



OpenText™ LiquidOffice

Release Notes

OpenText LiquidOffice Documentation

Release 16.6

OpenText™ LiquidOffice

Release Notes

Rev.: April 2019

This documentation has been created for software version 16.6.

It is also valid for subsequent software versions as long as no new document version is shipped with the product or is published at <https://knowledge.opentext.com>.

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1 Introduction

These Release Notes provide an overview of LiquidOffice 16.6, including new features, delivery information, and supported platforms. OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check the OpenText My Support site (<https://support.opentext.com/>) for any patches or documentation updates that may have been posted after the initial release of this product.

1.1 Release notes revision history

Revision date	Sections revised	Description of revision
April 2019	First release	All new content

2 About OpenText LiquidOffice

OpenText LiquidOffice™ is an Intelligent Forms Automation solution that enables organizations to use rich web and PDF forms to collect, route, and process information.

With LiquidOffice, organizations can easily create intelligent forms to collect information from employees and customers. With that information, organizations can then use powerful routing and form processing capabilities to ensure information is validated, supplement information with data from other systems, route information for review and approval, and save information to back-end databases and applications.

LiquidOffice can completely automate forms-driven business processes for efficiency, in order to ensure that best practices are followed, and to improve customer satisfaction.

LiquidOffice includes the following key features:

Key Feature	Description
Electronic form design	Quickly design intelligent web and PDF forms to collect information and documents for routing to people and systems, and integrate into business processes.
Anywhere / anytime access	Enable users to access forms and perform tasks from web, mobile, and integrated user interfaces.
Ad hoc routing	Simplify review and approval processes with user-driven ad hoc routing of forms, information, and documents.
Process modeling	Easily model a business process with a drag-and-drop user interface, leverage business rules and scripting to interact with people and systems, and simulate for testing and validation.
Business activity monitoring	Enable decision-makers to monitor business processes and understand what's happening across an organization by using analytics to optimize performance.
Integrated solutions	Manage processes from end to end by taking advantage of integration with OpenText TeleForm, OpenText Content Server, databases, and content management systems.
Audit and security	Securely connect employees, customers, and partners inside and outside an organization with authenticated access to forms and audit trails of activity.
Enterprise solution	Deliver solutions to the enterprise and beyond with a scalable and integrated platform that can support thousands of users, forms, and processes.

2.1 New features

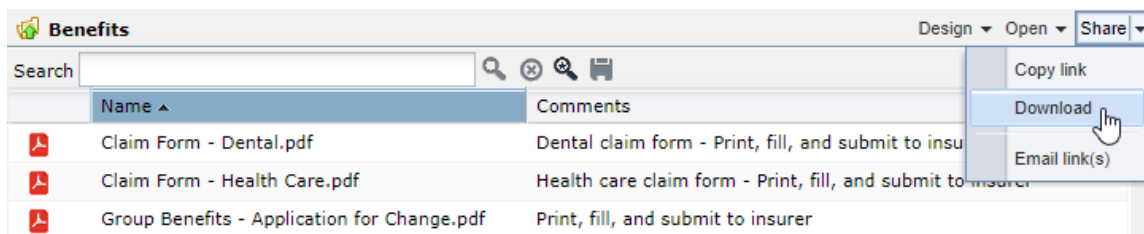
LiquidOffice 16.6 has several new features that enable integrated form solutions, support traditional form solutions, enhance form user experience, and improve quality.

2.1.1 Standalone Documents

A Standalone Documents feature has been introduced as an enhanced version of what was previously known as External Documents. Any file can now be published to a LiquidOffice Server as a Standalone Document, and accessed alongside other LiquidOffice forms and reports in the Portal.

Functionality has been updated to make publishing Standalone Documents easy from Management Console, and new features have been added to the Portal to provide new ways to access and share Standalone Documents.

This feature enables forms and documents that are created outside of LiquidOffice (such as PDF forms and Word documents, as well as other types of files such as spreadsheets, image files, web pages, media files, and others) to be shared securely using the familiar LiquidOffice Portal interface as an alternative to other portal technologies. In addition, links can be added as Standalone Documents for easy access to forms, documents, and web pages on other sites.



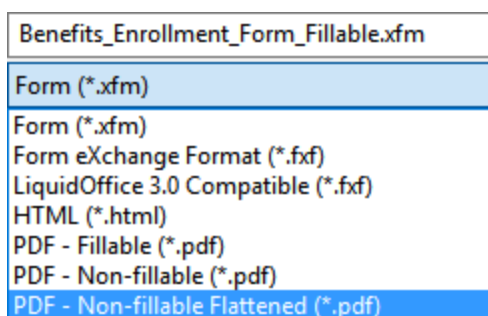
New and updated features include the following:

- When a folder is selected in Management Console, select **Add Standalone Document** to publish.
- When a file is selected using **Browse**, the **Document Name** is now updated to be the file name.
- The Browse dialog used to select Standalone Documents has been improved.
- Icons for common file types are now displayed in Management Console and Portal.
- Standalone documents can be opened by selecting the document in Portal and clicking on the **Open** menu option, by double-clicking the document, or by clicking on the document type icon. Standalone Documents are opened using standard browser functionality.
- When a Standalone Document is selected in Portal, the **Share** menu provides options to copy a link to the document, download the document, or email links (with both **Open** and **Download** options).

With Standalone Documents, LiquidOffice enables customers to use the Portal for secure access to all forms no matter what type of form or where they are located.

2.1.2 Flattened PDF Forms

The LiquidOffice Form Designer has previously enabled forms to be saved as Fillable and Non-fillable PDF forms. This release introduces a new option for saving forms as Non-fillable Flattened PDF forms.



Fillable PDF Forms

- Fillable PDF forms can be opened in Adobe Acrobat and fields can be filled before saving or printing.
- Forms are saved in a format called AcroForm, which Acrobat recognizes and can display as expected.
- When using PDF viewers other than Acrobat (such as those viewers included with modern browsers) this type of form might not always display or behave as expected.

Non-fillable PDF Forms

- Non-fillable PDF forms can be opened in Adobe Acrobat, but fields cannot be filled before saving or printing.
- Like Fillable forms, Non-fillable forms are saved in a format called AcroForm which Acrobat recognizes and can display as expected.
- When using PDF viewers other than Acrobat (such as those viewers included with modern browsers) this type of form might not always display or behave as expected.

Non-fillable Flattened PDF Forms

- Like Non-fillable PDF forms, Non-fillable flattened PDF forms cannot be filled either.
- However, Non-fillable flattened PDF forms are saved in a format which Acrobat and most other PDF viewers including those included with modern browsers can display.

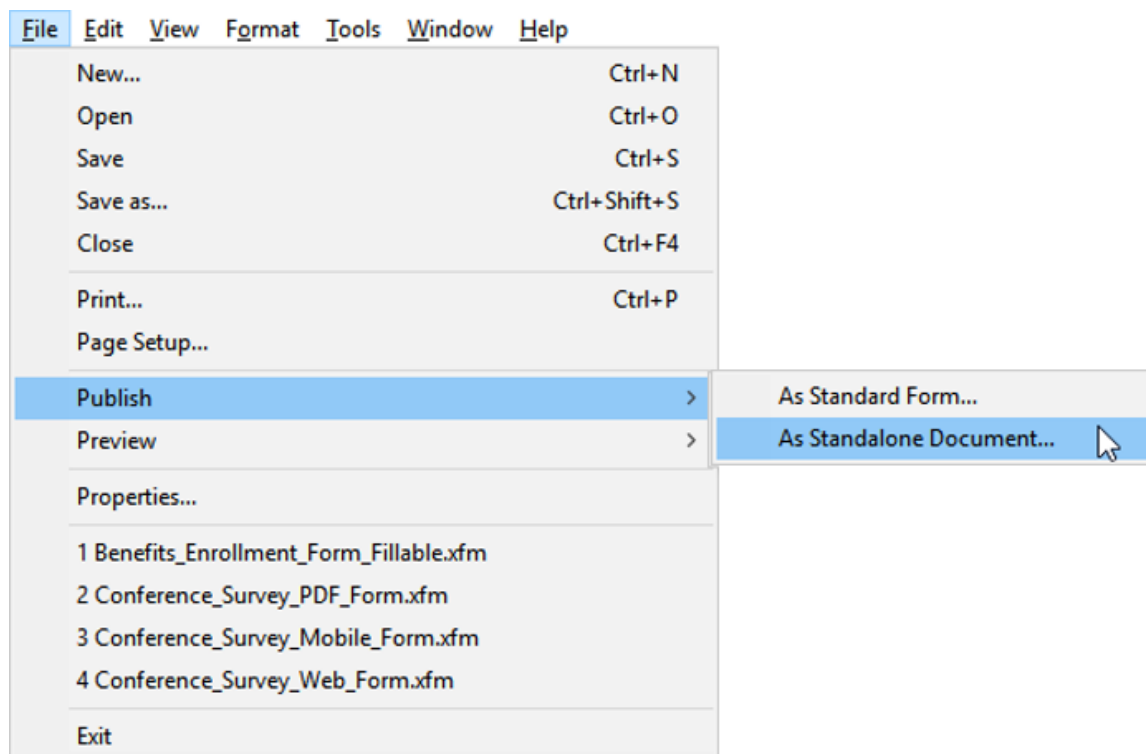
For solutions that require forms just for printing, the Non-fillable flattened PDF form option provides a great new option to ensure anyone can access and view the form as expected.

2.1.3 Standalone PDF Form Publishing

LiquidOffice forms are typically published as HTML or PDF forms that can be accessed and opened online from the LiquidOffice Server, filled in using a web browser, and submitted for processing.

For more traditional form processes where PDF forms are not typically opened online and submitted using a browser (e.g. they might be saved and shared using email), the LiquidOffice Form Designer has enabled forms to be saved to a local folder as Fillable and Non-Fillable PDF forms which can be opened and shared as desired. The new Non-fillable flattened PDF form feature further enhances this capability.

To better support these more traditional use cases, a new feature has been added to Form Designer that enables LiquidOffice forms to be published to the LiquidOffice Server as Standalone Documents. This enables PDF forms to be more easily accessed from the LiquidOffice Portal, opened and viewed (using a browser or Adobe Acrobat), or shared with others by downloading and email links.



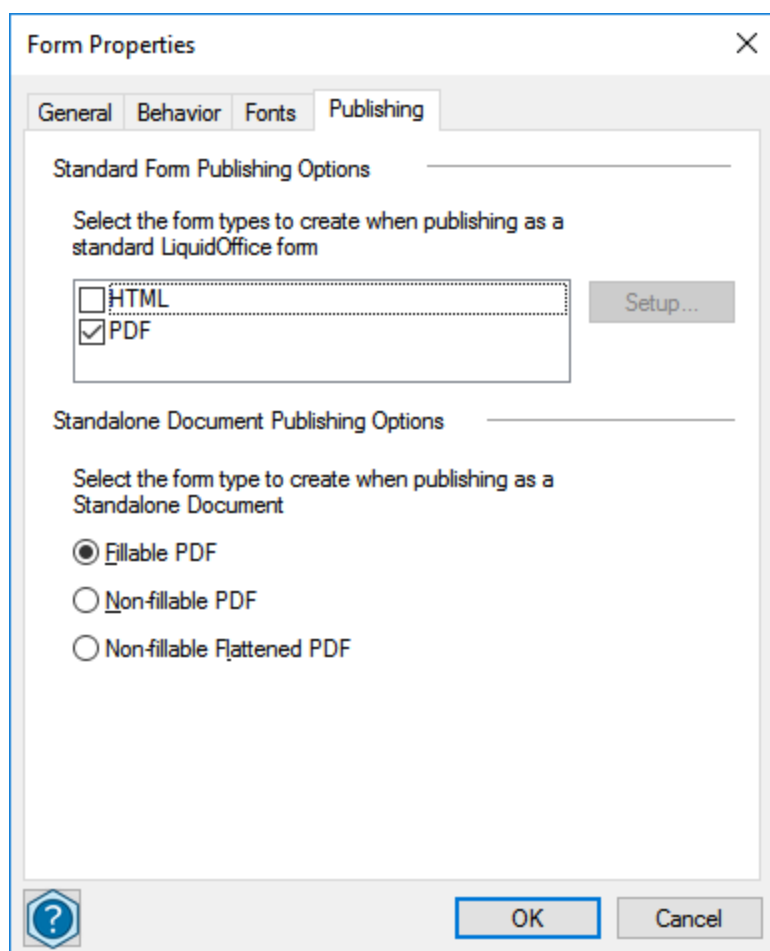
LiquidOffice PDF forms published as Standalone Documents are now also easier to open and view for many users. While web browsers natively support HTML forms, to properly display, open, and submit standard LiquidOffice PDF forms, an Adobe Acrobat browser plug-in is required. Most popular browsers previously supported the Acrobat plug-in and this was a

common feature on user desktops; however in recent years support for all plug-ins has been removed from most popular browsers. Today few browsers (including Internet Explorer 11) continue to support the plug-in.

Like with other Standalone Documents, LiquidOffice forms published as Standalone Documents enables the resulting PDF forms to be opened and downloaded using most browsers without the Acrobat plug-in.

Standalone PDF Form Publishing features include the following:

- A new **Publish > As Standalone Document** feature enables publishing the form as a Standalone Document in PDF format
- The standard LiquidOffice form publishing option has been renamed to **Publish > As Standard Form**.
- Publishing a form as a Standalone Document will open and prefill the same Publishing Wizard that is displayed when adding a Standalone Document through Management Console; however the first page enables the selection of the folder where the form should be published.
- On the **Publishing** tab of the **Form Properties** dialog, new **Standalone Document Publishing Options** are available to select the format of the form when published as a Standalone Document. A designer can choose to publish as a Fillable PDF, Non-fillable PDF, or Non-fillable Flattened PDF. As indicated in the Flattened PDF Forms changes, publishing as a Non-fillable Flattened PDF will enable it to be opened and viewed consistently in most browsers and Adobe Acrobat.
- The default **Standalone Document Publishing Options** can be set on the **Publishing** tab of the **Form Designer Tools > Options** dialog.



Together with the new features for Standalone Documents and Flattened PDF Forms, this feature provides a useful new way to provide access to PDF forms.

2.1.4 Standalone PDF Form Processing

An exciting and unique new feature in this release is Standalone PDF Form Processing which enables PDF forms created by LiquidOffice or other applications like Adobe Acrobat or OpenText Exstream to be shared, completed offline, and submitted to LiquidOffice where they are processed like a standard LiquidOffice form.

Standard PDF Form Approaches

There are many ways to approach using PDF forms to collect data and in each case there might be benefits and some challenges to consider. LiquidOffice provides several alternatives to help organizations implement options that make sense in a particular situation.

LiquidOffice can create and publish PDF forms that can be opened, filled, and submitted online in a web browser with an Adobe Acrobat plug-in. This typically enables a good user experience and efficient way to process the forms and data submitted.

However, users do not always have access to a browser with the Acrobat plug-in, and might want to share and fill in the PDF forms when offline. So there are some cases where other options for working with PDF forms might be preferable.

As outlined above, LiquidOffice also has features that enable PDF forms to be created, published, shared, and accessed now without a web browser plug-in. These features help support solutions that process forms in a more traditional way where users might print forms and mail them for processing, before an organization extracts data from them using either a manual data entry process or using a capture solution like OpenText TeleForm, and then uses a solution like LiquidOffice to process the forms and data further.

Approaching data collection and forms processing in this manner is not always ideal for users (for example, printing and mailing or scanning completed forms), and this method is not always the most efficient or cost-effective way for organizations to capture and process the data. This is why using standard LiquidOffice forms is often a great way to collect data and process it efficiently, if the challenges above are not an issue.

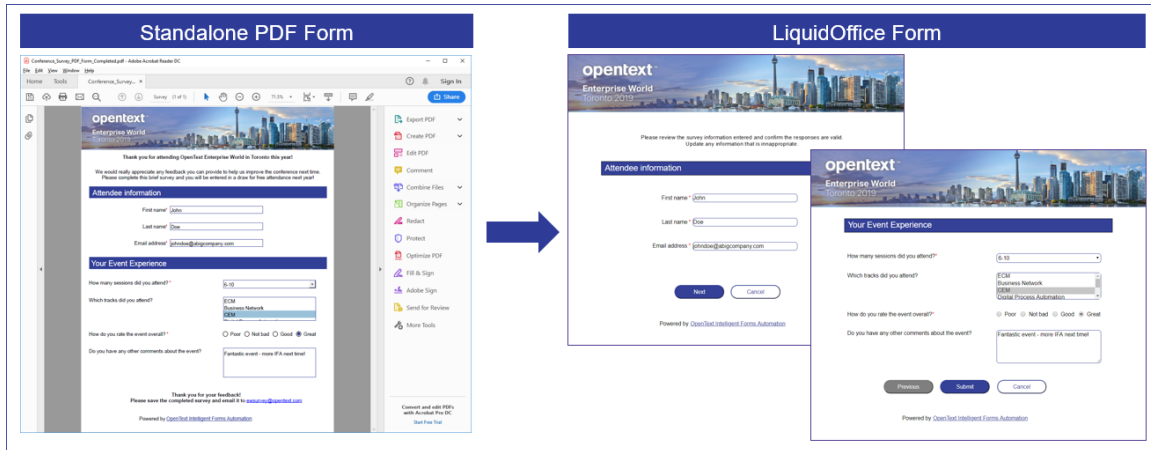
Other organizations might have a lot of existing PDF forms, or forms that are created and updated using other PDF design tools, and these forms could be shared now using the Standalone Document features of LiquidOffice. As above however, processing completed forms might require manual data entry or using a capture solution like OpenText TeleForm.

Virtual Submit with Standalone PDF Forms

Standard LiquidOffice forms are published to a LiquidOffice Server where they can be accessed, filled, and submitted using a browser. The new Standalone PDF Form Publishing feature provides another alternative for providing access to and sharing LiquidOffice and other PDF forms, but as outlined these cannot typically be submitted and processed efficiently.

This release introduces a new feature that enables standalone PDF forms created by LiquidOffice or any other application to be submitted to LiquidOffice and processed like a standard LiquidOffice form. This enables organizations to continue to use traditional methods of creating and sharing PDF forms, but replace manual data entry and capture solutions with an automated and effective way to process the forms.

This is done using an enhanced version of an existing feature, Virtual Submit. When completed PDF forms are saved to a folder monitored by LiquidOffice, Virtual Submit will locate a hidden field containing an ID of a standard LiquidOffice form that can process the data from the completed PDF form, plug the information from the PDF form into the LiquidOffice form, and submit it.



This approach has many benefits for customers:

- Current approaches for sharing or distributing PDF forms by email, on a file server, using a web site, or a LiquidOffice portal can continue without change.
- User experience is improved since there is no need to print, mail, or scan forms. PDF forms can be submitted to an organization for processing by email, by LiquidOffice form, or by uploading to a website, and then automatically saved for processing by LiquidOffice.
- Processing is done without capture or recognition technology (e.g. OCR) and so the effort required to setup, configure, scan, and use those systems can be eliminated.
- Data is extracted directly from the PDF and so no verification process is required since data is always accurate unlike with capture solutions.
- This works with PDF forms created by LiquidOffice, Adobe Acrobat, OpenText Exstream, and most other PDF form design tools.
- Existing PDF forms can easily be updated to be processed by LiquidOffice without changing what the user sees on the form.
- Organizations can leverage all of the great features in LiquidOffice to route, export, and process forms and data collected in the same way as standard LiquidOffice forms. A single automated process can handle multiple types of forms.

Note the following about Standalone PDF Form Processing:

- To enable Virtual Submit to process PDF forms, the Offline Forms Option must be enabled in the LiquidOffice Server license and a PDF sub-folder must be created in the Virtual Submit Directory defined in Management Console.
- PDF forms will be processed only when saved to the PDF sub-folder of the Virtual Submit Directory.
- PDF forms created by any application can be processed if they have a parameter in a hidden field that identifies a LiquidOffice form or process that will be used to process the PDF form's data.

- Additional parameters can optionally be included as hidden fields in a standalone PDF form to control how the LiquidOffice form is processed.
- Data required by a standard LiquidOffice form must be included in field values of standalone PDF forms submitted.
- A new Virtual Submission Parameters option has been added to the General tab of the Form Properties dialog in Form Designer. This enables an identifier of a LiquidOffice form or process to be specified and saved as a hidden field in a LiquidOffice PDF form which will be used to process the PDF form's data. Other parameters can also be defined that control how the LiquidOffice form is processed.

Parameter	Value
<input checked="" type="checkbox"/> VS__FormGUID	x1362c8e1z1698883cbfdzx7e05gsxgaxaaxgoa
<input type="checkbox"/> VS__FormID	
<input type="checkbox"/> VS__FolderID	
<input type="checkbox"/> VS__Subject	
<input checked="" type="checkbox"/> VS__Note	Conference Survey Form from PDF Submission
<input type="checkbox"/> VS__ToNext	
<input type="checkbox"/> VS__FinalApproval	
<input type="checkbox"/> VS__From	
<input checked="" type="checkbox"/> VS__AttachSourceFile	yes

- Standard Virtual Submit features are used when processing PDF forms with this capability. Enhancements have also been included to improve error handling and other aspects of Virtual Submit which will apply when PDF forms are submitted.
- PDF forms submitted can optionally be added as attachments to the LiquidOffice form or process.
- When errors occur during processing, Virtual Submit will create an ERR file with a status message and save a copy of the PDF file with a .PDFE extension in the Virtual Submit

Directory. A detailed error message will also be included in the LiquidOffice Event Log.

- A new SDK sample has been added that illustrates how LiquidOffice PDF forms can be processed using Standalone PDF Form Processing.

Standalone PDF Form Processing provides organizations with a new way to collect information from form users and process it more efficiently than with traditional methods. Combined with Standalone Documents, Standalone PDF Form Publishing, External Web Form Processing and other features introduced in this release, LiquidOffice provides organizations with more options than ever before to collect and process information.

2.1.5 External Web Form Processing

LiquidOffice forms can be published as HTML and PDF forms, and typically these are hosted by LiquidOffice, accessed using the LiquidOffice Portal, and then submitted to and processed by the LiquidOffice Server. This gives organizations the ability to deliver complete form solutions for collecting and processing data using LiquidOffice.

LiquidOffice Form Designer enables fast creation of a wide range of forms ranging from simple forms with a few fields that are exported to a database after submission, to complex multi-page database-validated forms with dozens of fields accessed as part of lengthy automated workflow processes.

Notwithstanding the value of LiquidOffice forms, there are still good reasons why some organizations might want to use other web form design tools under certain circumstances, and host web forms on other web servers. For example, an organization's website might be created by a specialized application such as OpenText TeamSite and it might be important that those forms are seamlessly embedded within web pages using a standard template shared by all pages on the website.

However, in those circumstances there is still typically a need to process those web forms with a solution that can ensure that data is secure, validated, routed, updated, and exported as required as part of an automated business process. While it's common for organizations to attempt to handle custom web form submissions using a custom developed script, the effort, cost, and skills required to do this effectively can make it a challenge.

In this release LiquidOffice enables organizations that create external web forms with any application hosted on any website to process those forms with the LiquidOffice Server, using the same powerful form processing engine that is used to process LiquidOffice forms.

LiquidOffice External Web Form Processing is accessed using a new web form handler with a URL that can be included in any HTML form's action attribute. External web forms that are submitted to the URL can be processed if they contain the ID of a standard LiquidOffice form that can process the data from the external web form. Similar to Virtual Submit and Standalone PDF Form Processing, this virtual submission feature essentially plugs values from the external web form into the standard LiquidOffice form and then submits it. After submission, the same routing or workflow process is followed as if the standard LiquidOffice form had been submitted.



Note the following about External Web Form Processing:

- To enable External Web Form Processing, the **Public Access Option** must be enabled in the LiquidOffice server license and the new **External Web Form Processing** setting must be enabled in Management Console.
- External web forms are processed only when submitted to a new Virtual Submission URL which is unique to each LiquidOffice Server.
- External web forms (which can be created by any application and hosted on any server) can be processed if they have a parameter in a hidden field that identifies a standard LiquidOffice form or process that will be used to process the web form's data.
- Additional parameters can optionally be included as hidden fields in an external web form to control how the LiquidOffice form is processed.
- Data that is required by a standard LiquidOffice form must be included in field values of external web forms submitted.
- The Response page that is displayed after an external web form is submitted can be defined as a parameter in a hidden field (for example, a web page on the same host as the external web form), as a default for the standard LiquidOffice form, or the default LiquidOffice response page will be displayed.
- Parameters are added to the response page that indicate the submission status and a status message so the user can take action based on these values on the response page if desired. When errors occur during processing, a more detailed error message is also included in the LiquidOffice Event Log.
- Users submitting an external web form must be authorized to submit the associated LiquidOffice form. SSO can be used to provide a seamless user experience when submitting LiquidOffice forms with restricted access.
- A new SDK sample has been added that illustrates how external web forms can be processed using External Web Form Processing.

External Web Form Processing provides organizations with a new way to process information submitted from external web forms, process information more easily, and do much more than

with custom development approaches. Combined with Standalone Documents, Standalone PDF Form Publishing, Standalone PDF Form Processing, and other features introduced in this release, LiquidOffice provides organizations with more options than ever before to collect and process information.

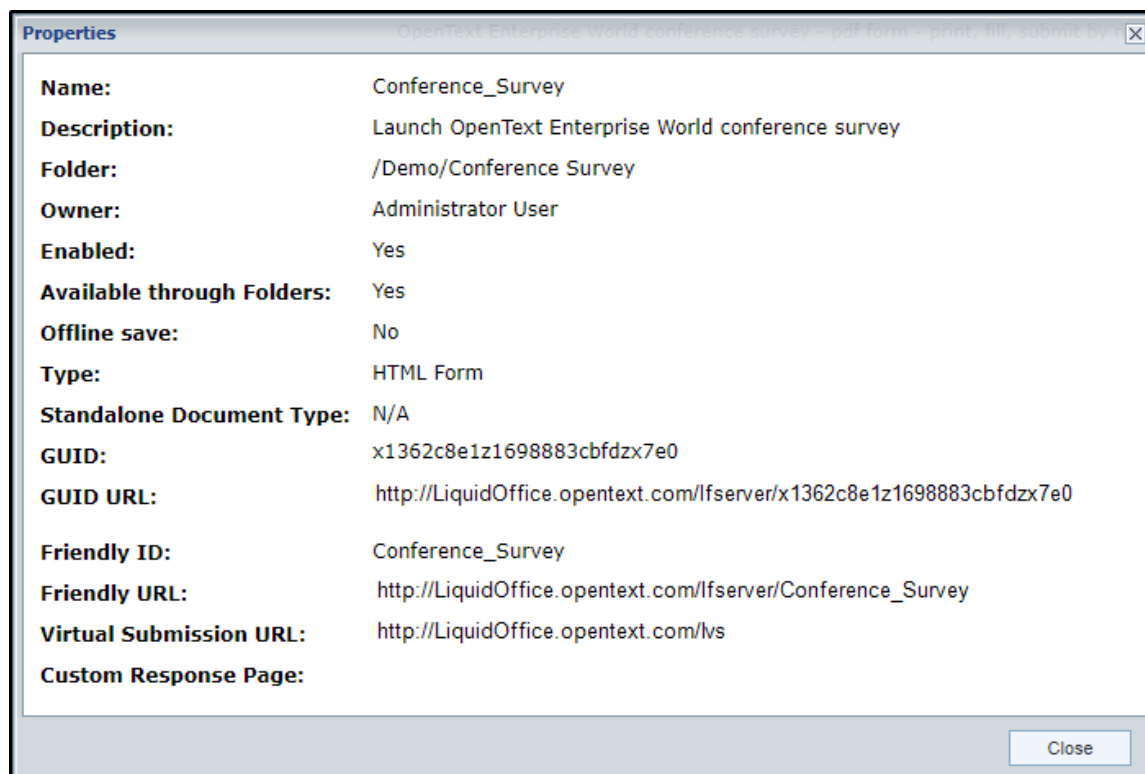
2.1.6 Form and Process Properties

Form and process properties can now be accessed from the LiquidOffice Portal to make it easier for designers and integrators to deliver integrated solutions with LiquidOffice.

When a form or process is selected in Portal, users with a role of form publisher, process publisher, or administrator will now see a **Design** menu with a **Properties** option. Selecting **Properties** will open a dialog that contains information that might be useful when creating solutions with LiquidOffice.

The information displayed includes basic information such as name, description, folder, and owner, as well as other information currently available when form or process properties are viewed in Management Console. In addition, information is now displayed to help with the creation of forms for both Standalone PDF Form Processing and External Web Form Processing.

Providing this information in Portal means designers and developers can quickly access the information they need without going to Management Console.



The screenshot shows a dialog box titled "Properties" with a close button in the top right corner. The dialog contains the following information:

Name:	Conference_Survey
Description:	Launch OpenText Enterprise World conference survey
Folder:	/Demo/Conference Survey
Owner:	Administrator User
Enabled:	Yes
Available through Folders:	Yes
Offline save:	No
Type:	HTML Form
Standalone Document Type:	N/A
GUID:	x1362c8e1z1698883cbfdzx7e0
GUID URL:	http://LiquidOffice.opentext.com/lfservlet/x1362c8e1z1698883cbfdzx7e0
Friendly ID:	Conference_Survey
Friendly URL:	http://LiquidOffice.opentext.com/lfservlet/Conference_Survey
Virtual Submission URL:	http://LiquidOffice.opentext.com/lvs
Custom Response Page:	

A "Close" button is located at the bottom right of the dialog box.

2.1.7 Anonymous Submission Default Originator

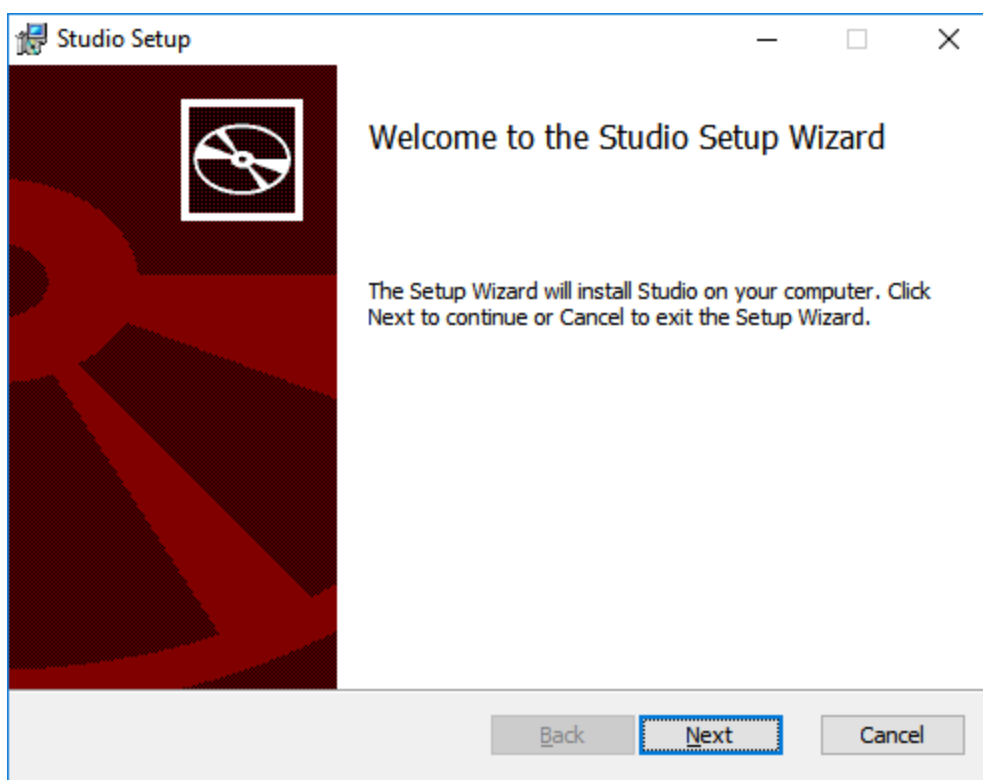
Anonymous Submission Default Originator (ASDO) is a new server setting accessible in Management Console. When a user ID is specified as the ASDO it will be used as the Originator for forms and processes submitted by anonymous users. If ASDO is blank, then legacy behavior is used.

This feature can be useful for all forms submitted anonymously, but this feature is particularly useful when using Standalone PDF Form Processing and External Web Form processing where it might be more common to provide anonymous access to forms.

2.1.8 Process Studio and Management Console Installation

In previous releases both Process Studio and Management Console could be opened by selecting the applications from the Portal menu or accessed from a link. The applications were launched using a Java feature that downloaded an application as needed when accessed.

This method of access has been replaced with full Windows installers enabling the applications to be installed and then accessed like other Windows applications. This results in the applications opening much faster each time they are accessed. The necessary components of Java are now included as part of the applications, so Java need not be pre-installed on the client machine.



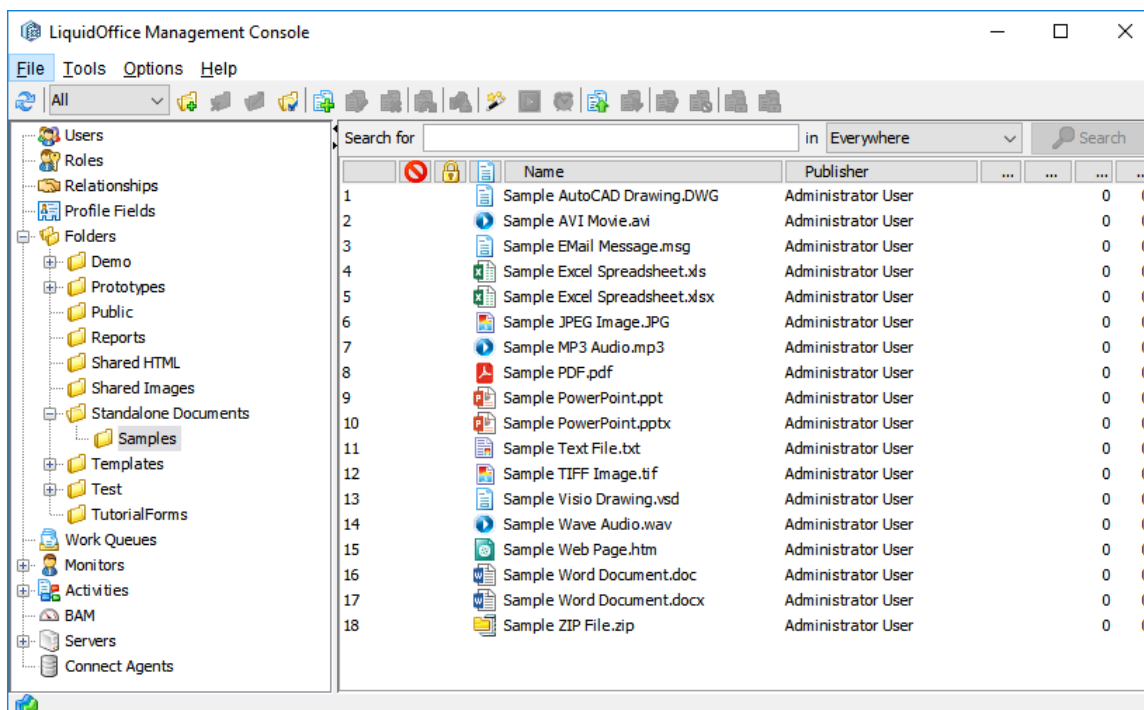
Windows installers are now available on the Portal menu where the menu options to launch the applications used to be. The installers are also available in the extras folder, along with zip files containing the files needed to use the applications on non-Windows platforms.

Additional notes:

- Process Studio and Management Console now use the locale from the client system where they are running, rather than from the LiquidOffice server.
- All Process Studio features will now be available by default even if the license key does not enable these features. However, only licensed features will be used in workflow processes published to the server.
- Previous installations of Management Console and Process Studio should be removed prior to installation. Neither previous release installs nor current release installs can be upgraded at this time.

2.1.9 Management Console User Interface Refresh

The user interface for Management Console has been updated with a refreshed appearance similar to that of Process Studio. In addition, other user interface elements have been updated with new icons and other visual aspects.



2.1.10 Rounded Corners

Several form controls have been updated in Form Designer to enable rounded corners to be configured and displayed in HTML forms.

These include the following:

- Buttons
- Lists
- Entry Fields
- Drop Lists

In addition, round corners on Rectangles are now applied when publishing HTML forms.

The screenshot shows a feedback form for the 'Enterprise World Toronto 2019' event. The form is titled 'Your Event Experience' and contains the following fields and controls:

- How many sessions did you attend?***: A dropdown menu with the value '11-20' selected.
- Which tracks did you attend?**: A list box with the following options: ECM, Business Network, CEM (highlighted in blue), and Digital Process Automation.
- How do you rate the event overall?***: Radio buttons for 'Poor', 'Not bad', 'Good', and 'Great'. The 'Great' option is selected.
- Do you have any other comments about the event?**: A text area containing the comment: 'Fantastic event, more IFA next year please!'.

At the bottom of the form, there are three buttons: 'Previous' (disabled), 'Submit' (active), and 'Cancel' (disabled). Below the buttons, it says 'Powered by [OpenText Intelligent Forms Automation](#)'.

Rounded corners can be set in each control's properties, and the radius can be specified as desired.

2.1.11 Create a new form from an existing form

A new option is available when creating a new form in Form Designer which enables a new form to be created using a copy of an existing LiquidOffice form.

Previous releases enabled a form to be created from a form template and from an existing standalone PDF form, but this option enables selection of any form simply by browsing and selecting one.

Simply create a **New Form** and select **Custom Form** on the **General** tab to select

2.1.12 Other updates

Several other new features have also been introduced in this release.

- **Form Templates**—Some of the form templates accessible from Form Designer and the SDK have been updated to use some of the new features in this release.
- **Standard PDF Form Icons**—A new form icon is displayed for standard LiquidOffice PDF forms in Portal and Management Console.
- **Form Publishing**—The Publishing Wizard in Form Designer no longer uses Java Web Start to launch. This improves the user experience by eliminating any delay that might have surfaced using this approach previously.
- **Max Attachments**—The default Max Attachments Size has been increased to 20MB from 5MB. The description has also been updated to highlight that this value also applies to the maximum form size.

2.1.13 Updated platform support

LiquidOffice has updated support for the following platforms:

- Windows Server 2019
- Java SE 11 Oracle JDK
- Java SE 11 OpenJDK
- Microsoft SQL Server 2017
- Microsoft Active Directory 2019

2.2 Discontinued and deprecated features

The following features have been discontinued or deprecated.

2.2.1 Discontinued platforms

LiquidOffice has discontinued support for the following platforms:

- Apple iOS 9
- Apple Safari 9

2.2.2 Deprecated features

LiquidOffice has discontinued support for the following features:

- ActiveX barcode control
- Ink Pictures ActiveX code from HTML Forms
- Legacy offline forms functionality (Offline forms capabilities using the Mobile Portal continue to be supported)
- Outdated Spanish and Portuguese translations of the Portal User Guide have been removed from the product.
- A Submit Action field is no longer automatically added when a new form is created. Users may choose to manually add either a SubmitAction, a Submit button, or neither.

3 Packaging and documentation

Downloads and documentation for LiquidOffice are available on OpenText My Support (<https://support.opentext.com>).

3.1 Documentation updates

The following updates have been made to the documentation:

- The documentation has been updated with enhancement information for the current release.
- The virtual submission documentation has been updated to reflect improvements to expand support for Virtual Submission of Standalone documents and External Web Form Processing

4 Supported environments and compatibility

This section provides details about supported platforms, systems, and versions.

4.1 LiquidOffice system requirements

This section describes the system requirements for installing OpenText LiquidOffice.

- ["Operating system requirements" below](#)
- ["Hardware requirements" on the next page](#)
- ["Software requirements " on page 23](#)
- ["Browser plugin support" on page 25](#)
- ["Internet Explorer limitations" on page 26](#)

4.1.1 Operating system requirements

Category	Operating system
Server	<ul style="list-style-type: none">• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2016• Microsoft Windows Server 2019• Oracle Solaris 10• Oracle Solaris 11• Red Hat Enterprise Linux 6.5 and later• Red Hat Enterprise Linux 7.x
Desktop client	<ul style="list-style-type: none">• Microsoft Windows 7 SP1• Microsoft Windows 8.1• Microsoft Windows 10• Apple macOS 10.10 and later (except Form Designer and Data Client)

Category	Operating system
Mobile client	<ul style="list-style-type: none"> • Apple iOS 10 and later • Android 4.4 and later • Microsoft Windows 10

4.1.2 Hardware requirements

Category	Minimum hardware requirements
Process and presentation server hardware	<ul style="list-style-type: none"> • RAM—4 GB • Hard Drive—1GB free disk space
Database server hardware	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Note: These are general guidelines for using a database in a LiquidOffice environment. For information about the specific requirements for the database that you use, see the documentation for your database.</p> </div> <ul style="list-style-type: none"> • Processor— <ul style="list-style-type: none"> • Minimum: 4 physical processors • Recommended: 8 or more physical processors • RAM—8GB • Hard Drive—Recommended: Striped across at least 2 physical drives + redundancy. (Implies 4 physical drives and RAID 1+0)
Development workstation hardware	<ul style="list-style-type: none"> • RAM—1GB • Hard Drive—1 GB
Mobile devices	<ul style="list-style-type: none"> • Apple iPhone • Apple iPad • Android smartphone • Android tablet • Windows tablet

4.1.3 Software requirements

Category	Supported software
Technology platform	<ul style="list-style-type: none"> • LiquidOffice Server— <ul style="list-style-type: none"> • Java SE 8 Oracle JDK (32-bit and 64-bit) • Java SE 10 Oracle JDK • Java SE 11 Oracle JDK • Java SE 11 OpenJDK • Process Studio— <ul style="list-style-type: none"> • Java SE 8 Oracle JRE (32-bit and 64-bit) • Java SE 10 Oracle JRE • Java SE 11 Oracle JDK • Java SE 11 OpenJDK • Management Console— <ul style="list-style-type: none"> • Java SE 8 Oracle JRE (32-bit and 64-bit) • Java SE 10 Oracle JRE • Java SE 11 Oracle JDK • Java SE 11 OpenJDK • Form Designer— <ul style="list-style-type: none"> • Java SE 8 Oracle JRE (32-bit and 64-bit) • Java SE 10 Oracle JRE • Java SE 11 Oracle JDK • Java SE 11 OpenJDK <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>Note: LiquidOffice bundles Java only with the Management Console and Process Studio installers, otherwise Java must be installed separately.</p> <p>Form Designer requires Java for publishing. If multiple installations of Java are found, Form Designer determines which Java installation to use by searching the following locations, stopping with the first one found:</p> <ul style="list-style-type: none"> • Java pointed to by LFD_JAVA_HOME. • Most current installed Java 64-bit system. • Most current installed Java 32-bit system. • Java pointed to by JAVA_HOME. </div>

Category	Supported software
Database management system	<ul style="list-style-type: none"> • Microsoft SQL Server 2012 • Microsoft SQL Server 2014 • Microsoft SQL Server 2016 • Microsoft SQL Server 2017 • Oracle Database 12c • PostgreSQL 9.4 and later, 10.x • Apache Derby 10.x
Directory server	<ul style="list-style-type: none"> • Microsoft Active Directory 2012 • Microsoft Active Directory 2016 • Microsoft Active Directory 2019 • OpenText Directory Services 16.x • Oracle Internet Directory • IBM Tivoli Directory Server 6.x
Content management system	<ul style="list-style-type: none"> • OpenText Content Server 16.x • Microsoft SharePoint 2016 • Meridio 5.x • WorkSite 9.x
Application server (for presentation layer)	<ul style="list-style-type: none"> • Apache Tomcat 8.x, 9.x • IBM WebSphere Application Server 8.x • Oracle WebLogic 12c
Browser—desktop	<p>Browsers marked with an asterisk (*) have restrictions on their use. For information about browser restrictions, see "Browser plugin support" on the next page and "Internet Explorer limitations" on page 26.</p> <ul style="list-style-type: none"> • Microsoft Edge 20 and later* • Microsoft Internet Explorer 11* • Mozilla Firefox 52 and later • Apple Safari 11 and later • Google Chrome 55 and later*

Category	Supported software
Browser—mobile	<p>Browsers marked with an asterisk (*) have restrictions on their use. For information about browser restrictions, see "Browser plugin support" below and "Internet Explorer limitations" on the next page.</p> <ul style="list-style-type: none"> • Apple Safari 10 and later* • Android browser 5.0 and later* • Google Chrome 55 and later* • Microsoft Edge 20 and later* • Microsoft Internet Explorer 11* <p>Note: For more information on designing forms for mobile devices, refer to the Form Designer User Guide.</p>
PDF reader—desktop	<p>Adobe Acrobat Reader DC 15.x and later</p> <p>Note: To configure browsers to use the Adobe Reader plug-in, refer to https://helpx.adobe.com/acrobat/using/display-pdf-in-browser.html</p> <p>Note: Native browser PDF readers, such as those supplied by Google Chrome and Mozilla Firefox, do not support the ability to communicate with a server.</p>
PDF reader—mobile	None
Office applications	Microsoft Outlook 2013 or 2016 (for Microsoft Outlook integration)
Integrated development environment for dynamic forms client	<ul style="list-style-type: none"> • Eclipse 4.6 (Neon) • Eclipse 4.7 (Oxygen) • Eclipse 4.8 (Photon)

4.1.4 Browser plugin support

Certain functionality within OpenText LiquidOffice requires the use of browser plugins, which are not supported by all browsers:

- PDF forms require the use of the Adobe Reader browser plugin. PDF forms rely on Acroforms technology, which is only available through the Adobe product, and not through browsers' built-in PDF readers.
- Bar codes on HTML forms are implemented via a Java applet, which require the Java browser plugin. Without the Java plugin, bar codes will not be displayed.

The following table summarizes browser support for plugins:

Browser	Plugin Support
Microsoft Internet Explorer	Supported
Microsoft Edge	Not supported
Mozilla Firefox	Not supported. Mozilla ended support for NPAPI plugins in version 52.
Google Chrome	Not supported. Google ended support for NPAPI plugins in version 45.
Apple Safari	<ul style="list-style-type: none"> Supported on Safari version 11 and earlier. Apple ended support for NPAPI plugins in version 12. Not supported on iOS.
Android browser	Not supported

4.1.5 Internet Explorer limitations

Feature	Limitations
Compatibility View	<p>Turning off Compatibility View is strongly recommended. Customers will be limited to simple forms with Compatibility View turned on.</p> <p>To clear the Compatibility View Setting in Internet Explorer, go to Tools > Compatibility View settings, clear the Display intranet sites in Compatibility View option, and then click Close.</p>
Protected Mode	<p>For Java applets, such as the barcode control on forms, Protected Mode must be turned off.</p> <p>To clear the Protected Mode option:</p> <ol style="list-style-type: none"> Go to Tools > Internet Options > Security tab. Clear the Enable Protected Mode option, and then click OK.
Enhanced Protected Mode	<p>PDF forms with 64-bit versions of Internet Explorer require clearing Enhanced Protected Mode.</p> <p>To clear the Enhanced Protected Mode option:</p> <ol style="list-style-type: none"> Go to Tools > Internet Options > Advanced tab. Under the settings in the Security group, clear the Enable Enhanced Protected Mode option, and then click OK.
Metro Mode	Metro Mode is not supported, although it might work for simple forms.
Enterprise Mode	Enterprise Mode is not supported since it emulates IE8, which is not supported.

4.2 LiquidOffice product compatibility

The section provides details about which versions of other OpenText products are compatible with this release of LiquidOffice.

Note: For the latest compatibility information for OpenText products, refer to the Compatibility Matrix (<https://knowledge.opentext.com/go/matrix>) on OpenText My Support.

Product name	Version	Notes
OpenText TeleForm	11.2 16.x	Formerly known as HP TeleForm, Autonomy TeleForm, and Cardiff TeleForm
OpenText Content Server	16.x	Currently at 16.2.7
OpenText Content Server eForms Management	16.0.0	OpenText Content Server integration that enables LiquidOffice forms to be used with a Content Server workflow.
OpenText MediaBin	16.2	—
OpenText Directory Services (OTDS)	16	—

4.3 Language support

LiquidOffice is currently localized in the following languages. Additional languages may be available in future releases.

Component	Languages					
	EN	ES	DE	FR	JA	PT-BR
LiquidOffice UI	B	UI	UI	UI	UI	UI

UI = user interface only

B = both user interface and online help

5 Installation and upgrade notes

This section provides additional installation and upgrade information, including related or third-party product information and any required critical patches.

5.1 Installation notes

Before you install LiquidOffice, review these additional installation notes and verify related product or third-party product requirements.

Portal and Web Desktop	The LiquidOffice Portal was introduced in version 7.0, and is now the primary user interface for accessing forms, initiating workflow processes, and managing assignments. The Web Desktop has been retained in recent versions to enable customers to transition from the Web Desktop to the Portal user interface. Moving forward, new features are planned only for the Portal and not for the Web Desktop. Future releases are unlikely to include the Web Desktop. Customers are advised to migrate users from using the Web Desktop to the Portal.
Form issues	If you encounter any issues with forms after upgrading, you should republish the affected forms.
Java Compatibility	<p>As of Java 8, the JDBC/ODBC bridge has been removed, which breaks the JDBC/ODBC connect agent after you upgrade to Java 8 or later. To ensure that your JDBC/ODBC connect agent works correctly after upgrading to Java 8 or later, you must copy the JDBC/ODBC bridge from Java 7. For more information about how to copy the JDBC/ODBC bridge, see the <i>Management Console User Guide</i>.</p> <p>Java 8 drops support for permanent memory generation, and the MaxPermSize startup option. With default settings in the startup scripts, you see a warning in the log after server shutdown: "Java HotSpot (TM) 64-Bit Server VM warning: ignoring option MaxPermSize=256m; support was removed in 8.0." This warning is harmless and you may ignore it.</p>
OTDS	If you are currently using OTDS and upgrading from LiquidOffice 16.2 to a later version, you must configure your OTDS synchronization as described in <i>OpenText LiquidOffice Management Console User Guide</i> .

6 Fixed issues

This section provides information about past issues that have been fixed in this release.

Issue number	Issue description
LO-20149	When changing Entry Field format from Text to Date with locale set to German or Spanish, Form Designer will display a message that the date format is incorrect.
LO-19466	Process Studio menus (File, Edit, Run, ...), task names, and drawers are not translated; they always appear in English, despite the rest of the UI appearing in the expected language.
LO-18876, LO-18714	Content Server workflow connect agent doesn't understand certain data types, which can result in a <code>ClassCastException</code> .
LO-19679	In the Sent Items folder, when you sort by the Sent To column and then search using the search bar, you receive the following error: <code>incorrect syntax near the keyword null</code> .
LO-19514	Opening local forms in Chrome and Firefox requires a valid certificate to be installed.
LO-19030	When using Data Views feature, attachments are not getting added to the correct item.
LO-19042	In Management Console, when you set the Languages server setting to any non-English language and then you login to LiquidOffice Web Desktop, the reset button on the Web Desktop login page displays bad encoding characters.
LO-19008	Spell checker dictionaries were not being installed. This resulted in spelling errors not being identified when spell checking was run.
LO-18960	When using the Content Server Process connect agent, values of numeric entry fields on forms appear inaccurately under certain conditions.
LO-19101	Portal performance might improve when Data Views are not in use.

7 Known issues

This section provides information about known issues in this release.

Issue number	Issue description
LO-17537	In some situations, when using LiquidOffice with Java 8, customers might notice a degradation of performance in LiquidOffice 16.2 and later compared to 7.8. Performance of these versions of LiquidOffice is typically improved by using Java 10 or 11. As always, prior to upgrading a production environment, customers are advised to upgrade a test environment and to include performance testing that reproduces a typical load to understand if there is an impact.
LO-17866	Attachment lists do not appear correctly in flattened PDF files.
LO-18201	Attachment lists do not appear correctly on mobile browsers.
LO-18724	When running the server on Java 10, messages like the following appear in the event log at the server startup: <code>Unable to determine if command class: java/lang/Object</code> These messages can be safely ignored
LO-18846	The installer does not auto-detect the location of Java JDK 10 and later. You must manually select the location of your Java system.
LO-19075	Java 11 does not support applets, which are currently required for barcode support.
LO-19656	Unable to upgrade installed versions of Process Studio and Management Console
LO-19701	Process Studio and Management Console cannot be uninstalled from a non-default location
LO-20120	Portal issues after opening standalone PDF document in Firefox

8 Contact information

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OpenText My Support: <https://support.opentext.com>

For more information, visit www.opentext.com