

IBM Enterprise
Information Portal for Multiplatforms



Installing IBM Content Connector for Panagon Image Services

Version 8 Release 1

IBM Enterprise
Information Portal for Multiplatforms



Installing IBM Content Connector for Panagon Image Services

Version 8 Release 1

Note

Before using this information and the product it supports, read the information under “Notices” on page 19.

Second Edition (May 2002)

This edition applies to Version 8 Release 1 of Enterprise Information Portal for Multiplatforms (product number 5724-B43) and to all subsequent releases and modifications until otherwise indicated in new editions. The edition replaces GC27-1364-00.

© Copyright International Business Machines Corporation 2000, 2002. All rights reserved.

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Contents

About this book.	v	Panagon Image Services Toolkit WAL dependencies	7
Who should read this book	v	Server configuration: additional steps	8
Package contents.	v	Configuring the Content Manager eClient	8
Support available on the Web	v	Client Package configuration	9
How to send your comments	v	Client configuration: additional steps	9
What's new in version 8 release 1	vi	Installation validation	10
Chapter 1. Introducing IBM Content Connector for Panagon Image Services	1	Verifying the RMI server configuration	11
Limitations.	1	Troubleshooting.	11
Chapter 2. Installing Content Connector	3	Viewing FileNET documents of various MIME types	12
Prerequisites and requirements	3	Chapter 3. Exception handling and messages	15
Content server system platform supported	3	Introducing exception classes	15
Content Manager eClient support	4	Messages and codes	15
Installation process	4	Notices	19
Uninstalling Content Connector for Panagon Image Services	5	Trademarks	21
Important: files placed/modified on your computer during installation	5	Index	23
Full Package or server configuration	7		
Server configuration: environments.	7		

About this book

Who should read this book

This document is for system administrators who are responsible for the installation and configuration of the IBM Content Connector for Panagon Image Services.

We assume that the readers are familiar with the concepts and terminology in the overall IBM Enterprise Information Portal (EIP) framework and know how to configure and administer an IBM EIP environment.

Package contents

This product is shipped with a product CD. A softcopy version of this book is on the product CD.

Support available on the Web

Product support is available on the Web. Click **Support** from the left pane of the Enterprise Information Portal (EIP) product Web site at:

<http://www.ibm.com/software/data/eip>

Specific information about Enterprise Information Portal connectors can be found at:

<http://www.ibm.com/software/data/eip/hintsandtips.html#connectors>

The EIP Support Web site also lists the support telephone numbers. For your convenience, they are reprinted here:

- Support Line: In the United States, call 1-800-IBM-SERV or 1-800-237-5511. In Canada, call 1-800-426-2255. International (including Puerto Rico), call 1-770-863-1234.

How to send your comments

Your feedback helps IBM provide quality information. Please send us any comments about this publication through one of the following methods:

- Send your comments from the Web. Visit the IBM Data Management Online Reader's Comment Form (RCF) page at:

<http://www.ibm.com/software/data/rcf>

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

What's new in version 8 release 1

IBM Content Connector for Panagon Image Services now supports IBM Content Manager eClient Version 8.1.

Chapter 1. Introducing IBM Content Connector for Panagon Image Services

You can use the IBM® Content Connector for Panagon Image Services to access contents from FileNET Panagon Image Services (IDMIS 3.5.0) content servers. You can configure Content Connector through the IBM EIP system administration client to be one of the IBM EIP connectors. With Content Connector, users can search and retrieve information in Panagon Image Services content servers, but the software does not currently support add, update, or delete functions.

By adding Content Connector for Panagon Image Services to an EIP configuration, you can search across the Panagon Image Services content server with the IBM Content Manager eClient or the EIP sample client application. You can search in conjunction with other supported content servers in their environments and retrieve matched results. It also works with the sample Enterprise Portal Client, as well as applications developed to IBM EIP interfaces, which include any client support that are shipped with the IBM EIP product 8.1 or higher. FileNET annotations cannot be viewed using the IBM EIP default viewer.

Limitations

The following limitations exist because of the limitation of the Panagon Image Services Toolkit Workflow Application Library (WAL) 3.5.0 API:

1. Supports only one native Panagon Image Services (IDMIS) connection per application process. However, multiple IDMIS datastore document classes (entities) can multiplex on this active connection if they share the same IDMIS user ID and password.
2. In any given EIP environment, only a single IDMIS datastore can be supported in a federated search and in an EIP schema mapping.

The Content Manager eClient installation requires Panagon Image Services Toolkit Workflow Application Library (WAL) 3.5.0 (plus the latest fixes available), which must be installed on the same machine as the connector.

Chapter 2. Installing Content Connector

Prerequisites and requirements

Requirement: The following software prerequisites and hardware requirements apply to **both** Full (server and client) Package installation and Client Package installation.

Software prerequisites:

- Windows NT[®] 4.0 (**Restriction:** At present, both the Full and Client Packages of Content Connector for Panagon Image Services are supported and tested on the Windows NT 4.0 environment only).
- IBM Enterprise Information Portal Version 8.1 or higher and its prerequisites.
- When using the Content Connector with a web client running on the IBM WebSphere web application environment, the Content Connector must be configured as a remote connector and it must go through a connector RMI server to access the FileNET content server. The connector RMI server can be configured to run on the same client machine or on a remote EIP server machine.

Requirement: The Content Connector for Panagon Image Services Version 8.1 requires EIP Version 8.1.

Hardware requirements:

The hardware requirements are the same as for the EIP Version 8.1 or higher, or the same as IBM WebSphere[®] if required.

If you are installing the Full Package: Ensure that you have the following prerequisites:

The Full Package installation requires Panagon Image Services Toolkit Workflow Application Library (WAL) 3.5.0 (plus the latest fixes available), which must be installed on the same machine as the connector. The PATH environment variable needs to be updated to include the WAL executable subdirectories (c:\fns\client\Bin; c:\fns\client\Shobj).

Content server system platform supported

The Panagon Image Services content server can reside on an AIX[®] or Windows NT system, and can reside on a separate remote machine.

Content Manager eClient support

For Content Manager eClient prerequisites, see the *Installing, Configuring, and Managing the eClient Version 8.1*. The Content Manager eClient installation requires Panagon Image Services Toolkit Workflow Application Library (WAL) 3.5.0 (plus the latest fixes available), which must be installed on the same machine as the connector.

Installation process

For ease of installation, the Content Connector for Panagon Image Services product CD includes an installation wizard. To begin the installation process, run the **setup.exe** file located in the root directory of the product CD. When the installation panels appear:

1. **Choose Setup Language:** Select your language (English, French, and so forth). Click **Next**.
2. **License Agreement.** Read and click **Accept**.
3. **Welcome page.** Read and click **Next**.
4. **Select Installation type:**
 - **Full Package:** Select the Full Package option if you are installing on a system that needs to access the Panagon Image Services content server through the server package, client package, or both. This option also installs the *online API reference*. See “Full Package or server configuration” on page 7 and “Important: files placed/modified on your computer during installation” on page 5 for more information.
 - **Client Package:** Select the Client Package option to install on a client machine to use the Connector for Panagon Image Services remotely, using the EIP sample client application. This requires the existence of an EIP Connector RMI Server machine with the Content Connector for Panagon Image Services Full Package installed. See “Client Package configuration” on page 9 and “Important: files placed/modified on your computer during installation” on page 5 (list under “For a Client Package installation”) for more information.

Select the package type and click **Next**.

5. **Server Connector Configuration.** Fill in the following fields and click **Next**:
 - **EIP Database Name:** `icmn1sdb`
 - **Administrator ID:**
 - **Password:**

The values for these fields need to correspond to the values you previously established when you created your EIP database during EIP installation. The default name for the EIP database, `icmn1sdb`, appears in the first field. You only need to change this field if you gave your EIP

database a different name. Next, provide an administrator ID and password for your EIP database; you should already have this information from your EIP setup procedures.

6. Setup Complete. Click Finish.

After installing Content Connector for Panagon Image Services, read “Important: files placed/modified on your computer during installation” on page 5. Then follow the steps in “Full Package or server configuration” on page 7 or “Client Package configuration” on page 9 to configure the EIP system to include Content Connector for Panagon Image Services. To verify a successful installation of Content Connector for Panagon Image Services, see “Installation validation” on page 10.

Uninstalling Content Connector for Panagon Image Services

If you need to uninstall or remove Content Connector for Panagon Image Services, follow these steps:

1. Remove the server type definition for “Panagon Image Services”: In a DOS window, change to the c:\cmbroot directory. Enter:

```
RemoveFNSrv icmsldb EIPAdminID Password
```

where *EIPAdminID* and *Password* are the login requirements for the EIP administrator. **Tip:** You can use this command any time you want to remove the server type definition.

2. Go to **Start --> Settings --> Control Panel --> Add/Remove Programs**. Under the **Install/Uninstall** tab, select IBM Content Connector for Panagon Image Services Uninstall from the list of programs, and click the **Add/Remove** button. Content Connector for Panagon Image Services is uninstalled from your computer.

Important: files placed/modified on your computer during installation

During a **Full Package** installation, files are placed in certain directories on your hard drive. Also, certain files are modified. The following list describes these files and related installation events:

1. The cmbcs.ini file in the c:\Program Files\IBM\CMgmt directory is modified to use the Content Connector for Panagon Image Services locally on the server. The following statement is added to the end of the file: FN=local
2. The cmbfn81.jar file, which includes all Java™ classes, is installed in the c:\cmbroot\lib directory with the rest of the EIP jar files.
3. The cmbenv81.bat file in the c:\cmbroot directory is updated to add cmbfn81.jar to the CLASSPATH.
4. The cmbfstart81.bat file in the c:\Program Files\IBM\CMgmt\admin\common directory is updated to include cmbfn81.jar.

5. The `cmbclientapp81.bat` file in the `c:\cmbroot\samples\java\client` directory is updated to add `cmbfn81.jar` to the SDKJAR for EIP sample client application.
6. The `cmbdsfn81.dll` file, for supporting JNI DLL, is installed in the `c:\cmbroot\dll` directory with the rest of the EIP DLL files.
7. The files `DKConstantFN.txt` and `DKConstantToolkit.txt` are installed in the `c:\cmbroot\lib` directory. These are text files showing all the constants defined in the `DKConstantFN` and `DKConstantToolkit` classes to supplement the `DKConstant` class for working with Content Connector for Panagon Image Services.
8. The `AddFNSrv.bat` file is added to the `c:\cmbroot` directory. This is the batch file for adding a Panagon Image Services server type to the EIP administration database. This batch file uses two files, `TCreateServerTypeFed.class` and `fnserver.inp`, which are installed in the `c:\cmbroot\lib` directory.

The Panagon Image Services server type is added by the installation process. You can then define a Panagon Image Services server using the EIP system administration client **Server --> New**.

9. The `RemoveFNSrv.bat` file is added to the `c:\cmbroot` directory. You can use this file to remove the server type for Panagon Image Services from the EIP administration database. To remove a server type, do the following:
 - `RemoveFNSrv icmnsldb EIPAdminID Password`

where *EIPAdminID* and *Password* are the login requirements for the EIP administrator.

10. Sample programs, a makefile, and a README file for demonstrating the usage of Content Connector for Panagon Image Services Java classes are installed in the `c:\cmbroot\samples\java\beans\gui` directory.
11. The *online API reference* for Content Connector for Panagon Image Services are installed in: `c:\cmbroot\doc\html\books\frnjapr\fnnet`

To view the *online API reference*, go to **Start --> Programs --> IBM Enterprise Information Portal for Multiplatforms 8.1 --> Information Center**

In the Content Manager Information Center, click on **API Reference**; when the online API reference is displayed, click on the link for Content Connector for Panagon Image Services. This information consists of the Javadoc documentation of the Content Connector for Panagon Image Services Java classes and any referenced EIP classes or interfaces.

Important: Depending on your specific EIP system configuration, some of the EIP files identified above might reside on different EIP component systems. In general, for every system that you installed Content Connector for Panagon

Image Services on, if any of the above EIP system files exist on that system, make sure they are updated accordingly.

For a **Client Package** installation, the following files are placed or modified on your computer:

1. The `cmbcs.ini` file in the `c:\Program Files\IBM\CMgmt` directory is modified to indicate that Content Connector for Panagon Image Services is remotely installed on the Connector RMI Server. The following statement is added to the end of the file: `FN=remote`
2. You need to update the `cmbclient.ini` file in the EIP install directory to specify the connector RMI server name and port number:
`RemoteHost=RMIServerName RemotePort=1919`
3. The `cmbfnc81.jar` file, which includes all Java classes for client support, is installed in the `c:\cmbroot\lib` directory with the rest of the EIP jar files.
4. The `cmbenv81.bat` file in the `c:\cmbroot` directory is updated to add `cmbfnc81.jar` to the CLASSPATH.
5. Client sample programs, a makefile, and a README file for demonstrating the usage of Content Connector for Panagon Image Services Java classes are installed in the `c:\cmbroot\samples\java\fn` directory.
6. For remote EIP client access, the `cmbclientapp81.bat` file in the `c:\cmbroot\samples\java\client` directory is modified to include `cmbfnc81.jar` in the CLASSPATH.

Full Package or server configuration

Server configuration: environments

You can configure any of the following EIP environments:

1. EIP administration server
2. Connector RMI (Remote Method Invocation) server
3. Content Manager eClient
4. EIP sample client application with local connection
5. Development environment for building a custom application

Panagon Image Services Toolkit WAL dependencies

Please read the README file in the `c:\fnsw\Client\manuals` directory to make sure Workflow Application Library 3.5.0 is installed and configured correctly. Make sure that the Hosts file (`c:\WINNT\System32\drivers\etc\Hosts`) contains an entry for the Panagon Image Services backend server. For example:

```
xx.xx.xx.xx      domain-organization-nch-server
```

or:

Requirement: The domain-organization name must be entered exactly as it is defined on the system and nch-server must be in lower case.

Server configuration: additional steps

During installation, certain files are installed and configured for you (see “Important: files placed/modified on your computer during installation” on page 5). Additional configuration might be required. See the list below to determine what further steps, if any, you might have to complete:

- If the machine is also configured as a connector RMI server, update the cmbregist81.bat file in the c:\cmcommon directory to include FN as one of the supported connectors.
- On both %JAVAHOME%\jre\bin\java statements (there are two of these Java statements), increase the number of connectors supported by one (for example, if the original number is 13, change it to 14) and add FN to the end of the Java statements.
- Also add %JARDIR%\cmbfn81.jar; to the front of the set CLASSPATH statement (in front of ;%JARDIR%\cmbsdk81.jar).
- Add ;c:\cmbroot\lib\cmbfn81.jar to the end of the CLASSPATH environment variable
- Add ;c:\fnsw\client\bin;c:\fnsw\client\shobj to the end of the PATH environment variable

Configuring the Content Manager eClient

This section contains instructions on how to configure the Content Manager eClient to work with the Content Connector for Panagon Image Services. IBM WebSphere Application Server 4.0 is a prerequisite for running the Content Manager eClient.

These instructions apply to both WebSphere Application Server Advanced Edition and Advanced Edition Single Server. To configure the Content Manager eClient, you need to modify the CLASSPATH and PATH environment variables in WebSphere through the following steps:

1. Start the WebSphere administration server: **Start --> Programs --> IBM WebSphere --> Application Server V4.0 --> Start Admin Server**
2. Start the WebSphere administrative console: **Start --> Programs --> IBM WebSphere --> Application Server V4.0 --> Administrator's Console**
3. On the left pane window, **WebSphere Administrative Domain**.
4. Modify the CLASSPATH and PATH environment variables to contain information about the Content Connector for Panagon Image Services:
 - a. Click **Nodes** in the left pane.
 - b. Click on the name of your host.

- c. Click **Application Servers**.
 - d. Click **eClient Server**.
 - e. Click **Environment**. This will open a window where you can make changes to CLASSPATH and PATH.
 - f. Add c:\CMBROOT\lib\cmbfn81.jar or c:\CMBROOT\lib\cmbfnc81.jar to the end of CLASSPATH (depending on which package for the Content Connector for Panagon Image Services you installed). Make sure that you use a semicolon (;) between the entries.
 - g. **Tip:** These files might already be added. If so, skip this step. Otherwise, add to the end of the PATH definition c:\fnsw\client\bin and c:\fnsw\client\shobj (where c:\fnsw\client is the installation directory for Panagon Image Services Toolkit Workflow Application Library (WAL)).
5. After redefining both the CLASSPATH and PATH environment variables, click **OK** on the Environment Editor window. Commit the changes by clicking **Apply** in the right pane of the WebSphere Advanced Administrative Console window. It is very important to click **Apply** or the changes do not take place. Click **Environment** again to verify that the CLASSPATH and PATH environment variables are modified correctly.

To complete the configuration process for Content Manager eClient, restart the eClient Application Server.

Client Package configuration

The Client Package is for client machines using Content Connector for Panagon Image Services remotely. This configuration is used to set up clients to access Content Connector for Panagon Image Services through a connector RMI Server or using Content Connector for Panagon Image Services as a remote connector. The connector RMI Server (can be running on the client machine or on a different machine) should be set up using the server configuration described in the previous section of this document. The client installation and configuration can be used to support the EIP sample client application.

To configure the Content Manager eClient, see “Configuring the Content Manager eClient” on page 8.

Client configuration: additional steps

During installation, certain files are installed and configured for you (see “Important: files placed/modified on your computer during installation” on page 5). In addition, the following configuration steps are required:

1. Update the cmbclient.ini file in the common Content Manager directory, c:\Program Files\IBM\CMGMT by default, to specify the RMI Server name and port number. For example:

```
RemoteHost=RMIServerName
RemotePort=1919
```

where: RMIServerName is the server name for the Connector RMI server on your machine.

2. Add ;c:\cmbroot\lib\cmbfnc81.jar to the end of the CLASSPATH environment variable.

Installation validation

You can run sample programs from an MS-DOS command prompt to validate that you have successfully installed and configured Content Connector for Panagon Image Services. Complete the following steps:

1. Change to the Content Connector for Panagon Image Services' sample directory by using the following command:

```
cd c:\cmbroot\samples\java\fn
```
2. Modify the makefile (sample.mak.nt) by changing the DKDRIVE, JAVA, CMBROOT, and DB2HOME variables to match your test environment.
3. Enter cmbenv81 at the command prompt to set up the EIP environment.
4. Compile the sample programs:
 - For server configuration, enter `nmake -f sample.mak.nt`
 - For client configuration, enter `nmake -f clientsample.mak.nt`
5. To run a sample program, enter:

```
java SampleProgramName serverName userid password
```

serverName is PanagonDomainName-PanagonOrganizationName (they are case sensitive).

To check if the installation has added a new server type "Panagon Image Services" to the EIP database, do the following:

1. Go to **Start --> Programs --> IBM Enterprise Information Portal for Multiplatforms 8.1 --> Administration** and logon with an administrator user ID and password.
2. On the left pane window, under the icmnlbdb tree, select **Servers**. Right-click and select **New -->** and check the pull-down dialog box to see if Panagon Image Services is in the list of server types to be created.
3. If yes, then the installation process has added the new Panagon Image Services server type correctly.
4. If not, you can add the new server type by doing the following:
 - a. In a DOS window, change the directory to the c:\cmbroot directory
 - b. Enter: `AddFNSrv EIP_Database_Name EIP_Admin_ID Password`
For example: `AddFNSrv icmnlbdb cmbadmin password`

The above command adds the new server type Panagon Image Services.

If these programs ran successfully, then Content Connector for Panagon Image Services is ready to work with other EIP components. You can follow EIP administration procedures to define a Panagon Image Services server and set up EIP federated schema mapping. The same procedures define search templates and use the Content Manager eClient or the EIP sample client application to access content from the Panagon Image Services content servers.

Verifying the RMI server configuration

On the connector RMI Server machine, start RMI Server by clicking **Start ---> IBM Enterprise Informational Portal for Multiplatforms 8.1 ---> Start RMI Server**

Check the **Start RMI Server window** and ensure that FN is in the list of connectors supported by the connector RMI Server.

Now you can start the EIP client to query and view documents remotely.

Troubleshooting

If Content Connector for Panagon Image Services does not install correctly:

1. Make sure you have followed all the “Prerequisites and requirements” on page 3 before the installation.
2. Carefully check the information you entered in Step 5 on page 4 of the Installation Process for the Server Connector Configuration. Make sure the correct information was entered; if not, uninstall Content Connector for Panagon Image Services and then install it again with the correct settings. See “Uninstalling Content Connector for Panagon Image Services” on page 5 for instructions.
3. If the Server Connector Configuration information was correct, check the Panagoninst.log file in the c:\cmbroot directory for more information. For example, perhaps a required file is not in its proper location, and the install process cannot find it. If a file or files seem to be missing or misplaced, review “Important: files placed/modified on your computer during installation” on page 5 and check your files.
4. If the error log file information was not helpful, or no files appear to be missing or misplaced, perhaps certain files were not updated properly. Review “Important: files placed/modified on your computer during installation” on page 5 and check your files.
5. If you still cannot determine the source of the problem or a solution, uninstall and then install Content Connector for Panagon Image Services again. See “Uninstalling Content Connector for Panagon Image Services” on page 5 for instructions.

Viewing FileNET documents of various MIME types

Restriction: The types of Panagon Image Services documents that can be viewed using the EIP sample client application are limited to document types that the default EIP viewer (c:\cmbroot\frnjview.exe) supports. The default EIP viewer uses the MIME type information that is associated with the documents to determine which application or viewer to use to display the documents. This MIME type information is predetermined by Panagon Image Services during document creation. The Content Connector for Panagon Image Services extracts that information when it retrieves the documents from the Panagon Image Services content server.

The following document types have been tested and are supported by the default EIP viewer:

- Image/TIFF (*.tif)
- Image/GIF (*.gif)
- Image/BMP(*.bmp)
- Image/pcx (*.pcx)
- Image/JPEG (*.jpg)
- Text/HTML (*.htm)
- Text/plain (*.txt)
- Text/RTF (*.rtf)
- Application/MS Word (*.doc)

The following MIME types are also supported if you customize the cmbmime2app.ini file (in the c:\cmbroot directory) to specify the viewers to use for these document types:

- Application/vnd.ms-excel (*.xls)
- Application/vnd.ms-powerpoint (*.ppt)
- Application/vnd.lotus-wordpro (*.lwp)
- Application/pdf (*.pdf)

For example, the following entry in cmbmime2app.ini specifies to use wordpro.exe to display Lotus[®] Word Pro documents:

```
application/vnd.lotus-wordpro=a:c:\\lotus\\wordpro\\wordpro.exe x=.lwp
```

For unknown document types, Panagon Image Services sets the MIME type to application/octet-stream. Panagon Image Services also sets the MIME type to application/octet-stream for the following document types:

- Lotus 1-2-3[®] files (or *.wk3)
- Lotus Freelance files (or *.prz)
- WordPerfect files

To view these files in EIP, you can modify the `cmbmime2app.ini` file (in the EIP root directory) to specify the application you want to use. For example, the following entry specifies to use the Panagon IDM viewer (`idmview.exe`) to view files with MIME type = **application/octet-stream**:

```
application/octet-stream=a:c:\\Program Files\\FileNET\\IDM\\idmview.exe
```

If you encounter document types that you cannot view, you can use the `TxdRetrieveFN` sample program to determine the MIME type. After you have determined the MIME type, you can update the `cmbmime2app.ini` file to specify which application or viewer you want the EIP client application to use to display the documents.

Chapter 3. Exception handling and messages

This chapter explains exception classes and error codes that might occur as you install and run Content Connector for Panagon Image Services.

Introducing exception classes

Content Connector for Panagon Image Services employs the same set of Java exception classes defined in EIP. The text message included in an exception also uses one of the commonly defined messages in DKMessageID whenever possible. For example, the DKUsageError exception includes a message as:

```
(DKMessage.getMessage(DK_CM_MSG_NOTIMP) + this.getClass().getName() +  
XXXX, DK_CM_MSG_NOTIMP);
```

where: XXXX is the method name that the program is attempting to invoke.

DKDatastoreAccessError exception will include the Panagon Image Services specific message text in the following format:

```
WAL_function_name [IMS_SESSION= sss, ERR_CAT=ccc, ERR_FUN=fff,  
ERR_NUM=nnn]
```

Panagon Image Services command msg (accessible through the c:\fns\client\bin directory) can be used to further display the native Panagon Image Services error message text using the three numbers ccc, fff and nnn (for example, msg ccc,fff,nnn).

Messages and codes

You might receive any of the following messages from the Content Connector for Panagon Image Services software package during installation or use.

DGL3402A Database name not valid, expected Domain-Organization.

Explanation: You have attempted to use a database name that is not in the Domain-Organization format, which is not accepted by the FileNET server.

Action: Give the datastore name in the correct format; for example, akuma-IBM.

DGL3403A Native request failed to complete successfully.

Explanation: You have attempted to communicate with the native content server using a request such as connect, disconnect, or change password, but the communication failed.

Action: Use additional error information returned, such as error message, error state, and

error code to help determine the source of the problem.

DGL3404A No query string passed.

Explanation: You have attempted to search the document against the content server, but you did not issue any query string.

Action: Set the query string.

DGL3405A Query type not supported.

Explanation: You have attempted to query against the content server, but the query object is not supported by Content Connector for Panagon Image Services. Only parametric query type is supported.

Action: Use a parametric query type

DGL3406A Query object passed not valid.

Explanation: You have attempted to query against the content server but the query object either is null or not supported by Content Connector for Panagon Image Services. Use only the parametric query type.

Action: Use a parametric query type.

DGL3407A Query string is null.

Explanation: You have attempted to search the document against the content server, but you did not issue any query string.

Action: Set the query string.

DGL3408A Document ID not supplied.

Explanation: You have attempted to retrieve an object without issuing the document ID.

Action: Set the document ID.

DGL3409A Content option not supported.

Explanation: You have attempted to set the content option to the datastore, but this content option is not supported.

Action: Use an available content option.

DGL3410A Content option does not exist.

Explanation: You have attempted to set the content option to the datastore that does not exist.

Action: Use the available content option.

DGL3411A Invalid document ID, no document found, native pointer not freed.

Explanation: You have attempted to retrieve the object with a document ID, but no document was found to associate with this ID. The document ID is invalid. The native pointer not freed means memory might not be free at this point.

Action: None.

DGL3412A Invalid document ID, too many documents found, native pointer not freed.

Explanation: You have attempted to retrieve the object with a document ID, but more than one document was found to associate with this ID. The document ID is invalid. The native pointer not freed means memory might not be free at this point.

Action: None.

DGL3413A DDO is null, native pointer not freed.

Explanation: You have attempted to retrieve the document, but you get a null object returned. The native pointer not freed means memory might not be free at this point.

Action: None.

DGL3414A Combined query expression object is null.

Explanation: You have attempted to use the null combined query expression to do the search.

| **Action:** Use a valid combined query expression.

| expression is null, or the right query expression is null.

| **DGL3415A Left or right query expression is null.**

| **Action:** Use a valid query expression.

| **Explanation:** You have attempted to use translated query expression. Either the left query

Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome, Minato-ku
Tokyo 106, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:
INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licenses of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
J74/G4
555 Bailey Avenue
San Jose, CA 95141
U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM

products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. You may copy, modify, and distribute these sample programs in any form without payment to IBM for the purposes of developing, using, marketing, or distributing application programs conforming to IBM's application programming interfaces.

Trademarks

The following terms are trademarks of the International Business Machines Corporation in the United States, other countries, or both:

IBM	DisplayWrite	PowerPC
400	e-business	PTX
Advanced Peer-to-Peer Networking	HotMedia	QBIC
AIX	Hummingbird	RS/6000
AIXwindows	ImagePlus	SecureWay
APPN	IMS	SP
AS/400	Micro Channel	VideoCharger
C Set ++	MQSeries	Visual Warehouse
CICS	MVS/ESA	VisualAge
DATABASE 2	NetView	VisualInfo
DataJoiner	OS/2	WebSphere
DB2	OS/390	
DB2 Universal Database	PAL	

Approach, Domino, Lotus, Lotus 1-2-3, Lotus Notes and SmartSuite are trademarks or registered trademarks of the Lotus Development Corporation in the United States, other countries, or both.

Intel and Pentium are trademarks or registered trademarks of Intel Corporation in the United States, other countries, or both.

Microsoft, Windows, and Windows NT are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other company, product, and service names may be trademarks or service marks of others.

Index

A

about this book v

C

client configuration 9

 additional steps 9

Client Package configuration 9

Client Package option 4

comments

 how to send your comments to us v

configuring

 Client Package 9

 Full Package (server and client) 7

content server system platform

 supported 3

D

DGL3402A 15

DGL3403A 15

DGL3404A 16

DGL3405A 16

DGL3406A 16

DGL3407A 16

DGL3408A 16

DGL3409A 16

DGL3410A 16

DGL3411A 16

DGL3412A 16

DGL3413A 16

DGL3414A 16

DGL3415A 17

document types handling 12

F

files placed or modified on your computer during installation 5

Full Package Installation

 Additional

 Prerequisites/Requirements 3

Full Package option 4

Full Package or server

 configuration 7

H

hardware requirements 3

I

installation 3

installation process 4

installation validation 10

intended audience v

L

limitations of Connector for Panagon

 Image Services 1

P

package contents v

Panagon Image Services Toolkit

 WAL dependencies 7

prerequisites and requirements 3

programming concepts 15

R

remote client verification 11

S

server configuration 7

 additional steps 8

 environments 7

server type definition, removing 5

software prerequisites 3

support available on the Web v

support line v

T

troubleshooting 11

U

uninstalling Connector for Panagon

 Image Services 5

V

validating installation 10

W

WAL dependencies 7

who should read this book v



Program Number: 5724-B43



Printed in the United States of America
on recycled paper containing 10%
recovered post-consumer fiber.

GC27-1364-01

