

# HP Enterprise Collaboration

For the Windows® operating system

Software Version: 1.1

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## Release Notes

Document Release Date: August 2012

Software Release Date: August 2012



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The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
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- Software Release Date, which indicates the release date of this version of the software.

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## Support

Visit the HP Software Support Online web site at:

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This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

**<http://h20229.www2.hp.com/passport-registration.html>**

To find more information about access levels, go to:

**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

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## Contents

Release Notes .....	1
Contents .....	5
Enterprise Collaboration Release Notes .....	6
What's New in Version 1.1 .....	7
I18N Support .....	7
Installation Requirements .....	8
Hardware and Software Requirements .....	8
HP Enterprise Collaboration Support Matrix .....	10
IPv6 Support .....	10
Defects .....	11
QCCR1H67047 .....	11
QCCR1H68106 .....	11
QCCR1H68151 .....	11
QCCR1H69742 .....	11
QCCR1H72225 .....	11
QCCR1H75513 .....	12
Limitations .....	13
QCCR1H68402 .....	13
QCCR1H75968 .....	13
QCCR1H76367 .....	13
QCCR1H76756 .....	13
QCCR1H76764 .....	13
QCCR1H77173 .....	14
QCCR1H77323 .....	14
Localization and Globalization .....	15
Localization .....	15
Globalization .....	15

# Enterprise Collaboration Release Notes

for the Windows ® operating system.

**Software version:** 1.1

**Publication date:** August 2012

This document is an overview of the changes made to Enterprise Collaboration 1.1. It contains important information that is not included in books or Help. You can find information about the following in this document:

- [Support Matrix](#)
- [Defects](#)
- [Limitations](#)
- [Localization and Internationalization](#)

## What's New in Version 1.1

This section describes the new features included in Enterprise Collaboration 1.1.

### I18N Support

Enterprise Collaboration 1.1 is supplied in nine foreign languages and supports installation on foreign language operating systems (with the limitations noted in ["Limitations" \(on page 13\)](#)). See ["Localization and Globalization" \(on page 15\)](#) for details.

## Installation Requirements

You can find requirements and steps to install Enterprise Collaboration in the **Enterprise Collaboration Installation and Configuration Guide** at the following location on the Product DVD:

**<product\_folder>\Documentation**

## Hardware and Software Requirements

Before installing Enterprise Collaboration, make sure that your system meets the following minimum requirements:

### Supported Server Environments

- Microsoft Windows Server 2008 R2 (64 bit)
- Required Memory: 4 GB
- Required Disk Space: 2 GB on the OS partition and 2 GB on the installation partition
- Processor: 2 X 3 GHz CPU

### Recommended Server Hardware

- Memory: 16 GB
- Processor: 2 x Quad Core HT processor 2.933 GHz

### Supported Databases

- SQL Server 2008 R2
- Oracle 11g

**Note:** The database must be configured as UTF8 or UTF16.

### Client Workstation

- Microsoft XP Professional (32 bit)
- Microsoft Windows 7 Professional (32/64 bit)

### Supported Internet Browsers

- Microsoft Internet Explorer versions 8 and later (32/64 bit)
- Google Chrome
- Mozilla Firefox

### Email Server

- POP3,IMAP4 & SMTP protocol



### **Supported Virtualization Environments**

- VMWare ESXi 4.1: x86-64 (Certified)
- VMWare ESX 4.0: x86-64 (Not tested)

### **Support for Java**

- JRE 7

### **Third Party Applications**

- Office Communicator Server 2007 R2
- Microsoft Lync 2010

### **Supported Web Server Environments**

- MS IIS 7
- Apache 2.2

### **Screen Resolution**

- 1024x768 dpi and 1280x1024 dpi

### **Integration with Other Products**

Product	Version
BSM (Operations Manager Integration & Service Health)	9.12
Service Manager	<ul style="list-style-type: none"><li>• 9.30 Patch 3 (including both Server and webtier)</li><li>• Service Manager content (Service Manager application unload file and docs) on HPLN</li></ul>
Application Lifecycle Management	From ALM 11 Patch 07
Configuration Manager	9.30

### **Localization**

- I18N support

## HP Enterprise Collaboration Support Matrix

See "[Hardware and Software Requirements](#)" (on page 8) for a complete Support Matrix.

For the most up to date information, check the latest Support Matrix at this location: [HP Support matrices](#).

**Note:** Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to [Access levels](#).

To register for an HP Passport ID, go to [HP Passport Registration](#).

## IPv6 Support

IPv6 is supported in EC by configuring the EC machine to have dual stack IPv6 and IPv4.

In order to support IPv6, you need to make the following manual change:

- Replace the connector protocol in the server.xml from "HTTP 1.1" to "org.apache.coyote.http11.Http11Protocol".

## Defects

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

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### QCCR1H67047

**Title:** Installation - the service state is "Started" even though EC failed to start

**Description:** When starting the Enterprise Collaboration service, the state is changed to Started even if there is an error in one of the WAR files.

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### QCCR1H68106

**Title:** I18N - Search by keyword in an Asian language shows all conversations that contain a single letter of the search word.

**Description:** When searching in an Asian language, all conversations that contain one letter of the search keyword (in the subject or body of the post) appear in the Search result list.

**Workaround:** Enter the search text in quotation marks, i.e., "<search text>".

---

### QCCR1H68151

**Title:** I18N - Searching in an Asian language for a string that contains numerical digits does not work correctly.

**Description:** When searching in an Asian language for a string that contains numerical digits, no results are found, even though there are conversations containing those digits.

---

### QCCR1H69742

**Title:** Server time is not synchronized with the local time

**Description:** The time registered for user actions (such as posts and snoozing) is set to three minutes beyond the current time due to a synchronization problem between the client and the server.

---

### QCCR1H72225

**Title:** EC Installer - Need to update the license agreement text to be provided to the customer during installation.

**Description:** The license agreement text to be provided to the customer during installation has been updated.

**Workaround:** Ensure that the correct license agreement is used.

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## QCCR1H75513

**Title:** Unreadable text in an Enterprise Collaboration conversation

**Description:** Unreadable text appears in some of the fields in Enterprise Collaboration.

**Workaround:** Make sure that the database (Oracle and SQL) is configured to support UTF8.

## Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

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### QCCR1H68402

**Title:** 'I18N - EC installation configuration with foreign language not support - installation failed

**Description:** Enterprise Collaboration cannot be installed into a folder with non-English characters in its name.

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### QCCR1H75968

**Title:** EC1.1 Localization: Japanese & Russian installation fails during configuration

**Description:** Due to insufficient privileges, the installation of Enterprise Collaboration 1.1 in Japanese and Russian fails during the configuration stage.

**Workaround:** Install Enterprise Collaboration 1.1 using administrator permissions on the server.

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### QCCR1H76367

**Title:** EC1.1 L10N: FR/RU Installation failed if the system admin is "administrateur" - FR or RU name.

**Description:** In order to install Enterprise Collaboration 1.1, the system administrator must be named **administrator** (in English) even in a French or Russian installation.

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### QCCR1H76756

**Title:** Problem when running the OCS agent configuration during installation on a Chinese machine

**Description:** After installing EC, configuring and running the OCS agent on a Chinese machine, the agent crashes.

**Workaround:** Open the OCS agent configuration file **ocs-agent/DiamondOCSAgent.exe.config**. If the first two characters are unreadable, type "<?" instead. The first line in the document should look as follows:

```
<?xml version="1.0" encoding="utf-8" ?>
```

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### QCCR1H76764

**Title:** The EmailGeneralFromName parameter should be set according to the EC mailbox permissions.

**Description:** By default, Enterprise Collaboration is set to send email using the users email addresses. This may cause a problem if the EC mailbox user does not have appropriate permissions.

**Workaround:** Set the **setEmailGeneralFromName** parameter to TRUE in the Admin Settings under `http://<server>:<port>/btoa/admin/`.

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## QCCR1H77173

**Title:** Desktop client - Cannot connect to EC server after upgrade to version 1.1

**Description:** After upgrading the EC Server to version 1.1, the EC Desktop client cannot connect to the EC Server.

**Workaround:** Reenter the user password in the Desktop Client > Settings option.

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## QCCR1H77323

**Title:** EC1.1 - Deployment of the EC fails on a Turkish environment

**Description:** Due to case-sensitivity in Turkish, the EC Deployment fails during the last step of configuration. In addition, a Turkish database is not supported.

**Workaround:** Install EC 1.1 on an English operating system.

# Localization and Globalization

## Localization

HP supplies Enterprise Collaboration in the following languages:

- Japanese
- German
- French
- Dutch
- Italian
- Spanish
- Simplified Chinese
- Korean
- Russian
- Brazilian Portuguese
- Turkish

## Globalization

Globalization is the process of designing products or services for the global marketplace so that they can be sold anywhere in the world with only minor revision.

Enterprise Collaboration 1.1 supports installation of the English version onto the following foreign language operating systems:

- Japanese
- German
- French
- Dutch
- Italian
- Spanish
- Simplified Chinese
- Korean
- Russian
- Brazilian Portuguese
- Turkish

