ScanJour WorkZone Find 2013

Release Notes

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Contents

1. Preface

Background   This document provides an overview of new features and changed functionality in WorkZone Find 2013 released June 20, 2013. It lists issues that have been resolved and informs about known issues and possible workarounds.

Purpose   The purpose of this document is to inform current and future users of the content of this WorkZone Find release.

Target audience   The target audience of this document is all current and future users of the WorkZone Find 2013 release who want to get an overview of new features and changes in this release.

2. Introduction

About this document

This document gives an overview of WorkZone Find 2013 released June 20, 2013.

- New Features and Changed Functionality

  Describes new features and important changes in the release.

- Fixed in this Release

  Lists the customer reported issues that have been fixed in this release.

- Known Issues and Workarounds

  Lists known issues in the release and possible workarounds to them.

- Product Documentation

  Provides an overview of documentation delivered with this release.

- References

  References to other relevant sources of information.

3. New Features and Changed Functionality

Introduction   This section describes the new features and important changed functionality in this release of WorkZone Find. For detailed information, see the product documentation.

No new features were introduced in this release.

4. Fixed in this Release

WorkZone Find SharePoint Connector event receivers issue	**Error:** The Write access rights to the registry were required by the WorkZone Find SharePoint Connector event receivers, though the Read-only access rights were enough. If the user account under which the SharePoint web application was running did not have the Write access rights, the eventing failure occurred. **Corrected**.
WorkZone Find SharePoint Connector event receivers issue	**Error:** The Write access rights to the Windows event log were required by the WorkZone Find SharePoint Connector event receivers. If the user account under which the SharePoint web application was running did not have the Write access rights to Windows event log, the eventing failure occurred. **Corrected.**
Error while setting the scan scope for SharePoint Connector	**Error:** If the user account under which the WorkZone Find SharePoint Access Service was running did not have the access rights to all the SharePoint databases, an error occurred while setting the scan scope. **Corrected.**
Exception while autotagging if a category contains a term with a special character	**Error:** If a category containing a term with a special character: "+", "-", "&", "|", "!", "(", ")", "{", "}", "[", "]", "^", """, "~", "*", "?", ":", "\\" was used for autotagging, an error occurred. No tags were created based on the terms from this category. **Corrected.** Terms with special characters will be skipped.
The name of the file without extension is not indexed by the SharePoint Connector	**Error:** All files indexed by SharePoint Connector did not have the **Short filename** property. **Corrected.** The **Short filename** property was introduced for the items of the Document type indexed by SharePoint Connector.

5. Known Issues and Workarounds

Description	Workaround
An error occurs when the index is reset from **WorkZone Find Index Manager**.	Perform the following steps: 1. Stop all the services related to WorkZone Find. 2. Start the WorkZone Find Index service. 3. Open **WorkZone Find Index Manager** and click **File > Reset**.
An error occurs while the complete index is loaded from **WorkZone Find Index Manager**.	Perform the following steps: 1. Stop all the services related to WorkZone Find. 2. Start only the WorkZone Find Index service. 3. Open **WorkZone Find Index Manager** and click **File > Load Complete Index**.
The **Configuration** wizard does not set the log folder for all WorkZone Find logs (it only assigns the location for the index and connectors logs).	Check all other WorkZone Find logs under: `C:\ProgramData` on the WorkZone Find server. For detailed information on specific log locations, see section 2.1 of the *Configuration_Guide*.
Exceptions occur when using iFilter for free text extraction from Captia 4.5 repository.	This exception is thrown because of lacking Oracle assemblies. When you want to use the iFilter for extracting the free text from Captia 4.5, run the Oracle client installer with the following options selected: • SQL *Plus • OracleNet • Oracle Connection Manager • Oracle ODBC Driver Contact the ScanJour support for further information.
The files are not deleted from the index after the extension is renamed to an unknown extension in NTFS.	Schedule the incremental scan at regular intervals which will soft delete the obsolete files.
The unhandled exception occurs when the invalid credentials are specified for <iBoxAdmin> in the **Configuration** wizard.	Click **Quit** in the message box. Start the **Configuration** wizard again: click **Start** > **All programs** > **ScanJour WorkZone Find** > **WorkZone Find Configuration Wizard**. In the **Configuration** wizard, specify the correct credentials.
Backup location is not created when you have not specified the backup location in the **Configuration** wizard originally, but clicked **Next**, and after this clicked **Back** and specified the backup location.	The environment variable for the backup location will still be created by the wizard. The backup folder will be created by the backup script when it is executed for the first time.
When ScanJour ECM Connector runs on Windows Server 2003 and WorkZone Find server runs on Windows Server 2008, the communication between WorkZone Find Connector Manager and	In this situation, you can perform one of the following: • Upgrade both Windows Server 2003 and Windows Server 2008 with the latest SP, KB-fix and so on using Windows Update. • Verify that the fix for KB968389 is not installed on Windows Server 2003. If it is installed, uninstall it.

Description	Workaround
ScanJour ECM Connector cannot be established.	
While scanning, custom property types are added to WorkZone Find Index. If the items are later removed from the repository, the corresponding property types still remain in WorkZone Find Index.	To remove such orphan property types, perform the following steps: 1. Click **Program files** > **ScanJour** > **WorkZone Find** > **Miscellaneous** > **iBox Console**. 2. Start iBoxN.exe. 3. Open **WorkZone Find Index Manager** and click the **Property Types** tab. Find the property you want to remove and copy its UID. 4. In the console window, type the following: `propertytype remove uid=n,` where n is UID of the property type you want to remove. 5. Press **Enter**. The property type will be removed.
Clearing the text index using the clear/close/open/update in the menu of **WorkZone Find Index Manger** results in a job that will run for many days. The reason for this is that the update of the text index is done by traversing all generations from generation 0 (when WorkZone Find is installed, it starts with generation 0, and every time a block has been modified, removed or created, a new generation is created).	If you want to add a new property to the text index, you have to configure this, and then perform a force rescan of all repositories which will populate the new property. This will result in the text index being updated with events from the current generation – and not with events from generation 0.
It may happen that while using eventing in SharePoint Connector, some events will be received by WorkZone Find server in the incorrect order. This may cause the situation when the corresponding iBlocks are not added to the Index.	ScanJour recommends you to run the incremental scan at least once a week (for example, at the weekend).
Stack overflow may occur if you set the value for the **PageSize** property greater than 32767 B.	While configuring index settings (in the **Datastore – IO** section under **IndexSettingC**), ScanJour recommends you to set the value for the **PageSize** property less than 32767 B. The total number of users and user groups supported for this page size is 2720.
For large Information models, an exception may occur while working with the TypeAhead feature.	The new property – **MinimumCharactersCount** is introduced to the **SearchGUISettings** section (**TypeAhead** group). ScanJour recommends you to increase the value depending on the size of the Information model.

6. Product Documentation

Introduction   This section provides an overview of the documentation delivered with this release. The documents are grouped by usage and target audience.

Where to find the documentation   You can find the product documentation on the server after the installation and on the ScanJour Documentation Portal:
http://www.scanjour.dk/da-DK/Support/Dokumentation/WorkZone-Find.aspx.

The location of specific documents is specified below.

6.1. Release

Document	Description	Audience	Location on the Support portal
WorkZone Find 2013 Release Notes	This document provides an overview of new features and changed functionality in WorkZone Find 2013 and a list of issues that have been resolved.	Current and future users	http://www.scanjour.dk/da-DK/Support/Versionsoversigter/WorkZone-Find/WZF-2013.aspx
WorkZone Find 2013 Readme	The readme file is part of the WorkZone Find 2013 installation and contains basic installation information. For more detailed information, refer to the *WZFindInstallGuide.*	Technicians	http://www.scanjour.dk/da-DK/Support/Versionsoversigter/WorkZone-Find/WZF-2013.aspx
WorkZone Find 2013 Support Matrix	This document describes the Support matrix for WorkZone Find 2013 at the time of release.	Decision makers and technicians	http://www.scanjour.dk/da-DK/Support/Dokumentation/WorkZone-Find.aspx

6.2. Installation

Document	Description	Audience	Default location
WZFindInstallGuide	This document provides step by step instructions on installation of different WorkZone Find profiles.	Technicians	C:\Program Files\ScanJour\WorkZone Find\Documentation

6.3. Configuration

Document	Description	Audience	Default location
WZFindConfigGuide	This document provides the configuration steps of all the WorkZone Find components that are installed based on different profiles.	Technicians	C:\Program Files\ScanJour\WorkZone Find\Documentation
WZFindMetadataManagementAndTaggingGuide	This document explains the purpose and use of WorkZone Find ModelBuilder. It provides information on automatic population of metadata by various means and different automatic tagging methods.	Model Administrators and technicians	C:\Program Files\ScanJour\WorkZone Find\Documentation
WZFindBackupAndRestoreGuide	This document provides an overview of the files that must be included in the backup procedure to enable a complete restore of WorkZone Find.	Administrators	C:\Program Files\ScanJour\WorkZone Find\Documentation

6.4. Product Usage

Document	Description	Audience	Default location
WorkZone Find Search Online Help	The online help is available from the WorkZone Find search page. It provides the description of performing effective searches using WorkZone Find.	End users	C:\Program Files\ScanJour\WorkZone Find\web server components\Web Search\Help