

Image Services Frequently Asked Questions

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Generic Questions

Q: Where can I find information on the Image Services connector for Navigator?

A: Refer to [this announcement](#).

Q: Where can I find information on the latest releases and supported platforms?

A: Refer to the [Image Services Hardware and Software Requirement Guide](#).

Q: Where can I find upgrade information?

A: Refer to the Release Notes and the Installation and Configuration Guide of the target release documentation.

Q: How long will my product be supported?

A: Refer to [Information Management product lifecycle dates](#).

Q: Do we have an official document that speaks to the IS Roadmap?

A: Not that I am aware of. The Roadmap slide deck are your best vehicle for communicating forward looking information to customers (with the restrictions that apply).

IBM publishes forward looking information about its products to its Sales force and customers who signed the IBM ECM non-disclosure agreement by way of the ECM Roadmap, which typically covers a scope of some 18 months out from the publishing date.

For Image Services, IBM will continue to develop incremental functionality within what has been the traditional scope of Image Services in production imaging, especially in the areas of Single Document Storage, Content Federation/interoperability and platform currency. IBM intends to release the next iteration of Image Services under the "5+3" support policy, and have Extended Support status, meaning that IS 4.x will be supported for an initial period of 5 years from the eGA date, with additional/optional support available for a further 3 years.

Q: Does Image Services have native LDAP support?

A: No. You need to use "extensible user authentication" together with a custom library to interface with your LDAP server of choice and sync up LDAP users with IS users using SEC_map_ext_auth. See System Administrator's Handbook and System Tools Reference Manual.

Q: Can IS authenticate user id and password against Active Directory?

A: Use the "Extensible User Authentication" interface in Image Services to write a custom module. Extensible User Authentication essentially provides an interface for the development of a custom module (dll on Windows or share library on Unix) to integrate with your directory of choice, typically an LDAP directory. When the feature is enabled, the IS security subsystem will call the custom module to authenticate a user's credentials (username/password) against the external authentication service, instead of the MKF security database in IS. Image Services does not have any native capability to communicate with an LDAP directory through ADSI or LDAP. If CFS-IS is used, you can leverage the connectivity with the LDAP directory on the CE 4.x side, and IS only keeps a record of the mappings to IS security (users, groups). It supports security mappings between one IS domain and a single LDAP directory connected to CE. These mappings are maintained through the SEC_map import/export tool. Specifics can be found in the "Image Services System Administrator's Handbook".

Q: Does Image Services offer a way to constrain password formation?

A: Yes, you need to use the "Custom Password Validation" functionality which will call a library where you can parse and enforce the way a password is formatted. See System Administrator's Handbook.

Q: We need multiple Image Services SSN's as part of an installation that will have multiple domains, so they all need to be unique for the software to work properly and for future migrations in mind. How do we get these SSN's?

A: Since FileNet did away with slack keys years ago (I believe with IS 3.5.x), FileNet and now IBM have not been issuing SSN's for customers. Customers just pick numbers up to 10 digits long that must be unique for each IS domain in a same organization so that to avoid conflicts between systems that might have to communicate or exchange media between them. Typically, people will pick a scheme unique in nature, such as phone numbers. See the installation documentation: "Important: the ssn is written onto all storage media and must be unique for each Image Services system. If you have more than one Image Services system (domain), each must use its own unique ssn to prevent potential problems if media are ever transferred from one IS system to another. The valid range of SSNs is 1000 through 2147483646".

Q: What is the current stance on using DB encryption with Image Services?

A: The current stance is that Image Services is only "supported not tested" with the Transparent Data Encryption (TDE) feature from Oracle 10g R2 or older versions, provided the following conditions are met:

- 1) Encryption feature from TDE is applied on user indexes ONLY from the DOCTABA table.
- 2) System indexes from DOCTABA will not be encrypted by TDE.
- 3) All other tables in the index database will not altered.
- 4) Customer acknowledges some level of performance degradation due to Oracle encryption and decryption. Performance issues arising from TDE may not be resolved by FileNet/IBM.
- 5) Customer acknowledges that encryption of customer indexes that were created as a retrieval key may alter the overall behavior. This can include, but not limited to, the following:
 - A) performance degradation due to TDE software,
 - B) performance degradation due to database index using encrypted user index which may require additional fetches to retrieve result set
 - C) result set may be returned in random order
- 6) Since TDE offers a method to turn itself off, we would address customer issues that can be reproduced both with TDE and without TDE.

Administration Questions

Q: How do I check a customer's compliance with usage licensing for Image Services?

A: Run the Image Services utility below. It will produce the Customer Service Report for Image Services:

```
perf_report -rcss
```

Here is a sample output:

```
CSS Summary Report for Thursday, July 24, 2008 (00:00-00:00) (1) WPPIMG01
```

	CPU				DISK		SLU				
	%I	%K	%U	%W	OPS/SEC	CURRENT	PEAK	MAX ALLOWED	REJECTS	SOFT CUTOFF	SOFT VIOLAT
16:00	98	1	1	0	*	114	114	99999	0	99999	
15:58	96	3	1	0	*	15	15	99999	0	99999	

15:30	97	1	2	0	*	129	315	99999	0	99999	
15:15	97	2	2	0	*	98	315	99999	0	99999	
15:00	97	1	1	0	*	169	315	99999	0	99999	
14:45	98	1	1	0	*	147	315	99999	0	99999	
14:30	98	1	1	0	*	147	315	99999	0	99999	
14:15	98	1	1	0	*	129	315	99999	0	99999	
14:00	98	1	1	0	*	161	315	99999	0	99999	
13:45	98	1	1	0	*	138	315	99999	0	99999	
13:30	98	1	1	0	*	159	315	99999	0	99999	
13:15	98	1	1	0	*	151	315	99999	0	99999	

13:00	99	1	0	0	*	159	315	99999	0	99999
12:45	99	1	0	0	*	142	315	99999	0	99999
12:30	99	1	0	0	*	137	315	99999	0	99999
12:15	99	1	0	0	*	140	315	99999	0	99999
12:00	99	1	0	0	*	153	315	99999	0	99999
11:45	98	1	1	0	*	235	315	99999	0	99999
11:30	98	1	1	0	*	231	315	99999	0	99999
11:15	98	1	1	0	*	215	315	99999	0	99999
11:00	98	1	1	0	*	231	315	99999	0	99999
10:45	97	2	1	0	*	215	315	99999	0	99999
10:30	97	2	1	0	*	279	315	99999	0	99999
10:15	98	1	1	0	*	282	284	99999	0	99999
10:00	98	1	1	0	*	203	253	99999	0	99999
09:45	98	1	1	0	*	201	253	99999	0	99999
09:30	98	1	1	0	*	154	253	99999	0	99999
09:15	98	1	1	0	*	189	253	99999	0	99999
09:00	98	1	1	0	*	216	223	99999	0	99999
08:45	99	1	0	0	*	161	189	99999	0	99999
08:30	99	1	0	0	*	175	177	99999	0	99999
08:15	99	1	0	0	*	102	102	99999	0	99999
08:00	99	0	0	0	*	27	27	99999	0	99999
07:45	99	0	0	0	*	10	10	99999	0	99999

In the above example, the SLU PEAK means that during the 15 minute snapshot, there were 315 concurrent logged on users at some point. The CURRENT column shows the number of SLUs in use at the time of the 15 minute interval.

If you have doubt that this does not represent the correct number of SLU's, then you can run the SEC_tool utility with the "who" command and examine the output. If they have workstations that are not logging off, that would be a site issue and not an SLU issue. Note that client workstations can remain logged on to IS forever while they are not being used and the IS software can not control client workstations that do not log off.

```
SEC_tool>who
```

You can find more information in the [System Tools manual](#).