

EMC[®] Documentum[®] eRoom

Version 7.4a

Release Notes
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Product description

EMC Documentum eRoom software is a highly flexible, web-based collaborative environment that enables distributed teams to work together to accelerate and improve the development and delivery of products and services, optimize collaborative business processes and improve innovation, problem-solving and decision-making. eRoom is flexible, configurable and can be adapted to support a wide range of business processes. eRoom may also access files that reside in a Documentum Content Server.

Note:

- For detailed information about installing or upgrading to eRoom 7.4, refer to the *eRoom Installation Upgrade and Configuration Guide*.
- For a comprehensive list of the system requirements for eRoom 7.4, see *System Requirements* in the *eRoom Installation Upgrade and Configuration Guide*.

Section 508 compliance

This product has been evaluated for compliance with U.S. Federal government Section 508 regulations and W3C Priority 1 guidelines. It has also undergone user testing for accessibility and usability by the NFB (National Federation for the Blind). For details, see the compliance self-certificate in the Powerlink site (<http://powerlink.emc.com>) for your product version. To locate the compliance self-certificate, navigate to Support > Documentation and White Papers Library, then select your product.

Obtaining the product

This product is available as an FTP download from the Powerlink site (<http://powerlink.emc.com>). You should have received instructions through email regarding how to download products.

The Powerlink site (<http://powerlink.emc.com>) provides access to <https://emc.subscribenet.com/control/dctm/index> where a complete listing of products is available for download.

Installation

The instructions for installing the product are provided in the *eRoom Installation Upgrade and Configuration Guide*. Before installing the software, ensure that your system meets the requirements specified in Chapter 1 of that guide: *Pre-Installation and Upgrade Requirements*.

Documentation

The Powerlink site (<http://powerlink.emc.com>) contains the downloadable packages for specific product versions along with the release notes, installation guide, and other relevant documentation associated with the product version. To locate product documentation, navigate to Support > Documentation and White Papers Library, then select your product.

Note: The majority of Content Management products are listed under Software D > Documentum ?, where ? = a letter, or letters, in the alphabet.

Product documentation that is available online from the application (Help, for example) does not appear as a separate item; it is automatically downloaded and installed with the software.

Technical support

EMC Documentum's technical support services are designed to make your deployment and management of Documentum products as effective as possible. The *Customer Guide to EMC Software Support Services* provides a thorough explanation of Documentum's support services and policies. You can download this document from the Powerlink site

(<http://powerlink.emc.com>) by navigating to: Support > About EMC Customer Service > Software Customer Guide.

eRoom hotfix versions are available only to correct specific, high-priority bugs. Accordingly, we recommend installing a hotfix only on those systems that might be affected by the particular problems the hotfix addresses. To request a hotfix, contact EMC Software Support Services at the Powerlink site (<http://powerlink.emc.com>). Have ready information about the eRoom version you are interested in, the fixes you are concerned with, and what your upgrade plans and schedule are.

New features and changes

The 7.4 version of EMC Documentum eRoom provides the following new features and improvements:

- eRoom now optionally integrates with the Information Rights Management (IRM) policy server for protecting Microsoft Office and Adobe Acrobat files in an eRoom. Note that you need a separate Information Rights Management (IRM) policy server for each eRoom site in which you want to enable rights management.
- eRoom now supports Internet Explorer 7 Protected Mode in Microsoft Windows Vista.
- eRoom Enterprise now supports Documentum Content Server version 6.

Using rights management in eRoom 7.4

This section describes issues or limitations when using rights management in eRoom 7.4.

IRM Services for eRoom 7.3 extension

eRoom 7.4 does not support the current-generation IRM Services for eRoom 7.3 extension. The 7.3 extension must be removed from the eRoom server before upgrading to eRoom 7.4 since there is no upgrade path from the IRM Services for eRoom 7.3 to the new eRoom 7.4 release. Also, file content protected using the IRM Services for eRoom 7.3 cannot be migrated to eRoom 7.4. The authentication mechanism for the rights-managed content has been changed to provide tighter integration with eRoom's access control and membership behavior.

Cannot search for content in protected files

eRoom 7.4 users cannot search for content in rights-managed files. These files are stored in an encrypted format so the eRoom indexing server is unable to index the file content.

IRM client versions

eRoom 7.4 works best with the IRM Client for Microsoft Office 4.5 and/or the IRM Client for Adobe Acrobat 4.5. There is a known issue when using earlier (although supported) IRM clients — opening a version-tracked file that is protected with rights management in eRoom 7.4 creates a new version of the file, even if you make no changes to it. Therefore, the IRM 4.5 clients are strongly recommended.

IRM administrative account

Carefully select the IRM administrative account when enabling rights management in Site Settings. Changing the account name after files have been protected, will lead to difficulties in interacting with those protected files. For example, suppose an eRoom site is configured to use 'IRMAdminAccount1' as the IRM administrative account. Over the next few days, eRoom users create a number of protected files. If the IRM administrative account is changed to 'IRMAdminAccount2', the following problems will occur:

- Attempts to cut/copy and paste a file that was protected while the IRM administrative account was 'IRMAdminAccount1' will fail.
- Attempts to create a new version of a versioned file that was protected while the IRM administrative account was 'IRMAdminAccount1' will fail.
- Attempts to import a protected file via an eRoom or facility import file that was created while the IRM administrative account was 'IRMAdminAccount1' will fail.

IRM file history

The IRM file history feature is not available in eRoom 7.4. This feature will be added as an enhancement in a future release.

IRM client single-sign-on (SSO) with eRoom

The first time the IRM client attempts to enable offline access on a particular workstation, the user is prompted to enter their eRoom password. This is because the IRM client uses that password to encrypt the offline content. Since an SSO user authenticates through eRoom, the IRM server and client cannot detect their password because it was never entered. Therefore, in order to enable offline access, the user must enter it once per machine.

The first time a user opens a protected document that allows offline access, they will be prompted for their eRoom password if they have manually enabled automatic offline access, or if they use a laptop. If they do not have offline access automatically enabled, then they will be prompted for their password the first time they select **Rights > Offline Access > Enable**. eRoom users who do not use the eRoom plug-in and do not use SSO must log in anyway, so they will not see any additional login prompts. If a user tries to access a protected document while offline, they must enter their eRoom password in order to decrypt the offline content.

Using eRoom with Microsoft Windows 2003 SP2

The Microsoft Distributed Transaction Coordinator (MSDTC) network access is turned off after you install the Microsoft Windows 2003 SP2. To enable MSDTC network access, follow the instructions in tech note # 40624 (<http://solutions.emc.com/emcsolutionview.asp?id=eeg40624>).

Using eRoom with Microsoft Windows Vista

Microsoft has introduced new levels of security in Windows Vista, including User Account Control and Microsoft Internet Explorer 7 Protected Mode. This section provides EMC-recommended procedures that facilitate use of eRoom with Microsoft Windows Vista.

Using the ActiveX Installer Service

User Account Control (UAC) is a new capability in Windows Vista that provides a clearer separation of Standard user and Administrator. UAC enables a greater degree

of productivity for regular users in Vista without the need for higher administration privileges.

With UAC, Standard users have restricted privileges by default. They are unable to install any ActiveX controls, including the eRoom plug-in. Only administrators have the ability to do so. However, Standard users can install the eRoom plug-in on Windows Vista when the ActiveX Installer Service from Microsoft is deployed.

Use these instructions to configure the ActiveX Installer Service on Windows Vista so that a Standard user can install the eRoom plug-in without administrator credentials.

On the client workstation —

1. Log in as an Administrator.
2. Click **Start > Settings > Control Panel > Programs > Programs and Features**.
3. In the Programs and Features dialog box, click **Turn Windows Features On and Off**.
4. In the Window Features dialog box, select the **ActiveX Installer Service** option.
5. Click **OK** to close the Windows Features dialog box.
6. Restart your computer.

After the computer restarts, set the ActiveX Installer (AxInstSV) service so that it starts automatically —

1. Log in as an Administrator.
2. Click **Start > Settings > Control Panel > System and Maintenance > Administrative Tools > Services**.
3. In the Services snap-in, right-click **ActiveX Installer (AxInstSV)** and pick **Properties** from the menu.
4. In the Properties dialog box, click **Startup type**, and then click **Automatic**.
5. Click **Start** to start the service.
6. Open the Log On tab of the Properties dialog box.
7. Select the **Allow service to interact with desktop** option.
8. Click **OK** to close the Properties dialog box.

To configure the ActiveX Installer Service group policy so that it allows ActiveX downloads from an eRoom site —

1. Log in as an Administrator.
2. Click **Start > Run**.

3. In the **Open** box of the Run dialog box, enter `gpedit.msc`.
4. In the left-hand pane of the Group Policy Object Editor snap-in
 - Expand **Computer Configuration**.
 - Expand **Administrative Templates**.
 - Expand **Windows Components**.
 - Click **ActiveX Installer Service**.
5. In the right-hand pane, right-click **Approved Installation Sites for ActiveX Controls** and pick **Properties** from the menu.
6. In the Properties dialog box, select the **Enabled** option.
7. In the Properties dialog box, click **Show**.
8. In the Show Contents dialog box, click **Add**.
9. In the **Enter the name of the item to be added** edit box of the Add Item dialog box, enter the URL of the eRoom site (for example, `http://my.eroom.site.com`).
10. In the **Enter the value of the item to be added** edit box of the Add Item dialog box, enter `2,1,0,0`.
11. Click **OK** to close the Add Item dialog box.
12. Click **OK** to close the Show Contents dialog box.
13. Click **OK** to close the Properties dialog box.

As a Standard user, install the eRoom plug-in —

1. Log in as a Standard user.
2. Verify that the ActiveX Installer Service is running (click **Start > Run**, and then enter `services.msc`). If it is in a “stopped” state, log out, log back in as Administrator, and then restart the ActiveX Installer Service. Log out, and then log back in as a Standard user.
3. Open Internet Explorer and navigate to an eRoom site.
4. On the Plug-in Update page, select the **Update the eRoom plug-in software** option and click **OK**.

Note that the first time you access this page it is called the Software Options page, and you choose **eRoom plug-in software**.

Internet Explorer displays a colored bar at the top of the window indicating that the eRoom site is ready to install the eRoom client.

5. Click the colored bar and select **Install ActiveX Control**.
After a few moments, an ActiveX Installer Service - Security Warning dialog box opens.

6. Click **Install** to continue with the plug-in installation.
After a few moments, an Interactive services dialog detection dialog box opens. If this dialog does not open, restart your computer and try these steps again.
7. Click **Show me the message**.
The Welcome to eRoom 7.0 dialog box opens. If this dialog box does not open, click **Return now**, wait a few moments, and then click **Show me the message** again.
Repeat as necessary until the Welcome to eRoom 7.0 dialog box opens.
8. Click **Install**.
9. When the install finishes, a Startup Folder dialog box opens.
10. Click **Yes** if you want to add the eRoom Monitor to your Startup folder. Otherwise, click **No**.
11. In the Interactive services dialog detection dialog box, click **Return now**.
The eRoom plug-in is now installed.

Using Web Folders in eRoom on a new install of Vista

In order to avoid problems using WebDav (Web Folders) in eRoom on a fresh (not upgraded) install of Microsoft Windows Vista, perform the following procedures:

On eRoom Server —

1. IIS must be configured to allow WebDAV in the Web service extensions.
2. If your WebDAV Web site is set up as both a DAV and FrontPage site, IIS defaults to the FrontPage custom header and blocks DAV command-line connections. In this case you may need to remove custom headers; however, this is *not* required.
 - a. In IIS Manager, expand the local computer, right-click your WebDAV Web site (the site that contains the virtual directory mapped to your WebDAV publishing directory) and click **Properties**.
 - b. Click the HTTP Headers tab.
 - c. Remove any headers listed in the Custom HTTP headers list box.
 - d. Click **Apply**.
 - e. Click **OK**.

On Vista Client —

1. Make sure you can connect to another Web Folder besides eRoom (for example, <http://www.msnusers.com>).

2. Make sure the WebClient Service is running.
3. Make sure (via the Network and Sharing Center) that Network Discovery and file sharing are turned on. This is for general network functionality and is not specific to Web Folders.
4. Install **webfldrs.msi** from a machine running Windows XP SP1.
 - a. Start the installation by double-clicking or right-clicking **webfldrs.msi**.
 - b. Click **Select reinstall mode** and
 - *Clear* the **Repair all detected reinstall problems** check box.
 - Select the **Force all files to be reinstalled, regardless of checksum or version** check box.
 - Select the **Verify that required user registry entries are present** check box.
 - Select the **Verify that required machine registry entries are present** check box.
 - Select the **Validate shortcuts** check box.
5. You will need to install it once, reboot, and then install it a second time using the instructions above. Reboot a second time.
6. Sometimes it is necessary to install **Webfldrs-KB892211-ENU.exe**, but it is not required. However, if you are rolling out instructions to users, everyone should use the same configuration.

The Web client does not have to be in the same subnet as the server. It works across subnets. If you still cannot create a Web Folder from a Vista client (on a different subnet) it might be that the router is causing some problems.

Often the first attempt to create a Web Folder fails with the error "Folder you entered does not appear to be valid", but the second attempt will succeed.

Adding eRoom as a Trusted Site

Security issues between eRoom and web browsers on Windows Vista can be minimized by adding the eRoom server URL as a Trusted Site, as described in the following procedures.

For Internet Explorer —

1. Select the **Tools > Internet Options > Security** tab.
2. Put focus on the **Trusted Sites** icon.
3. Click the **Sites...** button.
4. In the **Add this Web site to the zone:** field, specify the eRoom server name (for example, `http://eroomservername.domain.com`).
5. Click **Add**.
6. Click **Close**.
7. Click **OK** to close the Internet Options dialog box.

For Mozilla Firefox —

1. Select **Tools > Options** and put focus on Security icon.
2. Click the **Exceptions...** button at the top of the dialog box (there are two).
The Allowed Sites - Add-ons Installation dialog box opens
3. In the **Address of web site:** box, enter the eRoom server name (for example, `http://eroomservername.domain.com`).
4. Click **Allow**.
5. Click **Close** to close the Allowed Sites dialog box.
6. Click **OK** to close the dialog box.

Approving the rich text editor control

On a Windows Vista workstation, using eRoom in Internet Explorer 7 with the eRoom plug-in installed, the first time you perform an action that launches the rich text editor (such as creating a note), a yellow bar appears at the top of the browser window. In the bar, a message asks if you want to run the 'eRoom Client 7.40' add-on. This query refers to the rich text editor control. Click the yellow bar to display a menu and pick **Run ActiveX control**. Next, in the security dialog box that appears, click **Run**. The rich text

editor now displays normally. You need to do this only once. After that, the yellow bar and warning dialog box do not appear when you use the rich text editor.

Using eRoom with Microsoft Office 2007

When using eRoom 7.4 with Microsoft Office 2007, note the following:

- The eRoom Viewer for Microsoft Project is not certified with Microsoft Project 2007.
- Storing Access 2007 databases in eRoom is not supported in eRoom 7.4.
- Rights management in eRoom 7.4 does not support the Microsoft Office 2007 OpenXML format (for example, .docx, .pptx, .xlsx). Before applying rights management, enable Office 2007 Compatibility Mode to save files as .doc, .ppt, or .xls.

Upgrading to eRoom 7.4a from previous versions

This section provides information about upgrading to eRoom 7.4a from previous versions of eRoom.

Upgrade notes

In addition to any specific issues related to upgrading from a particular version, note the following.

Plug-in client upgrades

If you are planning to deploy IRM functionality on your site, users **must** upgrade their plug-in client when moving to 7.4 from **all** previous eRoom versions. Note that doing so might force a reboot on the client machine.

Note: In order to use the eRoom Client for IRM support, the **Minimum Acceptable eRoom Client Version** in Server Tuning (General tab, Miscellaneous category) must be set to 128182. Setting this value ensures that site members are prompted to install the 7.4 client the next time they log in.

eRoom Real Time Server

The 7.3.003 version of the eRoom Real Time Server works only with eRoom server version 7.4 and higher. It is not backwards-compatible with previous versions of the eRoom server. When upgrading to eRoom version 7.4 or higher, you must also upgrade the eRoom Real Time Server to version 7.3.003 in order to continue providing real-time meeting capabilities in eRoom. When upgrading to eRoom Real Time Services 7.3.003

from 7.2x or earlier, you must first uninstall the Real Time Server (using **Add/Remove Programs** via the Control Panel), and then install the 7.3.003 version.

eRoom stop file

eRoom ships with a “stop file” containing common English words that are not indexed for full-text search (words like “to”, “and”, “the”, and so on). If you have customized this file, you must propagate your customizations in all eRoom upgrades.

eRoom SMB customer upgrades

If you are an eRoom SMB customer upgrading to full eRoom, you must download and install the necessary language pack(s) as part of the upgrade process. SMB installs all language packs by default. When you upgrade, the SMB language packs will remain in place, but will be out of sync with the full eRoom version.

Upgrading from Version 7.3.x or 7.2.x

There are no known issues when upgrading the eRoom server to version 7.4a from previous eRoom 7.4, 7.3.x, and 7.2.x versions.

In an Advanced installation site, **all servers** must be upgraded at the same time.

Upgrading from Version 7.0.x

Inboxes modified to use SMTP

eRoom inboxes have been modified, as of version 7.2, to use SMTP rather than POP3. For information about configuring SMTP inboxes, see *Appendix B: Configuring eRoom Inboxes* in the *eRoom 7 Installation, Upgrade, and Configuration Guide*. For information about how pre-7.2 inboxes are affected by this change, refer to *Inbox addresses change after upgrade to eRoom 7.2* in the *Site administration* or *Inboxes* topic of eRoom 7 online Help.

Upgrading from Version 6.0.x

Member migration from v6 to v7

As part of the migration process from eRoom 6 to eRoom 7, all members with the same login names are matched and merged. Therefore, before upgrading to eRoom 7, administrators should assign unique login names to any members who have same login names in the eRoom 6 environment. Otherwise, members with the same login names will be merged in eRoom 7. As a result, the surviving member will have all the same access rights to all eRooms and items that the previously distinct members with that login name had.

After migrating from eRoom 6 to eRoom 7, some users may have duplicate accounts on the new eRoom 7 site. Please contact EMC Documentum's technical support via the Powerlink site (<http://powerlink.emc.com>) for assistance in merging any duplicate accounts.

Inboxes modified to use SMTP

eRoom inboxes have been modified, as of version 7.2, to use SMTP rather than POP3. For information about configuring SMTP inboxes, see *Appendix A: Configuring eRoom Inboxes* in the *eRoom 7 Installation, Upgrade, and Configuration Guide*. For information about how pre-7.2 inboxes are affected by this change, refer to *Inbox addresses change after upgrade to eRoom 7.2* in the *Site administration* or *Inboxes* topic of eRoom 7 online Help.

eRoom plug-in client

There are no known issues with running the 7.4a and 6.0.x clients on the same machine. Installing the 7.4a client will not overwrite or uninstall 6.0.x versions of the eRoom client; both versions run in parallel.

The 7.4a client is **not** backwards-compatible with previous 6.0.x versions of the eRoom server.

Bug fixes in this release

This chapter describes bug fixes in eRoom version 7.4 and 7.4a. Each item includes a reference number (for in-house tracking purposes only) and a summary of the issue.

Table 1. Bug fixes in eRoom version 7.4

Bug #	Description	Result
47219	The eRoom plug-in does not work on the Windows Vista version of Microsoft Internet Explorer 7 with Protective Mode enabled.	You can now run the eRoom plug-in using the Windows Vista version of Microsoft Internet Explorer 7.
47305	Cannot install plug-in client as Standard user on Vista.	Can now install plug-in client as Standard user on Vista.
47473	Support for time zone changes introduced by Microsoft patch 933360.	Time zones introduced in the specified Microsoft patch now appear on the Member Information page.
47475	An eRoom coordinator with either Can modify the community member list or Can create groups permission can create a custom role with coordinator privileges. However, if that coordinator is made a participant in that eRoom, he or she remains on the Edit list for the custom role that he or she created. As a result, the user retains the ability to add/remove people from any custom role he or she created. This includes the ability to add himself or herself to the role and become a coordinator again.	This security vulnerability with custom roles has been eliminated.
47596	Support for new Venezuela time zone.	New Venezuela time zone now supported.

Table 2. Bug fixes in eRoom version 7.4a

Bug #	Description	Result
47845	eRoom may display incorrect file sizes after a file protected with rights management is edited.	eRoom now displays the correct file size after a file protected with rights management is edited.
47861	After an upgrade to 7.4, participants and observers may not be able to access some eRooms even though community and site administrators can do so. While trying to log in to the eRooms, members see the following error: "Unfortunately, eRoom was unable to generate the page you requested, because you do not have right to it."	Participants and observers no longer see this error message after upgrading to eRoom 7.4.

Known problems and limitations

This section identifies problems and limitations that may affect your use of the product.

EMC Documentum makes the latest information about customer-reported issues and known problems available on the Powerlink website (<http://powerlink.EMC.com>). You must have a software support agreement to log in and access the list of issues.

Known problems

This section describes known defects in EMC Documentum software that may affect your use of the product.

Table 3. Known issues in eRoom version 7.4

Bug #	Description	Action or Result
43920	Inbox fails to accept HTML mail with displayed graphic that is web link.	N/A.
46039	Cannot edit HTML files in version 7.	Workaround: You can edit HTML files in version 7 using Notepad. For example, set the edit action for the HTML file type in Folder Options to "Notepad". You can also set the HTML editor to "Notepad" on the Programs tab in Microsoft Internet Explorer if the edit action for HTML files is set to "Internet Explorer".
46123	Deleting a member removes that member from the change logs.	N/A.

Bug #	Description	Action or Result
46307	Errors in the eRoom errors log during the install of the Language Packs.	N/A.
46657	Viewing linked images and HTML files fails when using a newer 7.3.x or 7.4 eRoom plug-in with any prior 7.3 eRoom server version.	When viewing HTML files on a pre-7.3 eRoom server with a 7.3.x or 7.4 version of the plug-in, the browser is unable to resolve any relative links (such as links to images and other HTML files within eRoom).
46675	eRoom Extension Manager misreporting "files need to update on servers".	In a multi-cluster environment, the first tab misreports that files are out of date while the next two tabs show green (check/OK).
46711	Cannot open an Adobe Acrobat document from an eRoom if another is already open. The following error occurs: "There was an error opening this document. This file cannot be found."	Workaround: Close the Adobe Acrobat window on the desktop, then try to open the Adobe document again in eRoom.
46722	After switching between Daylight Saving Time and standard time (or vice versa), the Extension Manager shows all extensions marked as "Unconfigured". This does not affect server operation, unless any extension needs to be changed. If you need to make any changes, configure all extensions before updating the server(s).	Updating the server(s) before configuring extensions might disable the unconfigured extension(s).
46734	eRoom performance degrades when importing an eRoom with a large number of databases into a facility.	This issue will be addressed in a future release.
46745	Inbox doesn't retrieve HTML mail that contain HTTP links to images.	N/A.

Bug #	Description	Action or Result
46832	eRoom banner size is listed incorrectly on Japanese eRoom Settings Options page.	On a Japanese eRoom Settings Options page, the eRoom banner size is incorrectly listed as "width%1 pixels, height%2 pixels". The correct dimensions of the banner size is 600 pixels wide and 36 pixels high.
46892	When adding an eRoom item, you receive the error: "Unfortunately, eRoom was unable to process this dialog, because the correct Content Server object could not be found."	This issue will be addressed in a future release.
46894	eRoom allows linked folders to contain non- linked files.	When creating linked folders, users are able to add files that are not linked to the Content Server by adding the files in the eRoom.
46897	When dragging and dropping a file onto a linked folder, eRoom displays the following error: "Unfortunately, eRoom was unable to move this item, because the Documentum repository server is not responding."	If a file is linked to a different repository than the folder, it will result in the error.
46901	When exporting and then importing an eRoom that contains Content Server-linked files and/or folders, the files and/or folders are not updated correctly in the newly imported eRoom.	When an eRoom is imported that contains linked items, the new eRoom's linked items are not updated. However, the original eRoom that was exported continues to receive updates.
46915	Login page fails when trying to add a new repository to eRoom.	When adding a new repository to eRoom, a user cannot navigate beyond the Documentum Login page.
46949	Some HTML emails sent to an eRoom inbox are losing formatting.	N/A.

Bug #	Description	Action or Result
47026	Encrypting File System (EFS) not working with Microsoft Windows Server 2003 SP1.	EFS worked with eRoom on Windows 2000 or Windows Server 2003, but may not work on Windows Server 2003 SP1 because of differences between the operating system release. EFS can still be used with eRoom, but must conform to particular usage scenarios on Windows Server 2003 SP1.
47046	With Content Server 5.3 SP3, a Webtop pop-up window opens when you add a Content Server-linked file to an eRoom.	N/A.
47056	Unable to edit Access 2007 files with default extension of .accdb.	Workaround: Start Access 2007 from your desktop before opening an Access 2007 file from eRoom.
47086	Very large .pdf files can cause the indexing server to hang.	A .pdf file that is 60,000 pages or larger, either on its own or contained in a .zip file, can cause the indexing server to hang. Files large enough to trigger this error, however, are rare.
47104	SAAPI: SetExternalCredentials method returns error "no external credentials specified" against Content Server upgraded to 5.3 SP3.	The SetExternalCredentials method fails for both the IERUUser and IERUEExternalStorageManager interfaces. On a fresh install of Content Server 5.3 SP3, the method works.
47118	In the eRoom Administration MMC console, testing your connection to existing file servers fails, even though permissions are set up correctly and the file share is accessible and working correctly.	<p>Error messages</p> <ul style="list-style-type: none"> • When testing the file server account from the Properties page of the ERSAdmin: eRoom could not connect to all file servers using the specified account name and password. • When testing each file server under the File Server node in ERSAdmin: The eRoom File Server account does not have full con-

Bug #	Description	Action or Result
		<p>trol access to the network share “\ComputerName\Room-Files”.</p>
		<p>Check both the folder and sharing permissions and make sure that the File Server account has full control for both.</p>
47148	<p>If an eRoom project plan is exported with the Export rich text as HTML option selected, importing that CSV file fails.</p>	<p>Workaround: When exporting a project plan, clear or do not select the Export rich text as HTML check box.</p>
47159	<p>On the Member Information page, entering a member’s email address in the format <i>myName@MyHost.com</i> (with the “.” immediately following the “@”) breaks the standard Internet message format (RFC 2822) and may also cause the nightly notification job to crash.</p>	<p>Workaround: Enter email addresses on the Member Information page using the standard Internet message format.</p>
47160	<p>Editing a step or adding a new step in an approval-process database clears the following check boxes: This is a due date and This is an owner field. As a result, the entries no longer qualify as tasks, eRoom adjusts the task lists accordingly, and expected task notifications are not received.</p>	<p>Workaround: Edit the database and reselect the following check boxes: This is a due date and This is an owner field.</p>
47168	<p>Unable to connect to eRoom via WebDAV (also known as Web Folders in Windows).</p>	<p>Workaround: Verify that only Windows Anonymous is selected for each Web root, including Web Sites, Default Web Site and all eRoom roots. All other check boxes should be cleared (Properties \ directory security \ authentication and access control \ Edit button). Restart IIS if you make a change.</p>

Bug #	Description	Action or Result
47172	eRoom Viewer for Microsoft Project v7.2 does not support Microsoft Project 2007.	With Microsoft Project 2007 installed on the eRoom server, using the eRoom Viewer for Microsoft Project v7.2 to view a Microsoft Project file results in an error message stating that the eRoom Viewer does not support the installed version of Microsoft Project.
47174	In the community member list, the Groups page does not show all groups correctly.	When the Groups page is opened from the community member list, selecting a group sub-tab may result in that group not being displayed on the page. However, the group is displayed correctly through the eRoom member list.
47184	Internet Explorer 7 does not handle a blocked file when using the add file command. The file is not uploaded, which is correct. However, users get a script error from the browser instead of an eRoom error message saying that this file type is blocked.	Workaround: The blocked files list is respected when the file is dragged and dropped into eRoom.
47189	In Microsoft Internet Explorer 7, creating a new file in eRoom based on file type via the add file command results in the following error message: "The eRoom plug-in software has not been initialized."	Clicking OK for the error message creates the file in eRoom, but the authoring application does not automatically launch.
47193	Microsoft Internet Explorer 7 no longer includes MSJVM, so the Java Runtime Environment (JRE) must be installed separately.	This is required for Real Time Services (RTS) to work properly. You can download the Java Runtime Environment from here: http://java.com/en/download/index.jsp . The version tested with RTS version 7.3.002 is JRE Version 5.0.
47210	Cutting a read-only database row temporarily disables the database.	Log out and log back in again to access the database.
47212	Copying a database row does not retain read-only access.	N/A.

Bug #	Description	Action or Result
47216	The eRoom API does not expose built-in roles as groups.	This prevents developers from removing members from built-in roles, which can be done through the eRoom user interface.
47217	When a search operation takes place in a database with a member list field, users may receive any error saying that eRoom could not perform the operation.	N/A.
47221	When a linked file with a .log extension is unlinked from the Content Server, the file in eRoom gets a .txt extension.	N/A.
47222	Files added to the Content Server through eRoom are available on the Content Server before properties are saved in Webtop.	When a document is added to the Content Server via eRoom, it is checked in before the properties appear via Webtop. As a result, another user could access the file before the properties are set, thus preventing the user who added the file from editing the properties.
47225	An approver cannot approve a step in an approval-process database without Open rights to the next step. Trying to approve the step causes the following error: "Unfortunately, eRoom was unable to process this dialog, because you do not have rights to it."	Workaround: Make sure that the approver has Open rights to the next step.
47226	When adding a WebDav connection to eRoom from a fresh install of Windows Vista, the following error occurs: "Folder you entered does not appear to be valid". If you are running Vista with Office 2003 installed, however, you will not see this error.	Windows XP upgrades to Windows Vista do not experience this problem. However, if you have a fresh install of Windows Vista, you can perform the workaround instructions provided under <i>Using Web Folders in eRoom on a new install of Vista</i> in the <i>Using eRoom with Microsoft Windows Vista</i> section earlier in this document.

Bug #	Description	Action or Result
47227	Nightly notification is missing information for an approval-process database step requiring multiple approvers.	After one of multiple required approvers approves a row in an approval-process database, nightly notifications to the remaining approvers are missing the text "Waiting for your approval".
47233	eRoom members can see calendar events created by members in a different time zone only if they use the "by month" calendar view. Such an event does not display in the "by week" view.	Workaround: When members are in different time zones, use the "by month" calendar view.
47235	When starting a meeting, if a member has not already chosen to trust EMC Corporation as a publisher, they see a security warning as they start a real time meeting. Depending on the JVM being used, either a small warning appears with no mention of expiration, or a big warning appears stating "! The application's digital signature has an error. Do you want to run the application?"	Workaround: Press Run each time the message is displayed. Or, to avoid seeing the warnings in the future on that client machine, select Always trust content from this publisher .
47246	When adding a new member to an eRoom, if the community member list is in tabbed view ("large member list" mode), the member picker displays the entire community member list without filtering out already existing eRoom members.	N/A.
47249	When creating a folder with the connected set option selected, the access control can change.	If a user has Open and Edit access to a folder and then makes changes to the folder, the Open access control changes to the userID of the person who edited the folder.

Bug #	Description	Action or Result
47250	SAAPI: ImportCommunities method fails for IERUCommunityManager.	<p>Calling IERUCommunityManager::ImportCommunities generates different errors depending on how the file is referenced.</p> <p>For the following code: Set New-Community = app.site.communitymanager.importcommunities importFile,erImportNone</p> <p>Specifying an importFile with a complete path, for example, C:\downloads\MyCommunity.erc generates the following error: "Object Required: 'ImportCommunities(...)'"</p> <p>Specifying just the file name, for example MyCommunity.erc, generates the following error: "eRoom could not perform this operation. Invalid arguments were passed to a method or function call."</p>
47268	By modifying the URL, it is possible for a non-administrative member to view the membership of a community if the list is in tabbed view ("large member list" mode).	If the member attempts to execute a member search, it should fail with a "you do not have rights" error. Instead, the search is successful.
47283	Community administrators can still add guests to eRooms even when their site-level permission is set to "no" for adding guests.	N/A.
47291	When you try to change a linked folder item's template, the change is not saved unless you also change the linked folder's target on the Content Server.	Workaround: If you change both the linked folder's target and the template, the changes are saved.

Bug #	Description	Action or Result
47299	An image embedded in the body of an email message causes the following error when the message is edited: "Unfortunately, eRoom ran out of memory."	Workaround: Include images as attachments instead of embedding them in the body of the message.
47300	When a Content Server-linked item is selected, an error message occurs.	With the eRoom plug-in enabled, selecting a Content Server-linked item in one eRoom that points to a file in another eRoom opens the file as expected, but also causes eRoom to display an error.
47306	With the plug-in, viewing or editing a Microsoft Office 2007 document or text file results in the application window opening behind the eRoom browser window, instead of getting focus and opening in front of the eRoom window.	Workaround: Click on the button in the task bar to bring the application window to the front.
47321	Cannot import a previously exported project plan in the Japanese locale.	If a user's browser is configured for the Japanese locale, and they access eRoom with the Japanese Language Pack installed, they are unable to import a previously exported project plan because the Japanese characters in the exported CSV file are corrupted.
47327	Upgrade incorrectly sets enterprise database ACLs for row-level access.	Upgrading eRoom may cause the row-level access control for enterprise databases to change so that the database creator and eRoom coordinator are the only users who can edit the entries.
47330	Renaming an item through WebDav (Web Folders) may cause the item to be duplicated.	Attempting to rename through WebDav an item to which the user does not have permissions results in that item being duplicated within eRoom with the new name.

Bug #	Description	Action or Result
47362	After upgrading to 7.4, new blocked file types are not automatically added to the blocked list on the eRoom server.	Workaround: On the General page of eRoom Site Settings, click Restore defaults to retrieve the list of blocked file types.
47374	Using Safari 2.0.4 on Mac OS X, click to open files stops working.	Workaround: Reload the page and then click on the file.
47382	Using the plug-in client in an eRoom on an XP machine running Office 2003 (no FileFormatConverter.exe installed yet), trying to open an Office 2007 file results in the following message: "Unfortunately, eRoom was unable to open this item for editing because there is no application associated with this file type." Opening the same file in the operating system directly, however, results in a prompt that directs you to the FileFormatConverter.exe download site.	Workaround: Run FileFormatConverter.exe on an XP machine running Office 2003 before attempting to open an Office 2007 file in eRoom 7.4.
47390	If Mozilla Firefox is your default browser, clicking the eRoom Monitor, picking Settings , and then clicking Help results in an error message ("Firefox can't find the file at /C:/Program") and the client Help does not open.	Workaround: Paste into the browser's location bar the following: <code>file://C:/Program Files/eRoom 7/Help/client_help.htm#dlgmonitorsettings.htm</code> , it opens.
47398	After a forced client upgrade from v7.3.2 or v7.3.3 to v7.4, when you try adding a file to eRoom via the Add File command/button, the selected file path is erased after you click OK . The selected file is not uploaded to the eRoom.	Workaround: Close the current browser and start a new browser. After restarting the browser, the problem does not recur. Note that if you upgrade the client via ClientSetup.exe , the problem does not occur.
47399	Unable to perform a forced client upgrade from 7.2x to 7.4 client.	Workaround: If using eRoom 7.2x, in order to successfully upgrade the plug-in client to version 7.4, you must uninstall the 7.2x client first.
47404	Using the Mozilla Firefox browser, dragging a file within eRoom does not move the file.	N/A.

Bug #	Description	Action or Result
47411	Cannot edit or view eRoom files directly from the WebDav (Web Folders) location if you are running Windows Vista with Office 2007. Instead, you must copy them locally (e.g., using drag and drop).	Note that this does not happen with Office 2003.
47518	Two eRoom sites can connect to a single IRM server.	The IRM server extension can only point to a single eRoom site at a time, and only that site can successfully open protected documents. Therefore, it is critical that each eRoom site is configured to use an unique IRM server. This ensures that an IRM server protecting documents in one eRoom site is not being used to protect documents in another eRoom site.
47591	In Internet Explorer 7, cannot run plug-in after running ClientSetup.exe from desktop.	Workaround: Add eRoom as a Trusted Site in IE7 by using the procedure <i>Adding eRoom as a Trusted Site</i> , in the section <i>Using eRoom with Microsoft Windows Vista</i> , earlier in this document.
47694 and 47714	Unable to change policy settings for multiple files or folders.	N/A.
47705	Protection fails when the login name for the IRM server administrative account does not include the domain name.	Workaround: In Site Settings the user connecting to IRM server must include a domain name prefix, for example, \\pvserver\shanaa.
47723	Error while opening a protected file in edit mode. This problem occurs when an instance of Word (WINWORD.EXE) is already running in the Windows Task Manager.	Workaround: In the Task Manager, kill the residual WINWORD.EXE process and try editing the protected file again.
47725	Temporary files do not get deleted from the temp directory.	N/A.

Bug #	Description	Action or Result
47760	Copy operation fails after IRM administrative account is changed in site settings.	Changing the initially selected IRM administrative account can cause problems when working with protected files. For more information, see <i>Using rights management in eRoom 7.4</i> , earlier in this document.
47783	The browser displays the room settings page until auto-protection is complete.	The spinning Documentum logo should be displayed while an eRoom or folder is being auto-protected.
47784	Copy/cut eligible file to an auto-protected eRoom occurs without the warning message.	eRoom may not always warn users that eligible files being placed into an eRoom with rights management automatically applied will permanently protect the files.
47820 and 47821	Get protect warning message when adding file to linked folder (browser only and plug-in client).	Although you see a warning message that file will be protected, no warning should appear since the file is Content Server-linked, and therefore ineligible for rights-management protection.
47845	Incorrect file size is displayed after editing a protected file.	When a file is edited in an eRoom where rights management is optionally enabled, saving changes to that file may result in an inaccurate file size being shown.

Limitations

This section describes limits on the usability of current functionality. The limitations may be part of the product design or may result from issues with associated third-party products.

Table 4. Software limitations in eRoom version 7.4

Bug #	Description	Action or Result
47293	Browser hangs when attempting to download plug-in client as a Standard user on Vista.	To correct or prevent this problem on Vista, follow the instructions provided under <i>Using the ActiveX Installer Service</i> in the section <i>Using eRoom with Microsoft Windows Vista</i> , earlier in this document.
47373	Customers need Project 2007 to view Project 2007 files.	eRoom 7.4 supports Project 2007 since users can upload 2007 files into eRoom and view them with Project 2007. However, at the time of the eRoom 7.4 release, Microsoft does not yet have the filters to allow Project 2003 to read 2007 files.
47396	If an Administrator installed the current plug-in, but a Power User performs the upgrade to client version 7.4, then the following error will occur: "unInstaller setup failed to initialize. You may not be able to uninstall product".	When upgrading the eRoom plug-in via the browser, you should be logged in to the client machine as the same user that originally installed the plug-in. This user can be an Administrator or Power User on the client machine. Regardless, the plug-in will be installed successfully.