

# OpenText ApplicationXtender

## **Release Notes**

20.4

Product Released: 2020-11-20

Release Notes Revised: 2020-11-12



### **Caution**

Cautions help you avoid irreversible problems. Read this information carefully and follow all instructions.



### **Important**

Important notes help you avoid major problems.



### **Note**

Notes provide additional information.



### **Tip**

Tips suggest quicker or easier ways of performing a task.

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# 1 Introduction

These Release Notes provide an overview of ApplicationXtender 20.4, 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 OpenText My Support (<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 revisions
2020-11-20	First release.	All new content.

# 2 About ApplicationXtender

This section provides an overview of ApplicationXtender 20.4.

OpenText 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.



### Important

In order to upgrade to ApplicationXtender 20.4, ApplicationXtender 20.3 must be installed first.

## 2.1 New features

ApplicationXtender 20.4 includes the following new features and enhancements:

### 2.1.1 Integration with OpenText Output Transformation Server (OTS)

- Added integration with the OpenText Output Transformation Server (OTS). For more information and documentation, see the [OpenText Output Transformation Server user guide](#).

### 2.1.2 Integration with OpenText AppWorks

- AppWorks supports integration with ApplicationXtender, both at the document management and metadata levels. Users can manage ApplicationXtender documents in AppWorks and synchronize entity data as application documents in ApplicationXtender Web Access.

## 2.2 Discontinued and deprecated features

There are no discontinued or deprecated features in this release.

## 3 Packaging and documentation

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



### Note

Documentation that is installed 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 on OpenText My Support (<https://support.opentext.com>).

### 3.1.1 Related videos

For additional video content, see the [ApplicationXtender Web Access.NET Videos page](#) on OpenText My Support.

## 4 Supported environments and compatibility

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



### Note

- A 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.

### 4.1 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.

### 4.1.1 License Server

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

### 4.1.2 Web Access Server

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



#### Note

IIS must be installed before the Microsoft .NET Framework.

### 4.1.3 Rendering Server

Requirement	Details
Processor	<ul style="list-style-type: none"><li>• Minimum 2 GHz (or the minimum CPU required to run the operating system, whichever is higher)</li><li>• 3 GHz or higher (recommended)</li><li>• Dual or quad processors recommended for high-volume deployments</li></ul>
Cache disk space	On the computer where the ApplicationXtender Rendering Server 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"><li>• Minimum 2 GB of RAM (or the minimum RAM required to run the operating system, whichever is higher)</li><li>• 8 GB of RAM (recommended)</li></ul>

#### 4.1.4 Web Services

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

#### 4.1.5 REST Services

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

#### 4.1.6 xPlore full-text engine

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



### Note

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

## 4.1.7 Administrator

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

## 4.1.8 All other ApplicationXtender servers

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

## 4.2 Operating system support

Operating System	ApplicationXtender Administrator, Web Access Server, Rendering Server, Web Services, and	License Server	EDB/WIM
Windows Server 2016	Y	Y	Y
Windows Server 2019	Y	Y	Y
Hyper-V	Y	Y	N
VMware	Y	Y	N



### Note

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

Operating System	All ApplicationXtender clients	Web client
Windows Server 2016	Y	Y
Windows Server 2019	Y	Y
Windows 10	Y	Y
Mac OS X 10.14	N	Y
Hyper-V	Y	Y
VMware	Y	Y



### Note

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

### 4.3 Browser support

Browser	ApplicationXtender Administrator, Web Access
Internet Explorer 11 for Windows	Y
Firefox 82.0 for Windows, Firefox 82.0 for Mac 10.14	Y
Chrome 86.0 for Windows, Chrome 86.0 for Mac 10.14	Y
Microsoft Edge for Windows	Y
Safari 13.1 for Mac 10.14	Y

### 4.4 Database support

Database	Versions
Microsoft SQL Server	2016 SP2
	2017
	2019
Microsoft SQL Server Express	2016
	2017
	2019
Oracle	18c
	19c
MySQL	5.7 x86
	5.7 x64
	8.0 x64

#### 4.4.1 Database driver support

Database	Drivers
Microsoft SQL Server	<ul style="list-style-type: none"> <li>• Microsoft OLE DB Provider for SQL Server</li> <li>• Microsoft ADO.NET Provider for SQL Server</li> <li>• Microsoft SQL Server Native Client</li> </ul>
Oracle	<ul style="list-style-type: none"> <li>• Oracle Provider for OLE DB</li> <li>• Oracle Data Provider for .NET (ADO.NET Provider)</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Oracle Provider for OLE DB is for 32-bit desktop applications.</li> <li>• Oracle Data Provider for .NET is for Web Access and Administrator.</li> <li>• You must install an Oracle ODAC driver</li> </ul>
MySQL	<ul style="list-style-type: none"> <li>• Microsoft OLE DB Provider for ODBC Drivers</li> <li>• MySQL Connector/ODBC 5.3.9 (MyODBC)</li> <li>• MySQL Connector/Net (ADO.Net Provider) 6.9.9</li> </ul>

#### 4.5 Third-party component support

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

##### 4.5.1 Distributed third-party components

Third-party component	AX Desktop	AX Web Access, Administrator	AX Web Services, REST Services
Adobe PDF Library 18.0	Y	Y	N
Microsoft .NET Framework 4.8	Y	Y	Y
Microsoft Data Access Components (MDAC) 2.5 SP3 and 2.8	Y	Y	N
Microsoft Windows Installer (MSI) 3.1, 4.0, 4.5 or 5.0	Y	Y	Y
Microsoft XML 6.0 (SP1)	Y	N	N
Oracle Outside In HTML Export 8.5.4	N	Y	N

<b>Third-party component</b>	<b>AX Desktop</b>	<b>AX Web Access, Administrator</b>	<b>AX Web Services, REST Services</b>
Oracle Outside In Viewer 8.5.4	Y	Y	N
Microsoft Enterprise Library 5.0	N	N	N
Microsoft Smart Client Software Factory April 2008 Release	N	N	N
Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1	N	Y	N
OpenText Capture Recognition Engine (RecoStar) 7.8	Y	N	N
OpenText Captiva Cloud Toolkit 3.0	N	Y	N

## 4.5.2 Tested third-party components

The following table lists third-party applications that have been tested by OpenText or by the vendor for compatibility with ApplicationXtender 20.4. 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.

<b>Category</b>	<b>Third-party application</b>	<b>AX Desktop</b>	<b>AX Web Access, Administrator</b>	<b>AX Image Capture</b>
Document viewing	Adobe Acrobat Reader DC	Y	Y	N
Full-text indexing	OpenText Documentum xPlore 20.2	Y	Y	N
Scanning	OpenText Captiva PixTools 8.5 SP1	Y	N	Y
Remote access	Microsoft Windows Terminal Server 2016, 2019	Y	N	N
	Citrix XenApp 7.15	Y	N	N
Security provider	Microsoft Active Directory Services 2016, 2019	Y	Y	N
	CAS (3.4.12)	N	Y	N

Category	Third-party application	AX Desktop	AX Web Access, Administrator	AX Image Capture
	ADFS (3.0)	N	Y	N
	OpenText Directory Services (OTDS)	N	Y	N
Microsoft Office	Microsoft Office 365	N	Y	N



### Note

Secure paths on EMC Isilon Devices are supported.

## 4.6 Language support

ApplicationXtender is currently localized in the following languages.

Component	Languages						
	EN	DE	PT	FR	IT	ZH	ES
ApplicationXtender Web Access	B	UI	UI	UI	UI	UI	UI
ApplicationXtender Administration	B					UI	

UI = user interface only

B = both user interface and online help

## 5 Fixed issues

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

Parent Key	Customer Facing Description for Release Notes
AX-7107	Index agent stops, displaying the following error message in the log file: “Service stops. Checking Indexing Status. File Error when query index status from xPlore.”
WX-13128	Tabbing to the next field after typing a partial value into the UDL list does not set the value.
WX-13194	Migration service fails to migrate security when using MySQL database.
WX-13199	Archive job in Archive Service fails to finish when the database is case sensitive.
WX-13236	Certain kinds of PDF files are showing as black pages.
WX-13265	Certain thumbnail images are not appearing when using CDK.

## 6 Known issues

The following known issues exist in this release.

Issue number	Issue description
AX-3114	You cannot select multiple data sources in ApplicationXtender Index Agent. <i>The ApplicationXtender Index Agent Administration Guide provides more information about selecting data sources.</i>
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. <b>Workaround:</b> Select the <b>Enable automatic reconnect</b> check box in <b>MySQL ODBC Data Source Configuration</b> .
AX-3978	Depending on the third-party ScanFix, applying image enhancement with the <b>Line Removal</b> option results in a broken image. <b>Workaround:</b> Enable the <b>Image de-skew</b> option in the <b>Scanfix Configuration</b> dialog box.
AX-4053	Multiple File Access Manager services 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.

Issue number	Issue description
AX-6237	<p>Graphics do not display and some content cannot be viewed with the loss in formatting.</p> <p>CRichEditCtrl is used to display RTF files in ApplicationXtender Desktop. This is the Windows Common control and has known limitations of what types of RTF elements it can support.</p>
AX-6411	<p>There are keys missing after installing Office 2016, which causes AX to fail to display Office documents properly.</p> <p><b>Workaround:</b> The keys can be added. Please refer to:  <a href="https://answers.microsoft.com/en-us/msoffice/forum/msoffice_o365admin/why-docobject-registry-keys-with-a-value-of-16-are/24cd9c98-46a9-4c10-8ca1-cb3933bd7817">https://answers.microsoft.com/en-us/msoffice/forum/msoffice_o365admin/why-docobject-registry-keys-with-a-value-of-16-are/24cd9c98-46a9-4c10-8ca1-cb3933bd7817</a></p>
AX-6871	<p>If PDF files are imported as foreign files, they cannot be viewed or printed with Adobe Acrobat Reader.</p> <p><b>Workaround:</b> Remove PDF as foreign file in the File Types tab of AX Configuration.</p>
AX-6872	<p>Certain foreign files are not displaying as clearly as in previous versions of AX Document Manager. This is due to third-party limitation.</p>
WX-2440	<p>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.</p>
WX-2560	<p>Uploading a large PDF file in Batch Import causes an HTTP error.</p> <p><b>Workaround:</b> Internet Information Services (IIS) 7.0 and later add a security enhancement named request filtering. The maxAllowedContentLength 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 maxAllowedContentLength attribute. The Microsoft documentation on IIS provides more information about modifying the value of the maxAllowedContentLength attribute.</p>
WX-3044	<p>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.</p>
WX-3050	<p>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.</p>
WX-4184	<p>Batch operations may slow down because of rendering of large pages or reloading of all thumbnails using the <b>Reorder Page</b> operation.</p>

Issue number	Issue description
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-5805	<b>BLACK OUT BOX</b> rubber stamp annotation is not displayed correctly in Viewer. <b>Workaround:</b> Place the <b>BLACK OUT BOX</b> rubber stamp annotation in front of other annotations.
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-6524	Application containing documents in retention cannot be modified. This is a limitation.
WX-6638	When you click the <b>Fit to height</b> or <b>Fit to view</b> button for an image file and add a rubber stamp, the rubber stamp does not display correctly. <b>Workaround:</b> Save the annotation and reload the image.
WX-7128	If the parent website requires SSL and if you deselect the <b>Require SSL</b> option when installing ApplicationXtender Administrator or Web Access, the sites installed are still set to require SSL.
WX-7209	Unable to highlight exact phrases in PDF subpages. This is a limitation.
WX-7254	The value of the <b>TIMESTAMP</b> field in <b>Document Level Security</b> is not converted to the correct format in ApplicationXtender Administrator.
WX-7272	Annotations on bitonal images are displayed in black and white colors in the print result. This is a limitation.
WX-7333	When you try to delete a page of a document or batch with multiple pages from thumbnail view, it returns to the first page instead of returning to the previous page before the delete operation.
WX-7599	Document Viewer does not support using hotkeys when the <b>Enable Inline Rendering of Foreign Files</b> option is selected.
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-7793	Date query using the <b>Within</b> and <b>Older Than</b> expressions does not work in custom Date type.
WX-7856	When you search for documents using the time range without separators, it may return incorrect results.

Issue number	Issue description
WX-7931	Deleting the locked batch results in inappropriate data when you continue the operation with the deleted batch from other session.
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-8095	When you modify the numeric index fields indexed with a value greater than 9 for integer or 15 for decimal, it may display an incorrect value. This is a jQuery limitation.
WX-8104	Annotation positions are different in image form overlay, text form overlay, and print pages.
WX-8265	The user <All> cannot be added to the annotation group in ApplicationXtender Administrator.
WX-9011	<p>In Safari browser, export Web Access User Settings/Data Source Configuration/Audit Report/User Permission Report/Applications/Users/Groups does not work as expected.</p> <p><b>Workaround:</b> You must enable popup windows in Safari browser and manually save the export content from the popup window.</p>
WX-9021	Hotkey does not work in the batch document viewer after completing indexing.
WX-9023	Upload New Batch hotkey has a conflict with the Edge hotkey.
WX-9053	Automatic logout is not supported in Firefox or Safari browser in Mac.
WX-9264	In a non-xPlore application, ad hoc text search cannot find text which has a redaction annotation.
WX-9413	If the application is not using xPlore full-text engine, the word highlight may be inaccurate when performing a text search in a PDF file.
WX-9415	In the non-xPlore application, ad hoc text search cannot find the text when using wildcard ! behind the specified text in a TXT PDF file.
WX-10209	Ad hoc text search does not execute properly when it comes to subpage documents. It finds multiple hits on subpages but does not properly navigate them.
WX-11370	Microsoft Word document with template may not display correctly. This is due to a third-party limitation.

Issue number	Issue description
WX-11428	<p>When an incorrect schema name is entered, both Component Registration Wizard and Administrator may not load correctly.</p> <p><b>Workaround:</b> User needs to manually correct the schema name in xscm.config file for all service entries.</p>
WX-11543	<p>Non-admin user cannot create an index if there is a required data-reference field in that application that is configured as hidden.</p>
WX-11650	<p>When a user has no full-text privilege or cannot obtain a full-text license, modifying and executing a saved query containing full-text search criteria results in the query page refreshing and no records returned.</p>
WX-11733	<p>When using the Office desktop add-in, pop-ups such as “Print Document” and “Download Foreign File” may not work. This is a limitation of working with Office desktop, and does not affect Office Online.</p>
WX-11736	<p>“An unexpected error occurred. Details: Invalid Request!” error message appears when running multiple Office desktop applications with ApplicationXtender Web Access add-ins at same time.</p>
WX-12544	<p>Data source names cannot contain multiple blank spaces.</p>
WX-12855	<p>In the release version of web.config files, debug mode is turned on, which causes an impact on performance.</p> <p><b>Workaround:</b> Administrators can turn off debug mode for the ApplicationXtender Administrator site, Web Access site, Web Services site, and REST Services site. To do so, open the appropriate web.config file, locate the <i>debug</i> attribute in the compilation element, and set it to “false”.</p>

WX-13333	<p>In certain situations, for example, when performing load testing or other high volume usage, the high memory usage may cause system performance degradation.</p> <p><b>Workaround:</b></p> <p>Add following section to the web.config file for both Web Access and REST Service:</p> <pre>&lt;configuration&gt;  .... &lt;system.runtime.caching&gt;   &lt;memoryCache&gt;     &lt;namedCaches&gt;       &lt;add name="Default"         cacheMemoryLimitMegabytes="100"         physicalMemoryLimitPercentage="1"         pollingInterval="00:02:00" /&gt;     &lt;/namedCaches&gt;   &lt;/memoryCache&gt; &lt;/system.runtime.caching&gt;</pre>
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## 7 Contact information

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