

EMC[®] ApplicationXtender[®]

Version 8.1

Release Notes

EMC Corporation
Corporate Headquarters
Hopkinton, MA 01748-9103
1-508-435-1000
www.EMC.com

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Revision history

Revision date	Description
July 2016	<ul style="list-style-type: none">• Localization features in Localization, page 13 section.• Additional new features supported in ApplicationXtender Workflow Manager new Features, page 12 section.• Localization related Localization, page 30 known issues.
June 2016	Initial publication.

Product Description

EMC ApplicationXtender stores, organizes, and manages documents, files, and other business-critical information, and provides fast, security-controlled access to information from Microsoft Windows or web-based clients. ApplicationXtender integrates document imaging, reports management such as Enterprise Reports Management, workflow, and document management services within an easy-to-use Windows system.

New and Changed Features

This chapter highlights the major functionality changes included in this release. Refer to the product documentation for complete information about these features.

ApplicationXtender Administrator new features

This release introduces the following new features for ApplicationXtender Administrator:

- Enables Document Level Security (DLS) groups to view documents that have a blank value by using the Accessible security type
- Provides a comprehensive report of privileges assigned to a user by group or by application
- Allows to add Active Directory users into CM group when configuring DLS
- Introduces a security option **Submit to Workflow** to enable or disable user to submit to workflow
- Allows to search for users or groups easily to modify them instead of multiple collapse and expand operations
- Provides a new global User Defined List (UDL) that can be shared among applications
- Provides the option to generate an audit event report
- Enables the set password policy
- Prompts the SYSOP user to change password when password is different among data sources
- Enables to configure the queue for application (full-text and OCR)
- Enables pagination in UDL management page
- Enables to cancel check out a document
- Enables to enumerate the database servers when configuring ADO.NET provider
- Allows mixed CM or Windows Security users in the same data source

ApplicationXtender Web Access new features

This release introduces the following new features for ApplicationXtender Web Access:

- Provides keyboard shortcuts to enable users to perform operations without a mouse device
- Enables users to save the Document Viewer configuration when viewing subsequent documents
- Highlights full-text search results in open documents in Document Viewer
- Provides a zoom slider to specify the zoom percentage in Document Viewer
- Supports dragging and dropping electronic content from the desktop into ApplicationXtender Web Access to append to batches and documents, and to create new documents
- Enables opening a batch in a separate window
- Provides functions to manipulate document and batch pages in the thumbnail view more efficiently
- Supports new query expressions (Within and Older Than) for the date and timestamp fields
- Enables users to save mail to client as MSG or EML format and in this email mode, user can download the generated email message without sending them immediately
- Renders documents as PDF files in a new browser tab or window from which to print the documents
- Supports document retention and retention hold functionality, as well as a retention administration wizard
- Supports document query by retention status
- Provides an efficient way to handle a large User Defined List (UDL)
- Identifies each document index by index ID if the **Multiple indexes referencing a single document** option is enabled
- Enables users to add multiple pages when adding a new page version
- Displays the timestamp field using the local time zone
- ApplicationXtender document integrity check feature is added. To change the default behavior of ApplicationXtender Web Access, add a new configuration called `DocCheckOption` in `web.config`.

Assign one of the following values:

- 0: Does not skip document integrity check and prompts user before fix (the default behavior)
- 1: Does not skip document integrity check and automatically fixes without prompting user
- 2: Skips document integrity check

ApplicationXtender REST Services new features

This release introduces the following new features for ApplicationXtender REST Services:

- Provides new resources for:
 - Thumbnail
 - Create (post) new document
 - Cross-Application Query (CAQ)
 - Open Document Management API (ODMA) fields
 - Auto index
 - Select index
 - User Defined List (UDL)
 - Configuration
 - Application field's primitive type and native value

ApplicationXtender Image Capture new features

This release introduces the following new features for ApplicationXtender Image Capture:

- Enables users to rescan an image to replace a current scanned image
- Supports both auto-scan and single-scan mode
- Scans color images into a JPEG format
- Resumes uploading a batch for scanned images
- Enables parallel scanning operations when uploading to batch

ApplicationXtender Workflow Manager new Features

This release introduces the following new features for ApplicationXtender Workflow Manager:

- Integrated with Wonderware Skelta 2014 R2
- Introduced HTML5 form from this release onwards
 - Whenever you upgrade from previous versions of Workflow Manager, all the versions created by using previous version remains in ASP.NET forms. Only the newly created forms will be in HTML5 form.
 - Provision to convert legacy ASP.NET form to HTML5 by using **Regenerate** AX Form
- Sends email notification to administrator if EDB fails to raise events to WIM
 - An error occurs while raising an EDB event – EDB sends error notification to Administrator
 - No service to subscribe EDB events – EDB sends warning notification to Administrator at every 30 minutes interval.
- Allows a value list for Wait for AX document Workflow activity: Supported types are: String, Currency, Decimal, Integer, and Custom Field Type.
- Supports AX Web Service Session Pool in Workflow Engine to improve performance: Supports creation of multiple AX Web Service sessions
- Provides submit workflow permission
 - Allows to configure Submit Workflow permission in ApplicationXtender Administrator for certain users or groups. A user can submit workflow manually from ApplicationXtender clients only when the permission is granted.

ApplicationXtender Document Manager new features

This release introduces the following new feature for ApplicationXtender Document Manager:

- ApplicationXtender document integrity check feature is added. To change the default behavior of ApplicationXtender Document Manager, create a DWORD value called `DocCheckOption` under `HKEY_LOCAL_MACHINE\Software\XtenderSolutions\ApplicationXtender` (on x86 machines) or `HKEY_LOCAL_MACHINE\Software\Wow6432Node\XtenderSolutions\ApplicationXtender` (on x64 machines).

Assign one of the following values:

- 0: Does not skip document integrity check and prompts user before fix (the default behavior)
- 1: Does not skip document integrity check and automatically fixes without prompting user
- 2: Skips document integrity check

Native support for files in PNG format

ApplicationXtender now supports files in the PNG format as image files in ApplicationXtender Web Access, Web Services, and REST Services. All the ApplicationXtender components can import the PNG files as image files and also allows the annotation and redaction operations.

Admin queue selection configuration

All the Full-Text/OCR queue selection related UI and functionality is moved from ApplicationXtender Web Access to ApplicationXtender Administrator. Once the Full-Text or OCR jobs is submitted, ApplicationXtender Web Access server gets the preset queue based on the ApplicationXtender application used. If the administrator does not configure a queue for the ApplicationXtender application, ApplicationXtender Web Access uses the first queue. For ApplicationXtender Web Service and REST Service, even if you have provided queue name as parameters, they are obsolete.

Localization

The following are the supported languages:

- The ApplicationXtender Web Access: Supports German, European French, Simplified Chinese, Italian, European Spanish, and Brazilian Portuguese.
- The ApplicationXtender Admin: Supports Simplified Chinese language.

The following are the components that are localized:

- The ApplicationXtender Web Access is localized into German, European French, Simplified Chinese, Italian, European Spanish, and Brazilian Portuguese.
- The ApplicationXtender Admin is localized into Simplified Chinese language.

Fixed Issues

This chapter identifies issues that have been resolved in this release.

ApplicationXtender

Issue ID	Description
AX-5775	Unable to scan compressed files using Twain driver in AX Connector.
AX-5744	Unable to see the application list in the AX 8 Web Administrator due to DLS value can't be loaded from database.
AX-5714	Create On property cannot be saved for newly imported documents.
AX-5686	New method CheckBlankPage() is added to the AXViewer automation API.
AX-5654	Application that uses AX 7.0 SDK will hang when it is closed.
AX-5639	Selecting some TWAIN scanner drivers may cause crash in a Citrix environment.
AX-5627	Index Image Import does not submit documents to full-text a second time if the Merge Data option is checked.
AX-5608	The DocMetaData XML for an OnModified workflow contains a misspelled word for original.
AX-5602	Unable to search on mixed case values in a UDL field that are released from Kofax Capture when using Oracle database.
AX-5573	There is no warning message when deleting a field.
AX-5570	Issues with importing users and groups from a very large Active Directory.
AX-5555	User has only User Security Maintenance permission cannot modify users.
AX-5534	Revision in AXO does not work properly when using Web Service 8.0.
AX-5525	Unable to install Image Capture due to Rest Services URL 50-character limit.
AX-5512	Multi-page secured PDF file is imported into Document Manager as separate pages instead of sub-pages.
AX-5509	Certain operations are slow because database queries with parameter binding are not optimized.

Issue ID	Description
AX-5472	Enabling Allow Document Additions while Importing in Index Image Import causes documents not to be submitted to full-text.
AX-5468	Unable to create a field with a leading underscore (_) in AX 8 Administrator.
AX-5454	Web Service client does not populate the key reference index correctly.
AX-5451	Certain multi-page PDF files are imported as a document with multiple pages and duplicate sub-pages.
AX-5446	The first time an AD user logs in to Document Manager based on its AD group privileges, it is created as "(domain)\\" in Application Generator.
AX-5436	If a tertiary environment is in place, LsClient still calls the primary license server even if it is down.
AX-5420	Dragging and dropping a file into Document Manager on Windows 8 or Windows Server 2012 causes an extra empty document being created.
AX-5372	Unable to scan using TWAIN driver in a Citrix environment.
AX-5131	Slow performance when AX Connector is executing a query that has many index fields.
AX-5092	AX Connector cannot use full-text even if xPlore Full-Text engine is licensed.
AX-5085	Rumba emulator session name is lost when AX Connector configuration is saved.
AX-5046	The saved width and height in Viewproperty.xml is sometimes restored when AX Connector displays in large size.
AX-4963	The Form Overlay option is always grayed out even if the document has Form Overlay.
AX-4923	Drawing the OCR zone from right to left or down to up is not supported in the capture configuration of OCR Import File.
AX-4892	AX Connector Inspector doesn't support iframe.
AX-4890	Add a feature to create a unique index ID in database for each of the multiple indexes that reference a single document.
AX-4887	Unable to import certain PDF files using AX Connector.
AX-4813	Unable to configure document ID sort order when submitting full-text job via Full-Text Index Wizard.
AX-4811	Set Verity to xPlore migration jobs with a low priority.
AX-4103	Error occurs when you change a text field into a date field from AX Administrator in AX Connector. A setting in configuration file called ShowTextValueInResultSet needs to be set to true for the query to return results.
AX-4030	When a document contains more pages than the maximum size set in xPlore, the request may fail. Index Agent log shows Response ID [PrimaryDsearch\$xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx] is not in the Tracking Database.

Issue ID	Description
AX-3821	Received "Application validation did not succeed. Unable to continue." error message during deployment of AX Connector after hotfix AX-3215 was installed.
AX-3213	Multipage TIFF files, converted from SubPages to Pages, are displayed as gray images in AX Connector WPF Viewer.
AX-2840	Login window cuts off text if larger DPI is set.
AX-1567	AXC screen scrape can't capture content from image with black background.
WX-6724	The user privileges inherited from the NT groups do not apply to the ApplicationXtender Administrator website.
WX-6720	In ApplicationXtender Administrator, when you try to import several domain users from the same domain group, the selected domain group is imported. However, another domain group BUILTIN is also imported.
WX-6712	The database is updated correctly, but when creating a new user in ApplicationXtender Administrator, the group information is cached and the user interface is not updated.
WX-6689	When you save a non-number into a field in ApplicationXtender Administrator, an error occurs. This is a limitation.
WX-6665	When creating a new user by using the invalid characters forward slash (/) and backward slash (\), ApplicationXtender Administrator does not display an error.
WX-6526	In ApplicationXtender Administrator, when you configure multiple data sources and one or more of the data sources are not available, all of the operations are not available.
WX-6490	Unable to add new fields to a Software Retention Management application in ApplicationXtender Administrator if the data source is using Oracle database.

ApplicationXtender Web Access

Issue ID	Description
WX-8099	Audit trail does not log display information in the ae_audit table when user views documents in Web Access.
WX-8086	Batches link relation was broken by Rubberstamp in REST Services.
WX-8075	Annotation position is incorrect on image PDF.
WX-8055	AD user cannot login when its AD Group list contains AD Groups which the AX Web Global Impersonation account has no access permission.
WX-7864	Application that uses AX 7.0 SDK will hang when it is closed.
WX-7829	Unable to query document with the value 999999999.99 if maximum length allowed left of the decimal is 9 digits.

Issue ID	Description
WX-7728	Cannot print with form overlays in Web Access.
WX-7715	Synchronous image rendering job fails occasionally when RenderPageVersion method is called after upgrading to Web Services 8.0.
WX-7709	User cannot upload an empty OCR file via REST Services.
WX-7700	Disabled auto resume checkout on documents currently checked out to avoid confusion.
WX-7677	Unable to reorder pages when the user does not have "Delete Page" permission.
WX-7668	AX Web Services failed to upload new document into Cerner OIF storage.
WX-7603	Unable to print certain Microsoft Word 97 - 2003 documents.
WX-7582	The Show/Hide Annotations functionality does not work properly for annotations and rubber stamps.
WX-7559	NT User cannot auto login via Web Services.
WX-7556	NT User cannot auto login via REST Services.
WX-7552	Cannot upload OCR file to 'WorkingCopy' document via REST Services.
WX-7550	Failed to open image PDF with annotation.
WX-7431	After rendering a PDF file with annotations to a JPEG file using REST Services and re-importing into AX, the annotations are skewed and offset.
WX-7428	Existing text rubber stamps do not display correctly in Web Access 8.0 if it contains %crlf% instead of %CRLF%.
WX-7420	Unable to search UDL field when a comma is used in the UDL index value.
WX-7418	NT User cannot auto login to Web Access.
WX-7411	Highlighter annotation is opaque in document viewer.
WX-7404	User without administrator permission can make changes to Auto Index Options.
WX-7401	Highlighted annotations rendered via AxDocRenderJob display very opaque instead of transparent.
WX-7398	Unable to view or import large PDF files in Web Access.
WX-7379	"Hide Application List" doesn't work in CDK URL.
WX-7274	Certain multi-page TIFF files take a long time to print.
WX-7237	OCR Data is not rendered out as utf-8 text in Rest API.
WX-7234	Certain PDF files cannot be displayed in Web Access.
WX-7231	Unable to load administrator site on Windows 2008 SP2 x64 Standard Edition.
WX-7219	The image quality for certain files has degraded in WX 8.0 compared to 6.52.
WX-7162	Cannot select rubber stamps after adding a new GIF to '_RSTAMP' application.

Issue ID	Description
WX-7123	Single query result from iSubmitQuery does not automatically display even when it is set to be the expected behavior for Web Access.
WX-7120	Add rendering output options so documents with annotations and/or reactions are not rendered as images only.
WX-7112	Unable to view form overlays in Web Access after upgrading to 8.0.
WX-7109	After changing document write patch in 6.5SP2 AppGen and then upgrading to 8.0 results in documents residing on the old path can only be opened in AX Desktop but not in Web Access.
WX-7084	REST Services cannot render COLD images.
WX-7002	File size is large when exporting images to PDF via Web Services.
WX-6957	Unable to view or import documents in Web Access after upgrading to 8.0 if OCR write path is empty.
WX-6868	Cannot get working copy document ID from the original document resource.
WX-6852	Unable to email to an address that contains a hyphen in the domain name.
WX-6822	Application cannot be accessed via REST API if its name starts with underscore.
WX-6819	Web Access does not function when mapping an external IP and port to an internal IP.
WX-6813	AX8 Administrator does not honor AE Login table account status of Suspended or Disabled.
WX-6805	AD users that were imported via group with "Import User" option selected are unable to log into Web Access.
WX-6802	The client cannot call DocPageVersion resource's PUT action to update annotation file in REST Services.
WX-6799	Checked in document returns wrong DocID.
WX-6729	When a web page is opened from an email link in a popup window, the automatic logout setting is ignored.
WX-6669	<p>Following are the known issues with document retention in ApplicationXtender Web Access 8.0:</p> <ul style="list-style-type: none"> • Unable to manage the retention expired documents. • Unable to extend retention period of a document, place and remove retention hold on document, and execute query with document retention status.
WX-6616	Unable to print documents with more than 1000 pages. This is a limitation.
WX-6075	When you email a document with multiple indexes, the document is delivered with first index values only.
WX-5669	Unable to double-click and select a path while creating an application.
WX-5625	Selected email addresses are cleared when you navigate from one page to another.

Issue ID	Description
WX-5567	Text document is printed with incorrect styles.
WX-5329	Unable to print a HTML document.
WX-5248	When you run a full-text query and open a document from the results page, the document opens as an image instead of text.
WX-5047	Print options are not saved properly in Web Access User Settings.
WX-4645	Imported mail addresses information are not displayed on the client without resetting IIS. This is a limitation.
WX-2731	The full-text search does not work if the case of the user name configured in ApplicationXtender Administrator for Oracle does not match the case of the user name in the Oracle database.

ApplicationXtender Reports Management

Issue ID	Description
ERMX-419	Certain image-only PDF file fails to be processed in Reports Management.
ERMX-406	Reports Management does not prevent failed calls to OIF from saving the document indexes.

ApplicationXtender Image Capture

Issue ID	Description
SX-242	When you log in to ApplicationXtender Image Capture without the Batch Scan privilege and try to click Create batch/Append batch , ApplicationXtender Image Capture does not display an error informing that you do not have the Batch Scan privilege.
SX-234	ApplicationXtender Image Capture displays the Switch User option instead of the user name of the user.

ApplicationXtender Workflow Manager

Issue ID	Description
WFX-1165	Unable to update document index in WFM after adding new field and reorder the field in AX.
WFX-1089	Cannot create a new AX Form in the Enterprise Console when a field starts with an underscore

Issue ID	Description
WFX-1065	Improvement to Workflow Manager performance.
WFX-1046	Snapshot does not always capture successfully when the Form's style changes.
WFX-1043	Currency value passed to the workflow via Web Access strips currency symbol "\$" or "-\$".
WFX-1040	Change default value of "Refresh Document Index" to "No".
WFX-1037	"Error at refresh metadata when executing Invoke Form." is displayed after opening a work item.
WFX-1018	Form snapshot is sometimes blank.
WFX-1012	Publishing AX XML variables to v2 of a map adds it to v1, deleting it from v1 doesn't remove from v2.
WFX-1006	Publish XML activity failed for the following error: Concurrent request for the same user session is prohibited.
WFX-1003	Upgrade 32bit Workflow Manager from 6.52 to 7.0 SP1 prompts error.
WFX-996	Duplicate Workflows, Jobs are added to all user's inboxes across multiple maps and repositories.
WFX-629	Queues are not sorting alphabetically.
WFX-602	Workflow Items are processing slow after submitting with an estimated 15 second time before loading next work item.

Known Issues and Limitations

This chapter identifies known product issues and limitations that may affect your use of the product.

ApplicationXtender

Issue ID	Description
AX-5846	ApplicationXtender Connector installation client does not prompt you to install Microsoft .NET Framework 4.5.
AX-5830	When you perform the replacement operation of a page containing multiple files, only the first file is added to ApplicationXtender Connector and the remaining files are ignored.
AX-5782	ApplicationXtender Connector integration tools on the client machines are not upgraded automatically. Workaround: Uninstall the legacy integration tools manually and then upgrade.
AX-5545	When you click the calendar icon to select a date for creating new query within an application on Microsoft Windows 2008 or Microsoft Windows Server 2008 R2 operating systems, it results in an exception. This is a Microsoft limitation.
AX-5520	ApplicationXtender Connector does not support Adobe Document Cloud.
AX-5365	When you import PDF files, ApplicationXtender Desktop crashes at times. This is because some PDF files with masked images are not supported by the PDF library. This is a PDF library limitation.
AX-4272	Setting up ApplicationXtender for MySQL fails. Workaround: ApplicationXtender 64-bit and 32-bit applications need to share the same connection string. The client must configure the same connection string with the same name for both the 64-bit and 32-bit ODBC drivers.
AX-4055	When you attempt to OCR export an OCRed PDF document, the export file does not successfully save to the destination location. An error is not returned, nor is the export file created.

Issue ID	Description
AX-4053	Multiple File Access Manager service can be registered in ApplicationXtender Administrator. However, only one File Access Manager service can be run at a time. Trying to start the second File Access Manager service results in an event log error.
AX-3114	You cannot select multiple data sources in ApplicationXtender Index Agent. The <i>EMC ApplicationXtender Index Agent Administration Guide</i> provides more information about selecting data sources.
AX-987	Switching and resizing window during Windows Application capture method may result in the cursor changing to a bulls eye.
AX-981	Deployment Manager UI is not locked when package is publishing.
AX-977	The Microsoft Windows Application capture method does not support Adobe Reader.
AX-975	After the session expires, login from the indexing page is not allowed.
AX-973	When there is only one collection, the Collection Number should be assumed to be 1.
AX-971	When configuring the Web Browser capture method, ApplicationXtender Connector works only in the active tab of Microsoft Internet Explorer.
AX-959	The ApplicationXtender Connector configuration file is always saved as AXConnectorShell.xml.
AX-957	Unable to import a print file when ApplicationXtender Connector is closed.
AX-953	The ADF scanning capability is not available when using WIA driver.
AX-951	The WIA scanning duplex option does not work.
AX-949	Unable to add multiple indexes for a multi-index application.
AX-17	If you are using eCopy ShareScan OP as well as Event Dispatch Broker (EDB), document images that were produced by using ShareScan OP may not be released into ApplicationXtender. When this occurs, no entries are made in EDB/Event Profile Manager. Workaround: Disable Event Dispatch Broker in ApplicationXtender Administrator before releasing ShareScan images to ApplicationXtender.
WX-8265	The user <All> cannot be added to the annotation group in ApplicationXtender Administrator.
WX-7606	Unable to enumerate the server in the domain machine when you add a data source or configure rendering server in ApplicationXtender Administrator. This is a Microsoft limitation.
WX-7254	The value of the TIMESTAMP field in Document Level Security is not converted to the correct format in ApplicationXtender Administrator.

Issue ID	Description
WX-7128	If the parent website requires SSL and if you deselect the Require SSL option when installing ApplicationXtender Administrator or Web Access, the sites installed are still set to require SSL.
WX-3557	In ApplicationXtender Administrator, when you modify information in one node and switch to another node without saving the information, you are not prompted either to save the information or to confirm the navigation.

ApplicationXtender Web Access

Issue ID	Description
WX-8104	Annotation positions are different in image form overlay, text form overlay, and print pages.
WX-8095	When you modify the numeric index fields indexed with a value longer than 9 for integer or 15 for decimal, it may display an incorrect value. This is a jQuery limitation.
WX-8020	ApplicationXtender Web Access settings are upgraded automatically without using Component Registration Wizard.
WX-7997	When you print documents with unsupported page types (for example, MP3), you will only get a combined PDF with all printable pages but will not be informed that the unsupported page types are ignored (for example, MP3).
WX-7931	Deleting the locked batch results in inappropriate data when you continue the operation with the deleted batch from other session.
WX-7856	When you search for documents using the time range without separators, it may return incorrect results.
WX-7817	Automatic logout from Microsoft Edge browser is not supported.
WX-7793	Date query using the Within and Older Than expressions does not work in custom Date type.
WX-7787	The zoom in operation does not work properly in Firefox after you zoom out a JPG or PDF document to 10%. This occurs only when there is an arrow annotation on the page.
WX-7599	Document Viewer does not support using hotkeys when the Enable Inline Rendering of Foreign Files option is selected.
WX-7333	When you try to delete a page of a document or batch with multiple pages, it returns to the first page instead of returning to the previous page before the delete operation.
WX-7272	Annotations on bitonal images are displayed in black and white colors in the print result. This is a limitation.
WX-7209	Unable to highlight exact phrases in PDF subpages. This is a limitation.

Issue ID	Description
WX-7031	<p>ApplicationXtender Web Access 8.0 does not render MSG files OOTB.</p> <p>Workaround: Perform the following for rendering to work:</p> <ol style="list-style-type: none"> 1. Find <code>formats_e.ini</code>. The default location is: <code>C:\Program Files\XtenderSolutions\Content Management\Render Server\veritykv\formats_e.ini</code>. 2. If <code>[ContainerOptions]</code> is not available, add the following: <ul style="list-style-type: none"> <code>[ContainerOptions]</code> <code>bConvertMSG=TRUE</code> <p>If <code>[ContainerOptions]</code> is available, add the following:</p> <ul style="list-style-type: none"> <code>bConvertMSG=TRUE</code> 3. Restart the rendering server. 4. Find <code>SupportedForeignFileFormats.xml</code> in the default location is <code>C:\inetpub\wwwroot\AppXtender\bin</code> and add: <ul style="list-style-type: none"> <code><Format Format="Microsoft Outlook" Extension="MSG"/></code> 5. Restart IIS.

Issue ID	Description
WX-6737	<p>When you upgrade ApplicationXtender Rendering Server 7.0 SP1 with monthly patches to ApplicationXtender Rendering Server 8.1, the following error might occur: "Error 1923. Service AppXtender Rendering Server(WxRenderService) could not be installed. Verify that you have sufficient privileges to install system services."</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Uninstall all of the monthly patches before upgrading from ApplicationXtender Rendering Server 7.0 SP1 to ApplicationXtender Rendering Server 8.1. OR 2. Perform the following: <ol style="list-style-type: none"> a. Abort the upgrade process. b. Run the command prompt as administrator and navigate to the ApplicationXtender Render Server 7.0 SP1 installation path. By default, the installation path is C:\Program Files\XtenderSolutions\Content Management\Render Server. c. Type the WxRender.exe /UnRegServer command to uninstall the Render Server service. d. Delete the ApplicationXtender Rendering Server 7.0 SP1 installation folder to remove all the remaining files. By default, the installation folder is C:\Program Files\XtenderSolutions\Content Management\Render Server. e. Install ApplicationXtender Rendering Server 8.1.
WX-6638	<p>When you click the Fit to height or Fit to view button for an image file and add a rubber stamp, the rubber stamp does not display correctly.</p> <p>Workaround: Save the annotation and reload the image.</p>
WX-6636	<p>TimeStamp displays the local time but uses the UTC time for queries. This is a limitation.</p>
WX-6585	<p>When you click the MANAGE BATCHES menu for an application in ApplicationXtender Web Access, the menu does not disappear.</p>
WX-6524	<p>Application containing documents in retention cannot be modified. This is a limitation.</p>
WX-6343	<p>If you render a corrupted PDF file, the Adobe PDF library causes the ApplicationXtender Web Access application to stop working. This is an Adobe limitation.</p>
WX-6327	<p>KeyView cannot render a correct embedded image for the .dxf file. This is a KeyView limitation.</p>

Issue ID	Description
WX-5859	When you select one or more documents on the query results page and then navigate to the other query results pages, the selected document(s) are cleared.
WX-5805	BLACK OUT BOX rubber stamp annotation is not displayed correctly in Viewer. Workaround: Place the BLACK OUT BOX rubber stamp annotation in front of other annotations.
WX-5791	Unable to open saved queries in AXO Outlook. This is a limitation.
WX-5327	When you click Launch AppXtender in Microsoft Outlook, an error occurs.
WX-5262	When a user logs in to Web Access with Request for Full Text Search Support selected, the Full Text Query license is used even if the user does not have Full Text Query privilege.
WX-4343	In Web Access, Highlighter annotation overlays over other annotations, whereas this does not occur in Document Manager. This is an HTML5 limitation.
WX-4184	Batch operations may slow down because of rendering of large pages or reloading of all thumbnails using the Reorder Page operation.
WX-3050	Leading zeros and brackets cannot be pasted or specified in the fields even if the fields are configured with the formats. This is an HTML5 limitation.
WX-3044	Only the first comma and digits of a number are pasted when you try to copy a number with multiple commas or digits to fields with certain formats.
WX-2560	Uploading a large PDF file in Batch Import causes an HTTP error. Workaround: Internet Information Services (IIS) 7.0 and later add a security enhancement named request filtering. The <code>maxAllowedContentLength</code> attribute of request filtering specifies the maximum length of content in a request, in bytes. The default value is 30,000,000, which is approximately 28.61 MB. To upload files larger than 28.61 MB, you must modify the value of the <code>maxAllowedContentLength</code> attribute. The <i>Microsoft</i> documentation on IIS provides more information about modifying the value of the <code>maxAllowedContentLength</code> attribute.
WX-2440	Unable to handle Decimal and Currency fields when their length exceeds 28. It is supported in Desktop but not in Web Access because of the limitation of the .NET framework which does not support decimals large than 28 digits.

ApplicationXtender Reports Management

Issue ID	Description
ERMX-453	Refreshing the logs from Reports Management configuration may cause the report process to stop.
ERMX-446	<p>Reports Management configuration might crash when you click the Text Image button under PDF report type if you are using the Oracle database.</p> <p>Workaround: Add the PDLF module path (on x86 system, it is C:\Program Files\Common Files\XtenderSolutions\PDFL70\; on 64-bit system, it is C:\Program Files (x86)\Common Files\XtenderSolutions\PDFL70\) to the Windows PATH environment variable.</p>

ApplicationXtender Workflow Manager

Issue ID	Description
WFX-1108	<p>Event Dispatch Broker (EDB) does not work on Windows Server 2012 R2.</p> <p>Workaround: Install Windows Communication Foundation (WCF) before installing EDB.</p>
WFX-1092	<p>Creating the first repository with Oracle database results in an error. This is a Skelta limitation.</p> <p>Workaround: Create the second repository and then delete the first repository.</p>
WFX-886	In the EDB Configuration page, the fields validation does not display when you click the Test Connection button with Server Name , Login , or Password as NULL.
WFX-485	You must run a script to purge completed, failed, and aborted workflows from the reporting database. This script is provided by Invensys Skelta. Contact EMC Technical Support to obtain the script.
WFX-481	When you add an ApplicationXtender field as a custom work item field with the following symbols as values, the symbols are displayed as HTML code: &, <, and >
WFX-479	If a field name contains colons, the DocMetaData XML variables of a workflow are empty and the workflow is an invalid workflow.
WFX-43	If Server Role settings for Windows 2008 are not properly set, errors may be sent via email during installation. The Wonderware Skelta BPM documentation provides more details on server role settings. Wonderware Skelta documents are available as help files that you can install in standalone mode.
WFX-6	Although required fields are marked with an asterisk (*), the Skelta inbox provides no visual identification of whether a field is read-only.

Third-party products

Issue ID	Description
AX-3978	Depending on the third-party ScanFix, applying image enhancement with the Line Removal option results in a broken image. Workaround: Enable the Image de-skew option in the Scanfix Configuration dialog box.
AX-3670	If user access control is enabled in your operating system, you must start QuickScan Pro (QSP) as an administrator. Otherwise, you cannot export files to ApplicationXtender.
AX-3311	If the system is configured with a data source running on MySQL and Document Manager has been running for a long time, a COM error occurs when you try to close Document Manager. Workaround: Select the Enable automatic reconnect check box in MySQL ODBC Data Source Configuration.
WX-2158	When the XPS files are generated by Web Access .NET server running on Windows Server 2012 or Windows 8, the files cannot be opened in Windows 7 and earlier versions.

Localization

Issue ID	Description
WX-8476	There is an extra period in the indexing error message.
WX-8474	Boolean field cannot be saved when the browser's language is not English.
WX-8472	Export License Pool and Import GUDL has incorrect Chinese characters.
WX-8470	Chinese data source name displays incorrectly.
WX-8468	The translation for file retention button is incorrect in Chinese language.
WX-8456	Unable to export COLD/export/print/mail document if the render server cache patch contains Chinese characters.
WX-8452	File retention is not enabled while creating the application with Chinese browser. Workaround: Execute the following SQL expression: <pre>UPDATE ae_names SET fdelim = 0 WHERE fdelim > 127</pre>

Issue ID	Description
WX-8440	Saving email to Client may fail whenever there are non-ASCII characters in mail subject.
WX-8438	Client email generated attachments are not accessible when the document title contains non-ASCII characters.

Environment and System Requirements

This chapter describes certified environment and system requirements for the release.

Note:

- An EMC product configuration running on a particular environment is supported as long as versions of the components in the environment (for example, operating system, database, web server, browser, security provider and so on) are in standard/primary support by their vendors.
- All certifications provided in this document are relevant to the current release. Certifications for patches are documented in the *Patch Notes* documents published for the patch releases.
- Software requirements are listed with release numbers. Software updates—including patches, Service Packs, and equivalent updates—sometimes introduce unanticipated changes. Compatibility with software updates that are not listed here cannot be guaranteed.

Hardware requirements

This section identifies minimum hardware requirements for use with ApplicationXtender components.

Note: Use the minimum requirements specified in the table or the minimum CPU and RAM required to run the operating system, whichever is higher.

License Server

The minimum system requirements for the operating systems supported by License Server are sufficient for running License Server.

Web Access

Requirement	Details
Processor	<ul style="list-style-type: none"> • Minimum 2 GHz or higher (or the minimum CPU required to run the operating system, whichever is higher) • 3.1 GHz or higher (recommended) • Dual or quad processors recommended for high-volume deployments
Memory	<ul style="list-style-type: none"> • Minimum 2 GB of RAM (or the RAM required to run the operating system, whichever is higher) • 8 GB of RAM (recommended)

Note: IIS must be installed before the Microsoft .NET Framework.

Rendering Server

Requirement	Details
Processor	<ul style="list-style-type: none"> • Minimum 2 GHz (or the minimum CPU required to run the operating system, whichever is higher) • 3 GHz or higher (recommended) • Dual or quad processors recommended for high-volume deployments
Cache disk space	On the computer where the ApplicationXtender Rendering Server image cache resides, enough free space must be reserved to accommodate the total file size of all of the files that the ApplicationXtender Rendering Server is intended to process. For example, if the ApplicationXtender Rendering Server is used to process 10,000 files averaging 100 MB each, you must reserve 10 GB of dedicated space on the shared drive.
Speed	Fast storage for better performance
Memory	<ul style="list-style-type: none"> • Minimum 2 GB of RAM (or the minimum RAM required to run the operating system, whichever is higher) • 8 GB of RAM (recommended)

Web Services

Requirement	Details
Processor	<ul style="list-style-type: none"> • Minimum 2 GHz or higher (or the minimum CPU required to run the operating system, whichever is higher) • 3.1 GHz or higher (recommended) • Dual or quad Intel Xeon processors recommended for high-volume deployments
Memory	<ul style="list-style-type: none"> • Minimum 2 GB (or the minimum RAM required to run the operating system, whichever is higher) • 8 GB of RAM (recommended)

Reports Management

Requirement	Details
Processor	<ul style="list-style-type: none"> • Minimum 2 GHz or higher (or the minimum CPU required to run the operating system, whichever is higher) • 3.1 GHz or higher (recommended)
Memory	<ul style="list-style-type: none"> • Minimum 2 GB of RAM (or the minimum RAM required to run the operating system, whichever is higher) • 8 GB of RAM (recommended)

xPlore Full-Text Engine

Requirement	Details
Processor	2 or more
Disk space	3.2 GB to install, 3 GB to run
Memory	<ul style="list-style-type: none"> • 4 GB + 8 GB SWAP or • 8 GB + 4 GB SWAP

Note:

- Disable compression for NTFS drive.
- The *EMC Documentum xPlore Release Notes* provides more information about the xPlore full-text engine system requirements.

Administrator

Requirement	Details
Processor	<ul style="list-style-type: none"> • 1 GHz or higher (minimum) • 3 GHz or higher (recommended)
Memory	<ul style="list-style-type: none"> • Minimum 2 GB of RAM (or the minimum RAM required to run the operating system, whichever is higher) • 4 GB of RAM (recommended)

All other ApplicationXtender servers

Requirement	Details
Processor	<ul style="list-style-type: none"> • 2 GHz or higher (minimum) • 3.1 GHz or higher (recommended) • Dual or quad processors recommended for high-volume deployments
Disk space	2 GB
Speed	Fast storage for better performance
Memory	<ul style="list-style-type: none"> • 2 GB of RAM (minimum) • 8 GB of RAM (recommended)

Operating System support

Operating System	ApplicationXtender Administrator, Web Access Server, Rendering Server, Web Services, Reports Management, and REST Services	License Server
Windows Server 2008 SP2 x64	Y	N
Windows Server 2008 R2 SP1	Y	N
Windows Server 2012	Y	Y
Windows Server 2012 R2	Y	Y

Note: ApplicationXtender Administrator can be installed only on a 64-bit server.

Operating System	All ApplicationXtender clients	Web client
Windows Server 2008 SP2 x86	Y	Y
Windows Server 2008 SP2 x64	Y	Y
Windows Server 2008 R2 SP1	Y	Y
Windows Server 2012	Y	Y
Windows Server 2012 R2	Y	Y
Windows 7	Y	Y
Windows 8	Y	Y
Windows 8.1	Y	Y
Windows 10	Y	Y
Mac OS X 10.10	N	Y

Note: x64 operating system edition: Runs ApplicationXtender Desktop in compatibility mode only.

Browser support

Browser	ApplicationXtender Administrator, Web Access	ApplicationXtender Connector
Internet Explorer 11 for Windows	Y	Y
Firefox 46.0 for Windows, Firefox 46.0 for Mac 10.11	Y	N
Chrome 51.0 for Windows, Chrome 51.0 for Mac 10.11	Y	N
Microsoft Edge for Windows	Y	N
Safari 9.1 for Mac 10.11	Y	N

Database support

Database	Versions	ApplicationXtender Desktop, Rendering Server, and Reports Management	ApplicationXtender Web Access, Web Services, and REST Services
Microsoft SQL Server	2012 x86	Y	Y
	2012 x64	Y	Y
	2014 x86	Y	Y
	2014 x64	Y	Y

Database	Versions	ApplicationXtender Desktop, Rendering Server, and Reports Management	ApplicationXtender Web Access, Web Services, and REST Services
Microsoft SQL Server Express	2012	Y	Y
	2014	Y	Y
Oracle	11g (11.2) x86	Y	Y
	11g (11.2) x64	Y	Y
	12c x64	Y	Y
MySQL	5.6 x86	Y	Y
	5.6 x64	Y	Y

Database driver support

Database	Drivers
Microsoft SQL Server	<ul style="list-style-type: none"> • Microsoft OLE DB Provider for SQL Server • Microsoft ADO.NET Provider for SQL Server
Oracle	<ul style="list-style-type: none"> • Oracle Provider for OLE DB • Oracle Data Provider for .NET (ADO.NET Provider) <p>Note:</p> <ul style="list-style-type: none"> • Oracle Provider for OLE DB is for 32-bit desktop applications. • Oracle Data Provider for .NET is for Web Access and Administrator. • You must install Oracle ODAC 12c Release 1 (12.1.0.1.0) and later.
MySQL	<ul style="list-style-type: none"> • Microsoft OLE DB Provider for ODBC Drivers • MySQL Connector/ODBC 5.2.5 (MyODBC) • MySQL Connector/Net (ADO.Net Provider) 6.5.6

Third-party component support

The following sections list distributed and supported third-party components.

Distributed third-party components

Third-party component	ApplicationXtender Desktop	ApplicationXtender Web Access, Administrator	ApplicationXtender Web Services, REST Services	ApplicationXtender Reports Management	ApplicationXtender Connector
ABBYY FineReader Engine 10.5	Y	N	N	N	Y
Adobe PDF Library 15 Note: This library is not compatible with Adobe Acrobat Reader 9.	Y	Y	N	N	N
Adobe PDF Library 7	N	N	N	Y	N
Microsoft .NET Framework 4.0, 4.5/4.5 SP1 Note: 4.5/4.5 SP1 for Web Access and Web Services.	N	Y (see Note)	Y (see Note)	Y	Y
Microsoft Data Access Components (MDAC) 2.8	N	N	N	Y	N
Microsoft Windows Installer (MSI) 3.1, 4.0, 4.5 or 5.0	Y	Y	Y	Y	N
Microsoft XML 6.0 (SP1)	Y	N	N	Y	N
MPITech DocOut S82 062.030	N	N	N	Y	N
Autonomy KeyView 11.0	Y	Y	N	N	Y
Xenos Print Stream Processor 5.3	N	N	N	Y	N
Microsoft Enterprise Library 5.0	N	N	N	N	Y
Microsoft Smart Client Software Factory April 2008 Release	N	N	N	N	Y

Third-party component	ApplicationXtender Desktop	ApplicationXtender Web Access, Administrator	ApplicationXtender Web Services, REST Services	ApplicationXtender Reports Management	ApplicationXtender Connector
Infragistics NetAdvantage for Windows Forms 2008 V3	N	N	N	N	Y
Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1	N	N	N	N	N

Tested third-party components

The following table lists third-party applications that have been tested by EMC or by the vendor for compatibility with ApplicationXtender 8.1. If an integration package is required for any of the third-party applications, you will need to purchase the integration package separately. Operating systems supported by ApplicationXtender might not be supported by these third-party components.

Category	Third-party application	ApplicationXtender Desktop	ApplicationXtender Web Access	ApplicationXtender Administrator	ApplicationXtender Reports Management	ApplicationXtender Image Capture	ApplicationXtender Workflow Manager
Data access	Microsoft Data Access Components (MDAC) 2.5 SP3 and 2.8	Y	Y	Y	Y	Y	N
Document signing	Standard X509 or PKCS7 encoded certificates	Y	Y	N	N	N	N
Document storage	DiskXtender v6.5 SP8	Y	Y	N	Y	Y	N
Document viewing	Adobe Acrobat Reader XI	Y	Y	N	Y	Y	N
Full-text indexing	EMC Documentum xPlore 1.5 [1]	Y	Y	N	N	N	N

Category	Third-party application	Ap-plica-tionX-tender Desk-top	Ap-plica-tionX-tender Web Access	Ap-plica-tionX-tender Admin-istrator	Ap-plica-tionX-tender Reports Man-agement	Ap-plica-tionX-tender Image Capture	Ap-plica-tionX-tender Work-flow Man-ager
Scanning	EMC Captiva PixTools 8.5 SP1	Y	N	N	N	Y	N
	EMC Captiva Quick Scan Pro 4.7 SP1	Y	N	N	N	N	N
	Kofax Capture Enhanced Release Script 9.0 SP3, 10.0, 10.0 SP1, and Express [2]	Y	N	N	N	N	N
	Microsoft Windows Terminal Server 2008, 2012	Y	N	N	Y	Y	N
Remote access	Citrix XenApp 6.5	Y	N	N	N	N	N
	Microsoft Active Directory Services 2008, 2012	Y	Y	N	Y	Y	N
Security provider	CAS (3.4.12)	N	Y	Y	N	N	N
	ADFS (3.0)	N	Y	Y	N	N	N
Workflow	Skelta BPM 2014 R2	N	N	N	N	N	Y
[1] Patch 09 or later must be installed.							
[2] Enhanced features are not supported with Kofax Express.							

Note: Secure paths on EMC Isilon Devices are supported.

Interoperability

The following table lists the interoperability information.

Product	Version
ApplicationXtender for Microsoft Office	7.0 SP1

Note: Integrated Web Services is not supported. WFEEngine.NET.exe.config and Web.config of Enterprise Console need to be modified for those that used integrated Web Services.

```
AxWebAgent xmlroot="AxWebClientSettings"
type="ApplicationXtender.Infrastructure.Cobi.
```

```
AxWebClientAgentProvider.AxWebClientSettings,  
ApplicationXtender.Infrastructure.Cobi.AxWebClientAgentProvider  
Version=7.0.0.0, Culture=neutral,  
PublicKeyToken=d39ce23f875665d8">  
<AxWebAccessUrl>  
http://AX8Server/AppXtenderServices/AxServicesInterface.asmx  
</AxWebAccessUrl>
```

Integrated Web Service URL need to be changed to standalone Web Service URL.

Licensing and version compatibility

The EMC Electronic License Management (ELM) License Server manages licensing information for all ApplicationXtender components. The License Server is the computer on which the License Server software, and subsequently, the license for your ApplicationXtender components, are stored.

The ApplicationXtender License Server is backward compatible, which enables ApplicationXtender releases 6.5x, 7.x, and 8.x clients to continue operation during the upgrade to 8.1.

Note:

- ApplicationXtender Update Enabler license key is required for ApplicationXtender components to function.
- The ApplicationXtender open source licenses ZIP and TXT files contain the license information about the Open Source tools.

Preserving existing license groups

The ApplicationXtender License Server setup creates a new License Server configuration file for new installations. If you upgrade the license server from a 6.5 or earlier version with a license group information in the configuration file, back up the license configuration file before the upgrade.

To preserve your existing license group information for use with ApplicationXtender License Server, you must configure the License Server configuration file. Perform this task by using the following procedures, after successfully running the ApplicationXtender License Server setup program.

1. Navigate to the directory where you installed ApplicationXtender License Server. The default directory is C:\Program Files\XtenderSolutions\Content Management\License Server.
2. In a text editor, open the License Server configuration file CMLicenseService.exe.config.
3. Locate <sectionGroup> for LicenseGroups. For example:

```
<sectionGroup name="LicenseGroups"  
type="System.Configuration.ConfigurationSectionGroup, System.Configuration,  
Version=2.0.0.0, Culture=neutral, PublicKeyToken=b03f5f7f11d50a3a">  
<sectionGroup name="ABC" type="System.Configuration.ConfigurationSectionGroup,  
System.Configuration,Version=2.0.0.0, Culture=neutral,  
PublicKeyToken=b03f5f7f11d50a3a">  
<section name=" LsRefTypeAXNormal" type="LicenseAllocationSection,  
ApplicationXtender.
```

```
Infrastructure.Licensing.ELMProviderMgr, Version=6.52.45.0, Culture=neutral,
  PublicKeyToken=d39ce23f875665d8"/>
</sectionGroup>
</sectionGroup>
```

Note: If <sectionGroup> for the LicenseGroups does not exist, proceed with the following:

- a. Copy the entire <configSections> from the backup configuration file into the new license server configuration file, replacing the existing section in that file.
- b. Copy <LicenseGroups> from the backup configuration file into the new license server configuration file, replacing the existing section in that file. For example:

```
<LicenseGroups>
<TUDD>
<LsRefTypeAXNormal AllocatedLicenses="10" />
</TUDD>
</LicenseGroups>
```

4. Update the versions in the <sectionGroup> for LicenseGroups:

- Update the version in <sectionGroup> to 4.0.0.0.
- Update the version in <section> to 8.1.172.0.

For example:

```
<sectionGroup name="LicenseGroups" type="System.Configuration
.ConfigurationSectionGroup, System.Configuration, Version=4.0.0.0,
  Culture=neutral, PublicKeyToken=b03f5f7f11d50a3a">
<sectionGroup name="ABC" type="System.Configuration.ConfigurationSectionGroup,
  System.Configuration, Version=4.0.0.0, Culture=neutral,
  PublicKeyToken=b03f5f7f11d50a3a">
<section name=" LsRefTypeAXNormal" type="LicenseAllocationSection,
  ApplicationXtender.Infrastructure.Licensing.ELMProviderMgr,
  Version=8.1.172.0, Culture=neutral, PublicKeyToken=d39ce23f875665d8"/>
</sectionGroup>
</sectionGroup>
```

5. Restart the License Server.

Installation and Upgrade

Before beginning the installation and upgrade, ensure that your system meets the requirements listed in [Chapter 5, Environment and System Requirements](#). After installation and upgrade, be sure to update your EMC product to the latest patched release, if any patches are available. The *EMC ApplicationXtender Installation Guide* contains the instructions.

Additional Resources

You can use these resources to find more information about this product, to get support, and to provide feedback.

Documentation and Support

For the latest product documentation and support materials, including White Papers and Technical Advisories, refer to EMC Online Support (<https://support.emc.com>). Check regularly for new and updated documentation to ensure that you have the latest system information.

Note: Documentation that is installed or with the product or packaged with the product download is current at the time of release. Documentation updates made after a release are available for download from EMC Online Support.

EMC Online Communities

Visit EMC Community Network (community.emc.com/go/contentmanagement) for peer contacts, conversations, and content on product support and solutions. Interactively engage online with customers, partners and certified professionals for all EMC Products.

Providing Feedback

Documentation Feedback

Your opinion matters. We want to hear from you regarding our product documentation. If you have feedback about how we can make our documentation better or easier to use, please send us your feedback directly at ECD.Documentation.Feedback@emc.com.

Product Enhancement Requests

Help us to improve the products that you use. Use our Enhancement Request System, available from many [product support](#) pages, to tell us what you would like to see in future releases.