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A number of issues found during the release testing have also been addressed, including:
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CR015200
CR015201
CR015202
CR015223
CR015224
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CR015230
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CR015308
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**Known Issues**

Known, but unresolved issues in the Release 1.2 build. | 18

**Workaround Solutions**

Workaround solutions for some known issues that are not yet resolved. | 19
Introduction

Release 1.2 is an enhancement and bug fix release to the prior Pearson CMS releases of Documentum 1.0, 1.0.1, 1.1, 1.1.1, 1.1.2 and 1.1.3.

Release Notes 1.2 describe:

- The issues and solutions for the (21) enhancements and/or bugs that were implemented and/or fixed in the Release 1.2 build.
- Known issues which have not yet been resolved.
1. **CR012640 - Unique Color Needed for Container Type Icon.**

**Issue**
Documentum folder icons have been customized to make them more easily recognizable for end-users. Blue book icons indicated book level folders, green indicated chapters, and red indicated lessons. However, the icon for the Container Type was also blue, matched the color for the book folder and, thereby, caused confusion (See Figure 1).

![Figure 1. Former icon color for Container Type](image1)

**Solution**
The Container Type icon color was changed from blue to purple to distinguish it from the Book folder icon (See Figure 2).

![Figure 2. New icon color for Container Type](image2)
2. CR013636 - Functionality Needed to Copy Folders and Metadata without Assets.

Issue
While the functionality existed for users to copy and paste folder structures, the action copied all of the assets along with the folders and the metadata. Thus, users who needed to create new folder structures replicating older ones did not have a viable option to copy just folders and metadata.

Solution
New functionality available from the EDIT menu was added to Documentum: Add to Clipboard Folder Only. The base Documentum functionality of copying folders and metadata along with the assets inside the folders is still available.

To copy folders and metadata but not the assets within those folders:
1. Navigate to the folder to be copied and select it.
2. From the EDIT menu, select Add to Clipboard Folder Only (See Figure 3). The Add To Clipboard Folders Only screen displays the list of folders to be copied. Click OK (See Figure 4).
3. Navigate to the destination location. From the EDIT menu, and select the option Copy Here Folder Only (See Figure 5).

![Figure 3. New Add to Clipboard Folder Only option.](image1)

![Figure 4. New Add to Clipboard Folder Only confirmation screen.](image2)

![Figure 5. New Copy Here Folder Only option.](image3)

Issue
When Documentum was brought down for planned or emergency maintenance, a default message displayed stating, "Server not available." In order to improve communications to the users and prevent unnecessary calls to the Help Desk, an informational system maintenance screen was needed to inform users that the system was temporarily unavailable due to system maintenance.

Solution
An informational system maintenance message now appears when the Documentum Production system is unavailable due to maintenance or release deployment work (See Figure 6).

![Documentum information system maintenance screen.](image)

Figure 6. Documentum information system maintenance screen.

4. CR013766 - Metadata Permissions Issues for Print Composition Role Users.

Issue
Improper permissions for users with the Print Composition role were responsible for two metadata issues. First of all, when users with the Print Composition role imported prsn_art or prsn_photo assets, the following metadata fields were missing from the Import Object Definition screen: Content Class, Content Type Tier 1, Creator Full Name, Creator Role. Rights information Re-use Permitted with Clearance did not appear. Secondly, Print Composition role users were unable to edit folder metadata. Editing attempts only corrupted existing metadata.

Solution
The metadata issues for users with the Print Composition role were resolved by clearing the cache on one of the application servers.
5. CR013854 - Access Control Lists (ACLs) Did Not Always Inherit Properly from Parent to Child Folders.

Issue
Access Control Lists (ACLs) did not inherit properly to the child folders in two instances:
   a. When the child folder was created before the ACL was applied at the parent container folder level, the parent ACL does not inherit to the child.
   b. When a folder structure with an edited ACL is copied to a new location, the changes to the ACL are not retained.

Solution
A code change has been applied so that the ACLs on the folder template are retained for Print folders ONLY after they have been copied to a new location.

6. CR013958 - The Content Pane for Subscriptions Contained Extraneous Characters.

Issue
The Subscriptions Content Pane displayed unwanted characters in the navigation path, as well as in the column headers (See Figure 7)

Solution
Changes were applied to eliminate the extraneous characters such as, yy.

7. CR013983 - The Inherited Attribute Full Title was Not Editable at the Chapter and Lesson Level.

Issue
When the attribute Full Title inherited from the Book title to the Chapter and Folder levels, the attribute was no longer editable. As a result, all Chapter and Lesson Full Titles had to be re-applied.

Solution
A change was applied so that Chapter and Lesson folders do not inherit the value of the attribute Full Title attribute from Book folder.
8. CR014024 - The Attribute Version Statement Appeared on the Properties: Info Screen for Sub-Folders within the Book Type Folder.

Issue
The attribute Version Statement appeared on the Properties: Info screen for sub-folders (crc_book_common) within the Book Type folder (crc_book_type). For example, when users navigated to the Properties: Info screen for _Info, _Common_layouts and Program_Art folders, the attribute Version Statement appeared as a metadata field.

Solution
Configuration changes now hide the display of the attribute Version Statement for the Book Common folders. As a result, when users view the properties of the Book Common folders, the attribute Version Statement is no longer be visible.

9. CR014165 - Shortcut Key Needed for New Folder Creation.

Issue
In Documentum, users take advantage of keyboard shortcuts to select menu options and buttons using their keyboards instead of their mouse. However, no such shortcut key existed for users to create new folders (See Figure 8).

Solution
The shortcut key Shift + F has been added for the creation of a new folder (See Figure 9).

Figure 8. Shortcut keys existed for creating a new Document, but not for a new Folder.

Figure 9. The new shortcut key for a Folder, Shift + F.
10. CR014294 - Emails for aborted and/or Paused Workflows were not User-Friendly.

**Issue**
During a workflow, emails were generated to the user when the workflow was aborted and/or paused. However, the emails were not user-friendly.

**Solution**
Changes were applied to the workflow templates so that the paused and aborted messages are user-friendly and contain informational messages.

11. CR014306 - Extraneous Workflow Screens for Open, Reject and Review States

**Issue**
During the Production Workflow, users encountered extraneous screens when moving assets from Open or Review to the next workflow stage. On the extraneous screens, users were required to select a checkbox to move the asset forward in the workflow. However, selecting the option was not intuitive and, if the user failed to select the option, the next workflow step does not appear. In fact, if users attempted to click the Finish button, they received an error message.

**Solution**
Changes were made to the code, thereby eliminating the extraneous screen with the checkbox when there is only one option, one path to follow.
12. CR014323 - Only Designated Workflow Performers Had Access to the Task Manager.

Issue
Because workflow tasks are sent to designated workflow performers only, the Task Manager was available only to the workflow performers themselves when they clicked a task in their Inboxes. As a result, no functionality existed whereby all users could view the status of a workflow for an asset.

Solution
Workflow History has been added as a drop-down menu option for workflow assets (See Figure 10). When users select a workflow asset, they control + click on a Macintosh or right click on a PC. The Workflow History screen displays a hyperlinked Workflow Name (See Figure 11). After users click the Workflow Name, the Task Manager panel appears, defaulted to the Info tab (See Figure 12). The activity of the workflow is available to all users, not just to designated workflow performers.
13. CR014389 - Workflow Notification Emails Listed Workflow Instructions Instead of the Workflow Description.

**Issue**
When workflow performers receive notification about their tasks, the email lists the “workflow instructions.” However, the “workflow instructions” are really the “workflow description” (See Figure

```
You have been assigned a task in a Documentum workflow. The task is in Initiate state of Lifecycle. The workflow instructions for this are: diame test workflow 1. Please click on the link below to access the workflow or you can go to your Documentum inbox to see all of your current tasks. Documentum Workflow Link <http://oidsx045.pearsoninc.com:8080/dam/id/fobject/id/1b01d5a360000039d5>
```

**Solution**
The workflow email notification template has been changed so that “workflow instructions” now reads “workflow description.”

Figure 13. Task Manager Panel > Info tab available to all users.


**Issue**
The metadata attribute User Comments was available on the Info: Properties screen for assets but not for folders.

**Solution**
The attribute User Comments has been added to folders.
15. **CR014487 – Several Cabinets in the Navigation Pane Were Not Useful for End-Users.**

**Issue**
The Cabinet structure displayed many cabinets in the Navigation Pane that were not useful for the end-user: `dmadmin`, `Pearson Administration`, `Reports`, `schprodcmsdoc`, `System`, and `Temp`. In addition, the name for the `Cabinet Templates` cabinet should be `DCTM Templates`.

**Solution**
As a result of configuration changes, cabinets were hidden so that only `Curriculum`, `Resources`, and `Templates` are visible to the end-user. In addition, the `Cabinet Templates` cabinet has been renamed `DCTM Templates`.

![Figure 15. New Cabinets structure in the Navigation Pane.](image)

16. **CR014607 – The attribute Other Spec in the Content Type Tier 2 Metadata Field Was Not Needed.**

**Issue**
The attribute `Other Spec` in the Content Type Tier 2 metadata field was not needed.

**Solution**
The value `Other Spec` has been removed from the `Content Type Tier 2` field.
17. **CR014608 – The Attribute Script was Required for the Content Type 2 Metadata Field.**

**Issue**
The attribute *Script* was required for the *Content Type 2* metadata field.

**Solution**
The attribute *Script* has been added to the *Content Type Tier 2* field.

18. **CR014701 - Non-Custom Object Types Appeared on the Import: Object Definition Screen.**

**Issue**
When users imported assets into Documentum, non-custom object types like `dm_document`) were available object types on the *Import: Object Definition* screen. However, only required and/or custom object types should have been available to ensure the assignment of proper permissions and metadata.

**Solution**
Changes were made so that only the approved object types are available for selection on the *Import: Object Definition* screen when users import assets.
19. CR014741 - Clean-up / Maintenance for FTP Outbound Folders.

**Issue**
When the FTP process is used in conjunction with the Production workflow, vendors work with inbound and outbound FTP folders. When the inbound process was completed, the inbound folder (containing attachments and assets) was moved to DCTM and the inbound folder on the FTP server was deleted. However, the folder was not deleted from FTP outbound folder. Folders should be deleted from FTP outbound folder once inbound process has been completed.

**Solution**
During the custom FTP process, vendor specific outbound folders are now cleaned for that specific workflow after the inbound process in complete.

20. CR014751 – Comments are Needed in Automated Email Notification to Pearson users, FTP Users, and Vendors.

**Issue**
Workflow comments were needed in the automated email notification sent to in-house users, as well as to the FTP users and/or vendors.

**Solution**
Changes have been applied so that the comments added by all workflow performers will be appended to the workflow notification email (See Figure 16).

![Aggregated user comments in automated email notification.](image)
21. **CR014810 – Access Type Needed on Select User(s) and/or Group(s) Screen during Workflow Performer Assignment.**

**Issue**
When users started a workflow and assigned performers to that workflow, there was no way to distinguish the type of access the users had in DCTM on the Select Users(s) and/or Group(s) screen.

**Solution**
Changes were made to the Select User(s) and/or Group(s) screen so that in the Description column next to the users’ names access type now displays, for example, Direct Access or FTP Access.

![Select User(s) And/Or Group(s):](image)

Figure 17. New Description column on the Select User(s) and/or Group(s) screen during the workflow performer selection process.
## Known Issues

The following are known issues in the Release 1.1.3 build; however, they are not resolved.

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<th>SAR #</th>
<th>Description</th>
</tr>
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<tr>
<td>CR011272</td>
<td><strong>Slow Script Error Message:</strong> Safari users occasionally receive “Slow Script Error Messages” when working in Documentum. A fix is pending from the software vendor. <em>See Workaround Solutions, p. 19.</em></td>
</tr>
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<td>CR012232</td>
<td>The OK button on the folder selection window is disabled when users export a file.</td>
</tr>
<tr>
<td>CR012704</td>
<td><strong>File Sharing Services (FSS):</strong> FSS is currently only recommended for linking files to InDesign. Use of full FSS functionality is pending fixes from the software vendor.</td>
</tr>
<tr>
<td>CR012741</td>
<td></td>
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<tr>
<td>CR012766</td>
<td></td>
</tr>
<tr>
<td>CR013825</td>
<td></td>
</tr>
<tr>
<td>CR012949</td>
<td><strong>Check-Out:</strong> When users check out an InDesign file, an error message appears. Although users are still able to check out the file, uses must close the error message and then refresh the screen.</td>
</tr>
<tr>
<td>CR013866</td>
<td>When users attempt to edit or check out an asset for which they do not have permission, an error is encountered. Users should select <strong>Yes</strong> when they are prompted to continue running scripts.</td>
</tr>
<tr>
<td>CR013868</td>
<td>When users navigate folders, check in/check out assets, or cancel check-in, they sometime receive script error messages. Users should select <strong>Yes</strong> when prompted to continue running scripts.</td>
</tr>
<tr>
<td>CR013374</td>
<td>The <strong>Page Number Field</strong> is not sorting correctly. For example, instead of sorting page numbers sequentially (xxiii, 4, 10, 18, 24, 30, 34), the pages are sorting in the following order: xxii, 4, 34, 30, 24, 18, 10.</td>
</tr>
<tr>
<td>CR013699</td>
<td>There is no way currently to calculate the folder size that contains a number of assets. Calculating folder size is expected file server behavior.</td>
</tr>
<tr>
<td>CR013873</td>
<td>In the Upper Saddle River location only, users are able to create non-custom type assets (dm_document) if they click the Finish button before they select a custom type. <em>See Workaround Solutions, p. 19.</em></td>
</tr>
<tr>
<td>CR015145</td>
<td>Export Freezes Browser <em>See Workaround Solutions, p. 19.</em></td>
</tr>
<tr>
<td>CR015596</td>
<td>Search Result assets error upon opening</td>
</tr>
</tbody>
</table>
Workaround Solutions

Workaround solutions are sometimes provided for known issues that are not yet resolved.

1. CR011272 – Slow Script Error Message Solution (for the Safari browser - 3.0.4 or higher)*
   a. From the Safari menu bar, go to Safari > Preferences.
   b. Select the Advanced tab and then select the checkbox for Show Develop menu in menu bar.
   c. Close the Safari preferences.
   d. From the Safari menu bar, go to Develop and select the Disable Runaway JavaScript Timer menu option.

   *Note that an automated script has been created to complete these tasks with minimal user interaction. This script will be deployed to Documentum users and is also available through CMS Support.

2. CR013873 – For Upper Saddle River Users only:
   a. Log in to Documentum.
   b. Select File -> Import.
   c. Click the Add button and select the asset to be imported.
   d. Click the Next button.
   e. Select the appropriate custom type.
   f. Click the Finish button.

3. CR015145 – Export Freezes Browser (Safari)
   a. Log in to DAM using Safari
   b. Select File > View
   c. Option 1: In the viewing application, select File > Save as: and save to desired location
   d. Option 2: copy from the \Documentum\Viewed folder to the desired location