

KBA #	Summary	Description
16031704	DM Application Integration - Outlook - Pressing the "Shift" and "Enter" Keys While Saving a New Email Message May Cause DM.EXE to Stop Responding	In eDOCS DM, using DM Application Integration with Microsoft Outlook, if you press the Shift and Enter keys while saving a new email message to DM, DM.EXE may stop responding.
16032444	DM Extensions - May Be Unable to Search for Documents Using a Lookup if Values Contain Ampersands (&)	In eDOCS DM, using DM Webtop, if you enter search criteria that contains an ampersand (&) into a multivalue field, when you execute the search, the message "No documents or Folders found" appears in the Search Results list.
16032200	DM Application Integration - Project - Changes Made to a Linked Project Document May Not Be Reflected in the Parent Project Document	Changes Made to a Linked Project Document May Not Be Reflected in the Parent Project Document
12943082	DM Application Integration - Word - COM Automation May Conflict with the SAP Save Process	In eDOCS DM, with DM Application Integration for Microsoft Word, if you install SAP on a workstation that uses COM Automation, when you attempt to perform a Save (or Exit) operation in SAP, COM Automation may intercept the process. If this occurs, the Document Profile dialog box may be hidden behind the SAP Save dialog box, making it appear that SAP has stopped responding.
15494224	DM - Documentation - "Application Note 133802 - Registry Settings for eDOCS DM" - "SaveForm" Subkey Values are Listed Incorrectly	In eDOCS DM Application Note 133802, "Registry Settings for eDOCS DM," the "SaveForm" subkey values are listed incorrectly.
16031789	DM Extensions - Client Lookup Filter Should Correctly List the "Recently Used" Items on the Document Profile Dialog Box	Client Lookup Filter Should Correctly List the "Recently Used" Items on the Document Profile Dialog Box
16032467	DM Webtop - Error Message May Appear when Adding Default Value for Integer Candidate Key Column	In DM Webtop, if you add a default value for a custom column set as an integer candidate key to a profile form, an error message appears and the default value does not appear on the profile form.
15435113	DM Application Integration - "Attempted to read or write protected memory" Error Message May Appear When Saving a Document	In eDOCS DM, using Application Integration for Microsoft Word, when you save a document, an error message may appear, and Word may stop responding.
15860596	DM Indexer - Lotus Notes Email Messages Encoded as Base64 Should Be Indexed	In eDOCS DM, using the DM Indexer and Louts Notes, when you profile a Lotus Notes email message or attachment that is encoded to Base64, the document is not indexed.
16100898	DM Application Integration - Excel - Native Save May Default to an Incorrect Save Location	DM Application Integration - Excel - Native Save May Default to an Incorrect Save Location
16032441	Hide the Convert button in Office 2007 apps using reg key, default is that convert button is hidden.	Hide the Convert button in Office 2007 apps using reg key, default is that convert button is hidden.

16051123	Dm Extensions - "The state of DM has changed" Error Message May Appear when Switching from Online to Off-Line Mode	In DM 5.2.1 if you are working inside of DM and then put your computer in standby and it loses network connection... once you come back online and try to create a new document DM will switch into Offline mode. However, during the switch it seems to lose track of the document that is opened. So if you attempt to save changes to the document that you are already working on you get an error message that says "The State of DM has changed. It appears you are working in Attache. This document must be saved as a new document in order to save your edits."
14163570	DM Application Integration - Word - Focus May Be Incorrect When Editing Two or More Documents at the Same Time	In eDOCS DM, using DM Application Integration with Microsoft Word, if you have two or more documents open in Word, and you click Save on the File menu of the first document, the focus may switch to one of the other open documents.
15370666	DM Application Integration - Word 2007 - "bad file name" Error Message May Appear When Using "Compare and Merge Documents"	In eDOCS DM, with DM Application Integration for Microsoft Word 2007, if you attempt to compare two Word documents (one from DM and one from your local drive) using "Compare and Merge Documents," an error message may appear, and the comparison may fail.
14298906	DM Application Integration - Microsoft Project - "Unable to open the document. A COM conversation could not be established" Error Message May Appear When Opening a Document	In eDOCS DM Application Integration, using Microsoft Project with Active Integration through COM Automation, if you attempt to open a document from DM Extensions, an error message may appear, and the document does not open.
15410940	DM Application Integration - Word 2007 - "Unhandled Exception" Error Message May Appear When Using "Compare and Merge Documents"	In eDOCS DM, with DM Application Integration for Microsoft Word 2007, if you attempt to compare two versions of a Word document using "Compare and Merge Documents," an error message may appear. If you click Continue on the error message, the comparison completes successfully.
16031694	DM Application Integration - Word - "Sorry, the document you selected is not available" Warning Message May Appear When Comparing Two Versions of the Same Document	In eDOCS DM, using Application Integration with Microsoft Word, if you attempt to compare two versions of the same document, a warning message may appear. The compare process is not affected by the warning message.
16032445	DM521 CU2 Error comparing a DM document with a local document in MS-Word 2007	DM throws an error in MS-word 2007 when trying to compare a document in DM with a copy that is on the local C drive.
15551944	DM Extension for Microsoft Outlook - Content Search Results Should Sort on Selected Column Headers	In eDOCS DM, using DM Extension for Microsoft Outlook, when you perform a content search, and you attempt to sort the results list on a column header, nothing happens.
15547133	DM Extensions - Clicking Cancel on a "Save As" Dialog Box May Disable the Version Save Options for Published or Read-Only Documents	In eDOCS DM Extensions, if you attempt to save edits to a published or read-only version of a document, and you cancel the initial Save process, the "New Version" and "New Sub-version" options on the Save As dialog box are disabled when you attempt to save the document again.
16032356	DM - Profiling Emails with DRF Attachments May Not Display a Paperclip Icon when Performing a Search	DM - Profiling Emails with DRF Attachments May Not Display a Paperclip Icon when Performing a Search
16031797	DM Application Integration - Outlook - Profile on Send Feature May Cause an Attached Document to Be Saved as a Version of the Original DM Document	Profile on Send Feature May Cause an Attached Document to Be Saved as a Version of the Original DM Document
15503769	DM Application Integration - GroupWise - "Insert from Hummingbird DM" Menu Option May Be Disabled	In eDOCS DM, using DM Application Integration for Novell GroupWise, if you save an email message with a DM attachment to the Drafts folder, the "Insert from Hummingbird DM" option may be disabled when you reopen the email message.

16032216	DM-Extensions - Interceptor May Not Work Correctly with Attache	DM - Interceptor May Not Launch When Not Connected to the Network
14330705	DM Extensions Dynamic Views - "Another Mail To operation is in progress" Error Message May Appear When Clicking "Mail To" from a Subscribed Client or Matter	In eDOCS DM Extensions, using DM Extensions Dynamic Views, if you right-click a subscribed Client or Matter, and then click Mail To, an error message may appear.
16032442	DM 5105 SR6 MR4 - Situation Where the "Where Used" Is Active	DM 5105 SR6 MR4 - Situation Where the "Where Used" Is Active
16072224	RM Extensions - Multiple Document Profile Dialog Boxes May Appear When Using the "Apply to all" Option During a Document Import	RM Extensions - Multiple Document Profile Dialog Boxes May Appear When Using the "Apply to all" Option During a Document Import
14870115	DM - Client Deployment Utility - Download Folder Path Is Case Sensitive	In eDOCS DM, using DM Extensions, if you edit the default path for the Download Folder (Temp directory) in the Client Deployment Utility, the word "Temp" must be present in the path. The letter "T" must be capitalized (Temp), or all letters must be capitalized (TEMP). If the word "temp" is in all lowercase, documents remain checked out after closing. Additional problems may occur with application integration.
16052779	DM Extensions - All Libraries Should Appear in the Library Lookup on the Document Profile Form	When attempting to save a document, if there are more than five remote libraries, only five appear in the lookup.
16032208	DM - Incorrect Published Version of a DRF Attachment Is Sent	Incorrect Published Version of a DRF Attachment Is Sent
14523263	DM Extensions - Save User Interface Dialog Box Should Appear in the Center of the Screen	In eDOCS DM, using DM Extensions, when you save a new document to DM, and the Save user interface (SaveUI) appears, parts of the SaveUI may not be visible on the screen, depending on the resolution configured in your Windows display properties.
16032440	DM Extensions - Warning Message Should Appear when Performing an Advanced Search with No Search Criteria	When performing a profile search from DM Extensions if you specify no criteria, you receive a warning message indicating you are about to search the entire database. At this time, you have the option of cancelling the search. However if you perform an Advanced Search, and enter no criteria, you are not given the warning or the opportunity to cancel the search - it is executed.
15221262	DM Extension for Microsoft Outlook - Outlook May Stop Responding When Changing Focus to Another Application During the DM Save Process	In eDOCS DM, using DM Extension for Microsoft Outlook, if you save an email message to DM, and switch focus to another application while the Document Profile dialog box is open, Outlook appears to stop responding. However, you are able to return to the Document Profile dialog box by pressing ALT+TAB. After you complete the Save process, Outlook is again responsive.
15434347	DM Extensions Dynamic Views - "Unhandled Exception" Error Message May Appear When Subscribing to a Dynamic View	In eDOCS DM, using DM Extensions Dynamic Views, if the security for a Dynamic View is configured so that no groups are listed (only users), and you attempt to add a user to the Delegate list of a subscription, an error message may appear, and the user is not added.
16052780	DM Extensions Dynamic Views - Security May Overwrite Defaults Security	In DM5.2.1 CU1 Dynamic Views, as per the documentation, any security set at a DV level will replace the security set on the profile once the document is added. However, if any profile defaults exist and a user checks the security while adding a new document to a DV level, the trustees shown will NOT be the trustees being applied to the document.

14628470	DM Extensions - "Skip profile forms" Setting Should Be Retained If "Skip profiling forms while saving message(s)" Is Enabled in the Client Deployment Utility	In eDOCS DM, using DM Extensions, if you enable "Skip profiling forms when saving message(s)" in the Client Deployment Utility (CDU), the "Skip profiling forms" option in DM Extensions is automatically enabled. If you disable the "Skip profiling forms" option in DM Extensions, it remains enabled.
16004041	DM Application Integration - Excel - Incorrect List Separator Character May Appear When Saving a Document in CSV Format with Customized Regional Options	In eDOCS DM, using DM Application Integration with Microsoft Excel, if you change the default List Separator value in Regional Settings to something other than a comma, and you save an Excel file in CSV (comma-delimited) format, the List Separator setting is ignored; a comma (default value) is used as the List Separator value.
16031721	DM Extensions - Access Control List Should Be Correct After Using Mass Profile Update to Change Document Security	In eDOCS DM, using DM Extensions, if you attempt to update security for multiple documents using the mass profile update feature, the Access Control List (ACL) may not include all of the users you added to the list.
14591692	DM Extensions - Attaché - Offline Cache Folder May Be Deleted Automatically	In eDOCS DM, using DM Extensions, if you make multiple attempts to log on to DM through Attaché, your DM cache folder may disappear, and an error message appears.
16052781	DM Extensions - Retention Schedule Field Should Not Appear when Tabbing If the Field Is Hidden on the Document Profile Form	In Dm 5.2.1 CU1 if you move retention schedule and retention type off the profile form, and make them hidden, you can still tab to the field.
12944083	DM Extension for Lotus Notes - Profiled Email Messages May Be Replicated in the "All Documents" Mailbox Folder	In eDOCS DM, using DM Extension for Lotus Notes, each time you open and close a profiled email message, the message is replicated in your "All Documents" mailbox folder in Lotus Notes.
16052998	DM Extension for Lotus Notes - DM Tree Node Icons May Not Appear	When using Lotus Notes Extensions, the icons for the DM Tree nodes may not appear.
14585381	DM Extension for Microsoft Outlook - An Error Message Should Appear When Search Results Exceed Maximum Results Allowed	In eDOCS DM Extension for Microsoft Outlook, when you perform a search that returns more than 500 items (the default maximum), an error message should appear indicating that the Search Results list exceeds the maximum number of items allowed; however, no error message appears, and only the first 500 documents are listed.
16031771	DM Application Integration - Outlook 2007 - Screen Tip for the Insert from DM Icon Should Be Stated Correctly	Outlook 2007 - Screen Tip for the Insert from DM Icon Should Be Stated Correctly
15190469	DM Application Integration - Outlook - It May Be Necessary to Select the Document Profile Form a Second Time While Saving an Email Attachment	In eDOCS DM, using DM Application Integration with Microsoft Outlook, if you have multiple Document Profile forms assigned to an application (for example, Microsoft Word), you may be required to select the Document Profile form a second time while saving an email attachment.
16031786	DM Extensions - Clicking "Save" Multiple Times on the Same Document Profile Dialog Box May result in a Zero-Byte File	Clicking "Save" Multiple Times on the Same Document Profile Dialog Box May result in a Zero-Byte File
15449729	DM Webtop - DM Hyperlinks Function Improperly When Multiple HTML Pages Are Open	In eDOCS DM, using DM Webtop, if you open multiple HTML pages (in separate windows or separate tabs) that each contain a DM hyperlink to a Microsoft Office 2003 document, when you open a linked document from one of the HTML pages, and then close that document, you are unable to open documents from the other HTML pages.

16032217	DM Imaging - Saving Mixed DPI TIFF files distorts Images	When editing a Mixed DPI Image, for example 200x100 TIFF from a fax program, DM Imaging will attempt to make the X and Y resolutions the same.
16032355	FX Engagement Integration with Word "Subscript out of Range" Error Message May Appear when Exiting Word	FX Engagement Integration with Word "Subscript out of Range" Error Message May Appear when Exiting Word
12961067	DM Application Integration - Word and Excel - Option to Configure a Default Save Location or a Save Dialog Box for Natively Saved Documents	In eDOCS DM, using DM Application Integration with Microsoft Word and Excel, when you attempt to natively save a profiled document, the default Save location may vary depending on your version of DM, or the type of Integration installed. Customers request the ability to choose between using either a default Save location, or a Save dialog box that allows you to browse to a different folder.
15836398	DM 5.2.1 CU1 Outlook DM Email Integration - When filling out the form without clicking the mouse and then submitting it by pressing 'Enter' in the Description field, Outlook hangs.	If you fill out the profile for an email and you use the keyboard exclusively and you submit the form by pressing the 'Enter' button while in the description field, Outlook will hang. After terminating Outlook, you will have a zero-byte MSG file profiled in DM.
16065407	DM Extension for Microsoft Outlook - Outlook Stops Responding When Performing an Action in DM After Applying Microsoft Outlook 2007 Hot Fix	In eDOCS DM, using DM Extension for Microsoft Outlook, if you have applied Microsoft Outlook 2007 Hot Fix KB961752, when you perform an action in DM, Outlook stops responding and you must end both the DM.EXE and the OUTLOOK.EXE processes in Task Manager.
15395708	DM Application Integration - Outlook - "The application is busy. Please repeat your request later" Error Message May Appear When Opening an Email Message from DM	In eDOCS DM, using DM Application Integration with Microsoft Outlook, if you attempt to open an email message from DM, the document begins to download, and then an error message appears. When you click OK on the error message, a new instance of Outlook appears, and the document never opens.
16031787	DM Extension for Microsoft Outlook - Recently Edited Documents List May Appear Blank When Navigating Through DM Nodes	Recently Edited Documents List May Appear Blank When Navigating Through DM Nodes
16052559	CLONE -DM5.2.1 CU2 - Outlook 2003 crashes when user unsubscribes to 2nd level within a Dynamic View	Outlook 2003 will crash when a user unsubscribes to a 2nd level within a Dynamic View. The problem is reproducible in a Client/Matter view and also in a 3 tier view. Once the crash has occurred, Outlook needs to be terminated.
15278608	DM Extensions - Warning Message Should Appear When Attempting to Save a Document Profile Containing Disabled Values	In eDOCS DM Extensions, if you type a disabled value in a required field on the Document Profile dialog box, no warning message appears when you click Save, and you are permitted to save the document with an invalid document type.
12969635	DM Server - "Access Violation" Error Messages May Appear in the Event Viewer Log	In eDOCS DM Server, you may encounter impaired performance and stability, and error messages may appear in the Event Viewer Log.
12966562	DM - Temporary Files May Remain After Moving DM Documents to Centera	In eDOCS DM, using an EMC Centera read-only document server, when you move DM documents to Centera, some of the cenxxx.tmp files may remain in the temporary folder. If the number of temporary files exceeds the folder capacity, DM may be unable to save documents to Centera.
12967283	DM Webtop - "NullPointerException" Error Messages May Appear in the Event Viewer Log When Attempting to Retrieve Two Documents in Parallel from Centera	In eDOCS DM, using DM Webtop with an EMC Centera read-only document server, if you attempt to retrieve two documents in parallel, one document may not be retrieved, and error messages appear in the Event Viewer log.

15891236	DM Extension for Lotus Notes - DM Tree Node Icons May Be Missing	In eDOCS DM, using DM Extension for Lotus Notes, when you expand the DM tree view, node icons may be missing.
15275857	DM Application Integration - Office - Saving Edits to an Outlook Email Attachment Invokes a DM Logon Dialog Box	In eDOCS DM, using DM Application Integration with Microsoft Office applications (for example, Microsoft Word), if you open a Word document attached to a Microsoft Outlook email message, and attempt to save edits to the document, a DM dialog box appears.
16031705	DM Application Integration - Excel - Sub-Version Created from a Read-Only Version of a Document May Be Password Protected	In eDOCS DM, using DM Application Integration with Microsoft Excel, if you create a new sub-version from a read-only version of a document, the sub-version may be password protected.
16032338	DM WorkFlow WebServer - Remote Server Not Available Error Message May Appear	On the DM WorkFlow Webtop, The following error is seen when attempting to create a route. The error may also be seen when performing other workflow related activities: "Microsoft JScript runtime error '800a01ce'
16051911	DM Workflow - Refresh Issue when Originator Receives Notifications in DM Extensions	In DM Workflow 5.2.1 HF1, a route originators Incoming Tasks will not refresh automatically after receiving and reading route notifications. The user has to manually refresh using F5 or switch to another DM node then back to their Incoming Tasks. This is within DM Extensions.
15792875	DM - SYSTEM_ID and USER_ID Should Be Unique Identifiers	In eDOCS DM, if you use numeric values to create user logon identifications, (USER_ID), it is possible that USER_ID and SYSTEM_ID combinations may not be unique values. If this occurs, it creates the potential to allow one user to access documents secured by another user.
16051020	DM Extensions Dynamic Views - 'Use Enhanced ACL Settings' Should Be Enforced	When performing a profile search from DM Extensions if you specify no criteria, you receive a warning message indicating you are about to search the entire database. At this time, you have the option of cancelling the search. However if you perform an Advanced Search, and enter no criteria, you are not given the warning or the opportunity to cancel the search - it is executed.
16051910	Client CPU stays at 100% for a varied amount of time when setting security on a Dynamic View	When you select "Set Security" on a node in a Dynamic View, the client CPU will reach 100% utilization for up to 45 seconds before displaying the security dialog. The delay is far worse at the customer site, but this has been reproduced in VMWare in support. It seems related to the number of users that are in the PEOPLE table.
15165958	DM Application Integration - Excel 2007 - Ability to Save Edits to DM Documents in Legacy Formats	In eDOCS DM, with DM Application Integration for Microsoft Excel 2007, if you attempt to save edits to a profiled Excel document in a legacy format (for example, Excel 97 and earlier), an error message appears.
15252883	DM Webtop - "The item JSUnescape <LibraryName> is not found in the collection" Error Message May Appear When Using a Quickstart URL	In eDOCS DM, using DM Webtop, if you attempt to open a document through a quickstart.asp link, an error message may appear. When you click the OK button on the error message, the Document Profile appears instead of the document.
15334821	DM Extensions - "Internal software error" Error Message May Appear When Using the NEAR Operator in an Advanced Search	In eDOCS DM Extensions, when you perform an Advanced search using the NEAR operator, an error message may appear.
12924294	RM Administration Tool - "Error in format String" Error Message May Appear When Performing Cutoff/Rollover Processing Using a Custom File Series	In eDOCS RM, using RM Administration Tool, if you attempt to perform Cutoff/Rollover actions when using a custom File Series, an error message may appear.

12941206	RM - Performance May Be Impaired When Updating a Large Number of Items in a File Plan	In eDOCS RM, if you attempt to update a large number of items in a File Plan using either RM Extensions or RM Administration Tool, the database may stop responding.
12907137	RM - List of Closed File Parts Should Appear in Alphabetical Order	In eDOCS RM, using RM Webtop, when you view a list of closed File Parts, the sort order may not appear in alphabetical order.
16031713	DM Application Integration - Visio - "An error (114) occurred during the action Open" Error Message May Appear When Attempting to Open a Visio 2007 Document with Visio 2000	In eDOCS DM, using Application Integration for Microsoft Visio, if you have Visio 2000 installed, and you attempt to open a document from DM created with Visio 2007, an error message may appear, and the document does not open.