

ONDEMAND NEWSLETTER

NEWS AND TIPS ABOUT IBM CONTENT MANAGER ONDEMAND 2ND QUARTER 2014

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ADDITIONAL INFORMATION

NEWS

About this Newsletter

This newsletter is designed to keep you better informed about IBM® Content Manager OnDemand on all platforms. The newsletter will be published quarterly.

Previous editions of this newsletter can be found on the OnDemand support web sites, under the 'Featured links' heading. They are also available on the OnDemand Users Group web site under the heading '[Presentations, Newsletters, and such](#)'.

Correspondence related to this bulletin should be directed to odnews@us.ibm.com.

IBM Content Manager OnDemand Workshops Announced

Invite your OnDemand customers and prospects to these free IBM events!

Whether new to Content Manager OnDemand, an experienced professional, or considering migrating off of an older, less functional repository, your clients need to attend this exciting 3-day event to learn about the following topics from OnDemand Development and Subject Matter Experts. All platforms will be included.

Session Highlights

- Why your organization needs Content Manager OnDemand
- What's new in Content Manager OnDemand Version 9

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- Trends, Direction and Futures
- Architecture
- Best Practices
- Report Mining Capabilities
- Report Distribution Capabilities
- Enhanced Retention Management
- Full Text Index and Search
- PDF Indexing
- XML Capabilities
- Transforms
- OnDemand and DataCap Capture
- High Availability (HA) and Disaster Recovery (DR)
- Value Added Offerings from our top Business Partners
- ECM System Monitor
- IBM Content Navigator Client and Mobile Device Support
- Migration and Conversion Services to Content Manager OnDemand

Audience

System administrators, IT managers, call center managers, CIO's, CMO's, or anyone interested in understanding the capabilities of Content Manager OnDemand

Cost

These sessions are offered free of charge. Participants are responsible for their own travel expenses.

Locations

Boulder, Colorado

April 23-25 from 9:00 AM to 4:00 PM

IBM 6300 Diagonal Pkwy
Boulder, CO 80301

[Registration link](#)

Costa Mesa, California

June 10-12 from 9:00 AM to 4:00 PM

IBM 600 Anton Boulevard, Suite 300
Costa Mesa, CA 92626

[Registration link](#)

Chicago, Illinois

July 22-24 from 9:00 AM to 4:00 PM

IBM 71 S. Wacker Drive, 6th Floor
Chicago, IL 60606

[Registration link](#)

Additional Information

For additional information, please contact Bruce Foster - bdfoste@us.ibm.com or Greg Rochocki - rochocki@us.ibm.com.

OnDemand Solution Guide Available

A new IBM Redbook Solution Guide about OnDemand has been published. *Creating High-Speed Content Archival and Retrieval Solutions Using IBM Content Manager OnDemand* is available on the [Redbooks web site](#).

Abstract

Using IBM Content Manager OnDemand, you can create solutions that provide high-speed archival and retrieval of information, thus benefiting any organization requiring instant access to information, hardcopy replacement, or long-term archival of data.

The Content Manager OnDemand solutions can support small office environments and large enterprise installations with hundreds to thousands of system users. The solutions can dramatically improve productivity and customer service in many businesses by providing fast access to information that is stored in the system.

Server Fix Pack 8.5.0.9 Available

OnDemand server fix pack 8.5.0.9 is now available for IBM Content Manager OnDemand for Multiplatforms and IBM Content Manager OnDemand for z/OS.

OnDemand for Multiplatforms

The fix pack files are available from the IBM [Fix Central](#) site.

OnDemand for z/OS

To upgrade your system, choose the applicable PTF from the list in [support item 1260192](#).

IBM Content Navigator 2.0.24 for Mobile Available on iTunes

IBM Content Navigator 2.0.24 for Mobile is now available for [download on iTunes](#). This release implements the new iOS 7 look and feel as required by Apple; iOS 7 is therefore required.

- In addition to adopting the iOS 7 look and feel, a new layout that improves navigation has been implemented.
- The app also adds support for both entry templates and marking sets.
- The update also includes support for adding content in repositories that do not use folders.
- There are also dozens of fixes and minor improvements in the app.

TIPS – CROSS PLATFORMS

Customizing the Help > About Window for the OnDemand Client

The About dialog box can be customized by creating a Program Information File (PIF) with user-specified text and graphics. Up to eight lines of text can be added as well as a bitmap and text for the title bar. If a PIF exists, the About window will be displayed when the OnDemand Client is started. It can also be displayed later by selecting About OnDemand... from the Help menu.

One reason for customizing the About window might be to provide customer support information such as telephone numbers and names of customer service representatives for your company. Another reason might be to provide a look similar to other products your company is using. The About dialog box can be customized to contain company specific information such as the company name, company logo, etc.

The information displayed in the About dialog box for the OnDemand Client is obtained from a PIF text file that must be named product.inf. You can create this file using a text editor such as NotePad. To use the customized information, the file must be located in the OnDemand installation directory. The default installation directory is C:\Program Files (x86)\IBM\OnDemand32. Below is an example of the contents of an OnDemand product.inf file:

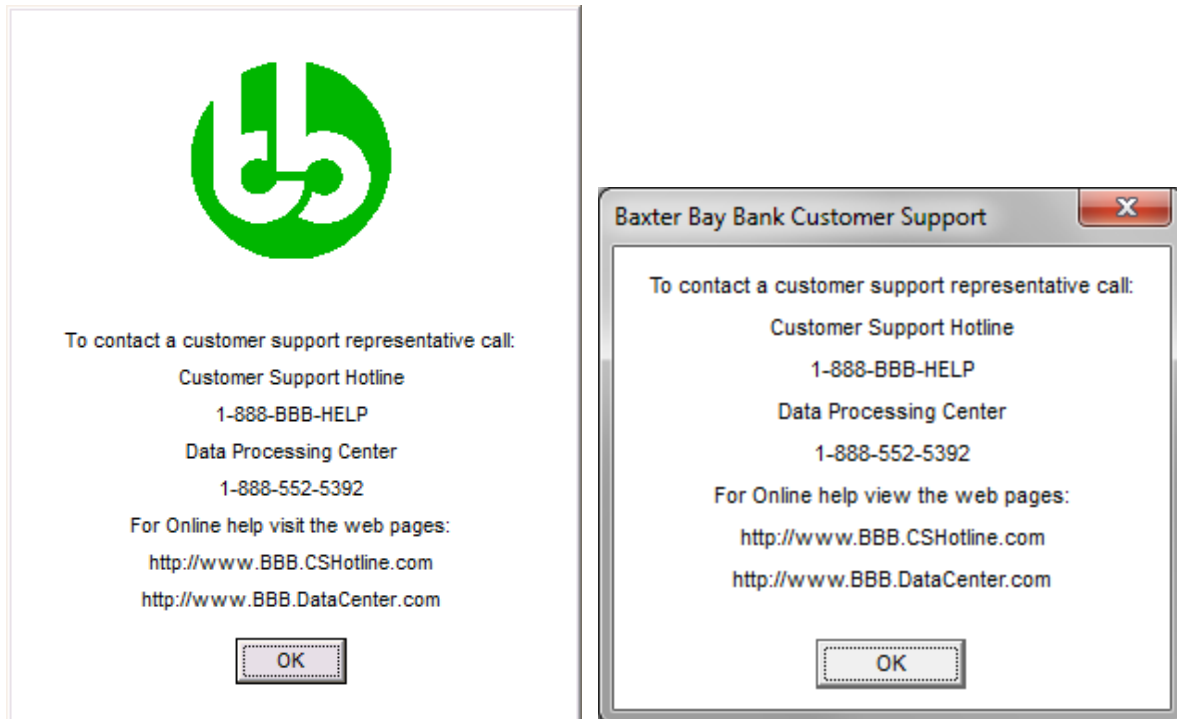
```
[Product]
NAME=Baxter Bay Bank Archive System
LOGO_FILE= C:\Program Files (x86)\IBM\OnDemand32\baxterbaybank.bmp
ABOUT_TITLE=Baxter Bay Bank Customer Support
ABOUT_LINE1=To contact a customer support representative call:
ABOUT_LINE2=Customer Support Hotline
ABOUT_LINE3=1-888-BBB-HELP
ABOUT_LINE4=Data Processing Center
ABOUT_LINE5=1-888-552-5392
ABOUT_LINE6=For Online help view the web pages:
ABOUT_LINE7=http://www.BBB.CSHotline.com
ABOUT_LINE8=http://www.BBB.DataCenter.com
```

The title bar of the OnDemand Client main window is customized with the name "Baxter Bay Bank Archive System" from the NAME keyword in the product.inf file. The title bar of the About window is customized with the name "Baxter Bay Bank Customer Support" from the ABOUT_TITLE keyword in the product.inf file.

Note that if a LOGO_FILE is specified, the ABOUT_TITLE is not used.

The following images show examples of a customized About window using the information contained in the product.inf PIF. On the left, with the LOGO_FILE specified; on the right, without the LOGO_FILE specified.

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Changing the Duration of the OnDemand Splash Screen or About Dialog Box Display

When the OnDemand Client is first started, an OnDemand splash screen or an About dialog box is displayed for approximately two seconds. By default, the OnDemand splash screen is displayed. However, if the About dialog box has been customized using a Program Information File or if the OnDemand splash screen bitmap file, ODSplash.bmp, does not exist in the OnDemand installation directory, the About dialog box is displayed.

The amount of time to display the splash screen or About dialog box can be changed to a longer or shorter time by adding an entry in the Windows Registry. The display time is specified in seconds. A value of zero can be specified to prevent the splash screen or the About dialog box from being displayed.

If you have customized the About dialog box to provide Customer Support information, for example, it might be desirable to increase the display time. Alternatively, to provide a uniform look for all of the products used by your company, it might be desirable not to display the OnDemand splash screen so that the OnDemand Client appears to be part of a suite of programs.

To change the duration of the splash screen display, locate the section called `\HKEY_CURRENT_USER\Software\IBM\OnDemand32\Client\Preferences`. Under Preferences, add a new string named SHOWLOGO. Set the string value to a value of zero or more seconds. The example below shows a Registry file to set a display time of five. Save the

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following two lines into a file named ShowLogo.reg. When executing this file, your Windows Registry is updated to display the OnDemand splash screen or About dialog box for five seconds after the OnDemand Client is started.

```
[HKEY_CURRENT_USER\Software\IBM\OnDemand32\Client\Preferences]
"SHOWLOGO"="5"
```

Date Field Not Displayed in the OD Client

Problem

My OnDemand system is at server level 9.0.0.x. I created a new application group, application, and folder using the 9.0.0.x Administrator Client. The date fields are not displayed for users with the 8.5.0.n OnDemand Client.

Cause

The date field was created with the new internal date format which is not supported by OnDemand clients prior to 9.0.0.1.

Resolution

Either create the date field with a type of 'Date (old style)' or upgrade your end user OnDemand Clients to 9.0.0.1 or later.

This tip is adapted from [support item 1667028](#).

What is an Application Identifier Field?

An application group is used to organize data based on common index values and storage management requirements while the data itself can be in different formats such as AFP, PDF, SCS, or line data. This is accomplished by storing the data in different applications within the application group. An application represents the physical characteristics of the data and is used to view the data.

When data is loaded and the index values for the data are added to the database, there needs to be a way to identify which application definition to use when a document is retrieved and viewed if multiple applications exist in the application group. This is the purpose of an application identifier field. An application identifier field is defined by adding a database field in the application group definition and clicking on the Application ID Field check box. The data type is automatically set to String and the length of the identifier string is customizable with a maximum length of 254 bytes. The identifier strings can be variable length or fixed length which means strings that are less than the maximum length are padded with blanks.

As part of the application identifier field, one or more mapping pairs are added. The mapping pair consists of a Displayed Value and a Database Value. The Database Value is the value that is stored in the database, identifying the application to which the data belongs. The Displayed

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Value is typically a more descriptive value that appears in a selectable list from a client such as the OnDemand Client running on Windows. As an example, if an application has been defined for each division of a company, the database value can be the value of the division (i.e. 112 which represents the "Southern Division"). The mapping pair would then be 112 for the Database Value and "Southern Division" for the Displayed Value. When the OnDemand Client is started, the user can search for documents by selecting "Southern Division" from a dropdown list. When the search is performed, the SQL string contains the value of 112 since that is the value in the database. Any row that contains the value 112 in the application identifier field will be returned and added to the list of documents that meet the search criteria.

In addition to adding the mapping pairs as part of the application identifier field, an application identifier string must be selected as part of the application definition. When an application is added, an application group is first selected. If the application group supports multiple application groups, a list of available application identifier strings is displayed. The string that is selected is used as the identifier for the application. When data is loaded, an application name is provided on the command line. The loading program determines the application identifier for the application and stores the value into the application identifier database field for each row that is added to the database.

Recommendations:

1. Since the application identifier string is stored in each row of the database, the size of the field should be considered. The value only needs to be large enough to provide a unique identifier. For example, if there will never be more than 10 applications in an application groups, a one byte field will work with values of 0 through 9 for the Database Value in the mapping pair. The Displayed Value for each Database Value can be more descriptive and can be up to 254 bytes. The value in the database does not have to be externalized so it does not have to be a recognizable value (such as 112 as the division identifier in a previous example).
2. A String field can be defined as a fixed length or variable length field. For an application identifier field, a variable length field should be used. If a fixed length field is used, application identifier strings that are stored in each row of the database are padded with blanks. This means the maximum number of bytes are always stored for each row. In addition, for databases such as MS SQL, a fixed length field can cause issues when trying to retrieve and view data. The application identifier string in the metadata database tables is stored as fixed length and the padded blanks are retained. The application identifier strings that are stored in the system definition tables for the applications are stored as variable length strings. Even though the strings are padded with blanks, the blanks are stripped when they are stored in a variable length field. When a comparison is made during a query to locate data for a specific application, the comparison fails because the trailing blanks have been stripped from the application identifier for the application.

Coding a PDF Trigger for Multiple Locales

You would like to run ARSLOAD and the PDF Indexer in either a Turkish or English locale. When you run ARSLOAD in the Turkish locale, everything works correctly. However, when you run ARSLOAD in the English locale, you see the following messages:

```
ARS4302I 03/13/14 02:55:52 -- Indexing started, 550655 bytes to process
ARS4922I ARSPD0CI completed code 1
ARS4901I COORDINATES=IN
ARS4901I TRIGGER1=UL(3.47,0.29),LR(5.10,0.64),*,',
ARS4905E TRIGGER1 parameter syntax incorrect
```

The trigger is

```
TRIGGER1=UL(3.49,0.28),LR(5.07,0.74),*, 'İHTARNAME', (TYPE=GROUP)
```

Notice that when ARSLOAD outputs the indexing parameters, TRIGGER1 is truncated.

The reason for the failure is that the Turkish character at the start of the trigger cannot be converted into the code page of the locale, which is English. OnDemand does not support triggers that cannot be converted into the code page of the locale where it is running.

As a work around, you should create the trigger in UTF-8 hexadecimal (code page 1208).

The UTF-8 hexadecimal for the trigger string would be X'C4B0485441524E414D45' and the Trigger parameter should be coded as follows:

```
TRIGGER1=UL(3.49,0.28),LR(5.07,0.74),*,X'C4B0485441524E414D45', (TYPE=GROUP)
```

The operating system locale has no affect in this situation. If you need to run the PDF Indexer in multiple locales, we suggest always creating the trigger in UTF-8 hexadecimal.

TIPS – MULTIPLATFORMS

ACIF Issues Message APK299 and Stops Processing

Problem

ACIF issues the following error message: `APK299I AN IM IMAGE OBJECT CONTAINS INVALID OR INCORRECT DATA. THE IM IMAGE OBJECT CANNOT BE CONVERTED TO AN IO IMAGE OBJECT.`

Cause

An inline page segment that is converted to Image Object Content Architecture (IOCA) and then included in an overlay which contains different l-units (resolution) might print or view incorrectly. Depending on the l-units involved, the actual positioning error might be small or large.

The positioning error occurred because ACIF processes inline resources in the order that they appear in the file. When an inline page segment is encountered in the data stream, it is converted from IM image to IOCA. ACIF sets the l-units for the converted page segment to the default of 1440 because at the time of the conversion there is no containing page or overlay for the page segment. The page or overlay which contains the page segment has not yet been encountered in the data stream.

If the converted page segment is later included in an overlay with different l-units, the positioning error occurs because there is a mismatch between the l-units of the page segment and the l-units of the overlay.

Starting with OnDemand V8.4.1.9, V8.5.0.4, or V9.0.0.0, when ACIF encounters this mismatch it will issue APK299 and stop processing.

For example, a file contains inline resources and shows the l-units of 2400 for an overlay. The overlay contains two page segments. This file has a mismatch between the l-units of the converted page segments and the l-units of the overlay which contains it.

Resolution

To avoid the APK299 error, one of the following options should be used:

1. The recommended option is to specify `EXTENSIONS=RESORDER` in the OnDemand indexing parameters. When this parameter is specified, ACIF stores the resources in memory and delays processing the resources until later. The page segment is not converted to IOCA until the l-units of the overlay are known, so the page segment can be converted to the correct l-units.

Considerations for using `EXTENSIONS=RESORDER`:

- a. This parameter only changes the order in which the resources are processed. If IM to IOCA conversion is specified (the default), that conversion will occur.
- b. The inline resources are stored in memory. If a file contains a huge number of resources, the system could run out of memory.
- c. Only inline resources which are actually used by the document are written to the resource

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file. Without this parameter, all inline resources specified in the RESTYPE parameter are written to the resource file.

2. Specify IMAGEOUT=ASIS to avoid the IM image to IOCA conversion. If ACIF is not converting the page segment from IM image to IOCA, then the l-units of the including overlay have no effect on the page segment. The positioning of the page segment is determined by information within the IM image.

This tip is adapted from [support item 1640940](#).

Configuring ARSLOAD to Process Downloaded Files with Non-Standard Names

Question

The name of the downloaded file is not in the standard format of MVS.JOBNAME.DATASET.FORMS.YYDDD.HHMMM.ARD. How can I configure ARSLOAD to automatically load it?

Answer

The ARSLOAD command can be configured to automatically load files which have been downloaded by Download for z/OS (also called PSF or MVS Download) into OnDemand for Multiplatforms. It is able to do this by extracting the application group name from the file name, and then using the application group name to load the file. The ARSLOAD command expects the file name in the following standard format:

```
MVS . JOBNAME . DATASET . FORMS . YYDDD . HHMMM . ARD
```

For example,

```
SVLSPI02 . SDSF . SDSF . INVOICE . 2012151 . 0632234768 . ARD
```

By default, ARSLOAD will extract the "FORMS" section of the name and use it as the application group name. For the above file, "INVOICE" would be the application group name.

However, the file name might not be in the standard format. For example, using AFP Download Plus on z/OS, the downloaded file might have a name similar to the following:

```
AFPD . MVSJES2 . PRT98 . DAVID . J0005903 . TTG1ACIF . IEBCGENER . SYSUT2 . INVOICE . 2012279 . 15  
472509484 . ARD
```

To configure ARSLOAD to load a file where the name is not in the standard format, use the ARSLOAD -B option. The -B option specifies the format of the file name and the location of the application group name.

For example, for the above file use

```
-B IGN . IGN . IGN . IGN . IGN . IGN . IGN . IGN . AG . IGN . IGN . EXT
```

to indicate to ARSLOAD that the application group name is "INVOICE".

The -B parameter can be used to indicate the location of both the application group name and the application name within the file name. For more information, see the documentation for ARSLOAD in the Content Manager OnDemand Administration Guide.

This tip is adapted from [support item 1613984](#).

TIPS – z/OS

Changing Document Retention

Question 1: I need to change the retention of several sets of documents from seven years to 14 years. I have set up a new storage group and management class in OAM and SMS. What do I need to do to change documents that are already loaded into OnDemand? Do I need to change the collection name for new documents? Will changes need to be made in OAM?

Answer 1: APAR OA25463 for z/OS 1.10 added a new utility that makes changing the collection name easier. You should read the [APAR text](#) before making any changes.

In short, perform the following steps:

1. Use the OAMUTIL CHGCOL function included in the CBR SAMUT SAMPLIB member. To invoke this utility, modify and run the CBR SAMUT SAMPLIB job or issue a TSO/E OAMUTIL command to start the utility. This utility allows you to change both default Storage Class Name and default Management Class Name but you should change only the management class. The new objects stored after these changes are complete will be assigned the new management class.
2. For existing objects, OSMC needs to be re-driven to update the object directory with the correct dates according to the new management class. In order for this to happen, the ODPENDDT needs to be changed to the current or earlier date. The simplest way to do this is to use the OSREQ macro to change the management class for the objects. When OSMC next runs for this object, the object directory will be updated with the correct dates.

Question 2: Once I change the management class for the documents in question, do I need to change the the Life of Data and Indexes value in the OnDemand application group definition to match the new management class assigned?

Answer 2: For the application groups in question, first check the expiration type to determine if it is set to Load or Storage Manager. If the expiration type is Load, you should update the Life of Data and Indexes to match the new management class.

Question 3: The expiration type is Load. Does IBM recommend an expiration type?

Answer 3: The two major expiration types are Load and Storage Manager.

Use Storage Manager if OAM should determine when data is expired. After OSMC has deleted the OAM objects, run ARSEXOAM to remove the associated indexes from the application group data tables. Note that Storage Manager expiration is not compatible with Enhanced Retention Management.

Use Load if OnDemand should determine when data is expired based on the Life of Data and Indexes value. You should disable OSMC and then run ARSMANT -d to remove data from OAM and associated indexes from the application group data tables.

Maximizing Available Virtual Storage

As some customers have discovered, OnDemand is capable of using all of the virtual storage available on a z/OS system. This possibility exists when loading extremely large files, or when the ARSSOCKD server gets backed up because it is unable to push data out to the clients quickly enough, or in cases when there is a problem in another subsystem.

This is a virtual storage constraint problem exactly like the ones back in the 90's when we were trying to run IMS (required a large common area) and CICS (required a large private area) on the same LPAR.

Here is a quick checklist of items that IBM Software Support uses:

1. Are you over-allocated on SHRLIBRGNSIZE, which comes directly out of virtual storage?

The big driver on this is typically running different levels of Java when running different levels of WebSphere. Running different levels of Java prevents sharing the Java code. Ideally, you want as much sharing as possible, then keeping the HIGHWATER USAGE mark just above that. In this case, increased sharing is good for saving on real storage requirements, but puts a strain on virtual storage available.

This example is from the output of D OMVS,L on a system with many, many WebSphere servers. This system could possibly use an increase in SHRLIBRGNSIZE, but if that is done then the virtual storage available for private will be decreased:

	CURRENT	HIGHWATER	SYSTEM
	USAGE	USAGE	LIMIT
SHRLIBRGNSIZE	134217728	134217728	134217728

In contrast, this is from a system which was just IPLed, where WebSphere is not up yet.

SHRLIBRGNSIZE	0	0	100663296
---------------	---	---	-----------

While the various WebSpheres are coming up, keep entering D OMVS,L and you can see how the number increases.

What are the current values for SHRLIBRGNSIZE on your system?

2. The next big place where virtual storage is reserved is in ECSA/ESQA. Monitor the High Water Mark for some period of time. Then choose a cushion and implement that amount.

The following example shows output from RMF III, option 3 RESOURCE, then option 10 STORC COMMON STORAGE SUMMARY:

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This is an example of where we can gain some significant amount of private storage:

System Information	---- Percent ----				----- Amount -----			
	CSA	ECSA	SQA	ESQA	CSA	ECSA	SQA	ESQA
IPL Definitions					2512K	237M	1228K	144M
Peak Allocation Values	27	30	64	38	674K	71M	780K	55M
Average CSA to SQA Conversion	0	0			0		0	
Average Use Summary	25	29	32	34	631K	68M	392K	50M
Available at End of Range	75	71	68	66	1881K	169M	836K	94M

Even if you set the IPL definitions at double the peak utilized for ECSA and ESQA, you could recover:

ESQA: 144M - 110M = 34M

ECSA: 237M - 142M = 95M

129M (!) <-- that's in a 2 gigabyte address space

3. Ensure there are no unused datasets in the LPA list concatenation. Virtual storage is reserved for datasets in LPA. A common dataset in LPA that is not used is SYS1.ISAMLPA. ISAM is an old, rarely used dataset format, similar to VSAM. Remove anything you do not need in LPA.
4. Ensure that any IEFUSI exit is not constraining storage.
5. Ensure you have not set a MAXASSIZE (Max Address Space Size) parm via RACF that would be limiting storage.

To see the virtual storage available, run the OMVS command, 'ulimit -a'.

Try running the following job in batch to see how the REGION=nnnM affects the amount of private storage available:

```
//      JOB
//STEP1  EXEC PGM=BPXBATCH,REGION=400M
//*
//SYSPRINT DD SYSOUT=*
//SYSOUT  DD SYSOUT=*
//STDERR  DD SYSOUT=*
//STDOUT  DD SYSOUT=*
//STDPARM DD *
PGM /bin/ulimit -a
/*
```

IBM Software Support cannot do in depth analysis of your storage usage but might be able to make some helpful hints if there are specific questions.

TIPS – IBM I

How to Use Mixed-Case Passwords with my OnDemand for i System?

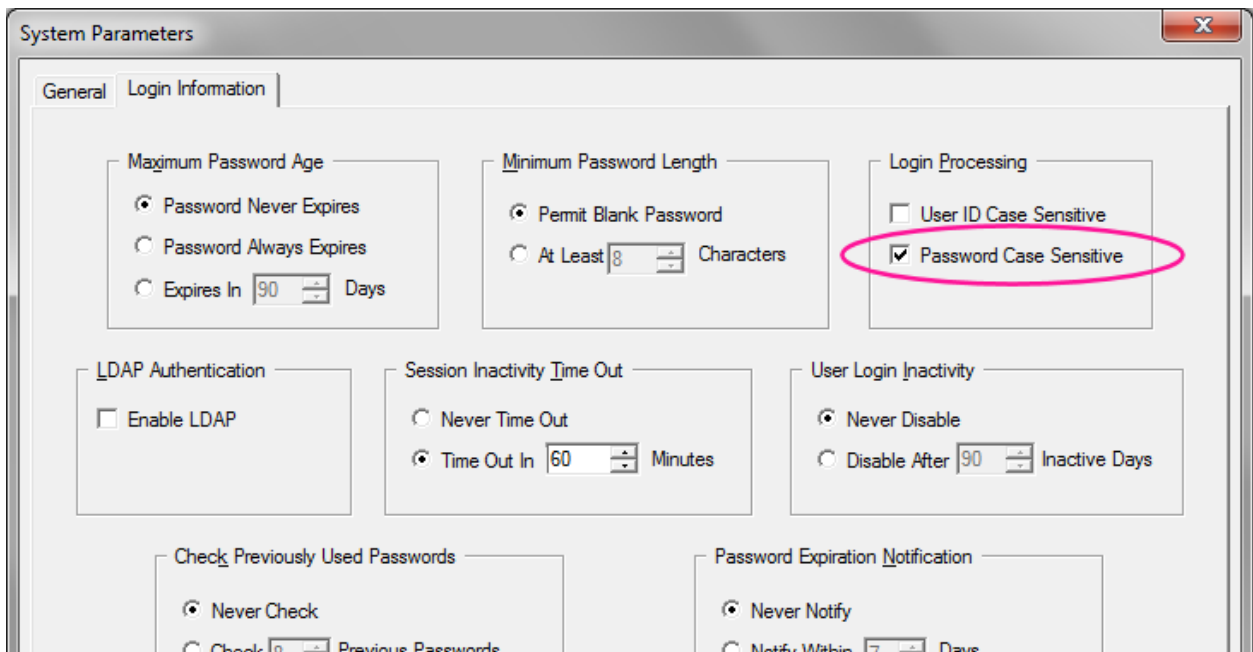
Question

I have enabled mixed case passwords on my IBM i system by setting system value QPWDVLV to a value of 2 (User profile passwords with a length of 1-128 characters are supported.). Now I want to use mixed case passwords with my OnDemand for i system. How can I do this? Currently only users with all upper case passwords can sign on to OnDemand.

Answer

You might have seen the message from the OnDemand Administrator or OnDemand Client that states "The User ID or Password is not valid for the server". The job log of the instance server job contains the message "CPF22E2 Password not correct for user profile xxxxx". This might occur in one instance on your system while another instance works using the exact same user id and password. If this happens, use the OnDemand Administrator client to check the system parameters of the instance.

To check the system parameters, logon to the instance. Right click on the instance name listed under the "OnDemand Servers" pane of the OnDemand Administrator client and select "System Parameters". Make sure the Password Case Sensitive check box is checked if your IBM i system allows mixed case passwords. If this box is not checked, the OnDemand Client automatically converts all passwords to upper case when sent to the server.



This tip is adapted from [support item 1392294](http://support.ibm.com/1392294).

Why Might I See the Message "The client and server are incompatible"?

I have recently upgraded to Version 7.1 of OnDemand for i and my OnDemand Administrator client version 8.4.1.4 will not allow me to log on to the server. I receive the message "The client and server are incompatible. Reinstallation of the product is required." Why might this be?

The OnDemand Administrator client must be at the same version or higher than the OnDemand server. To determine your server version, log on to either the OnDemand Administrator or end-user OnDemand Client. Once logged on, the server version is shown on the message line in the lower right portion of the panel.

For example, if one of the clients indicates that the server level is 8.5.0.5, you must use the OnDemand Administrator client version 8.5.0.x, or 9.0.0.x. The OnDemand Administrator client and end-user OnDemand Client are available from the IBM Fix Central site:

www.ibm.com/support/fixcentral/

This tip is adapted from [support item 1624617](#).

Why Might I Receive ***MESSAGE NOT FOUND*****MESSAGE NOT FOUND*** After Logging in to the OnDemand Client?

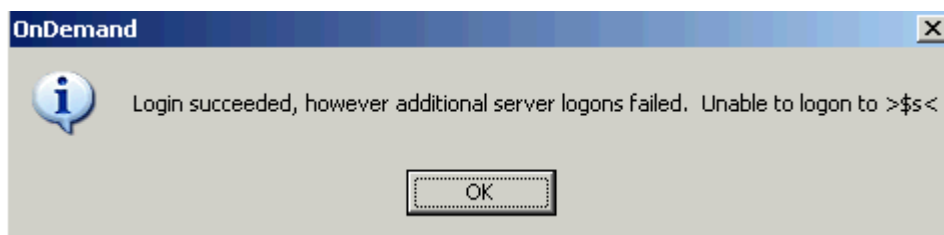
Problem

I am running OnDemand for i Common Server. I recently updated the OnDemand Client to version 8.5.0.x and now receive the message below. What might be causing this?



Cause

Check to see if you still have Spool File Archive (SFA) coexistence defined in your ARS.CFG file. If so, what used to appear as



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when you were using the OnDemand Client version 8.4.1.5 or below, now appears as



when using the OnDemand Client version 8.4.1.6 or above. This is because users of version 8.4.1.6 or higher of the OnDemand Client should not be running Spool File Archive and all previous messages related to Spool File Archive have been removed from the message repository. If co-existence is still defined, not only do these odd messages appear, but the OnDemand Client fails to connect to the SFA server, thus causing SFA folders not to appear in the Folder search list. If this occurs, only new or migrated Common Server documents are available for retrieval.

Answer

When the migration to Common Server is completed, the link to the old Spool File Archive port should be removed from the ARS.CFG file. To remove SFA coexistence, check for the following line in your /QIBM/UserData/OnDemand/QUSROND/ARS.CFG file, where QUSROND is the name of your instance:

```
ARS_MIGR_SERVERS=SFA as400 2 1445 0 0
```

If you see such a line, type a # in front of that line to comment it out. For example:

```
# ARS_MIGR_SERVERS=SFA as400 2 1445 0 0
```

Once you comment out the line above and restart the OnDemand servers (ENDTCPSVR *ONDMD and STRTCPSVR *ONDMD), then the message shown above should not appear after logon.

This tip is adapted from [support item 1584680](#).

ADDITIONAL INFORMATION

Additional information about IBM Content Manager OnDemand can be found at the following web sites.

Information Centers

OnDemand Version 9.0 [Information Center](#)

OnDemand Version 8.5 [Information Center](#)

OnDemand Version 8.4.1 [Information Center](#)

Publication Libraries - Containing all PDF versions of the documentation

OnDemand for Multiplatforms Version 9.0 [Publication Library](#)

OnDemand for Multiplatforms Version 8.5 [Publication Library](#)

OnDemand for z/OS Version 9.0 [Publication Library](#)

OnDemand for z/OS Version 8.5 [Publication Library](#)

OnDemand for i Version 7.1 [Publication Library](#)

Product System Requirements

OnDemand for Multiplatforms Version 9.0 [System Requirements](#)

OnDemand for z/OS Version 9.0 [System Requirements](#)

OnDemand for i Version 7.1 [System Requirements](#)

More OnDemand Web Sites

OnDemand [Product Overview](#)

OnDemand [Information Roadmap](#)

[Compatibility Matrix](#) for the OnDemand Client and Servers

OnDemand User Group

The primary objective of the [OnDemand User Group](#) (ODUG) is to create an environment and network encouraging the exchange and development of information regarding Content Manager OnDemand and its associated products.

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