

# Release Bulletin Enterprise Portal 6.0 – Enterprise Edition for WebLogic Server on Sun Solaris

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## 1. Accessing current release bulletin information

A more recent version of this release bulletin may be available on the Web. To check for critical product or document information added after the product release, use the Sybase Product Manuals Web site.

### ❖ Accessing release bulletins at the Sybase Product Manuals Web site

- 1 Go to Product Manuals at <http://www.sybase.com/support/manuals/>.
- 2 Select a product and language and click Go.
- 3 Select a product version from the Document Set list.
- 4 Select the Release Bulletins link.
- 5 From the list of individual documents, select the link to the release bulletin for your platform. You can either download the PDF version or browse the document online.

## 2. Product summary

Sybase Enterprise Portal 6.0 – Enterprise Edition is compatible with the following operating systems, database servers, application servers, and Web browsers that use the HTTP 1.1 protocol:

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operating system   | Sun Solaris 2.8 Ultra 10 (also known as SunOS 5.8 and as Solaris 8),<br>Sun Solaris 2.9 Ultra10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Database servers   | Adaptive Server <sup>®</sup> Anywhere version 8.0.0 and later (if used), or<br>Oracle 8.1.7, Oracle 9i                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Application server | WebLogic <sup>®</sup> Server 8.1 Service Pack or later                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Web browsers       | <p>To access Portal Interface on Solaris, use Netscape version 7.0 and later.</p> <p>To access Portal Interface on Windows, use:</p> <ul style="list-style-type: none"> <li>• Internet Explorer version 5.5 Service Pack 2 with the following patches: Q319182, Q321232, Q328389, Q810847, Q323759, Q824145, Q823980, Q822925, Q312461, Q818529, Q330994</li> <li>• Internet Explorer version 6.0 Service Pack 1 with the following patches: Q827667, Q828750, Q330994, Q822925, Q824145, Q822925</li> <li>• Netscape version 7.01</li> </ul> <p>See “Known problems with Netscape” on page 11 for a detailed description of known issues when using Netscape with Enterprise Portal.</p> <p>To access Portal Studio on Windows, use Internet Explorer versions 5.5 or 6.0.</p> <hr/> <p><b>Note</b> Portal Studio is not supported on Netscape.</p> |

## 2.1 Version contents

The Enterprise Portal version 6.0 packaging includes:

- Media
  - Getting Started – Enterprise Portal 6.0 CD
  - Enterprise Portal 6.0 CD
  - Technical Library – Enterprise Portal 6.0 CD
- Documentation
  - *Enterprise Portal Installation Guide for WebLogic Server on Sun Solaris*
  - *Enterprise Portal Release Bulletin for WebLogic Server on Sun Solaris* – this document
  - Online help text
  - *Enterprise Portal 6.0 Technical Library CD*
  - *Technical Library CD Installation Guide*

- Instant Messaging sample portlet documentation, located at *\$SYBASE/PortalStudio/portlets/im*
- Discussion Forum sample portlet documentation, located at *\$SYBASE/PortalStudio/portlets/df*

The *Enterprise Portal 6.0 Technical Library* CD contains the following Enterprise Portal manuals in both DynaText and PDF formats:

- *Enterprise Portal Developer's Guide* – describes how to develop and deploy portlets, portals, and their associated components, such as pages, catalogs, and so on. It also includes sample documentation for the Content Explorer.
- *Enterprise Security Administration Guide* – explains the Enterprise Security architecture and describes how to set up both basic and advanced security models for an enterprise.
- *Portal Interface User's Guide* – gives an overview of Enterprise Portal and the new services and features that are available in Enterprise Portal version 6.0.

The Technical Library CD also contains the following related manuals:

- *jConnect for JDBC documents* – Enterprise Portal includes the jConnect™ for JDBC™ driver to allow JDBC access to Sybase database servers and gateways. The *jConnect for JDBC Programmer's Guide* is included on the CD in PDF and DynaText formats.

These manuals are also available online at Product Manuals at <http://www.sybase.com/support/manuals> in PDF and html formats.

## 2.2 System requirements

Table 1 lists system requirements.

**Table 1: System requirements for Solaris**

| Platform and OS                                  | Release level                | RAM              | Disk space       | Network protocol | Web browser                                                           |
|--------------------------------------------------|------------------------------|------------------|------------------|------------------|-----------------------------------------------------------------------|
| Sun Solaris Certified on Sun Solaris 2.8 Ultra10 | 2.8 and 2.9 32-bit platforms | 512MB minimum    | 1.2G minimum     | TCP              | To access Portal Interface, use Netscape version 7.0.                 |
| Sun Solaris 2.9 Ultra10                          |                              | 2.0G recommended | 2.0G recommended |                  | To access Portal Studio, use Internet Explorer versions 5.5, and 6.0. |

---

Note You must have a *temp* directory with at least 928MB to install Enterprise Portal.

---

## 3. Special instructions

Starting in 2007, the Daylight Saving Time (DST) rules are changing in the United States and Canada. DST now begins on the second Sunday of March and ends on the first Sunday of November. To ensure that your Enterprise Portal installations continue to function correctly, you must install a Java patch.

You can find the instructions for installing the Java patch on the BEA Web site at <http://e-docs.bea.com/jrocket/geninfo/diagnos/tzupdate.html#wp1003022>.

## 4. Special installation instructions

This section discusses special installation instructions and issues that are not in the *Installation Guide*.

### 4.1 Need valid hostname and domain name

**[CR #35331]** The machine on which you install Enterprise Portal must have a valid hostname and domain name before you attempt to install the software or the installation will fail.

Before you start, issue each of these commands and make sure a value is returned.

```
hostname
domainname
```

If no value is returned, contact your system administrator for assistance.

### 4.2 Remote mounts may cause installation problems

**[CR #350984]** The Enterprise Portal installation may hang right before the Summary Screen displays, if you have a remote mount, and the machine has stopped responding or has removed your privileges to view the disk.

*Workaround:* Before you start the installation, do the following:

- 1 Use `cd` to access each remote mount point, and execute:

```
df -k .
```

- 2 If the command hangs, you should unmount that directory before starting your install.
- 3 Once you have checked each remote mount point, you can perform the installation.
- 4 After the installation, be sure to remount the directory.

---

**Note** If you experience the hang during an installation, it is safe to terminate the installation. No files have been written, and no configuration changes have been made.

---

### 4.3 Installation size

**[CR #339137]** During installation, the installer states that 94MB will be installed, but the actual size is 194MB.

*Workaround:* Make sure that at least 194MB is available for the installation.

### 4.4 Files written to */tmp*

**[CR #350168]** Some files are written to the default temporary directory (*/tmp*) even when the installer's default temporary directory is overwritten using:

```
-is:tempdir
```

*Workaround:* None.

### 4.5 Portal Security password correction

**[CR #354912]** In the installation screen for inputting security information, the help screen recommends using the default password `123qwe`. However, if you use this value, you get the error message:

```
The password for pso must be at least eight characters.
```

*Workaround:* The correct default password is `1234qwer`.

## 4.6 Uninstalling security services

**[CR #331840]** You cannot uninstall Enterprise Security independently of Enterprise Portal.

*Workaround:* Do not use the uninstaller in the Enterprise Security directory. Only use the uninstallers in the SYBASE root directory.

## 4.7 Configuring Oracle for multibyte support

**[CR #314249-1]** If you plan to use a language other than English, you must configure the Oracle database to support multibyte characters. Consult the Oracle documentation for information and procedures. Keep in mind the Portal Studio limitation noted in CR #337466 (“Support for multibyte characters” on page 24), and the published Web services limitation noted in CR #311762 (“Published Web services cannot use multibyte characters” on page 27).

## 4.8 Modifying the WebLogic Server startup script

**[CR #353320, #355077]** Since there are various ways of creating the WebLogic Server start up script, the installer program may be unable to complete the necessary modifications for your environment. You may need to modify the startup file manually.

*Workaround:* Perform one of the following procedures.

If you use the *startWebLogic.sh* startup script:

- 1 Open the file used to start the WebLogic Server in a text editor. For example, if you use the default WebLogic startup file, open:

```
$BEA/user_projects/domains/<domain_name>/startWebLogic.sh
```

where *\$BEA* is the WebLogic installation directory

- 2 Check to make sure the following line, which invokes the *commEnv.sh* script, is included:

```
# Call commEnv here AFTER setting the java_vendor to  
get common environmental settings.  
${BEA}/common/bin/commEnv.sh
```

- 3 If the line is missing from the startup file, add it above the Java call that starts the WebLogic server process, and save the file. This modification makes additions to the CLASSPATH before the WebLogic Server starts up.

- 4 Start the WebLogic Servers.

Alternatively, if you use another way to start the WebLogic Server, other than the *startWebLogic.sh* script:

- 1 Check to make sure the CLASSPATH includes these entries:

```
$BEA/weblogic81/server/ext/jdbc/sybase/jConnect-5_5/classes/  
jconn2.jar:$BEA/sybasesecurity/sybasesecurity_classes.jar:  
$BEA/sybasesecurity/log4j-1.2.8.jar:$BEA/sybasesecurity/etc
```

- 2 Start the WebLogic Servers.

## 4.9 Autoindexer does not index documents in the file directory

**[CR #339901-2]** The autoindexer does not index the documents you have in your file directory.

*Workaround:* See “Autoindexer does not index documents in the file directory” on page 29 in the “Known problems with Autonomy” section.

# 5. Changed functionality in this version

This section discusses the new features in Enterprise Portal version 6.0.

## 5.1 Defining the authentication delegate

Beginning with Enterprise Security version 6.0, you must define the authentication delegate as an EJB local reference. In earlier versions of Enterprise Security, authentication delegates were accessed as remote EJBs. See Chapter 9, “Configuring LDAP Authentication,” in the *Enterprise Security Administration Guide* for more information.

# 6. New functionality in this version

This section discusses new features in Enterprise Portal version 6.0.

## 6.1 New end-user functionality

New end-user functionality available in version 6.0 includes:

- Flexible layouts – users have more options when selecting page layouts, column widths, and navigation styles for mobile devices.



- Single sign-on – users can manage their single sign-on user name and password to back-end applications.
- Maximize portlets – users can maximize portlets to fill a page and minimize them back to their original size.
- Content Explorer – users can browse documents using the Content Explorer.
- Collaboration – users can collaborate with other users via a discussion forum.
- Instant messaging – users can chat with other users logged in to the portal using instant messaging.

To learn more, see the *Portal Interface User's Guide*.

## 6.2 New developer functionality

New developer functionality available in version 6.0 includes:

- Application Builder – developers can:
  - Define events that automatically fill a field in another portlet. This can be useful for workflows.
  - Use JSP filters, for example, to write a message to a JMS queue.
  - Trigger post-processing between portlets.
  - Create forms parsing.
  - Create charts.
  - Use the text processor.
- Charting widgets – developers can depict information in a visual format, such as pie charts.
- Personalization adapters – developers can create portlets using personalized data supplied by end users.
- PeopleSoft integration – developers can integrate with PeopleSoft HR, Finance, and CRM applications.
- Alerts – developers can create rules to trigger alerts on portlet content and deliver them to different destinations; for example e-mail.
- Flexible page layouts – developers can:
  - Create additional page layouts.

- Define a page with several columns, each with a different width.
- Define the width for individual cells.
- Support for mobile devices – developers can create navigation styles for mobile devices.

To learn more, see the *Enterprise Portal Developer's Guide*.

### 6.3 New administrator functionality

New administrator functionality available in version 6.0 includes:

- J2EE container authentication – Portal Studio now uses J2EE container authentication and provides role-based access control to all objects, so you can have granular control in delegating permission for different actions to different roles.
- Security Administration – a new Web-based user interface to manage users, groups, roles, organizations, and assets.
- Search and Replace – developers and administrators can manage their catalogs more effectively by using the search and replace function.
- Import/Export – import and export processes have been enhanced to include new object types, such as page groups.
- Protection Level 3 security compliance standard features – significant enhancements include:
  - User management – self administration of passwords, frequency of password change control.
  - Authentication strength – systems must be configurable for password policy, for example, password lengths.
  - Confidentiality – transmission of sensitive data can now be encrypted.
  - Access control – identify the security level for any secure object, grant/revoke to the individual person level, delegate access rights to other people.
  - Auditing – login and logout, audit reduction tool to investigate breaches, normalized database schema, and XPath searching.
- Multiple certificates per user – users can have multiple digital certificates to access the portal.
- Delegated administration API.

- Active Directory support.

To learn more, see the *Enterprise Security Administration Guide*.

## 6.4 Enterprise Security supports certificate-based authentication

Enterprise Security 6.0 now supports certificate-based authentication. See “Setting up WebLogic authentication” in Chapter 7 of the *Enterprise Security Administration Guide* for information and procedures for configuring a remote authentication delegate.

## 6.5 Using a remote authentication delegate

Enterprise Security 6.0 provides an authentication delegate implementation that acts as a bridge between the AuthenticationDelegate and RemoteAuthenticationDelegate interfaces. See the *Enterprise Security Administration Guide* for information and the procedure to configure a remote authentication delegate.

# 7. Known problems

This section discusses known problems with:

- Netscape
- Portal Studio
- Portal Interface
- Enterprise Security
- Autonomy
- WebLogic

## 7.1 Known problems with Netscape

This section discusses known problems with Netscape.

### 7.1.1 Opening a shortcut in Content Explorer

**[CR #339681]** When you are logged in as a user with the PortalUser role in Netscape, you may see a “Bad URL” message if you try to open a shortcut in Content Explorer and the document has only PortalAdmin privileges but is in a folder with both the PortalAdmin and the PortalUser roles. The user with PortalUser privileges can see the shortcut but not open it.

*Workaround:* None.

### 7.1.2 Adjusting the portlet content display capability

**[CR #339551]** When you are using Netscape 7.0 and 7.0.x in a portlet with a 3-column layout, some content may not display fully, the scroll bar may not display, and the cells may be aligned incorrectly.

*Workaround:* Maximize the browser, then restore the browser to its previous size.

### 7.1.3 Logging in to Portal Interface

**[CR #339378]** On Netscape 7.0, if you are using port 8080, you:

- Log in to Portal Interface using HTTP only if you turn off secure and secure\_login options.
- Cannot log in to Portal Interface using either HTTP or HTTPS if you turn on secure and secure\_login options.

*Workaround:* When using Netscape as the client browser, use ports 80 (HTTP) or 443 (HTTPS) to connect to Portal Interface.

### 7.1.4 Display problems for portlets using <DIV> tags

**[CR #335874]** Portlets that use the <DIV> tag instead of iFrame have display problems in Netscape 7.x. When users maximize or minimize portlets on Netscape 7.01 or 7.02, content may display incorrectly or may not display at all.

*Workaround:* None.

### 7.1.5 Instant message text on Netscape 7.x

**[CR #331664]** If you are using Netscape 7.x, you may not be able to enter instant message text into the text box.

*Workaround:* Click other applications so the cursor is not on Netscape, then click Netscape again. This places the cursor back on the text box; you should now be able to input text.

If this does not work, restart Netscape.

### 7.1.6 Autonomy Portlets on Netscape 7.x

**[CR #354811]** Autonomy portlets do not work in Netscape 7.x. Initially portlets display correctly, but any action in the portlets results in an error message starting with:

```
Error 500--Internal Server Error
java.lang.NoClassDefFoundError:
com/bea/p13n/usermgmt/profile/ProfileNotFound
Exception
  at com.autonomy.APSL.BEAP7Service.readFromProfile
    (Unknown Source)
  at com.autonomy.APSL.BEAP7Service.(Unknown Source)
  at com.autonomy.APSL.ServiceFactory.construct
    WeblogicService(Unknown Source)
  at com.autonomy.APSL.ServiceFactory.getService
    (Unknown Source)
  at jsp_servlet._autonomyagents.__autonomyagents.
    _jspService(__autonomyagents.java:742)
  at weblogic.servlet.jsp.JspBase.service
    (JspBase.java:33)
```

*Workaround:* Use Internet Explorer to view Autonomy portlets.

### 7.1.7 Sharing pages login screen overlays existing Netscape browser

**[CR #319819]** If you are using Netscape 4.76, have a portal page open in Netscape, and click the share Page link in your e-mail, the Share Page login may overlay the existing active Netscape portal browser.

*Workaround:* Netscape 4.76 is not supported. Use Netscape 7.0 or 7.0.1.

### 7.1.8 Creating multiple portlets may require refreshing the page

**[CR #314595]** If you create several portlets on a page, and the contents of the portlets display incorrectly, click Refresh Portlet, or Refresh Page.

### 7.1.9 CGI parameters in <DIV> tag portlets do not display

**[CR #310623]** Using Netscape 7.0, if you view a portlet whose `tile_style` property is set to display the portlet in a <DIV> tag format, which is the default, and the Display CGI Parameters check box in the edit portlet is selected, the input fields for changing the CGI parameters should display at the top of the portlet but they do not.

*Workaround:* Use another version of Netscape or Internet Explorer to view portlets that are configured to display in a <DIV> tag format, or select the iFrame format. See *What's New in Enterprise Portal 5.1* at Product Manuals at <http://www.sybase.com/support/manuals> in PDF or HTML formats for more information.

### 7.1.10 Logging in to the portal using Netscape 7.0

To log in to the portal using Netscape 7.0 running on Solaris, you must configure these Netscape preferences:

- Netscape | Preferences | Advanced: HTTP Networking. Use HTTP 1.0
- Netscape | Preferences | Advanced | Cache. Select “Every time” to compare the cache document to the document on the network.
- Netscape | Preferences | Advanced. Select “Accept all cookies.”

## 7.2 Known problems with Portal Studio

This section discusses known problems with Portal Studio.

### 7.2.1 Find/Replace for CGI portlet limited

**[CR #341542]** Using Find/Replace for any portlet with CGI parameters is limited to finding the same portlet with a different version. For example, if Portlet-A has CGI parameters, you can create or find another portlet with the same name, Portlet-A, but the portlet must have a different version to find it using Find/Replace.

### 7.2.2 Deleted/Inactive does not work for resource in Portal Studio

**[CR #341540]** In Portal Studio, when you mark a resource as Deleted/Inactive, it still works normally. Users can still log in to the Deleted/Inactive Resource in Portal Studio and create any objects.

*Workaround:* None.

### 7.2.3 Null pointer exception when creating a Web element

**[CR #340254]** When creating a Web element, you may get a null pointer exception if you select the CapAll option during the Select Capture Type step.

*Workaround:* Do not select CapAll when you create Web elements.

### 7.2.4 &# in a CGI parameter portlet using Google

**[CR #339853]** When you create a CGI parameter portlet using Google, and the CGI parameter field contains “&#”, you see:

```
"Warning: There is an error in this portlet's content"
```

*Workaround:* Do not use special characters in CGI portlet parameter fields.

### 7.2.5 Closing Application Builder without making changes

**[CR #339829]** If you create an application using Application Builder and save it successfully, then click Properties to display the Application Properties window, the following message appears when you click Preview, even though you did not modify any properties:

```
"Application must be saved before preview will  
function."
```

*Workaround:* Click Cancel to exit the window instead of OK.

### 7.2.6 Restarting the database with the application server running

**[CR #338182]** If you stop and restart the application server, you must also refresh the connection caches.

*Workaround:* None.

### 7.2.7 Duplicate Portal Studio windows during reauthentication

**[CR #338086]** The portal may open a duplicate Portal Studio window during reauthentication of an expired Portal Studio page.

*Workaround:* Close the older Portal Studio window.

## 7.2.8 Saving in the Portlet Builder

**[CR #339356]** Using Internet Explorer 5.5 with Service Pack 2 and 6.0 with Service Pack 1, with the latest Microsoft cumulative patch Q824145, and Q330994, the Save window on the Portlet Builder may fail to open and freeze your browser.

*Workaround:* This issue is likely due to a bug in Microsoft's *wininet.dll* library.

Read Microsoft's Knowledge Base article at <http://support.microsoft.com/default.aspx?scid=kb;en-us;818506&Product=ie600> for more information about the bug. Contact Microsoft to obtain the fix.

## 7.2.9 JSP single-sign-on portlets limit input parameters

**[CR #339222]** JSP single-sign-on portlets using the HTTP 302 Redirect command for playback have a limitation on the input parameter names that can be passed to them.

The Universal Window Player (UWP) playback engine generates a number of parameters to pass to portlets to assist with correct, personalized execution. Because the 302 Redirect results in one URL returned to the browser, and all browsers and Web servers have some limit on the maximum length of a URL, the portal trims portlet parameters that are not explicitly part of the portlet definition. It does this by removing all the UWP-defined parameters.

*Workaround:* Do not send any parameters to a 302 Redirect JSP single-sign-on portlet that matches any of these UWP parameter names:

|                |              |                    |               |
|----------------|--------------|--------------------|---------------|
| action         | firstInit    | refreshInterval    | tabset        |
| availableRoles | headerLogo   | rid                | target        |
| b              | iframe       | role               | targetURL     |
| ccl_text       | inline       | security           | tileid        |
| command        | login_url    | showRefresh        | type          |
| content        | mvccapp      | show_params        | uid           |
| currentSID     | next_command | showlogo           | userid        |
| description    | next_mvccapp | sid                | xml_window_id |
| domain         | postxmldoc   | site_charset_found | xmldoc        |
| filename       | raw          | taborder           | xt            |



### 7.2.10 page.group property in the default page group

**[CR #339803]** When the global property page.group is turned on, a default page is marked as active in the default page group. However, the default page is marked as deleted or inactivate in the page status in the page Properties window. When the page is updated, the default page can still been seen from the Join Now link because the page status is inconsistent with the page group status.

*Workaround:* Remove the default page marked as deleted or inactive in page properties from the page group then click Update again in Portal Studio.

### 7.2.11 Session expiration in Portal Studio

**[CR #338141]** The expiration of a session is not always effective in Portal Studio, resulting in some functionality continuing to be available after your session has expired.

*Workaround:* If your session expires, log out and log back in to Portal Studio.

### 7.2.12 Refreshing the application server after deploying a WAR file

**[CR #338014]** When you deploy a WAR file from Portal Studio and build a JSP element for a new portlet, you must refresh the application server after you save the portlet or you cannot preview the new portlet.

*Workaround:* Refresh the application server, and preview the JSP portlet again.

### 7.2.13 DBCS JSP portlet does not display correctly in Portlet Builder window

**[CR #336822]** The content may not display or displays incorrectly in the Portlet Builder preview pane.

*Workaround:* Save a JSP portlet and specify a character set.

### 7.2.14 Click-through e-mail CGI parameter portlet not working properly

**[CR #336757]** The click-through e-mail CGI parameter portlet works only when the user's login name used during the content capture of the Web element is the same as the user creating the portlet. If the login names differ, the application keeps asking the user to verify the password.

*Workaround:* Edit the Content Capture Language (CCL) in Portlet Builder as follows:

-Original

```
Cells( <?xml version="1.0"?><params><target type=""/></params>, Feature(
C1ABAMCBBDDA001, Load(
"http://us.f130.mail.yahoo.com/ym/login?.rand=f2kiodhve280a&ONEPAGE_DYNAMIC=N
ONE", CGIPost(
"http://login.yahoo.com/config/login?0cp10807n9eed?.tries=1&.src=ym&.md5=&.ha
sh=&.js=&.last=&promo=&.intl=us&.bypass=&.partner=&.u=8738vugvpqrg8&.v=0&.cha
llenge=Jn4fceqt8h7dIM32qL0ynSqq683E&.yplus=&.emailCode=&pkg=&stepid=&.ev=&has
Msgr=1&.chkP=Y&.done=http%3A%2F%2Fmail.yahoo.com&login=&passwd=&.save=Sign+In
", void))));
```

-New (modify the host name from us.f130.yahoo.com to login.yahoo.com where login.yahoo.com is the hostname where user submit login information during login)

```
Cells( <?xml version="1.0"?><params><target type=""/></params>, Feature(
C1ABAMCBBDDA001, Load(
"http://login.mail.yahoo.com/ym/login?.rand=f2kiodhve280a&ONEPAGE_DYNAMIC=NON
E", CGIPost(
"http://login.yahoo.com/config/login?0cp10807n9eed?.tries=1&.src=ym&.md5=&.ha
sh=&.js=&.last=&promo=&.intl=us&.bypass=&.partner=&.u=8738vugvpqrg8&.v=0&.cha
llenge=Jn4fceqt8h7dIM32qL0ynSqq683E&.yplus=&.emailCode=&pkg=&stepid=&.ev=&has
Msgr=1&.chkP=Y&.done=http%3A%2F%2Fmail.yahoo.com&login=&passwd=&.save=Sign+In
", void))));
```

=====

### 7.2.15 Using two files with the same name when creating document elements

**[CR #335009]** If you create a document element with an uploaded file in Portal Studio, then create a second document element with another file that has the same name as first uploaded file, the second file overwrites the first.

*Workaround:* Specify a different folder for the second file so it is not saved to the default folder for *loginname*. In the Destination Location of Document Element Definition window, specify a subfolder, such as *folder1*.

The second file is then saved to the *loginname/folder1* folder.

### 7.2.16 Studio user with extra role PortalGuest cannot select resource during first login

**[CR #334589-1]** Portal Studio users with an extra PortalGuest role cannot select a resource when they try to log in for the first time.

*Workaround:* Do not assign a PortalGuest role to the Studio user.

### 7.2.17 Using Portal Studio assets for which you do not have permission

**[CR #334071]** If a user logs in to Portal Studio and selects an asset for which he or she does not have permission, this error message displays:

```
"Your role everybody does not have the right to perform  
create Action on object ..."
```

The role name in this error message is always “everybody,” instead of the actual role name.

*Workaround:* None.

### 7.2.18 Double-byte characters for the Enterprise Portal agent

**[CR #333725]** Enterprise Portal agent functionality does not support double-byte characters.

*Workaround:* None.

### 7.2.19 Changing the column layout for Portal Studio pages

**[CR #333716]** If you change the column layout for a Portal Studio page with more than 35 portlets, some portlets may not display, JavaScript errors may occur, and there may be inconsistencies for that page between Portal Studio and Portal Interface.

*Workaround:* Limit the number of portlets on a page to less than 35.

### 7.2.20 ActiveX support

**[CR #333560]** You cannot use ActiveX (ACX option) during a one-click capture of remote Web sites using Portal Studio’s Portlet Builder.

*Workaround:* To use the ActiveX component during capture/playback, set the acx property to “remote” and correctly set the acx.host and acx.servlet.url properties. The acx.remote property must point at the host and port where the ActiveX support servlet is located.

### 7.2.21 Creating click-across with a secure portlet in Application Builder

**[CR #333551]** When you use the Application Manager in HTTP to create a secure click-across portlet, you see an error message similar to:

"The requested URL /onepage/servlet/ was not found on this server."

*Workaround:* Log in using HTTPS.

### 7.2.22 Logging in after a user has been deleted from Portal Studio

**[CR #333528]** If a deleted user logs in to Portal Studio and chooses a resource when prompted, the message "Associated Resource with User Failed" displays, and this user can no longer log in to the Studio.

*Workaround:* Ignore the message.

### 7.2.23 Creating HTML, database, or JSP portlets with double-byte characters

**[CR #333301]** When you create an HTML, database, or JSP portlet using double-byte characters, the Portlet Builder cannot display the double-byte characters until you actually save the portlet.

*Workaround:* None.

### 7.2.24 Versioning number incorrect when object is saved more than 10 times

**[CR #331082]** When you save the portlet or a catalog more than 10 times, the versioning number might not increment correctly.

*Workaround:* None.

### 7.2.25 Users cannot connect to first page when removing "everybody" role

**[CR #331010]** Users cannot connect to the first page of Portal Interface or Portal Studio, if the "everybody" role has been deleted.

*Workaround:* Do not remove the "everybody" role, which is used for user self-registration.

### 7.2.26 Ordering multiple versions of a portlet

**[CR #330546]** If multiple versions of portlet "a" (such as 1.0/2.0/5.0/9.0/10.0/11.0) exist in an Approved folder of the Portlet Manager, and you click the Version label in Portlet Manager to order by version, the ascending sort result is 1.0/10.0/11.0/2.0/5.0/9.0 and the descending sort result is 9.0/5.0/2.0/11.0/10.0/1.0.

This also applies to the Catalog Builder.

*Workaround:* None.

### 7.2.27 XML exceptions encountered

**[CR #329696]** Newly created Portal Studio users encounter XML exceptions when they create or list objects.

*Workaround:* New Portal Studio users must select a resource the first time they log in to Portal Studio.

### 7.2.28 Creating Web Services element portlets with WSDL and older XML schema

**[CR #329318]** When you create a Web Services element portlet that uses WSDL with an older XML schema (for example, [http://cvs.apache.org/viewcvs.cgi/\\*checkout\\*/xml-axis/java/test/wsdl/types/ComprehensiveTypes.wsdl](http://cvs.apache.org/viewcvs.cgi/*checkout*/xml-axis/java/test/wsdl/types/ComprehensiveTypes.wsdl)), you receive an error message stating that the schema is not supported. The error message looks similar to:

```
The following namespace
"http://www.w3.org/1999/XMLSchema" is no longer
supported.
```

*Workaround:* Update to the W3C XML schema recommendation at [org.exolab.castor.xml.schema.reader.ComponentReader.error](http://www.w3.org/2001/XMLSchema) and [org.exolab.castor.xml.schema.reader.SchemaUnmarshaller.handleNamespaces](http://www.w3.org/2001/XMLSchema).

### 7.2.29 Different language character sets with UTF-8 encoding appear as question marks

**[CR #320764]** If you are using UTF-8 encoding, and content for a portlet uses a different character set than the one specified for the portlet, characters inside the portlet may appear as question marks.

*Workaround:* None.

### 7.2.30 Pressing Enter while in the Name field clears input values

**[CR #316434]** In the Template Upload window, if the cursor is in the Name field and you press Enter, the contents of the Name and Code fields are cleared, and the Type field is reset to its default value, "HTML".

*Workaround:* Do not press Enter while the cursor is in the Name field in the Template Upload window.

### 7.2.31 << and >> buttons may not function correctly

**[CR #312456]** When you are capturing Web content, the “<<” and “>>” buttons, which you can use to move between windows, may not work correctly. Some parameters may be lost or duplicated when you use these buttons.

*Workaround:* For complex captures, abort the current process and restart.

### 7.2.32 Filter rules that use equality symbols require numerical values

**[CR #309455]** When you create a Web element that contains a list or text that you “gridify” (display in a table format), and you add a filter rule that includes or excludes text or fields, which you define using equality symbols (=, !=, >=, and <=) and a value, the value must be numeric. If you enter a nonnumeric value, the portlet does not function correctly.

### 7.2.33 Personalization messages can be ignored

**[CR #310982 and 312650]** Once you have set up EP 6.0 and started WebLogic server, you may see one of these warning messages in *Jaguar.log*:

```
interface Personalization is illegal in module
com::sybase::personalization (see CORBA 2.3 section
3.15.2)
```

```
Missing value for Application 'SybasePersonalization'
property
'com.sybase.jaguar.application.security-role.nobody
```

*Workaround:* You can safely ignore both of these messages.

### 7.2.34 Shared By property does not work

**[CR #310386]** The Shared By property does not work if portlets are shared across users who belong to different resources.

*Workaround:* None.

### 7.2.35 One-click captures do not work for off-site URLs

**[CR #291630]** When creating a portlet, clicking Next to start the one-click capture process works only if the content you want to capture is located on the same server as the Web page to which you originally navigated.

*Workaround:* If the content you want to capture is on another server:

- 1 Copy the URL of the link you want to capture.
- 2 Return to the Content Capture window, labeled “Step 1 of 3.”
- 3 Paste the URL of the link, and click Go.
- 4 Continue with the capture process.

---

**Note** This problem also affects Portal Interface users.

---

### 7.2.36 Java script error when logging in to Portal Studio

**[CR #349089, 345838]** If your Portal Studio session expires and you try to log in to Portal Studio again using the same browser session, you may receive Java script errors.

*Workaround:* If your Portal Studio session expires, close the browser and open a new browser to log in to Portal Studio.

### 7.2.37 Stack Overflow reported when URL not found

**[CR #347699]** If you are creating a web portlet in Portlet Manager, and supply an incorrect URL, the system displays a “stack overflow” error. When you click OK, you will see “Error 404--Not Found” indicating the URL address cannot be found.

*Workaround:* Supply the correct URL.

### 7.2.38 Users with PortalGuest role cannot log in

**[CR # 352677]** If you have the PortalAdmin role and also the PortalGuest role, the PortalAdmin role’s permissions are voided so you cannot log in to Portal Studio.

*Workaround:* The PSO should remove the PortalGuest role.

## 7.3 Known problems with Portal Interface

This section discusses known problems with Portal Interface

### 7.3.1 Logging in to Portal Studio and Portal Interface on the same browser

**[CR #339693]** If a user is already logged in to Portal Studio and uses the same session of the browser (by pressing Ctrl+N) to access Portal Interface, the information he or she enters in the login window is not used. Instead, the Portal Interface uses the access permissions belonging to the user ID logged in to Portal Studio.

*Workaround:* Do not use the same browser session to log in to both Portal Studio and Portal Interface.

### 7.3.2 Extra characters “??” appear on browser title bar

**[CR #339383]** In Netscape version 7.0, characters “??” appear on browser title, such as, “Join Now?? :: ??Sybase Enterprise Portal --...” and “Guest Page?? :: ??Sybase Enterprise Portal -- ...”

*Workaround:* You can safely ignore this problem.

### 7.3.3 JavaScript error after clicking done or cancelling out of Change Layout page

**[CR #339210]** You might receive a JavaScript error that says, “Object doesn’t support this property or method” when you use Change Layout on Internet Explorer version 6.0 and Netscape versions 7.0 and 7.0.1.

*Workaround:* None.

### 7.3.4 Support for multibyte characters

**[CR #337466]** Only objects that are visible in Portal Interface support multibyte characters. Other items like agents, adapters, and templates that are visible only in Portal Studio do not support multibyte characters.

*Workaround:* None.

### 7.3.5 Maximizing portlets using Internet Explorer 5.5

**[CR #336581]** If you are using Portal Interface with Internet Explorer 5.5, and maximize a portlet, adjacent portlets appear empty.

*Workaround:* Click the blank portlet’s Refresh link to redisplay the content.



### 7.3.6 Problems with Edit/Add a Document function in Content Explorer

**[CR #336406]** When using Content Explorer in administrative mode, if you add a document, then edit a document in the same session, Content Explorer may display the Add Document window instead of the Edit Document window.

*Workaround:*

- 1 Open Internet Explorer.
- 2 Select Tools | Internet Options.
- 3 Under the Temporary Internet Files section, click Settings.
- 4 Select Every Visit to the Page, then click OK.
- 5 Click OK again to dismiss the Internet Options dialog box.

### 7.3.7 Expired Portal sessions

**[CR #335792]** If the portal session expires before the Jaguar authorization cache, an infinite loop results, where the user receives notification the session expired, and logs in again only to receive the same notification.

*Workaround:* Set sessionDuration and com.sybase.jaguar.server.authtimeout to the same values. See “Setting Enterprise Portal and session timeouts” in Chapter 6, “Setting up Security for Enterprise Portal,” in the *Enterprise Security Administration Guide* for more information.

### 7.3.8 *globalproperties.xml* requires “superuser”

**[CR #334553]** In *global.properties.xml*, if RoleBaseDisplay is true and the value for RoleBaseDisplaySeeAllRoles does not have superuser privileges existing portal users lose their default page groups when any user updates the default page group from Portal Studio.

*Workaround:* Do not remove “superuser” from RoleBaseDisplaySeeAllRoles in the *global.properties.xml* portal configuration file.

### 7.3.9 Right to left text display on Internet Explorer 5.5

**[CR #331783]** Internet Explorer 5.5 has problems handling table forms in right to left display.

*Workaround:* To support right-to-left text display (such as for Hebrew and Arabic), use Internet Explorer 6.0 or later.

### 7.3.10 Users cannot connect to first page when removing “everybody” role

**[CR #331010]** Users cannot connect to the first page of Portal Interface or Portal Studio, if the “everybody” role has been deleted.

*Workaround:* Do not remove the “everybody” role from user self-registration.

### 7.3.11 Changing the Personalization value for Portal Interface

**[CR #330914]** If you change the Personalization value from Portal Interface | My Info | Personalize, the portlets with CGI parameters that are set up for database autofill personalization do not refresh automatically if the portlet displays as <DIV> tag property type.

*Workaround:* Click the Refresh link to refresh the content.

### 7.3.12 Self-registration page displays incorrectly in PocketPC emulator

**[CR #330027]** The self-registration page displays incorrectly in the PocketPC emulator.

*Workaround:* Instead of registering in the emulator, register from a desktop PC, then log in to Portal Interface using PocketPC.

### 7.3.13 Portlets with large quantities of data

**[CR #317756]** Portlets that contain large quantities of data and that use the <DIV> tag may not display properly in Portal Interface.

*Workaround:*

- 1 Click Edit on the portlet title bar.
- 2 Select iFrame.
- 3 Click Done.
- 4 Refresh the portlet.

### 7.3.14 You cannot re-create an existing portlet

**[CR #315093]** If you create a portlet with a URL that changes or becomes invalid, you may see this message when you attempt to display the portlet:

```
"The portlet you have requested is currently not responding. Select refresh first, if that doesn't work then click the 'Recreate Portlet' button."
```

*Workaround:* Delete the portlet, then create a new one using the Create Portlet link.

### 7.3.15 Published Web services cannot use multibyte characters

**[CR #311762]** If you publish a Web service, you cannot use multibyte characters to define the portlet name, service name, provider name, provider description, or person's name.

*Workaround:* None.

### 7.3.16 Deleted pages are inaccessible

**[CR #310097]** If a page is shared, then deleted from the database, recipients who log in to the Sign In and Save Share Page cannot access the page. No error message displays, but a stack trace error is written to *portal.err*.

*Workaround:* None.

### 7.3.17 XSL templates do not work for XML portlets

**[CR #299490]** When you create or edit an XSL-type template, and copy in a CDATA section, you cannot use it for an XML-type portlet. The SAX parser cannot handle some characters inserted from the clipboard.

*Workaround:* None.

### 7.3.18 Roles are not validated for portlets deployed to user pages

**[CR #296015]** If a portlet is deployed to the default page or to a catalog page, users must have a valid role to run the portlet. If a portlet is deployed to a user page, role checking is performed at the time of deployment; however, if the user's role is subsequently revoked, the user can still run the portlet because role checking is performed only once for a user page.

*Workaround:* To ensure that only users with valid roles run a portlet, deploy portlets for which role revocation is important in Catalog or Default pages rather than in the portlet catalog.

### 7.3.19 Portlet titles are treated as URLs

**[CR #292023]** Currently, all portlets are created with the title treated as an URL (a link). If the specified link is invalid, an error displays. This be addressed in a future release.

*Workaround:* None.

### 7.3.20 One-click captures do not work for off-site URLs

**[CR #291630]** When creating a portlet, clicking Next to start the one-click capture process works only if the content you want to capture is located on the same server as the Web page to which you originally navigated.

*Workaround:* If the content you want to capture is on another server:

- 1 Copy the URL of the link you want to capture.
- 2 Return to the Content Capture window, labeled “Step 1 of 3.”
- 3 Paste the URL of the link, and click Go.
- 4 Continue with the capture process.

---

Note This problem also affects Portal Studio users.

---

## 7.4 Known problems with Enterprise Security

This section discusses known problems with Enterprise Security.

### 7.4.1 Enterprise Security does not automatically create some asset types in ACDB

**[CR #338887]** Enterprise Security version 6.0 no longer automatically creates the following asset types in the ACDB:

- X509Cert
- System
- Server
- Database
- Browser
- Tables
- Columns
- Methods
- Flow

*Workaround:* You can add these asset types manually by running the script at `$SECURITY/samples/management/CreateAssetAndAccessTypes.java`.

### 7.4.2 Closing I/O files between writes

**[CR #330676]** The operating system automatically moves any open file descriptors along with a file. In addition, permissions are checked only when a file is first opened. This means that permission changes to the file take effect only when the file is written.

*Workaround:* None.

### 7.4.3 Registered users must still confirm registration

**[CR #293905]** Users who are already registered within Enterprise Security must still confirm their registration when using the portal for the first time.

Enter the same name and password within the login portlet that is registered for you in the Enterprise Security entitlement database (ACDB). The portal displays a registration page with the fields already filled with the users' information. Click "I agree to the terms and conditions" to enter the portal.

*Workaround:* None.

### 7.4.4 Error when displaying properties in object tree

**[CR #277097]** When you click an asset listed in the object tree on the left pane of Security Manager and select Properties, a "Selection Error" displays.

*Workaround:* Select the asset in the right pane, and click Properties, or right-click the asset in the left pane and select Display Properties.

## 7.5 Known problems with Autonomy

This section discusses known problems with the Autonomy software.

### 7.5.1 Autoindexer does not index documents in the file directory

**[CR #339901]** The autoindexer does not index the documents you have in your file directory.

*Workaround:*

- 1 Make file access permission changes to the `<Autonomy_Install_Dir>/autoindexer` file:

```
cd <Autonomy_Install_Dir>/autoindexer/filters
chmod 777 *.exe
cd <Autonomy_Install_Dir>/autoindexer
```

where <Autonomy\_Install\_Dir> is the location where you installed Autonomy.

- 2 Clear out the runtime status files:

```
cd <Autonomy_Install_Dir>/autoindexer/
rm *dirstat* cd
```

- 3 Stop and restart the autoindexer.

### 7.5.2 Cannot e-mail Autonomy search results from WebLogic

**[CR #354817]** The mail icon in the Autonomy search results page does not work when accessed from WebLogic Server and using Oracle 8.1.7. You should be able to use the mail icon to open your default mail application and insert the search result URL into the body to e-mail to the addressee. Instead, an error displays starting with:

```
Error 500--Internal Server Error
java.lang.NoClassDefFoundError:
com/bea/p13n/usermgmt/profile/ProfileNotFound
Exception
at com.autonomy.APSL.BEAP7Service.readFromProfile
(Unknown Source)
at com.autonomy.APSL.BEAP7Service.(Unknown Source)
at com.autonomy.APSL.ServiceFactory.construct
WeblogicService(Unknown Source)
at com.autonomy.APSL.ServiceFactory.getService
(Unknown Source)
at jsp_servlet._autonomyagents._emailresult._jsp
Service(__emailresult.java:162)
at weblogic.servlet.jsp.JspBase.service
(JspBase.java:33)
at weblogic.servlet.internal.ServletStub
Impl$ServletInvocationAction.run(Servlet
StubImpl.java:971)
```

This is a known problem with Autonomy running on WebLogic Server.

*Workaround:* This problem is currently being addressed by Autonomy. An EBF will be made available on the Sybase download site when the fix is completed.

### 7.5.3 Discussion Forum User Preferences

**[CR #357865]** If you are using Autonomy with an Oracle database, leave the Mobile Address text box blank in the Discussion Forum User Preferences portlet, and attempt to save, the values are not saved and the following error is reported:

```
ORA-01400: cannot insert NULL into ("OP_PORTAL1".  
"ATTRIBUTEVALUES"."ATTRIBUTEVALUE")
```

This error indicates that Oracle expects a value in the text box.

*Workaround:* Provide any value in the Mobile Address text box, and then save the changes.

### 7.5.4 Discussion Forum portlets report internal server error

**[CR #352355-2]** You will receive “Error 500 - Internal Server Error” messages when using Discussion Forum portlets with Oracle 8.1.7. To use Discussion Forum portlets, you must use Adaptive Server Anywhere or Oracle 9i. Oracle 8 is not supported.

*Workaround:* Use Discussion Forum portlets with ASA or Oracle 9i.

## 7.6 Known problems with WebLogic

This section discusses known problems with WebLogic server.

### 7.6.1 WebLogic reports “Too many files open”

**[CR #347826]** If WebLogic reports “Too many files open,” this may indicate that you did not issue the `unlimit descriptors` command before you started the WebLogic server. This command increases the number of open file descriptors available, and prevents possible unpredictable behavior.

*Workaround:* Stop the WebLogic server using WebLogic’s recommended procedure, type `unlimit descriptors` at the command line, and then restart the WebLogic server.

### 7.6.2 WebLogic reports failed connection

**[CR #343320]** After installing Enterprise Portal 6.0, each time the WebLogic server is restarted, WebLogic reports a failed connection. The error is “java.net.ConnectException: Connection refused,” and is followed by a stack trace. This occurs because the portal starts automatically before the WebLogic Listener is initialized.

*Workaround:* You can ignore this error message, since a connection succeeds as soon as the Listener is initialized.

## 8. Product compatibilities

This section discusses product compatibilities.

### 8.1 Enterprise Portal and Microsoft XML

Enterprise Portal is not compatible with Microsoft XML version 3.0 Service Pack 4. You must run Service Pack 3 instead. This means that Enterprise Portal no longer works if you install Microsoft Data Access Components (MDAC) version 2.8. This may be a problem if you are running a product that automatically installs XML version 3.0 Service Pack 4, such as Siebel 7.5.2 client software.

## 9. Documentation updates and clarifications

This section discusses documentation updates and clarifications.

### 9.1 Enterprise Portal installation online help

**[CR #354912]** In the installation screen for inputting security information, the help screen recommends using the default password 123qwe. However, if you use this value, you get the error message:

The password for pso must be at least eight characters.

*Workaround:* The correct default password is 1234qwer.



## 9.2 Enterprise Security Administration Guide

In Chapter 10, “Configuring the Web Server Plug-in,” in the procedure “Setting up the NES or Sun ONE Web server plug-in on Solaris,” step 9 describes how to define a new object type in *obj.conf*. The first line of the following is incorrect:

```
<Object path="/*">  
PathCheck fn="sec_path_check"  
</Object>
```

It should say:

```
<Object ppath="/*">
```

## 9.3 Discussion Forum portlet documentation and online help

This section discusses documentation updates for the Discussion Forum portlet and online help.

### 9.3.1 Discussion Forum portlet documentation location

On page 2 of the *DFUserGuide.pdf* Discussion Forum portlet document, the location of the *df.properties* file is specified incorrectly. The correct locations are specified on page 8 of the document.

### 9.3.2 Corrections to the Discussion Forum portlet documentation and online help

The following text was omitted from the Discussion Forum portlet documentation and online help.

When posting messages to a forum, you can fill in the following fields:

- Title – the title for the message.
- Text Body – the text of the message to be posted.
- Keywords – a list of significant words used in the message.
- Type – the type of the message. Select “Query” if posting a question or “Article” if posting an informational message.
- Comments – any additional information that applies to the message.
- Forum – select a forum to post the message in.

- Notify Me on My Mobile – select “Yes” to be alerted when a reply is posted to your original message. Otherwise, select “No.”

---

**Note** You must have specified an address in the User Preferences portlet for notifications to be sent to you.

---

When posting a reply, only the Title, Text Body, Keywords, and Comments fields can be filled in.

## 9.4 Autonomy documentation

This section provides useful Autonomy information.

### 9.4.1 auto-indexer time interval

You can modify the Autonomy auto-indexer time interval by changing the `PollingPeriod` attribute in the *PortalSearchautoindexer.cfg* file. The attribute determines the time—in seconds, minutes, hours, and so on—between scans. For example:

```
PollingPeriod=600
```

is the same as

```
PollingPeriod=10 minutes
```

## 10. Technical support

Each Sybase installation that has purchased a support contract has one or more designated people who are authorized to contact Sybase Technical Support. If you have any questions about this installation or if you need assistance during the installation process, ask the designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

## 11. Other sources of information

Use the Sybase Getting Started CD, the SyBooks CD, and the Sybase Product Manuals Web site to learn more about your product:

- The Getting Started CD contains release bulletins and installation guides in PDF format, and may also contain other documents or updated information not included on the SyBooks CD. It is included with your software. To read or print documents on the Getting Started CD, you need Adobe Acrobat Reader, which you can download at no charge from the Adobe Web site using a link provided on the CD.
- The SyBooks CD contains product manuals and is included with your software. The Eclipse-based SyBooks browser allows you to access the manuals in an easy-to-use, HTML-based format.

Some documentation may be provided in PDF format, which you can access through the PDF directory on the SyBooks CD. To read or print the PDF files, you need Adobe Acrobat Reader.

Refer to the *SyBooks Installation Guide* on the Getting Started CD, or the *README.txt* file on the SyBooks CD for instructions on installing and starting SyBooks.

- The Sybase Product Manuals Web site is an online version of the SyBooks CD that you can access using a standard Web browser. In addition to product manuals, you will find links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, newsgroups, and the Sybase Developer Network.

To access the Sybase Product Manuals Web site, go to Product Manuals at <http://www.sybase.com/support/manuals/>.

## 11.1 Sybase certifications on the Web

Technical documentation at the Sybase Web site is updated frequently.

### ❖ Finding the latest information on product certifications

- 1 Point your Web browser to Technical Documents at <http://www.sybase.com/support/techdocs/>.
- 2 Click Certification Report.
- 3 In the Certification Report filter select a product, platform, and timeframe and then click Go.
- 4 Click a Certification Report title to display the report.

### ❖ Finding the latest information on component certifications

- 1 Point your Web browser to Availability and Certification Reports at <http://certification.sybase.com/>.

- 2 Either select the product family and product under Search by Base Product; or select the platform and product under Search by Platform.
- 3 Select Search to display the availability and certification report for the selection.

❖ **Creating a personalized view of the Sybase Web site (including support pages)**

Set up a MySybase profile. MySybase is a free service that allows you to create a personalized view of Sybase Web pages.

- 1 Point your Web browser to Technical Documents at <http://www.sybase.com/support/techdocs/>.
- 2 Click MySybase and create a MySybase profile.

## 11.2 Sybase EBFs and software maintenance

❖ **Finding the latest information on EBFs and software maintenance**

- 1 Point your Web browser to the Sybase Support Page at <http://www.sybase.com/support>.
- 2 Select EBFs/Maintenance. If prompted, enter your MySybase user name and password.
- 3 Select a product.
- 4 Specify a time frame and click Go. A list of EBF/Maintenance releases is displayed.

Padlock icons indicate that you do not have download authorization for certain EBF/Maintenance releases because you are not registered as a Technical Support Contact. If you have not registered, but have valid information provided by your Sybase representative or through your support contract, click Edit Roles to add the “Technical Support Contact” role to your MySybase profile.

- 5 Click the Info icon to display the EBF/Maintenance report, or click the product description to download the software.