACLE_HOME/ocas/conf/ocas.conf file as follows. Comment out a plug-in to disable it.</p> <pre>[plugins] plugin01 = ./liblexcaldata.sl # Oracle Calendar app services plugin02 = ./liblexwebhtml.sl # Oracle Calendar Web Client plugin03 = ./liblexxml.sl # Oracle Calendar Web Services plugin04 = ./liblexsyncml.sl # Oracle Sync Server</pre> <p>Workaround 2:</p> <p>If you must add Oracle Mobile Data Sync or Oracle Calendar Web services as installed components, do the following after installation:</p> <ol style="list-style-type: none"> 1. Change to the directory \$ORACLE_HOME/ocas/conf. 2. For Oracle Calendar Web services, make a copy of ocws.conf.sbs and name it ocws.conf, then add the following line to the [plugins] section of ocas.conf: <pre>plugin03 = ./liblexxml.so</pre> 3. For Oracle Mobile Data Sync, make a copy of ocst.conf.sbs and name it ocst.conf, then add the following line to the [plugins] section of ocas.conf: <pre>plugin04 = ./liblexsyncml.so</pre> 	4486120

Table 3–1 (Cont.) Known Issues in Oracle Collaboration Suite Installation

Description	Action	Bug Number
You cannot install Oracle Calendar application system standalone into an ORACLE_HOME where the Oracle Calendar server has already been installed.	Install Oracle Calendar application system standalone into a different ORACLE_HOME.	4255307
On very slow computers, the Oracle Collaborative Portlets Configuration Assistant may fail on the first try.	The Configuration Assistant will often run successfully when re-tried.	4511516
The Oracle Collaboration Suite Console Configuration Assistant sometimes fails.	<p>Select the component in question and retry the configuration assistant. If you then see the following error message, you should ignore the message and continue with the installation:</p> <pre> Output generated from configuration assistant "Collaboration Suite Console Configuration Assistant" (attempt 2): Register OCS Integration class and create Apps Identity...0 [main] ERROR oracle.sysman.ocs.sdk.csc.install.OCSCfgAssistant - Failed to create Component Entry ... Base Exception : javax.naming.NameAlreadyBoundException: [LDAP: error code 68 - Object already exists] ... Configuration assistant "Collaboration Suite Console Configuration Assistant" failed </pre>	4502739
Oracle Universal Installer may report that the Oracle Discussions Configuration Assistant has successfully completed, when in fact the Discussions Web interface is not accessible, returning a "Page not found error".	Check the install log for the deployment of the Discussions J2EE application. If the deployment completed but with some errors, rerun the Oracle Discussions Applications tier Configuration Assistant by copying and pasting its invocation command as reported in the install log.	4511808
Oracle Universal Installer may report that the Oracle Workspaces Configuration Assistant has successfully completed, when in fact the Oracle Workspaces Web interface is not accessible, returning a "Page not found error".	Check the install log for the deployment of the Oracle Workspaces J2EE application. If the deployment completed but with some errors, rerun the Oracle Workspaces Applications tier Configuration Assistant by copying and pasting its invocation command as reported in the install log.	4443890
Selection of non-default Oracle Collaboration Suite Databases is not registered when clicking Next on the Select Component to Configure screen.	If multiple instances of Oracle Collaboration Suite Databases are available in Oracle Internet Directory, then when you click on the Database Name column and then select the correct database for each component from the drop-down list, the selection might not be retained. To ensure that the selection is retained, you must click the Database Name column again after selecting the required database for each component.	4283272
If you are installing an Applications tier and Oracle Internet Directory is in SSL-only mode, then apply patch 4493920 to the Oracle Collaboration Suite Database.	From Oracle MetaLink, download patch 4493920 and apply it to the upgraded Oracle Collaboration Suite Database according to the instructions contained in the patch ZIP file.	4493920

Table 3–1 (Cont.) Known Issues in Oracle Collaboration Suite Installation

Description	Action	Bug Number
If Oracle Internet Directory and the Oracle Collaboration Suite database use different SSL modes — for instance if you switch Oracle Internet Directory to SSL-only mode, but the Oracle Collaboration Suite database is configured as non-SSL — the Oracle Ultrasearch Configuration Assistant will not run successfully during Applications tier installation.	<p>Update the Oracle Internet Directory mode information in the database as follows:</p> <ol style="list-style-type: none"> 1. Log in to the Oracle Collaboration Suite database as a dba user. 2. Update the following values in the <code>wk\$sys_config</code> table to the new OID settings: <code>OID_PORT</code>, <code>OID_SSL_PORT</code>, <code>SSL_ONLY_MODE</code>. <code>OID_PORT</code>: Oracle Internet Directory non-SSL port <code>OID_SSL_PORT</code>: Oracle Internet Directory SSL port <code>SSL_ONLY_MODE</code>: Y for SSL-only mode, N for not SSL-only mode 	4538039
On deinstallation, Oracle Internet Directory entries are not automatically deleted.	<p>Manually delete the entry as follows:</p> <ol style="list-style-type: none"> 1. Set the <code>ORACLE_HOME</code> environment variable. 2. Start the <code>oidadmin</code> tool as follows: <code>\$ORACLE_HOME/bin/oidadmin</code> <p>Note: See <i>Oracle Internet Directory Administrator's Guide</i> for detailed information on using the <code>oidadmin</code> tool.</p> <ol style="list-style-type: none"> 3. In the Directory Server Name Manager dialog box, select the directory server you want to connect to, then click OK. 4. Log on as the <code>orcladmin</code> user. 5. Search for the <code>cn=OEM</code> entry in the following tree: Oracle Internet Directory Servers, <code>orcladmin@host:port</code>, Entry Management, <code>cn=OracleContext</code>, <code>cn=Products</code>, <code>cn=OEM</code>, <code>orclApplicationCommonName=instanceName.host.domain</code>. 6. Select and delete the entry <code>orclApplicationCommonName=instanceName.host.domain</code> <p>The Oracle Collaboration Suite Console Application identity for this Applications tier will be deleted from Oracle Internet Directory.</p>	4486439
If <code>ocsdeconfig.sh</code> is not run before using <code>runInstaller</code> to deinstall an Applications tier, the installation program will display a message explaining that you must run a utility to deconfigure the instance. The command in this message is incorrect.	<p>Do not run the given command:</p> <code>\$ORACLE_HOME/perl/bin/perl \$ORACLE_HOME/bin/deconfig.pl</code>	4518280
	<p>Instead, run this command:</p> <code>\$ORACLE_HOME/bin/ocsdeconfig.sh</code>	
The Oracle Contacts Configuration Assistant fails when installing an Applications tier against a non-default Identity Management realm.	Follow the instructions in Section 3.1.2.11, "Installing or Upgrading using non-Oracle Internet Directory Superuser Accounts"	4536195
Multiple-domain installations of Oracle Discussions against the same mailstore database can lead to unpredictable behavior.	Install different Oracle Discussions domains into different mailstore databases.	4681847

Table 3–1 (Cont.) Known Issues in Oracle Collaboration Suite Installation

Description	Action	Bug Number
<p>Oracle WebMail may display the following error message and become unresponsive:</p> <p>You are logged in as: java.lang.NullPointerException</p>	<p>The properties of opmn.xml are not being loaded properly, so you must manually load them in oc4j.properties as follows:</p> <ol style="list-style-type: none"> 1. Append %ORACLE_HOME%/um/client/config/toolkit.properties onto %ORACLE_HOME%/j2ee/OC4J_OCSCClient/config/oc4j.properties. For example: <pre>cat %ORACLE_HOME%/um/client/config/toolkit.properties >> %ORACLE_HOME%/j2ee/OC4J_OCSCClient/config/oc4j.properties</pre> 2. Edit oc4j.properties and add a backslash (\) after each occurrence of c:\. For example, change: <pre>ORACLE_HOME=c:\ocs10g_mid</pre> To: <pre>ORACLE_HOME=c:\\ocs10g_mid</pre> 3. Restart the OC4J_OCSCClient container; for example: <pre>%ORACLE_HOME%/opmn/bin/opmnctl restartproc process-type=OC4J_OCSCClient</pre> 	4604289, 4603895
<p>During the early portion of installation, the following error may appear:</p> <p>Failed to initialize OCR</p> <p>This can occur if the logged-on user installing Oracle Collaboration Suite is not a member of the local Administrators group for the computer (the user may have logged in using a domain account).</p>	Dismiss the error message and continue with installation.	4114342
<p>If port 25 is in use during installation, SMTP will not be registered in Oracle Internet Directory. Although the SMTP server is installed and works on port 5400, it cannot be used by other components, such as Calendar.</p>	Make sure that port 25 is not in use during installation.	4611050
<p>Enabling an existing database for Oracle Collaboration Suite may result in a Configuration assistant "Register Oracle10g Database with OID" failed error.</p>	<p>When installing on an existing 'Collaboration Suite Database' Oracle home, do not select "Enable an existing Oracle10g Database to Collaboration Suite Database". This is supported only on an Oracle home that is Oracle10g Database, not Oracle Collaboration Suite database.</p>	4686427
<p>Installing Oracle Internet Directory (OID) and Oracle Directory Integration and Provisioning (DIP) into two different Oracle homes is not supported.</p>	None.	4673854

Table 3–1 (Cont.) Known Issues in Oracle Collaboration Suite Installation

Description	Action	Bug Number
When installing Oracle Collaboration Suite in a Single-Cluster Architecture High-Availability Environment, if the Oracle Mobile Collaboration Wireless Instance URLs are set to point to a load balancer virtual server set to port 80, and the port number is not explicitly declared, the Wireless Notification Server will hang during startup in the INIT state.	You must explicitly declare the port number of the load balancer virtual server, even if it is port 80. See Section 3.1.5.4, "Setting the Load Balancer Virtual Server Port for the Wireless Notification Server" .	4713614
When using the Applications tier SSL Configuration Tool on an Applications tier host, the DCMCTL UpdateConfig may become unresponsive.	None	4641767
When importing a statistics log file from a 10.1.0.4 ORACLE_HOME to a remote 10.2 database, the Mail Configuration Assistant becomes unresponsive.	<ol style="list-style-type: none"> 1. Use the following command to identify the process ID that is causing the problem: <code>ps -ef grep imp</code> 2. Kill the process ID: <code>kill -9 process_id</code> (Where <i>process_id</i> is the ID of the process being killed.) The Mail Configuration Assistant should now complete successfully. 3. From the 10.1.0.4 Relational Database Management System (RDBMS) Oracle Home, download <code>\$ORACLE_HOME/oes/bin/em_stats.dmp</code> to the 10.2 Relational Database Management System. 4. Run the following command on the 10.2 Relational Database Management System: <code>\$ORACLE_HOME/bin/imp file=em_stats.dmp fromuser=opt_stats touser=es_stats tables=GMGIT_ES_MAIL_STATS</code> 5. When prompted for a user name and password, use sys credentials. 	4708319
If you have installed Enterprise Manager Agent 10.2 on Microsoft Windows, and then you subsequently install Oracle Voicemail & Fax on the same Applications tier, the Configuration Assistant Tool to Create the PBX and OVF Applications tier targets in Central Console fails.	<p>After the configuration is complete, run the Configuration Assistant Tool from a command window and execute the following commands:</p> <pre>EMAGENT_HOME\bin\emctl config agent addTargetsToRepository %ORACLE_HOME%\um\scripts\upload_targets.xml true</pre> <p>Where <i>EMAGENT_HOME</i> is where Enterprise Manager 2.0 is installed.</p>	4725825

3.1.4 Globalization Issues in Oracle Collaboration Suite Installation

The following table lists globalization issues in Oracle Collaboration Suite installation and configuration.

Table 3–2 Globalization Issues in Oracle Collaboration Suite Installation

Description	Action	Bug Number
Installation on Turkish and German (Switzerland) systems is not supported.	None Note: For complete locale information, see <i>Oracle Collaboration Suite Certification Guide</i> .	5304780,5106607
During installation on Japanese systems, an inconsequential warning message related to the Watanabe font may be given.	Ignore the warning and proceed with the installation.	4478884
On non-English systems, the "Preparing to Install" page is not translated.	None	4413161
When attempting to install a default Oracle Collaboration Suite database on a host whose domain name includes a dash ("-"), the Database Configuration Assistant does not work.	Run the installer using the following command: runInstaller OUI_HOSTNAME= <i>machine.domain.com</i> Where <i>machine</i> and <i>domain</i> are the strings that comprise your domain name and can include dashes.	4567889

3.1.5 Documentation Issues in Oracle Collaboration Suite Installation

The following sections describe documentation issues for Oracle Collaboration Suite installation.

- [Section 3.1.5.1, "Oracle Content Services Registry Entries for Load Balancing"](#)
- [Section 3.1.5.2, "Minimum Value of max_commit_propagation_delay"](#)
- [Section 3.1.5.3, "Default Port for Oracle Enterprise Manager Application Server Control"](#)
- [Section 3.1.5.5, "Steps for Configuring Oracle Calendar Administration"](#)

3.1.5.1 Oracle Content Services Registry Entries for Load Balancing

In step 6 of sections 11.2.8.12, 12.2.8.12, and 13.2.8.12 of *Oracle Collaboration Suite Installation Guide*, the Oracle Content Services registry entries given are:

- Oracle Content Services

```
dn: cn=FILES,cn=VirtualServices,cn=Files,cn=Services,cn=OracleContext
labeleduri;adminurl
labeleduri;applicationurl
labeleduri;s2webseviceurl
labeleduri;webdavurl
labeleduri;webservicesurl
```

However, the entries should be as follows:

- Oracle Content Services

```
dn: cn=Content, cn=VirtualServices,cn=Files,cn=Services,cn=OracleContext
labeleduri;adminurl
```



```

labeleduri;s2swebseviceurl
labeleduri;webdavurl
labeleduri;webservicesurl

```

3.1.5.2 Minimum Value of max_commit_propagation_delay

In *Oracle Collaboration Suite Installation Guide*, there is an incorrect value in Table 5-1, "Database Configuration Parameters and Their Minimum Values for Installing Oracle Collaboration Suite in an Existing Database". The minimum value for max_commit_propagation_delay is listed as 1, but it should be 0. (4525874)

3.1.5.3 Default Port for Oracle Enterprise Manager Application Server Control

In Appendix F of *Oracle Collaboration Suite Installation Guide*, Table F-1, "URLs for Components" lists the default port of Oracle Enterprise Manager Application Server Control as 1810. This is incorrect. The default port is 1156. (4526198)

3.1.5.4 Setting the Load Balancer Virtual Server Port for the Wireless Notification Server

In step 5 of "Configure Oracle Collaboration Suite Mobile Collaboration" in Chapter 12 of *Oracle Collaboration Suite Installation Guide for Microsoft Windows*, you configure the Oracle Mobile Collaboration Wireless Instance URLs to point to the virtual name of the load balancer used in your Single-Cluster Architecture High-Availability Environment. Ordinarily, if the load balancer is set to port 80, you do not need to specify the port value in Oracle Collaboration Suite. However, due to issue 4713614, you must explicitly declare the port value in step 5, even if it is port 80.

In the Oracle Collaboration Suite Install Guide, Step 5 is:

Modify the Wireless Instance URLs to point to the load balancer's virtual server name (apps_virtual.mycompany.com).

However, Step 5 should read:

Modify the Wireless Instance URLs to point to the load balancer's virtual server name (apps_virtual.mycompany.com:80)

3.1.5.5 Steps for Configuring Oracle Calendar Administration

Steps 1 and 2 in 9.2.8.11 Configure Calendar Administration are inaccurate and should instead be described as follows:

Perform the following steps to enable the Oracle Calendar administrator to work through the Oracle Collaboration Suite Applications middle tier load balancer virtual server:

1. Add the following lines to the end of the \$ORACLE_HOME/Apache/Apache/conf/httpd.conf file on each Oracle Applications Oracle home:

```

include "<full ORACLE_HOME path>/ocad/config/ocad.conf"
# include the Oracle configuration file for Calendar Server

```
2. Execute the \$ORACLE_HOME/dcm/bin/dcmctl updateconfig command so that changes are processed. This will enable Oracle Calendar administrator.

3.2 Oracle Collaboration Suite Upgrade

Notes:

- The release note information described in the following sections applies when upgrading from Oracle Collaboration Suite 9.0.x to 10.1.2.
 - On Windows, Oracle does not support upgrading the Oracle Real-Time Collaboration component of Oracle Collaboration Suite.
-

The following topics describe release note information associated with upgrading Oracle Collaboration Suite.

- [Section 3.2.1, "Known Limitations and Workarounds in Oracle Collaboration Suite Upgrade"](#)
- [Section 3.2.2, "Known Issues in Oracle Collaboration Suite Upgrade"](#)
- [Section 3.2.3, "Globalization Issues in Oracle Collaboration Suite Upgrade"](#)
- [Section 3.2.4, "Documentation Issues in Oracle Collaboration Suite Upgrade"](#)

3.2.1 Known Limitations and Workarounds in Oracle Collaboration Suite Upgrade

The following sections describe known limitations and workarounds for Oracle Collaboration Suite upgrade:

- [Section 3.2.1.1, "Upgrade of Oracle Real-Time Collaboration Not Supported on Windows"](#)
- [Section 3.2.1.2, "Wireless Functionality Requires Workarounds in Upgrade Environments"](#)
- [Section 3.2.1.3, "Configuring Oracle Workflow for Oracle Content Services"](#)
- [Section 3.2.1.4, "Mailstore Upgrade can Fail with ORA-29855"](#)
- [Section 3.2.1.5, "Creating Realms with Oracle Internet Directory"](#)
- [Section 3.2.1.6, "Do Not Use Oracle Application Server Patch Set 10.1.2.1"](#)
- [Section 3.2.1.7, "Do Not Use TCP-Based Monitoring of Oracle Internet Directory Server Availability on Microsoft Windows 2003 Server"](#)
- [Section 3.2.1.8, "Ultrasearch Configuration Assistant May Fail"](#)

3.2.1.1 Upgrade of Oracle Real-Time Collaboration Not Supported on Windows

Oracle does not support upgrading from previous versions of Oracle Real-Time Collaboration to 10g Release 1 (10.1.2.2) for Windows. Users of 9.0.4.x Oracle Real-Time Collaboration must deinstall it, then do a fresh install of 10.1.2.2 Oracle Real-Time Collaboration (5339935). Similarly, problems may also occur when upgrading from a 9.0.4 installation that does not have Oracle Real-Time Collaboration configured.

For details on the workarounds that address these issues, and for information on other upgrade steps, see *Oracle Collaboration Suite Upgrade Guide*.

3.2.1.2 Wireless Functionality Requires Workarounds in Upgrade Environments

Upgrading from Oracle9iAS Wireless requires several workarounds. Similarly, problems may also occur when upgrading from a previous Oracle Collaboration Suite version that does not have Oracle9iAS Wireless configured. These workarounds are documented in [Table 3-3, "Known Issues in Oracle Collaboration Suite Upgrade"](#).

For further upgrade information and workarounds, see *Oracle Collaboration Suite Upgrade Guide*.

3.2.1.3 Configuring Oracle Workflow for Oracle Content Services

Before configuring Oracle Content Services, configure Oracle Workflow by performing the following steps:

1. Log in to the Oracle Collaboration Suite Database as a user with appropriate privileges and enter the following command:

```
drop user owf_mgr cascade;
```

2. From the Oracle Collaboration Suite Applications tier Oracle home, run the following script:

```
$ORACLE_HOME/wf/install/wfinstall.csh
```

The Oracle Workflow Configuration Assistant starts.

3. Enter the following parameters in the appropriate fields.

- Install Option: Select Server Only
- Workflow Account: Leave the default, `owf_mgr`.
- Workflow Password: Provide the same password as the Oracle Content Services schema password.
- SYS Password: Provide the password for the database user SYS. You must supply this value.
- TNS Connect Descriptor: Copy this value from the `tnsnames.ora` file, located in `$ORACLE_HOME/network/admin`. For example:

```
(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=myhost.mydomain.com)(PORT=1521)) (
CONNECT_DATA=(SERVER=DEDICATED)(SERVICE_NAME=orcl.mydomain.com)))
```

Do not select the **Enter LDAP Parameters**, **Enter Mailer Parameters**, or **Change Tablespace** options.

4. Click **Submit**.
5. Proceed with configuring Oracle Content Services using the Oracle Collaboration Suite Control Console.

3.2.1.4 Mailstore Upgrade can Fail with ORA-29855

While following the instructions in "Enabling Collaboration Suite Schema Creation in the Database Upgrade Assistant" in chapter 5 of *Oracle Collaboration Suite Upgrade Guide*, ORA-29855 with an Oracle Text error ORA-20000 may occur. If this happens, work around the problem as follows. (4699586)

1. At the SQL prompt to which ORA-29855 was returned, enter the following commands.

```
drop index es_ot_ix_doc;
```

```
drop index es_ot_ix_search;
```

2. Enter the following command.

```
@oes/install/sql/recreate_text_index.sql
```

3. If `recreate_text_index.sql` printed a message that indicates successful completion of index creation similar to the following, skip to Step 5.

```
Creating text index...  
PL/SQL procedure successfully completed.
```

4. If the error persists, run:

```
BEGIN ctx_ddl.drop_preference('es_search_filter'); END;  
BEGIN  
  ctx_ddl.create_preference('es_search_filter', 'MAIL_FILTER');  
  ctx_ddl.set_attribute('es_search_filter', 'index_'  
fields', 'From:To:CC:Subject:Sender:Content-Disposition');  
  ctx_ddl.set_attribute('es_search_filter', 'PART_FIELD_STYLE', 'text');  
END;
```

5. Enter the following command to execute `recreate_text_index` again:

```
@oes/install/sql/recreate_text_index.sql
```

3.2.1.5 Creating Realms with Oracle Internet Directory

After upgrading, trying to create realms in Oracle Internet Directory using the Self Service Console results in the following error (4709220):

```
Cannot Create Identity Management Realm : Invalid Root Oracle Context. [LDAP:  
error code 50 - Insufficient Access Rights ]
```

To avoid this problem, do the following workaround after the Infrastructure upgrade or after all the tiers have been upgraded.

1. Start Oracle Directory Manager:

Start > Programs > Oracle Application Server - *OracleHome* > Integrated Management Tools > Oracle Directory Manager

2. Log in to Oracle Directory Manager.
3. In the System Objects frame:
 - a. Expand **Entry Management**.
 - b. Navigate to the appropriate realm parent, such as `dc=com | dc=visioncorp`.
 - c. Select the **Subtree Access** tab.
4. Grant access rights to `cn=ASPAAdmin` on the realm parent entry as follows:
 - a. Under **Entry Level Options** click **Create**.
 - b. Select the **By Whom** tab.
 - c. Select **A Specific Group**.
 - d. Enter the following:

```
cn=ASPAAdmins,cn=groups,cn=visioncorpContext,dc=us,dc=visioncorp,dc=com
```
 - e. Select the **Access Rights** tab.

- f. Grant Browse, Add and Delete access.
5. Grant access rights to cn=ASPAAdmin on the realm parent attribute as follows:
 - a. Under **Attribute Level Options** click **Create**.
 - b. Select the **By Whom** tab.
 - c. Select **A Specific Group**.
 - d. Enter the following:


```
cn=ASPAAdmins,cn=groups,cn=visioncorpContext,dc=us,dc=visioncorp,dc=com
```
 - e. Select the **Attribute** tab.
 - f. Make sure EQ and * are entered in the 2 fields.
 - g. Select the **Access Rights** tab.
 - h. Grant Read, Search, Write and Compare access rights.
 - i. Click **Apply**.
6. Expand **Entry Management** and navigate to cn=visioncorpContext > cn=Groups > cn=ASPAAdmins.
7. In the **Properties** tab, make sure that cn=orcladmin exists in the **uniquemember** field.
8. Click **Apply** (if necessary).

3.2.1.6 Do Not Use Oracle Application Server Patch Set 10.1.2.1

If you upgrade to Oracle Collaboration Suite 10g Release 1 (10.1.2.2) from version 9.0.x, do not apply the Oracle Application Server 10.1.2.1 Patch Set.

3.2.1.7 Do Not Use TCP-Based Monitoring of Oracle Internet Directory Server Availability on Microsoft Windows 2003 Server

If you use the F5 load balancer for monitoring Oracle Internet Directory server availability, configure the load balancer to use LDAP- or HTTP-based monitoring, as described in the *Oracle Collaboration Suite High Availability Guide* section "Configuring A Load Balancer For OracleAS Cluster (Identity Management)." Using TCP-based monitoring might cause the service to become unavailable, due to an operating system bug on Windows 2003 Server. (5240810)

3.2.1.8 Ultrasearch Configuration Assistant May Fail

In certain cases, the Ultrasearch Configuration Assistant may fail during an upgrade (4679926, 4534141, 4545594). The error given looks similar to the following:

```
Failed to create service entries for existing instances
java.sql.SQLException: ORA-20000: Oracle Ultra Search error
ORA-06512: at "WKSYS.WK_ERR", line 179
ORA-06512: at line 1
```

This may happen if the following catalogs were created in Oracle Internet Directory using an Oracle Collaboration Suite tool or a manual workaround:

- targetdn
- orclownerguid
- pager

- personalmobile
- personalpager
- middlename
- orclSuiteType
- orclServiceType
- orclServiceSubType
- orclServiceMember
- orclstatus

In this case, during the upgrade, the command to create these catalogs fails, and subsequent catalogs for other components are also not created.

To check if a catalog exists, log in to the Metadata Repository Database as the ODS user and then perform the following command:

```
desc ct_catalog_name;
```

In the preceding command, *catalog_name* should be replaced by the name of the catalog you need to check.

For example, the command to check whether the *targetdn* catalog exists will be:

```
desc ct_targetdn;
```

If the message “*ct_catalog_name* does not exist” is displayed, then you can proceed with the upgrade normally, without the need of any additional steps. However, if this message is not displayed, then you must perform the following workaround.

Workaround

You must perform the following steps:

1. Before upgrading Oracle Internet Directory, remove the catalogs using *catalog.sh*.

```
$ORACLE_HOME/ldap/bin/catalog.sh -connect connect_descriptor -delete -attr\  
catalog_name
```

In the preceding command, replace *catalog_name* with the name of the catalog you need to remove.

For example, to remove the *targetdn* catalog:

```
$ORACLE_HOME/ldap/bin/catalog.sh -connect connect_descriptor -delete -attr\  
targetdn
```

In the preceding command, *connect_string* is the database connect string for the Infrastructure database, such as *asdb*.

Note: After this step you must upgrade Oracle Internet Directory.

3.2.2 Known Issues in Oracle Collaboration Suite Upgrade

The following table lists known issues in Oracle Collaboration Suite upgrade.

Table 3–3 Known Issues in Oracle Collaboration Suite Upgrade

Description	Action	Bug Number
<p>After upgrading from 9.0.4.2, wireless mail cannot be accessed. The following error appears when clicking Mail:</p> <p>Login failed. Please try again.</p> <p>The same error occurs after clicking Retry and entering credentials.</p> <p>A similar issue (same bug number) can occur in fresh installations, as described in Table 3–1, "Known Issues in Oracle Collaboration Suite Installation".</p>	None	5365068
<p>Upgrades of SSL 9.0.4 installations may not succeed until midtierSSLConfigTool.bat is run following the upgrade.</p>	<ol style="list-style-type: none"> 1. Edit C:\APPTIER1012_UPG\webcache>webcache.xml to change the HOST ID port number from 4444 to an unoccupied port (such as 4445). 2. Perform the steps suggested in section 6.6.3.1, "Verifying the SSL Configuration after Upgrade" in <i>Oracle Collaboration Suite Upgrade Guide</i>. 3. Run midtierSSLConfigTool.bat as follows, and make sure to include the ocs_config option. <pre>%ORACLE_HOME%\bin\midtierSSLConfigTool.bat oid_hostname oid_port oid_admin_dn oid_admin_password http_server_SSL_ port https hostname_of_the_computer True False ocs_ config</pre> <p>Where True False is the boolean flag that determines the communication to OID.</p> <ul style="list-style-type: none"> True: Communication to the Oracle Internet Directory using SSL only False: Normal communication to Oracle Internet Directory 	5414629

Table 3–3 (Cont.) Known Issues in Oracle Collaboration Suite Upgrade

Description	Action	Bug Number
<p>The infrastructure upgrade may become unresponsive. An error may appear stating that "The Oracle 9iAS 9.0.2 Infrastructures Oracle Internet Directory is still running. Please shut it down before continuing with the upgrade." This happens after the SYS password is entered in the Specify Infrastructure Database Connection Information screen and the OK button is clicked in the warning dialog box.</p>	<p>Restart the upgrade and do the following before providing the password for SYS.</p> <ol style="list-style-type: none"> 1. Enter the following command to stop oidldapd. <pre>oidctl connect=iasdb server=oidldapd configset=0 instance=1 stop</pre> 2. Check if ldapbind is still successful: <pre>ldapbind -p OID_Port_No</pre> 3. If ldapbind is still successful, do the following: <ol style="list-style-type: none"> a. Open Windows Task Manager. b. Click the Process tab and check for oidldapd.exe processes. c. Select each oidldapd.exe process, one by one, and click End Process. 4. If oidldapd.exe processes had to be stopped, then the ods_process table must also be cleared, as follows: <ol style="list-style-type: none"> a. Connect to the Oracle Internet Directory Database: <pre>SQL> sqlplus ods/ods@iasdb</pre> b. Enter the following command: <pre>SQL> select * from ods_process;</pre> c. If any processes are listed, delete them: <pre>SQL> delete from ods_process;</pre> d. Commit the changes: <pre>SQL> commit;</pre> 5. Restart oidldapd: <pre>oidctl connect=iasdb server=oidldapd configset=0 instance=1 start</pre> 6. Repeat steps 1 and 2, then do the following: <ol style="list-style-type: none"> a. If ldapbind is still successful, repeat steps 3 to 5 and 1 to 2 until all oidldapd processes are stopped. b. Once ldapbind is no longer successful, restart oidldapd as described in step 5. 7. Enter the SYS password in the installation screen and click Next. 8. Click OK in the Warning dialog box and continue with the installation. 	5405426

Table 3–3 (Cont.) Known Issues in Oracle Collaboration Suite Upgrade

Description	Action	Bug Number
<p>After upgrade, the following issues may appear:</p> <ul style="list-style-type: none"> ■ The Ultrasearch admin URL on the Applications tier home page is unavailable. ■ When the Applications tier is secured using the Applications tier SSL configuration tool, the Ultrasearch admin URL on the Applications tier home page still uses http instead of https. 	Download and apply patch 4901434 from http://metalink.oracle.com .	4901434
<p>The wireless configuration welcome page may not open after logging in. For example, after logging in at <code>http://host:port/ocsmobile/welcome.uix</code>, and clicking OK, the following error appears:</p> <p>Error: The listener returned the following Message: 403 Forbidden</p>	None	5365046
<p>After upgrading an installation of Oracle Collaboration Suite that did not have wireless configured, and applying the 10g Portal patch and running the OracleAS Metadata Repository Upgrade Assistant, the wireless upgrade plugin may not work.</p>	<p>Before running the OracleAS Metadata Repository Upgrade Assistant, download patch 5112505 from http://metalink.oracle.com. See <i>Oracle Collaboration Suite Upgrade Guide</i> for details.</p>	5112505

Table 3–3 (Cont.) Known Issues in Oracle Collaboration Suite Upgrade

Description	Action	Bug Number
Wireless sms notifications may not work with protocolVersion=1. (With protocolVersion=2, sms notifications work).	<ol style="list-style-type: none"> 1. Stop the Oracle Calendar server with the following command: <code>\$ORACLE_HOME/opmn/bin/opmnctl -stopproc ias-component=CalendarServer</code> 2. Back up unison.ini from <code>\$ORACLE_HOME/ocal/misc</code>. 3. Edit the [NOTIFY] section of unison.ini in <code>\$ORACLE_HOME/ocal/misc</code>, switching sms auto values from FALSE to TRUE, similar to the following: <pre>[NOTIFY] #Upgrade_10.1.2.2.0: Removed, Obsoleted: sms = TRUE alert_sms= TRUE alert_sms_auto = TRUE alert_url_auto = TRUE</pre> 4. Start the Oracle Calendar server using the following command: <code>\$ORACLE_HOME/opmn/bin/opmnctl -startproc ias-component=CalendarServer</code> 5. Make sure that, in unison.ini, protocolVersion has been set to 2 instead of 1 (similar to the following): <pre>[NOTIFY] #Upgrade_10.1.2.2.0: Removed, Obsoleted: sms = TRUE alert_sms = TRUE alert_sms_auto = TRUE alert_url_auto = TRUE alert_url=x-oracle-calendarNotificationListener: //<wireless server host>:<wireless port number>? protocolVersion=2</pre> 	5382346
<p>Upgrading a RAC database on RAW devices</p> <p>The Oracle Real-Time Collaboration Configuration Assistant always copies the RAW configuration file from its original location to <code>\$ORACLE_HOME/imeeting/</code> on the node the installer is launched from. It also uses the Real Application Clusters connect string to contact one of the Real Application Clusters instances at random. If <code>\$ORACLE_HOME/imeeting/RAW_CONFIG_FILE</code> does not exist on that instance, the read operation fails and the Oracle Real-Time Collaboration Configuration Assistant also fails.</p>	Manually copy the RAW configuration file to <code>\$ORACLE_HOME/imeeting/</code> on every Real Application Clusters instance.	4536166
After upgrade, e-mail addresses for orclguest and orcladmin are empty (null), and are not provisioned for Oracle Mail.	None	5008341

Table 3–3 (Cont.) Known Issues in Oracle Collaboration Suite Upgrade

Description	Action	Bug Number
Some wireless users may not get upgraded, or, after upgrade, some users may be unable to sign in to mobile preferences or the wireless tools administrative page.	<p>The best way to avoid these issues is to delete the <code>selftest</code> user before upgrading. Do this as follows:</p> <ol style="list-style-type: none"> 1. On the 9.0.4.x middle tier, log in to the Wireless Webtool as <code>orcladmin</code>. 2. Click the Users tab. 3. Search for the user <code>selftest</code>. 4. Delete the user <code>selftest</code>. <p>See Also: <i>Oracle Application Server Wireless Administrator's Guide 10g (9.0.4)</i> for more details on finding and deleting a user. This document can be found on the Oracle Application Server Documentation Library page at:</p> <p>http://download.oracle.com/docs/cd/B10464_05/wireless.htm</p> <p>If the upgrade was done without first deleting the <code>selftest</code> user, you can still fix the problem as follows:</p> <ol style="list-style-type: none"> 1. Delete the <code>selftest</code> user as described in the preceding procedure. 2. Restart OC4J_Wireless. 3. Check if users can sign in. If they cannot, continue with this procedure. 4. Run the following command: <pre>%ORACLE_HOME%\wireless\bin\migrate902VoiceAttrsToOID.bat %ORACLE_HOME% %ORACLE_HOME%\bin\ldapmodify.exe "cn=orcladmin" password %ORACLE_HOME%\upgrade\wireless.ldif %ORACLE_HOME%\upgrade\wireless.log</pre> 5. Restart OC4J_Wireless. 	5236945, 5202932, 5202956
<p>After upgrade, the mobile preferences page may not be available. This is because the URL of the preferences page may not include the port number. For example:</p> <p><code>http://domain_name/ocsmobile/welcome.uix</code></p> <p>Should be:</p> <p><code>http://domain_name:port-no/ocsmobile/welcome.uix</code></p> <p>Where <code>port-no</code> is the actual HTTP listener port that is configured.</p>	<p>Use Oracle Internet Directory to check if the port number is configured, and add it if necessary.</p> <ol style="list-style-type: none"> 1. Log in to <code>oidadmin</code> as <code>orcladmin</code>. 2. Go to the dn: <pre>cn=Wireless, cn=Services, cn=OracleContext</pre> 3. Check if the URL includes the HTTP listener port number. 4. If the URL does not include the HTTP listener port number, add it, then restart OC4J_OCSCClient. 	5376500

Table 3–3 (Cont.) Known Issues in Oracle Collaboration Suite Upgrade

Description	Action	Bug Number
If wireless functionality was not configured in 9.0.4.x, after upgrading the middle tier to 10.1.2 and enabling wireless through Oracle Enterprise Manager, the wireless notification server may fail to start. This is because Oracle Enterprise Manager creates instance URLs that might not use the same port as the wireless URL. If wireless uses port 80, it still needs to be added to the instance URLs.	<p>In Enterprise Manager, do the following:</p> <ol style="list-style-type: none"> 1. Go to Wireless, then go to Instance URLs. 2. Modify the URLs to include the wireless port number; for example, change: <code>http://domain_name/ptg/rm</code> To <code>http://domain_name:7777/ptg/rm</code> 	5348000
During a standalone upgrade from 9.0.x to 10.1.2, the file \$ORACLE_HOME/ocas/upgrade/ocasua.sh does not get instantiated from the corresponding SBS file.	<p>Manually instantiate the file as follows:</p> <ul style="list-style-type: none"> ▪ Back up \$ORACLE_HOME/upgrade/ocasua.sh to \$ORACLE_HOME/upgrade/ocasua.sh.bak. ▪ Copy the newly installed \$ORACLE_HOME/upgrade/ocasua.sh.sbs to \$ORACLE_HOME/upgrade/ocasua.sh. ▪ Use a text editor to replace every occurrence of %ORACLE_HOME% with the actual path of your oracle home. ▪ Use a text editor to replace every occurrence of %UAJAVAHOME% with the actual path of your oracle home appended with /jdk. 	4694839

3.2.3 Globalization Issues in Oracle Collaboration Suite Upgrade

When upgrading, if Ultrasearch contains a multiple-byte schema name and multiple-byte instance name, manual workaround steps are needed. (5174148)

If you cannot enter a multiple-byte schema name in Oracle Universal Installer, create an English schema in 10.1.2 to which to migrate the Ultrasearch instance and index data. For a multiple-byte instance name, manually modify the upgrade response file with the instance name encoded in Java \uxxxx format.

3.2.4 Documentation Issues in Oracle Collaboration Suite Upgrade

There are no known documentation issues for Oracle Collaboration Suite upgrade.

Oracle Collaboration Suite Release Notes (Suite-Level)

This chapter describes suite-level release note information affecting all components of Oracle Collaboration Suite. This chapter contains the following sections:

- [Section 4.1, "New in Oracle Collaboration Suite"](#)
- [Section 4.2, "Known Limitations and Workarounds in Oracle Collaboration Suite"](#)
- [Section 4.3, "Known Issues in Oracle Collaboration Suite"](#)
- [Section 4.4, "Globalization Issues in Oracle Collaboration Suite"](#)
- [Section 4.5, "Documentation Issues in Oracle Collaboration Suite"](#)
- [Section 4.6, "Oracle Web Access Client Release Notes"](#)

Note: This document was updated on **December 10, 2006**.

See Also: For the latest notes from Oracle Support and links to all Oracle Collaboration Suite documentation libraries, see note 386616.1 at <http://metalink.oracle.com>.

4.1 New in Oracle Collaboration Suite

- New look and feel for improved usability
- Oracle Discussions
- Oracle Workspaces
- Oracle Web Access Client for improved browser-based access and usability
- Built on the Oracle Application Server 10g Release 2 Phase 2 platform
- Centralized user provisioning console - create, provision, edit, and delete users one at a time, or manage them using bulk processing
- Expanded documentation library featuring suite-level guides for concepts, deployment, installation, upgrade, administration, security, and licensing
- Oracle Voicemail & Fax is now fully integrated with Oracle Enterprise Manager Grid Control, for easier management and administration

- Oracle Metadata Repository is now integrated into the Collaboration Suite Database as a default configuration, so you can run your deployment on a single database
- New customizable End-User Documentation Portal available to assist users in getting started with Oracle Collaboration Suite
- Oracle Enterprise Manager Application Server Control for Collaboration Suite - a customized management tool providing:
 - Topology view of the Oracle Collaboration Suite environment
 - Support for viewing and changing Infrastructure Services for Identity Management
 - Views of all performance metrics and metric details
 - Complete integration of OracleAS Web Cache administration
 - Support for querying from a database log repository
 - Ability to change the port values of Enterprise Manager components
- Oracle Database 10g and Enterprise Manager Database Control for the Oracle Collaboration Suite Database
- Improved cross-application integration
- New Oracle Collaboration Suite control script `ocsctl_sample` for single-command command-line startup and shutdown of Oracle Collaboration Suite

4.2 Known Limitations and Workarounds in Oracle Collaboration Suite

The following sections describes suite-level limitations and workarounds for Oracle Collaboration Suite:

- [Section 4.2.1, "Working with Default Password Policies"](#)
- [Section 4.2.2, "Component Administration URL Does Not Appear in Oracle Enterprise Manager"](#)
- [Section 4.2.3, "Deploying New J2EE Applications"](#)
- [Section 4.2.4, "Using SSL in Oracle Collaborative Portlets"](#)
- [Section 4.2.5, "Configuring Oracle Voicemail & Fax in an Existing Deployment"](#)
- [Section 4.2.6, "Attachments and Caching with Microsoft Internet Explorer and Web Applications"](#)
- [Section 4.2.7, "Errors in Oracle Real-Time Collaboration"](#)
- [Section 4.2.8, "Blank Screen When Attempting to Display Application Server Control Console in Internet Explorer"](#)
- [Section 4.2.9, "Oracle Workspaces Cannot Access Oracle Content Services in High Availability or SSL Scenarios"](#)
- [Section 4.2.10, "Configuring Oracle Mail with Web Cache in SSL Mode"](#)

4.2.1 Working with Default Password Policies

The default password policy set by Oracle Internet Directory is to expire user passwords after 60 days. Please see "Changing the Default Password Policies" in

Chapter 4 of *Oracle Collaboration Suite Administrator's Guide* to determine the appropriate expiry time, warning time and grace login count for your organization.

4.2.2 Component Administration URL Does Not Appear in Oracle Enterprise Manager

After you configure an Oracle Collaboration Suite component using the Oracle Enterprise Manager Oracle Application Server Control for Collaboration Suite, click the **Refresh Data** icon in the upper right corner of the Application Server Control for Collaboration Suite Home page. This causes the Administration URL for the configured component to appear in the Administration column of the System Components table.

4.2.3 Deploying New J2EE Applications

Do not use the Deploy Ear File or Deploy War File options in Oracle Enterprise Manager Application Server Control for Collaboration Suite to deploy a new J2EE application on your Oracle Collaboration Suite OC4J instances.

Deploying a new application could cause problems with the Oracle Collaboration Suite JVM or Oracle Collaboration Suite environment, including introducing incompatibility problems with the Oracle Collaboration Suite user applications.

4.2.4 Using SSL in Oracle Collaborative Portlets

Oracle Collaborative Portlets uses HTTP internally to communicate with Oracle Collaboration Suite component application Web services (such as Oracle Mail and Oracle Calendar) to obtain application data. The use of SSL is not supported at this level.

In addition, if you configure SSL for Oracle Collaboration Suite and turn off the non-SSL (HTTP) port, then Oracle Collaborative Portlets will stop functioning. In other words, Oracle Collaborative Portlets requires the Web Cache non-SSL (HTTP) port to remain open.

Note: This is applicable for internal HTTP communication only. This *does not* affect external HTTP-based communication between browsers and Oracle Collaboration Suite.

Workaround

1. Log in to oidadmin as orcladmin.
2. Go to the dn:
`cn=Content, cn=VirtualServices, cn=Files, cn=Services, cn=oracleContext`
3. Change the value of the `labeleduri;adminurl` attribute to the non-SSL URL that was used previously.

4.2.5 Configuring Oracle Voicemail & Fax in an Existing Deployment

You must perform a workaround before configuring Oracle Voicemail & Fax in an existing Oracle Collaboration Suite deployment.

Perform this workaround on the first Applications tier, and also on any additional Applications tiers you are configuring with the New PBX option:

1. Edit `%ORACLE_HOME%\um\scripts\ovf_config1.bat`, and insert the following line:

```
CALL %1\um\scripts\editVerifierProfile.bat %1 %3 %4 %5 1 >> %2
```

below the line:

```
CALL %1\um\scripts\loadOVFProvisioning.bat %1 %3 %4 %5 1 >> %2
```

2. Edit %ORACLE_HOME%\um\scripts\ovf_config2.bat, and insert the following line:

```
CALL %1\um\scripts\create_um_ldap.bat %1 newpbx_new.ldif >> %2
```

below the line:

```
CALL %1\um\scripts\create_um_ldap.bat %1 vmall_new.ldif >> %2
```

3. Edit create_scvsto.bat to replace %hostname% with the actual host name of the Applications tier.

4.2.6 Attachments and Caching with Microsoft Internet Explorer and Web Applications

In some secure configurations of the Web applications included with Oracle Collaboration Suite, attached files and inline images may not be cached on the client's disk (for security and privacy reasons). Due to a bug in Internet Explorer, this prevents users from opening attachments inline using that browser. For example, in the default configuration of the Oracle Web Access client, clicking on a text attachment and selecting **Open** from the attachment dialog will fail (the default text editor application for the user will launch, and then generate an error that the file could not be found).

If you have deployed SSL, attempting to download attachments to disk may also fail.

Documentation of the details of this Microsoft Internet Explorer bug can be found in the following Microsoft Knowledge Base articles:

- "Internet Explorer Cannot Download" Error Message When You Use an HTTPS URL to Open an Office Document or PDF File:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;812935>
- INFO: Prevent Caching When You Download Active Documents over SSL:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;815313>
- Internet Explorer file downloads over SSL do not work with the cache control headers:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;323308>

There are two workarounds available for this issue; you can use a different browser, or, you can relax caching settings. For detailed instructions for relaxing caching settings for affected Oracle Collaboration Suite Web applications, see "Security Issues Related to Microsoft Internet Explorer" in Chapter 2 of *Oracle Collaboration Suite Security Guide*.

4.2.7 Errors in Oracle Real-Time Collaboration

A known issue with Oracle Real-Time Collaboration can cause intermittent errors. While Oracle Real-Time Collaboration seems to be operating properly, occasionally errors will occur which lead to 500 Internal Server errors, followed by the application stopping. This problem is caused by a jar file that was omitted from the application.xml library path (4683384).

To correct the problem in Oracle Real-Time Collaboration:

1. Shut down Enterprise Manager services on the Applications tier.

2. In the `j2ee\OC4J_imeeting\config` folder of the Applications tier Oracle Home, open `application.xml` with a text editor.

3. Add the following line to `application.xml`:

```
<library path="../../../jlib/orai18n-js.jar"/>
```

4. Restart the OC4J_imeeting process:

```
opmnctl stopproc process-type=OC4J_imeeting
opmnctl startproc process-type=OC4J_imeeting
```

4.2.8 Blank Screen When Attempting to Display Application Server Control Console in Internet Explorer

Bug 4441498

If you navigate to the Application Server Control Console and Microsoft Internet Explorer displays a blank screen instead of the Application Server Control Console, the problem is likely caused by the Internet Explorer **Allow META REFRESH** security option. This option must be enabled in order for you to display specific pages in the Application Server Control Console.

There are three possible workarounds for this problem.

Workaround 1

Enable the **Allow META REFRESH** option for all pages you display in Internet Explorer:

1. Select **Internet Options** from the Internet Explorer **Tools** menu.
2. Click the **Security** tab.
3. Click **Custom Level**.
4. Scroll down to the **Miscellaneous** options and make sure that **Allow META REFRESH** is enabled.

Workaround 2

Use a more specific URL when connecting to the Application Server Control Console.

For example, if you are having trouble accessing `http://host:port/`, then try entering a more specific URL, such as:

```
http://host:port/emd/console/
```

Workaround 3

Add the Application Server Control Console URL to the list of Internet Explorer Trusted Sites:

1. Select **Internet Options** from the Internet Explorer **Tools** menu.
2. Click the **Security** tab.
3. Click the **Trusted Sites** icon, and then click **Sites** to display the Trusted Sites dialog box.
4. If you have not enabled Application Server Control security, deselect the **Require server verification (https:) for all sites in this zone** check box.
5. Enter the URL for the Application Server Control Console and click **Add**.

4.2.9 Oracle Workspaces Cannot Access Oracle Content Services in High Availability or SSL Scenarios

Bugs 4616347, 4610362

In some cases when making changes to a High Availability environment, such as enabling SSL or setting up Applications tiers using a loadbalancer, the following error message may be displayed within Oracle Workspaces:

```
resource CW_FILES_RESOURCE_TYPE is not properly installed
```

During the procedure to set up a loadbalancer, change to SSL, or in other procedures, the following attribute is (automatically) modified in the Oracle Internet Directory Service Registry:

```
cn=Content,cn=VirtualServices,cn=Files,cn=Services,cn=OracleContext
```

The value is set in the format `http(s)://hostname.domain:portnumber`

After making this change, the Content Services library cannot be initialized, nor can the Library service be added to a workspace. The connection fails because Oracle Workspaces and other services cannot connect via the new, altered port number.

To work around this issue, perform the following steps:

1. Modify the Service Registry in Oracle Internet Directory. Edit the Content Services (Files) WebServices URI: `attribute=labelduri;webservicessurl:`

For SSL scenarios (Bug 4610362), modify the port number to the non-SSL port.

For non-SSL scenarios (Bug 4616347), remove the port number from the URI

2. Restart OC4J_OCSCClient process(es)
3. You may also need to reinitialize the Library from the Services Admin tab in Oracle Workspaces. If so, restart OC4J_OCSCClient process(es) again.

For instructions on how to modify the Service Registry, refer to Managing the Oracle Internet Directory Service Registry in Chapter 7 of *Oracle Collaboration Suite Administrator's Guide*

4.2.10 Configuring Oracle Mail with Web Cache in SSL Mode

Bug 5007746 causes a problem when attempting to configure Oracle Mail using Oracle Collaboration Suite Control, in deployments where Oracle Web Cache is running in SSL mode (is using an SSL port).

If you are running Web Cache in SSL mode, and you are going to configure Oracle Mail on any Applications tier, you must first apply a patch. Apply the patch for base Bug 5061844 (ARU 8385299).

4.3 Known Issues in Oracle Collaboration Suite

The following table lists suite-level known issues in Oracle Collaboration Suite.

Table 4–1 Suite-Level Known Issues in Oracle Collaboration Suite

Description	Action	Bug Number
In some environments, when users initiate a search from the Collaboration Suite Portal, they are directed to the Collaboration Suite Search page, where they may get a warning instead of search results. The same problem may occur when users search directly from the Collaboration Suite Search page.	Close the Collaboration Suite Search page. Retry search from Portal, or login to a new window and retry search.	5412511
In high availability environments deploying the Cold Failover configuration, Oracle Calendar server installed on the Oracle Cluster File System may stop unexpectedly. Also, the Oracle Cluster File System drive may become unresponsive, and files on it may become corrupted.	Download and apply Patch 5246077 from http://metalink.oracle.com to Oracle RDBMS 10.1.0.5 (Oracle Relational Database Management System).	5246077
In high availability environments with the Oracle Cluster File System, Oracle Webcache may fail to start.	Restore %ORACLE_HOME%\webcache\internal.xml from internal.xml.bak in the same directory, then start Oracle Webcache.	5369215
Clicking the Security link on the Application:orauddi page of oc4j_portal results in an internal error message.	None	4754282
<p>An error similar to the following may occur when trying to start Web Cache from Oracle Enterprise Manager 10g:</p> <p>An error occurred while starting "Web Cache". Target does not exist</p> <p>This occurs because Oracle Application Server agent 10.1.0.5.0 uses stricter validation of the Web Cache metadata file.</p>	Download and apply patch 5096627 from http://metalink.oracle.com .	5096627
<p>When Oracle Mail is configured through Oracle Enterprise Manager 10g, the Oracle WebMail link on the Oracle Collaboration Suite welcome page may not work.</p> <p>This occurs if Oracle Mail was not configured during installation, and Web Cache has been configured for both SSL and non SSL ports.</p>	Before attempting to configure Oracle Mail through Oracle Enterprise Manager 10g, download and apply patch 5061844 from http://metalink.oracle.com .	5061844
OCS RMAN online restore operation, on the middle tier, fails with ADMN-906025.	This is an issue with Oracle Application Server. Base bug is 4699432. To fix this issue, bring up the Service_Component_Container OC4J and then manually run dcmctl importarchive and applyarchiveto.	4642181
<p>OCS RMAN restore for a cold instance backup on the Applications tier fails with the error:</p> <p>Unable to restore calendar server environment</p> <p>Files under \$ORACLE_HOME/ocal/misc were previously writable by the owner and after the patch of Oracle Calendar 10.1.2.3 they are not. This caused the restore operation to fail.</p>	Change the permissions of all the files in the \$ORACLE_HOME/ocal/misc directory to 600 before taking cold instance backup and performing restore on the Applications tier.	5238272

Table 4–1 (Cont.) Suite-Level Known Issues in Oracle Collaboration Suite

Description	Action	Bug Number
OCS RMAN cold restore operation, on the middle tier, fails to copy files from the location \$APPS_ORACLE_HOME/content/log/Content. This occurs because \$APPS_ORACLE_HOME/content/log/Content files are owned by the root user and hence permission is denied to other users.	<p>To fix this issue:</p> <ol style="list-style-type: none"> 1. Perform a cold backup of the middle tier. 2. Modify the ownership of files under the location \$ORACLE_HOME/content/log/Content from root to OCS installer. 3. Perform the restore operation. 	5233586
<p>Attempting to do a forced restore using the Oracle Collaboration Suite Recovery Manager could result in a resyncinstance error similar to the following:</p> <pre>Failure : inst_reconfigure failed Command "\$ORACLE_HOME/apps/dcm/bin/dcmctl resyncinstance -force" failed, check log file \$ORACLE_HOME/backups/apps/log_ files/2006-04-30_09-25-57_loha.log for detail.</pre>	<p>This is an issue with Oracle Application Server. To avoid the problem, download and apply patch 4676014 from http://metalink.oracle.com. The patch should be applied on any Oracle Home containing the Distributed Configuration Management (DCM) utility.</p>	4655688
If Oracle Portal 10.1.4 patch is applied to Oracle Collaboration Suite 10.1.2, the Return To Portal link does not work or is missing from applications such as Oracle Workspaces, Oracle Discussions, and Oracle Real-Time Collaboration.	None	5039896, 5039761, 5039735
Using Mozilla-based browsers (including Netscape 7, Mozilla, and Firefox), in the Oracle Calendar portlet, customizing the portlet to select 'Week View' causes the portlet to appear stretched too wide.	None	3394423
Signing out of Oracle Collaboration Suite sometimes fails when using Mozilla or Firefox browsers.	Close the browser window to protect private information.	4454918
After using Oracle Enterprise Manager to configure the Oracle Calendar application system, the Oracle Calendar application system link does not appear in the Oracle Collaboration Suite welcome page.	Restart OC4J_OCSCClient.	4472791
In the Search Log Repository tab of Oracle Enterprise Manager, clicking a Calendar Server link in the Component column results in an error.	None — the Oracle Calendar server does not have a home page and should not appear as a link in the enterprise manager Search Log Repository tab.	4528775
You must perform a workaround before configuring Oracle Voicemail & Fax in an existing Oracle Collaboration Suite deployment.	Follow the steps in Section 4.2.5, "Configuring Oracle Voicemail & Fax in an Existing Deployment" .	4500591
Using Oracle Collaboration Suite Search against some applications may cause OCSCClient to become unresponsive and the Apache server to time out.	For more information, and to download patch 4492522, navigate to Oracle MetaLink at: http://metalink.oracle.com	4492522

Table 4–1 (Cont.) Suite-Level Known Issues in Oracle Collaboration Suite

Description	Action	Bug Number
If a previous Infrastructure Tier was installed on a new Infrastructure tier node, the Oracle Application Server Provisioning Console user creation screen may be displayed instead of Oracle Collaboration Suite Provisioning Console user creation screen.	<p>This is a Delegated Administration Service cache issue. During the install of the infrastructure, Oracle Internet Directory Delegated Administration Services (OIDDAS) will not have the applications populated as this is populated during install of the Applications tier.</p> <p>If you navigate to <code>http://hostname:port/oiddas</code> before you install the Applications tier you will see the Provisioning console icon at the top left of the screen but will see the old OIDDAS page. When the Applications tier is installed, the applications are populated to OIDDAS. Log in as <code>orcladmin</code> to OIDDAS and you should see the Provisioning Console icon at the top left of the screen and the New Delegated Administration Service page.</p> <p>To fix this if you see the provisioning console ICON at the top left but the old DAS page:</p> <ol style="list-style-type: none"> 1. Click on Directory in Delegated Administration Service. 2. Click on Applications. 3. Click Refresh. 4. Log out and close the browser. 5. Log in again to OIDDAS. This time the new OIDDAS page should be displayed. 	4558314
After starting or restarting Enterprise Manager Collaboration Suite Control, you may see an error when you go to the Collaboration Suite Control console. This means Collaboration Suite Control has not fully initialized.	Wait a minute and refresh the page. The console page will load once initialization is complete. Initialization could take up to 2 minutes in some cases.	4683377
On the Mail pages of Enterprise Manager Collaboration Suite Control, the Restart button performs the same operation as Reload .	To fully restart any Mail processes, click Stop and then Start .	4520214
Some Oracle Internet Directory metrics are not collected by default in Oracle Enterprise Manager Grid Control.	To enable collection of all the Oracle Internet Directory metrics in Grid Control, follow the steps in the section "Enabling Information Collection by Using Oracle Enterprise Manager 10g Application Server Control Console" (a subsection of "Monitoring Oracle Internet Directory Servers") in Chapter 10 of <i>Oracle Internet Directory Administrator's Guide</i> before you begin monitoring Oracle Internet Directory metrics in Grid Control.	4705528
With multiple Applications tiers, some Enterprise Manager tasks cannot be accomplished unless you log in to each Applications tier.	<p>If you are using Oracle Enterprise Manager Application Server Control for Collaboration Suite to manage Oracle Collaboration Suite components distributed on multiple Applications tiers, you must log into the Application Server Control for Collaboration Suite on each Applications tier to:</p> <ul style="list-style-type: none"> ■ Fully disable and enable the distributed component ■ fully start and stop the distributed component 	4262556

Table 4–1 (Cont.) Suite-Level Known Issues in Oracle Collaboration Suite

Description	Action	Bug Number
Oracle Enterprise Manager Grid Control monitors availability and performance of the Oracle Web Access client service. The Grid Control Service Test for the Oracle Web Access client Requires the Correct Build Number. If you are using Grid Control to monitor the Oracle Web Access client service, make sure you have specified the correct build number for the Oracle Web Access client in the service test properties.	To check the test properties, go to the Collaboration Suite Services target sub-tab in Grid Control. Select the Web Access Client service and click Configure. Go to the All Test Properties tab and check the value of the parameter Build Number. To find the correct build number for the Oracle Web Access client, navigate to the Oracle Web Access client launch page. The build number is listed beneath the copyright at the bottom of the page.	4704812
Oracle Discussions does not get updated when the OracleAS Metadata Repository Net Listener Port is updated to a new port number, or when the Oracle Mail schema password is changed.	See the following sections: <ul style="list-style-type: none"> ▪ Changing the OracleAS Metadata Repository Net Listener Port ▪ Changing the Oracle Mail Schema Password 	4696125
Oracle Collaboration Suite Search does not return any results when searching for files in Oracle Content Services.	Use Oracle Content Services search instead of Oracle Collaboration Suite Search.	4697537
Performing a Restore of the Infrastructure configuration files according to the instructions provided in the <i>Oracle Collaboration Suite Administrator's Guide</i> fails	See Section 4.5.1, "Documentation Issues in Oracle Collaboration Suite Administrator's Guide" "Restoring Infrastructure Configuration Files"	4668233
The OESBKP e-mail backup utility may not work in Windows.	Modify %ORACLE_HOME%\bin\oesbcp.bat to reference the following jar files: <pre>set JAR=%JAR%;%JLIB%\esadmin.jar set JAR=%JAR%;%JLIB%\jewt4.jar set JAR=%JAR%;%JLIB%\share.jar</pre>	5362462

4.4 Globalization Issues in Oracle Collaboration Suite

The following table lists Oracle Collaboration Suite globalization issues.

Table 4–2 Globalization Issues in Oracle Collaboration Suite

Description	Action	Bug Number
In the Work Items section of the Oracle Workflow page, clicking the tip link beside the chart returns pages with titles containing indecipherable characters.	None	4704257
When performing bulk provisioning, the server uses the server locale to decode the input LDIF file. If the file is encoded in a different locale, the created users will be indecipherable.	Encode the LDIF file in the same character set as is used by the server. Alternatively, run the command <code>dipassistant bulkprov</code> , specifying the encoding parameter for the LDIF file.	4430542, 4146473
In Greek, the provisioning console in the welcome page is displayed as html code rather than as a URL.	None	4519614

Table 4–2 (Cont.) Globalization Issues in Oracle Collaboration Suite

Description	Action	Bug Number
In French (fr) and French Canadian (fr_CA) locales, clicking on the Menu icon of the "Groupe d'instances (farm)" node or selecting a link to the Farm page (such as from the Topology viewer) causes a Javascript error and fails to pop up the menu for that node	Navigate to the Farm page directly and perform actions from that page.	4490348
The XML log cannot be shown directly in HTML format because the encoding is in the locale of the server, rather than UTF-8.	Instead of clicking the log link, use the Oracle Enterprise Manager log viewer to view the XML log.	4539871
In the pt_BR locale version of the Oracle Collaboration Suite Home page in Enterprise Manager, the buttons interromper tudo in the general section and Ativar/Desativar Componentes above the component table are assigned to the same hot key "t". Therefore, Alt+t, only activates the Ativar/Desativar Componentes button. Similarly, the buttons Reiniciar Tudo in the general section and Recarregar in the component table have the same hot key "R", so Alt+R only activates the Reiniciar Tudo button.	None.	4643691
On Enterprise Manager pages for Oracle Mail server home pages, such as the SMTP Inbound Server, decimals in numbers will appear as '.' characters even when the locale calls for ',' characters.	None	4643735
Translated versions of Oracle Records Management help are not available.	None	4704831

4.5 Documentation Issues in Oracle Collaboration Suite

The following Oracle Collaboration Suite documents have known issues:

- [Section 4.5.1, "Documentation Issues in Oracle Collaboration Suite Administrator's Guide"](#)
- [Section 4.5.2, "Documentation Issues in Oracle Collaboration Suite Security Guide"](#)

4.5.1 Documentation Issues in Oracle Collaboration Suite Administrator's Guide

Please note the following issues in the *Oracle Collaboration Suite Administrator's Guide*.

Restoring Infrastructure Configuration Files

The procedure described in Restoring Infrastructure Configuration Files, under Recovery Procedures in Chapter 11 of *Oracle Collaboration Suite Administrator's Guide* had an incorrect instruction (4668233).

Task 1 of this procedure read:

Stop the Oracle Collaboration Suite Database.

Instead, Task 1 should be:

Make sure the Oracle Collaboration Suite Database, and the Oracle Internet Directory, are up.

The Oracle Collaboration Suite Database must be up in order to restore the Infrastructure configuration files using this procedure.

Moving Identity Management to a New Host

The procedure described in "Moving Identity Management to a New Host" in Chapter 12 of *Oracle Collaboration Suite Administrator's Guide* was missing a step and contained an inaccuracy. (4525024)

After completing Task 1 of the Procedure, you should stop all Applications tier instances that use Oracle Internet Directory. Using the Oracle Collaboration Suite Control Console, navigate to the Instance Home Page for each Applications tier instance and click Stop All. Be sure to leave Oracle Collaboration Suite Control running.

In Task 3, Step 5, the location provided for `ldap.ora` was incorrect. Edit `ORACLE_HOME/ldap/admin/ldap.ora`

Changing the HTTP Server Port on Identity Management

A step was omitted from Task 3 of the procedure described in "Changing the HTTP Server Port on Identity Management", in Chapter 13 of *Oracle Collaboration Suite Administrator's Guide*.

In Task 3, you are instructed to modify the Oracle HTTP Server Listen and Port directives. In the manual steps provided for the HTTPS port, you are instructed to edit the `ssl.conf` file located at `ORACLE_HOME/Apache/Apache/conf/ssl.conf`.

In addition to editing the `Listen` and `Port` directives as indicated, you must also edit the `<VirtualHost _default_:4443></Virtual>` directive. For example, if you were changing the port number to 4445, you would set the following:

```
Listen 4445
Port 4445
<VirtualHost _default_:4445></Virtual>
```

All three directives must be set to use the same port number.

Changing Oracle Internet Directory Ports

Labels for certain procedures in Task 3 of the procedure described in "Changing Oracle Internet Directory Ports", in Chapter 13 of *Oracle Collaboration Suite Administrator's Guide* were incorrect.

In Task 3, Step 1, you are instructed to create a file called `mod.ldif` and then run the `ldapmodify` command. Different syntax is provided "For HTTP" and "For HTTPS".

"For HTTP" means "For Oracle Internet Directory non-SSL port".

"For HTTPS" means "For Oracle Internet Directory SSL port".

Task 3, Step 3d is "Change the value of `OIDport` (for an HTTP port change) or `OIDsslport` (for an HTTPS port change) to the new port number, and then save the file."

"HTTP port change" means "Oracle Internet Directory non-SSL port change".

"HTTPS port change" means "Oracle Internet Directory SSL port change".

Changing Oracle Internet Directory from Dual Mode to SSL Mode

A step was omitted from the procedure described in "Changing Oracle Internet Directory from Dual Mode to SSL Mode", in Chapter 12 of *Oracle Collaboration Suite*

Administrator's Guide, and a file location indicated in this procedure was incorrect. (4524939)

Before beginning this procedure, you should shut down all Applications tiers using this instance of Oracle Internet Directory. Be sure to leave the Oracle Collaboration Suite Control (emctl) process running on all Applications tiers.

You can shut down the tiers using Oracle Collaboration Suite Control by navigating to each Applications tier home page and clicking **Stop All**.

The location of the file `ldap.ora` has been wrongly specified as `$ORACLE_HOME/network/admin/ldap.ora`. This file is specified in Task 1, Step 4, and in Task 2, Step 7.

The correct location is `$ORACLE_HOME/ldap/admin/ldap.ora`.

Changing the OracleAS Metadata Repository Net Listener Port

If you change the OracleAS Metadata Repository Net Listener Port for an Oracle Collaboration Suite Database instance hosting the Oracle Mail schemas, and you have configured Oracle Discussions, you must take an additional step to update Oracle Discussions with the new port number (Bug 4696125). For the complete procedure for making the port change, see "Changing the OracleAS Metadata Repository Net Listener Port" in Chapter 13 of *Oracle Collaboration Suite Administrator's Guide*.

After making the port change:

1. Update the following file found on the Applications tier hosting Oracle Discussions with the new port number:

```
$ORACLE_HOME/j2ee/OC4J_OCSCClient/config/data-sources.xml
```

2. On the same host, run the following command:

```
dcmctl updateconfig
```

Changing the Oracle Mail Schema Password

If you change the Oracle Mail Schema Password, and you have configured Oracle Discussions, you must take an additional step to update Oracle Discussions with the new schema password (Bug 4696125). For the complete procedure for making the schema password change, see "Changing the Oracle Mail Schema Password" in Chapter 6 of *Oracle Collaboration Suite Administrator's Guide*.

After making the schema password change:

1. Update the following file found on the Applications tier hosting Oracle Discussions with the new schema password:

```
$ORACLE_HOME/j2ee/OC4J_OCSCClient/config/jazn-data.xml
```

Note: For details about editing the `jazn-data.xml` file, see "Password Obfuscation in `jazn-data.xml` and `jazn.xml`" in Chapter 14 of *Oracle Application Server Containers for J2EE Security Guide*.

2. On the same host, run the following command:

```
dcmctl updateconfig
```

4.5.2 Documentation Issues in Oracle Collaboration Suite Security Guide

Please note the following issues in the *Oracle Collaboration Suite Security Guide*.

Enabling or Disabling SSL for Oracle Enterprise Manager connections to Oracle Internet Directory

Please note the following correction to the "Securing Oracle Voicemail & Fax Connections" section in the *Oracle Collaboration Suite Security Guide*. (Bug 4515736)

In the subsection, "Enterprise Manager Connections," there is a See Also note with a link to "Enabling SSL in Oracle Voicemail & Fax." This linked information is incorrect. Instead, refer to the procedure below to disable SSL for Enterprise Manager connections.

To enable or disable SSL for Enterprise Manager connections to Oracle Internet Directory:

1. Log in to Enterprise Manager Grid Control, and navigate to the home page.
2. In the Target Search section, select Oracle Voicemail & Fax in the Search list and click **Go**.
3. Select the Voicemail & Fax target from the All Targets list and click **Configure**.
4. In the Configure Voicemail & Fax: *name_of_Voicemail_&_Fax_target* page, select **Always require SSL for connections** to enable SSL for all connections from Enterprise Manager to Oracle Internet Directory for this target.

To disable SSL connections for this target, deselect **Always require SSL connections**.

5. Click **Finish**.

Running the SSL Script on the Applications Tier

The script described in the procedure "Running the SSL Script on the Applications Tier" in *Oracle Collaboration Suite Security Guide* is missing a True or False parameter. (4516978)

The script should appear in the document as follows:

```
$ORACLE_HOME/bin/midtierSSLConfigTool.<sh|bat> <oid hostname> <oid port> <oid  
admin dn> <oid admin password> <http server SSL port> <https> <hostname of the  
computer> <True | False>
```

Where True | False is the boolean flag that determines the communication to OID.

- True: Communication to the Oracle Internet Directory using SSL only
- False: Normal communication to Oracle Internet Directory

This section should also contain the following commands for stopping and starting OC4J_OCSCClient. OC4J_OCSCClient should be restarted after enabling SSL.

```
./opmnctl stopproc process-type=OC4J_OCSCClient  
./opmnctl startproc process-type=OC4J_OCSCClient
```

4.6 Oracle Web Access Client Release Notes

This chapter summarizes release note issues associated with the Oracle Web Access client. This chapter contains the following sections:

- [Section 4.6.1, "What Is the Oracle Web Access Client?"](#)

- [Section 4.6.2, "Known Limitations and Workarounds in the Oracle Web Access Client"](#)
- [Section 4.6.3, "Known Issues in the Oracle Web Access Client"](#)
- [Section 4.6.4, "Globalization Issues in the Oracle Web Access client"](#)

4.6.1 What Is the Oracle Web Access Client?

The Oracle Web Access client is a browser-based application that looks, feels and performs like a desktop application. It provides access to various features of Oracle Collaboration Suite, including:

- E-mail with support for HTML text editing
- Personal and shared Address Books with Corporate Directory (Global Address Book) integration and support for shared contacts
- TimeBar view of calendar appointments and reminders, with direct access to the Oracle Calendar Web client for creating and editing meetings

The Oracle Web Access client supports standard Web browsers, including Internet Explorer, Mozilla and Mozilla Firefox. Your personal preferences are stored on the server so you can access your mail wherever and whenever you want, through a secure, familiar interface on the supported browser of your choice. Work with and manage your information using drag-and-drop functionality, cascading menus, context menus, and resizable panes.

Note: New Oracle Web Access client features can be obtained by applying 10.1.2.x Cumulative Patches. These new features are listed in [Section 2.7, "Oracle Web Access Client Cumulative Patches"](#).

4.6.2 Known Limitations and Workarounds in the Oracle Web Access Client

The following sections describe known limitations and workarounds for the Oracle Web Access client.

- [Section 4.6.2.1, "Corporate Directory Searches"](#)
- [Section 4.6.2.2, "Placing Constraints on Directory Entries Returned by the Oracle Web Access Client"](#)
- [Section 4.6.2.3, "Searches of Attachments in Different Character Sets"](#)
- [Section 4.6.2.4, "Delivery Receipts Not Supported with OJMA"](#)
- [Section 4.6.2.5, "Arabic and Other Bidirectional Languages Not Supported"](#)
- [Section 4.6.2.6, "High Number of Database Connections"](#)
- [Section 4.6.2.7, "Attachments and Caching with Microsoft Internet Explorer and the Oracle Web Access client"](#)

4.6.2.1 Corporate Directory Searches

Some Oracle Internet Directory fields (such as `displayname`) are not indexed by default. Because of this, some Corporate Directory searches will appear to return no results in the Oracle Web Access client, or will cause errors. Affected attributes could include:

`displayname`

```
givenname  
middlename  
sn  
title  
departmentnumber  
telephonenumber  
homephone  
facsimiletelephonenumber  
mobile  
pager  
homepostaladdress  
c  
l  
postalcode  
st  
street  
mail  
orcladdressbookfollowupflag
```

To find out which of these attributes is not being searched, try querying them with a tool such as `ldapsearch` and see which returns an error code 53.

You can either manually index the affected attributes so that they can be searched with the Oracle Web Access client, or silently exclude them from queries so that search errors will no longer occur. Oracle recommends indexing the attributes, since excluding them from searches may lead to confusion for users.

Manually indexing an attribute

Before you index attributes, you must shut down Oracle Internet Directory or set it to *Read Only* mode. See *Oracle Internet Directory Administrator's Guide* for more information.

Note: These steps are written with the understanding that the following environment variables are used:

- `ORACLE_HOME`: The Infra `ORACLE_HOME` path
 - **On Solaris and Linux:**
`LD_LIBRARY_PATH`: This should include `$ORACLE_HOME/lib32:$ORACLE_HOME/lib`
 - **On HP-UX and AIX:**
`LD_LIBRARY_PATH`: This should include `$ORACLE_HOME/lib`;
`SHLIB_PATH`: This should include `$ORACLE_HOME/lib32`.
 - `ORACLE_SID`: The SID of the Infra database
-
-

1. Change to the `/ldap/bin` directory as follows:

```
cd $ORACLE_HOME/ldap/bin
```

2. Index the attribute as follows:

```
./catalog.sh -connect $ORACLE_SID -add \  
-attr attribute_name
```

Where *attribute_name* is the attribute you want to index; for example, `displayname`.

3. Repeat the previous step for each attribute you want to index.

4. Open `oc4j.properties`; this file can be found at a location similar to the following:

```
$ORACLE_HOME/j2ee/OC4J_OCSCClient/config/oc4j.properties
```

5. For each attribute you indexed (as described in steps 2 and 3), update the appropriate entry in `oc4j.properties` as follows:

```
oracle.ocscclient.directory.capability.search.attr.attribute_name=enabled
```

Where *attribute_name* is the attribute you want to index; for example, *displayname*.

Excluding Attributes from Queries

To exclude attributes from queries, update the appropriate entry in `oc4j.properties` as follows:

```
oracle.ocscclient.directory.capability.search.attr.attribute_name=disabled
```

Where *attribute_name* is the attribute you want to exclude; for example, *displayname*.

(4409722)

Note: For the latest updates to this and other procedures in this document, navigate to the following location and open the appropriate release notes document for your platform:

<http://www.oracle.com/pls/cs101/install>

4.6.2.2 Placing Constraints on Directory Entries Returned by the Oracle Web Access Client

The Oracle Web Access client uses a connection pool that connects as the e-mail container entity

(*cn=EmailServerContainer, cn=Products, cn=OracleContext*). This means that Corporate Directory queries executed in the Oracle Web Access client may reveal entries that are normally hidden from end-users. Until this connection method is restructured, a special configuration has been provided so that administrators can define an 'AND' criteria restricting the LDAP objects that are returned. Whenever access controls are added to restrict the visibility of end-user directory data, Oracle Web Access client administrators should consider overriding these values. (4495854)

Currently, there are only two types of objects returned by the Oracle Web Access client Corporate Directory:

- Public Users
- Public Distribution Lists

There are two available configurations, one for each data type. They can be overridden in `oc4j.properties` (located in `$ORACLE_HOME/j2ee/OC4J_OCSCClient`), and should be formatted as follows:

```
# <dl_condition> and <user_condition> should be replaced by
# RFC 2254-compliant query strings.
oracle.ocscclient.directory.ldap.dlobjectandcondition=dl_condition
oracle.ocscclient.directory.ldap.userobjectandcondition=user_condition
```

The default value of *dl_condition* is (objectclass=orclmailgroup) whereas the default value for *user_condition* is (objectclass=orclUserV2). The value of each of these and conditions determines the constraints that will be placed on each end-user query. When overriding this value, you must always include a condition that ensures a distinct objectclass for the two supported object types (usually composed of the defaults values above).

The following are examples of custom search constraints; notice that objectclass=*condition* is retained for all customized values.

```
# hide all users which have '_hidden@' as part of their e-mail address.
oracle.ocscient.directory.ldap.userobjectandcondition=(amp(objectclass=orclUserV2) (
!(mail=*_hidden*)))

# hide all users that have been disabled in oidas
oracle.ocscient.directory.ldap.userobjectandcondition=(amp(objectclass=orclUserV2) (
!(orclisenabled=DISABLED)))

# use an objectclass other than 'orclmailgroup' for DLs
# (to support older OID setups).
oracle.ocscient.directory.ldap.dlobjectandcondition=(objectclass=mailgroups)
```

For more information on LDAP or LDAP query strings, see *Oracle Internet Directory Administrator's Guide*.

4.6.2.3 Searches of Attachments in Different Character Sets

When you perform a search for attachment names, search behavior is determined by the character set used by the Oracle Mail server to build the search index. In other words, if the characters you are searching for are not found in the character set used by the Oracle Mail server to build the search index, the attachment will not be found.

4.6.2.4 Delivery Receipts Not Supported with OJMA

Delivery receipts can be requested with messages sent using a Mail Transfer Agent such as sendmail, or an SMTP server. However, the Oracle Web Access client has an option to send messages using Oracle Javamail Service Provider (OJMA) instead of SMTP, in which case messages are placed directly in the database for sending. With this transport mode, delivery receipts cannot be requested. Accordingly, the controls for requesting receipts in the Oracle Web Access client are disabled when using OJMA.

4.6.2.5 Arabic and Other Bidirectional Languages Not Supported

The Oracle Web Access client does not support Arabic and other bidirectional languages.

4.6.2.6 High Number of Database Connections

With heavy use, the number of database connections from the Oracle Web Access client can become very high.

You can change the database connection pool scheme used by the Oracle Web Access client to a fixed scheme by making the following property change:

```
oracle.mail.sdk.esmail.cache_scheme=2
```

The maximum number of connections can then be set using the property

```
oracle.mail.sdk.esmail.connpool_max_limit
```

With the fixed scheme, the number of database connections from the Oracle Web Access client to the database will never exceed the maximum limit specified. However, this might degrade the performance of the Oracle Web Access client. (4485215)

4.6.2.7 Attachments and Caching with Microsoft Internet Explorer and the Oracle Web Access client

By default, neither attachments nor inline images are cached on the client's disk (for security and privacy reasons). Due to a bug in Internet Explorer, this prevents users from opening attachments inline using that browser. For example, clicking on a text attachment and selecting **Open** from the attachment dialog will fail (the default text editor application for the user will launch, and then generate an error that the file could not be found). (4631343)

If you have deployed SSL, attempting to download attachments to disk will also fail.

Documentation of the details of this Microsoft Internet Explorer bug can be found in the following Microsoft Knowledge Base articles:

- "Internet Explorer Cannot Download" Error Message When You Use an HTTPS URL to Open an Office Document or PDF File:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;812935>
- INFO: Prevent Caching When You Download Active Documents over SSL:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;815313>
- Internet Explorer file downloads over SSL do not work with the cache control headers:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;323308>

There are two workarounds available for this issue; you can use a different browser, or, you can relax caching settings. For detailed instructions for relaxing caching settings, see "Security Issues Related to Microsoft Internet Explorer" in Chapter 2 of *Oracle Collaboration Suite Security Guide*.

4.6.3 Known Issues in the Oracle Web Access Client

The following tables list known issues in the Oracle Web Access client:

- [Table 4–3, "Mail-Related Issues in the Oracle Web Access client"](#)
- [Table 4–4, "Contact-Related Issues in the Oracle Web Access client"](#)
- [Table 4–5, "Various Known Issues in the Oracle Web Access client"](#)
- [Table 4–6, "Browser-Related Issues in the Oracle Web Access client"](#)

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for new features and known issues that are not described in this chapter.

The following table lists mail-related issues in the Oracle Web Access client:

Table 4–3 Mail-Related Issues in the Oracle Web Access client

Description	Action	Bug Number
Deleting mail In the Deleted Items folder (or a subfolder thereof), if you open a message in a new window and choose Delete, you will not be warned before the message is permanently removed.	None	4484000
Composing mail Pressing the Backspace key in the composition window changes the font selection.	None	4484184
Composing mail When browsing for recipients, users with no display names are shown as "Untitled."	None	4394487
Folders Unread message count is shown for currently opened folder and Inbox.	None	3597128
Folders Default message sort order for a returning user is not saved.	None	4230266
Folders When viewing folders shared as read-only, users cannot mark messages as "read".	None	4620201
Sending mail If a recipient's e-mail address includes invalid characters such as square brackets, it is possible that an unspecific error message will result and the user will not be given a chance to correct the problem.	None	4445255
Viewing mail In the List pane, message entries are not updated after the character set is changed.	None	4208604
Viewing mail Messages from Apple Mail are not displayed.	None	4693623

The following table lists contact-related issues in the Oracle Web Access client:

Table 4–4 Contact-Related Issues in the Oracle Web Access client

Description	Action	Bug Number
Search When choosing message recipients, or when searching on shared address books from the advanced search pane, it is possible to search for contacts in a user's shared address book.	None	5057102
Search Some Oracle Internet Directory fields (such as displaying) are not indexed by default. Because of this, some Corporate Directory searches will appear to return no results in the Oracle Web Access client.	Refer to Section 4.6.2.1, "Corporate Directory Searches" for post-install workaround instructions.	4409722
Distribution lists The Oracle Web Access client does not display an error message when a distribution list contains circular references.	None	4394689
Distribution lists Cannot send mail to another user's shared distribution list.	None	4410035
Distribution lists Cannot view public distribution lists' members.	None	4485407
Various Deleting contact clears the Show Only field.	None	4488009

The following table lists various known issues in the Oracle Web Access client, including issues with accessibility, performance, user interface, contacts, and preferences.

Table 4–5 Various Known Issues in the Oracle Web Access client

Description	Action	Bug Number
Accessibility Some accessible pages are missing HTML LANG attributes.	None	4298640
Accessibility The accessible shortcut key for "Forward Message" is not working.	None	4473599
Accessibility The browser display becomes corrupted if the user changes the browser font size, such as by typing "Ctrl +".	None	4302722
Performance Large message body with many e-mail addresses is slow to render.	None	4383491

Table 4–5 (Cont.) Various Known Issues in the Oracle Web Access client

Description	Action	Bug Number
User interface Using online help after closing the Oracle Web Access client main window causes a JavaScript error.	Close the online help before exiting the Oracle Web Access client.	4396787
User interface The composition window's header may not resize correctly if attachments are present.	None	4461000
User interface Drop-down controls may not be positioned correctly.	None	4250498
User interface When using the Tab key to navigate, the focus can be difficult to see on some items.	None	4323410
User interface You cannot use the Tab key to select the New menu.	None	4270210
User interface Toolbar items do not wrap, and are not shown if the size of the window is reduced too much.	Resize the window until all toolbar items are visible	4312705

The Oracle Web Access client supports most current browsers (such as Internet Explorer 6.0 and later, Mozilla 1.7.3 and later, all versions of Firefox), but a small number of browser-specific issues have been identified. The following table summarizes these issues.

Table 4–6 Browser-Related Issues in the Oracle Web Access client

Description	Action	Bug Number
Firefox Cannot insert hyperlinks into a signature.	None	4473369
Firefox Folder context menus do not work.	Use the Oracle Web Access client main menu.	4479515
Firefox Unable to create new folders.	None	4479547
Firefox If "Smooth Scrolling" is enabled on Firefox, scrolling through lists in the Oracle Web Access client may have unexpected results. This is a browser issue.	Turn "Smooth Scrolling" off (it is off by default) as follows: <ol style="list-style-type: none"> 1. On the Firefox main menu, select Tools, then select Options. 2. Select the Advanced page. 3. Under Browsing, make sure Use smooth scrolling is deselected. 	4639994
Firefox and Mozilla Browser scrollbars show through interface items.	None	4359428

Table 4–6 (Cont.) Browser-Related Issues in the Oracle Web Access client

Description	Action	Bug Number
Firefox and Mozilla The keyboard shortcut <code>Ctrl+Enter</code> does not work in the composition window.	None	4432638
Internet Explorer The cursor is hidden when you tab to the Locate People tool.	Click inside the Locate People field.	3873261
Internet Explorer The whole user interface can be selected from certain parts of a message header.	None	4432888
Internet Explorer The names of attached files may wrap incorrectly in the composition window.	None	4460198
Internet Explorer Difficulties may occur when attaching multiple files to messages.	Download and install <i>Cumulative Security Update for Internet Explorer 6 Service Pack 1 (KB832894)</i> on the browser being used with the Oracle Web Access client.	4998120
Mozilla Virtual tree scrolls up on selecting bottom tree node.	None	4068067
Mozilla Cannot drag and drop unless the cursor is over text.	None	4175054
Mozilla Selection problems occur in text fields and text areas.	None	3811308
Mozilla Resizing preview pane resets scroll position.	None	4301536
Mozilla Inline images are not cached.	None	4307189
Mozilla The "Clear" button is truncated on the "Create Distribution List" page.	None	4371738
Mozilla Built-in shortcuts are not blocked when focus is in message pane header.	None	4391301

4.6.4 Globalization Issues in the Oracle Web Access client

The following table lists Oracle Web Access client globalization issues. Most of these issues are related to ISO-2022-JP character set variant support (Japanese).

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for new features and known issues that are not described in this chapter.

Table 4–7 Globalization Issues in the Oracle Web Access client

Description	Action	Bug Number
Character set determination mechanism assumes that the message header and message body are always encoded with the same character set.	None	4226129
Characters in a message subject may be indecipherable if the original message was sent without a well-defined encoding character set.	None	4506621
Characters in attachment names may be indecipherable when the attachment locale is different from the client's operating system locale.	None	4356184
In French on Mozilla and Firefox, the drop-down arrows for new message and new folder are truncated.	None	4431198
Text in From and To fields encoded with ISO-8859-8-I is not shown.	None	4468753
Traditional Chinese delivery receipts message are indecipherable.	None	4519675
When sending a mail in Korean using the message character set ISO-2022-KR, the following error message appears: An error occurred: unable to create the new message.	Use the EUC-KR character set.	4680121, 4684419
In received messages, Korean attachment names are sometimes indecipherable.	None	4685837
The string for "Corporate Directory" is truncated in several languages.	Click and drag the pane border to the right to make the left pane wider.	4449555

Oracle Calendar Release Notes

This chapter summarizes release note issues associated with the components of Oracle Calendar, in the following sections:

- [Section 5.1, "Oracle Calendar Server"](#)
- [Section 5.2, "Oracle Calendar Administrator"](#)
- [Section 5.3, "Oracle Calendar SDK"](#)
- [Section 5.4, "Oracle Calendar Application System"](#)
- [Section 5.5, "Oracle Connector for Outlook 10.1.2"](#)
- [Section 5.6, "Oracle Connector for Outlook 10.1.3"](#)
- [Section 5.7, "Oracle Calendar Desktop Clients"](#)
- [Section 5.8, "Oracle Calendar Sync Clients"](#)
- [Section 5.9, "Client Coexistence Behavior"](#)

Note: This document was updated on **December 10, 2006**.

5.1 Oracle Calendar Server

This section describes changes to administrative features in Oracle Calendar 10g Release 1 (10.1.2 or later).

- [Section 5.1.1, "New in the Oracle Calendar Server"](#)
- [Section 5.1.2, "Known Limitations and Workarounds in Oracle Calendar Server"](#)
- [Section 5.1.3, "Known Issues in the Oracle Calendar Server"](#)
- [Section 5.1.4, "Globalization Issues in the Oracle Calendar Server"](#)
- [Section 5.1.5, "Documentation Issues in Oracle Calendar Server"](#)

5.1.1 New in the Oracle Calendar Server

This section describes new features in Oracle Calendar 10g Release 1.

Note: Other new features included with this release are described in [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#).

- **Automatic User Provisioning**
Configure and control how users are provisioned to Oracle Calendar.
- **User Deprovisioning**
Deprovision users from Oracle Calendar using the `uniuser` utility.
- **Configurable Automatic Log Rotation**
Configure automatic rotation of Oracle Calendar log files.
- **Service Registry and Discovery**
Automatic service registry and discovery of other Oracle Collaboration Suite components at server startup.
- **Oracle Process Management and Notification Integration**
Use Oracle Process Management and Notification to stop and start Oracle Calendar.
- **Oracle Enterprise Manager Integration**
Configure Oracle Calendar using Oracle Enterprise Manager.
- **Oracle Contacts**
Users can access the same contacts from Oracle Calendar clients, and other Oracle Collaboration Suite component clients.
- **Defence Against Denial of Service Protection**
Configure Oracle Calendar to warn and protect against a denial of service attack.
- **Utility Password Option Removed**
Enter the SYSOP password only when prompted, after running an Oracle Calendar server utility.

For more information about new features in Oracle Calendar 10g Release 1 (10.1.2.2), see "New in This Release" in Chapter 1 of *Oracle Calendar Administrator's Guide*.

5.1.2 Known Limitations and Workarounds in Oracle Calendar Server

The following sections describe known limitations and workarounds for the Oracle Calendar server:

- [Section 5.1.2.1, "Multiple Oracle Calendar Server Installations with the Same Infrastructure Tier"](#)
- [Section 5.1.2.2, "SMS Notifications Not Delivered in an SSL Environment"](#)
- [Section 5.1.2.3, "The aut_sasl Plug-in is No Longer Packaged with the Oracle Calendar server"](#)
- [Section 5.1.2.4, "Oracle Workspaces with Web Conferences"](#)
- [Section 5.1.2.5, "Oracle Calendar Wireless Reminders Configurable on Oracle Mobile Collaboration"](#)
- [Section 5.1.2.6, "Duplicate Address Book Entries After Upgrade"](#)
- [Section 5.1.2.7, "Oracle Calendar in Arabic"](#)
- [Section 5.1.2.8, "Oracle Calendar Wireless Notifications"](#)
- [Section 5.1.2.9, "SMS Notifications are No Longer Delivered After Upgrading from Oracle Calendar Server 9.0.3.1"](#)

- [Section 5.1.2.10, "Information Removed from the UNISON.INI Configuration File when Upgrading Oracle Calendar Server in Standalone Mode"](#)

5.1.2.1 Multiple Oracle Calendar Server Installations with the Same Infrastructure Tier

When installing the Oracle Calendar server, and pointing to an Infrastructure tier that has already been configured with a previous installation of the Oracle Calendar server, all Oracle Calendar servers must be running before beginning the new installation.

5.1.2.2 SMS Notifications Not Delivered in an SSL Environment

Users will not receive SMS notifications in an SSL environment because the Oracle Calendar notification listener URL was not properly registered. Apply the associated workaround only if SMS notifications are not being delivered from Oracle Calendar server in an SSL environment.

Workaround:

1. Create a back-up copy of the `$ORACLE_HOME/ocal/misc/unison.ini` file.
2. Open the `$ORACLE_HOME/ocal/misc/unison.ini` file.
3. Locate the [NOTIFY] section of the file and modify the appropriate parameters to reflect the following values:

```
alert_url =
x-oracle-calendarNotificationListener://<ApplicationsTierHost>:<WirelessNotificationEngPort>?protocolVersion=2
alert_sms = TRUE
alert_sms_auto = FALSE
alert_url_auto = FALSE
```

Note: The value for `<WirelessNotificationEngPort>` can be found by looking for "Wireless PIM Notification Dispatcher port" in the `$ORACLE_HOME/install/portlist.ini` configuration file on your Applications tier.

4. Restart the Oracle Calendar server. For more information on restarting the Oracle Calendar server, see "Starting and Stopping the Calendar Server" in Chapter 5 of *Oracle Calendar Administrator's Guide*.

5.1.2.3 The aut_sasl Plug-in is No Longer Packaged with the Oracle Calendar server

The Oracle Calendar server no longer supports the use of `aut_sasl` as an ACE plug-in for Kerberos 4 or Kerberos 5 authentication in 10g Release 1 (10.1.2 or later).

Workaround:

Use Kerberos 5 with the `aut_gssapi` ACE plug-in for authentication. For more information about configuring the Oracle Calendar server for Kerberos 5 authentication see, "Kerberos 5 Authentication with Oracle Calendar" in Chapter 2 of *Oracle Collaboration Suite Security Guide*.

5.1.2.4 Oracle Workspaces with Web Conferences

See [Section 12.2, "Known Limitations and Workarounds in Oracle Workspaces"](#) for information on a Calendar-related issue in Oracle Workspaces.

5.1.2.5 Oracle Calendar Wireless Reminders Configurable on Oracle Mobile Collaboration

Wireless reminders for Oracle Calendar are no longer configurable from the `$ORACLE_HOME/ocal/etc/reminder` directory on the Applications tier. Oracle Calendar wireless reminders are now configurable from Oracle Mobile Collaboration.

For more information about configuring wireless reminders for Oracle Calendar see "Configuring the Messaging Server for Notifications" in Chapter 2 of *Oracle Mobile Collaboration Administrator's Guide*.

5.1.2.6 Duplicate Address Book Entries After Upgrade

After upgrading to Oracle Calendar server 10g Release 1, and users' address books have been migrated to the Common Address Book, some address book entries may be duplicated. This applies to Oracle Collaboration Suite deployments only.

When reconciling the Oracle Calendar address book with the Common Address Book, Oracle Calendar server queries the existing contacts based on first name and last name in both the Oracle Calendar address book, and the Common Address Book. If a match is found, the attributes present in both address books entries are compared. If all the attribute values are equivalent, the Oracle Calendar server will merge the two entries. Conversely, if the attribute values differ, to prevent data loss, the Oracle Calendar server will create a new contact, thus creating a duplicate entry.

Note: After upgrade, the Oracle Calendar address books are only migrated once to the Common Address Book. Consequently, duplicate entries resulting from address book migration will only occur once.

For more information about the Common Address Book, see "About the Common Address Book (CAB)" in Chapter 6 of *Oracle Calendar Administrator's Guide*.

5.1.2.7 Oracle Calendar in Arabic

Oracle Calendar does not support Arabic.

5.1.2.8 Oracle Calendar Wireless Notifications

Oracle Calendar wireless notifications are not enabled by default. The XMS center requires the following workaround.

Workaround:

1. Log in to Oracle Enterprise Manager.
2. Click the **Applications tier** link.
3. Click the **Wireless** link.
4. Click the **Site Administration** tab. If the "Component Configuration" section is not expanded, expand it by clicking the "plus sign".
5. Click **XMS configuration**.
6. Under **XMS Center**, ensure that **Enable XMSC** is checked.

7. Restart the wireless component.

5.1.2.9 SMS Notifications are No Longer Delivered After Upgrading from Oracle Calendar Server 9.0.3.1

After upgrading from the Oracle Calendar server 9.0.3.1, users who previously received SMS notifications no longer receive SMS notifications on their mobile devices.

Workaround:

All users who are no longer receiving SMS notifications should follow these instructions:

1. Login to Oracle Mobile Collaboration Preferences page with an effected user account by accessing the following URL:

`http://<ApplicationsTier>:<port>/ocsmobile/welcome.uix`

Note: Specify the appropriate Applications tier, and port for your deployment.

2. Verify that the **Mobile Access Account ID** field contains the correct information. If the information is incorrect, modify the field with the appropriate information.

Click the **Apply** button.

3. Click the **Advanced** button. Verify the **On the Go** radio button is selected from the list of rules in the **My Contact Rules** table. If it is not selected, choose the **On The Go** radio button, then click the **Apply** button.

4. With the **On The Go** radio button selected, click the **Edit** button at the top of the **My Contact Rules** table.

Verify that **My Mobile Phone** is selected from the **Messages** drop-down list, and that **Messages** is selected from the **Notification Channel** drop-down list.

If either, or both of these options are incorrectly configured, correct the appropriate option in the relevant drop-down list.

Click the **Ok** button.

5. Select the **My Mobile Phone** radio button from the **My Communication Devices** table, then click the **Edit** button at the top of the table.

Verify that the **My Mobile Phone** field contains the correct information. A plus symbol (+) should appear in front of the telephone number. If the field contains incorrect information, update it with the appropriate changes.

Click the **Ok** button.

6. Click **Logout** at the top right side of the browser.
7. Login to the Oracle Calendar Web client with the same effected user account by accessing the following URL:

`http://<ApplicationsTier>:<port>/ocas-bin/ocas.fcgi?sub=web`

Note: Specify the appropriate Applications tier, and port for your deployment.

8. Click **Preferences** at the top right corner of the browser, then click the **Wireless** tab.
9. Deselect the **Enable wireless services** and **Automatically notify when Entries are created or modified** check boxes.
10. Click the **OK** button.
11. Click **Preferences** at the top right corner of the browser again, then click the **Wireless** tab.
12. Select the **Enable wireless services** and **Automatically notify when Entries are created or modified** check boxes.
13. Click the **OK** button.

SMS notifications should now be delivered.

5.1.2.10 Information Removed from the UNISON.INI Configuration File when Upgrading Oracle Calendar Server in Standalone Mode

When upgrading from Oracle Calendar server 9.0.4.2.X in standalone mode, if the [DOMAIN] section of the \$ORACLE_HOME/ocal/misc/unison.ini configuration file includes a comment symbol (#), the [DOMAIN] section will be removed during the upgrade process.

Note: No loss of functionality will be apparent when the section and associated parameters are removed from unison.ini file.

Workaround:

Before upgrading the Oracle Calendar server:

1. Open the \$ORACLE_HOME/ocal/misc/unison.ini configuration file.
2. Remove any comment symbols (#) from the [DOMAIN] section.
3. Perform the upgrade.
4. Reinstate any comment symbols (#) removed in Step 2. before starting the Oracle Calendar server.

5.1.3 Known Issues in the Oracle Calendar Server

The following table lists known issues in the Oracle Calendar server.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 5–1 Known Issues in the Oracle Calendar Server

Description	Action	Bug Number
When using Oracle Workspaces Web , the following error will appear after trying to update an existing meeting after a user has been moved from one Oracle Calendar server node to another: "An exception occurred while performing a calendar operation {CAPI_STAT_DATA_ICAL_NOTANATTENDEE}". The modification will be made; however, the error message will continue to appear after any modification made to a meeting that was created by the user before being moved to the destination node.	None	4460500
Modified text details in an exception of a recurring event created with Oracle Connector for Outlook will be overwritten by the text details from the recurrence series if the event owner is moved from one node to another using the unimvuser utility.	From Oracle Connector for Outlook, save the text details of any modified exception on the local desktop before moving a user to a different Oracle Calendar server node.	4435117
When the \$ORACLE_HOME environment variable is a path longer than 122 characters on UNIX, or 74 characters on Windows, the Oracle Calendar server may not start.	Oracle recommends that the path represented by the \$ORACLE_HOME environment variable be 122 characters or less on UNIX, or 74 characters or less on Windows.	4260717
When Oracle Calendar server is deployed on Windows, if more than 300 users are connected concurrently, the server may fail to respond due to scalability issues.	None	5210968

5.1.4 Globalization Issues in the Oracle Calendar Server

The following table lists globalization issues in the Oracle Calendar server.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 5–2 Globalization Issues in the Oracle Calendar Server

Description	Action	Bug Number
In a Japanese environment, the names of the sender and receiver sometimes appear as indecipherable text when viewing an Oracle Calendar e-mail notification with Microsoft Outlook Express.	None	4453661

5.1.5 Documentation Issues in Oracle Calendar Server

There are no known documentation issues for this component.

5.2 Oracle Calendar Administrator

The Oracle Calendar administrator only supports English.

(There is no further release note information for this application.)

5.3 Oracle Calendar SDK

The following topics describe release note information for the Oracle Calendar SDK.

- [Section 5.3.1, "New in Oracle Calendar SDK"](#)
- [Section 5.3.2, "Known Issues in Oracle Calendar SDK"](#)

5.3.1 New in Oracle Calendar SDK

This section describes new features in the Oracle Calendar SDK

- The ATTACH property is now supported.
- The following configuration settings have been added or made available:
 - apitime
 - connect_on_startup
 - host
 - log_debug
 - log_filename
 - log_modulenames
 - log_state
 - log_trace
 - min_caldomain
 - min_masternode
 - min_sysop
 - min_user
 - server
 - tmpDirectoryPath
- The vCard CLASS property is now supported.
- The flags CSDK_FLAG_FETCH_RESOURCES_WITHOUT_ADDRESSES and CSDK_FLAG_FETCH_USERS_WITHOUT_ADDRESSES have been added for fetching events.
- Remote designates are now supported.
- The following explicit termination methods have been added to the Oracle Calendar SDK Java API to allow applications to dispose native resources held by instances of the classes Session, RequestResult, Handle and Query, since there is no guarantee that the finalizers of these classes will be executed promptly.

These methods have been added to this release of the Oracle Calendar SDK as well as Release 2 (9.0.4).

 - Session.dispose()
 - RequestResult.dispose()
 - Handle.dispose()
 - Query.dispose()

5.3.2 Known Issues in Oracle Calendar SDK

The following table lists known issues in the Oracle Calendar SDK.

Table 5–3 Known Issues in Oracle Calendar SDK

Description	Action	Bug Number
Only the PRIVATE and PUBLIC vCard CLASS property values are supported; the CONFIDENTIAL vCard value is mapped to PRIVATE.	<p>Use PRIVATE instead of CONFIDENTIAL.</p> <p>The following list describes the possible vCard CLASS property values, and the Oracle Calendar server values to which they are mapped:</p> <ul style="list-style-type: none"> ■ <i>vCard CLASS property value, Oracle Calendar server value</i> ■ PUBLIC, PUBLIC ■ PRIVATE, PRIVATE ■ CONFIDENTIAL, PRIVATE 	3760865

5.4 Oracle Calendar Application System

This section summarizes release note issues associated with the Oracle Calendar application system and its components.

- [Section 5.4.1, "Oracle Calendar Application System Shared Release Note Information"](#)
- [Section 5.4.2, "Oracle Calendar Web Client"](#)
- [Section 5.4.3, "Oracle Calendar Web Services"](#)
- [Section 5.4.4, "Oracle Mobile Data Sync"](#)

5.4.1 Oracle Calendar Application System Shared Release Note Information

The following topics describe release note information common to all components of the Oracle Calendar application system.

- [Section 5.4.1.1, "Known Limitations and Workarounds in the Oracle Calendar Application System"](#)
- [Section 5.4.1.2, "Known Issues in the Oracle Calendar Application System"](#)

5.4.1.1 Known Limitations and Workarounds in the Oracle Calendar Application System

The following sections describe known limitations and workarounds in the Oracle Calendar application system.

- [Section 5.4.1.1.1, "Arabic Not Supported"](#)
- [Section 5.4.1.1.2, "Configuring Components on Systems Where the Oracle Calendar Server Is Not Configured"](#)

5.4.1.1.1 Arabic Not Supported The Oracle Calendar application system does not support Arabic.

5.4.1.1.2 Configuring Components on Systems Where the Oracle Calendar Server Is Not Configured Like all components, the Oracle Calendar server and the Oracle Calendar application system are copied to \$ORACLE_HOME during installation, even if you do not choose to configure them. If you subsequently configure Oracle Calendar application system components using Oracle Enterprise Manager on a system where the Oracle Calendar server has not been configured, the operation will complete without error and the Oracle Calendar application system will be started. However, users will not be able to log on to this instance, and the Oracle Calendar application system will not be able to connect to the Oracle Calendar server. (4466400)

Correct the problem using the Oracle Calendar server group configuration assistant. Before you run the configuration assistant, set environment variables for your system as follows.

```
Set path=%ORACLE_HOME%\bin;%ORACLE_HOME%\ocas\bin;%path%
```

Once have you have set the environment variables, enter the following command on one line.

```
%JAVA_HOME%\bin\java -classpath %ORACLE_HOME%\ocal\jlib\ocal_clnt.jar;%ORACLE_HOME%\jlib\ojmisc.jar;%ORACLE_HOME%\lib\xmlparserv2.jar;%ORACLE_HOME%\jlib\ldapjclnt10.jar oracle.calendar.server.configuration.OCalgConf -path %ORACLE_HOME% -DSmgrp Password -DSmgrdn cn=orcladmin
```

5.4.1.2 Known Issues in the Oracle Calendar Application System

The following table lists known issues common to the Oracle Calendar application system as a whole.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 5–4 Known Issues in the Oracle Calendar Application System

Description	Action	Bug Number
When the Oracle Calendar application system is stopped, started, or restarted, it takes three to five minutes for its status to be updated in Oracle Enterprise Manager.	Use the command-line to check the status of the Oracle Calendar application system if Oracle Enterprise Manager does not seem to be up-to-date.	4347435
Configuring Oracle Calendar application system components using Oracle Enterprise Manager on a system where the Oracle Calendar server has not been configured may cause difficulties.	For a detailed explanation of the problem and a workaround, see Section 5.4.1.1.2, "Configuring Components on Systems Where the Oracle Calendar Server Is Not Configured" .	4466400
Administrator logout stops all <code>ocas.fcgi</code> processes.	None	4752849

5.4.2 Oracle Calendar Web Client

The following topics describe release note information for the Oracle Calendar Web client.

- [Section 5.4.2.1, "New in the Oracle Calendar Web Client"](#)
- [Section 5.4.2.2, "Known Limitations and Workarounds in the Oracle Calendar Web Client"](#)
- [Section 5.4.2.3, "Known Issues in the Oracle Calendar Web Client"](#)
- [Section 5.4.2.4, "Globalization Issues in the Oracle Calendar Web Client"](#)
- [Section 5.4.2.5, "Documentation Issues in the Oracle Calendar Web Client"](#)

5.4.2.1 New in the Oracle Calendar Web Client

Searching

- Search capability has been improved, and the new "Advanced Search" feature provides an even more accurate and specific way of searching for users.

Preferences

- More details are displayed in the Agenda views, and you can customize the level of detail you want printed and displayed.
- Under Preferences, printouts can now be set to include your entries in a detailed, tabular list.
- You can now choose a default Calendar view under Preferences.
- You can set default start and due times for tasks, under Preferences.

Scheduling

- Various improvements have been made to the Scheduler: Tool tips have been improved, the Scheduler grid now automatically gets populated with the most recent resource search results, user and resource names can be clicked for more information, and time slots can be clicked to see the entries they contain.
- Icons can now be clicked to show more details about entries or to change the reply status for events.
- The Daily List and Daily Planner are now referred to as the "List Mode" and "Planner Mode" of the Daily View. The same change applies to the Weekly List and Weekly Planner.
- The Date Control Bar now includes a link to today's date.
- Day Events and Daily Notes can span multiple days.

Note: This feature is available only with version 10.1.2 or later of the Oracle Calendar server.

- When you book a resource, you can choose to automatically fill in the "Location" field of the meeting with the name of the resource.

Per-instance possibilities

- You can create personal notes - information only you or a designate can see - in an entry, or in selected instances of a repeating entry.

- You can attach a file to an instance of a repeating event.

Note: These features are available only with version 10.1.2 or later of the Oracle Calendar server.

Other

- Longer names for resources, event titles, and locations are supported.
- Administrators can now configure whether or not to highlight remote users with an indicator (such as 'R' in English).
- Download of Microsoft Powerpoint (PPT) and Adobe Acrobat (PDF) attachments is now supported.

Notes:

- These features are available only with version 10.1.2 or later of the Oracle Calendar server.
 - See [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#) for other new features of Oracle Calendar included with this release.
-

5.4.2.2 Known Limitations and Workarounds in the Oracle Calendar Web Client

In some secure configurations of the Oracle Calendar Web client, attachments may not be cached on the client's disk (for security and privacy reasons). Due to a bug in Internet Explorer, this prevents users from opening attachments inline using that browser. For example, opening a text attachment from an entry may fail (the default text editor application for the user will launch, and then generate an error that the file could not be found). (4704943)

If you have deployed SSL, attempting to download attachments to disk may also fail.

Documentation of the details of this Microsoft Internet Explorer bug can be found in the following Microsoft Knowledge Base articles:

- "Internet Explorer Cannot Download" Error Message When You Use an HTTPS URL to Open an Office Document or PDF File:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;812935>
- INFO: Prevent Caching When You Download Active Documents over SSL:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;815313>
- Internet Explorer file downloads over SSL do not work with the cache control headers:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;323308>

There are two workarounds available for this issue; you can use a different browser, or, you can relax caching settings. For detailed instructions for relaxing caching settings, see "Security Issues Related to Microsoft Internet Explorer" in Chapter 2 of *Oracle Collaboration Suite Security Guide*.

5.4.2.3 Known Issues in the Oracle Calendar Web Client

The following table lists known issues in the Oracle Calendar Web client.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 5–5 Known Issues in the Oracle Calendar Web Client

Description	Action	Bug Number
Wireless reminders are not delivered when the Deliver reminders and notifications checkbox is checked and the delivery interval is set to begin at 12:00 a.m., and end at 12:00 a.m.	There are two possible workarounds for this issue. Workaround 1: To enable wireless reminders when the delivery interval is set to begin at 12:00 a.m. and end at 12:00 a.m., uncheck the Deliver reminders and notifications checkbox. Workaround 2: To enable wireless reminders when the Deliver reminders and notifications checkbox is checked, set the delivery interval to a different value. For example, set the delivery interval to begin at 12:00 a.m. and end at 11:59 p.m.	4561312
In Netscape 7.1 and Mozilla 1.6, you cannot save an attachment to disk by right-clicking it.	Left-click the attachment to open it directly.	3793972
If you choose to delete an attachment but then click Cancel , the attachment is still deleted.	None	4475371
Errors may occur if you change a standard repeating meeting into a repeating Web conference. Specifically, an error occurs when you do this to a meeting that has external attendees, and your administrator has disabled the ability to invite external users to Web conferences.	Remove external attendees from the meeting and update the meeting. Then modify the meeting to become a Web conference.	4307391
Modifying personal information (such as reminders or personal notes) for events can result in e-mail notifications being sent to all attendees of the event. (These notifications do not contain personal information.)	Deselect the When I edit an Entry option under Send e-mail to attendees in Preferences.	4378484
When using 12-hour (a.m./p.m.) time format, it may not be possible to select a meeting start time of 12:30 a.m. in the Scheduler.	Use 24-hour time format.	4334695
In Manage Groups, a second Information button is unnecessarily displayed after a search that returns a single result. Selecting this button displays an error.	None	4680304

5.4.2.4 Globalization Issues in the Oracle Calendar Web Client

The following table lists globalization issues in the Oracle Calendar Web client.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 5–6 Globalization Issues in the Oracle Calendar Web Client

Description	Action	Bug Number
If you create a meeting and select Send e-mail to attendees , multiple-byte display names will not display correctly when the mail is sent.	Set the following keyword in \$ORACLE_HOME/ocal/misc/unison.ini in the CWS section: mimecontentcharset_force = UTF8	4659913, 3321244, 4323889
Non-ASCII attachment names may become indecipherable when downloaded to a system with a different locale.	None	5160775
Multiple-byte character ICS and VCS attachments sent with the Oracle Calendar Web client may get corrupted.	None	3481521, 4275399
In Hungarian online help, the glossaries and indexes are not sorted alphabetically.	None	4359263
In Turkish, Simplified Chinese, Korean, Japanese, Hungarian, and Greek, the timezone table is not sorted.	None	4359370
if you create a meeting and select Send e-mail to attendees , multiple-byte display names will not display correctly when the mail is sent.	None	4659913
When downloading Japanese attachment names that include the "5c" character code with Internet Explorer, the file name is indecipherable.	Use Mozilla Firefox to download the attachment.	4713762

5.4.2.5 Documentation Issues in the Oracle Calendar Web Client

Localized versions of the Oracle Calendar Web client help do not mention that a Web conference key will be generated if one is not specified by the user. (4367351)

5.4.3 Oracle Calendar Web Services

The following topics describe release note information for Oracle Calendar Web services.

- [Section 5.4.3.1, "New in Oracle Calendar Web Services"](#)
- [Section 5.4.3.2, "Known Issues in Oracle Calendar Web Services"](#)

5.4.3.1 New in Oracle Calendar Web Services

This section describes new features in Oracle Calendar Web services:

- Proxy authentication has been fully documented.
- The Summary SOAP operation has been added.
- Ultra Search capabilities have been added to the Search SOAP operation.
- The following optional properties have been added to the Search SOAP operation:
 - x-oracle-limitattendees
 - x-oracle-overlap
- Oracle Real-Time Collaboration xCal properties have been added to the XML data format of Calendar data. You can now create Web conferences, for instance.
- Additional modules and error codes have been added.

5.4.3.2 Known Issues in Oracle Calendar Web Services

The following table lists known issues in Oracle Calendar Web services.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 5–7 Known Issues in Oracle Calendar Web Services

Description	Action	Bug Number
In Oracle Calendar Web services, some special character combinations may appear as a question mark (?). In particular, the character string "€€" in a meeting title may appear as "?€".	Separate the two adjacent Euro characters.	3764247

5.4.4 Oracle Mobile Data Sync

The following topics describe release note information for Oracle Mobile Data Sync.

- [Section 5.4.4.1, "New in Oracle Mobile Data Sync"](#)
- [Section 5.4.4.2, "Known Issues in Oracle Mobile Data Sync"](#)

5.4.4.1 New in Oracle Mobile Data Sync

This section describes new features in Oracle Mobile Data Sync.

Note: Other new features included with this release are described in [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#).

New device certification

- Nokia 6020, 6021, 6230i, 6260, 6680, 6822, 7260, 7270, 7610, 9300
- Siemens C65, CX65, S65, S66, SX1
- Sony Ericsson K700i, K750i, S700i, S710a, Z600, Z500, Z800i
- Blackberry 6200, 7200

Support for per-instance details and personal notes

Oracle Mobile Data Sync now features the ability to add per-instance meeting details. When you create a recurring meeting, you can now customize the details per instance, such as a meeting agenda. You can also now add personal notes to meetings that you do not own, which will be maintained on your device, even when you next synchronize with the Oracle Calendar server.

Consistent display of multi-day events across Oracle Calendar clients

Multi-day events scheduled in Oracle Connector for Outlook will now display correctly in all Oracle Calendar clients, so that they will not appear to block off time in invitees' agendas. Note that this feature is based on device capability.

New Authentication Method

With previous versions of Oracle Mobile Data Sync (formerly known as Oracle Sync Server), users authenticated themselves using their Single Sign-On passwords. With the release of Oracle Mobile Data Sync 10g, authentication using the Oracle Mobile

Collaboration wireless numerical PIN is supported. Users can create this PIN on the Oracle Mobile Collaboration Wireless Preferences page.

When upgrading to Oracle Collaboration Suite 10gR1, Single Sign-On authentication remains in place. Fresh Oracle Collaboration Suite 10gR1 installations use PIN authentication by default. Administrators can change between the two authentication methods by editing the `syncml_authcredlabel` parameter in the Oracle Calendar server `unison.ini` file. For information on the `syncml_authcredlabel` parameter, see "Controlling server behavior" in the *Oracle Calendar Reference Manual*.

Note: Standalone installations of Oracle Mobile Data Sync (as part of the Oracle Calendar application system) do not use PIN authentication. Users must sign in with their Oracle Calendar server passwords.

5.4.4.2 Known Issues in Oracle Mobile Data Sync

The following table lists known issues in Oracle Mobile Data Sync.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 5–8 Known Issues in Oracle Mobile Data Sync

Description	Action	Bug Number
All devices On all devices, if you modify any aspect of a task and then synchronize, the completion percentage on the server may be reset to 0.	None	4447063
Blackberry Events created on Blackberry devices may get duplicated after being modified using an Oracle Calendar client and using the device.	None	4417008
Nokia 9300 When instances of recurring events are deleted from the server, some of them still appear on Nokia 9300 devices after synchronization. This is a device issue.	None	4325073
Nokia 9300 On Nokia 9300 devices, if a contact is modified on the server and then synchronized to the device, a duplicate e-mail address is created on the device. This is a device issue.	None	4340937
Palm 24-hour meetings are duplicated on Palm devices after a slow synchronization.	None	4316054
Palm Newer Palm devices such as the Treo650 support the location field, but the Synthesis synchronization client for Palm does not.	None	4438224

Table 5–8 (Cont.) Known Issues in Oracle Mobile Data Sync

Description	Action	Bug Number
Pocket PC 2002 On Pocket PC 2002 devices using version 2.1 of the Synthesis SyncML Client, if you try to synchronize, the Synthesis client may become unresponsive. This is a Synthesis issue.	Use version 2.5 of the Synthesis SyncML Client. If this is not possible, manually connect to the Internet (using GPRS, for example), then try to synchronize again. The synchronization should be successful.	4338100
Siemens C65 On Siemens C65 devices, if you synchronize after an event reminder has been issued, the event will be duplicated to UTC time. This is a device issue.	None	4379151
Siemens C65 and S65 On Siemens C65 and S65 devices, synchronizing day events is not supported. This is a device issue.	None	4332441, 4332428, 4332497
Sony Ericsson S700i On Sony Ericsson S700i devices, task due dates are not synchronized to the server. This is a device issue.	None	4345002

5.5 Oracle Connector for Outlook 10.1.2

The following topics describe release note information for Oracle Connector for Outlook 10.1.2.

- [Section 5.5.1, "New in Oracle Connector for Outlook 10.1.2"](#)
- [Section 5.5.2, "Known Limitations and Workarounds in Oracle Connector for Outlook 10.1.2"](#)
- [Section 5.5.3, "Known Issues in Oracle Connector for Outlook 10.1.2"](#)

5.5.1 New in Oracle Connector for Outlook 10.1.2

Installation

- Ability to run the installer in 24 languages
- Ability to add additional languages after installation
- Ability to create additional profiles after installation, using a PRF file
- Installation and configuration in fewer steps
- Ability to install with elevated system privileges
- Ability to repair an installation using a Repair Wizard

Configuration and Deployment

- Profile Creation Wizard
- PRF File Creation Wizard
- Option to use a PRF file with the Oracle Connector Configuration Wizard to facilitate profile configuration
- Roaming profile support
- Citrix certification

- IMAP namespace prefixes
- IMAP folder mappings

Troubleshooting

- Ability to generate log files and reports which you can send to Support
- Configure logging parameters and log levels through the client UI

Features

- Support for browsing distribution lists in the Global Address List (GAL)
- Ability to view memberships in the DLs
- Improved name resolution for users, resources, and distribution lists
- Ability to navigate through your organization's hierarchy using the user property pages
- Additional information displayed in the resource property pages
- Increase GAL capacity beyond 64K
- Support for multi-day day events
- Support for per-instance details and personal notes in events
- Streamlined notifications for recurring Web conferences
- Ability to import and export server-side rules
- Message grouping (the Group By feature in Microsoft Outlook) is now available in Outlook 2000 and 2002 (it was previously only available to Outlook 2003 users)
- Ability to share contacts
- Ability to create and share Outlook data folders of all Outlook data types — like calendar, tasks, e-mail messages, and contacts — within any IMAP folder
- Easier to open another user's folder with new shared folder lists grouped by owner in the Navigation Pane
- Ability to create a speed dial list from your contacts
- Ability to add a picture to a contact*
- Support for displaying side-by-side calendars*
- Ability to select a service provider other than Oracle Connector for Outlook when sending e-mail

Note: * These features are available on Outlook 2003 only.

Performance Optimizations

- Better UI responsiveness when sending large e-mails
- Reduced RAM consumption by the GAL
- Ability to cancel a GAL download
- Optimization of IMAP traffic

5.5.2 Known Limitations and Workarounds in Oracle Connector for Outlook 10.1.2

This section describes known limitations and workarounds for Oracle Connector for Outlook 10.1.2.

- GAL DL members are only displayed if they have Oracle Calendar server accounts.
- GAL DLs cannot be expanded on the **Attendee Availability** tab on the Oracle Calendar Appointment form or in the **Message Recipients** list. To view the list of members in a DL, select the DL and click **Properties**. You can also invite the DL to a meeting. After the meeting is scheduled, you can see the individual members which you can then add to your contacts.
- Assigning the same e-mail address for more than one GAL entry may lead to unexpected results when scheduling meetings. Verify that each GAL entry has a unique e-mail address.
- Additional storage for creating Outlook data folders of all Outlook data types — like calendar, tasks, e-mail messages, and contacts — within any IMAP folders. This feature requires the Oracle Collaboration Suite 10g Connector for Outlook to be connected to the Oracle Collaboration Suite 10g Mail server.

There are some limitations, described in the following list:

- Web conferences are not supported for meetings stored as e-mail messages in the data folders you created.
- Meeting requests created in these Outlook data folders are not tracked by the Oracle Calendar server. You can manually track external attendee status in your default **Calendar** folder in Outlook. Recipients are notified only by an e-mail message and will not receive an Outlook Meeting Request.
- Timed events stored in the IMAP-based Outlook data folders can be converted to all-day events, and vice versa. This differs from the default **Calendar** folder in Outlook, where this conversion is not possible.
- Unlike the default **Calendar** folder, users can be invited to meetings as either Required or Optional attendees. Because the Outlook data folders do not reside on the Oracle Calendar server, the attendee status settings are saved. However, the attendee response cannot be tracked, unless you manually change the **Response** setting.
- Links to contacts are not preserved in the Outlook data folders, regardless of the Outlook data type. Only the contact name is displayed.
- Inserting a DL within another DL is not supported in the Outlook data folders, regardless of the Outlook data type.

5.5.3 Known Issues in Oracle Connector for Outlook 10.1.2

The following table lists known issues in Oracle Connector for Outlook 10.1.2.

Note: Fixes for known issues may be available in cumulative patches. For a list of available cumulative patch downloads and their installation order, see note 361082.1 on <http://metalink.oracle.com>. Each cumulative patch includes a `README.html` file that lists all bugs fixed.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for information on cumulative patch new features and known issues.

Table 5–9 Known Issues in Oracle Connector for Outlook 10.1.2

Description	Action	Bug Number
When using Oracle Connector for Outlook with Microsoft Outlook 2003, some features associated with the Junk E-mail folder do not work.	None	3274595
In certain scenarios, canceling a GAL download results in a partially downloaded GAL that is missing some entries.	When canceling a GAL download, synchronization is interrupted, so it is normal for some entries to be missing in the partially downloaded GAL.	4311524
The Addressline2 field in Oracle WebMail is not synchronized with the Address field for a contact in Oracle Connector for Outlook.	This field is not synchronized because Oracle Connector for Outlook does not have a corresponding Addressline2 field for contacts.	4475047

5.6 Oracle Connector for Outlook 10.1.3

Oracle Connector for Outlook 10.1.3 was released in the summer of 2006 and includes several new features and enhancements to version 10.1.2. Oracle Collaboration Suite users are encouraged to upgrade to Oracle Connector for Outlook 10.1.3, but can continue to use 10.1.2 if they so choose.

The following topics describe release note information for Oracle Connector for Outlook 10.1.3:

- [Section 5.6.1, "New in Oracle Connector for Outlook 10.1.3"](#)
- [Section 5.6.2, "Resolved Issues in Oracle Connector for Outlook 10.1.3"](#)
- [Section 5.6.3, "Known Issues in Oracle Connector for Outlook 10.1.3"](#)
- [Section 5.6.4, "Globalization Issues in Oracle Connector for Outlook 10.1.3"](#)

5.6.1 New in Oracle Connector for Outlook 10.1.3

Configuration and Deployment

- Support for recognizing unique services within a profile
- POP mail server support
- Multiple options for configuring automatic updates of offline folders
- Ability to install automatic updates from the About dialog box or from a new system tray icon notifying you when updates are available
- New system tray icon providing server status information

Troubleshooting

- New interface allows log generation and a way to provide feedback to Oracle Support
- Option to enable highly descriptive log files for diagnosing errors
- Additional details available when generating a report package

Features

- Improved support for third-party products working with Outlook
- Additional support for features available in Outlook with Microsoft Exchange
- Option to back up your personal folders before resetting them
- Interactive progress bar for enhanced user feedback
- Ability to send and receive messages while you are working offline
- Ability to customize the display range for your Calendar folders
- Support for attaching linked and embedded objects into messages
- Ability to expand distribution lists in e-mails and meeting requests
- Support for attaching and forwarding any Outlook data file types
- Support for the automatic preview of messages
- Ability to cancel opening large messages
- Ability to preserve the format of e-mails sent as rich text
- Improved interface navigability for configuring options

Performance optimizations

- Ability to access the mail and calendar servers in parallel
- Messages that have been opened are automatically synchronized for offline use
- Ability to cancel name resolutions
- Ability to continue working in Outlook, including opening messages, while downloading the Global Address List or message headers
- Ability to load several mail folders simultaneously
- Newest messages are downloaded first

5.6.2 Resolved Issues in Oracle Connector for Outlook 10.1.3

The following table lists resolved issues in Oracle Connector for Outlook 10.1.3.

Table 5–10 Resolved Issues in Oracle Connector for Outlook 10.1.3

Description	Resolved In	Bug Number
In certain scenarios, if you were upgrading from a previous version of Oracle Connector for Outlook when using a non-English version of Outlook, the upgrade could result in an invalidation of the existing settings that map Outlook special folders to IMAP4 folders.	10.1.3	5436819
In certain scenarios, cancelling a Global Address List download would result in a partially downloaded Global Address List that had some missing entries.	10.1.3	4311524
Global Address List distribution lists could not be expanded on the Attendee Availability tab in the Oracle Calendar Appointment form or in the Message Recipients list.	10.1.3	3973306

5.6.3 Known Issues in Oracle Connector for Outlook 10.1.3

The following table lists known issues in Oracle Connector for Outlook 10.1.3.

Table 5–11 Known Issues in Oracle Connector for Outlook 10.1.3

Description	Action	Bug Number
When a scheduling error results from a modification of a recurrence exception, an e-mail notification may still be sent with the meeting details.	None	5391513
Moving, copying, or deleting a large number of messages simultaneously can be slow.	None	5350297
In certain scenarios, a pop-up reminder that has been set to 'snooze' for a specific time interval may pop up sooner if you are using Oracle Calendar server 9.0.4.x.	None	5412080

5.6.4 Globalization Issues in Oracle Connector for Outlook 10.1.3

The following table lists globalization issues in Oracle Connector for Outlook 10.1.3.

Table 5–12

Non-English online help systems of Oracle Connector for Outlook may contain certain translation or usability issues.	None	5407153
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5.7 Oracle Calendar Desktop Clients

This section summarizes release note issues associated with the following Oracle Calendar desktop clients:

- [Section 5.7.1, "Oracle Calendar Desktop Client for Linux"](#)
- [Section 5.7.2, "Oracle Calendar Desktop Client for Macintosh"](#)
- [Section 5.7.3, "Oracle Calendar Desktop Client for Solaris"](#)
- [Section 5.7.4, "Oracle Calendar Desktop Client for Windows"](#)

5.7.1 Oracle Calendar Desktop Client for Linux

The following topics describe release note information for the Oracle Calendar desktop client for Linux.

- [Section 5.7.1.1, "New in the Oracle Calendar Desktop Client for Linux"](#)
- [Section 5.7.1.2, "Known Limitations and Workarounds in the Oracle Calendar Desktop Client for Linux"](#)
- [Section 5.7.1.3, "Known Issues in the Oracle Calendar Desktop Client for Linux"](#)

5.7.1.1 New in the Oracle Calendar Desktop Client for Linux

Scheduling

- Ability to schedule Oracle Web conferences
- Ability to schedule external attendees in Agenda entries using their e-mail addresses or by selecting them from the Global Address List (GAL) or your Personal Address Book

- Ability to add new contacts to your Address Book from attendee names
- Support for multi-day notes and day events*

Note: * This feature is available only with version 10.1.2 or later of the Oracle Calendar server.

Searching

- Ability to search the GAL and your Personal Address Book in addition to the Oracle Calendar server when adding users to Agenda entries
- Automatic name completion option when opening agendas and tasks, adding people to entries, or locating a person

Per-Instance Possibilities

- Ability to create per-instance details for your Agenda entries*
- Ability to create per-instance personal notes for any Agenda entry*

Note: * These features are available only with version 10.1.2 or later of the Oracle Calendar server.

Offline Capabilities

- Prompt to switch offline when the Oracle Calendar server is unreachable and prompt to reconnect when the calendar server connection is restored
- Ability to synchronize your offline password with your online password

Preferences

- Ability to have e-mail reminders and notifications sent to an alternate e-mail address
- Preference to enable or disable pop-up reminders on startup
- Ability to set your reply for an entry upon creation (including free/busy information)
- Entry owners can set the reply status for external attendees
- Ability to make tasks untimed by default
- Ability to print attendance status

5.7.1.2 Known Limitations and Workarounds in the Oracle Calendar Desktop Client for Linux

The Oracle Calendar desktop client for Linux only supports English.

5.7.1.3 Known Issues in the Oracle Calendar Desktop Client for Linux

The following table lists known issues in the Oracle Calendar desktop client for Linux.

Table 5–13 Known Issues in the Oracle Calendar Desktop Client for Linux

Description	Action	Bug Number
Tasks without a Start date , Due date , or Completion date are not exported to an iCalendar file.	None	4345096
When resizing the <Entry> dialog box, the application unexpectedly terminates. This occurs intermittently.	None	4222318
Changing the current location of the offline GAL files does not work. The files do not get copied to the new location, but remain in the same directory.	None	4301703
If the computer on which you are installing the Oracle Calendar desktop client does not have enough space, the following message is still displayed: "Installation completed."	Check the system requirements and verify that the computer on which you are installing the Oracle Calendar desktop client has sufficient space.	4081802
The Email check box on the Reminders tab in the <Entry> dialog box is displayed even when the [LIMITS] mail parameter is set to FALSE in the unison.ini file on the Oracle Calendar server.	None	4030578
Selecting one or more attendees to add to your address book from the <Entry> dialog box results in duplicated contacts if the selected attendees already exist in your address book.	None	4189176
When performing a directory search, the names of contacts from the Address Book are not being resolved.	None	3883421
Designates for event calendars are not fully supported.	None	3406309
The scroll bars shown in the In-tray do not work with a mouse	None	4311927

5.7.2 Oracle Calendar Desktop Client for Macintosh

The following topics describe release note information for the Oracle Calendar desktop client for Macintosh.

- [Section 5.7.2.1, "New in the Oracle Calendar Desktop Client for Macintosh"](#)
- [Section 5.7.2.2, "Known Limitations and Workarounds in the Oracle Calendar Desktop Client for Macintosh"](#)
- [Section 5.7.2.3, "Known Issues in the Oracle Calendar Desktop Client for Macintosh"](#)

5.7.2.1 New in the Oracle Calendar Desktop Client for Macintosh

Scheduling

- Ability to schedule Oracle Web conferences
- Ability to schedule external attendees in Agenda entries using their e-mail addresses or by selecting them from the Global Address List (GAL) or your Personal Address Book
- Ability to add new contacts to your Address Book from attendee names

- Support for multi-day notes and day events*

Note: * This feature is available only with version 10.1.2 or later of the Oracle Calendar server.

Searching

- Ability to search the GAL and your Personal Address Book in addition to the Oracle Calendar server when adding users to Agenda entries
- Automatic name completion option when opening agendas and tasks, adding people to entries, or locating a person

Per-Instance Possibilities

- Ability to create per-instance details for your Agenda entries*
- Ability to create per-instance personal notes for any Agenda entry*

Note: * These features are available only with version 10.1.2 or later of the Oracle Calendar server.

Offline Capabilities

- Prompt to switch offline when the Oracle Calendar server is unreachable and prompt to reconnect when the calendar server connection is restored
- Ability to synchronize your offline password with your online password

Preferences

- Ability to have e-mail reminders and notifications sent to an alternate e-mail address
- Preference to enable or disable pop-up reminders on startup
- Ability to set your reply for an entry upon creation (including free/busy information)
- Entry owners can set the reply status for external attendees
- Ability to make tasks untimed by default
- Ability to print attendance status

5.7.2.2 Known Limitations and Workarounds in the Oracle Calendar Desktop Client for Macintosh

The Oracle Calendar desktop client for Macintosh only supports English.

5.7.2.3 Known Issues in the Oracle Calendar Desktop Client for Macintosh

The following table lists known issues in the Oracle Calendar desktop client for Macintosh.

Table 5–14 Known Issues in the Oracle Calendar Desktop Client for Macintosh

Description	Action	Bug Number
The pop-up notification for the new entries feature does not work.	None	2872763
Including a Euro sign in the Password field and then trying to sign in to the Oracle Calendar desktop client using another platform causes an error message.	None	2871974
Leaving the application running in the background for extended periods of time may cause unexpected behavior.	None	3024063
Designates for event calendars are not fully supported.	None	3406309
When you copy and paste an entry with internal and external attendees, only the internal attendees are listed on the Details tab when all attendees should be listed.	None	3936388
Selecting one or more attendees to add to your address book from the <Entry> dialog box results in duplicated contacts if the selected attendees already exist in your address book.	None	4189177

5.7.3 Oracle Calendar Desktop Client for Solaris

The following topics describe release note information for the Oracle Calendar desktop client for Solaris.

- [Section 5.7.3.1, "New in the Oracle Calendar Desktop Client for Solaris"](#)
- [Section 5.7.3.2, "Known Limitations and Workarounds in the Oracle Calendar Desktop Client for Solaris"](#)
- [Section 5.7.3.3, "Known Issues in the Oracle Calendar Desktop Client for Solaris"](#)

5.7.3.1 New in the Oracle Calendar Desktop Client for Solaris

Scheduling

- Ability to schedule Oracle Web conferences
- Ability to schedule external attendees in Agenda entries using their e-mail addresses or by selecting them from the Global Address List (GAL) or your Personal Address Book
- Ability to add new contacts to your Address Book from attendee names
- Support for multi-day notes and events*

Note: * This feature is available only with version 10.1.2 or later of the Oracle Calendar server.

Searching

- Ability to search the GAL and your Personal Address Book in addition to the Oracle Calendar server when adding users to Agenda entries

- Automatic name completion option when opening agendas and tasks, adding people to entries, or locating a person

Per-Instance Possibilities

- Ability to create per-instance details for your Agenda entries*
- Ability to create per-instance personal notes for any Agenda entry*

Note: * These features are available only with version 10.1.2 or later of the Oracle Calendar server.

Offline Capabilities

- Prompt to switch offline when the Oracle Calendar server is unreachable and prompt to reconnect when the calendar server connection is restored
- Ability to synchronize your offline password with your online password

Preferences

- Ability to have e-mail reminders and notifications sent to an alternate e-mail address
- Preference to enable or disable pop-up reminders on startup
- Ability to set your reply for an entry upon creation (including free/busy information)
- Entry owners can set the reply status for external attendees
- Ability to make tasks untimed by default
- Ability to print attendance status

5.7.3.2 Known Limitations and Workarounds in the Oracle Calendar Desktop Client for Solaris

The Oracle Calendar desktop client for Solaris only supports English.

5.7.3.3 Known Issues in the Oracle Calendar Desktop Client for Solaris

The following table lists known issues in the Oracle Calendar desktop client for Solaris.

Table 5–15 Known Issues in the Oracle Calendar Desktop Client for Solaris

Description	Action	Bug Number
Tasks without a Start date , Due date , or Completion date are not exported to an iCalendar file.	None	4345096
Changing the current location of the offline GAL files does not work. The files do not get copied to the new location, but remain in the same directory.	None	4301703
If the computer on which you are installing the Oracle Calendar desktop client does not have enough space, the following message is still displayed: "Installation completed."	Check the system requirements and verify that the computer on which you are installing the Oracle Calendar desktop client has sufficient space.	4081802

Table 5–15 (Cont.) Known Issues in the Oracle Calendar Desktop Client for Solaris

Description	Action	Bug Number
The Email check box on the Reminders tab in the <Entry> dialog box is displayed even when the [LIMITS] mail parameter is set to FALSE in the unison.ini file on the Oracle Calendar server.	None	4030578
Selecting one or more attendees to add to your address book from the <Entry> dialog box results in duplicated contacts if the selected attendees already exist in your address book.	None	4189176
When performing a directory search, the names of contacts from the Address Book are not being resolved.	None	3883421
Designates for event calendars are not fully supported	None	3406309

5.7.4 Oracle Calendar Desktop Client for Windows

The following topics describe release note information for the Oracle Calendar desktop client for Windows.

- [Section 5.7.4.1, "New in the Oracle Calendar Desktop Client for Windows"](#)
- [Section 5.7.4.2, "Known Limitations and Workarounds in the Oracle Calendar Desktop Client for Windows"](#)
- [Section 5.7.4.3, "Known Issues in the Oracle Calendar Desktop Client for Windows"](#)

5.7.4.1 New in the Oracle Calendar Desktop Client for Windows

Scheduling

- Ability to schedule and join Oracle Web conferences
- Ability to schedule external attendees in Agenda entries using their e-mail addresses or by selecting them from the Global Address List (GAL) or your Personal Address Book
- Ability to add new contacts to your Address Book from attendee names
- Ability to send an instant message to an attendee or to an Address Book contact
- Support for multi-day notes and events*
- Ability to select whether or not to use your personal address book in the Options dialog box

Note: * This feature is available only with version 10.1.2 or later of the Oracle Calendar server.

Searching

- Ability to search the GAL and your Personal Address Book in addition to the Oracle Calendar server when adding users to Agenda entries
- Automatic name completion option when opening agendas and tasks, adding people to entries, or locating a person

Per-Instance Possibilities

- Ability to create per-instance details for your Agenda entries*
- Ability to create per-instance personal notes for any Agenda entry*

Note: * These features are available only with version 10.1.2 or later of the Oracle Calendar server.

Offline Capabilities

- Prompt to switch offline when the Oracle Calendar server is unreachable and prompt to reconnect when the calendar server connection is restored
- Ability to synchronize your offline password with your online password

Preferences

- Ability to have e-mail reminders and notifications sent to an alternate e-mail address
- Preference to enable or disable pop-up reminders on startup
- Ability to set your reply for an entry upon creation (including free/busy information)
- Entry owners can set the reply status for external attendees
- Ability to make tasks untimed by default
- Ability to print attendance status

5.7.4.2 Known Limitations and Workarounds in the Oracle Calendar Desktop Client for Windows

This section describes known limitations and workarounds for the Oracle Calendar desktop client for Windows.

Upgrades

Upgrading from a previous release of the Oracle Calendar desktop client must be done using the original profile, meaning the user who originally installed the application. To upgrade your installation correctly, you should upgrade using the original account. Otherwise, you need to uninstall the Oracle Calendar desktop client using the original account, before reinstalling.

Language Support

The Oracle Calendar desktop client for Windows only supports English, French, German, and Japanese.

5.7.4.3 Known Issues in the Oracle Calendar Desktop Client for Windows

The following table lists known issues in the Oracle Calendar desktop client for Windows.

Table 5–16 Known Issues in the Oracle Calendar Desktop Client for Windows

Description	Action	Bug Number
A first download may take a while, depending on the agenda size.	None	4429644
Some ICS files generated by the iCal application on the Macintosh cannot be imported into the Oracle Calendar desktop client.	None	3608386
The Email check box on the Reminders tab in the <Entry> dialog box is displayed even when the [LIMITS] mail parameter is set to FALSE in the unison.ini file on the Oracle Calendar server.	None	4030583
Selecting one or more attendees to add to your address book from the <Entry> dialog box results in duplicated contacts if the selected attendees already exist in your address book.	None	4189175
Importing an iCalendar file that was created in a different time zone causes an unexpected server error if the file contains a holiday that still exists on the server.	None	4191756
Exporting an iCalendar file containing multi-day day events, and then importing the same ICS file, results in duplicated entries when you are working offline.	None	4219372
Trying to transfer data in the following ways causes the error "The parameter is incorrect": <ul style="list-style-type: none"> ■ Attaching a file to a meeting, from a file on a CD in your CD drive, ■ Attaching a file to a meeting, from a file on your local drive when you are connected to a Citrix server, or ■ Downloading a file to your local computer when you are connected to a Citrix server. 	None	4392879
Tasks without a Start date , Due date , or Completion date are not exported to an iCalendar file.	None	4446768
Tasks cannot be imported when you are working offline.	None	4390609
Designates for event calendars are not fully supported.	None	3406309

5.8 Oracle Calendar Sync Clients

This section summarizes release note issues associated with the following Oracle Calendar sync clients:

- [Section 5.8.1, "Oracle Calendar Sync for Palm for Macintosh"](#)
- [Section 5.8.2, "Oracle Calendar Sync for Palm for Windows"](#)
- [Section 5.8.3, "Oracle Calendar Sync for Pocket PC"](#)

5.8.1 Oracle Calendar Sync for Palm for Macintosh

The following topics describe release note information for Oracle Calendar Sync for Palm for Macintosh.

- [Section 5.8.1.1, "New in Oracle Calendar Sync for Palm for Macintosh"](#)
- [Section 5.8.1.2, "Known Limitations and Workarounds in Oracle Calendar Sync for Palm for Macintosh"](#)
- [Section 5.8.1.3, "Known Issues in Oracle Calendar Sync for Palm for Macintosh"](#)

5.8.1.1 New in Oracle Calendar Sync for Palm for Macintosh

There are no new features in this release of Oracle Calendar Sync for Palm for Macintosh.

5.8.1.2 Known Limitations and Workarounds in Oracle Calendar Sync for Palm for Macintosh

This section describes known limitations and workarounds for Oracle Calendar Sync for Palm for Macintosh.

- Oracle recommends that you synchronize your mobile devices with only one computer. Synchronizing a device with multiple computers can lead to unexpected results.
- If you want to synchronize your address book, you need to download the offline files. Sign in to the Oracle Calendar desktop client once before synchronization and download the offline files when prompted.
- Before you perform a synchronization, make sure you are not signed in to the Oracle Calendar desktop client.
- Before you begin using Oracle Calendar Sync for Palm for Macintosh, verify that your Palm device is set to the correct date. An incorrect date leads to unexpected results when performing a synchronization.

5.8.1.3 Known Issues in Oracle Calendar Sync for Palm for Macintosh

The following table lists known issues in Oracle Calendar Sync for Palm for Macintosh.

Table 5–17 Known Issues in Oracle Calendar Sync for Palm for Macintosh

Description	Action	Bug Number
Address Book contacts do not synchronize correctly with the following devices: <ul style="list-style-type: none"> ■ Zire 72 ■ Treo 600 	<p>If you are synchronizing with Zire 72, you need to download contacts to your local file. In the Oracle Calendar desktop client for Macintosh:</p> <ol style="list-style-type: none"> 1. Select Preferences from the Oracle Calendar menu. 2. From the File menu, select Download To Local File. 3. Reinitiate the synchronization. <p>If you are synchronizing with Treo 600, you need to change the location of the offline files:</p> <ol style="list-style-type: none"> 1. Select Preferences from the Oracle Calendar menu. 2. Select Offline, then select the Location tab. 3. Enter a location for the offline files. 4. Reinitiate the synchronization. 	4349811
You cannot synchronize the Palm device's Repeating Entries.	You can synchronize your Repeating Entries on the Oracle Calendar server.	None
The "Hand-held overwrites Macintosh" feature is not available.	None	None
If you change a timed Event to an untimed Event, or vice versa, on your Palm device, the change will not appear in the Oracle Calendar desktop client.	None	None
Oracle Calendar Sync for Palm only fully supports English-language synchronization.	None	None
Oracle Calendar Sync for Palm does not present a list of possible matches for duplicated names.	To avoid this problem, enter as much unique user information as possible, such as organization unit.	None
If your Palm device does not support different time zones, the time zone in your Palm device and desktop client must be the same.	Make sure your Palm device time zone corresponds to the one in your calendar application.	None

5.8.2 Oracle Calendar Sync for Palm for Windows

The following topics describe release note information for Oracle Calendar Sync for Palm for Windows.

- [Section 5.8.2.1, "New in Oracle Calendar Sync for Palm for Windows"](#)
- [Section 5.8.2.2, "Known Limitations and Workarounds in Oracle Calendar Sync for Palm for Windows"](#)
- [Section 5.8.2.3, "Known Issues in Oracle Calendar Sync for Palm for Windows"](#)

5.8.2.1 New in Oracle Calendar Sync for Palm for Windows

Devices

- Support for the following devices:
 - Tungsten T3
 - Tungsten E

- Treo 600
- Treo 650
- Zire 31
- Zire 72

Per-Instance Possibilities

- Ability to set details and personal notes on a per-instance basis for repeating events

Preferences

- Ability to set the appropriate time zone corresponding to your mobile device from the Synchronization Settings dialog box
- Ability to include your attendance status in the event title when transferring events from the Oracle Calendar server to your mobile device
- Ability to include and determine the format of attendee names in the **Notes** section of an event
- Ability to include the location in the event title when transferring events from the Oracle Calendar server to your mobile device
- Ability to set up and submit synchronization log information without user intervention, using the improved log viewer application

Scheduling

- Ability to support day events that span multiple days

Synchronization

- Tungsten T3, Tungsten E, Zire 31, Zire 72: Ability to synchronize the following contact information:
 - Birthday
 - Home Address and Other Address
 - Main, Mobile, and Pager phone numbers
 - Web page
- Tungsten T3, Tungsten E, Zire 31, Zire 72: Ability to synchronize due date reminders for tasks
- Ability to synchronize external user attendees

Note: It is important to note that this feature is only supported when transferring events from the Oracle Calendar server to your mobile device, and not the reverse.

5.8.2.2 Known Limitations and Workarounds in Oracle Calendar Sync for Palm for Windows

This section describes known limitations and workarounds for Oracle Calendar Sync for Palm for Windows.

- Oracle recommends that you synchronize your mobile devices with only one computer. Synchronizing a device with multiple computers can lead to unexpected behavior.
- If you are using a recent Palm device, you may notice that the three conduits — Date Book, To Do List, and Address — are duplicated in the form of Calendar, Tasks, and Contacts. Choosing to synchronize two conduits with similar data produces an error. For example, you should not synchronize both Calendar and Date Book. You need to disable one set of conduits (for example, Date Book, To Do List, and Address) before initiating the next synchronization.
- Older Palm operating systems (for example, Palm OS 3.1-5.0) continue to synchronize their files with the Date Book, To Do List, and Address conduits. One device that uses this operating system is the Treo 600.
- Newer Palm operating systems (for example, Palm OS 5.2 and higher) synchronize their files with the Calendar, Tasks, and Contacts conduits. Devices that use these operating systems include Tungsten T, Tungsten T3, Zire 31, and Zire 72.

5.8.2.3 Known Issues in Oracle Calendar Sync for Palm for Windows

The following table lists known issues in Oracle Calendar Sync for Palm for Windows.

Table 5–18 Known Issues in Oracle Calendar Sync for Palm for Windows

Description	Action	Bug Number
Modifying a recurring meeting on your Palm device and then performing a synchronization causes the meeting's status to become tentative on the Oracle Calendar server.	None	3046081
The following Web sites are supported with the Tungsten T3 Palm device and other newer devices, but Oracle Calendar Sync for Palm for Windows does not synchronize these specific fields: AIM, MSN, Yahoo, AOL ICQ, and IM.	None	3372529
Removing a holiday on your Palm device and then performing a synchronization removes the holiday from all agendas.	With the appropriate server-defined privileges, you can manage holidays, but only by using the Manage Holidays option in the Tools menu.	3666274
When creating a day event on your Palm device and then performing a synchronization, the Oracle Calendar desktop client displays the default reminder of the daily note instead of the default reminder of the day event.	None	4444299
Reminders on Oracle Calendar Sync for Palm are set to the start time instead of the due time.	None	3760829

Table 5–18 (Cont.) Known Issues in Oracle Calendar Sync for Palm for Windows

Description	Action	Bug Number
Notes, Alarms, and Access Levels modified on the device may not get synchronized with the Oracle Calendar server. If you are using Oracle Calendar server 5.4, Details may not get synchronized either.	None	2842611
When modifying the same contact with a desktop client and the Palm device, and the rules setting is set to replace the mobile device item with the Oracle Calendar server item, some fields may not synchronize correctly.	None	2851814
If you have installed Oracle Calendar Sync for Palm for Windows and Oracle Calendar Sync for Pocket PC on the same computer, then uninstall Oracle Calendar Sync for Pocket PC, the error "Message Catalog unavailable" is produced when you select Settings from the Oracle Calendar Sync for Palm menu.	None	4438175

Table 5–19 Device-Related Issues in Oracle Calendar Sync for Palm for Windows

Description	Action	Bug Number
When upgrading, InstallShield returns random characters when reading an empty value from the registry instead of returning an error.	None	2872048
Recurring meetings that span the Daylight Savings time change may not synchronize correctly. Several instances before or after the time change may have incorrect end times.	None	2842124

5.8.3 Oracle Calendar Sync for Pocket PC

The following topics describe release note information for Oracle Calendar Sync for Pocket PC.

- [Section 5.8.3.1, "New in Oracle Calendar Sync for Pocket PC"](#)
- [Section 5.8.3.2, "Known Limitations and Workarounds in Oracle Calendar Sync for Pocket PC"](#)
- [Section 5.8.3.3, "Known Issues in Oracle Calendar Sync for Pocket PC"](#)

5.8.3.1 New in Oracle Calendar Sync for Pocket PC

Per-Instance Possibilities

- Ability to set details and personal notes on a per-instance basis for repeating events

Preferences

- Ability to select the appropriate time zone corresponding to your mobile device from the Synchronization Settings dialog box
- Ability to include your attendance status in the event title when transferring events from the Oracle Calendar server to your mobile device

- Ability to include and determine the format of attendee names in the Notes section of an event
- Ability to set up and submit synchronization log information without user intervention, using the improved log viewer application

Scheduling

- Ability to support day events that span multiple days

Synchronization

- Ability to synchronize external user attendees

Note: It is important to note that this feature is only supported when transferring events from the Oracle Calendar server to your mobile device, and not the reverse.

5.8.3.2 Known Limitations and Workarounds in Oracle Calendar Sync for Pocket PC

Oracle recommends that you synchronize your mobile devices with only one computer. Synchronizing a device with multiple computers can lead to unexpected behavior.

5.8.3.3 Known Issues in Oracle Calendar Sync for Pocket PC

The following table lists known issues in Oracle Calendar Sync for Pocket PC.

Table 5–20 Known Issues in Oracle Calendar Sync for Pocket PC

Description	Action	Bug Number
When you are connected to Oracle Calendar server 5.4 while using Oracle Connector for Outlook and Oracle Calendar Sync for Pocket PC, modifying a meeting's recurrence rule and then synchronizing causes the meeting to become tentative on your mobile device. However, the meeting status is not altered to tentative in Outlook, nor in the Oracle Calendar desktop client.	None	3009888
If you have installed Oracle Calendar Sync for Palm for Windows and Oracle Calendar Sync for Pocket PC on the same computer, then uninstall Oracle Calendar Sync for Palm, the error "Message Catalog unavailable" is produced when you select Settings from the Oracle Calendar Sync for Pocket PC menu.	None	4438175

Table 5–20 (Cont.) Known Issues in Oracle Calendar Sync for Pocket PC

Description	Action	Bug Number
When you create a contact on your mobile device, the suffix field is transferred correctly when you synchronize with the Oracle Calendar server. However, if you create a contact on the Oracle Calendar server, through Oracle Connector for Outlook, the suffix field does not show up on the device. Also, if you alter the suffix, either through Oracle Calendar Sync for Pocket PC or through Oracle Connector for Outlook, your modifications are not transferred after synchronization.	None	4464025
When modifying the same contact with a desktop client and the Pocket PC device, and the rules setting is set to replace the mobile device item with the Oracle Calendar server item, some fields may not synchronize correctly.	None	2851814
Notes, Alarms, and Access Levels modified on the device may not get synchronized with the Oracle Calendar server. If you are using Oracle Calendar server 5.4, Details may not get synchronized either.	None	2842611

Table 5–21 Device-Related Issues in Oracle Calendar Sync for Pocket PC

Description	Action	Bug Number
When upgrading, InstallShield returns random characters when reading an empty value from the registry instead of returning an error.	None	2872048
Recurring meetings that span the Daylight Savings time change may not synchronize correctly. Several instances before or after the time change may have incorrect end times.	None	2842124

5.9 Client Coexistence Behavior

This section describes some known behaviors and workarounds for users who collaborate with different releases of Oracle Calendar clients.

- Multi-day daily notes and multi-day day events

Previous releases of the clients display multi-day daily notes and multi-day day events with a duration of one day. Users who need to know that a daily note or day event lasts longer than one day should use a repeating daily note or repeating day event rather than a multi-day daily note or multi-day day event.

- Per-instance details and per-instance attachments

Previous releases of the clients only support one set of details and one attachment per meeting. Per-instance details and per-instance attachments are not visible to users working with previous client releases. If you want the same details or attachment to be included for all instances of a meeting, use the **Apply to all** button to make sure this is visible to users of previous client releases.

Oracle Content Services Release Notes

This chapter summarizes release note issues associated with Oracle Content Services and Oracle Drive. This chapter contains the following sections:

- [Section 6.1, "New in Oracle Content Services"](#)
- [Section 6.2, "Known Limitations and Workarounds in Oracle Content Services"](#)
- [Section 6.3, "Known Issues in Oracle Content Services"](#)
- [Section 6.4, "Globalization Issues in Oracle Content Services"](#)
- [Section 6.5, "Documentation Issues in Oracle Content Services"](#)
- [Section 6.6, "Oracle Drive Release Notes"](#)
- [Section 6.7, "Upgrading to Oracle Content Services 10g \(10.1.2\)"](#)

Note: This document was updated on **December 10, 2006**.

6.1 New in Oracle Content Services

Oracle Content Services is the new name for the product formerly known as Oracle Files. Except where noted, all of these features shipped with Oracle Content Services (10.1.2). In addition to having a new name, this version of the product ships with many additional key features that support the following benefits to your organization:

- New Web clients designed to make file management simpler and easier. Files and folders are displayed in an easily navigated tree view.
- Oracle Drive is now available in all languages. Previously it was available only in English.
- Improved Windows access through an integrated Oracle Drive desktop client. Oracle Drive enables you to access Oracle Content Services as a mapped drive in Windows Explorer, as well as from any Windows application's Open and Save As dialogs.
- Offline, synchronization and backup capabilities. When you are disconnected from the network, Oracle Drive permits you to view and edit documents that you have recently accessed or that you have marked as being available offline. When you reconnect to the network, Oracle Drive re-synchronizes your offline edits. Oracle Drive also permits you to regularly back up files on your local machine to the server.
- Improved security by allowing users to specify who can access any file, folder, or Library you manage.

- Improved link management by allowing users to create, copy, and e-mail links to files and folders in Oracle Content Services folders to which they have access.
- Increased productivity by making information throughout the enterprise easier to find, manage, and share.
- Reduced risk through better control of information and establishment of consistent information policies and processes.
- Enhanced compliance support for government and industry regulations through records management.
- Improved documentation for end-users. You can choose to deploy the End-User Documentation Portal in order to provide your users with information about Oracle Content Services protocol access. For information about deploying the End-User Documentation Portal, see "Managing the End-User Documentation Portal" in Chapter 5 of *Oracle Collaboration Suite Administrator's Guide*.
- Due to security concerns, HTTP Basic Authentication over HTTP was disabled in Oracle Collaboration Suite 10g (10.1.2). If you need HTTP Basic Authentication, you must use HTTPS. However, HTTP Digest Authentication over HTTP is available.

The following sections provide an overview of the new features in Oracle Content Services 10g:

- [Section 6.1.1, "Web Services"](#)
- [Section 6.1.2, "File and Document Management"](#)
- [Section 6.1.3, "Business Process Automation"](#)
- [Section 6.1.4, "Records Management"](#)
- [Section 6.1.5, "New Administration Features"](#)

Note: Other new features included with this release are described in [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#).

6.1.1 Web Services

Oracle Content Services ships with Web services that:

- Support integration, automation, and functional extension
- Are J2EE and .Net compatible
- Provide support for file management, records management, searching, versioning, workflow, session management, virus scanning, and other functions

The Oracle Content Services Web services provide programmatic access to the following functionality:

- [Section 6.1.2, "File and Document Management"](#)
- [Section 6.1.3, "Business Process Automation"](#)
- [Section 6.1.4, "Records Management"](#)

See *Oracle Content Services Application Developer's Guide* for more information about the Oracle Content Services Web services.

6.1.2 File and Document Management

Oracle Content Services provides the following new features for file and document management:

- Folder and file-level security
- Fine-grained permissions
- Role-based access control
- Group access management
- Multiple Sites per Oracle Content Services instance
- File check-in/check-out
- Policy-based versioning with a folder-by-folder policy, automatic or manual application, maximum version cutoff, and selectable version naming
- Policy-based Category management (extended metadata) with a folder-by-folder policy, automatic or manual application, hierarchical categories, and default and/or enforced attributes
- Integrated antivirus protection (partner solution required)
- Ability to create and store links to files and folders

6.1.3 Business Process Automation

Oracle Content Services provides mechanisms to associate workflows with specific folders. These workflows:

- Can elicit responses by a set of responders serially or in parallel
- Can control the deleting, copying, moving, checking in, and checking out of documents by starting workflow requests that require approval
- Can be configured to launch workflow requests when documents are uploaded or read

Oracle Content Services also supports custom workflows through Oracle BPEL Process Manager, an Oracle product that provides a framework for easily designing, deploying, monitoring, and administering processes based on Business Process Execution Language (BPEL) standards. These custom workflows:

- Can be used to automate a wide range of business processes
- Can be registered with Oracle Content Services so that users can define workflow-based folder policies
- Can invoke the Oracle Content Services Web services to perform an extensive set of actions
- Can be configured to get triggered upon any of the operations mentioned in the previous section.

See Also:

"Managing Workflows in Oracle Content Services" in Chapter 3 of *Oracle Content Services Administrator's Guide* for information about workflow features in Oracle Content Services

Oracle BPEL Process Manager Developer's Guide for information about creating custom BPEL workflows

6.1.4 Records Management

Records management features provide the ability to specify that a document is to be retained for a certain period of time, prevent or control changes to the document during the retention period, and dispose of the document in a prescribed way once the retention period has expired. Oracle Content Services ships with an optional product, Oracle Records Management, to support these records management capabilities.

The following features are provided:

- File plan-based record organization
- Record search
- Flexible classification and retention policy management
- Records declaration that can be:
 - Applied manually by users
 - Policy-based, applied on a per-folder basis

See *Oracle Records Management Administrator's Guide* for information about how to use the records management features in both Oracle Records Management and Oracle Content Services.

6.1.5 New Administration Features

The following new administrative features are provided in Oracle Content Services:

- Integration with OPMN
- Simplified installation and configuration
- Simplified RAC configuration
- Enhanced logging
- Multiple Applications tiers on a single host
- Option to configure and deconfigure Oracle Content Services from the Oracle Collaboration Suite Control
- LYKE index to improve performance on filename searches (such as *minutes*)
- Ability to manage SQL metric configuration
- Automatic integration with Oracle Workflow
- Easier mechanism to change the Oracle Content Services schema password
- Additional default formats

For detailed information about changes and improvements to Oracle Content Services administration, see "What's New in Oracle Content Services Administration" in *Oracle Content Services Administrator's Guide*.

6.2 Known Limitations and Workarounds in Oracle Content Services

The following sections describe known limitations and workarounds, if applicable, for Oracle Content Services:

- [Section 6.2.1, "Oracle Content Services Web Client Caching Issues"](#)
- [Section 6.2.2, "Limitations in Multi-Site Configurations"](#)
- [Section 6.2.3, "Setting Up Oracle Workflow for Use with Oracle Content Services"](#)

- [Section 6.2.4, "Browser Limitations"](#)

6.2.1 Oracle Content Services Web Client Caching Issues

If you have previously deployed the Oracle Content Services Web UI Enabler Beta 10.1.1 Patch or the Oracle Content Services Beta 10.1.2 Patch, you should clear your browser cache before using the production version of the Oracle Content Services Web client.

6.2.2 Limitations in Multi-Site Configurations

- Using e-mail addresses as nicknames for users in a multi-Site instance can cause problems in some cases, in particular with certain protocols for the non-default Site. This problem tends to affect WebDAV and FTP access to the Site.

Oracle recommends that you do not use e-mail addresses as nicknames for users in a multi-Site implementation.

- Custom workflows cannot be registered for Sites that correspond to non-default realms. This is because BPEL does not support multiple Oracle Internet Directory realms.

6.2.3 Setting Up Oracle Workflow for Use with Oracle Content Services

Some databases do not support the OracleAS Metadata Repository Creation Assistant. In this case, follow the procedure in the section titled "What if OracleAS Metadata Repository Creation Assistant Is Not Supported by My Database?" in Chapter 3 of *Oracle Content Services Administrator's Guide* to set up Oracle Workflow for use with Oracle Content Services.

See Also: [Section 3.1.2.5, "Required Steps for Setting Up Oracle Content Services Against a Newly Installed Database"](#)

6.2.4 Browser Limitations

Mozilla Firefox 1.5 is not certified against Oracle Content Services.

6.3 Known Issues in Oracle Content Services

[Table 6–1](#) lists known issues for Oracle Content Services.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 6–1 Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>Users cannot sign on to a new Oracle Content Services instance that is using an upgraded Oracle Internet Directory.</p> <p>This problem occurs because of insufficient access rights set in the upgraded Oracle Internet Directory instance.</p>	<p>Grant browse access to Everyone on the user search base and group search base containers for each realm in Oracle Internet Directory. This needs to be done only for <code>orclentrylevelaci</code>.</p> <p>Follow these steps to grant browse access:</p> <ol style="list-style-type: none"> 1. As the <code>orcladmin</code> user, connect to Oracle Internet Directory using Oracle Directory Manager. 2. For each realm, browse to the user search base and group search base containers. The following examples show user search base and group search base containers for a realm named <code>us</code> and a realm search base <code>dc=oracle,dc=com</code>: <code>cn=Users,dc=us,dc=oracle,dc=com</code> <code>cn=Groups,dc=us,dc=oracle,dc=com</code> 3. For each container, click the Local Access tab, then grant browse access to Everyone in the Structural Access Items box by selecting Everyone and clicking Edit for the existing ACI. 	4499315
<p>Configuration of Oracle Content Services fails when Oracle Internet Directory is in SSL-only mode.</p> <p>This problem occurs because registration of the database fails.</p>	<p>Install Oracle Database patch 10.1.0.5.</p> <p>If you have not installed that patch, ensure that Oracle Internet Directory is in non-SSL mode before configuring Oracle Content Services. You can change Oracle Internet Directory back to SSL mode after Oracle Content Services configuration is complete.</p> <p>This issue will be resolved when the fixes for bugs 4478060 and 4690453 are available in the database layer.</p>	4477176
<p>Searches default to a folder-restricted search.</p> <p>A folder-restricted search limits the results of the search to files and folders which reside under the specified folder restriction. A folder-restricted search can take longer to process than an unrestricted search. An unrestricted search will return files and folders which can be located anywhere within Oracle Content Services. By default, all searches are performed as a folder-restricted search. If a folder restriction is not specified for the search, a default folder restriction of the top level folder for the Site is used.</p>	<p>An option can be specified in the Web services <code>SearchManager.search</code> call which overrides the default behavior and allows for an unrestricted search. Using this option can improve the search performance but can also result in additional files being returned. Additional files may be returned because an unrestricted search may also return system files, such as help files, which are stored in Oracle Content Services. The following option to allow an unrestricted search can be specified as follows:</p> <pre>options = new NamedValue[] { new NamedValue(Options.FOLDER_RESTRICT_ TO_DOMAIN, Boolean.FALSE) }; result = searchManager.search(sexpr, options, null);</pre>	4662702
<p>The Quota Administrator can set default Library quota to a value greater than the Site quota.</p> <p>The Site quota, specified in Oracle Collaboration Suite Control, is not enforced.</p>	None	4258883

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>User unable to login after backup or recovery of the database.</p> <p>After a backup or recovery of the database, Oracle Content Services can enter an inconsistent state. In this state, Oracle Content Services generates <code>IndexOutOfBoundsException</code> errors in the logs. This can prevent users from logging into Oracle Content Services.</p>	<p>The administrator should restart all OPMN processes on the Applications tier after a database backup or recovery, or when the logs show <code>IndexOutOfBoundsException</code> errors.</p>	4635557
<p>BPEL Worklist URL specified in Oracle Collaboration Suite Control must begin with <code>http://</code>.</p> <p>BPEL Worklist URL is specified by an administrator in Oracle Collaboration Suite Control. If this URL is present, BPEL workflow requests appear as links on the reports pages. If the specified URL is not absolute (if it does not begin with <code>http://</code>), it is appended to the Oracle Content Services URL, and clicking the request link generates a "Page not found" error.</p>	<p>To avoid this problem, the administrator must specify absolute URLs to Oracle Collaboration Suite Control, such as <code>http://www.bpel-worklist.com</code>.</p>	4674742
<p>Drag-and-drop not supported from client computer to the Oracle Content Services Web client.</p> <p>The user cannot drag a file or folder from the client operating system and drop it into the Oracle Content Services Web client. The reverse is also not possible. The symptom end users will see is that the file is opened in the browser.</p>	<p>Users should not drag-and-drop content to or from the Oracle Content Services Web client. Use the Upload and Download commands in the Oracle Content Services Web client to copy files.</p>	4450711
<p>Unable to launch request dialog after a request is approved or rejected but the Oracle Content Services Web client is not refreshed.</p> <p>On My Requests page, if there are multiple pending requests and the user approves or rejects a request (by clicking the request link and clicking Approve or Reject), the next click on a request link may not launch the request dialog until the table is refreshed. This is because the workflow actions are asynchronous: a request is sent to the workflow engine to process on clicking Approve or Reject and the result is returned after a delay. Because of this, the Oracle Content Services Web client and back-end data goes out of sync, which results in an error when clicking on the link.</p>	<p>Refresh the page by selecting View > Refresh or by pressing F5.</p>	4570491
<p>Zero-byte office documents do not open correctly.</p> <p>Zero-byte Microsoft Office documents do not open correctly. Instead, the OracleAS Single Sign-On page opens. Internet Explorer sends two GET requests when zero byte Microsoft Office documents are opened. The second request does not include session state or authentication information, so the server tries to prompt for authentication.</p>	<p>See the Microsoft Knowledge Base article 185978 for more information.</p>	4360445

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>On Windows 2000 clients, Download in Internet Explorer opens a document instead of downloading it to local file system.</p> <p>On Windows 2000, The Download menu item in the Oracle Content Services Web client does not work. On Windows 2000 with Internet Explorer, once a document has been opened in the Oracle Content Services Web client, selecting the Download menu item displays the document in the browser instead of saving it to the file system.</p>	Clear Internet Explorer's cache.	4562512
<p>Overwriting a link overwrites the target instead of the link.</p> <p>When uploading a file to the server through a WebDAV client (such as Oracle Drive), if a link exists with the same name, the target of the link is overwritten instead of the link itself.</p>	Delete the link before uploading the new file.	4588268
<p>Opening Microsoft Excel 2000 files with long file names that include multiple-byte characters opens read only.</p> <p>Opening Microsoft Excel 2000 files with long file names that include multiple-byte characters displays the error "<i>filename[1].xls</i> is locked for edit" even though the file is not locked on the server. Typically, this happens the second time the file is accessed, but it does not prevent the file from being opened. Excel is reporting that the temporary file downloaded previously is locked.</p>	Clear Internet Explorer's cache.	4589741
<p>When the client is creating a URL, any + character in URL is not decoded.</p> <p>Any + characters in the file name section of a URL are not treated as spaces. This is often a problem for clients that generate URLs with <code>java.net.URLEncoder</code>, which represents space characters as + characters.</p>	Spaces must be represented as %20.	4642256
<p>Upgrade process fails if references to deleted users exist.</p> <p>If there are references to deleted users, the upgrade to Oracle Content Services 10.1.2 fails if the <code>DanglingObjectAVCleanupAgent</code> has not been run.</p>	Run the <code>DanglingObjectAVCleanupAgent</code> in the Oracle Files source schema before upgrading to Oracle Content Services.	4669101
<p>Upgrade process does not stop if the database contains multiple Oracle Files schemas.</p> <p>The <code>EnableDb</code> option in Oracle Universal Installer and the <code>OCSdbSchemaReg.sh</code> script do not stop the upgrade process if more than one Oracle Files schema exists in the Oracle Files database.</p> <p>All workflow schemas must be dropped manually except the one that was formerly integrated with Oracle Files.</p>	Oracle Content Services supports one schema per database. If your existing Oracle Files installation has more than one schema per database, you must select one schema to upgrade to Oracle Content Services, and drop all other schemas when upgrading the database.	4684966

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>Some variables in workflow e-mail notifications are not substituted properly.</p> <p>In some cases, the workflow notification e-mails have some information that is still in the form of unsubstituted variables. This is specific to the following variables - &SUBJECT, &MAILTO and &HISTORY.</p>	<p>Use SQL*Plus to recompile the existing wfmlrb.pls package:</p> <pre>sqlplus workflow_schema/workflow_ password@tns_alias \$ORACLE_ HOME/wf/sql/wfmlrb.pls</pre> <p>The workflow schema password is typically stored in Oracle Internet Directory. Use the following steps to retrieve the password:</p> <ol style="list-style-type: none"> 1. Sign on to the Oracle Collaboration Suite Infrastructure computer. 2. Enter the following command: \$ORACLE_HOME/bin/oidadmin 3. Browse for the following DN: OrclResourceName=OWF_MGR,orclReferenceName=infrastructure_database_name,cn=IAS Infrastructure Databases,cn=IAS,cn=Products,cn=OracleContext 4. 4. The value of orclpasswordattribute is the workflow schema password. 	4553317
<p>Some operations performed at the Site level run asynchronously and can take a significant amount of time to complete.</p> <p>If you set security grants at the Site level or try to delete containers, the operation does not execute immediately. The operation can take some time to propagate down the folder hierarchy.</p> <p>For example, if you assign a role to a user at the Site level, it will take some time before the user has obtained the role in a folder residing several levels deep in the hierarchy.</p>	<p>As a best practice, assign roles at the Site level early in the deployment of a new system so the assignment is faster. Additionally, expect that there may be a delay before Administrator operations are completed, and watch the logs to confirm that the actions are taking place.</p>	4435775
<p>Java metrics do not work after configuring the first Oracle Content Services Applications tier from Oracle Collaboration Suite Control.</p> <p>This occurs when Oracle Collaboration Suite Control is used to configure the first Applications tier of an Oracle Content Services instance. The impact is that some of the Java metrics do not work as desired.</p>	<p>Stop and restart Oracle Collaboration Suite Control.</p>	4673207

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>Nodes sometimes try to use the same port if there are multiple Applications tiers on the same host computer.</p> <p>This is restricted to a situation where you have multiple Oracle Content Services Applications tiers on the same host computer. In some cases, the regular Node fails to start in one or more of the Applications tier instances. The log file indicates the following error: "Address in use"</p>	<p>Try to start the Applications tiers in a sequential manner. Start each Applications tier five minutes after starting the previous tier.</p> <p>If that does not solve the problem, use the following steps to resolve the issue:</p> <ol style="list-style-type: none"> 1. Sign on to the Oracle Collaboration Suite Control on the Applications tier where the Node process is configured and is failing. 2. Go to the Oracle Content Services home page and stop the Node. 3. Go to the Node Configurations page and click the link of the Node Configuration of the Node that is failing. 4. On the Edit Node Configuration page, in the General / OPMN Configuration section, change the value of Node Manager Port Range from 53140-53899 to 53240-53899. 5. Click OK. 6. Restart the Node. <p>If there are more than two Applications tiers, repeat the steps using a different range of port numbers.</p>	4476352
<p>The Oracle Collaboration Suite Database RMAN tool cannot back up and recover BFILEs.</p> <p>The Oracle Collaboration Suite Database Recovery Manager tool provides a mechanism to handle the backing up of database data files in order to cater to disaster recovery requirements. However Oracle Content Services allows users to provide a mechanism to use BFILEs as a secondary storage for less frequently accessed content. This is currently not being handled by the Recovery Manager tool.</p>	<p>Do not use the Oracle Collaboration Suite Database Recovery Manager tool to back up and recover BFILEs. Users must back up and recover BFILEs manually.</p>	4635717
<p>After upgrading, archived files are stored in a different folder hierarchy.</p> <p>Archiving files in Oracle Content Services has a different implementation than Oracle Files. The archived information is stored in a Category.</p>	<p>The administrator can find the archived files, not based on the original workspace, but by the date when the file was moved to the Archive.</p>	4656603

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>With virus scanning turned on, opening a very large file through the Oracle Content Services Web client can cause errors.</p> <p>A file is scanned synchronously for any viruses before downloading to the user's computer. For a very large file, this can take a long time and can cause the following errors to occur:</p> <ul style="list-style-type: none"> ■ "No Response from Application Web Server. There was no response from the application web server for the page you requested. Please notify the site's webmaster and try your request again later." ■ "Error StatusCode(409) while performing Data Transfer request 409 Conflict Concurrent Requests On The Same Session Not Supported" 	Use FTP to download the file.	4371159
<p>An exception is thrown when submitting a record to a workflow.</p> <p>When submitting a record to a workflow, the following exception is thrown: "An unexpected error has occurred. Try your operation again later."</p> <p>A record is, by definition, immutable. Because a workflow can modify a file, the correct behavior is to refuse the record submitted. You can only submit files, and not records, to a workflow.</p>	Make a copy of the record and submit that file to the workflow.	4641725
<p>Storing an .eml file in Oracle Content Services cannot be searched by its content.</p> <p>Oracle Content Services does not parse .eml files, so the content of e-mail is not indexed.</p>	Search .eml files by their attributes, not by their content.	4663714
<p>When using Cute Pro FTP Client to upload a file in the same directory as a link with the same name, the file overwrites the link.</p> <p>The Cute Pro FTP client deletes the link before writing the file.</p>	Do not use the Cute Pro FTP client to upload files.	4608216
<p>Request for Archive Restore notification messages are not translated.</p> <p>E-mails that are generated and sent to the administrators are not translated to the recipient's preferred language.</p>	None	4555129
<p>The e-mail notifications generated for workflow-driven operations do not contain sufficient information.</p> <p>This is related to e-mail notifications that are sent to the users identified as responders for various workflow-driven operations. The e-mail notification does not contain sufficient information to make an immediate determination and the user is required to access the Oracle Content Services Web client to make an assessment on whether or not to approve the request.</p>	The e-mail notification should be used more as an alert and the users are encouraged to respond to the request from the Oracle Content Services Web client.	4553325

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
Working copy is lost after move or destroy disposition. For versioned documents where one version is recorded, if the working copy is checked out at the same time the record disposition of a move or destroy occurs, the working copy will be lost. The move or destroy record disposition takes precedence over the checked-out working copy.	None	4592995
Copying a file from your local drive to the server over Web Folders or Oracle Drive does not retain the Last Modified Date.	There is no action because this is expected behavior, and is the same behavior when using other WebDAV servers, such as Microsoft IIS.	4119519
Site creation fails when orcladmin user is not present in Oracle Internet Directory. If the realm orcladmin user has been deleted and does not exist in the Oracle 9iAS Infrastructure, upgrade of Oracle Files to Oracle Content Services will not proceed.	Prior to upgrading the tier containing Oracle Files, create a user in the realm with the name of <i>orcladmin</i> using <i>oiddas</i> (http://hostname:port/oiddas).	4712905
When the Symantec Anti Virus Scan Engine (SAVSE) server is down, users will get errors when trying to edit a document or will still be allowed to scan a document on demand, falsely. When the SAVSE server is down, users will get an error when trying to edit a document using Web Folders, Oracle Drive, or through Oracle Content Services Web client Edit in Place. Users will also still be able to scan a document on demand through its document properties as the scanning button is still enabled.	When the <code>IFS.DOMAIN.ANTIVIRUS.Enabled</code> property is set to True in Oracle Collaboration Suite Control, SAVSE must be running. If SAVSE is switched off for any reason, this property must be set to False . Restart SAVSE.	4716460
On the WebDAV folder listing page, the Launch button does not work for the Site folder. On the WebDAV folder listing page, clicking the Launch button from the Site folder opens a new window displaying an error instead of the Oracle Content Services Web client.	To start the Oracle Content Services Web client, navigate to a folder other than the Site folder and click the Launch button.	4667002
AXIS converts Date objects to Calendar objects. When accessing date values over Web services using AXIS, the Date objects are converted into Calendar objects. However, when accessing these same values locally, they remain Date objects.	When AXIS encounters a <code>java.util.Date</code> object, it converts it into an <code>xsd:datetime</code> XML Schema Type. The value is then deserialized into a <code>java.util.Calendar</code> object, which is the correct mapping as specified by JAX-RPC. Converting Date objects into Calendar objects is an expensive operation, so the Oracle Content Services API does not do this automatically. If your application will be accessing the Oracle Content Services API both locally and over Web services, your application must be prepared to convert one datatype into the other when accessing Date attributes.	4714806

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>Cannot log in to WebDAV after upgrading from Oracle Files 9.0.x to Oracle Content Services 10.1.2.</p> <p>When Oracle Files is upgraded to Oracle Content Services, the Oracle Files application entity is deleted and a new application entity for Oracle Content Services is created. As a result, the verifiers are not carried over from the Oracle Files instance to the Oracle Content Services instance.</p>	<p>Users must reset their passwords to regenerate their password verifiers. The old password can be retained, but a reset action must be performed.</p>	4618592
<p>Custom Workflow parameters that have more than 10 characters lead to unexpected errors.</p> <p>The Workflow administrator can define custom workflows with parameters. However, if the length of the parameter names is too long, this will lead to errors in multi-byte locales.</p>	<p>Keep the parameter lengths to 10 multi-byte characters or less.</p>	4604396
<p>After copying a record, the content of a new document may not be in the expected storage device.</p> <p>To optimize storage space, the <code>ContentObject</code> is shared across multiple documents when a document is copied to another document. For records, this is a problem because the Records Management Administrator (RMA) sets up the storage devices specifically.</p>	<p>After copying a record to a new document, rename the document. This forces a new <code>ContentObject</code> to be created.</p>	5016779
<p>Records Management administrator needs content admin role to be able to see or unrecordize records.</p> <p>The Records Administrator role is not sufficient. An administrator must also have Content Administrator privileges to view and unrecordize files.</p>	<p>Add the Content Administrator role to the Records Management administrator.</p>	4927159
<p>Record retention in near-line storage does not work as expected.</p> <p>After a record's content is moved to near-line storage, the subsequent lifecycle phases are not processed.</p>	<p>Do not use near-line retention as a lifecycle phase.</p>	5010378, 5010382, 5010597
<p>If there is no DESTROY at the end of a lifecycle phase, a record is changed back to a document.</p> <p>A record is changed back to a document if it is not destroyed at the end of its lifecycle phase. It can now be deleted or modified.</p>	<p>Either make sure there is a DESTROY phase at the end of each lifecycle or file the document back into a record category with an extended RETENTION period.</p>	5013965
<p>Each lifecycle phase of a record is not logged completely.</p> <p>Setting the log level at FINEST does not provide sufficient log information of the lifecycle phases of a record.</p>	None	5015919
<p>If a lifecycle phase fails, the Retry menu option does not work.</p> <p>If a lifecycle phase fails, there is an error that must be addressed before retrying the processing of the failed record. The RMA must be notified of the failure and fix the problem.</p>	<p>Setting up the workflow e-mail notification is required to communicate the error to the RMA. The RMA can then address the problem and retry the failed record.</p>	5021853

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>Moving the content that was previously stored on a Centera system or in SnapLock to the database of may fail in some circumstances.</p> <p>If there is a MOVE phase after a RETAIN in retention storage phase, followed by a second RETAIN phase, the second RETAIN fails.</p>	Set up the lifecycle phases such that the MOVE phase occurs after the two RETAIN phases.	5027484
<p>Documents are purged out of the Archive sooner than expected.</p> <p>Documents in the Archive are moved out and purged after a specified interval of time. An administrator specifies the time interval, as follows:</p> <ol style="list-style-type: none"> 1. Go into administration mode. 2. Select Archived Content Expiration. 3. Enter the desired time period. <p>Oracle Content Services incorrectly calculates seconds as milliseconds.</p>	Enter the desired time period multiplied by 1000.	4903616
<p>Workflow requests submitted in Oracle Content Services do not get moved to the Expired state.</p> <p>This problem occurs because no Oracle Workflow background engines have been set up. The Oracle Workflow background engines are used to process requests that have expired, failed, or timed out.</p>	<p>Use the Oracle Collaboration Suite Control to create three Oracle Workflow background engines:</p> <ol style="list-style-type: none"> 1. Access the Oracle Collaboration Suite Control and go to the Collaboration Suite Home page. 2. Click Oracle Workflow. 3. Click the Background Engines status icon. 4. Click Submit New. 5. Specify the parameters and schedule options and click OK. <p>See Also: Oracle Collaboration Suite Control online help for Oracle Workflow for information about which parameters to specify.</p> <ol style="list-style-type: none"> 6. Repeat steps 4 and 5 until you have created three background engines: one to handle deferred activities, one to handle activities that have timed out, and one to handle stuck processes. 7. After you have created all three background engines, restart the Oracle Collaboration Suite Control. 	4694391

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>Administration URL is incorrectly populated when Oracle Content Services is configured using Oracle Enterprise Manager 10g.</p> <p>If Oracle Content Services is enabled using Oracle Enterprise Manager 10g after installation, the Oracle Content Services plugin does not have the capability to determine whether the Oracle Collaboration Suite Applications Tier has already been configured for SSL nor is the ability available to select SSL mode when enabling the component.</p>	<p>Modify the value of the administration URL for Oracle Content Services in the service registry using <code>oidadmin</code>, as follows:</p> <ol style="list-style-type: none"> 1. Log in to <code>oidadmin</code> as <code>orcladmin</code>. 2. Go to the dn: <code>cn=FILES,cn=VirtualServices,cn=Files,cn=Services,cn=OracleContext</code> 3. Change the value of the <code>labeleduri;adminurl</code> attribute to change the administration URL. <p>Note: For SSL enabled instances, the URL must start with <code>https://</code> and include the appropriate port number.</p>	5087147
<p>Web client console log error when accessed from Oracle Collaboration Suite Portal if not logged out previous time.</p> <p>Content Services Web client throws console error if you:</p> <ul style="list-style-type: none"> ■ Access Oracle Content Services Web client from the Oracle Collaboration Suite Portal page ■ Close Oracle Content Services Web client screen without logging out ■ Log out of Oracle Portal and log in again <p>When you click the Oracle Content Services link in Oracle Portal, a Console log error occurs when the Web client displays.</p>	<p>When the Oracle Content Services Web client is launched from Oracle Portal, do not close the browser without first logging out.</p> <p>Or</p> <p>Close the browser window running the Oracle Portal page after you have closed the Oracle Content Services Web client browser window.</p>	5044990
<p>Back or Reload menu options do not work correctly in Accessible mode.</p> <p>In Accessible mode, the default context menu of the browser is shown so that user can use options such as Send Link... and Bookmark this Page... But menu options such as Back, Forward, and Reload may not work correctly, because they depend on the server, as well, instead of being a front-end option only.</p>	<p>The users are advised not to use browser's Back, Forward, or Reload menu options in Accessible mode.</p>	5096938
<p>Moving a folder with documents to another folder that has enforced recordization gives error.</p> <p>Moving a folder (using cut and paste or copy and paste) containing documents to another Library or folder on which record category or record folder is specified (for enforcing recordization) causes an error.</p>	<p>Users are advised not to try moving a folder to another Library or folder that has enforced recordization.</p>	4702286
<p>User gets an unexpected error when trying to file a record.</p> <p>When trying to file a record with a record category that has a custom attribute of <code>user</code>, an unexpected error occurs. This happens when the value for the user attribute is left blank.</p>	<p>Fill in the value with a valid user.</p>	5153849

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>Before you configure Oracle Content Services through the Oracle Collaboration Suite Control, a grant option must be specified on the DBA_USERS table for the Oracle Workflow schema.</p> <p>If you are configuring Oracle Content Services for the first time in Oracle Collaboration Suite 10g (10.1.2.3.0), you must provide a grant option on the DBA_USERS table for the Oracle Workflow schema before you configure Oracle Content Services. Otherwise, the configuration will fail.</p>	<p>After you apply the Oracle Collaboration Suite Cumulative Patch 10.1.2.3.0, perform the following steps to provide the grant option to the Oracle Workflow schema:</p> <ol style="list-style-type: none"> 1. Connect to Oracle Database as the database user SYS. 2. Run the following command: <pre>grant select on dba_users to OWF_MGR with grant option;</pre> <p>After completing these steps, proceed with configuring Oracle Content Services through the Oracle Collaboration Suite Control.</p>	5130764
<p>Granting Security Administrator Role using the Oracle Enterprise Manager 10g user interface overwrites the user's existing roles.</p> <p>A new Oracle Enterprise Manager 10g user interface has been added to address the situation where no user has the security administrator role in a Site. This happens when all users with security administrator roles have been removed or the role has been removed from all users. The new Oracle Enterprise Manager 10g user interface enables system administrators to assign the site security administrator roles to specific users. However, when doing this, it appears that other security settings for the specific users are being lost.</p>	<p>Take note of the security settings for the users before making the security changes through the Oracle Enterprise Manager 10g user interface. Reapply the previous security settings after applying the security changes through the Oracle Enterprise Manager 10g user interface.</p>	5150212
<p>Wrong return type for getCreateDate and getFreeDate in ItemCertificate.</p> <p>In Javadoc, under ItemCertificate, it states the following:</p> <pre>public java.util.Date getCreateDate() public java.util.Date getFreeDate()</pre> <p>However, those two methods return java.util.Calendar.</p>	<p>Customers writing Oracle Content Services applications in Java using the FDK Web services API (content-ws-client.jar) must note that methods in the API documented as returning java.util.Date actually return java.util.Calendar:</p> <pre>oracle.ifs.fdk.ItemCertificate.getCreateDate() oracle.ifs.fdk.ItemCertificate.getFreeDate() oracle.ifs.fdk.Event.getCreateDate()</pre> <p>Similarly, attributes in the oracle.ifs.fdk.Attributes class that are documented as having a datatype of Date actually have a datatype of java.util.Calendar.</p>	5188018
<p>Unexpected error occurs when deleting content from Archive.</p> <p>Deleting any content from the Archive will result in an unexpected error, although the content actually is deleted.</p>	<p>Ignore the error.</p>	5148096

Table 6–1 (Cont.) Known Issues in Oracle Content Services

Description	Action	Bug Number
<p>Large PDF files sometimes get corrupted while uploading through Oracle Content Services Web client.</p> <p>Large PDF files sometimes get corrupted while uploading them using the Oracle Content Services Web client. Their size after upload seems to be decreased by 1 byte.</p>	Use Oracle Drive to upload such files if corruption is detected.	5156448
<p>Upgrade from Oracle Files 9.0.3 or 9.0.4 to Oracle Content Services 10.1.2 fails.</p> <p>The upgrade fails while upgrading the middle tier on a single-computer installation.</p>	<ol style="list-style-type: none"> 1. <i>Do not</i> restart the upgrade. 2. Contact Oracle Technical Support for assistance in modifying the SQL script to work around this problem. 	5200599, 2678804
<p>Upgrade from Oracle Files 9.0.3 or 9.0.4 to Oracle Content Services 10.1.2 on a single-computer installation fails.</p> <p>The upgrade fails due to a failure in OC4J_RM deployment.</p>	Click Retry to run the upgrade again.	5336672
<p>When running the Oracle Records Management Lifecycle agent, you may experience Out of Memory (OOM) exceptions.</p> <p>When copying a record into a folder that already has a versioned document of the same name, the versioned document is left in an inconsistent state. This inconsistent state causes the Oracle Records Management Lifecycle agent to spin and eventually run out of memory.</p>	Before copying the record, rename the versioned document to avoid the name conflict.	5195830

6.4 Globalization Issues in Oracle Content Services

Content-Based Search for Thai Does Not Function

Because Oracle Text does not support Thai, Oracle Content Services is unable to perform content-based searches for Thai.

Table 6–2 lists Oracle Content Services globalization issues.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 6–2 Globalization Issues in Oracle Content Services

Description	Action	Bug Number
<p>Cannot use FTP or WebDAV with multibyte or high ASCII user names and passwords.</p> <p>Users with multibyte or high ASCII user names and passwords cannot sign on to Oracle Content Services using FTP or WebDAV.</p>	Do not create user names or passwords that contain multibyte or high ASCII characters.	4340204
<p>Multiple-byte characters in requests to restore items from the Archive appear as question marks.</p> <p>This is related to the e-mail messages sent as a request for restore archives. All the multiple-byte characters in these notifications are replaced with question marks.</p>	None	4555116
<p>Unable to extract files from a zip file that contains files with names not in UTF-8 encoded format.</p> <p>This is a known issue in Java unzip implementation. Java expects that all file names in zip files be encoded in UTF-8 format.</p>	None	4323427

Table 6–2 (Cont.) Globalization Issues in Oracle Content Services

Description	Action	Bug Number
<p>Oracle Content Services Web client defaults to English for zh-hk and zh-sg.</p> <p>If users set their language to zh_hk (Hong Kong) or zh_sg (Singapore), the Web client displays English text.</p>	<p>Use zh_tw instead of zh_hk and use zh_cn instead of zh_sg.</p>	5147389
<p>Approve and Reject buttons not shown after user provisioned in Workflow.</p> <p>If you install an Oracle Content Services instance in a non-U.S.-English environment, you will not be able to respond to any Workflow requests generated as part of the normal operations of Oracle Content Services.</p>	<p>To enable Workflow in a non-U.S.-English environment:</p> <ol style="list-style-type: none"> 1. Navigate to http://metalink.oracle.com and download and install patch 4910503. 2. On the Oracle Collaboration Suite Applications Tier, replace \$ORACLE_HOME/wf/admin/sql/WFNLADD.sql with the new file contained in the patch, as stated in steps 1-3 of the patch readme. 3. Enable the non-English language, as follows: Run wfnlenna.sql. This can be run multiple times, each time against one language, as in the following command: <pre>% sqlplus owf_mgr/password@orcl @ wfnlenna.sql language_code Y</pre> <p>See Also: Appendix G, "Oracle Content Services Globalization Support" in <i>Oracle Content Services Administrator's Guide</i> for a list of language codes. Note, however, that all languages listed are not supported by Workflow.</p> <p>Run WFNLADD.sql.</p> <p>Note: The preceding commands must be run on the same database as the one used to configure the Oracle Content Services and owf_mgr schemas.</p> 4. Restart Oracle Enterprise Manager 10g. 5. Restart Service_Component_Container from Oracle Enterprise Manager 10g. 	4704521
<p>Status for some Workflow processes shows Down.</p> <p>After installing Oracle Collaboration Suite (10.1.2) in a non-U.S.-English environment, the following Workflow processes are shown as down in Oracle Enterprise Manager 10g:</p> <ul style="list-style-type: none"> ■ Background Engines ■ Queue Propagation ■ Purge 	<p>Use the same workaround as for bug 4704521 (the preceding bug in this table).</p>	4709492

6.5 Documentation Issues in Oracle Content Services

The following sections describe documentation issues for Oracle Content Services:

- [Section 6.5.1, "Location of the Oracle Content Services Command-Line Tools"](#)
- [Section 6.5.2, "Cannot Copy or Create Links to Libraries or Containers"](#)

- [Section 6.5.3, "Oracle Records Management Online Help Shows Only Out of Date English Help"](#)

6.5.1 Location of the Oracle Content Services Command-Line Tools

The following additional information has become available and will be added to the Oracle Content Services documentation at the first available opportunity:

The Oracle Content Services command-line tools are included in the Oracle Content Services Web Services Development Kit. After extracting the Web Development Kit, the command-line tools are located in the following directory:

extracted_directory/command_line_tools/tools/bin/

Where *extracted_directory* is the directory into which you extracted the Web Development Kit.

6.5.2 Cannot Copy or Create Links to Libraries or Containers

The following additional information has become available and will be added to the Oracle Content Services documentation at the first available opportunity:

In the Oracle Content Services Web client, users cannot copy or create links to Libraries or Containers.

6.5.3 Oracle Records Management Online Help Shows Only Out of Date English Help

When accessing Oracle Records Management online help in a non-English locale, the help content is in English, and is incomplete, with broken links. To work around this problem, please change the browser locale to English when accessing the Oracle Records Management application. This will display an up to date version of the help, in English only, with working links.

6.6 Oracle Drive Release Notes

This section summarizes release note issues associated with Oracle Drive.

Note: The following Oracle Drive release note information supersedes that found in the file `ReleaseNotes.htm` that is included on DVD 3 of Oracle Collaboration Suite 10g Release 1 (10.1.2).

- [Section 6.6.1, "About Oracle Drive"](#)
- [Section 6.6.2, "Minimum Hardware Requirements for Oracle Drive"](#)
- [Section 6.6.3, "Downloading Oracle Drive"](#)
- [Section 6.6.4, "Known Limitations and Workarounds in Oracle Drive"](#)
- [Section 6.6.5, "Known Issues in Oracle Drive"](#)
- [Section 6.6.6, "Documentation Issues in Oracle Drive"](#)

6.6.1 About Oracle Drive

Oracle Drive is the desktop client for Oracle WebDAV (Web Distributed Authoring and Versioning) servers, such as Oracle Content Services, Oracle Files, Oracle Content Management Software Development Kit (Oracle CM SDK) and Oracle Portal. Oracle

Drive allows you to access Oracle WebDAV server files as if it were a mapped drive in Windows Explorer, as well as from any Windows application's Open and Save As dialogs. You can use the offline and synchronization capabilities of Oracle Drive to manage files when you are disconnected from the network, and Oracle Drive allows you to back up files from your hard disk to a server.

Oracle Drive is the functional replacement for SMB protocol support on Oracle Files and Oracle CM SDK Servers. The Server Message Block (SMB) protocol is how Microsoft Windows client PCs access file servers through regular Windows mapped drives. Oracle Drive is the functional replacement for SMB access to Oracle Files and Oracle CM SDK Servers. SMB access is not provided for Oracle Content Services or Oracle Portal.

Accessing Oracle servers using Oracle Drive provides these benefits over accessing Oracle servers using the SMB protocol:

- **Additional Capabilities**

- Offline, synchronization and backup capabilities. When you are disconnected from the network, Oracle Drive permits you to view and edit documents that you have recently accessed or that you have marked as being available offline. When you reconnect to the network, Oracle Drive will re-synchronize your offline edits. Oracle Drive also permits you to regularly back up files on your local machine to the server. SMB has no such capabilities built-in.
- Right-click capabilities. Oracle Drive provides additional right-click menu options, such as **Lock** to lock a document for a number of days and **Copy URL to Clipboard** to e-mail file URLs to other people. In addition, when you use Oracle Drive to access Oracle Content Services and Oracle Portal servers, the **Advanced Properties** right-click menu provides access to additional server capabilities specific to that file or folder. SMB has no such capabilities.
- Retention of custom metadata. Applications editing documents using Oracle Drive will retain custom metadata (such as categories) associated with the document, whereas applications editing documents using SMB will generally remove the metadata. This occurs because when SMB applications (especially Microsoft Word) save a file after editing it, the applications typically create a new file, delete the original file, and then rename the new file to be the original file. Because the original file has been deleted, any metadata associated with the original file has also been deleted. Oracle Drive retains metadata because it detects when Microsoft Office applications are editing documents and will avoid the create/delete/rename sequence, only sending the final updated file back to the server.
- Ability to delete and rename versioned documents. Users accessing Oracle Files using Oracle Drive are permitted to delete and rename versioned documents; users accessing Oracle Files through SMB do not have this option. Because Oracle Files cannot distinguish between an end user versus an application issuing delete and rename requests, Oracle Files has explicitly turned off the ability for end users to delete and rename versioned documents through SMB. This prevents applications from performing unintended deletion of all previous versions of a document, which can happen when the application edits a versioned document through SMB, creates a new file, deletes the original versioned file, and renames the new file to be the original file (thereby deleting all previous versions of the original file). Generally, Oracle Drive will correctly detect this situation, skip the create/delete/rename steps, and save the versioned file successfully.

- Increased security. Oracle Drive can securely access servers because Oracle Drive uses the WebDAV protocol, which supports HTTP proxies for access to servers through firewalls and encrypted communication using Secure Sockets Layer (SSL). SMB does not support proxies and therefore cannot access servers through firewalls and Oracle Files and Oracle CM SDK servers do not support encrypted SMB communication.
- **Faster end-user performance**
 - Because Oracle Drive has a cache on the local machine, if you have accessed a document recently and it has not changed on the server, Oracle Drive will allow you to view and edit that document without having to retrieve the document from the server, thus improving end user perceived performance.
 - Because Oracle Drive uses WebDAV, Oracle Drive will use approximately one-tenth the network round trips that SMB uses to perform common end user operations. If your server is more than 100 miles (160 kilometers) from your client, the time necessary to process the SMB network requests can add up to the majority of the end user response time. At such distances, Oracle Drive will be significantly faster than SMB access.
 - The end user will perceive much faster response times when saving documents using Oracle Drive over typical networks. When an end user saves a document to an Oracle Drive mapped drive, the file is first put into the Oracle Drive cache on the local machine, and the user can continue doing work in the application while Oracle Drive begins uploading the file to the server asynchronously (in the background). With SMB access, the end user has to wait until the application has completely written the file to the server synchronously before the end user can continue using the application.
- **Reduced server-side resource requirements**
 - Less server memory. Oracle Drive users will have fewer concurrent sessions in the server than SMB users. By default, Oracle Drive server sessions (and WebDAV, HTTP, and Oracle Content Services Web client server sessions) are disconnected and the server resources (about 1MB of memory per session) are freed up after 30 minutes of inactivity, whereas SMB sessions by default are only disconnected after 12 hours of inactivity. In addition, the overhead of the JVM (Java Virtual Machine) to serve Oracle Drive users is shared with Oracle Content Services Web client and other HTTP or WebDAV users, whereas SMB requires the memory overhead of a separate, non-HTTP JVM.
 - Less server CPU. CPU usage is less with WebDAV connections than with SMB connections because Oracle Drive consolidates all of the Windows operating system function calls into a much smaller number of WebDAV commands, and therefore there are many fewer operations being performed on the server.
 - Fewer temporary files uploaded to the server and filling up the trash. Oracle Drive detects when many common applications create temporary files which will be deleted soon, and avoids uploading those files to the server. Access using SMB typically creates those files on the server, and then deletes them, which fills up the Trash, which end users or Administrators need to empty.

6.6.2 Minimum Hardware Requirements for Oracle Drive

Oracle Drive has the following minimum hardware requirements:

- Memory (RAM): 256MB
- A TCP/IP network connection

- Hard disk space (calculate by adding the following three items):
 - 20MB for initial installation
 - Twice the size of all files you will be editing at one time
 - Total size of all files you will require to be available offline

6.6.3 Downloading Oracle Drive

Download Oracle Drive from Oracle Technology Network at

<http://www.oracle.com/technology/software/products/contentdb/index.html>

6.6.4 Known Limitations and Workarounds in Oracle Drive

The following sections describe known limitations and workarounds for Oracle Drive.

- [Section 6.6.4.1, "Installation Issues"](#)
- [Section 6.6.4.2, "File Operations"](#)
- [Section 6.6.4.3, "Accessing Files"](#)
- [Section 6.6.4.4, "Oracle Drive Version Number"](#)

6.6.4.1 Installation Issues

If you have previously installed Oracle Drive, you must remove previous versions of Oracle Drive by selecting **Start > Control Panel > Add or Remove Programs** before installing this version of Oracle Drive.

During or after the installation, do not allow any Spyware or Adware removal tools to remove the Oracle Drive Helper Object.

The Oracle Drive Helper Object is required for the Advanced Properties feature of Oracle Drive. The Oracle Drive Helper Object can be identified by one of the following registry keys:

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Browser Helper Objects\{5D33B3E0-4FB3-4ED1-9106-B6EB06A3B7C2}
- Oracle Drive Helper Object
- ODriveHelper.dll

6.6.4.2 File Operations

Performing file operations, such as insert, delete, or copy, in Oracle Content Services folders will fail if the folder requires the user to fill out information before completing the operation (for example, if the folder requires non-defaulted metadata or requires the user to fill out a workflow form). As a workaround, perform the operations on other folders if possible, and then use the Oracle Content Services Web client to move the files into the desired folder.

6.6.4.3 Accessing Files

Oracle Drive locks, downloads and uploads entire files. Oracle does not recommend using Oracle Drive to access files which must be simultaneously edited by several people, such as Microsoft Access database files, because the other users will be prevented from locking the file until the first user closes the file. Oracle also does not

recommend user Oracle Drive to access very large files which will have only small parts of them updated, such as Microsoft Access database files, because Oracle Drive will need to download and upload the entire file.

6.6.4.4 Oracle Drive Version Number

The version number in the About box for Oracle Drive says "Oracle Drive Production Version 10.1.2.0b 15M". This is also known as version 10.1.2.0.

6.6.5 Known Issues in Oracle Drive

[Table 6–3](#) lists known issues in Oracle Drive.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 6–3 *Known Issues in Oracle Drive*

Description	Action	Bug Number
Access date is always 01 JAN 1986 12:00AM This is due to a limitation in WebDAV.	None	3588640

Table 6–3 (Cont.) Known Issues in Oracle Drive

Description	Action	Bug Number
<p>The Oracle Drive Status Monitor displays the error "Error 58, The specified server cannot perform the requested operation."</p> <p>Alternatively, the application logs display the error "MOD_OC4J_0053".</p>	<p>If Oracle Files or Oracle Content Services is the only component of Oracle Collaboration Suite currently running on your Applications tier, perform the following operations. If you are running multiple Oracle Collaboration Suite components, contact Oracle Support.</p> <p>Perform the following steps on all Oracle Collaboration Suite Applications tier (middle tier) host computers:</p> <ol style="list-style-type: none"> 1. Stop the Oracle Files or Oracle Content Services domain. 2. Stop the OPMN process. 3. On Linux or UNIX, navigate to the directory <code>\$ORACLE_HOME/Apache/Apache/conf</code>, where <code>\$ORACLE_HOME</code> is the Oracle Collaboration Suite Applications tier Oracle home. On Microsoft Windows, navigate to the directory <code>%ORACLE_HOME%/Apache/Apache/conf</code>. 4. On Linux or UNIX, enter the following command at the command line (enter the command as a single line): <pre>cp mod_oc4j.conf mod_oc4j.conf.pre3604573</pre> On Microsoft Windows, copy the file <code>mod_oc4j.conf</code>. Rename the copy <code>mod_oc4j.conf.pre3604573</code>. 5. Edit the file <code>mod_oc4j.conf</code>. 6. Add the following after the <code></IfModule></code> line and before the <code>Oc4jMount /j2ee/*</code> line. <pre>Oc4jCacheSize 0</pre> 7. Save and exit from the file. 8. Start the OPMN process on the Applications tier. 9. Start the Oracle Files or Oracle Content Services domain. <p>Repeat this process on all other Oracle Collaboration Suite Applications tier computers where Oracle Files or Oracle Content Services is the only configured component.</p>	3604573
<p>No search results returned.</p> <p>On Windows XP SP2 and other versions of Windows XP, no search results are returned when searching on an Oracle Drive letter in either offline or online mode.</p>	<p>Apply Microsoft hotfix 885843. The Microsoft link for more information about this issue is http://support.microsoft.com/kb/885843/.</p> <p>Note: After extracting the hotfix executable, run the file <code>WindowsXP-KB885843-x86-enu.exe</code>. Do not run <code>WindowsXP-KB885843-x86-Symbols-enu.exe</code>, as it is used only for debugging purposes.</p>	3913506

Table 6–3 (Cont.) Known Issues in Oracle Drive

Description	Action	Bug Number
<p>Oracle Drive is only able to connect to a Portal Server running HTTPS on port 443.</p> <p>Connection attempts to other ports fail.</p>	Run your HTTPS Oracle Portal server on port 443.	3959378
<p>Cannot perform operations on files or folders with long folder paths.</p> <p>This affects files or folders with folder paths greater than approximately 256 chars.</p>	<p>Map the Oracle Drive disk to a point lower in the folder hierarchy, so that the drive letter path is shorter.</p> <p>For example, if the path is O: /d1/d2/d3/d4/d5/d6/doc1.doc, mount the drive as http://server.company.com/content/dav/d1/d2/d3/d4/d5 so that the path is O: /d6/doc1.doc.</p>	4231708, 4418454, 4418790
<p>Users cannot install and run Oracle Drive.</p> <p>The user must have Administrator rights on their local machine to install and use Oracle Drive.</p>	Use Oracle Drive as a user with the Administrator privilege.	4240064
<p>External disk drives are not accessible.</p> <p>External disk drives might not be accessible if added while Oracle Drive has mapped drives.</p>	<p>Windows might not recognize that Oracle Drive has already reserved specific drive letters. Map Oracle Drive disk letters to drives which will not be mapped by new disk drives.</p> <p>Alternatively, remap the Oracle Drive service to a new, unused drive letter.</p>	4288340
<p>Users with the Administrative Assistant access role are not be able to complete the process of creating a new folder.</p> <p>Oracle Content Services users with the Administrative Assistant access role can create folders, but cannot rename them.</p>	<p>Microsoft Windows Explorer (which generates the requests to Oracle Drive and Microsoft Web Folders) first creates a folder with the name <i>New Folder</i>, and then tries to rename it, but this operation fails.</p> <p>If an Administrative Assistant tries to create a new folder, it is left with the name such as <i>New Folder, New Folder (1)</i>.</p> <p>To avoid this problem, use the Oracle Content Services Web client to create folders.</p>	4363243
<p>Deleting a folder does not delete the folder and its contents as a single transaction.</p> <p>This issue includes numerous files displayed in the Trash folder without any hierarchy when deleting a folder through Oracle Drive.</p>	<p>When deleting a folder, Oracle Drive recreates the Windows Explorer operations that delete all the contents of a folder before attempting to delete the folder.</p> <p>If the delete of the top-level folder or of any object in the folder hierarchy fails (because the folder is a container, or because a workflow is required before it can be deleted, or for any other reason), the folder contents may still be deleted.</p> <p>If deleting a folder and its contents must be performed as a single transaction, use Web Folders or the Oracle Content Services Web client.</p>	4370716, 4294649
<p>Files do not immediately appear in the Trash folder.</p> <p>When other users create files in folders, or when one user deletes files and then looks in the trash, the item may not appear for several minutes.</p>	<p>Right-click the Oracle Drive Icon and choose Refresh, and then press F5 while the Windows Explorer window is active.</p> <p>Alternatively, change the service to use the Heavy sharing level. To do this, edit the service and change the sharing level to Heavy. Using Heavy invalidates the Oracle Drive cache every 15 seconds, so that most folder viewing will see new documents quickly.</p>	4373093

Table 6–3 (Cont.) Known Issues in Oracle Drive

Description	Action	Bug Number
<p>Opening and closing files with Microsoft Word 2003 or Microsoft Excel 2003 modifies the file on the server even though the user did not change the content.</p> <p>Microsoft Word 2003 and Microsoft Excel 2003 update a file with who last opened the file as soon as the file is opened. When you close the file, Oracle Drive writes this changed content to the server.</p>	To avoid this issue, open the document using File > Open and then specify Open in Read Only .	4387340
<p>User names in mixed-case or uppercase can fail to authenticate against regular (non-SSL) servers.</p> <p>For regular HTTP (non-SSL) DAV servers, Oracle Drive and Web Folders avoid transmitting the actual password by submitting a digest of the password.</p> <p>The algorithm used to generate the digest is sensitive to the case of the user name.</p>	To avoid this issue, enter user names in lowercase only.	4497461
<p>Cannot copy links.</p> <p>Copying a link on the server makes it a normal document.</p>	Use the Oracle Content Services Web client to copy a link to a new location.	4590946
<p>Oracle Drive prompts you to store the file thumbs.db when viewing images in read-only folders.</p> <p>If you view a set of images as thumbnails in a read-only folder, Oracle Drive prompts you to specify a location to store the file thumbs.db.</p>	<p>When prompted, store the file thumbs.db in a temporary folder on your local machine.</p> <p>Alternatively, do not view images as thumbnails in folders that are specified as read-only.</p>	4627065
<p>Oracle Drive does not install in silent mode.</p> <p>When the setup is run from the command line with a /? to show the install options (such as ODriveSetup.exe /?), an InstallShield dialog box displays "Command line parameters" and suggests one of the options is to run the install silently using the /S /V /qn switches. However, when this program is run, it does not install. When the event logs are viewed, pc MSIInstaller reports that Oracle Drive installed successfully, even though there are no new files or registry keys on the system.</p>	Double click the setup file and run it with no switches and the install works correctly.	4644697

6.6.6 Documentation Issues in Oracle Drive

The following sections describe documentation issues in the online help for Oracle Drive.

- [Section 6.6.6.1, "Partial Downloads"](#)
- [Section 6.6.6.2, "Copy URL to Clipboard"](#)
- [Section 6.6.6.3, "Viewing the Offline Status of Files"](#)

Note: Fixes for known issues may be available in cumulative patches. For a list of available cumulative patch downloads and their installation order, see note 361082.1 on <http://metalink.oracle.com>. Each cumulative patch includes a `README.html` file that lists all bugs fixed.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for information on cumulative patch new features and known issues.

6.6.6.1 Partial Downloads

In the Help, the information about partial downloads is incorrect. This feature is not available in Oracle Drive.

6.6.6.2 Copy URL to Clipboard

Note: Both this section and [Section 6.6.6.3](#) contain additional information that has become available and will be added to the Oracle Drive documentation at the first available opportunity.

The right-click popup menu contains the command **Copy URL to Clipboard**. This puts the HTTP URL into the Windows Clipboard, which lets you paste it into an e-mail message or into documents.

6.6.6.3 Viewing the Offline Status of Files

To view the Offline Status of Files:

1. In Windows Explorer, display the Oracle Drive drive that contains the files that you want to view.
2. From the Windows Explorer toolbar menu, select **View**, then choose **Details**.
3. Select **Status** in the Choose Details window.
4. Click **OK** to return to Windows Explorer.
5. To see the Status column for all folders, from Windows Explorer, select **Tools > Folder Options > View > Apply to All Folders**.
6. Files that are marked **Always available offline** are now shown as **Present offline** in the **Status** column

6.7 Upgrading to Oracle Content Services 10g (10.1.2)

For information about upgrading to Oracle Content Services 10g (10.1.2), see Chapter 12, "Oracle Content Services Upgrade" in *Oracle Collaboration Suite Upgrade Guide*.

Oracle Discussions Release Notes

This chapter summarizes release note issues associated with Oracle Discussions. This chapter contains the following sections:

- [Section 7.1, "What is Oracle Discussions?"](#)
- [Section 7.2, "Known Limitations and Workarounds in Oracle Discussions"](#)
- [Section 7.3, "Known Issues in Oracle Discussions"](#)
- [Section 7.4, "Globalization Issues in Oracle Discussions"](#)
- [Section 7.5, "Documentation Issues in Oracle Discussions"](#)

Note: This document was updated on **December 10, 2006**.

7.1 What is Oracle Discussions?

Oracle Discussions is a new component of Oracle Collaboration Suite. Oracle Discussions provides users with the ability to create online forums, also referred to as bulletin boards, and to access these forums using a Web browser, e-mail or RSS feeds. Depending on access levels, participants can post messages to the forums or simply browse through them.

Oracle Discussions consists of categories, forums and topics. Categories are created within a root category. Forums are created within a category. Topics are groups of messages within a specific forum.

Note: New Oracle Discussions features can be obtained by applying 10.1.2.x Cumulative Patches. These new features are listed in [Section 2.5, "Oracle Discussions Cumulative Patches"](#).

7.2 Known Limitations and Workarounds in Oracle Discussions

This section describes known limitations and workarounds in Oracle Discussions.

- **Distribution lists configured for multiple forums:** If more than one forum is configured for integration with the same distribution list (by setting the forum **E-Mail Forwarding** address to the same Distribution List address), e-mail messages sent to the distribution list will be stored in only one of the those forums.

Workaround: Avoid associating more than one forum to the same Distribution List address.

- **Message priority configuration:** Discussion messages posted by forum moderators are marked as high priority and messages posted by forum writers are marked with normal priority. Message priority setting is not configurable.
- **Moving/deleting favorite topics:** Favorite topics are cached during a user's session. If a moderator deletes or moves a user's favorite topic while the user's session is active, an error is reported when the user tries to access a favorite topic. At that point, the user's favorite list will be refreshed.
- **Category writers' roles:** Category writers are automatically forum writers for all forums created within the parent category. However, they are not displayed as forum writers on the Create Forum page. They **do** appear as forum writers after the forum is created.
- **Editing and replying to messages:** If you reply or forward a message that has inline images, the inline images in the body of the original message will be broken.
- **SSL configuration:** When enabling SSL for Oracle Collaboration Suite, users may need to explicitly agree to trust the server certificate to have successful integration with the Presence server. For more information, see *Oracle Collaboration Suite Security Guide*.

7.3 Known Issues in Oracle Discussions

The following table lists known issues in Oracle Discussions.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 7–1 Known Issues in Oracle Discussions

Description	Action	Bug Number
In Mozilla Firefox, while composing or editing a message using the rich text editor, the mouse cursor is initially not visible after the page has loaded.	Start entering the message text and the cursor will appear.	4418151
After a message is edited, users are not able to search the message by its new content. Searches will still match the old message body even if the search result displays the new message body.	None	4496405
Multiple-byte content in message attachments appears indecipherable in the Search Results page.	The indecipherable text is not displayed when a user clicks the message to open it.	4394283
Forum or category creation fails when full path of new container is too long.	None	4409991
Reply fails when the depth of replies exceeds maximum size of references header.	None	4529099
Moving a thread should clean up favorites and subscriptions for users who do not have access to the new destination forum.	Users must manually clean up their favorites and subscriptions.	4637376

Table 7–1 (Cont.) Known Issues in Oracle Discussions

Description	Action	Bug Number
Replying to a rich text message using the plain text editor shows html code.	None	4574783
Multiple-domain installations against the same mailstore database can lead to unpredictable behavior.	Install different Oracle Discussions domains into different mailstore databases.	4681847
After saving modifications in the Global Membership page of the Administration tab, users with Oracle Mail domain administrator or system administrator roles will not automatically receive Discussions "Global Administrator" roles upon login.	Workaround 1: Use the Global Membership page in the Oracle Discussions Administration tab to add and revoke "Global Administrators". Workaround 2: Add the following line to <code>\$APPTIER_ORACLE_HOME/j2ee/OC4J_OCSCClient/config/oc4j.properties</code> <code>oracle.discussions.settings.sys.make_email_admin_td_admin.enabled=true</code>	4699551

7.4 Globalization Issues in Oracle Discussions

The following table lists Oracle Discussions globalization issues.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 7–2 Globalization Issues in Oracle Discussions

Description	Action	Bug Number
Messages encoded with the EUC-KR, HZ-GB-2312, SHIFT-JIS character sets are not handled correctly and may be displayed as squared characters when posted to Discussion forums via e-mail.	Encode messages with the UTF-8 character set.	4428260, 4428397, 4424485
With Firefox, attachment names containing special characters sometimes cannot be uploaded.	Use another supported browser, such as Internet Explorer.	4511262
Long attachment names containing multiple-byte characters are truncated on download.	Use less than 15 multiple-byte characters when naming attachments.	4688955

7.5 Documentation Issues in Oracle Discussions

The Oracle Discussions conceptual online help in the Application Server Control for Collaboration Suite is missing (4480257). See the Oracle Discussions Web client online help for conceptual information about Oracle Discussions.

Note: Fixes for known issues may be available in cumulative patches. For a list of available cumulative patch downloads and their installation order, see note 361082.1 on <http://metalink.oracle.com>. Each cumulative patch includes a `README.html` file that lists all bugs fixed.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for information on cumulative patch new features and known issues.

Oracle Mail Release Notes

This chapter summarizes release note issues associated with Oracle Mail. This chapter contains the following sections:

- [Section 8.1, "New in Oracle Mail"](#)
- [Section 8.2, "Known Limitations and Workarounds in Oracle Mail"](#)
- [Section 8.3, "Known Issues in Oracle Mail"](#)
- [Section 8.4, "Globalization Issues in Oracle Mail"](#)
- [Section 8.5, "Documentation Issues in Oracle Mail"](#)

Note: This document was updated on **December 10, 2006**.

8.1 New in Oracle Mail

- **Directory Cache:** Enables faster lookup when using the Oracle Collaboration Suite 10g WebMail client
- **Oracle Contacts:** This new feature for Oracle Collaboration Suite enables Oracle Mail users to utilize a Suite-wide address book
- New archiving policies enable archiving of users' messages in a third-party storage facility
- New routing control features reject messages based e-mail attachments
- Recovery of deleted e-mails
- Message recall enables administrators to locate messages in a Collaboration Suite Database and move those messages to a specified folder for further analysis

Note: Other new features included with this release are described in [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#).

8.2 Known Limitations and Workarounds in Oracle Mail

Searches of Attachments in Different Character Sets

When you perform a search for attachment names, search behavior is determined by the character set used by the Oracle Mail server to build the search index. In other

words, if the characters you are searching for are not found in the character set used by the Oracle Mail server to build the search index, the attachment will not be found.

Base Users with Multiple Mail IDs

Base users having multiple mail IDs cannot be managed from the centralized provisioning framework in Oracle Collaboration Suite 10g. Users that have multiple mail IDs cannot be managed from Oracle Delegated Administration Services, hence Oracle WebMail must be used to manage such users.

Sharing Public E-mail Folders with a Domain

Shared public e-mail folders available to an entire domain can be created using Oracle Connector for Outlook, only.

See Also: "Creating Public Folders" in Appendix C of *Oracle Mail Administrator's Guide* for more information about creating shared folders

Attachments and Caching with Microsoft Internet Explorer and Oracle WebMail

By default, neither attachments nor inline images are cached on the client's disk (for security and privacy reasons). Due to a bug in Internet Explorer, this prevents users from opening attachments inline using that browser. For example, clicking on a text attachment and selecting **Open** from the attachment dialog will fail (the default text editor application for the user will launch, and then generate an error that the file could not be found).

If you have deployed SSL, attempting to download attachments to disk will also fail.

Documentation of the details of this Microsoft Internet Explorer bug can be found in the following Microsoft Knowledge Base articles:

- "Internet Explorer Cannot Download" Error Message When You Use an HTTPS URL to Open an Office Document or PDF File:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;812935>
- INFO: Prevent Caching When You Download Active Documents over SSL:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;815313>
- Internet Explorer file downloads over SSL do not work with the cache control headers:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;323308>

There are two workarounds available for this issue; you can use a different browser, or, you can relax caching settings. For detailed instructions for relaxing caching settings, see "Security Issues Related to Microsoft Internet Explorer" in Chapter 2 of *Oracle Collaboration Suite Security Guide*.

8.3 Known Issues in Oracle Mail

The following table lists known issues in Oracle Mail.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 8–1 Known Issues in Oracle Mail

Description	Action	Bug Number
The mail server crashes during shutdown when an external filter is configured for the protocol server using Symantec AVSE ICAP Connector.	Do one of the following: <ul style="list-style-type: none"> ■ Configure the protocol server using Symantec AVSE Native Connector, or; ■ Ignore the crash, since it occurs during shutdown and is inconsequential. 	4995868
Reconfirmation of an invitation to a distribution list fails if the reconfirmation is sent in Rich Text Format.	Use plain text to send reconfirmation of an invitation.	4162028
Oracle Discussions folders cannot be differentiated by case.	Do not use case to differentiate between folders.	4258365
Success, Failure, and Delay preambles do not appear in DSNs even when set.	None	4446226
IMAP cannot handle nested folder names, that exceed 990 characters.	None	4462743
Filters (such as virus scanners) no longer work after upgrading from Release 9.0.4. This is because in 9.0.4, filters needed to be defined for each server, while in 10gR1, filters can be defined in a central location and associated with multiple servers. The definitions of existing filters are converted to the new format but not automatically associated with the servers.	Use the Admin Policy pages to associate the filters with the SMTP servers.	4688288
DAS displays "Default" even when no archiving policy exists.	None	4484334
The number of lists for which a user is a member is displayed even when a search is performed by an individual with insufficient privileges to view that information. Because the searcher may not have the sufficient privileges to view all the lists for which a user is a member, there is a difference in the number of lists actually displayed to the count shown on the table.	None	4485186
Under heavy load, number of database connections from the Oracle Web Access client might be very high.	You can change the database connection pool scheme used by the application to a fixed scheme by setting the property <code>oracle.mail.sdk.esmail.cache_scheme=2</code> . The maximum number of connections can then be set by the property <code>oracle.mail.sdk.esmail.connpool_max_limit</code> . With the fixed scheme, the number of database connections from the Oracle Web Access client to the database will never exceed the maximum limit specified, but this might degrade the performance of the client significantly.	4485215
After a user is deprovisioned, changing the state of the user from inactive to active will not reprovision the user.	To reprovision the user, an administrator must use Oracle Delegated Administration Services.	4486586
Spam control Reject Reasons are displayed partially when there is a carriage return. The Reject Reason after first carriage return is not displayed by Oracle WebMail.	Use a single line for the spam error rejection reason value.	4495683

Table 8–1 (Cont.) Known Issues in Oracle Mail

Description	Action	Bug Number
Part of message headers sent by the List Server will appear in the message body.	None	4503517
Oracle Enterprise Manager 10g Application Server Control Console online help was not working	None	4680974
Oracle Mail rejects messages that contain lines exceeding 4000 bytes.	<p>Maximum limit on the MIME line lengths can be set in the SMTP server <code>orclmailsmtprejectconditions</code> parameter using the format <code>maxlinelen=value</code>.</p> <p>For example, <code>maxlinelen=10000</code> sets the line length limit to 10,000 bytes.</p> <p>If no limit is set, the default maximum of 4000 bytes is assumed. If the limit is set below 1000 bytes (the RFC minimum), the default limit of 4000 bytes is assumed. If the limit is set above the maximum message size, the server rejects a message if its line size exceeds maximum message size.</p> <p>Oracle recommends that administrators evaluate what kinds of messages the site receives and set the appropriate limit using the previously mentioned SMTP parameter, if the default limit of 4000 bytes is not sufficient.</p> <p>While there is no limit on maximum line length, an unreasonably high limit is not recommended because it opens up the possibility of denial of service attacks.</p>	4743425
When installing a new Oracle Mail (10.1.2.3) on top of Oracle Mail (10.1.2) the configuration assistant fails because the install code expects an earlier version number (earlier than 10.1.2) from which to upgrade.	Set the Oracle Internet Directory parameter <code>orclproductversion</code> at EntryManagement>OracleSchemaVersion>EMAIL to 10.1.1.0.0.	5467535

8.4 Globalization Issues in Oracle Mail

The following table lists Oracle Mail globalization issues.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 8–2 Globalization Issues in Oracle Mail

Description	Action	Bug Number
Traditional Chinese index entries in the Oracle WebMail administrator help page are displayed incorrectly with mixed Traditional Chinese characters and English words.	None	4389408
The subscription DSN message sent by an administrator is indecipherable.	To prevent this problem, the distribution list administrator should add members by invitation.	4477041
<code>oesbcp</code> does not successfully restore non-ascii rules.	None	4540467

Table 8–2 (Cont.) Globalization Issues in Oracle Mail

Description	Action	Bug Number
Wrong encoding for Oracle WebMail online help in French, German, and Korean.	None	4681015
When sending a mail in Korean using the message character set ISO-2022-KR, the following error message displays: An error occurred: unable to create the new message.	Use the EUC-KR character set.	4684419

8.5 Documentation Issues in Oracle Mail

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

- Chapter 3, "Oracle Mail Servers" of *Oracle Mail Administrator's Guide*, page 3-39: The following example is erroneous and can be ignored:

```
Dear <orcl>recipient_full_name</orcl>,
    Your salary is <orcl>getSalary(recipient_mail_address)@dblink</orcl>.
...
```
- Chapter 4, "Oracle Collaboration Suite 10g WebMail Client" of *Oracle Mail Administrator's Guide*: Oracle WebMail client properties can be edited in the OC4J_OCSCClient and OC4J_Mail sections of the \$ORACLE_HOME/opmn/config/opmn.xml file, as necessary, in addition to the oc4j.properties file.

Note: Any further editing tasks mentioned in the *Oracle Mail Administrator's Guide* of the oc4j.properties file must be done in the \$ORACLE_HOME/opmn/config/opmn.xml file.

- The section "Editing SAVSE Filters" in Chapter 6 of *Oracle Mail Administrator's Guide* 10g Release 1 (10.1.2) contained erroneous information. This has been corrected.
- Appendix F, "Oracle Mail Server Parameters and Log Files" of *Oracle Mail Administrator's Guide*, page F-33: The log file location in the **Oracle Mail List Server Instance Debug Parameters** section should be \$ORACLE_HOME/oes/log/um_system/list.

The following table lists Oracle Mail documentation issues:

Table 8–3 Documentation Issues in Oracle Mail

Description	Action	Bug Number
In situations where there is more than one Collaboration Suite Database, you must write an e-mail policy plug-in to create a user using Oracle Directory Integration and Provisioning in the second (not the default) Collaboration Suite Database.	Check back here regularly for updates to this document for instructions on writing the e-mail policy plug-in.	4335497

Oracle Mobile Collaboration Release Notes

This chapter summarizes release note issues associated with Oracle Mobile Collaboration. This chapter contains the following sections:

- [Section 9.1, "New in Oracle Mobile Collaboration"](#)
- [Section 9.2, "Known Limitations and Workarounds in Oracle Mobile Collaboration"](#)
- [Section 9.3, "Known Issues in Oracle Mobile Collaboration"](#)

Note: Oracle Mobile Data Sync release note issues are described in [Section 5.4, "Oracle Calendar Application System"](#) in [Chapter 5](#).

Note: This document was updated on **December 10, 2006**.

9.1 New in Oracle Mobile Collaboration

This section contains descriptions of new and enhanced features in this release of Oracle Mobile Collaboration. Though there are enhancements throughout Oracle Mobile Collaboration, here are some highlights:

- [Section 9.1.1, "New Administration Features"](#)
- [Section 9.1.2, "Mobile Push Mail"](#)
- [Section 9.1.3, "Real-time Browser Access"](#)
- [Section 9.1.4, "Oracle Voice Access"](#)
- [Section 9.1.5, "Instant Access Using ASK"](#)
- [Section 9.1.6, "Multi-Channel Alerts and Notifications"](#)

9.1.1 New Administration Features

Oracle Mobile Collaboration includes the following administration features:

- Mobile Push Mail Server configuration
- Mobile Collaboration performance monitoring
- Device lock down (for Mobile Push Mail)
- Push Mail client upload
- Voice grammar and DTMF equivalents generation

9.1.2 Mobile Push Mail

Workforces are more mobile than ever, and Mobile Service Providers are offering more services to their customers than ever before. Users and providers need multi-vendor, standards-based solutions with support and optimization for a range of mobile channels and devices working seamlessly across various networks. The following sections describe these solutions:

- [Section 9.1.2.1, "Mobile Push Mail Solution"](#)
- [Section 9.1.2.2, "Key Features"](#)

9.1.2.1 Mobile Push Mail Solution

Oracle Collaboration Suite 10g Mobile Push Mail offers a new level of flexibility and convenience to access e-mail on the go. Employing a new standard called Push IMAP (P-IMAP), Mobile Push Mail enables an always-on experience by "pushing" new and updated messages to mobile devices, instead of requiring users to synchronize, or "pull", their e-mail manually. As a result, users never miss out on e-mail, as all priority messages reach them anywhere, in real time.

Note: Oracle Collaboration Suite 10gR1 only supports mobile devices running Windows Mobile 2003 Phone Edition for push mail

9.1.2.2 Key Features

The key features for Mobile Push Mail include:

- [Real-Time, Always-On Push](#)
- [Cradle-Free, Continuous Two-Way Sync](#)
- [Open Standards-Based Device and Network Agnostic Solution](#)
- [Over-the-Air Installation and Provisioning](#)
- [Secure, Reliable, Enterprise-Class Solution](#)
- [Folder, Attachment and Filter Support](#)

9.1.2.2.1 Real-Time, Always-On Push

P-IMAP-based Mobile Push Mail provides end-to-end secure, behind-the-firewall server solution to real-time push e-mail to all mobile devices. The Oracle solution pushes e-mail to mobile device in real time without requiring any user intervention.

9.1.2.2.2 Cradle-Free, Continuous Two-Way Sync

Oracle's continuous, two-way real-time Mobile Push Mail ensures that any changes on the mobile device (that is, deleting an e-mail, responding to an e-mail, changing an e-mail's status from read to unread) are wirelessly synchronized with the server in real time. Likewise, changes from the server are wirelessly reflected on the mobile device in real time. No additional cradle, desktop software or manual reconciliation is required.

9.1.2.2.3 Open Standards-Based Device and Network Agnostic Solution

Mobile Push Mail is completely based on open standards and is truly device, transport protocol, and network-agnostic. The Oracle P-IMAP solution leverages the existing IMAP and HTTPS technology stack, and is completely open to be adopted by any device or e-mail server providers.

9.1.2.2.4 Over-the-Air Installation and Provisioning

Mobile Push Mail over-the-Air (OTA) installation of the client. Whenever the latest version of the client is available, users are automatically notified on their devices with a link to upgrade the client. In addition, all user and application settings are also provisioned completely over the air to enable a most simplified setup experience.

9.1.2.2.5 Secure, Reliable, Enterprise-Class Solution

Deployed behind the firewall, Mobile Push Mail provides an HTTPS and SSL stack based, complete end-to-end secure and reliable enterprise-class solution for mobile users.

9.1.2.2.6 Folder, Attachment and Filter Support

Mobile Push Mail includes full support to push INBOX IMAP folder, and open and view attachments. It allows users to create or modify filters to specify which e-mail they want to be pushed to a mobile device.

9.1.3 Real-time Browser Access

Oracle Mobile Collaboration provides highly-optimized wireless access to collaboration information from any mobile device with browser capabilities. Here are some of the tasks an employee can perform from a browser on a mobile device:

- Access, reply, or forward e-mail and voicemail.
- View, modify, cancel, or change the status of appointments.
- Look up in a global or personal address book.
- Browse Oracle Collaboration Suite Content Services (Files) and fax selected files.

For example, the Mobile Inbox feature provides faster, personalized access to mail by allowing users to create virtual inboxes to receive only urgent mail, mail from the last 24 hours, only voicemails, only fax messages, or mail from selected senders. The mobile applications that support these Oracle Collaboration Suite services ship already configured. Mobile Text access supports text-only mode.

9.1.4 Oracle Voice Access

Retrieve and reply to e-mail, manage appointments, or call someone from your address book using voice commands from any phone. To get voice access to Oracle Collaboration Suite, employees call a voice gateway from the phone and interact with a voice interface. Oracle Mobile Collaboration voice-enabled applications respond to both voice and touchtone commands, and run on any Oracle-accepted VoiceXML gateway with speaker-independent speech recognition.

9.1.5 Instant Access Using ASK

Users can access Oracle Collaboration Suite through ASK (asynchronous applications) from SMS, or any e-mail client. Employees can send simple ASK commands through SMS or e-mail to access their appointments for the day, look up employee information, or to browse a catalog of files to select a file to fax or send by e-mail.

For example, users can send an ASK command `cal` through SMS to access all appointments for the day or `find Harris` to look up Harris in a corporate directory.

9.1.6 Multi-Channel Alerts and Notifications

Oracle Collaboration Suite keeps your employees notified when they receive specific e-mail or voicemail, when important events are added or updated in their calendars, when they are invited to a web conference, or as a reminder for important meetings and web conferences. A unique benefit to employees is the freedom to specify which channel (SMS, MMS, e-mail, voice alert, or fax) they prefer to receive these notifications.

9.2 Known Limitations and Workarounds in Oracle Mobile Collaboration

This section describes the following issues and solutions:

- Upgrading from Oracle9iAS Wireless requires several workarounds. Similarly, problems may also occur when upgrading from a previous Oracle Collaboration Suite version that does not have Oracle9iAS Wireless configured. These workarounds are documented in [Table 3–3, "Known Issues in Oracle Collaboration Suite Upgrade"](#).

For further upgrade information and workarounds, see *Oracle Collaboration Suite Upgrade Guide*.

- Mobile users cannot access Oracle Collaboration Suite 10g Content Services (Oracle Files) if the WebDAV server is configured to run in HTTPS mode only.
- The *Help* application does not display for ASK applications. To correct this problem, edit the *Help* application using the Content Manager tool as follows:
 1. Access the OracleAS Wireless Content Manager, one of the OracleAS Wireless tools. You access the OracleAS Wireless Tools by clicking the administration icon for Mobile Collaboration in the System Components table of the Application Server Control Home page.
 2. Enter the administrator user name (*orcladmin*) and the appropriate administrator password. The OracleAS Wireless Tools appear.
 3. Click *Content*. The Content Manager appears and defaults to the applications browsing screen.
 4. Select *Help* and then click **Edit**. The editing page appears, with the *General* parameters selected.
 5. Enter *help* in the *Short Name* field and then click **Apply**.
 6. Click **Additional**.
 7. Verify that the **Visible** option is selected, so that the Help application is both visible (and accessible) to end users.
 8. Click **Apply**.

9.3 Known Issues in Oracle Mobile Collaboration

[Table 9–1](#) lists known issues in Oracle Mobile Collaboration.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 9–1 Known Issues in Oracle Mobile Collaboration

Description	Action	Bug Number
Users may not initially be able to access the Calendar page from the Mobile Browser.	Users should sign in at least once to the Oracle Calendar Web client. From that point forward, Mobile Browser access to Calendar should work, even after the user signs out of the Oracle Calendar Web client.	5256467
Additional Messaging Server Process Resulting from Upgrade from 9.0.4.x. to 10gR1	<p>Upgrading to Oracle Collaboration Suite 10gR1 from 9.0.4.x results in two Messaging Server processes. To improve performance, delete, stop, or disable the unneeded Messaging Server process and verify that the applicable Messaging Server process is configured completely (that is, the instance of the PushDriver includes parameters defined for user name and password). To do this:</p> <ol style="list-style-type: none"> 1. Access the System Manager for OracleAS Wireless by clicking <i>Wireless</i> in the <i>System Components</i> table of Oracle Collaboration Suite 10g Application Server Control. The <i>Home</i> page of the OracleAS Wireless System Manager appears. The <i>Standalone</i> section of the page lists two Messaging Server processes (for example, <i>messaging_gtwy_1009</i> and <i>messagingserver1_1034</i>). One of these processes is from Version 9.0.4.x; the other is the Messaging Server process for Version 10gR1 (which is usually listed before the 9.0.4.x process). The 10gR1 process uses an instance of the PushDriver that is not fully configured (no user name or password defined) and has the parameter for the Messaging Gateway URL set to <code>http://messenger.oracle.com/push/webservices</code>. 2. Disable, stop, or delete the Messaging Server process that is no longer applicable. 3. If needed, complete the configuration of the applicable Messaging Server process as follows: <ol style="list-style-type: none"> a. Select the Messaging Server process (for example, <i>messaging_gtwy_1000</i>). This is located in the <i>Standalone Processes</i> section of the <i>Home</i> page. b. Click Stop (and confirm that you want to stop the Messaging Server process). c. From the <i>Driver Instance</i> table, select <i>PushDriverInstance</i> and then click Edit. The <i>Properties</i> page for PushDriverInstance appears. d. Verify that the <i>MessaginggatewayURL</i> parameter (located in the <i>Driver-Specific Parameters</i> table) is defined as <code>http://messenger.oracle.com/push/webservices</code>. e. Enter a user name and password. f. Click OK. g. Start the Messaging Server process. 	4545277

Table 9–1 (Cont.) Known Issues in Oracle Mobile Collaboration

Description	Action	Bug Number
<p>Error in Voice Navigation After Upgrade</p> <p>An intermittent error has been reported in which an error occurs in Oracle Voice Access on an installation in which release 9.0.3.1 has been upgraded to the 10gR1 release. The error required users to hang up and then dial in again when they try to return to the <i>Main Menu</i> from one of the mobile applications (modules).</p>	<p>To correct this error:</p> <ol style="list-style-type: none"> 1. Access the OracleAS Wireless Content Manager, one of the OracleAS Wireless tools. You access the OracleAS Wireless Tools by clicking the administration icon for Mobile Collaboration in the <i>System Components</i> table of the Application Server Control <i>Home</i> page. 2. Enter the administrator user name and password. The OracleAS Wireless Tools appear. 3. Click Content. The Content Manager appears and defaults to the applications browsing screen. 4. Click Add Application Link. The <i>Master Application</i> page of the wizard appears, which you use to create an application link (an application) based on a master application. 5. Select <i>Main Menu</i> as the master application on which to base this application. 6. Click Next. The <i>General</i> page appears. 7. In the <i>Application Name</i> field, enter <i>Voice Main Menu New</i>. 8. Verify that the value set in the <i>Applications Setup OMP URL</i> field is <i>omp://oracle/services/voice/mainmenu</i>. 9. Click Finish. 10. Re-provision the telephone number to point to the voice login using the <i>PAoid</i> of the <i>Voice Main Menu New</i> application (that is, the Object ID of the <i>Voice Main Menu New</i> application in the OracleAS Wireless Repository) rather than the <i>PAoid</i> of the original <i>Voice Main Menu</i> application. 11. Enable users to access <i>Voice Main Menu New</i> using the functions of the Content Manager's <i>Access Control Content</i> tab as follows: <ul style="list-style-type: none"> ■ Select the <i>Access Control Content</i> tab. The <i>Groups</i> page appears. ■ Select <i>Users</i>. ■ Click Assign Application. The <i>Application Content</i> page for the Users group appears. ■ Select <i>Voice Main Menu New</i> (located in the <i>Available Applications</i> section) and then click Add to Group. ■ Click Finish. 	4473879
<p>Configuring Mobile Push Mail for SSL Connectivity</p>	<p>To configure SSL connectivity, you must modify the <code>pimap.properties</code> file (<code>\$ORACLE_HOME/wireless/server/classes/oracle/panama/imap/config/pimap.properties</code>) by uncommenting and updating the following keys (based on the configuration settings for the SSL servers):</p> <ul style="list-style-type: none"> ■ <code>dm.external.URL</code> ■ <code>pimap.external.URL</code> ■ <code>syncml.external.URL</code> <p>The <code>pimap.properties</code> file includes examples for these keys.</p> <p>For further information on setting up Oracle Application Server Wireless to support HTTPS, see <i>Oracle Application Server Wireless Administrator's Guide</i>.</p>	<p>Related to 4510910</p>

Table 9–1 (Cont.) Known Issues in Oracle Mobile Collaboration

Description	Action	Bug Number
Error occurs on the Ports page after Wireless is configured. Configuring Wireless is sometimes required in order to use Oracle Mobile.	If all Oracle Collaboration Suite components are configured using Collaboration Suite Control, you must restart Oracle Enterprise Manager after your configuration steps.	4475021
Globalization: Mobile users with multiple-byte character user names cannot access Oracle Collaboration Suite 10g Content Services (Oracle Files).	User names must be in ASCII to enable mobile access to Oracle Content Services.	2563595
After upgrade from 9.0.4.1 to 10gR1, Oracle Collaboration Suite 10g Voice Access Messages (mail) plays only text-to-speech rather than a professionally recorded audio.	To correct this issue, upload <code>catspeech.xml</code> by executing the following command on the Application tier instance of Oracle Collaboration Suite: <pre>\$ORACLE_HOME/wireless/bin/upload.sh \$ORACLE_HOME/wireless/repository/xml/catspeech.xml -lorcladmin/<password for the orcladmin user></pre>	4540413
After upgrade from 9.0.4.1 to 10gR1, users hear text-to-speech rather than professionally recorded audio for the messaging prompts and when there are no entries in the contact list. For Oracle Collaboration Suite 10g Voice Access Contacts, users hear "You can say 'Main Menu', 'Help', or hang up." The system does not understand the <i>Main Menu</i> command.	This issue is resolved if you follow the procedure to correct voice navigation (Bug 447389), and apply <code>catspeech.xml</code> as described in Bug 4540413.	4545819
midtierSSLConfigTool Does Not Update the <code>ptg/rm</code> URL with HTTPS.	None	4510910

Table 9–1 (Cont.) Known Issues in Oracle Mobile Collaboration

Description	Action	Bug Number
A problem has been reported by users who have configured Mobile Collaboration Server through Enterprise Manager. After configuration, the Mobile Preferences link on the Portal page may incorrectly point to a generic placeholder computer name (such localhost) instead of pointing to the actual computer name.	A patch has been created to fix this problem. Navigate to http://metalink.oracle.com and download patch 4711201.	4711201

9.4 Globalization Issues in Oracle Mobile Collaboration

The following table lists Oracle Mobile Collaboration globalization issues.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 9–2 Globalization Issues in Oracle Mobile Collaboration

Description	Action	Bug Number
Trying to save multiple-byte attachment names longer than 41 bytes will result in an error.	Shorten multiple-byte file names before attaching to messages.	4513583
The Oracle Collaboration Suite Portal (<code>ptg/rm</code>) does not provide bidirectional support for Arabic.	None	4400585
E-mail encoded in ISO-8859-8-I cannot be read from the Device Portal.	None	4600482

Oracle Real-Time Collaboration Release Notes

This chapter summarizes release note issues associated with Oracle Real-Time Collaboration. This chapter contains the following sections:

- [Section 10.1, "New in Oracle Real-Time Collaboration"](#)
- [Section 10.2, "Known Limitations and Workarounds in Oracle Real-Time Collaboration"](#)
- [Section 10.3, "Known Issues in Oracle Real-Time Collaboration"](#)
- [Section 10.4, "Globalization Issues in Oracle Real-Time Collaboration"](#)

Note: This document was updated on **December 10, 2006**.

10.1 New in Oracle Real-Time Collaboration

The following sections describes the new features of Oracle Real-Time Collaboration 10g Release 1 (10.1.2.2).

- [Section 10.1.1, "New Oracle Messenger Features"](#)
- [Section 10.1.2, "New Oracle Web Conferencing Real-Time Collaboration Console Features"](#)
- [Section 10.1.3, "New Oracle Real-Time Collaboration Web Client Features"](#)
- [Section 10.1.4, "New System Services for Oracle Real-Time Collaboration"](#)
- [Section 10.1.5, "New Oracle Real-Time Collaboration Integration Services"](#)
- [Section 10.1.6, "New Oracle Real-Time Collaboration Add-In for Microsoft Office"](#)

10.1.1 New Oracle Messenger Features

Oracle Real-Time Collaboration now includes Oracle Messenger, a full-featured presence and messaging system built on the industry-standard XMPP protocol. For details about Oracle Messenger features, see the *Oracle Real-Time Collaboration Administrator's Guide*.

- **Secure chats:** Oracle Real-Time Collaboration manages all communications using Secure Sockets Layer (SSL) connections. Therefore, unlike other instant messaging programs, all Oracle Messenger instant messages and chat conferences are secure.

- **Group presence:** An administrator can create a group of contacts to perform some particular task or process; for example, a group might be created to receive chat requests from guest user customers needing support. Users can participate in a **queued chat** with the group, so that available members of the group can monitor and respond to the requests as appropriate. Individuals can broadcast messages to the entire group.
- **Chat conferences:** Users can participate in text-based chat conferences with several participants, and a user can easily start a full Web conference from the chat conference.
- **Chat archives:** Archives of individual user chat sessions can be saved on the Oracle Messenger server and on each client's server. Archives are stored by date and by person contacted, and contain the full text of all messages.
- **Support for Oracle Messenger features in the Oracle Real-Time Collaboration Web Client:** Oracle Real-Time Collaboration Web Client pages are updated to include information about Oracle Messenger wherever appropriate.
- **Firewall support for guest chat users:** Guest users can chat with persons using Oracle Real-Time Collaboration from outside the corporate firewall, optionally using a secure connection with HTTPS, using an Oracle Real-Time Collaboration integrated service.
- **Create groups from database or directory:** Administrators can create a "community group" from groups in a directory or database. Such groups are created by default when users are provisioned using Oracle Internet Directory.
- **Create groups based on management hierarchy:** Administrators can create community groups based on the company's management hierarchy, such as lists of direct reports, or all members reporting to a particular manager. Such groups are created by default when users are provisioned using Oracle Internet Directory.
- **Chat with colleagues:** Chat with one colleague or start a chat conference to chat with multiple colleagues.
- **Start Web Conferences from chat:** Start a Web conference directly from Oracle Messenger or from a chat conference.
- **Set status indicators:** Display a status message showing your current availability for chat.
- **Exchange files while chatting:** Send and receive files while chatting.
- **Start a voice chat:** Hold a two-way voice chat with a colleague.
- **Broadcast chat messages:** Broadcast chat messages to several users or to community groups.
- **Manage contact lists:** Add or remove contacts, create groups of contacts, and easily move contacts from one group to another.

10.1.1.1 Third-Party Clients for Oracle Messenger

The most popular third-party messenger clients (on a variety of platforms) have been tested with Oracle Messenger, and will work with this version.

For third-party XMPP clients to connect to the Oracle Presence Server, they must support the IM domain (server name) being different from the host name of the applications tier. For example, if the Oracle Presence Server running on `host.company.com` is configured to route on `company.com`, the client must open a socket connection to the connect host (`host.company.com`), and over that connection,

send the IM domain (company.com) in the stream:stream initiation. This is supported by most third-party clients in one of the following ways:

- by having an independent setting for IM domain, different from connect host, or
- by requiring users to sign in with their IM address (Jabber-ID, JID) user@company.com; the IM domain is stripped out from this sign-in information.

SSL connections fail for a small number of third-party clients due to incompatibilities in the SSL implementations. In such cases, users have the option of connecting to the Oracle Presence Server in non-SSL mode (if the applications tier is configured to allow non-SSL XMPP connections).

10.1.1.2 Oracle Presence Server XMPP Support

Oracle Presence Server is largely compliant with XMPP 1.0, but TLS and SASL are not supported in this release. In order to connect to the secure XMPP port, third-party clients must connect through SSL.

10.1.1.3 Supported Third-Party Functionality

The following functionality through third-party clients is supported in this release:

- User Sign-in
- Rosters (sometimes called Buddy Lists, but not including Community Lists)
- Instant messaging to any two-tier buddies
- Chat Conferencing (Group Chat)
- File Transfer

10.1.1.4 Debugging Tools

Most third-party clients generate debug XML consoles. Use these consoles to debug and analyze issues that arise.

10.1.2 New Oracle Web Conferencing Real-Time Collaboration Console Features

The Oracle Web Conferencing console has been updated to improve usability and allow more flexibility for hosts and other administrators scheduling conferences.

- **Usability improvements to Oracle Web Conferencing Real-Time Collaboration Console:**
 - Cobrowse mode has been replaced with expanded sharing options within Desktop Sharing
 - Desktop Sharing now uses a menu rather than icons to show different sharing options
 - Conference poll results can now be shown dynamically to attendees as results are recorded, rather than after a poll has been halted
 - Entering a conference no longer displays a dialog, so browser pop-up blocking no longer prevents users from joining conferences
- **New voice features:** New voice options let hosts use their computer microphone to broadcast voice to attendees, who can listen using their computer speakers.
- **Acting host key lets someone other than the host schedule a conference:** A person can schedule a conference and assign an **acting host** key to the conference. The first user to enter the conference with the acting host key is made the host.

- **Hosts can suppress all attendee alerts:** Conference hosts can use expanded preference settings in the conference console to control which alerts attendees can see.
- **Send the exit poll to a different Web page:** Administrators can create custom Web pages that display to conference hosts or attendees.
- **Chat row can be hidden:** A meeting host can now suppress the Chat interface in the Console toolbar at the start of a conference. Administrators can also set this option as a default for a system or site.
- **Control whether a host can make a guest a presenter during a conference:** An administrator can set the `EnableGuestForPresenterRole` property to either allow or prevent a host from making a guest a "presenter." This controls whether a guest has privileges to change or interact with the host's desktop.
- **Let hosts choose to publish as they exit a conference:** An administrator can set the `PublishOption` property to add fields to the Exit Conference dialog, to let the host choose to publish this conference when exiting.
- **Display the record conference prompt when entering a conference:** An administrator can set the `ShowRecordOption` property to display an additional dialog as the host enters the conference, asking whether it should be recorded.
- **New graphics and branding images:** The Oracle Real-Time Collaboration graphics and branding images (such as the image on the Oracle Web Conferencing Real-Time Collaboration splash page) have been updated.

10.1.3 New Oracle Real-Time Collaboration Web Client Features

You use the Oracle Real-Time Collaboration Web Client to manage the system, including monitoring running processes, viewing historical and statistical reports, checking log files, and administering sites. The Web Client pages have been updated to improve usability and to support all appropriate Oracle Messenger administrative tasks.

- **New prelogin and postlogin home pages:** New tabs are added for listing conferences in progress, scheduled conferences, and the user's upcoming conferences.
- **Conference enrollment and enrollable archives:** Hosts can require that users enroll to participate in a conference or to view conference archives.
- **New choices to control types of attendees and publishing options:** The former *conference type* field, which controlled the types of users who could be invited and whether a conference was published on a public Web site, has been replaced. There are now two new fields available:
 - **Audience:** Lets hosts choose whether non-registered users (users outside Oracle Internet Directory), only registered users, or only those registered users you specifically invited may attend.
 - **Visibility:** Lets hosts choose whether the conference is included in the public list on the Oracle Web Conferencing Home page.
- **Hosts can modify Web conference titles and IDs:** Hosts can now edit Web conference archives to change the title or ID for a conference.
- **Online Help based on user roles:** Online Help is divided into three sets of topics based on the user role an administrator assigns. End users will see only topics for the end-user features of the Web Client. Business monitor users will see end-user

topics as well as topics for the business monitor tabs (**Monitor** and **Reports**), and business administrators will see topics for all available Web Client features.

- **Preferences page aligned with Preferences dialog:** The page of preferences that can be modified from the **Preferences** link on the Web Client pages has been reorganized to align it with the preferences available within the Oracle Web Conferencing console.
- **Graphical user interface for setting site properties:** Site properties can be modified using the Conference Properties under Sites.
- **Updated and new reports:** See Chapter 6, "Historical and Statistical Reports for Oracle Real-Time Collaboration" of *Oracle Real-Time Collaboration Administrator's Guide* for details about new reports and report features.

10.1.4 New System Services for Oracle Real-Time Collaboration

System administrators can use the following new or updated services to manage the Oracle Real-Time Collaboration system.

- **Purge deleted meetings from the database:** A new PL/SQL package lets administrators purge deleted meetings from the information storage database.
- **Integrated Administration:** All components of the Oracle Real-Time Collaboration system, including Oracle Web Conferencing, Oracle Messenger, and Voice and Document servers, can be started, stopped, and administered using the `rtcctl` utility.
- **Integrated Administration with Enterprise Manager:** All components of the Oracle Real-Time Collaboration system, including Oracle Web Conferencing, Oracle Messenger, and Voice and Document servers, can be started, stopped, and monitored using the Oracle Enterprise Manager Application Server Control for Collaboration Suite.
- **Oracle Messenger servlets:** Service availability for the Oracle Messenger is integrated into the Oracle Real-Time Collaboration servlet framework. System administrators can add the servlet into their own monitoring software.
- **Access to log files through the Oracle Real-Time Collaboration Web Client:** System log files can be viewed by clicking the System tab and choosing Logs.

10.1.5 New Oracle Real-Time Collaboration Integration Services

The following integrated services are available for developers who want to create custom applications for Oracle Real-Time Collaboration.

- **Office desktop integration:** The new Oracle Real-Time Collaboration Add-In for Microsoft Office allows users to perform Oracle Real-Time Collaboration tasks from within Microsoft Office applications.
- **Web services converted to WSDL-based SOAP APIs:** Existing Web services for conference management and reporting have been converted from XML/HTTP-based APIs to WSDL-based Web services.
- **Web services for authentication:** Web services to let applications authenticate against Oracle Real-Time Collaboration using S2S authentication for Oracle Collaboration Suite Components. Used by Oracle Calendar and Oracle Portal.
- **Web services for presence management:** New Web services display contact presence from within Web sites, e-mail, or integrated applications.

- **URL-based interface:** A URL-based interface displays presence information in the form of an image or text.
- **SSO between applications:** Single-sign on information is passed between Oracle Messenger, the Oracle Real-Time Collaboration Add-In for Microsoft Office, and the Oracle Real-Time Collaboration Web Client.
- **Site enhancements:** Several new features support Oracle Real-Time Collaboration sites, which are used when integrating with another application.

See the **Integration Services** link under Quicklinks in the Oracle Real-Time Collaboration Web Client pages for more details about any integrated service.

10.1.6 New Oracle Real-Time Collaboration Add-In for Microsoft Office

The new Oracle Real-Time Collaboration Add-In for Microsoft Office allows users to perform Oracle Real-Time Collaboration tasks from within Microsoft Office applications such as Outlook, PowerPoint, Word, and Excel. Users can:

- Start an instant web conference from any Microsoft Office application.
- Schedule a web conference from Microsoft Outlook.
- Join a web conference from Microsoft Outlook.
- Update and delete web conferences scheduled in Microsoft Outlook.
- View Oracle Messenger online contacts and start a text chat from Microsoft Office (if they are signed in to Oracle Messenger).
- View web conference archives.
- Specify default settings for web conferences they host.

10.2 Known Limitations and Workarounds in Oracle Real-Time Collaboration

The following sections describe known limitations and workarounds for Oracle Real-Time Collaboration:

- [Section 10.2.1, "Oracle Real-Time Collaboration Add-In for Microsoft Office"](#)
- [Section 10.2.2, "Secure File Transfers Not Supported in Oracle Messenger"](#)
- [Section 10.2.3, "Upgrade not Supported for Oracle Real-Time Collaboration for Windows"](#)
- [Section 10.2.4, "Default Domain for Oracle Messenger"](#)
- [Section 10.2.5, "Installing or Upgrading the Oracle Real-Time Collaboration Add-In for Microsoft Office"](#)
- [Section 10.2.6, "Oracle Real-Time Collaboration Reported Memory Usage"](#)
- [Section 10.2.7, "Enabling Oracle Messenger to Work With the JAWS® Screen Reader"](#)
- [Section 10.2.8, "Joining a Web Conference as the Acting Host"](#)
- [Section 10.2.9, "Disabling Oracle Messenger File Exchange"](#)
- [Section 10.2.10, "Enabling Anonymous Chat Conferences"](#)
- [Section 10.2.11, "Starting Web Conferences After Enabling SSL"](#)

10.2.1 Oracle Real-Time Collaboration Add-In for Microsoft Office

Do not use the Oracle Real-Time Collaboration Add-In for Microsoft Office to schedule conferences. This application supports instant conferences, but not the scheduling of conferences.

10.2.2 Secure File Transfers Not Supported in Oracle Messenger

The secure transfer of files is not supported in Oracle Messenger, even though the secure transfer of instant messages is. Users working in a secure environment will be notified when sending files that their transfers will not be secure. If administrators prefer, they can disable file transfer on deployment, as described in *Oracle Real-Time Collaboration Administrator's Guide*. (4147059)

10.2.3 Upgrade not Supported for Oracle Real-Time Collaboration for Windows

Oracle does not support upgrading from previous versions of Oracle Real-Time Collaboration to 10g Release 1 (10.1.2.2) for Windows. Users of 9.0.4.x Oracle Real-Time Collaboration must deinstall it, then do a fresh install of 10.1.2.2 Oracle Real-Time Collaboration (5339935). Similarly, problems may also occur when upgrading from a 9.0.4 installation that does not have Oracle Real-Time Collaboration configured.

For details on the workarounds that address these issues, and for information on other upgrade steps, see *Oracle Collaboration Suite Upgrade Guide*.

10.2.4 Default Domain for Oracle Messenger

The IM Domain is derived from the user sign-in name. For example, if a user signs in as john.smith@mycompany.com, then the domain name is assumed to be mycompany.com. If mycompany.com is not the configured domain name on the server side, the user will get a sign in failure error. If a user signs in without a domain name in their sign-in (for example, just enters john.smith in the login field), then the IM Domain is defaulted to be identical to the host name of the server (set in the Connection Option dialog).

In this release, there is no support for specifying a default domain name for users when they do not supply a domain name.

If you use a load balancer, then all applications-tier instances (active and standby instances) must be configured to use the same domain name.

10.2.5 Installing or Upgrading the Oracle Real-Time Collaboration Add-In for Microsoft Office

To install or upgrade to the latest version of the Oracle Real-Time Collaboration Add-In for Microsoft Office, or if the message "Error in loading module" appears when you try to select any of the Oracle Real-Time Collaboration Add-In for Microsoft Office menu options, follow these steps:

1. Exit from all Microsoft Office applications, and close any Web browser windows that display Microsoft Office documents.
2. Sign out and exit from Oracle Messenger. Make sure that the Oracle Messenger icon does not appear in your system tray (in the lower right corner of your screen).
3. If the Oracle Real-Time Collaboration Add-In for Microsoft Office is already installed, remove it. To remove it, from the Windows **Start** menu, choose **Settings**,

then choose **Control Panel**, and then choose **Add or Remove Programs**. Otherwise, you can skip this step.

4. If you removed the Oracle Real-Time Collaboration Add-In for Microsoft Office, restart your computer. Otherwise, you can skip this step.
5. To install or upgrade to the latest version of the Oracle Real-Time Collaboration Add-In for Microsoft Office, log in to Oracle Real-Time Collaboration and click **Download RTC Add-in for MS Office** under Quicklinks.

10.2.6 Oracle Real-Time Collaboration Reported Memory Usage

In Oracle Enterprise Manager, the memory usage that is reported for Oracle Real-Time Collaboration consists only of the memory usage for the Process Manager.

10.2.7 Enabling Oracle Messenger to Work With the JAWS® Screen Reader

To enable Oracle Messenger to work with JAWS 5.0 or later, you must copy some script files into your `$JAWS_HOME/settings/enu` directory. The script files will be made available on Oracle MetaLink (<http://metalink.oracle.com/>) shortly after the release of Oracle Real-Time Collaboration 10g Release 1 (10.1.2.2).

10.2.8 Joining a Web Conference as the Acting Host

If a Web conference requires enrollment, and you have already enrolled or have been invited to attend, you are not given the opportunity to enter the acting host key, which is required to join the conference as the acting host. If the Web conference does not require enrollment, you can join the conference as the acting host as follows:

1. Log in to Oracle Real-Time Collaboration.
2. If it is not already selected, select the **Home** tab.
3. Under Join Conference on the right side of the page, enter the Conference ID.
4. Instead of entering the conference key, enter the acting host key provided to you by the person who originally scheduled the conference.
5. Click **Join Conference**.

10.2.9 Disabling Oracle Messenger File Exchange

By default, Oracle Messenger users can transfer files during text chat sessions. Since the Oracle Messenger File Exchange feature transfers files non-securely, you may want to disable this feature. You can use the `FileTransferEnabled` property to disable the File Exchange feature. Setting this property will only affect subsequent downloads of the Oracle Messenger client; it has no affect for already installed Oracle Messenger clients.

FileTransferEnabled

Description: Enables or disables the Oracle Messenger File Exchange feature. By default, this feature lets Oracle Messenger users transfer files, but files are transferred non-securely. Setting this property to false will disable the File Exchange feature. You must set this property before users download the Oracle Messenger client.

Default Value: true

Valid Value: false, true

Scope: system

Example: To disable the Oracle Messenger File Exchange feature, enter:


```
rtctl> setProperty -system true -pname FileTransferEnabled -pvalue false
```

10.2.10 Enabling Anonymous Chat Conferences

An Oracle Messenger chat conference is a text-based chat session in which multiple contacts are invited by a moderator to participate in a single chat window. By default, in Oracle Real-Time Collaboration version 10.1.2, moderators cannot create anonymous chat conferences. In an anonymous chat conference, participants are identified by nicknames instead of their Oracle Internet Directory user names.

If you want to allow moderators to create anonymous chat conferences, you must set the `AnonymousChatConferenceEnabled` property to true. Moderators will then have the option of making a chat conference anonymous as follows: In the Chat Conferencing window, the conference moderator must open the Configuration dialog box by choosing **Actions**, then choosing **Administrator**, and then choosing **Configure Conference**. In the Configuration dialog box, the moderator must select the option **Allow conference participants to be anonymous**.

Keep in mind that even in an anonymous chat conference, participants are not truly anonymous. A malicious user may be able to determine the Oracle Internet Directory user names of participants.

AnonymousChatConferenceEnabled

Description: Allows or prevents chat conference moderators from creating anonymous Oracle Messenger chat conferences. By default, anonymous chat conferences are disabled. Setting this property to true will allow moderators to create anonymous chat conferences.

Default Value: false

Valid Value: false, true

Scope: system

Example: To enable the anonymous chat conference feature in Oracle Messenger, enter:

```
rtctl> setProperty -system true -pname AnonymousChatConferenceEnabled -pvalue true
```

10.2.11 Starting Web Conferences After Enabling SSL

If after enabling SSL for Oracle Real-Time Collaboration, you are unable to start web conferences, apply the following workaround:

```
rtctl> setProperty -system true -pname SSLRequiredForMeetings -pvalue true -force false
rtctl> setProperty -system true -pname RTCSSLSupportEnabled -pvalue true
rtctl> setProperty -pname SSLCertificateHostname -pvalue "*"
rtctl> stop
rtctl> start
```

10.3 Known Issues in Oracle Real-Time Collaboration

The following table lists known issues in Oracle Real-Time Collaboration.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 10–1 Known Issues in Oracle Real-Time Collaboration

Description	Action	Bug Number
After upgrading from a previous version of Oracle Collaboration Suite, or if you configure Oracle Real-Time Collaboration using the Configuration Assistant, the checkbox for the Real-Time Collaboration component listed under System Components in Oracle Enterprise Manager Application Server Control for Oracle Collaboration Suite is disabled and is not selectable.	To enable the checkbox for the Real-Time Collaboration component, restart Oracle Enterprise Manager Application Server Control for Oracle Collaboration Suite.	4680926, 4473350
When using the desktop sharing mode in a conference, the Click to share button and red outline are not rendered on certain application windows.	Use the new feature providing a list of applications to select which ones should be shared or not shared	4314687
When direct XMPP/XMPPS connections are disabled, end-to-end Oracle Messenger tests will fail. Disabling direct XMPP connections is controlled by the property IMXMPPDirectConnEnabled.	None.	4529188
Direct manual connection using third-party XMPP; provided for interoperability testing.	None.	4430183
Setting the property EnableGuestForPresenterRole has no effect. Conference hosts are not prevented from granting the Presenter role to unregistered guest users.	None.	4635342

10.4 Globalization Issues in Oracle Real-Time Collaboration

The following table lists Oracle Real-Time Collaboration globalization issues.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 10–2 Globalization Issues in Oracle Real-Time Collaboration

Description	Action	Bug Number
The Oracle Messenger archive can not be displayed for users in some time zones.	None	4672416
Non-ASCII characters are indecipherable in the Oracle Real-Time Collaboration interface.	None	4548181
In the meeting page, unable to add registered users whose user names contains multiple-byte characters.	Use search to find and add the user instead of typing in the name directly.	5053648
On the Embeddable Presence page, when you copied the presence URL into a new browser window, the status text appeared only in English.	None	4487997

Table 10–2 (Cont.) Globalization Issues in Oracle Real-Time Collaboration

Description	Action	Bug Number
For the Oracle Real-Time Collaboration Add-In for Microsoft Office, the following text strings are not translated and appear in English: "A newer version of the Add-In is available. Please update your Add-in." "The server is incompatible with this version of the Add-in."	None.	4472602
Translated help text for the four usage reports (Key Usage Metrics, Web Conferencing, Presence and Chat, and Integration Services) incorrectly defines the Week period as "26 days". The English help text correctly defines the Week period as "26 weeks".	None.	4384125
For the "Create Oracle Real-Time Collaboration Host" and "Update Oracle Real-Time Collaboration Host" application Web pages, the translated help text for these pages does not match the user interface. The translated help pages refer to the "Add/Update" page, but this page does not exist. The English help pages contain the correct information.	None.	4368093
When the Usage, Feedback, and Security reports are displayed for Asian, Arabic, and other multiple-byte language locales, the month names and legends in the report charts are displayed as empty squares.	None.	4394870
When the Join Time and Network Latency graphs found on the QoS Reports tab are displayed for Asian, Arabic, and other multiple-byte language locales, some text labels may be displayed as empty squares.	None.	4485121
When using HTML and JavaScript to display an embeddable presence URL in a browser window, where the browser's default locale is English, the embeddable presence URL is displayed using the Applications tier's locale instead of being displayed in English.	None.	4672380
After uploading Microsoft Office documents in the Materials tab, the documents are not converted correctly by the Document Conversion Server.	Enable support for all languages on the Document Conversion Server.	4761663

Oracle Voicemail & Fax Release Notes

This chapter summarizes release note issues associated with Oracle Voicemail & Fax.

This chapter contains the following sections:

- [Section 11.1, "New in Oracle Voicemail & Fax"](#)
- [Section 11.2, "Known Limitations and Workarounds in Oracle Voicemail & Fax"](#)
- [Section 11.3, "Known Issues in Oracle Voicemail & Fax"](#)
- [Section 11.4, "Globalization Issues in Oracle Voicemail & Fax"](#)
- [Section 11.5, "Documentation Issues in Oracle Voicemail & Fax"](#)

Note: This document was updated on **December 10, 2006**.

11.1 New in Oracle Voicemail & Fax

The following sections describe new features in Oracle Voicemail & Fax 10g Release 1.

- [Section 11.1.1, "Enhancements to Oracle Voicemail & Fax Administration"](#)
- [Section 11.1.2, "Enhancements to Oracle Voicemail & Fax Design and Deployment"](#)
- [Section 11.1.3, "Updates to Upgrade Documentation"](#)

11.1.1 Enhancements to Oracle Voicemail & Fax Administration

Administration of Oracle Voicemail & Fax through Oracle Enterprise Manager has been significantly enhanced:

- **Enhanced monitoring and logging**
Oracle Voicemail & Fax provides over 150 metrics and provides administrators with the capability to create additional metrics based on their specific monitoring requirements. Alerts and associated warning levels can be set for individual metrics. Administrators can, at a glance, get an overview of the status of all voice mail systems and drill down to identify and resolve issues.
- **Simplified process management**
Process management is simplified with more robust functionality. An administrator can drill down into the Components Table to determine the behavior and status of each process, and start, stop, and reload all processes associated with the Oracle Voicemail & Fax system or with an individual site. Process parameters are set to systemwide defaults which simplifies management

and reduces the likelihood of mis-configuration. Individual process parameters can be modified easily through the Administration pages.

- Simplified site management

Multiple, distributed PBXes are supported in this release. Oracle Voicemail & Fax simplifies administration of these complex environments with the monitoring, administration, and creation of PBX-based sites and groups.

11.1.2 Enhancements to Oracle Voicemail & Fax Design and Deployment

A differentiating feature of Oracle Voicemail & Fax is its data-focused design and architecture and its deployment flexibility. These attributes are extended in Oracle Voicemail & Fax 10g Release 1 with the following:

- Single-digit menus

Oracle Voicemail & Fax provides a flexible XML-based menu model that makes it easy to customize simple, single-digit menus (also known as auto attendants or interactive voice response systems) that are integrated with the voice mail system and company directory.

- VoIP (SIP) support

In Oracle Voicemail & Fax 10g Release 1, all voice mail applications can reside in one central location. A centralized, SIP-based CT Server supports one or more VoIP gateways connected to legacy PBXes. Distributed telephony card-based deployments continue to be supported.

11.1.3 Updates to Upgrade Documentation

Since the release of Oracle Collaboration Suite 10.1.2, the *Oracle Collaboration Suite Oracle Voicemail & Fax and Oracle Web Conferencing Conversion Servers Installation and Upgrade Guide for Microsoft Windows* has been updated to include information on upgrading from Oracle Voicemail & Fax 9.0.4 to 10g Release 1 (10.1.2). Please check Oracle Technology Network (<http://otn.oracle.com>) for the latest version of the guide.

If you are upgrading Oracle Voicemail & Fax Release 2 (9.0.4.2) to Oracle Voicemail & Fax 10g Release 1 (10.1.x), you must follow the procedure to upgrade your Oracle Voicemail & Fax 9.0.4.2 users to Oracle Voicemail & Fax 10.1.x sites and groups. Contact Oracle Support Services to get a copy of the `upgradeOVFGroupsAndUsers.bat` file that is used in this upgrade step.

11.2 Known Limitations and Workarounds in Oracle Voicemail & Fax

The following sections describe known limitations and workarounds for Oracle Voicemail & Fax:

- [Section 11.2.1, "Downloading Patches from Oracle MetaLink"](#)
- [Section 11.2.2, "Selected Oracle Collaboration Suite Components Need to be Disabled"](#)

11.2.1 Downloading Patches from Oracle MetaLink

Some of the workarounds described in this chapter consist of downloading patches from Oracle's support Web site, Oracle MetaLink. The following instructions explain how to do this.

To download a patch from Oracle MetaLink:

1. Log in to Oracle MetaLink.
`http://metalink.oracle.com/`
2. In the menu on the left side of the page, click **Patches & Updates**.
3. Click the **Simple Search** link.
4. In the **Search By** field, select **Patch Number** from the list, and enter the patch number.
5. If this patch is to be specifically applied to Oracle Voicemail & Fax, in the **Platform** or **Language** field, select **Microsoft Windows (32-bit)** and click **Go**.
6. Follow the instructions on the page to download the patch.

11.2.2 Selected Oracle Collaboration Suite Components Need to be Disabled

When Oracle Voicemail & Fax is started, several Oracle Collaboration Suite components are also started: HTTP server, Webcache, and Oracle Collaboration Suite Client. These components are not required by Oracle Voicemail & Fax and should be disabled. (Bug # 4461627)

To disable the components:

1. Open a Web browser. Enter the URL for the Application Server Control for Collaboration Suite console for the machine where Oracle Voicemail & Fax is installed (`http://machine_name:console_port`).
2. Log in using the `ias_admin` user name and the password for `ias_admin`, and navigate to the home page.
3. In the System Components section, click the **Enable/Disable Components** button.
4. Select the following components in the Enabled Components pane, and click **Move**.
 - HTTP_Server
 - Web Cache
 - OC4J_OCSCClient, Discussions, Search, Web Access, Workspaces
 - Any components with the *OC4J* prefix
5. Click **OK**.
A warning appears stating that any running processes will be stopped before the components are disabled.
6. Click **Yes**.

11.3 Known Issues in Oracle Voicemail & Fax

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

[Table 11–1](#) lists general issues that are known when using Enterprise Manager 10.2 to manage Oracle Voicemail & Fax.

Note: Fixes for known issues may be available in cumulative patches. For a list of available cumulative patch downloads and their installation order, see note 361082.1 on <http://metalink.oracle.com>. Each cumulative patch includes a `README.html` file that lists all bugs fixed.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for information on cumulative patch new features and known issues.

Table 11–1 Known Issues in Using Enterprise Manager 10.2 with Oracle Voicemail & Fax

Description	Action	Bug Number
For all Performance pages, the Last 24 Hours metrics are the only metrics that can be displayed. If you change the View Data field to another time period, the data is not refreshed for the selected time period.	The fix for this bug is available on MetaLink. Refer to patch 4703236. Download it as described in Section 11.2.1, "Downloading Patches from Oracle MetaLink" .	4665902
By default all parameters are set to inherit their value from their parents. If the Message Waiting Indicator Notification parameter is changed so that it is set locally and this change is saved, you cannot later change the setting so that the value is inherited.	If you change the value for the parent and you want the child to have the same value, you will need to manually change the setting for the child.	4662610
The values shown in the Alerts column in the Components table may be incorrect. The alert total includes status alerts instead of excluding them.	None	4645515

Table 11–1 (Cont.) Known Issues in Using Enterprise Manager 10.2 with Oracle Voicemail & Fax

Description	Action	Bug Number
The following problem is observed after the first Oracle Voicemail & Fax Applications tier has been successfully installed with Oracle Enterprise Manager 10.2: Subsequent installations of Oracle Voicemail & Fax cause previously installed targets to disappear from the Enterprise Manager Grid Control console.	<p>The fix for this bug is available on MetaLink. Refer to patch 4890299. Download it as described in Section 11.2.1, "Downloading Patches from Oracle MetaLink".</p> <p>Note: You must apply this patch to any subsequent Applications tier <i>before</i> you install Oracle Voicemail & Fax on that tier. If you install the patch after installing Oracle Voicemail & Fax, the problem will persist.</p>	4669119
The following problem is observed with Oracle Enterprise Manager Grid Control whose locale is set to use a multiple-byte language. If there is an outstanding process management request (start, stop, restart, or reload a process) and Enterprise Manager issues a second process management request, the first request fails and an error message is displayed. All subsequent requests coming from any Oracle Enterprise Manager for any Oracle Voicemail & Fax target on the system where the error occurred, will fail.	<p>Complete the following procedure:</p> <ol style="list-style-type: none"> 1. Go to the following directory on the Applications tier: %ORACLE_HOME%/opmn/bin 2. From this directory, execute the following commands: <pre>%ORACLE_HOME%/opmn/bin/emctl shutdown</pre> <pre>%ORACLE_HOME%/opmn/bin/emctl startall</pre> <p>If the system does not start up, reboot the Oracle Voicemail & Fax system, and then, restart NetMerge CCS, Oracle Voicemail & Fax, and the Enterprise Manager Agent.</p>	4689284
When Oracle Voicemail & Fax is installed against Enterprise Manager on one machine and is subsequently installed against Enterprise Manager on a different machine, and the same Oracle Internet Directory is used for both installations, the login credentials may not get updated in Enterprise Manager Repository.	When you connect to Oracle Voicemail & Fax for the first time, the Voicemail & Fax Login page appears. Enter the login information to Oracle Internet Directory. If you select Save as Preferred Credential, then this information will get updated in Enterprise Manager Repository.	4690790

[Table 11–2](#) lists any known issues with Intel NetMerge Converged Communications Software (CCS).

Table 11–2 Known Issues With Intel NetMerge CCS

Description	Action	Bug Number
<p>The location of the NetMerge Container is stored in the registry key, LocalContainerPath at HKEY_LOCAL_MACHINE\SOFTWARE\Dialogic\CTMedia\2.0\Server\Environment. The default value for this key is : C:\Documents and Settings\All Users\Application Data\Dialogic\CTMedia\Containers. The sc_vsto.cfg file, which contains information about the Oracle Collaboration Suite Database, gets created in the directory specified by LocalContainerPath. Oracle Voicemail & Fax uses the information in the sc_vsto.cfg file to connect to the database.</p> <p>If the location of the NetMerge Container is changed from the default location to a different location, LocalContainerPath is not updated in the registry. Therefore, the sc_vsto.cfg file gets created in the default location instead of the new location specified by LocalContainerPath. And, if you make any changes to the database settings, these changes are updated in the sc_vsto.cfg file in the default location, but are not reflected in the sc_vsto.cfg file in the new location.</p>	<p>If you change the location of the NetMerge Container, then you must manually copy the sc_vsto.cfg file from C:\Documents and Settings\All Users\Application Data\Dialogic\CTMedia\Containers to the new location.</p> <p>If you make any changes to the Oracle Collaboration Suite Database settings in Enterprise Manager Grid Control, then you must manually copy the sc_vsto.cfg file from C:\CTMedia to the new location.</p>	4727499

11.4 Globalization Issues in Oracle Voicemail & Fax

Table 11–3 lists Oracle Voicemail & Fax globalization issues.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 11–3 Globalization Issues in Oracle Voicemail & Fax

Description	Action	Bug Number
<p>The Create User <i>user_name</i>:Application Attributes page for Oracle Voicemail & Fax is currently available in the following languages: English, French, German, Italian, Japanese, Korean, Portuguese, and Spanish. However, it is not localized in all of the runtime languages. Therefore, if the Web browser locale is set to one of the unsupported runtime languages, the attributes will appear in English.</p>	<p>If no action is taken, you will see this page in English. Or, you can set the browser locale to one of the supported languages.</p>	4369190

Table 11–3 (Cont.) Globalization Issues in Oracle Voicemail & Fax

Description	Action	Bug Number
The Oracle Voicemail & Fax (or Doc Convert) server installation will be blocked when there is a customer realm with a name containing multiple-byte characters in Single Sign-On.	None	4416548
In Enterprise Manager 10.2, on the Alerts and Policy Violation History (Agent) page, the Metric and Message columns of the Alerts table always appear in English regardless of the locale setting.	None	4632840
In Enterprise Manager 10.2, on the Voicemail & Fax pages and the PBX-Application Cluster pages, several links in the Related Links section always appear in English regardless of the locale setting.	None	4632294

11.5 Documentation Issues in Oracle Voicemail & Fax

[Table 11–4](#) lists a documentation issue in the Oracle Voicemail & Fax online help.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 11–4 Documentation Issues in Oracle Voicemail & Fax

Description	Action	Bug Number
In Enterprise Manager 10.2, on the Edit Group or Site page, the Voicemail & Fax Quota parameter is displayed in megabytes. The online help for this page incorrectly states that this quota is displayed in bytes.	None	4650226

Oracle Workspaces Release Notes

This chapter summarizes release note issues associated with Oracle Workspaces. This chapter contains the following sections:

- [Section 12.1, "What is Oracle Workspaces?"](#)
- [Section 12.2, "Known Limitations and Workarounds in Oracle Workspaces"](#)
- [Section 12.3, "Known Issues in Oracle Workspaces"](#)
- [Section 12.4, "Globalization Issues in Oracle Workspaces"](#)
- [Section 12.5, "Documentation Issues in Oracle Workspaces"](#)

Note: This document was updated on **December 10, 2006**.

12.1 What is Oracle Workspaces?

Oracle Workspaces is a new component of Oracle Collaboration Suite. Oracle Workspaces is an online application that enables groups of users to:

- Manage complex projects using workspace containers.
- Share, organize and collaborate on documents in a secure environment.
- Communicate easily and securely in a number of different ways: meetings, discussion forums and e-mail messages.
- Collaborate in real time through Web conferencing and instant messaging.
- Track the timeline and progress of a project using the workspace calendar and task list.
- Manage content access through workspace roles.

By assembling the relevant content for a project, including documents, tasks, meeting archives and discussions together, workspace members have a powerful framework within which they can organize their collaborative efforts. To assist users in managing this content, Oracle Workspaces uses a role-based access control model that provides read-only or write access.

In addition, workspace administration is user-driven with minimal involvement by the global system administrator. Essentially, a workspace creator becomes the workspace administrator, enabling him to manage all workspace configuration issues such as membership and resource configuration. A user can create a workspace, add members with the appropriate roles, connect to all required resources and start collaborating without the need for intervention by a system administrator.

Note: Other new features included with this release are described in [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#).

12.2 Known Limitations and Workarounds in Oracle Workspaces

The following sections describe known limitations and workarounds in Oracle Workspaces.

- [Section 12.2.1, "Real-Time Collaboration Web Conferences Created Using Oracle Workspaces"](#)
- [Section 12.2.2, "Browser Caching in Oracle Workspaces"](#)

12.2.1 Real-Time Collaboration Web Conferences Created Using Oracle Workspaces

Real-Time Collaboration Web conferences created using Oracle Workspaces are owned by the user that created the Web conference, and not by the Oracle Workspace entity. As such, note the following limitations:

- When a user is removed from an Oracle workspace, Web conferences created by the user in that workspace will not be deleted.
- When the Calendar service is removed from an Oracle workspace in which Web conferences were created, the Web conferences in that workspace will not be deleted.
- When an Oracle workspace is deleted, Web conferences created in that workspace will not be deleted.
- When a user is deprovisioned from the Oracle Calendar server, Web conferences created by the user, in a workspace or otherwise, will not be deleted.

Workaround:

Use the Oracle Real-Time Collaboration Web Client to delete Web conferences if they are no longer needed.

12.2.2 Browser Caching in Oracle Workspaces

When browsing through the Oracle Workspaces library, you may occasionally find old content when clicking on a link.

Workaround 1:

Right-click the link and open it in a new browser window.

Workaround 2 (Internet Explorer):

From the Internet Explorer **Tools** menu, select **Internet Options**, click the **General** tab, click **Settings**, then select **Every visit to the page** under **Check for newer versions of stored pages**.

12.2.3 Unsupported Features in Windows Beta

The Windows Beta release of Oracle Collaboration Suite does not fully support categories, workflow, and Access Control Lists. For example, a file cannot be uploaded to a library that has metadata enforced.

12.3 Known Issues in Oracle Workspaces

The following table lists known issues in Oracle Workspaces.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 12–1 Known Issues in Oracle Workspaces

Description	Action	Bug Number
The searching of files from Oracle Workspaces matches file name text only and does not match file content text. This results in improved performance and correctness for file searching.	File content search is available from Oracle Content Services and will be available in Oracle Workspaces in a later release.	5045392
If a folder inside a library is shared with a group, the share properties are not properly displayed in Oracle Workspaces.	None	4760701, 4760751
Libraries may not get created when workspaces are created.	Restart Oracle Content Services and try again.	4682398
Tasks cannot be created or managed with Oracle Workspaces in the Beta release of Oracle Collaboration Suite 10g Release 1 (10.1.2.2) for Microsoft Windows.	Create tasks using an Oracle Calendar client.	4892713, 4885807
When using Oracle Workspaces to access the properties of an Oracle Content Services file or folder that has a category with a date attribute, the following message may appear: An unexpected exception occurred. The error message is 'null'.	This error occurs when the default date attribute for a category is used. To avoid the problem, Oracle Content Services category administrators should not assign default values for date attributes.	5081214
Workspace members can create tasks in a workspace calendar even after being deprovisioned from Oracle Calendar.	None	4218883
When scheduling a resource that requires approval, a mail is not sent to the resource approver.	None	4405273
Spaces in attachment file names are converted into plus signs (+) when downloaded.	None	4374900
The Oracle Messenger icon appears next to the names of workspace members who are not provisioned for Oracle Real-Time Collaboration.	None	4446458
Workspace administrators deprovisioned from Oracle Calendar cannot remove Calendar-provisioned workspace members.	Provision the workspace administrator in Oracle Calendar so that he can remove the workspace members. Or, ask another Calendar-provisioned workspace administrator to remove the workspace members.	4469245
Searching for files with the extension .exe does not return any search results. EXE files are not indexed and therefore, cannot be searched.	Do not use .exe as search criteria. For example, when searching for test.exe, do not enter .exe in the Search field.	4473735

Table 12–1 (Cont.) Known Issues in Oracle Workspaces

Description	Action	Bug Number
If a newly created user is given the same user name as a previously existing user, the newly created user will inherit the workspaces that belonged to the previous user.	Administrators must manually remove the inherited workspaces from the newly created user.	4565892
Versioning behavior becomes unpredictable when the maximum number of versions is reached.	None	4500775
After a file upload is canceled, the file can be seen in the file list.	None	4482752

12.4 Globalization Issues in Oracle Workspaces

The following table lists Oracle Workspaces globalization issues.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 12–2 Globalization Issues in Oracle Workspaces

Description	Action	Bug Number
When an Inbox service is given the same e-mail address as the user creating the workspace, the error message displayed is a mix of English and the installed locale.	None	4462327
Presence information of multiple-byte users is not displayed properly to other users.	None	4629596
Descriptive text in tables is sometimes truncated	None	4463387, 4455181

12.5 Documentation Issues in Oracle Workspaces

The following table lists Oracle Workspaces documentation issues.

See Also: [Chapter 2, "Oracle Collaboration Suite Cumulative Patch Release Notes"](#), for known issues that are not described in this chapter.

Table 12–3 Globalization Issues in Oracle Workspaces

Description	Action	Bug Number
The Oracle Workspaces conceptual online help in the Application Server Control for Collaboration Suite is missing.	See the Oracle Workspaces Web client online help for conceptual information about Oracle Workspaces.	4480230
Traditional Chinese help is indecipherable for Workspaces Enterprise Manager Collaboration Suite Control.	None	4508348