

Livelink ECM – Enterprise Server 9.7.1

Release Notes

June 22, 2010

These Release Notes state known and fixed problems, and last-minute changes to the officially released version of Livelink Enterprise Server 9.7.1. You should read them in conjunction with the documentation included with the software package. Where conflicts exist, the *Release Notes* supersede other documentation.

There are two sections in this document: the Installation Release Notes (beginning on page 8) and the Application Release Notes (beginning on page 14). Read the Installation Release Notes if you are a Livelink Administrator installing or upgrading Livelink. The Application Release Notes focus on the specific features of Livelink once it is installed. Read this section to learn about specific problems resolved or noted with the release.

Open Text has implemented a new Quality Management system for tracking issues and enhancement requests. As a result, any reference numbers associated with the individual Notes in this document will include both the older numbers (7-digit) as well as their new tracking identifiers (alpha prefix with numeric suffix) when both are available.

Please report issues, problems, questions, and requests to your local Open Text Support office.

Refer to the Knowledge Center for the latest monthly patch for this release. It is recommended that you apply the monthly patch for this release of Livelink when it becomes available.

Important Notice Regarding Export Regulations

This software contains encryption technology that is classified for export from the United States under ECCN 5D002C.1 in CCATS G061209. The software is subject to the U.S. Export Administration Regulations and other U.S. law, and may not be exported or re-exported to certain countries contrary to U.S. law. For more information on the U.S. Export Administration Regulations ([EAR](#)), 15 C.F.R. Part 730-774, and the Bureau of Export Administration ("BXA"), see the [BXA homepage](#).

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What Is New in This Release?

Browse Improvements

Many improvements have been made to the browse view of a container to allow users to find items quickly and easily.

- **Featured Items** – Items in a container that have been marked “Featured” will now display in both the Featured Items section and in list view to make them easier to locate.
- **Alternate Display Views** – Large and small icon views are now disabled by default. The administrator can re-enable these views.
- **Filtering of specific containers** – Users can now quickly locate items in a specific container using new Name and Item type filters.
- **Container Pagination** – Pagination is now available for Livelink Folders.

Deprecated Platform Support

Support has been deprecated for the Windows 2000, Solaris 8 and Solaris 9 operating systems as well as for the Netscape Web Browser. Please refer to “Livelink ECM – Enterprise Server Operating Systems” and “Client Web Browsers” under the *Supported Platforms* section of this document for currently supported platforms.

IPv6 Support

IPv6 IP addresses are now supported.

Performance and Scalability

Multiple enhancements have been made to the Livelink system’s performance, including:

- **Users and Groups** - Improved interface to select a user's Department and increased User and Group name size.
- **News** - Improved interface for selecting News Channels to be displayed in the News Player.
- **Improved Cluster support.**
- **Personal Projects** – Improved access speed for the personal projects list.
- Performance Improvements with Control Headers, support for Web caching.

Search

To improved end-user usability, the following improvements to the Search user interface have been made:

- Some search result page clutter has been removed.
- The location path has been added to individual search results.
- There now is only one “more/less detail” toggle for the entire search results page instead of one per result.
- The ability to change the number of results displayed is now giving on the search results page.
- A more useful error message is given when no results are found for a search.

Updated Livelink Filter Pack – the Livelink Filter Pack now uses Stellent HTML Export 8.1.9, which provides better support for Office 2007 file formats.

Web Caching for Documents

Livelink can now be configured with a Web proxy server to enable use of Web Caches to cache and retrieve documents opened or downloaded by end users while still respecting Livelink permissions.

Web Edit

- **Support for Project and Visio documents** - Project and Visio documents (Office 2003 and 2007) are now supported by the ActiveX Office Editor. (LPAD-12995)
- **Disable automatic installation of ActiveX editor** - There is a new setting on the Web Edit Administration page that can be used to disable the automatic installation of the ActiveX editor from the Web. Administrators can deploy the ActiveX using the Livelink Office Editor MSI install package instead. (LPAD-15151)
- **Configure ActiveX editor to use Livelink WebDAV** - There is a new setting on the Web Edit Administration page which can be used to configure the ActiveX editor to use Livelink WebDAV (when the Livelink WebDAV module is installed.) The normal WebDAV editor use the SharePoint ActiveX control installed with Microsoft Office but only supports using WebDAV for Edit. The ActiveX editor requires a separate install on client workstations but uses WebDAV for both Open and Edit. (LPAD-16888)
- **Client Side Logging** - The logging feature of the ActiveX editor used for debugging is now a client-side configuration option. The server setting in the [WebEdit] section of the opentext.ini has been removed. To enable tracing, create the following registry key string value on the client workstation and set a full path for a log file:
HKEY_CURRENT_USER\Software\Open Text\Livelink\Edit\TraceLog
(LPAD-15477)

Workflow

Enhancements to Workflow for 9.7.1 consist of performance improvements and bug fixes. See Application Notes, and Fixed Problems for more details.

eLink

- **Additional auditing:**
 - Audit when someone sends out a Document or link
 - Admin-only view of audit shows outbound recipients

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- **Acknowledgement e-mails on successful inbound content receipt**
- **Control over who can post to Discussions through e-mail**
- **Additional configuration options can be edited through Admin pages**
- **More informative error messages are sent for restricted MIME types**
- **General “Corporate Signatures” can be added to outbound eLink messages**

The eLink module 9.7.1 is delivered with Livelink ECM – Enterprise Server 9.7.1. The eLink server 9.7.0 is compatible for use with the eLink 9.7.1 module.

Please download and read the *Livelink ECM – eLink 9.7.0 Release Notes* which contain more detail and important information about the eLink server.

Forms

Enhancements to Forms for 9.7.1 consist of performance improvements and bug fixes.

Please download and read the *Livelink ECM – Forms, WebForms & PDF Forms 9.7.1 Release Notes* which contain more detail and important information.

Supported Platforms

The following sections provide a reference to the supported hardware and software components required to use Livelink Enterprise Server. In all of the following tables there are three possible values:

C = Certified This platform was used for regression testing with this release of Livelink by Open Text. Customer use is fully supported by Open Text Customer Support.

S = Supported This platform received limited testing for this release of Livelink by Open Text. Customer use is fully supported by Open Text Customer Support.

Blank = Unsupported This received no testing by Open Text. There may or may not be known issues with this platform. Its use is not supported by Open Text Customer Support.

Livelihood ECM – Enterprise Server Operating Systems

Notes:

- 1) This version of Livelihood Enterprise Server will **only** be supported on Windows and Solaris operating systems. Support for HP-UX and Linux will be provided in the future.
- 2) The Certified JRE for use on the server-side is 1.5.0_08.

Windows	Support Level	Notes
2003 Standard SP1 2003 Enterprise SP1 2003 Data Center SP1 2003 Web SP1 2003 Standard R2 2003 Data Center R2 2003 Web R2 2008 Server SP2 64bit*	S	<ul style="list-style-type: none"> • The use of hyperthreading is not supported. • Enterprise Server is a 32-bit application. It is certified on Windows x32 and is supported on Windows x64 and Windows x64 Itanium (in 32-bit emulation mode).
2003 Enterprise R2	C	

*Check the Champion Toolkit on the Knowledge Center for a case study that describes how to install Livelihood Enterprise Server on Windows 2008 Server SP2 64bit.

Sun SPARC Solaris	Support Level	Notes
Solaris 10 (64-bit)	C	

Database Configurations

Note: Databases are supported on any Operating System platform supported by the database vendor. It is not required that the database be on the same platform as the Enterprise Server.

Oracle	Support Level	Notes
10.2.0.1. Enterprise	C	<ul style="list-style-type: none"> • Certification performed with Enterprise Server running on: Windows 2003 Enterprise R2 Solaris 10
10.2.0.1. Standard 10.2.0.1. RAC	S	
11.2.0.1 Enterprise	S	

Microsoft SQL Server	Support Level	Notes
2005 Enterprise SP2	C	<ul style="list-style-type: none"> • Certification performed with Enterprise Server running on: Windows 2003 Enterprise R2.
2005 Standard SP2	S	
2008 Enterprise	S	

Note: Livelihood ECM – Enterprise Server 9.7.1 code has been optimized for use with Microsoft SQL Server 2005 using specific performance enhancing features new to SQL Server 2005.

Web Servers and Application Servers

CGI (Web Servers)	Windows	Solaris	Notes
IIS 6.0	C		• Certification on Windows 2003 Enterprise SP1 (x86)
IIS 7.0	S		• On Windows Sever 2008 SP2 64bit
Sun Java Web Server 7.0	S	C	• Certification on Solaris 10
Apache 2.0.x (2.0.59 certified)	S	S	
Sun ONE 6.0 SP10	S	S	

ISAPI (Web Servers)	Windows	Solaris	Notes
IIS 6.0	C		• Certification on Windows 2003 Enterprise SP1 (x86)

Servlet (Application Servers)	Windows	Solaris	Notes
Tomcat 5.5.x (5.5.23 certified)	C	S	• Certification on Windows 2003 Enterprise SP1 (x86)
IBM WebSphere 6.1	S	C	• Certification on Solaris 10
BEA WebLogic 8.1 SP2	S	S	
Sun Java App Server 9.0 (Update 1 certified)	S	C	• Certification on Solaris 10
New Atlanta Servlet Exec 4.1/5.0	S		
SAP NetWeaver*	S	S	

* = To configure NetWeaver support for SSL, please visit:

http://help.sap.com/saphelp_nwce711/helpdata/en/f1/2de3be0382df45a398d3f9fb86a36a/frameset.htm

Client Web Browsers

Client Operating System (e)	IE			Firefox		Mozilla 1.7.13	Safari 2	JRE(a)(b)
	6.0 SP2	7.0	8.0 (g)	1.5.x	2.0.x			
Windows 2000 Pro SP4	S	N/A	N/A	S	N/A	S	N/A	5.0 Update 8, 6.0 Update 1
Windows XP SP1a	S	S	S	S	N/A	S	N/A	5.0 Update 8, 6.0 Update 1
Windows XP SP2	C	S	S	S	C	S	N/A	5.0 Update 8, 6.0 Update 1(c)
Vista	S	C	S	S	N/A	S	N/A	5.0 Update 8, 6.0 Update 1 (c)
Mac OS 10.4.6 (d)	N/A	N/A	N/A	S	S	S	C	5.0 Update 8
Solaris 10 (d)	N/A	N/A	N/A	N/A	C	S	N/A	5.0 Update 8, 6.0 Update 1 (c)

(a) JRE 1.4.2 and its 1.4.x family are not supported. Information contained in this Client Web Browser table supersedes all previous versions of published client browser information.

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- (b) This table refers to JRE versions using Sun Microsystems designations (i.e., 5.0 Update 8, 6.0 Update 1), however, other documentation may still refer to the previously used numbering system (i.e., 1.5.0_12, 1.6.0_1).
- (c) Certified JRE version. Customers are recommended to use certified JRE versions to avoid possible issues with subsequent untested JRE versions, however, all newer JRE versions within the same version family are supported.
- (d) Language versions do not support these platforms/browsers.
- (e) Use of a certified version of client operating system is recommended to avoid possible issues with subsequently release OS service packs and versions, however, all newer Service Packs and releases of OS (i.e., dot releases) are supported. Should an OS vendor discontinue support for a particular version of OS, customers are recommended to upgrade or move their client to a supported version.
- (g) Requires application of patch PAT09388 (<https://knowledge.opentext.com/knowledge/lilisapi.dll/open/16779191>)

Microsoft Desktop Application Support

Office Application	Compose/Edit (ActiveX)	WebDAV
Microsoft Word 2002 SP3	S	S
Microsoft Excel 2002 SP3	S	S
Microsoft PowerPoint 2002 SP3	S	S
Microsoft Project 2002 SP1	NA	S
Microsoft Visio 2002 SP2	NA	NA
Microsoft Word 2003 SP3	C	C
Microsoft Excel 2003 SP3	C	C
Microsoft PowerPoint 2003 SP3	C	C
Microsoft Project 2003 SP3	C	S
Microsoft Visio 2003 SP3	C	S
Microsoft Word 2007	C	S
Microsoft Excel 2007	C	S
Microsoft PowerPoint 2007	C	S
Microsoft Project 2007	C	S
Microsoft Visio 2007	C	S

General Platform Support Notes

Service Packs and Point Releases: Due to the continual release of software, there often may be newer versions of software components than those listed in these Release Notes. It is general Open Text policy to support service packs and point releases of supported software platform components that are more recent than those listed in the Release Notes. New major releases of platform components are not automatically supported.

Virtualized Environments: Open Text will support customers running the Livelink Server and the Livelink Admin Server on supported and certified operating systems, in virtualized environments using virtualization technology intended for production environments. While virtualization technologies are intended to be transparent to the guest Operating System, in the event that a reported issue is directly caused by the employed Virtualization technology, Open Text will work to resolve the issue if one, or a combination of the following Virtualization technologies are being used:

- Microsoft Hyper-V;
- Solaris Zones; and
- VMWare ESXi and ESX

Please note that the Livelink Admin Server is a resource intensive application and will require at least the same amount of resources in a virtual environment as it would in a physical environment. Our testing has shown

performance degradation may be experienced in a virtual environment. Therefore, additional scaling may be required to maintain the same level of performance in a virtual environment.

Operating System Patch Level: The current set of patches recommended by your operating system software vendor should be installed on the hardware running your Livelink server.

Oracle 9i Database Support: Oracle 10g provides features that are not available with Oracle 9i, and Enterprise Server uses some of these 10g-specific features for performance reasons. Oracle 9i is fully supported for this release, but may result in less than optimal performance. Future releases of Enterprise Server will aggressively use Oracle 10g features and compatibility with Oracle 9i may not be possible. Customers are recommended to upgrade to Oracle 10g.

Functionalities Limitation on language versions

1. The following functionalities are not supported for the Japanese language.
 - a. Search using Modifier (Synonyms Of, Related To, Sounds Like)
 - b. Key Phrases and Common Topics
 - c. Summary display in the search result
 - d. XML custom thesaurus
2. Natural Query Language does not work with the Japanese language. The server can be set to hide the option on the Search page. To do so, the following entry below needs to be inserted into the opentext.ini file.
[general]
wantCompNLQ=FALSE
3. The “Send” and “Approve” buttons on the eLink notification page do not work for the Japanese version. The buttons display, however they do not function correctly. ([LPH-483](#))
4. The Multi-File output functionality does not support non-ASCII chars. All of the chars are converted to underscore “_” when zip and download. If it is preferred to hide the buttons in every workspace, following the instructions below.
 - Navigate to “General Settings” under the Multi-File Output Administration section.
 - Uncheck all from “Multifile Objects Configuration” and click “Submit”.
 - Restart the Livelink Service

Installation Notes

Installation Notes: General

1. The most current version of the monthly patch **must** be installed for Livelink Enterprise Server to function properly.
2. Upgrading to Livelink Enterprise Server 9.7.1 is supported from 9.5.0 SP1, 9.6.0 and 9.7.0.
3. **IMPORTANT UPGRADE NOTE:** The changes discussed in this note can result in changes to your opentext.ini file if you are upgrading from pre-9.6.0 system. Please read carefully before upgrading.

Note: The changes discussed here are general recommendations and are not meant to replace any performance tuning done for a specific Livelink instance.

Changing hardware, software, and network environments cause changes in the best practices recommended for Livelink configuration. If you are using the default opentext.ini settings then the changes outlined below are recommended to improve your Livelink system performance. A new Configure Performance

Settings page is provided, accessible from the main Livelink Administration page in the Server Configuration section, to more easily control these settings.

The value changes are shown in the table below:

User Interface Label	opentext.ini key	Default Value	New Key Value
Maximum Number of Sessions	MaxOpenSessions	999	100
Number of Threads	Min/Max	3	5
Receive Before Send	ReceiveBeforeSend	False	True

The behavior of the changes to the opentext.ini file is as follows:

- For a new installation a key entry will be created with the New Key Value
 - During an upgrade, if any of the above keys are NOT already in your opentext.ini file then a key entry will be created with the New Key Value
 - During an upgrade, any key entries which already exist will NOT be over-written and will keep their current values
 - If a key entry is removed from the opentext.ini file then the Default Value will be used (and will be displayed on the Configure Performance Settings page)
4. When upgrading from Livelink Enterprise Server 9.5.0 SP1 to 9.7.1, apply patch pat08037.txt first. (LPAD-18015)
 5. When using IIS 6 with Livelink Enterprise Server the spellchecker may fail to suggest words during spellchecking. This is an IIS 6 configuration issue. To resolve the issue, do the following
 - a. Locate the *Livelink*support directory in IIS
 - b. Go to the Properties page
 - c. Select the **HTTP Headers** tab
 - d. Click the **File Types** button in the **Mime Map** section
 - e. Add the following two file types: `.clx mimetype = text/plain` `.tlx mimetype = text/plain` (1990040 and LPAD-6648)
 6. Due to the "secure" nature of IIS 6 all non-static requests (such as CGI and ISAPI) need to be enabled after installation. For more information, see the Knowledge Center article, "How can I configure Livelink and IIS 6 to work together?" (1973935 and LPAD-6130)
 7. When Livelink is run on Windows Server 2003 with Microsoft Internet Information Server (IIS), the Java applets (i.e., Workflow Painter, Spell Checker, and Text Editor) may not work correctly because IIS returns an error "HTTP Error 404- File or Directory not found" when the browser tries to load them into the Livelink page. To correct this problem, add a MIME type to IIS to allow *.properties* files to be treated as application/octet-stream. Refer to the Microsoft Web site for instructions: <http://support.microsoft.com/kb/326965>
 The MIME type needs to be added because IIS on Windows Server 2003 does not recognize extensions like ".properties" as static content. Therefore, even though the Livelink support virtual directory has "Read" permissions checked, files with extensions like ".properties" still cannot be read due to this security check. Unknown types are treated as dynamic content. Attempting to access a file of an unknown type triggers the error, "HTTP Error 404- File or Directory not found". After the MIME type has been added, restart your IIS server. (1962454 and LPAD-8545)
 8. If you are using Livelink Archive for SAP R/3 with a Livelink 9.6.0 server that uses a Microsoft SQL Server database, you must configure Livelink to store document content in the external file system (EFS). Otherwise, Livelink will report an ODBC error when SAP attempts to create a document component that has a zero length file size. (1971669 and LPAD-5960)

9. Open Text recommends that you disable the hyper-threading feature available on Windows 2003, Solaris, HP, or SUSE Linux servers. Future support of hyper-threading is planned. (1966818 and LPAD-6499)
10. Apache Tomcat treats URLs as case sensitive, unlike IIS or Sun ONE Web servers. For example, with Tomcat <https://firstlook.opentext.com/Firstlook/livelink> and <https://firstlook.opentext.com/firstlook/livelink.exe> are considered different URLs.
11. The CORBA and Cluster Admin Support (CAS) modules are not supported with Livelink 9.7.0 and must be uninstalled (if already installed) prior to upgrading. Failure to uninstall the modules will result in server crashes. The CORBA name server and management will be left in place and must be manually removed if no longer wanted. (1959476 and LPAD-5542)
12. When installing Livelink with an existing database, you should disable Notification before upgrading. (1647962 and LPAD-13656)
13. If you are upgrading from a previous version of Livelink, you must remove or rename the `Livelink_home/patch` directory after stopping the Livelink services and before starting the upgrade. You may also need to install patches for the newly installed version of Livelink before starting the services. For further details, consult the technical documentation. (1751490 and LPAD-13698)
14. Before installing any modules from the `Livelink_home/staging` directory, make sure that Livelink has the proper permissions to delete files from the `Livelink_home/staging` directory and write them to the `Livelink_home/modules` directory. If the permissions are incorrect, the module installation will fail without reporting an error. (1636794, 1951656, LPAD-4878 and LPAD-250)
15. Do not alter the standard permission set on the Document Undelete Volume (for Public Access and Domain groups) to See and Add Items. If you do, the affected users will be unable to delete Documents. (1710973 and LPAD-13683)
16. To deploy the Livelink Web application when using IBM WebSphere as your application server, the RMI port and the path to the `opentext.ini` file are not set correctly in the WAR file during configuration. To correct this error, do the following:
 - Install Livelink and deploy the WAR files for the application directory and the support directory as described in the Livelink 9.6.0 technical documentation.
 - Modify the `calypso.xml` file in the deployed folder to have the correct RMI port.
 - Restart WebSphere. (2002452 and LPAD-9528)
17. When installing Livelink Server on Windows NT, if a value for the **Service Name** field contains a space and the **Server Port** field is set to something other than 2099, the Livelink client CGI program will be unable to find the Livelink server. (1602032 and LPAD-8694)
18. On Windows 2000 when using MS SQL Server 2000 SP3 you must install MDAC 2.8 (or later) because of problems with any database table with a "Real" datatype column. (1956915 and LPAD-515)
19. If you are installing Livelink with a Windows-based Oracle Server, you must create the Oracle database with a block size of 8K. If the block size is too small, you will receive an error "maximum key length (758) exceeded" for 2K block size or "ORA-01450 maximum key length (1578) exceeded" for 4K block size when Livelink is creating the index "GIPathIndex" on "Recd_OperationSummary"(1904158 and LPAD-13760)
20. After you upgrade a module, Livelink incorrectly displays the main Livelink Administration page instead of returning to the Upgrade Module page. You must manually navigate to that page if you want to upgrade another module. (1665754 and LPAD-330)
21. When using Livelink with Microsoft SQL Server, you cannot use a SQL Server password that contains a semicolon. Attempting to do so will result in an error "Invalid connection string attribute" from the Microsoft ODBC SQL Server Driver. Use a password that does not contain semicolon. (1925113 and LPAD-10116)

22. When enabling Domain Support, you must also create the “All Domains” X-Domain Group in order for Domain users to be able to delete Documents and have Undelete work correctly. Permissions for the Undelete Workspace are given to this group by default when it is created. (1707394 and LPAD-13678)
23. The standard LiveReports “25 Largest Documents” and “Documents with the Most Versions” fail on very large databases unless you configure the TEMPDB or SYSLOGS parameters to have sufficient space. (1465877 and LPAD-13584)
24. When installing Livelink, you must configure your anti-virus software to exclude the Livelink installation directory and all subdirectories, as well as the directories that contain the Livelink index files. (1602027 and LPAD-13625)
25. Access to the “Uninstall Modules” page requires a Livelink login, not just an administration login. (1963600 and LPAD-10376)
26. Livelink does not validate that the character string entered by the user can be used to create a Windows service name. The user should ensure that only alphanumeric characters are used. (1959046 and LPAD-5011)
27. If using a Web application server with Livelink, do not set the RELOADABLE parameter to TRUE for the context tag deploying the Livelink Web application. (LPAD-7650)
28. Whenever you install or upgrade a module, you must reinstall the current monthly patch. (1880620 and LPAD-13755)
29. Livelink 9.7.1 requires the ORACLE 10.2.0 or newer client library if the server is 10g. (LPAD-9989)
30. The Livelink database must be backed up before an upgrade is attempted. If the database upgrade fails, the reason for the failure can be analyzed and resolved, and the upgrade can be rolled back and started again from the beginning. Open Text does not recommend restarting a failed database upgrade, as this will leave steps in the upgrade in an incomplete state. (LPAD-14354)
31. When you install one or more modules that require configuration during installation (such as Spider, eSign) together with one or more other modules, some of the modules may fail to install. You can still go back to the Install Module page and install them. (1648347 and LPAD-13652)
32. The following might be missing from the opentext.ini module sections in a Livelink 9.5.1 installation that was previously upgraded:
 [TOCOrder]
 'webattribute','recommender','collections','itemtemplate','webprospector','textedit','appearances','polling'
 [TOCOrderAdmin]
 'recommender','itemtemplate','webprospector','webattribute','webwork','webedit'.
 These items must manually be added to the appropriate sections of the opentext.ini prior to upgrading to a later version of Livelink to properly access the help for these modules. (LPAD-15599)
33. The BEA WebLogic 8.1 Application Server requires the use of the Java 1.4 compiler. The full path and name of the java compiler must be specified on the WebLogic General Configuration page before it can be successfully used with Livelink. (LPAD-16716)
34. The Oracle Instant Client is not supported for use with Livelink Enterprise Server. If the Instant Client is used with Livelink on a UNIX server, using start_ilsrver will not work without the following modifications:

Install and configure Oracle Instant Client on a UNIX server:

1. Download the Oracle Instant Client from <http://www.oracle.com/technology/software/tech/oci/instantclient/index.html>
2. Extract the Instant Client on the target machine
3. Make a symlink to the libclntsh.[sl|so].x.x (e.g., ln -s libclntsh.sl.10.1 libclntsh.sl)
4. Note the location of the Instant Client as you will need it to configure Livelink (e.g., /usr2/qauser/instantclient_10_2).

Install and configure Livelink:

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Livelink ECM - Enterprise Server © 9.7.1 June 22, 2010

1. Follow the instructions in the Livelink Enterprise Server First-Time Installation Guide to install Livelink (e.g., extract the tars, run setup).
 2. Use the Oracle Instant Client's directory for the Oracle home directory (Livelink will complain about this, but use this directory anyway).
 3. Edit the start_llserver script and change the line
`"LD_LIBRARY_PATH=$LLDBHOME/lib${DB32SFX}:$LLHOME/lib:$LD_LIBRARY_PATH"`
to
`"LD_LIBRARY_PATH=$LLDBHOME:$LLHOME/lib:$LD_LIBRARY_PATH"`.
 4. Verify the opentext.ini, making sure your ORACLE_HOME setting is the path to the Oracle Instant Client that was installed.
 5. The Oracle database connection info requires the format "//server:port/service" (e.g., //orcl.opentext.net:1521/orcl02). This will eliminate the need for a tnsnames.ora or any other configuration file. (LPAD-16470)
35. My Home can be accessed through Remote Cache using the configuration described starting on page 14 of the *Livelink Remote Cache Installation and Administration Guide*. This setup can be used when LDAP authentication is enabled. It is also possible to access My Home via Remote Cache using Integrated Windows (NTLM) authentication. This configuration uses the Jakarta ISAPI redirector on IIS on the Remote Cache server and bypasses the proxy servlet. For more details, see the Knowledge Base article, "*How to Configure Remote Cache with NTLM Authentication for My Home*" at <https://knowledge.opentext.com/knowledge/llisapi.dll?func=ll&objId=13010014&objAction=ArticleView&viewType=1> or contact Open Text Support. (LPAD-15960)
 36. Administrators should review the settings for all auditable events after upgrading Livelink as well as after installing or upgrading modules, as there may be additional available events after the upgrade. (LPAD-14800)
 37. The Database Upgrade Status page may incorrectly display the message, "The database upgrade has completed successfully" when, in fact, there were errors reported. Scrolling down the log will reveal certain, non-fatal errors. The dbupgrade log should be reviewed after upgrading Livelink to assess possible errors. If any errors are found, please discontinue the upgrade and contact Open Text Customer Support. (LPAD-14786)
 38. If the Livelink Enterprise Server is running on an HP platform and already has eLink installed, when it is time to upgrade to version 9.7, an in-place upgrade will not operate correctly. There is an issue with the pre-9.7 drop-ins for eLink that prevents this upgrade from completing. See the core LES Release Notes for more detail, or contact Customer Support for more information. Do not de-install eLink in an attempt to get around this, as that will cause all prior information (configuration & subscriptions) to be lost. (LPAD-16480)
 39. The Livelink Administrator must properly log in to both Livelink (Enterprise Workspace) and the Livelink Administration pages for modules to upgrade properly. (1966681 and LPAD-5677)
 40. The SUSE distribution of Livelink (SLES 9.0 SP1, 10.0 and 10.1) are supported on the following processor platforms: AMD64, IBM Power (IBM System i and IBM System p), IBM System z (64-bit), Intel64, Itanium Processor Family (Itanium II or newer) and x86. Please see the Novell website for more information: <http://www.novell.com/products/server/techspecs.html> (2019115 and LPAD-8115)
 41. Due to enhancements made to Livelink 9.7.1 to enhance support for clusters, the settings for the following administration pages have been moved out of the opentext.ini into the KINI table during the database upgrade to 9.7.1:
 - Administer Item Control – Version – VersionLimitDefault
 - Administer Item Control – General – DisableSelectReservedBy
 - Administer Item Control – General – AddVersionOnUnreserve
 - Administer Modified Date Triggers – General – ChangeModifiedDate
 - Administer Modified Date Triggers – Attributes – RestrictModDateChange

These settings will only be migrated on the Livelink server used for the database upgrade. Other servers in the cluster may have these settings from the opentext.ini, but the settings will no longer be effective. If an

administrator attempts to manually change these settings via changing/adding them to the opentext.ini, the settings will be ignored. Custom applications that make use of these settings may need to be modified. (LPAD-15860)

42. Before installing and configuring an application server for use with Livelink in a Secure Extranet environment, a Java development environment must be installed. A JRE (Java Runtime Environment) is not sufficient as the application server requires the Java Compiler (javac), which compiles JSP pages into class files. This component is a part of the Java 2 Platform, Standard Edition (Java SE). See the "Livelink ECM - Enterprise Server Operating Systems" section of this document for the supported version of the Java 2 Platform. (LPAD-16820)
43. When configuring Livelink to use Secure Extranet Architecture (SEA), 'filterPath=n' (where 'n' is the path to /filters directory for the Livelink installation) must be added to the [filters] section of the opentext.ini for the servlet to load properly. (LPAD-16852)

Installation Notes: Character Encoding

1. Upgrading to 9.7.0 UTF-8 is supported from 9.5.0 SP1 UTF-8, 9.5.5 UTF-8 and 9.6.0 UTF-8 (NOT from a Latin-1 version of Livelink). Those wishing to upgrade from Latin-1 to UTF-8 should upgrade to 9.5.0 SP1 UTF-8 (using the existing UTF-8 Conversion Tool for 9.5.0 SP1) and then upgrade from 9.5.0 SP1 UTF-8 to 9.6.0.
2. When Livelink is configured for UTF-8 character encoding, and is connected to an Oracle database, the Oracle server must be configured for items to be sorted correctly when browsing Livelink. In addition to setting the charset to 'AL32UTF8', NLS_SORT must be set to the language of the Livelink Server (e.g., NLS_SORT = 'German' must be set for a localized German Livelink Server). See the document "*Best Practices Oracle for Livelink ECM – Enterprise Server*" on the Open Text Knowledge Center for more details about configuring Oracle for use with Livelink. (<https://knowledge.opentext.com/knowledge/lisapi.dll/properties/9393222>)
3. The UTF-8 Conversion Tool 1.0.0.14 ONLY supports converting Livelink Enterprise Server 9.5 SP1 databases. Users wishing to use that version of the tool must perform the conversion on a 9.5 SP1 database before performing an upgrade to Livelink 9.6 or 9.7. (LPAD-15654)
4. If the Livelink database is created in a MS SQL Server that is configured to use the collation "SQL_Latin1_General_CP1_CS_AS" with the language "English", garbled characters will be inserted into multiple Livelink tables. To avoid this issue, MS SQL Server should be configured to create databases using a Japanese collation. (LPAD-10407)
5. Browser encoding is automatically changed to the Windows default when attempting to connect to My Home on a UTF-8 encoded Livelink server which is configured to use the BEA WebLogic application server. (1985313 and LPAD-6326)
6. Livelink 9.7.1 now relies on the sorting algorithm of the database. For Oracle, in addition to correctly setting sort value within the Oracle DBMS, the host that is running Livelink must also have the correct NLS_SORT parameter set, which in most cases will be "Generic_M". Setting this value solely in the Oracle database or solely on the Livelink server host machine is not sufficient. For example, on Windows, a new string "NLS_SORT" with the value "Generic_M" must be added to the registry key "HKLM\Software\Oracle". (LPAD-16948)
7. When using an Oracle database with a UTF-8 Livelink server, "ENV_NLS_LANG" under [Lang_en_US] in the opentext.ini must be set to 'AL32UTF8' for Livelink to function properly. (LPAD-17203)

Installation Notes: Multi-File Output

1. **Important Multi-File Output Upgrade Note:** If issues occur with the printing component of Multi-File Output and a version of the optional module version of Multi-File Output was installed on the Livelink system prior to upgrade to Livelink 9.7, manually delete the Active X control (it will be located in the "Downloaded Program Files" folder of the Windows or Windows NT directory) and download it again. (LPAD-15183)

Installation Notes: Search

1. When installing Livelink, you must configure your anti-virus software to exclude the Livelink installation directory and all subdirectories, as well as the directories that contain the Livelink index files. (1602027 and LPAD-13625)
2. If you are installing Livelink with a Windows based Oracle Server, you must create the Oracle database with a block size of 8k. If the block size is too small, you will receive an error 'maximum key length (758) exceeded' for 2k block size or 'ORA-01450 maximum key length (1578) exceeded' for 4k block size when Livelink is creating the index 'GIPathIndex' on 'Recd_OperationSummary' (1904158 and LPAD-13760)
3. **Important Search Upgrade Note:** Prior to 9.5 SP1 filters were installed directly in the /filter directory; since 9.5 SP1 they are installed in sub-directories of the /filter directory. During an upgrade the existing filter files are not removed. On UNIX systems, depending on path settings, the old filter files may be called instead of the new ones. This situation can be resolved by either: 1) changing the path so that "LL/filters/htmlexport" is earlier in the path than "LL/filters", or 2) removing the filter files from the LL/filters directory, but NOT removing the sub-directories. Further, customizations (either manual or by a 3rdParty filterpack) made to the dcsrules.txt and dcsviewrules.txt files will be overwritten upon upgrade. The original contents of these files are backed up to dcsrules.txt.prefilterpack and dcsviewrules.txt.prefilterpack, and any customizations therein will have to manually be merged to the new versions. (2061074 and LPAD-9976)

Installation Notes: WebDAV

1. The Livelink ECM - WebDAV module is available as part of a basic Livelink install. Please download and read the *Livelink ECM –WebDAV 3.6.0 Release Notes* which contain more detail and important information.

Installation Notes: Workflow

1. When Livelink runs on Windows Server 2003 with Microsoft Internet Information Server (IIS), the Java applets (i.e., Workflow Painter, Spell Checker, and Text Editor) may not work correctly because IIS on Windows Server 2003 does not recognize extensions like ".properties" as static content. This error will manifest in the Workflow Painter as missing options for links between steps (e.g., the Delete option will not display when right-clicking a link.) To correct this problem, add a MIME type to IIS to allow .properties files to be treated as application/octet-stream. Refer to the Microsoft Web site for instructions: <http://technet2.microsoft.com/WindowsServer/f/?en/Library/0ac6092a-b7a3-4ece-83c1-0b969532382e1033.msp> (1962454 and LPAD-8545)
2. Email-enabled Workflow features require eLink to be installed and configured before they are available for use.

Installation Notes: eLink

Important Upgrade Note for HP Customers using eLink

1. If the Livelink Enterprise Server is running on an HP platform and already has eLink installed, when it is time to upgrade to version 9.7, an in-place upgrade will not operate correctly. There is an issue with the pre-9.7 drop-ins for eLink that prevents this upgrade from completing. See the core LES Release Notes for more detail, or contact Customer Support for more information. Do not uninstall eLink in an attempt to get around this, as that will cause all prior information (configuration & subscriptions) to be lost.

Application Notes

Application Notes: Basic

1. The Delete Tables function on SQL Server Maintenance fails to delete the DAudit and all the "sys" tables. (2008547 and LPAD-9077)

2. The "E-mail short link" feature does not work with GroupWise. (1980635 and LPAD-6370)
3. Documents in PDF format cannot be opened when the Livelink Access Tier is configured to use Microsoft IIS with Apache Tomcat 5.0.28 and IIS Redirector 1.2.14.0. Upgrading the Jakarta ISAPI Redirector to 1.2.15.0 fixes the problem. (2032727 and LPAD-8755).
4. Certain browser configurations may not upload files that are stored on the desktop with Unicode file names. The browser appears to get an invalid file name from the operating system and sends Livelink a data stream with a zero length file. (1959057 and LPAD-5625)
5. The View as Web page feature does not support vector graphics on non-Windows platforms. (1451503, 1603345, LPAD-11103 and LPAD-13634)
6. The name of the Personal Workspace is not changed when the login name of a user is changed. It will still display under the original name until it is manually renamed. (1594789 and LPAD-13586)
7. When using the Restore function, messages and labels refer to "Move" instead of "Restore". This is because the function moves content from the Deleted Documents area back into Livelink. (1708516 and LPAD-13679)
8. It is impossible to upload very large files to Livelink if the Microsoft IIS Web Server times out during the upload. To avoid this, the "CGI script timeout" parameter should be set to a large enough value (in seconds) to allow upload of large files. This parameter can be set from the Process Options property page of Application Settings Configuration. (1806457 and LPAD-13721)
9. Excel 97 Documents containing extremely long hyperlinks do not always filter to HTML properly. (1563025, 1435527 and LPAD-13582)
10. DataEase files are not viewable or indexable, since the DataEase application creates two files with DBM (primary) and DBA (secondary) extensions. Livelink currently has no way to present both of these files together to the indexing and viewing subsystem. (1603174 and LPAD-13635)
11. You cannot delete an individual Domain once it is created. You can only disable Domains entirely. (1698879 and LPAD-419)
12. Items may appear in the What's New section for a longer or shorter period of time than expected if users have changed their specific setting for this option to be different from the system setting. (1823150 and LPAD-13730)
13. To ensure that AutoCAD drawings get the correct MIME type when uploaded to Livelink, you should modify the mime.types file in the *Livelink_home*/config directory to include the appropriate MIME types. AutoCAD suggests using image/vnd.dxf and image/vnd.dwg for the respective DXF and DWG drawing types. (1878984 and LPAD-1362)
14. Certain SQL statements in a LiveReport allow editing of database tables even though the "Allow Database Modification" check box is not selected. (1796327 and LPAD-13711)
15. Headers and footers in a Word Document are placed incorrectly when using "View as Web Page". (1850708 and LPAD-1144)
16. The "Single Item" filter on the Target Items section of the Query Audit Log page does not allow you to select a Domain Workspace or an item inside a Domain. However, you can add the Domain Workspace as a Favorite in order to browse to such an item. (1907915 and LPAD-1925)
17. A user with System Administration Rights can unreserve a Document reserved to another user, but cannot add a new Version to the Document in the same Unreserve operation. This is because a System Administrator cannot add a Version to a Document that is reserved to someone else. (1912122 and LPAD-2158)
18. If a sequence of multiple spaces is embedded within the name of a Livelink item, the Web browser will display the name as if it had only a single space. This is the normal behavior of a Web browser. (1750696 and LPAD-13696)

19. After installing the Standard filter pack, you may have to restart the Livelink Admin service before you can use the "View as Web Page" command to open Documents in Livelink. (1979726 and LPAD-6377)
20. If the default mode for Livelink has not been configured for Enhanced Keyboard Accessibility Mode then Livelink will attempt to use Java applets regardless of the user's browser settings. If a user does not have Java installed, then the "Enhanced Keyboard Accessibility Mode" option should be set in the user's personal settings (Tools > Settings). (1989299 and LPAD-5796)
21. The setting "FetchSize" in the opentext.ini file is ignored by XML Export as it is no longer used during export. (LPAD-6413)
22. As a rule, administrators should review the settings for all auditable events after upgrading Livelink as well as after installing or upgrading modules, as there may be additional available events after the upgrade. Although audit events are generally enabled by default on a new Livelink installation, audit events in new versions of Livelink may be either enabled or disabled by default. The following events from pre-9.7.0 Livelink are DISABLED by default:

Data Source Purged
Enterprise Database Re-Extracted
Provider Changed
Workflow Status Changed

Several auditable events have been added to the system in Livelink 9.7.0/9.7.1 and can be configured on the "Set Auditing Interests" page. When all modules that are shipped in the staging directory of Livelink are installed, the following audit events (along with their default statuses) are now available:

Content Extraction Failure – *Disabled*
Content Extraction Recovery – *Disabled*
eLink AutoSubscriptions Changed – *Disabled*
eLink Disabled – *Disabled*
eLink Enabled – *Disabled*
eLink Option Changed – *Disabled*
eLink Sent Document Copy – *Disabled*
eLink Sent Document Link – *Disabled*
eLink Subscribed – *Disabled*
eLink Unsubscribed – *Disabled*
Invalid Session Blocked – *Disabled*
Log-in Disabled – *Disabled*
LiveReport Executed – *Disabled*
Print – *Disabled*
Provider Retry Deleted – *Enabled*
Provider Retry Queued – *Enabled*
Provider Retry Queuing Error – *Enabled*
Provider Retry Retried – *Enabled*
Search Statistics Auto-Purged – *Disabled*
Search Statistics Purged – *Disabled*
Version Superseded – *Disabled*
Xml Export – *Disabled*
Zip and Download – *Disabled*
Zip and E-mail – *Disabled*

(LPAD-16333)

23. Documents can intermittently be uploaded with no data when Livelink is installed on Windows 2003 servers using IIS 6.0. To avoid this situation, IIS should be run in IIS 5.0 isolation mode. For more information, see the article on the Open Text Knowledge Center:
<https://knowledge.opentext.com/knowledge/lisapi.dll?func=ll&objId=14332456&objAction=ArticleView>
(LPAD-12751)

24. Users may get a blank page when attempting to access My Home after upgrading from Livelink ECM 9.5.0 SP1 to 9.7.0 if using Tomcat 5.5 application server. To resolve this issue, jsp-api.jar and servlet-api.jar must be removed from OTHOME\application\WEB-INF\lib. (LPAD-14486)
25. Remote Cache and the Web Caching feature in Livelink Enterprise Server provide alternate and incompatible ways of caching Document content and should not be used in conjunction with each other. (LPAL-709)
26. Setting a LiveReport to hidden in the LiveReports Volume does not hide it on the LiveReports tab. Permissions should be used to control unauthorized users from accessing a LiveReport. (1601853 and LPAD-13630)
27. PDF Documents opened using the Open and View as Web Page functions do not display correctly in Internet Explorer when Livelink is configured to use an application server with Adobe Reader 7.0.8. This issue is resolved by upgrading to Adobe Reader 7.0.9. (LPAD-14919)
28. McAfee version 8 and above has a client side script scanning feature, which when enabled on the client, causes a noticeable increase in Livelink response times. In order to avoid this performance degradation, Open Text recommends that the McAfee client side script scanning feature be disabled. (LPAD-14930)
29. Due to an issue with the Apache Tomcat application server, when Livelink is installed on SUSE Linux and configured to use Tomcat, certain file types (.ini and .msg) are uploaded with an incorrect mimetype (application/octet-stream) instead of their native mimetypes. (LPAD-14588)
30. Microsoft Excel cannot open documents with extremely long file names due to a limitation where Excel does not handle opening files where the name plus the download directory path is longer than 220 characters. The recommended work around is to download and save these files to the Desktop rather than fetching or opening them. (1976539 and LPAD-7159)
31. Users are not able to change the font size of Livelink text via the browser's font size settings (Small, Medium, Large, Very Large, etc). Livelink uses a cascading style sheet which by default does not allow for browser-controlled variable font size settings. An administrator can configure the Livelink system to use one of the other variable-font-size style sheets available for the Livelink system. Please see Appendix A of the *"Livelink ECM - Enterprise Server Installation Guide"* for details on configuring an alternate style sheet. (LPAD-8088)
32. Livelink requires the use of a JVM for certain Java features to function properly. (LPAD-8123)
33. If changing databases, the HaveSeenSetupPage setting in the [general] section of the opentext.ini may have to be manually set to FALSE. The setting requires a FALSE value if the new database is not associated with a current version of LIVELINK and requires an upgrade. (2049817 and LPAD-9396)
34. The Lotus Notes client does not behave properly when selecting "E-mail this link" from the Document Overview page for a Document that has a name longer than 39 characters. (LPAD-15825)
35. When the recycle bin in Oracle 10g is full, it is not possible to view the Tablespace Usage in the Livelink Administration pages. The Oracle recycle bin will need to be purged to successfully view the Livelink Tablespace usage. See the Oracle 10g documentation for instructions on how to purge the Oracle recycle bin. (LPAD-16357)
36. Microsoft SQL Server 2005 no longer provides support for sp_addalias. As an alternative to using aliases when importing a backed up database into Livelink, the DBA should employ SQL Server 2005 roles and permissions. For more information, see the Microsoft SQL Server 2005 Books Online Help. (LPAD-16643)
37. If you have lost or forgotten the Administrative password, please contact Open Text Customer Support.
38. Livelink logs many events that occur in the system. To learn how to view, manage, and see what events can be captured in the event logs, please refer to chapter 12 of the Administrator's Online Help.

Application Notes: Browser Specific

1. Microsoft Internet Explorer will not correctly download or open an e-mail file (e.g., extension of EML or MHT and MIME type of message/rfc822). The file will be treated as a text file when downloaded, and IE will issue a syntax error when opened. This appears to be the intended result of a security fix made by Microsoft. As a workaround, you can remove "message/rfc822" from the list of viewable MIME types in the opentext.ini file, so that Livelink will allow users to view the file contents as a Web page. (1962032 and LPAD-5471)
2. Documents of type message/rfc822 cannot be viewed in the Microsoft IE 6 browser unless the Document name ends in ".mht". This is a restriction introduced by the Microsoft browser for unknown reasons. (1904174 and LPAD-12669)
3. Certain Netscape and Mozilla browsers do not display disabled buttons as "grayed out". Examples include the "Back" button on the first page and the "Next" button on the last page of the Add Project wizard. (1960221 and LPAD-5415)
4. When using the Safari browser, depending on the Java plug-in used, the Livelink dashboard menus (e.g. Personal, Enterprise, Tools, Help) may display behind Java applets such as the Workflow Painter. (1962111 and LPAD-5593)
5. When a file with a UTF-8 file name is uploaded using the Apple Macintosh Safari browser without entering a name, Livelink will use the encoded file name provided by Safari which uses HTML-style entities with Unicode character numbers in decimal. For example, "ÄÄüüü?" becomes "ÀÂÄüüź" Other browsers, including Microsoft IE and Mozilla, send the UTF-8 filename unchanged. As a workaround, enter the correct UTF-8 document name in the Name field of the Add Document page, or rename the Document after it has been created in Livelink. (1958137 and LPAD-5189)
6. Safari on Mac – The Download and Open functions behave differently when using a Safari browser on Macintosh than with other browsers. The workaround is to hold down OPTION key while clicking the Download link or CTRL-Clicking the link and selecting Save Linked File As... on the popup menu. (1958821 and LPAD-5036)
7. Safari on Mac – The Export Template function for Project Templates does not show a download dialog box when using a Safari browser on Macintosh. Safari sometimes displays application/octet-stream (if it thinks it is a plain ASCII document). The workaround is to use Save As... on the browser's File menu to save the results of the "Export Template" command. (1958820 and LPAD-5206)
8. Setting httpOnlyCookies=true makes text editor and spell check applets unusable with IE browser. Microsoft is aware of this issue and recommends not using httpOnly cookies in this situation. See <http://support.microsoft.com/kb/917412>. (LPAD-12776)
9. Internet Explorer does not handle Outlook Express e-mail attachments correctly. In order to access the documents from Livelink, users using Internet Explorer should use the "Download" command; otherwise, the Firefox browser should be used. (LPAD-13168)
10. When viewing PDF files in the Safari 2 browser, Adobe Acrobat editing buttons and security status features will not be visible within the browser. This appears to be a limitation in the support of Adobe Acrobat in Safari, not in Livelink. (LPAD-14315)

Application Notes: Character Encoding

1. When setting the name and path for external file storage only ASCII characters can be used with UTF-8 versions of Livelink. This is an issue with how Operating Systems handle string data. (1970232 and LPAD-6558)
2. When Livelink is configured for UTF-8 character encoding, all Documents displayed in the Text Edit applet are assumed to be in UTF-8 encoding. New Documents created using the Text Edit applet will NOT have BOM (Byte Order Mark) bytes created, however Livelink will preserve the BOM bytes in existing Documents that are edited using the Text Edit applet. (1947932 and LPAD-4822)

3. The ":" character cannot be used in Document names. All other characters will be accepted and should enable Livelink to function normally. If the characters ?, ", /, #, ~, |, \, <, >, or ; are used in a Document name, they will be converted to underscores in the file name used for the Upload and Download functions. UTF-8 Livelink installations do not have this limitation.
4. NTLM authentication will not work if a UTF-8 version of Livelink is used and a user name contains an extended character. (1989748 and LPAD-10202)
5. If a user specifies a file name other than .txt or .html for the files saved in EUC or JIS, Japanese Livelink does not display the contents of the file correctly. The workaround for this issue is to manually select the proper encoding on the browser. (1600326 and LPAD-13615)
6. Form data can get corrupted when posted to Livelink when using IE6 on a Windows 2000 client if browser encoding is set to Unicode (UTF-8) without also selecting Auto-Select. This issue is resolved if Auto-Select is also selected. (1987370 and LPAD-6575)

Application Notes: Drag and Drop

1. When right-clicking an item in the drag-and-drop pane the pop-up menu is controlled by Microsoft Windows, not Livelink. Some of the items may not be functional, such as Send To: Compressed Folder. (2039499)
2. If content is added through drag-and-drop into a container with required attributes then some of the Storage Provider rules may not function as expected. Content added in this manner is not stored in the destination Folder, but rather in a temporary folder until attributes are completed. Rules based on Categories or attribute values will not be applied. These rules are applied at object creation, but with the delayed completion of attributes no Categories are applied to the items until a later point when the user completes the items.

Application Notes: Multi-File Output

1. Certain "pop-up blocker" software may prevent the Active X download window that is required to use Multi-File Output from appearing. If so, temporarily disable the "pop-up blocker" software. (LPAD-17066)

Application Notes: Notifications

1. Users will receive Notification for newly created News regardless of the effective date. (1700081 and LPAD-13676)

Application Notes: Pagination and Container Filtering

1. When navigating to the last page of paginated results in a container, a large amount of white space may appear between the page footer and the bottom of the window. This may hide the contents of the browse page from the end user. To avoid this issue, the JRE on the client must be upgraded to version 1.6.0_01. (LPAD-16450)

Application Notes: Search

Administration

1. Before stopping the database to which Livelink is connected, all Livelink processes must also be stopped. Processes operating when the database is stopped may lose information. This can affect search index update operations that were incomplete when the database was stopped. (1597368 and LPAD-81)
2. The DVersExtraData table, which caches data for the Find Similar function, can become very large because it is not automatically purged in Livelink. The table can be purged manually using SQL commands executed directly on the database. To purge the table manually, type the following SQL statement in the SQL program for your database: "truncate table DVersExtraData". (1727140 and LPAD-509)

3. To enable Search Templates in a multiple-Domain Livelink system, the Livelink administrator must browse to the Personal Search Templates Folder in the System Objects Volume and grant Add Items permission to All Domains. This must be repeated each time the Personal Search Templates are reset by the Livelink Administrator. (1721199 and LPAD-510)
4. If you change the values of the memory-related fields for the Update Distributor, Search Engine, or Index Engine processes on the Partition Map Specific Properties page, you must go to the Specific Properties page of each affected process and click the Update button for the setting to take effect. (1956630 and LPAD-5002)
5. On LINUX, you must manually delete the search.ini file before changing the current database. (1985103 and LPAD-6354)
6. If you create the Help and Admin Help directory walker data sources in Livelink 9.5 (or later releases), and then uninstall and reinstall Livelink using identical host, ports, and locations, you must resynchronize the indexes and restart all indexing processes in order for the original Help and Admin Help data sources to work. (1987040 and LPAD-6682)
7. If an Admin server path is defined as a mapped drive, the user the services run as on NT and W2K must be the same user as that accessing the mapped drive. If the user credentials do not match, you will not be able to access the Admin server. (2016113 and LPAD-7495)
8. If the Document Conversion Service (DCS) stops, but the Enterprise Extractor process continues to run, the Extractor may eventually fill all available disk space with pending IPool messages. In this case, there will be no available disk space for the DCS to write the IPool messages when it restarts, and the data flow stalls. To avoid this, Open Text recommends that you stop the entire data flow instead of stopping only the DCS. (2023887 and LPAD-8628)
9. In a clustered environment, in order to ensure that SOV Alerts work properly, the HaveValidatedSearchComponents setting in the general section of the opentext.ini must be set to TRUE on the machine where the agent processes will be run. (2024639 and LPAD-8651)
10. Resynchronizing a Data Flow via its Specific Info page will not resynchronize any Index Engines associated with the Update Distributor. One must resynchronize Index Engines separately. (2048773 and LPAD-9552)
11. Before doing a purge and re-index of a Data Source that has read-only or update-only partitions (as created by the date based partition creation control rule), delete all the partitions except for the last number created by the control rule. (These remaining partitions should be in a read/write state.) After then performing the purge and re-index, the partitions should repopulate as they were (with perhaps some slight difference in the number of initial partitions). (2052641 and LPAD-9557)
12. Partitions should not be manually changed to a read-only state. Doing so may result in process errors for the index and search engines. (2052682 and LPAD-9691)
13. The ObjectRankEnabled setting in the [options] section of the opentext.ini file needs to be set to FALSE for all Livelink servers but one in a clustered environment to get the Object Score section of the Search Manager ranking tab working properly. (2055066 and LPAD-9794)
14. The ExcludedMimeType section in the opentext.ini file can be updated to exclude the following list of MIME types from indexing. Excluding some or all of these MIME types can improve the efficiency of the Enterprise Index data flow by preventing data that you do not want to index from passing through the data flow. (1730227 and LPAD-10196)

application/x-arc=TRUE
 application/x-binder=TRUE
 application/x-ceodb=TRUE
 application/x-com=TRUE
 application/x-compress=TRUE
 application/x-dataease=TRUE
 application/x-dbase3=TRUE
 application/x-dbase4=TRUE
 application/x-dif=TRUE
 application/x-director=TRUE

application/x-envoy=TRUE
 application/x-exe=TRUE
 application/x-firstchoicedb=TRUE
 application/x-flash=TRUE
 application/x-frameworkiii=TRUE
 application/x-gzip=TRUE
 application/x-icf=TRUE
 application/x-lzhsfx=TRUE
 application/x-paradox3.5=TRUE
 application/x-paradox3=TRUE

application/x-paradox4=TRUE	image/x-hanako=TRUE
application/x-qadbase=TRUE	image/x-harvard=TRUE
application/x-quickfinder=TRUE	image/x-hpgallery=TRUE
application/x-rbase=TRUE	image/x-icon=TRUE
application/x-reflex=TRUE	image/x-illustrator=TRUE
application/x-smartdata=TRUE	image/x-macpaint=TRUE
application/x-snapshotbmp=TRUE	image/x-meta=TRUE
application/x-snapshottext=TRUE	image/x-micrografx=TRUE
application/x-stuffit=TRUE	image/x-miffg=TRUE
application/x-winclip=TRUE	image/x-os2dib=TRUE
application/x-winforms=TRUE	image/x-os2meta=TRUE
audio/basic=TRUE	image/x-os2warpbmp=TRUE
audio/mpeg=TRUE	image/x-pbm=TRUE
audio/x-midi=TRUE	image/x-pcd=TRUE
audio/x-wav=TRUE	image/x-pcx=TRUE
image/cgm=TRUE	image/x-pgm=TRUE
image/dgn=TRUE	image/x-photoshop=TRUE
image/g3fax=TRUE	image/x-pic=TRUE
image/gif=TRUE	image/x-pict=TRUE
image/ief=TRUE	image/x-pif=TRUE
image/pjpeg=TRUE	image/x-portable-anymap=TRUE
image/jpeg=TRUE	image/x-portable-graymap=TRUE
image/png=TRUE	image/x-portable-pixmap=TRUE
image/tiff=TRUE	image/x-ppm=TRUE
image/x-amidraw=TRUE	image/x-presentations=TRUE
image/x-autoshade=TRUE	image/x-printspro=TRUE
image/x-bmp=TRUE	image/x-rgb=TRUE
image/x-cals=TRUE	image/x-sun=TRUE
image/x-candy=TRUE	image/x-targa=TRUE
image/x-cmu-raster=TRUE	image/x-winmeta=TRUE
image/x-corel=TRUE	image/x-wpg=TRUE
image/x-coreldraw=TRUE	image/x-xbitmap=TRUE
image/x-cursor=TRUE	image/x-xdump=TRUE
image/x-dcx=TRUE	image/x-xpixmap=TRUE
image/x-designer=TRUE	image/x-xwinddump=TRUE
image/x-dxb=TRUE	video/mpeg=TRUE
image/x-epstiff=TRUE	video/quicktime=TRUE
image/x-flashpix=TRUE	video/x-avi=TRUE
image/x-gdf=TRUE	video/x-msvideo=TRUE
image/x-gem=TRUE	video/x-sgi-movie=TRUE
image/x-gemimg=TRUE	

15. Moving metadata values from disk to memory may not work if the partition is too full. Once metadata values are shifted to disk, the partition is all of a sudden less full. As a result, more metadata can be added. However, if at a later date the administrator wants to move some metadata values back to memory, he or she may no longer be able to do so soon Windows since the partition may be too large for a 32 bit JRE. (LPAD-13146)
16. Users not given the Public Access privilege when added to Livelink will not have access to the Livelink Search Bar. This can be corrected by explicitly giving these users permissions on the System Volume and applying to sub-items. (1807865 and LPAD-13725)
17. For this release, the Object Score on the Search Manager Ranking page is calculated using the Favorites Weight and Shortcuts Weight only, not the Accesses Weight. (LPAD-14745)
18. Before installing the Livelink Classification or Livelink Classification Professional modules, you must suspend all data flows. You can resume the data flows after the installation completes. (1944367 and LPAD-4021)

19. If the Read or Write directories for any dataflow process are defined as mapped drives the user the services run as on NT and W2K must be the same user as that accessing the mapped drive. If the user credentials do not match, an error will occur. (1721557 and LPAD-13693)
20. When using Netscape browsers, Open Text recommends that the Web server be configured so that pages expire immediately. Otherwise, use of the browser's Back button in conjunction with date-range searches will not function correctly. This is due to a known Netscape bug regarding "hidden" form input fields values when pages are reused from the cache. A workaround is to click the Reload button after the Back button when returning to the search page. (1645091 and LPAD-13661)
21. Users may not be able to search on dates before a certain year because the date widget for attributes uses a drop-down menu for the year. The range of years can be changed by editing the InputDateMinYear parameter in the [dateformats] section of the opentext.ini file. This is a system-wide setting. (1601638 and LPAD-13623)
22. Best Bets administrators do not have access to the Manage Best Bets Items page. They need system administration rights. (LPAD-6414)
23. Livelink extractor can index metadata but not content if it loses the connection to LEA. Go to the Admin.index page, go to "Configure the Enterprise Extractor Settings" and set the operation to follow when content cannot be obtained to prevent the loss of content in the index. (LPAD-19592)

Document Conversion

24. Certain file formats require the appropriate file extension in order for them to be viewed properly: e.g. Targa (.tga), HPGL (.hgl, .hpg, .pgl), Professional Write Plu (.pwp), GEM Image (.img), WBMP Image (.wbm), AI 9+ (.ai), Hangeul (.hwp), and RBase/RBaseFile3 (.rbf). (1603281 and LPAD-96)
25. Image files with a .tiff file extension may take a long time to convert to HTML and may be incorrectly scaled. To correct this, change {INSOINS ELEMENT=Sections.Current.BodyOrImage} to {INSOINS ELEMENT=Sections.Current.BodyOrImage WIDTH=800} in the view.tpt file in the config directory of your Livelink installation. The value of WIDTH can be adjusted as necessary. This change to the view.tpt file will be overwritten each time the Configure Server Parameters Administration page is updated. (1631694 and LPAD-240)
26. The Web browser may upload Ami Pro files with an incorrect MIME type, which prevents them from being viewable. To correct this, manually reset the MIME type to application/x-amipro. (1602408 and LPAD-13633)
27. The document conversion process (otdoccnv) uses and supports the specification of multiple encodings, which must be in the [FilterEngine] section of the opentext.ini file. The encodings are tried in the order in which they are listed in the opentext.ini file. The first encoding for which the data can be successfully converted is deemed to be the "correct" encoding for that data. If no encoding is specified, the ISO-8859-1 encoding is assumed. For instance, if the opentext.ini file has the following:


```
[FilterEngine]
encoding1=Shift_JIS
encoding2=EUC-JP
```

 otdoccnv will first attempt to convert the incoming data using the Shift JIS encoding. If this fails, then it will try the EUC-JP encoding. (1808317 and LPAD-13729)
28. To ensure that AutoCAD drawings get the correct MIME type when uploaded to Livelink, you should modify the mime.types file in the Livelink_home/config directory to include the appropriate MIME types. AutoCAD suggests using image/vnd.dxf and image/vnd.dwg for the respective DXF and DWG drawing types. (1878984 and LPAD-13754)
29. On UNIX platforms, the "tmpdir" directory must be added to Livelink_home, if necessary, and "tmpdir=<valid path>" must be added to the [DCS] section of the opentext.ini file in order to view Documents when using the Remote Cache Server. (LPAD-14382)

Search API

30. Web servers may need to be configured to serve .xsl files as mimetype text/xml in order for the Livelink Search API's XML output to function properly. (1957666 and LPAD-1608)

Application Notes: Security

1. An Admin user can reset another user's password to a previously used value, even if Livelink is configured to prevent the user from reusing that password. If the Admin resets another user's password, and leaves their password expired, then the user can (and must) immediately change their password regardless of the configuration of the number of days between password changes. (1950073 and LPAD-3613)
2. Although the Triple DES module appears on the Uninstall Modules page, it should only be uninstalled if you are replacing it with another module that provides an alternate encryption algorithm. This is not recommended. (1899585)
3. Livelink now manages the ability to lockout a user after a configurable number of failed password attempts. This feature was formerly available only in eSign. If you have eSign installed and have configured password lockouts, you will need to re-configure them after upgrading to Livelink 9.7.0, as your original eSign settings will not be applied
4. Livelink uses an implementation of the Triple DES algorithm for encrypting sensitive information used for authentication purposes. Specifically, user passwords that are stored in database tables and the database password stored in the opentext.ini file are encrypted. Additionally, the cookies that are passed between the client web browser and the server are also encrypted.

Application Notes: Web Edit

1. The Office Editor ActiveX control required for Livelink Edit and Compose functionality is available in an MSI package for distribution in a locked-down desktop environment. Refer to the "Livelink Office Editor MSI Install Package" product information on the Open Text Knowledge Center at <https://knowledge.opentext.com> for more details.
2. The Livelink Edit and Compose functionality supports the following versions of Microsoft Office products:
 - Microsoft Excel 2002 SP3, 2003 SP3, 2007
 - Microsoft PowerPoint 2002 SP3, 2003 SP3, 2007
 - Microsoft Project 2003 SP3, 2007
 - Microsoft Visio 2003 SP3, 2007
 - Microsoft Word 2002 SP3, 2003 SP3, 2007
3. The ActiveX editor is only supported from an IE Web browser. Supported versions of Microsoft Internet Explorer are IE 6.0 SP1 and IE 7.0. (LPAD-13249)
4. To ensure the ActiveX control can be easily installed automatically on first-use from the Web browser, the client workstation may need to be configured to enable 'Automatic prompting for ActiveX controls'. This is an IE Security Setting which is disabled by default in the Internet Zone and in the Trusted Zone with IE 7.0.
If the ActiveX is installed using the MSI, then for a workstation with IE 7.0 it may be necessary to enable the IE Security Setting 'Allow previously unused ActiveX controls to run without prompting' for it to be loaded properly on first use. (LPAD-16914)
5. The Edit process requires that the IE browser instance that was used to start the Edit must be left running until after the user has closed the Office application and the Document is saved back into Livelink. A dialog is displayed if the user tries to close the browser. If the browser is closed due to a Shut Down process, or the user clicks the "OK" button and ignores the warning provided, then the changes made to the Office document cannot be saved back into Livelink. (LPAD-2383)
6. The Web Edit administration page can be used to configure the document types handled by the Office Editor ActiveX control for Open and Edit, and which document types can be created from the Add Document page. It can also be used to disable the Compose/Edit feature of Livelink. This page has been renamed from 'Specify Document Compose Settings' to 'Web Edit Administration'. (LPAD-16024)
7. The Compose of a new Document may not work for Office 2007 document types when Livelink is running on IIS because IIS will block unknown MIME Types. The workaround is to register the new Office 2007 MIME types with IIS. This can be done from the Properties dialog for the Livelink support virtual directory on the "HTTP Headers" tab. Click the "MIME Types" button and add the following entries:

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docx application/vnd.openxmlformats-officedocument.wordprocessingml.document
xlsx application/vnd.openxmlformats-officedocument.spreadsheetml.sheet
pptx application/vnd.openxmlformats-officedocument.presentationml.presentation
(LPAD-14364)

8. If the user attempt to save changes back to Livelink with an expired or invalid cookie, the save to Livelink will fail. The user must save their changes locally and then unreserve the Document and add a new Version manually. (LPAD-15925)
9. The Finish Edit dialog for PowerPoint and Visio documents do not provide the “Save Locally” or “Cancel” options. This is due to limitations in the Microsoft API. (LPAD-14448)
10. A new instance of the Microsoft Office application will always be launched, even when there is an existing one running with no document open. (LPAD-9945)
11. Finishing an edit for an advanced versioning Document will always add the new Version as a new minor Version and does not allow the user to add a new major Version. (LPAD-15453)
12. Opening Excel workbooks for Open or Edit using the ActiveX editor will not load Excel add-ins which can affect workbook functionality. This behavior is documented in Microsoft KB Article# 213489. (LPAD-15481)
13. Performing an Open action for the second time for the same Document will open a second instance of the Document instead of just setting focus to the already open Document. (LPAD-14273)
14. To ensure proper functioning of Web Edit functionality on a Remote Cache 3.3.1 server, the most recent Remote Cache rollout patches (with pat09126.txt) must be installed. (LPAD-17329)
15. When the ActiveX Editor is configured to use WebDAV and the WebDAV virtual folder on the web server requires authentication (such as in a LDAP - Directory Services configuration) then the Open action may fail when trying to open a document as read-only. This problem appears to be caused by an authentication issue of Microsoft Office 2002/2003. This problem does not occur with Office 2007. (LPAD-17382)
16. A user who is a member of the local Power Users group on the client workstation is unable to install the ActiveX control; Administrator privileges are required. To resolve this issue, obtain patch pat09160.zip available on the Knowledge Center as a Core Livelink Patch for Livelink Enterprise Server. (LPAD-17499)

Application Notes: Workflow

1. If a user is deleted while they have a proxy set for their Workflow assignments, the proxy users will continue to receive these assignments. The correct approach to deleting a user is to first ensure that no proxy is set for them. An administrator will need to log on as that user, and undo their proxy, before deleting the user. (LPAD-16537 and LPAD-16291)
2. When using the Safari browser, depending on the Java plug-in used, the Livelink dashboard menus (e.g. Personal, Enterprise, Tools, Help) may display behind Java applets such as the Workflow Painter. (1962111 and LPAD-5593)
3. Major/minor versioning implements strict rules over who has rights to copy an object. A map could be initiated by a user with insufficient rights to copy a Document with only minor Versions that had been included in the map design. In this case the Workflow will initiate but the Document will not be included in the attachment area. (2032737 and LPAD-10337)
4. Livelink will only display the current value of any attribute in a step, including those steps that may have executed multiple times in a loopback. However, the system stores iterations of attribute data in the Livelink database. If you want Livelink to store only the current value, you can disable versioning for Workflow attributes.
5. If you want to view attribute values for a step across loopback iterations, you must write a LiveReport or SQL database query to extract and display the data from the Livelink database. For more information, see the Livelink Workflow Designer Guide.

6. The Permissions on Workflow Attachments normally include Public Access by default, so that any user who receives an assignment can access attachments in the Workflow. Attachments will also be accessible through Search and LiveReports. Therefore, you should always set the Permissions on the Attachments within each individual Workflow Map to be appropriate for the set of users who should have access to attachments in Workflows that are initiated from the map. (1708723 and LPAD-11865)
7. Attributes within a set in a Category are not available for selection in the Item Handler step. (1932719)
8. The 'update original' functionality of Item Handler is only applicable when you copy a Document into the Workflow Attachments manually using the 'Copy item from Livelink' link in the attachments tab. (1936000 and LPAD-13377)
9. Workflow instances are no longer searched by default. In order for them to be searched in basic "From Here" searches, you must enable the Workflow regions in the index regions administration page for the data source by checking the "Search by Default" box for that region.
10. The Group Options field in a Workflow User step only applies to Livelink Groups included in the Multiple Users/Groups field in Advanced Assignees. It does not apply to individual users in that field. (1743659 and LPAD-13695)
11. Livelink may compute Workflow due dates incorrectly if the start date of the first Workflow step is backdated before the current date when the Workflow is initiated. In this case, Livelink treats the actual start date for the step as the initiation date, and then calculates the step due date as the start date plus the step duration. (1670572 and LPAD-13669)
12. If you attach a Shortcut as a Workflow Attachment during initiation, and that Shortcut is later deleted, the reference to the original item will not be deleted until at the latest seven days from deletion time. (1528127 and LPAD-13600)
13. The Location column in Personal Assignments does not list the title of the parent Workflow for steps in Sub-Workflows. To display the name of the root Workflow, the variable replacement <WorkflowTitle /> must be used in the "Initiate As" field of the Sub-Workflow step. To display the name of the immediate parent Workflow, the variable replacement <ParentTitle /> must be used in "Initiate As" field of the Sub-Workflow step. (1591325, 1693801 and LPAD-13607)
14. A Workflow Process step will fail if it is configured to copy Workflow Attachments out to Livelink but the user in the preceding User step has no write permission for the target location. The user who performs the User step (even an Assignee, Proxy, or Delegate) must have appropriate permissions to the target location. An Item Handler step that executes automatically via the Workflow agent can be placed before a Process Step is one way to ensure adequate privileges. (1647839 and LPAD-274)
15. If a User step is assigned to a user who does not have the "Agent Performers" privilege, and "Allow the Workflow Agent to perform 'Send On' processing is selected, then the step will never proceed past this point. Map designers must take care to ensure that users have correct privileges. (2018266 and LPAD-10162)
16. Folders created using Item Handler do not inherit the Categories from the parent Folder. If Folders are created first and then moved to the target, they do inherit the Categories based on the Item Handler configuration. (LPAD-14386)
17. If a running Workflow is modified and then resumed, any item reference attribute that refers to that Workflow's attachment(s) (any sort of node) is cleared during a modify function. This is because when the map is modified, it is copied, and all the nodeids are replaced. Any item ref at that point would be invalid. If the item ref points to something outside the Workflow, its value is maintained. (LPAD-6812)
18. Using "Status = Step Late" in the Expression Builder works differently than it did in 9.5sp1. Before, if a step was late and then was sent on to an Evaluation step, the Workflow would be evaluated as "Step Late" although at that point the Workflow might not, in fact be late. Now, the condition will evaluate correctly when there is a current, active late step anywhere in the running Workflow. (LPAD-15684)

Workflow through e-mail

19. Workflow can only be e-mail-enabled if eLink is installed and configured for use.
20. Workflow initiation through e-mail can be disabled for the system using a global Administration setting. If the function is re-enabled, it is necessary to re-enable Workflow Maps before they can be initiated by e-mail.
21. Workflow e-mail completion messages are sent if eLink preferences (either global or personal) are configured for the event "A Workflow I manage has completed". However, only the Master Manager (group or individual specified for the process) will receive these messages.
22. There are overlapping event types for Livelink Notification and Livelink eLink: "A Workflow I manage has completed", "A Workflow I manage is late", "A Workflow Step is late", "A Workflow Step is ready." In order to eliminate redundancy, the user should consider clearing the Notification interest if a duplicate setting has been checked for eLink.
23. Email-enabled Workflow steps are delivered to users based on the Workflow step configuration and not on personal eLink preferences. This is a change from the earlier implementation (Embark for Livelink 9.5sp1).
24. When e-mail action steps are received by users, the proper response is to click an action button in the message. If the performer clicks "Reply", the message will go back to the Workflow initiator.
25. An extra audit trail entry is created for initiation and step completion performed through e-mail: initiation and step completion. These audit trail entries include the message ID for the inbound e-mail.
26. Confirmation messages (on completion of a Workflow step via e-mail) now include acknowledgement of attachments rejected as well as attachments accepted.
27. Comments sent in the body of a Workflow e-mail will retain their font styles, sizes, and colors. This will be reflected online as well as in the Comments sections of subsequent e-mails.
28. All Workflow steps delivered through e-mail can also be performed online in the browser, and depending on the timing of e-mail step delivery, it is possible for a user to receive an e-mail Workflow step even if they have just completed the step online. If they do repeat the step via e-mail, this will not affect the running Workflow and they will receive an e-mail message explaining that the step has already been completed.

UTF-8 related:

29. If using the UTF-8 version of Livelink and you want to import a Workflow Map that was exported from an earlier or non-UTF-8 version of Livelink and the map has characters that need to be converted to UTF-8, you will have to convert the map and place the appropriate encoding at the beginning of the map. In order to convert the exported Workflow Map file, add the word utf8 at the top of the file and save as UTF-8. Be sure to use a tool that won't add the BOM character into the file as well (for example, Notepad will do this, so use a different editor.)

Known Issues

Known Issues: General

1. An error may occur when a user attempts to access the My Home page after the RMI port number has been changed when you are using Directory Services with multiple instances of the Web application server (such as one server for authenticated users and another for non-authenticated users). Livelink will only automatically update the application server used to make the change. Any other application server instances must be manually updated. (1970872 and LPAD-6542)
2. If the Livelink Undelete module is uninstalled, the 'Deleted Documents' LiveReport will no longer function. If this module is not being used, this report can be deleted from the LiveReports volume so it will not be available to users. (2059416 and LPAD-9897)

3. Disabling My Home on the Administer Java Module page (by clearing the Configured check box) does not disable the My Home link in some locations. (1999700 and LPAD-9178)
4. When an item is created in Livelink by XML Import, the item's default permissions (Owner, Owner Group, Public) are inherited from the container that the item is imported to. However, Livelink also applies the ACL list from the imported object's XML data, so that users will have the same permissions as on the imported object - even if they would have more permissions by inheriting from the target container. Users NOT listed in the imported object's ACL will inherit permissions from the target container. (1761426 and LPAD-13702)
5. When exporting and importing via a Project Template, if you have a Workflow Map with an Item Handler step that has a mapping of a Category to Workflow attribute, the settings are not maintained. (1912622)
6. LiveReports with very long SQL statements may export but not import correctly. (1466802 and LPAD-30)
7. In LiveReports, all parameters must be specified in ascending order (that is, 1% followed by 2%, and so on). (1593320 and LPAD-13612)
8. Files uploaded by the Web browser will be saved into the temporary file system directory used by the HTTP Server associated with Livelink. If file uploads are aborted, a file fragment may be left in the directory. A procedure must be implemented by the customer to ensure that the file system does not become full. (1631428 and LPAD-11598)
9. If a Livelink URL item for a file share is entered in a generic Microsoft form, as in "\\server\share", a Livelink Shortcut to the URL item will not open correctly because Livelink will convert it to the form "http://livelink//server/share". As a workaround, enter the URL in the form "file://server/share". (1699760 and LPAD-431)
10. A stack crawl occurs if a user without the System Administration Rights privilege receives permissions to a Document in the Deleted Document Volume and then tries to make a Generation of the Document. (1701357 and LPAD-445)
11. When a Task is assigned in Livelink 9.5.0 or later, the assignee is not saved in the event record field called "EventInt4", as it was in previous versions. This may affect how users receive Task notifications. (1961217 and LPAD-5405)
12. The text created in the Layout and Content sections of an Appearance will be stored within the Appearance container in a Folder named "Layout Content" which will be created if it does not already exist. The name of the Folder must always be "Layout Content", regardless of the language of the Livelink system. If the Folder is renamed, Livelink will automatically create a new Folder when any of the content sections is created. (1961255 and LPAD-5318)
13. Livelink does not prevent the Administrator from uninstalling the Storage Provider module when there are documents associated with one of the non-default storage providers. The affected documents will not be accessible until the configuration is restored. (1962135 and LPAD-5056)
14. Excel spreadsheets cannot be viewed using the View as Web Page function if the workbook is password protected. This is due to encryption of the file contents using the password and Livelink has no way to decrypt the contents. The error message displayed by Livelink is "Unable to convert document" which does not convey an indication that the contents are password protected. (1850402, 1940525, 1962452, LPAD-3444 and LPAD-5308)
15. Relative links/bookmarks to points within Word documents are non-functional when viewed. (1613226 and LPAD-11489)
16. When the LiveReports module is uninstalled, the database schema is not cleaned up. The server will not work until the module is reinstalled or the schema is manually adjusted. (1597425 and LPAD-77)
17. In a LiveReport with a Click-thru SubReport, the "DETAILS" action will not display if the report format is set to "LiveReport". (1602075 and LPAD-72)
18. When a user adds a Compound Document or a Shortcut, and then clicks the Browse Livelink button to select a destination Folder for the Compound Document, the Categories field, previously blank, will display

“not determined”. When the user clicks the Add Item button, the Edit Categories window will display with “No Categories”. This is done to ensure that the user will have an opportunity to fill in required attributes for any Categories that may be on the target container. (1618633 and LPAD-10266)

19. Within a Compound Document, you can make a Shortcut to only Documents or Compound Documents, but you are allowed to select other items when browsing for the Shortcut. Livelink displays an error message indicating that the Shortcut is not allowed in a Compound Document. (1606693 and LPAD-117)
20. If Categories or Attributes are added or edited while an item is added, copied, or moved and required Additional Node Attributes have not been filled in, the user will receive an error message and be redirected back to the original page; however, the category/attribute changes will be lost. (1617169 and LPAD-171)
21. When converting to HTML, Livelink does not support generated tables or indexes from Microsoft Word or other document formats. (1682091 and LPAD-373)
22. Access to Domains cannot be disabled on a per-Domain basis. (1698885 and LPAD-420)
23. Uninstalling the Document Undelete module typically causes all Documents in the deleted volume to be purged. However, if any Documents in the volume to be deleted are reserved, have a Version locked, or have a Generation, the uninstall process will fail. In this case, you must manually remove Documents from the Deleted Documents Volume before the module can be successfully uninstalled. (1698587 and LPAD-425)
24. Using the Move function to restore a deleted Document does not remove the Document from the Deleted Document Volume. The move does move the Document to the proper place. After the Deleted Documents Volume is purged, the Document should no longer appear in the Deleted Documents LiveReport. The Restore operation should be used instead of Move. (1700435 and LPAD-434)
25. The colon character (":") cannot be used in the Subject field of a Topic or Reply. The error message improperly indicates "Name" instead of "Subject". (1700295 and LPAD-444)
26. The default Public Access permissions on the Document Undelete volume are: See and Add Items (without Modify). These permissions are created programmatically when the volume is created, and cannot be set via the standard Permissions page. (1710634 and LPAD-467)
27. In certain situations, the URL generated by Livelink will become too long for the browser and the operation cannot be performed. For example, when you browse into a sub-Task and then click the up arrow and then repeat this sequence of events several times. Livelink keeps appending the "next url" to the original URL until the length exceeds 255 characters. (1710959, 1854156 and LPAD-466)
28. If you use the Up One Level icon of an attachment to a Task to navigate to the Edit Task page, clicking the Update Task button on that page will display the attachment instead of the parent of the Task. (1725647 and LPAD-519)
29. The two LiveReports that are provided for Deleted Documents have default record limits of 100 records. If you need to display more than 100 records, you can edit these LiveReports and increase the limit. (1731558 and LPAD-534)
30. If you go to the User Tab Permissions page on the Livelink Administration page and add a Domain and an X-Domain Group to the Edit Anyone permissions list and give the groups Allow Edit of Anyone permissions for the Personal tab, a user (without User administration rights) in the Domain or the X-Domain group still cannot edit another user's Personal tab information. This works correctly for Domain users and Domain groups (without User administration rights) who are specifically given these permissions, but not for users given these permissions via Domains and X-Domain groups. (1732865 and LPAD-541)
31. You can make a Domain user who does not have the User Administration Rights privilege the leader of the Domain's default group; however, such a user will not be able to edit the group. (1749379 and LPAD-557)
32. Under certain conditions and with some browser configuration, the keyboard cursor focus may not be set in the correct field of the Livelink page. (1918963 and LPAD-2455)

33. The HTML files, (Top Center, Bottom Right, etc.)and/or the Layout Content Folder can be moved to another Appearance, and they still function but you will not be able to tell where they are located. (1936594 and LPAD-7383)
34. If a Project and its data exceed 2 GB, the Largest Projects (Physical Space) LiveReport will fail to produce a result. A workaround (Oracle only) is to wrap the first 'sum(...)' function with a to_char function and change the format to AutoLiveReport. (1876192 and LPAD-1337)
35. Some dynamic links generated by Livelink are "absolute" rather than "relative" and, therefore, can cause problems with some proxy server, cluster servers, and authentication tools. Known areas include highlighting, Workflow painting, Project menu items, News Channels, and Task Lists.(1806673 and LPAD-823)
36. Users cannot edit information on their own Personal tab using the My Profile page unless the Edit Self permission is set to Allow Edit of Self. Users who have been granted Edit Anyone Permissions can edit their own Personal Profile fields by selecting the Edit command for their own listing using the Users & Groups function on the Enterprise menu. (1767322 and LPAD-664)
37. Certain file formats require the appropriate file extension in order for them to be viewed properly: e.g. Targa (.tga), HPGL (.hgl, .hpg, .pgl), Professional Write Plu (.pwp), GEM Image (.img), WBMP Image (.wbm), AI 9+ (.ai), Hangeul (.hwp), and RBase/RBaseFile3 (.rbf). (1603281 and LPAD-96)
38. The "Livelink Enterprise Server UTF-8 Upgrade Guide" for version 9.5.0 SP1 states on page 48 and 64 that, to upgrade a Shift-JIS version of Livelink to Livelink 9.5.0 SP1 Shift-JIS, you must first upgrade your existing Livelink to version 9.5.0 SP1 ISO-Latin-1. This statement is not correct. (2041545 and LPAD-9073)
39. Renaming a Category can have a large performance impact when the Livelink database is very large. (LPAD-12796)
40. If a system report is aborted before it is allowed to complete, it may become impossible to run another system report. Please contact Open Text Customer Support to resolve this issue. (LPAD-12821)
41. The options on the "Original" sub-menu of the "Functions" menu for a Generation object operate upon the most recent Version of a Document rather than the Version targeted by the Generation. This is also true for how a Generation behaves with regards to a release of a Compound Document. This is at odds with the online documentation for a Generation. (LPAD-12931)
42. Image references are broken in Custom Views if the URLs used to load the Custom View are built either using the nickname URL or using relative links as shown in the following example:


```
<a href=http://host/alias1/livelink.exe/fetch/2001/1234567/customview.html?func=ll&objId=89012>Text Goes Here</a>
```

Using the following technique to create the links should create images that are not broken:

```
<a href="http://host/alias1/livelink.exe?func=ll&objId=89012">Text Goes Here</a>
```

To avoid redirection issues when following links when using Remote Cache servers, it is advisable that all of the Remote Cache servers use the same service name as the primary Livelink server, "alias1" in these examples, and links in Custom Views pointing to other Folders on the server should use the following pattern:

```
<a href="/alias1/livelink.exe?func=ll&objId=89012">Text Goes Here</a>
```

(LPAD-13408)
43. Users with only See contents permissions cannot see components of an Appearance if Advanced versioning is enabled and the most recent Version is a minor Version. Open Text recommends that standard linear versioning be used for the Appearance object. (LPAD-8645)

44. Remote Cache is not supported when Livelink Enterprise Server is configured to use SEA. (LPAL-723)
45. The schema reference document for Livelink 9.7.0 incorrectly indicates that the size of DVersData.MimeType is 64 characters. The correct size is 255 characters. (LPAD-15722)
46. When performing an XML Export, if the &transform parameter is used for style sheets that contain the XSL document() function, an error will be returned. (LPAD-16217)
47. It is not possible to add Documents that are larger than 2 GB to Livelink when using CGI on Windows. (LPAD-17245)

Known Issues: Auditing

1. After you install the Renditions module, the auditing interests for items that can have Renditions must be manually enabled using the Administer Event Auditing page. (1719141 and LPAD-469)
2. It is not possible to set auditing interests or query the audit log by Domain. (1701291 and LPAD-11852)
3. A user will not be able to query the administration audit log by user login name on a database that was upgraded from 9.5.0 SP1. The work around for this issue is to run the following SQL statement:

```
UPDATE DAuditNew
```

```
SET UserID = PerformerID
```

```
WHERE AuditID = 23 AND UserID IS NULL
```

Upgrades from 9.6.0 behave correctly. (LPAD-8707)

Known Issues: Browser Specific

1. The Copy function for the Properties short link or the Open short link is not available in the following cases:
 - When using Internet Explorer on a non-Windows computer.
 - When using a Netscape browser on any platform.
 (2033986 and LPAD-8684)
2. When using Netscape 7.2, the cursor focus is not obvious on some input boxes. (1958458 and LPAD-5123)
3. The Check Spelling applet displays text characters incorrectly when using the Netscape 7.0 browser with the Sun Java 1.4.2 plug-in on Solaris. (1897000 and LPAD-1552)
4. When using a Mozilla browser on an HP-UX client workstation, some of the Livelink dashboard menus may wrap to a second line. (1961334 and LPAD-5475)

Known Issues: Character Encoding

1. If a Nickname is created using non-ASCII characters, a URL containing a short link to that item may not function correctly in certain browser, Web server, and Livelink server configurations. As a workaround, change the Nickname so that it contains only 7-bit ASCII characters. (1961624 and LPAD-5486)
2. When Text Documents that contain extended ASCII characters which are created via the Livelink interface on a UTF-8 installation are opened, the browser encoding is incorrect. To properly view these Documents, the browser encoding must be manually set to UTF-8. (LPAD-4525)
3. **UTF-8 Livelink Only** – Items with international characters at the beginning of their names may not sort correctly in a paginated container or in other views that use pagination. This is not an issue for containers when pagination is disabled. (LPAD-16938)

Known Issues: Drag and Drop

1. If a container that has required attributes has been moved to the Recycle Bin, items added to the container via the Drag and Drop tab that have not yet had the attributes completed cannot be restored. The attributes on the incomplete items must first be completed on the items in the Recycle Bin before the items can be restored. (LPAD-14666)
2. If Selective Renditions are set on a Folder and the Folder has required attributes, then items added through drag-and-drop will not be queued for Renditioning. (2053338 and LPAD-10394)

Known Issues: Multi-File Output

1. When utilizing the Print functionality of Multi-File Output, not all applications will shut down after having been spawned in response to a print request. (LPAD-17068)
2. When certain object types are selected for Multi-File Output printing, instead of loading a printing application, the application that handles that object type loads the object. You must use the application's print function to complete the process. (LPAD-17071)
3. If you attempt to process the same object more than once at the same time (for example, from the Search results page or the Collections page), it will only be processed once (duplicates are removed). (LPAD-17074)
4. When utilizing the Print functionality of Multi-File Output, printing a PowerPoint file (.ppt) may prompt the user to respond to a "Printer properties" window. This window may be hidden beneath the browser. (LPAD-15188)
5. Multi-File Output does not print Compound Documents in the order that the individual Documents appear in Livelink. (LPAD-15186)
6. Even when MUFO is configured to not strip UTF-8 characters from Archive names, certain character sets may still have characters replaced with underscores (for example, but not limited to, Asian or Latin1 characters). (LPAD-14969)
7. In certain instances the "Help for this page" feature may direct the user to the wrong page. (LPAD-14564)
8. When Multi-File Output is installed and you right-click on a supported container or Document in Livelink Explorer, the menu items say "Zip Download" and/or "Zip Email" instead of "Zip & Download" or "Zip & Email" (i.e., the ampersands are missing). (LPAD-17083)
9. When using Livelink Explorer module Multi-File Output, the Zip and Print operations are not supported using multi-select SHIFT or CTRL key combinations. (LPAD-17085)
10. **Japanese Livelink Only** - When a user selects "Compress and Email" for an item and attempts to select a Message Recipient, the page header displays garbled characters. (LPAD-15486)

Known Issues: Notifications

1. When using separate Livelink instances for external directory service authentication and internal user authentication, the Notification reports will only provide URLs for one or the other of these servers. This is a problem with the way that Livelink Notification works. (1688784 and LPAD-382)
2. If Livelink has been configured with "Don't include user names" in the Audit Trail under Workflow Parameters, the performer will not receive a Notification message for Workflow steps. (1701423 and LPAD-453)
3. When opening a Livelink Notification html report e-mail attachment with an Internet Explorer browser, UTF-8 coding is not recognized and text displays in Latin-1 format. (1967105 and LPAD-5770)

Known Issues: Pagination and Container Filtering

1. If a text string is copied into the container filtering text box, no results will be returned even if the string is present in the name of an item in the container. The filtering on the item will be successful if the text string is typed directly into the filtering text box. (LPAD-16853)

2. The Name and Item type filters are not available in Compound Documents when Filtering is enabled for the Livelink system. (LPAD-16928)
3. If a user does not have permissions to see all items in a paginated container, the pagination controls may not display with the correct page numbers on the last page of the configure page for the container. (LPAD-16549)

Known Issues: Projects

1. A Project cannot be copied or moved into another Project, even though a "Select" link is provided for Projects when browsing to a destination container. (1985309 and LPAD-6312)
2. If a user clicks the Finish button more than once when creating a Project from a Project Template, the user may receive an error page and when continuing will see that the new Project was actually created. The XMLImportErrors log for the second attempt will contain a message like "Project Name An object with this name already exists" along with a list of the nodes that were not created. (1879360 and LPAD-1398)
3. When creating a Project using a template that includes name substitution variables, Livelink will not be able to create an item if the length of the string resulting from the substitution exceeds the maximum allowed for item names. If this happens, Livelink reports that the Project was successfully created, however some items within the Project were not created due to the error "Could not create path." (1874878 and LPAD-1300)
4. When a user selects a Project Template on the first step of the Project Creation wizard, the name, description and category fields will be set according to the template and any user entry into those fields will be superseded. The Categories will become non-editable and the user will not be able to enter attribute values. The new Project will not inherit any Category from the parent container. (1879377 and LPAD-13749)
5. A Domain user who is a member of a Cross-Domain Project cannot see other Project members or coordinators who are not in his Domain when browsing to assign a user to a Workflow step. As a workaround, a user with the System Administration Rights privilege can make the assignment. (1712262 and LPAD-456)
6. If a Project Template includes a Meeting Room, the room's Task List will not be correctly linked on the Meeting Room when Livelink creates new Projects using the template. Livelink will be unable to create new Meetings in the room and will display the error "There is no tasks container assigned for the Meeting Room". This can be repaired by going to the Specific Info page of the Meeting Room and manually selecting the Task List. (1888624 and LPAD-1561)
7. The Project Outline page shows the contents of a Compound Document in alphabetical order, not the order specified by the Reorganize function for a Compound Document. (1745653 and LPAD-588)
8. (UTF-8 Livelink only) An error occurs when using The Create From command to create a Project from a Project Template that has been imported. As a workaround, all Project Templates should be exported using the CONTENT parameter to specify "base64" encoding in the export URL. For example:
func=ll&objID=xxx&objAction=xmlexport&nodeinfo&permissions&attributeinfo&scope=sub&versioninfo=all&content=base64. (1960191 and LPAD-5359)
9. If a Sub-Project within a Project is configured to display within Featured Items, the Sub-Project will not be displayed. (LPAD-16729)
10. When configuring a Project, if 'Featured' is selected for an item on any page other than the first configure page for a Project, the item will not display as 'Featured' in the browse view of the Project. (LPAD-17182)

Known Issues: Search

Administration

1. It is not possible to resynchronize an Admin server when a resynchronization is already in progress (for example, on another instance in a clustered Livelink configuration). In this case, the resynchronization results do not necessarily indicate the actual results. (1602031 and LPAD-99)

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2. If after installing Livelink and creating a 'New Enterprise Data Source', the 'Create Processes' button is clicked a second time while the Enterprise Data Source is being created, an error message will be displayed and a trace log will be produced. (1928895 and LPAD-3092)
3. File or directory names specified in any area of Search Administration, such as dataflows, index or log file locations should be comprised of only 7-bit characters. The use of 8-bit characters in file specifications may lead to process errors and possible unexpected behavior. (1738534 and LPAD-8876)
4. If you upgrade a database that contains data flows constructed from optional modules (such as the Livelink Spider) and the modules are not part of the upgrade, performing data source maintenance operations on these dataflow such as purging, re-exporting, or resynchronizing may have indeterminate results. (1606936 and LPAD-13636)
5. Search by default regions specified with extended characters in a Latin-1 installation aren't searchable. (LPAD-14577)
6. If a slice is deleted, the deleted slice may still appear in the search scope selection box, in the search bar, and may be returned in a func=search.getslices function call. This is because of the caching characteristics in Livelink. Once the cache is cleared by all active threads the slice will no longer be returned. (1931856 and LPAD-3463)
7. Modifying the name of a user's Personal Search Template Folder will effectively delete that user's saved templates. (1784614 and LPAD-13706)
8. When enabling Domain support, the Livelink Administrator has the option of changing the system Domain name. However, Open Text recommends that the default name, 'Livelink,' not be changed. If you do change the default system Domain name, you must also change the names of all existing user Search Templates (including upgraded ones); otherwise, Search Templates for the system Domain users will no longer function. (1721664 and LPAD-486)

Collections

9. Projects created via Templates that have a Collection will not have the Collection populated as per the Template, the Collection will be empty. (LPAD-14548)
10. Performing a DB verification level 5 mistakenly reports that the Child Count is incorrect for Collection objects. This misidentification is due to Collections being virtual containers that still keep track of their size in ChildCount DTree column. (LPAD-15781)

Directory Walker

11. Directory Walker does not support mounted drives on the Windows 2003 server. UNC configuration is supported. (1939999 and LPAD-4708)
12. You must wait up to ten minutes after creating a new directory walker data source before the new data source is listed in the Scope list on the Livelink Search page. (1985237 and LPAD-6366)
13. If you mix path formats in the Directory Walker (for example, a mapped drive as the directory to be crawled and a UNC directory in the Exclude field) the exclude restriction is ignored. The same applies to the Include field. (1587005 and LPAD-13603)
14. If you delete a Directory Walker's history database and change the case of the directory, the Directory Walker will consider all database objects to be new when it recrawls the directory. (1630430 and LPAD-13646)

Document Conversion

15. View as Web Page does not support generated tables or indexes from Microsoft Word or other document formats. (1682091 and LPAD-373)
16. Headers and footers in a Word document are placed incorrectly when using "View as Web Page". (1850708 and LPAD-1144)
17. Depending on where line breaks occur in a source AutoCAD document, some content may not be searchable. (1879129 and LPAD-1362)
18. Excel spreadsheets cannot be viewed using the View as Web Page function if the workbook is password protected. This is due to encryption of the file contents using the password and Livelink has no way to decrypt the contents. The error message displayed by Livelink is 'Unable to convert document' which does

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not convey an indication that the contents are password protected. (1850402, 1940525, 1962452 and LPAD-3444)

19. The Document Conversion process can return an error of 100 if there are certain named entries in the ExcludedMimeType section of the opentext.ini file. Entries starting with 'mod' in the ExcludedMimeType section (model/iges, model/vrml) will result in the process failing to start properly and will exit with process error 100. (1992847 and LPAD-7294)
20. The View conversion to HTML does not support the Microsoft Office Drawing Layer or macros in Microsoft Office applications. (2035263 and LPAD-8998)
21. The View as Web Page feature does not support vector graphics on non-Windows platforms. (1451503, 1603345 and LPAD-11103)
22. Excel 97 documents containing extremely long hyperlinks do not always filter to HTML properly. (1563025, 1435527 and LPAD-13582)
23. If the Livelink Filter Pack is installed onto an existing Livelink installation which has been run at least once without the Filter Pack, warning messages about the HHIncludedMIMETypes section will be produced in the thread log. These messages can safely be ignored. (2021228 and LPAD-8517)

Find Similar

24. Keywords used for Find Similar search can be different from keywords for the Document. (1940494 and LPAD-3911)
25. The Find Similar feature for Documents searches only against the Enterprise Index. Therefore, if no Enterprise Index is defined for a particular Livelink installation, a Find Similar search yields no results, even though there may be similar Documents in other slices. (1696648 and LPAD-13677)

Hit Highlighting

26. Hit highlighting of large Documents, such as spreadsheets that are converted to large HTML tables, may take longer to render than the timeout of the browser. This occurs more frequently when a query involves many search terms. (1602045 and LPAD-103)
27. Because font size and position can skew the document conversion service's interpretation of words in PDF documents, there are some cases where words may not be tokenized as expected. When this occurs, the Document cannot be hit highlighted correctly. (1807440 and LPAD-834)
28. Hit highlight may not always display highlighted content in searchable AutoCAD files. (1879084 and LPAD-1368)
29. Local server caches must be manually cleared in clustered installations of Livelink. (1918738 and LPAD-2523)
30. Lotus Notes e-mail objects (DXL objects) indexed via an e-mail monitoring/management solution will not have the option to be Hit Highlighted from a search result page. (2034140 and LPAD-8821)
31. If an expanded search generates 100 or more search terms, Livelink will hit highlight only the first 100 terms. This is a known hard-coded limitation. (1693570 and LPAD-13675)

Index Backup and Restore

32. Static names (names without wildcards) should not be used for the Backup Directory Name Template when creating a backup process on a control rules page. (2036283 and LPAD-8887)
33. The backup manager location must not be used for the Backup Directory Name Template when creating a backup process on a control rules page. (2036293 and LPAD-8895)
34. The automatic index backup process creation mechanism allows for many, many backup processes to be fired at once, depending on how many partitions exist. System resources may be affected in such a scenario. (2056503 and LPAD-9795)
35. If an incremental backup is scheduled to go off before an initial full backup has succeeded, the incremental backup will fail. This failure won't be treated as fatal, however, and the remaining incremental backups scheduled before the first successful full backup will react the same way. (2056504 and LPAD-9796)

Prospector

36. If a user does not have permission to a sub-slice, they cannot prospect the entire slice. (1831434 and LPAD-963)
37. The 'New' and 'Modified' indicators on Prospector objects are kept for the system settings, and not for user defined settings. (1838143 and LPAD-1020)
38. Clicking an older version of a Livelink item returned by Prospectors returns the latest version of the item. (1958550 and LPAD-5228)
39. Prospectors do not obey slice definitions. If you specify the name of a slice to monitor in a Prospector's In field, the slice is ignored and the entire Data Source slice is monitored instead. (2021041 and LPAD-8465)

Recommender

40. Livelink Recommender attributes are not added to the list of default system attributes for the Livelink Search page until the first recommendation is made and the corresponding item is re-indexed. To add Recommender attributes to the list of default system attributes after this point, select the Displayable and Queryable check boxes for the applicable regions on the item's Region page, and then click the Update button. (1815835 and LPAD-874)
41. In some situations, Livelink Recommender may not track actions performed against Livelink modules. For example, actions performed using a Prospector may not appear in Recommender. (1818570 and LPAD-889)
42. Documents attached to a Workflow do not retain their original ratings while in the Workflow. (1836290 and LPAD-998)
43. When using Livelink Explorer, the "Use Description as Initial Synopsis" check box on the "Configure: Synopsis" administration page should not be selected. When selected, the summary on the Ratings page appears as "Add version done via drop/paste on date/time" when Documents are added to Livelink. (1881829 and LPAD-1463)
44. Items may appear in Recommender's What's New section for a longer or shorter period of time than expected if users have changed their specific setting for this option to be different from the system setting. (1823150 and LPAD-13730)
45. Ratings and comments given to Documents contained within a Workflow are not saved when the Workflow is finished. (1830792 and LPAD-13733)
46. Due to differences in the certain Web browsers handle requests, some actions may be tracked differently in the Recommender summary table. (1832930 and LPAD-13734)

Searching

47. The 'Sounds Like' search modifier is not currently supported in languages other than English. (1818189 and LPAD-880)
48. If you perform a phonetic search (that is, sounds like) search on a phrase, Livelink processes the query as a phonetic search on the first largest in the phrase. (1940923 and LPAD-3991)
49. Livelink retrieves the Best Bets search result items by performing an RDB comparison (that is, they are not retrieved via the search engine). The only tokenization performed on these items is for upper to lower-case variations. This means that if there are possible variations available for the Query (for example, accented European values and Japanese width and half-width values), the Best Bets match may be overlooked. To prevent this, you must ensure that each possible Best Bets variant value is associated with the item. (1993085 and LPAD-6820)
50. One cannot search for '*' when performing a Natural Language Query search on a saved slice originally created from a '*' NLQ From Here (Expanded) search. (2015288 and LPAD-7835)
51. The Content Only option has no effect on a complex query. Selecting Complex Query from the Look for drop down list on the Advanced Search page will leave the option to select Content or Metadata or All from the Within drop down list. Despite the availability of the Within drop down list, any option selected is negated by the choice of Complex Query from the Look for drop down list. This means that if a user specifies they wish to search on a Region that is metadata but they choose the Content Only option, there will be no match. (1698672 and LPAD-10286)

52. If you perform an advanced search for a non-existent region (e.g., [region zzz]!=0), the search will retrieve everything in the index. This occurs because such a query asks for all items that do not contain a region that does not exist. (1476752 and LPAD-13580)
53. The Enterprise Extractor process does not extract empty attributes. This means that if an attribute exists, but has not been associated with a Livelink item, it is not extracted and therefore, not searchable. (1514277, 1475852 and LPAD-13594)
54. When a user performs a search on a date attribute and specifies 'Past 3 Months' or 'Past 6 Months', the date range specified by the actual OTSTARTS query is not exactly 3 or 6 months. Instead, the calculation is performed using 90 days and 180 days, respectively. Since some months may have more or less than 30 days, the range over which the query operates may miss some items that would otherwise be found. (1602182 and LPAD-13631)
55. If an attribute has multiple values, Livelink shows only one value on the Search Result page. The attribute that is shown will be inconsistent from object to object, due to the non-deterministic manner in which the multi-valued attributes are extracted. (1647209 and LPAD-13655)
56. You cannot search XML files through a System Attributes search. To perform a search on an XML region, use the XML Attributes to select the DTD region. These regions should not be made queryable in the Regions tab. (1712602 and LPAD-13686)
57. External data sources, such as those produced with the Directory Walker and the Livelink Activator for Lotus Notes, do not have a location within Livelink. Therefore, these items are never included in the Result Themes. (1686655, 1711136 and LPAD-13688)

XML Activator

58. If an XML Activator Producer process is placed directly before the HTML Conversion process in a data flow, null values in content data are not encoded. This generates process error 54. (1727355 and LPAD-487)

Known Issues: Web Edit

2. The ActiveX editor uses the URL defined on the Livelink server and this can lead to broken functionality within a load-balancing environment or an environment with a SSL accelerator. (LPAD-15687)
3. The Compose action will not function properly if a user does not have Reserve permissions on the Document being added. (LPAD-14747)
4. If a user performs an Edit without making changes, they will still be prompted to add their changes back to Livelink when they close the Document. (LPAD-14275)
5. An Open or Edit action from a Web browser will fail if Livelink Explorer is installed on the workstation but the Livelink server being accessed is not in the list of defined servers of Livelink Explorer. (LPAD-13229)

Known Issues: Workflow

1. If a user changes their status query and then suspends a running Workflow, when the page refreshes the status query will be missing from the page. In some cases, if they have set their default "My Workflows" tab to "Assignments" instead of "Status", they may be returned to the Assignments page rather than returning to the Status page. (LPAD-16294)
2. If Item Handler is configured to move or copy the Workflow Attachments with "synchronize contents" and any of the attached Documents has an apostrophe in its name, the synchronize function will fail. (LPAD-15935)
3. There are multiple audit log entries when working with a Workflow Map. Log entries are created every time the map is saved or a temporary copy of the map is created during viewing. (1669780 and LPAD-13762)
4. When modifying the route of an active Workflow, ownership of the attachments within the new Workflow will change to the user who is enforcing the modifications. (1840172 and LPAD-1055)

5. If a user makes another user a Proxy for their Workflow Assignments, and that user also has set a Proxy, the first user's assignments show up only in the Assignments page of the direct Proxy and not in that of the Proxy of the direct Proxy. (1647861 and LPAD-286)
6. Notification settings made on the Workflow Painter/Attachments page are not saved properly. When the map is initiated, any notification settings on the Attachments Folder are not copied to the running process. (1751482 and LPAD-567)
7. The "DataType_1_x" replacement tags for the title in a Sub-Workflow, do not work, in "Initiate as" field (1881911, 1939708 and LPAD-8173)
8. The item types available for an Item Reference attribute are not all supported in Item Handler operations. Such operations will fail when the step tries to execute. (1905574, 2052124 and LPAD-10311)
9. Following links on Workflow Attachments frame loads second global menu. (1962468, 1986728 and LPAD-10164)
10. Dynamic Replacement Tags used in the Step Name of an Item Handler step are not replaced, but remain unaltered, in the Workflow's Map View following initiation. This occurs for all replacement tags. (1949559 and LPAD-4715 and LPAD-4186)
11. "Make Generation" is offered as an option on the function menu of Workflow Maps, but it does not create a valid Generation. Generations are not supported for Workflow Maps.(2046531 and LPAD-10163)
12. The Windows Update (912945 or 912812) causes any Java applet/ActiveX to display "Click to activate and use this control" message before using it. See: <http://support.microsoft.com/kb/917425> but subsequent updates may have recreated the original behavior. (2058410 and LPAD-10281)
13. HttpOnlyCookies option breaks save of WorkflowMap (with IE). (LPAD-12777)
14. When a Workflow attribute defined as a multivalued user field has a blank line inadvertently added to the assignee-entered values, the Workflow evaluates the contents of the entire multi-valued field as Undefined. Be sure to have an "else" condition to route based on Undefined values. (LPAD-7970)
15. The Workflow agent will not execute an Item Handler step if the step is assigned to an LDAP user. When this occurs, the step must be advanced manually. (LPAD-16417)
16. When a Workflow Map is defined with the dynamic replacement tag for the initiated date (i.e., "<InitiatedDate />"), the date formatting defined for the Livelink system on the "Administer Date/Time" administration page is not used. (LPAD-16445)
17. When delegating a Workflow step to another user (note: this ability is defined in the Permissions tab of a User step in the painter), the <More>>> button appears even when there are no more pages of users or groups to select from. (LPAD-16205)
18. Assigning multiple Users/Groups to a User Step does not function for Livelink Domain users. Assigning a single Domain User to a User Step does function properly. (LPAD-13785)
19. When a user receives a Workflow with attachments, the page displays with navigation options that will take the user out of the Workflow. To avoid this, the Workflow administrator can use an Appearance to hide these navigation options within the Workflow Attachment area. (LPAD-10164)
20. When the 'HttpOnlyCookies' option is set in the opentext.ini, users using Internet Explorer will not be able to save a Workflow Map. (LPAD-12777)

Workflow through e-mail

21. Workflow Group steps with Expand (all members must perform the step) result in the automatic creation of a Sub-Workflow. When these types of Sub-Workflow steps are delivered through e-mail, the name of the step appears twice in the Subject as well as in the body of the message. (2051341 and LPH-426)
22. If a Workflow includes a Sub-Workflow (this happens automatically on Group Expand steps) then the formatting of Comments in e-mail messages is affected. The Sub-Workflow step details appear under the 'Comments' column along with the actual text. (2048676)

UTF-8 Related

23. The subject line of an e-mail enabled Workflow may be garbled when a user completes the step via e-mail, when Japanese or accented characters exist in for the step definition. (LPH-485)
24. When you export a map with an evaluate step with complex expressions, like "and" or "or", etc, importing into a different language than the original one causes the evaluate step to behave against what was intended. The path is always the false one. The workaround is to open the map, go in the evaluate step, edit the expression, then click the intended logical operator from the drop-down menu. (19208895 and LPAD-309)
25. On UTF-8 Livelink, certain Workflow audit events may show a performer of 'Unknown' for Step Ready events such as Generation, and eSign Robot. Step Complete events show a performer name. (LPAD-9616)

Fixed Issues in 9.7.1

Livelink 9.7.1 includes resolutions for the following issues:

Fixed Issues: General

1. Agent Controller runs extremely slowly. (LPAD-9156)
2. If the user adds a Task List or Discussion to a Folder but does not have the Edit Permissions permission, the user is granted Write access to the collaboration item rather than Administer access. This means that the user will not be able to delete these items even though he or she is the owner. (1648141 and LPAD-13662)
3. In the Livelink Users & Groups function, Livelink uses a secondary sort on Last Name and when searching by First Name, and First Name when searching by Last Name. The secondary sort is not the same, however, in the Livelink Permissions function. (1961348 and LPAD-10349)
4. Clicking a link from an Admin help page to a User help page correctly redirects to the user help system. However, it is not possible to click back to the Admin help system from this point. (1952221 and LPAD-5064)

Fixed Issues: Character Encoding

1. When Livelink is configured for UTF-8 character encoding and using WebLogic or Sun Java, the encoding for Text Documents defaults to the Operating System character encoding when opened. (1987574 and LPAD-6507)

Fixed Issues: Microsoft Office 2007 Support

1. Office 2007 documents are incorrectly identified as MIME type "zip-compressed" when Microsoft Office 2007 is not installed on the client. This is partially due to the browser incorrectly detecting the MIME type. As a workaround, the Livelink administrator can modify the MIME type and file extension mappings manually in the mime.types file and the display images mappings in the mime.gifs file. . (LPAD-13220)

Fixed Issues: Multi-File Output

1. With Mozilla, if spaces are included in the Archive Name, after clicking Zip & Download, the archive name is truncated up to, but not including, the space, with no extension. For example, "test a22.zip" becomes "test". (LPAD-15182)
2. "Zip & Email as URL" does not function properly when Tomcat is used as the Web Server. (LPAD-15185)
3. Although container objects that cannot contain Multi-File Output-supported objects are listed on the Multi-File Output configuration pages, it is recommended that only container objects that can contain MFO-supported objects be selected. Attempting to perform a Multi-File Output operation on a non-supported object will result in an "Extract files from database; no files found" failure. (LPAD-15180)

4. If you attempt to perform a bulk operation (e.g., Zip and Download multiple objects) that includes a Shortcut that points to an object to which you do not have permission, the operation will not complete successfully; only some (or none) of the objects will be processed. (LPAD-15189)
5. When a Shortcut object type is not configured as a selected object type, but resides inside a container that is configured as a selected object type, performing a Multi-file Output action on the container causes the action to be performed on the object to which the Shortcut points. (LPAD-15190)
6. The “Search” page displays Zip & Download, Zip & Email, and Print buttons even if the module has not been configured to do so. (LPAD-15187)
7. If the Archive Name is deleted prior to clicking Zip and Download, the archive will be given a random name that may not contain a file extension. (LPAD-14556)
8. If Notifications are disabled, the Zip and Email button will still appear until the Livelink server is restarted. (LPAD-14554)

Fixed Issues: Search

1. Occasionally the settings for the RMI Registry Server will not be initialized properly upon installation or upgrade. To correct this issue, go to the RMI Registry Server tab of the Admin Server and make sure the settings are all valid. (2051721 and LPAD-10371)
2. The Host Name and/or Alias Name of an Admin Server must not contain the underscore ('_') character. If either does, the RMI Registry Server associated with the Search processes will not work properly and indexing may fail. (LPAD-10193)
3. When you perform a slice replacement operation at a Livelink site, the slices associated with the Prospectors at the site are lost. The Prospectors will not work until you associate slices with each of them. (1827542 and LPAD-13731)
4. The Filter Pack for LES 9.7 does not support the new 2007 doc formats docx, xlsx or pptx. (LPAD-14462)
5. A wildcard search (a search using an asterisk), does not return results when searching against XML documents in a specifically selected Document Type Definition (DTD) file. (1836907 and LPAD-1032)

Fixed Issues: Web Edit

1. The local file created in a user’s temp folder when doing an Open is not deleted automatically when the Document is closed. (LPAD-10043)
2. The ActiveX editor downloads and opens a Document using the Version file name instead of the node name of the Document in Livelink. (LPAD-8727)
3. When the browser cookie is expired or otherwise invalid at the time when the user is trying to save their changes back to Livelink as a new Version, there is no warning message dialog shown to the user that the save to Livelink was unsuccessful. (LPAD-10404)
4. The ActiveX editor does not install and operate correctly with Vista IE7 Protected Mode feature enabled. (LPAD-14459)
5. The blank 2007 documents for the Compose action are from the beta Office applications and do not function properly with the released versions of the Office 2007 applications. (LPAD-15597)
6. When doing a compose of a new Document and a backslash is entered in the Livelink name field, the Version file name will be truncated. (LPAD-14544)
7. The ActiveX control has a dependency on a Microsoft runtime dll which must already be installed on the client workstation. (LPAD-16149)
8. The Web Edit module should not be an uninstallable module as uninstalling the module from the Uninstall Modules page will break Livelink functionality. (LPAD-16023)
9. When editing an Excel document from Livelink, opening and closing another Excel document locally can interfere with the edit session. (LPAD-15941)

Fixed Issues: Workflow

1. Inconsistent behaviors in nested Workflows caused problems accessing attachments in sub-sub Workflows. (LPAD-10340 & LPAD-10315) This fix also resolves a problem with browsing the Workflow Volume. (LPAD-10329)
2. When you create a process step that has a large list of recipients in the "To" field, the resulting message that gets sent only has 256 characters and no error or warning is generated. (LPAD-12719)
3. A Performer Event script is removed from a loopback step if that step is re-assigned before it executes again. (LPAD-10353)
4. Under some circumstances, Workflow takes a false path even though previous users in the group approved the path. (LPAD-13031)
5. Once a Workflow step was performed, if it was done by a proxy user, their name was not listed in the Performer column of the Step List view, (LPAD-15027)
6. When comments are used in a Workflow the identity of the person making the comment is shown with the comment, and the display of the user name follows the preference set on the Admin pages for displaying users' names. However, when the Workflow step utilizes Send for Review, the identity of the Reviewer making any comment ignores the preference, and the comment attribution used the user's login. (LPAD-14829)
7. When a user has only See Details permissions in Workflow management, in earlier releases could access the Properties (Info) menu via the function button for the Workflow to access Audit Info, Versions, Management Info, etc. As of 9.5 the menu was not activated. Properties were still available by clicking on Workflow hyperlink. (LPAD-9216)
8. When a user assigned another user as their proxy on Workflows the proxy user did not receive notification when a step was assigned to them. (LPAD-15238)
9. When creating an expression on an evaluate step and selecting an Attribute of type User Popup, the dropdown included a bunch of user IDs, instead of the system-configured user display name. (LPAD-15076)
10. If attributes were defined for a Workflow, but none were made available during initiation, the attribute workpackage would not be available on subsequent steps. (LPAD-15356)
11. If multi-valued attributes in a Workflow were edited on a step, any values in item reference attributes were cleared out and left blank. (LPAD-15618)
12. Users not directly involved in an active Workflow can search on and delete Shortcuts to Documents attached to a sub-Workflow by deleting the Shortcut link from the search results page. (LPAD-15098)
13. Data Replacement tag format for Form fields is different than for Workflow attributes. The format is <DataType_1_4_x_FieldName /> where "x" is the ordinal number of the Form associated with the Workflow Map. This is because the same Form field name could exist in two different Forms. (LPAD-14419)

UTF-8 Related

14. Attaching Japanese file names or accented character file names failed to add a new Version to the existing file in the Workflow Attachment. The attachment could be created successfully, but if an e-mailed Workflow step was sent to update the file, the new Version would not be created. (LPH-486)
15. When an e-mail-enabled step (or an error or acknowledgement message about one) was sent from Livelink, the "From" column and in some cases the Subject line, would contain garbled characters. In the case of an e-mail-enabled step, this had caused further problems when the user tried to complete the step. (LPH-483)

Fixed Issues in 9.7.0

Livelink 9.7.0 includes resolutions for the following issues:

Fixed Issues: General

1. The user password field in Livelink accepts more than 16 characters, even though only 16 characters are evaluated. (2058634 and LPAD-10239)
2. For performance reasons, the default value of the User Rights Threshold on the Configure Performance Settings page was changed from 250 to 0 in Livelink 9.6.0. The online help does not reflect this change. This setting is also by the represented by the maxRightsString parameter in the [options] section of the opentext.ini file. (2052910 and LPAD-9806)
3. After upgrading Livelink, any attempt to add a Document results in an "Error creating the external file path". This error occurred because the path to the external file storage provider was not recorded correctly. (2036501 and LPAD-9657)
4. A user who is made a Workflow proxy for another user experiences slow performance when logging in to Livelink. (1971524 and LPAD-8674)
5. When the number of copies of a unit of content (such as Document or Document Version) exceeds 32,768, and then any of the copies (or the original item) is deleted, the content is deleted from Livelink and all copies become invalid. Unrecoverable loss of data occurs if the deleted content is subsequently purged from the Deleted Objects Volume. This situation also affects Forms nodes that use Livelink Versions storage as a revision mechanism. If necessary, a workaround is possible. For more information, see the technical note *Managing the I2 Limitation Regarding Multiple Copies of a Unit of Content*. (2056893 and LPAD-10356)
6. When Livelink opens an Excel file through a Web browser, the file name may be set by the browser to a temporary file name or to the URL from which the document was fetched. This could prevent Excel macros within the file from executing correctly. (1590323 and LPAD-13610)
7. Livelink Enterprise Server currently supports Oracle 10g Rel 1 RAC, however, it still uses OCI 7 calls, and thus does not support failover in a RAC environment or load balancing across multiple Oracle servers. (LPAD-9960)
8. The "Encoding=" parameter within the [XML] section of the opentext.ini file has been deprecated. However, the parameter is not removed with an existing Livelink system is upgraded, even though the parameter no longer has any effect. Livelink now sets the encoding of XML Exports automatically, based on the encoding configured for the Livelink instance. (1960130 and LPAD-5319)
9. Server crash when changing the permissions of a Task List that resides inside a Project. (LPAD-10330)
10. Discussions are very slow when there are a large number of Topics and Replies. (LPAD-10033)
11. The show prompt option in a LiveReport no longer displays values in the results when the LiveReport is executed. (LPAD-10323)
12. Filenames containing a forward slash ("/") cannot be viewed in Livelink. (LPAD-10002)
13. An audit event is generated for every attribute in a Category even when the attribute values have not changed. (LPAD-13032)
14. Microsoft Office 2007 documents are not supported. Documents created in these applications cannot be added to Livelink. (LPAD-14871)
15. The creation of a Domain is not audited. (1701508 and LPAD-11851)

Fixed Issues: Browser Specific

1. When using some versions of the Firefox browser, the MIME type of a PDF file that is uploaded to Livelink is sometimes set by the browser to "application/x-pdf". As a workaround, Open Text recommends upgrading to Firefox 1.5.0.1. (2043802 and LPAD-9242)
2. When My Home is accessed via https, it gives a security warning in Internet Explorer. (LPAD-9712)
3. The way Active X controls are handled need to be changed due to a Microsoft patch. (LPAD-10454)

Fixed Issues: Character Encoding

1. When Livelink is configured for UTF-8 character encoding and using Oracle 10g, change the setting in the opentext.ini file from ENV_NLS_LANG= . UTF8 to ENV_NLS_LANG= . AL32UTF8. Failure to change the setting will result in data loss. (LPAD-9986)
2. When Livelink is configured for UTF-8 character encoding and using WebLogic or Sun Java, the encoding for text documents defaults to Western European when opened. (1987574 and LPAD-6507)

Fixed Issues: Projects

1. Category inheritance is disabled on items inside a Project created from a Project Template when the Category is upgraded after the new Project is created. There is a patch for this issue for 9.5.0 SP1 and it was fixed in 9.6.0. (LPAD-13195)

Fixed Issues: Search

1. When viewed on a Macintosh, the Configure Alert E-mail Delivery page is not correctly formatted. (1876662 and LPAD-1305)
2. Thesaurus entries may not be created, or may be created improperly when there are invalid characters in XML. (1881621 and LPAD-1468)
3. Deleting Importer processes on Windows 2003 servers may cause other search processes to go into an unknown state and require resynchronization. (1964038 and LPAD-6380)
4. In a clustered environment where you have front-end Livelink servers and a Livelink instance dedicated to the Admin server, if you change the Admin user password from any of the front-end instances, the Enterprise Extractor can no longer log in with the Admin user cookie to extract. (1730146 and LPAD-13691)
5. Emails added via an e-mail monitoring or archiving solution will not have the 'Find Similar' option when they are served up as search results. (2032540 and LPAD-6618)
6. Livelink's Index Backup may encounter Error Code 181 if the Livelink Index backup process runs under HP-UX and the target drive is owned by a Linux server. For HP-UX clients to work properly, the Linux NFS server must specify both 'insecure' and 'insecure locks' in the options of the etc/exports file. Note that after changing the option you must shutdown and restart the NFS as 'exportfs -a' does not set the option. (1978921 and LPAD-6685)
7. If using an IE browser on a Mac, the synopsis may be truncated if the number of characters exceeds the allowed maximum of 32,767. (1837324 and LPAD-13735)
8. The Admin Server goes into Safe Mode when the otadmin.cfg file is open for editing. (1600080 and LPAD-13617)
9. The Enterprise Extractor process does not extract saved Queries. This means that saved Queries are not searchable. If you want to index saved Queries, you can remove node ID 258 from the ExcludedNodeTypes list in the [LivelinkExtractor] section of the opentext.ini file. (1601982 and LPAD-13632)
10. The Enterprise Data Source Resynchronization page displays after a database is created, even though a resynchronization is not necessary. Click the Continue link to proceed. (1617165 and LPAD-13641)
11. The 'ShowTotalHits' options in the opentext.ini file will not report the total number of hits across Livelink Domains. (1736250 and LPAD-13694)
12. Wildcard operators, such as an asterisk (*) cannot be used in languages other than English. (1761521 and LPAD-13700)
13. It is not possible to search on strings containing the '-' or '.' characters when doing a wildcard search where the last character in the search is either the '-' or '.'. (1879379 and LPAD-13750)

14. The Livelink XML Activator's XML Producer process supports documents with a single BASE64 encoded content region, if it is not in a CDATA region. (1721569 and LPAD-13689)

Fixed Issues: Web Edit

1. When Livelink is configured for cookies to expire X minutes after last request, the Compose and Edit actions will error at end of process. (2057709 and LPAD-10404)
2. When doing a Compose of a new Document, entering an illegal file system character in the Livelink name field will result in an error. (1999238 and LPAD-7036)
3. The ActiveX control is provided with the "Language" file property set as "English" instead of "Language Neutral" (LPAD-13108)
4. A Version file name containing non-ascii characters can be corrupted after performing "Edit". (2055039 and LPAD-10432)
5. The window "x" button does not close Edit Instructions message dialog (LPAD-5662)

Fixed Issues: Workflow

1. Public permissions on the Workflow Volume have been restricted. Notifications are no longer generated for items attached to Workflows. See Security_Alert_20112006:
<https://knowledge.opentext.com/knowledge/lisapi.dll?func=ll&objId=7817916> (LPAD-12911)
2. Performance improvements are made for listings in Personal-Workflows (for Status and Workflow Assignments). This fix particularly impacts customers with complex user/group implementations. (LPAD-8541)
3. Temporary maps were not being deleted for users who have only see and see contents in a Workflow, causing performance impacts. (1925804 and LPAD-10176)
4. If a Document Version was added by the Workflow Item Handler, a Rendition was not created, even if the Document is configured for Renditioning. (2003673 and LPAD-10263)
5. Proxy users would not get the "Apply" button for Forms in Workflow steps assigned to them. (2051144 and LPAD-9594)
6. Document attributes set during Item Handler category operations are now audited in Dauditnew table. (1974874 and LPAD-6074)
7. Modifying and adding comments multiple times during a single step would result in separate comments listed for the step. This problem only occurred with Oracle as the database. (LPAD-12781)
8. When assigning date and time attributes in a Workflow, the timezone offset would affect these values. (2043216 and LPAD-10417)
9. When moving/copying with an Item Handler step where "Synchronize Container Contents" is used, and one of the contents has a single quote in the name, this error would occur: "Error performing Workflow operation. [Error listing the children for item "item name"]." (LPAD-12958)
10. The canned LiveReport "Number of Late Workflows by [MapID] didn't work as expected. (1905868 and LPAD-13090)
11. Skip Weekend in Due Date calculations on a Workflow Map did not skip weekends in some cases. (2066329, 2036503, and LPAD-10062)
12. Users who were assigned to a step using an expression were lost when importing a Workflow Map and selecting Maintain Performers. (2068847 and LPAD-10098)
13. When adding a Version to an existing Document via Item Handler, the Category of the target is overridden by what is in the source. In some cases this can result in the Category being removed from the target Document. This is because Item Handler uses the default behavior of the Livelink Copy function. (2056831 and LPAD-10320)

14. Workflow Maps do not use the storage provider mechanism when it has been configured to use external storage. (LPAD-9304)

The following Workflow issues were fixed prior to 9.7.0, but are still noteworthy

15. Using the DataType_1_3_fieldname tag to display a user field Workflow attribute value in a process step e-mail fails to display the user's name. (1898741)
16. Item Handler adds Folders to Compound Documents even though Folders are not supported within a Compound Document. (1905574)
17. A user who is made a Workflow proxy for another user experiences slow performance when logging in to Livelink. (1971524 and LPAD-8674)
18. Memory leaks in Workflow need to be cleaned up. The performance degradation is particularly noticeable if a lot of Form data is mapped to Sub-Workflows and multiple initiates are done. (1988876 and LPAD-5676)
19. Item Handler operations will now produce audit trails on the affected objects. You must ensure that the Auditing Interests are configured in order to capture these events. (1905329 and LPAD-10160)
20. Workflow Map audit trail displays multiple Version Opened events for the Admin user. (2022416 and LPAD-8316)
21. A number of issues due to loopbacks, including overwriting attribute data as well as the name of a step performer in the comments. (2003074, 1882543, 1995210, 2006814, 1991532, LPAD-7684, LPAD-6928, LPAD-7473 and LPAD-6723)
22. When copying/moving an item in the Workflow Attachments, the Browse Livelink window should always open to the base Attachments Folder. (2016338 and LPAD-7961)
23. Workflow steps that are set to "Allow the Workflow Agent to perform 'Send On' processing" and also have "Multiple Users/Groups" as their assignee will never complete. (2049336, 1997278 and LPAD-8370)
24. When Workflow tasks are delegated in a Workflow, the appropriate recipient does not receive notification that a Task has been assigned to them. (1447252 and LPAD-13581)
25. If you have a link from the Start step to a Process step and you have no due date for the Workflow, the Workflow will be late as soon as it is initiated because the due date and the start date will be the same. (1903844 and LPAD-1610)