



Customer Engagement

EngageOne Content Author

Version 6.6 Service Pack 7

Release Notes

This document contains information about the EngageOne Content Author 6.6 Service Pack 7 release. Global contact numbers can be found on the technical support website at www.g1.com/support.

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pb.com/software
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support.pb.com

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About this release

This release of EngageOne Content Author 6.6 Service Pack 7 contains all cumulative issue fixes to date.

Please refer to and “Fixes in previous 6.6 service pack releases” for details.

EngageOne Communication Suite

Pitney Bowes Software has renamed several products to bring our product offering under the EngageOne Communication Suite brand. The following table summarizes the product components in the suite:

Previous name	New name
CCM Content Author	EngageOne Content Author
DOC1 Designer	EngageOne Designer
DOC1 Generate	EngageOne Generate
EngageOne Administration	EngageOne Administration
EngageOne Interactive Correspondent	EngageOne Interactive
EngageOne Interactive	EngageOne Server
e-Messaging	EngageOne Digital Delivery
e2 Vault	EngageOne Vault

Release content

Software and associated documentation is provided as a download.

Localization

Content Author is available in English and German only.

Security

License file

The functions and features that are available with Content Author software are controlled by an XML license file. Your XML license file information will be supplied to you (separately from other release material) typically as an e-mail attachment.

You will be required to supply your license file as part of the various installation processes.

Should you experience any difficulties with your license file please contact your Content Author supplier.

Accessibility

Certification

This version of Content Author has been assessed by Simply Accessible. Reports and certification can be made available as needed.

Compatibility

Messages generated using Content Author can not be used with applications created with an earlier version of Designer.

DOC1 5.4 applications and later can be used for previewing in this version of Content Author.

When upgrading the Content Author client from a 5.4 version or later to this release, you must have Microsoft Internet Information Services (IIS) installed in order for the earlier version to be uninstalled. It can then be removed after the upgrade if it is not otherwise required.

EngageOne

The sample rate feature in Content Author is not supported by EngageOne.

Environment file

Information about message areas, data fields and signals is made available to Designer via the Content Author environment file which must be imported into Designer for Publishing to Generate or EngageOne.

Documentation

The following manuals are available in PDF format with this release:

Guide	^a Version
<u>Content Author Primer</u>	6.6 Service Pack 7
The primer document is intended to give a high level overview of the Content Author subsystem. More detailed information is provided in the Content Author User's Guide.	
<u>Content Author User's Guide</u>	6.6 Service Pack 7
This provides information about setting up and using the Content Author subsystem of Designer. It provides complete information for the Content Author environment.	
<u>Content Author Administrator Guide</u>	6.6 Service Pack 7
This guide is intended for administrators of the Content Author environment catering for both administrator and end user functions.	

-
- a. Note that from this release, the Service Pack number replaces the Issue number on the front cover page title.

Updates to the User Guides

All manuals are also published in PDF format on the DOC1 Support Net web site – <http://www.doc1supportnet.com>.

Corrections and updates to the manuals will also be published on this site. Amended versions of the manuals (as distinct from new issues) are identified with a modified issue number – usually with a letter appended to the issue number.

Changes within the manuals themselves are indicated by change bars in the margin next to the amended material in the updated PDF versions.

Changes in this release

This release of EngageOne Content Author 6.6 Service Pack 7 contains all cumulative issue fixes to date.

Please refer to sections “Fixes in this release” on page 11 and “Fixes in previous 6.6 Service Pack releases” on page 12 for details.

Changes in previous 6.6 releases

For reference purposes this section shows changes that were made since EngageOne Content Author 6.6. Details of these features and enhancements are in the user guides issued with this release.

6.6 Service Pack 6

The following support has been added in this service pack release for:

- SQL Server 2016 SP1 CU6 support
- Support for TLS 1.2 client authentication

6.6 Service Pack 5

For details of Common component fixes in this Service Pack for;

- Message Editor
 - Same as Designer Editor issue fixes
- Message Publishing
 - Same as Designer Publish issue fixes
- Message Proofing
 - Same as Generate issue fixes

Refer to the matching Service Pack Designer and Generate release notes.

6.6 Service Pack 2

Additional supported platforms

This release includes support for the following platforms:

- Microsoft Windows 2016 Server
- Microsoft Windows 10

6.6

SQL 2014 support

This release includes support for SQL 2014.

Withdrawn support

From Content Author 6.2, support was withdrawn from:

Microsoft Windows Server 2008 Standard and Microsoft Windows Server 2008 R2
Existing Customers using the above versions wishing to use this version of Content
Author must upgrade their Windows Server to Windows 2012 R2.

Fixes in this release

Key	Summary
CES-53871	<p>Issue Summary: Invoking the CCM Configuration Tool aborts unless invoked with Run as Administrator privilege.</p> <p>Resolution: Content Author Configuration Tool has been updated to be run in non-Administrator role.</p>

Fixes in previous 6.6 Service Pack releases

Key	Summary
CES-49136	<p>Issue Summary: This issue is observed when installing Designer with Single Sign On and Content Author on the same machine. In this scenario the ResourceAccessService.exe.config file was not preserving the <code><secure="true"></code> setting. This prevented a user from installing both Designer with single sign on and Content Author on the same machine.</p> <p>Resolution: The Content Author Configuration Manager has now been updated to make remoting runtime "secure". This ensures any user changes to the Resource Access Service configuration are preserved.</p>
CES-25257	<p>Issue Summary: Incorrect resolution on imported JPG images occurs where EXIF x and y resolution is not set. This results in the imported image being too big in the design editor.</p> <p>Resolution: Content Author JPG image handling has been updated to deal with JPG EXIF resolutions that have not been set.</p> <p>Workaround: Ensure the JPG EXIF x and y resolution is set when saving the image to be imported.</p>
CES-37793	<p>Issue Summary: Incorrect reference to www.g1.com in the Message Environment XML exported from the Content Author Administration Client.</p> <p>Resolution: Reference to www.g1.com from <i>M1RepositoryDataSet.XSD</i> and Message Environment XML has now been removed.</p>
CES-35074	<p>Issue Summary: Font metrics for type1 fonts were written to the resource pack as non-bolded fonts regardless of font weight.</p> <p>Resolution: A fix has been applied to the resource server to write the correct entry in the database, which in turn corrects the metrics written to the HIM file.</p>

Known restrictions

When using Content Author you should be aware of the following.

Restrictions with resources

These Designer resource features are not supported in Content Author:

- Font subsetting for Postscript
- Open Type Fonts (.otf fonts) using Compact Format compression
- Windows Image types using AFP Object Containers

See page 27 for a list of the device drivers supported by Content Author.

Requirements

Before you install the Content Author subsystem, you must decide which type of deployment scenario best suits your organization. To help you determine this you will need to consider the security, traffic and availability requirements of your organization.

The Content Author environment

The components that make up the Content Author environment are intended to work together in a *client/server* environment. The installation process caters for the various types of deployment scenarios your organization may require.

Web Application Server– is the web based application that allows authors to create and maintain actual message content via a web browser on a *Message Author client*. It is also used by reviewers to access new or amended message content during the approval process.

The *Content Author database* is created/updated when you apply any configuration changes to the Web application server. It acts as the central repository for the workflow control objects used in the Content Author environment. The Content Author database must allow client access to various Content Author components but must be protected from unauthorized access.

Administration Client – a Windows based client that allows administrators to work with Content Author objects and also controls the distribution of objects between the Content Author database and the *Web application server*.

Resource Server – is used for managing the *Resource server database*, which acts as a central repository for fonts and images used in the message content.

Resource Access Service – a service through which all communication to the *Resource server* is channelled. It is also responsible for installing fonts.

Publish Server – is used for creating and deploying HIM files containing approved messages together with their font and image resources. This file is deployed to the system and file location specified in the *Host* object defined by administrators of the Content Author environment.

Report Server – is used for generating and delivering predefined reports to administrators and message authors through the *Administration client* and *Web application server* respectively.

Security

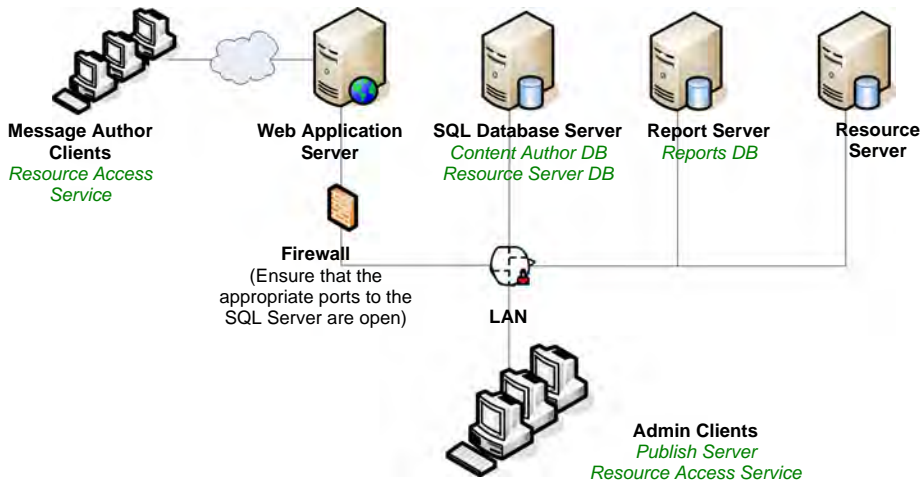
Although your security infrastructure is entirely at your discretion, it is recommended that your network architecture utilizes routers and firewalls to provide the necessary level of security. The hardware supporting the server configuration should reflect your needs for performance and security but all machines need to be able to communicate freely using TCP/IP sockets. Note that with a firewall you must ensure that the SQL Server ports are open.

Types of deployment

The simplest Content Author installation is a standalone deployment where all components are installed on a single machine. You can, depending on your production requirements, separate the various Content Author components across multiple servers distributed within your organization.

Distributed deployment

A simple distributed deployment is illustrated below. It shows the Administration client, web and database servers separated across multiple machines.



In this scenario, use the installation release media on each machine in the environment – refer to “Installation and configuration” on page 28 for further information. Note that the Content Author database resides on the SQL Server machine and is created during the

Web client installation. The Reporting Server runs under SQL Server Reporting Services. Refer to the appropriate Microsoft documentation for guidance on setting up your Reporting Services environment.

This lists the software that is required for each component in a distributed environment. See “Software requirements” on page 19 for standalone prerequisites.

Web Application Server

- Microsoft Internet Information Services (IIS)
- † Microsoft Shared Management Objects for SQL Server
- † Microsoft System CLR Types for SQL Server
- † Microsoft Report Viewer
- †† Microsoft Visual C++ 2015 Redistributable
- † Microsoft .NET Framework 4.6.1

Database Server

- Microsoft SQL Server 2014 / 2012 / 2008 (Base or R2)

Report Server

- Microsoft Internet Information Services (this is required by the Reporting Services)
- Reporting Services – component of Microsoft SQL Server

Resource Server

- † Microsoft Shared Management Objects for SQL Server
- † Microsoft System CLR Types for SQL Server
- †† Microsoft Visual C++ 2015 Redistributable
- † Microsoft .NET Framework 4.6.1
- Ghostscript – if you are going to use EPS images.

† The installation process will install this automatically as necessary.

†† Also includes the Windows Update for Universal C Runtime in Windows (KB2999226), which requires that other updates have already been installed. See <https://support.microsoft.com/en-gb/kb/2999226> for details.

Admin Client

- † Microsoft Shared Management Objects for SQL Server
- † Microsoft System CLR Types for SQL Server
- †† Microsoft Visual C++ 2015 Redistributable
- † Microsoft .NET Framework 4.6.1
- † Microsoft Report Viewer
- Acrobat Reader 6.0 or higher

Message Author Clients

- Internet Explorer 8.0 or higher
- Acrobat Reader 8.0 or higher
- Content Author Editor Activex control – note that if your organization’s security policies allow, this component can be downloaded and installed directly via your browser. Alternatively, a Microsoft Installer version of the editor is available on the Content Author installation release media which can be made generally available to personnel responsible for authoring message content.
- **Browsers running under pre-Windows 10 operating systems**
If the Content Author Editor ActiveX control is to be downloaded and installed directly via the browser, then Windows Update KB2999226 must be installed. This update can be downloaded from <https://support.microsoft.com/en-gb/kb/2999226>, if required.

Note that for For Windows 8.1 message client using Microsoft Internet Explorer 11, the ActiveX download security setting must be enabled.

Standalone deployment

If you are deploying Content Author on one machine all items in the software requirements list are required – see page 19. In the Install Wizard select all the components to install. Refer to “Installation and configuration” on page 28 for further information.

For information on a distributed environment see “Distributed deployment” on page 15.

Hardware requirements

The following list shows both the minimum and the recommended configurations. As with most software, the more resources you have available the more quickly and effectively Content Author will run.

Hardware	Minimum	Recommended
Processor	1.4 Ghz 512 KB cache Pentium 3 (x86)	2+GHz 1MB cache, 2xCPU 4xcores Opteron 270 (x64)
Hard disk	50 GB	100 GB
RAM	2 GB	4 GB
Monitor	17"	20"
Graphics	1280 x 1024	1600 x 1200
Colors	16 bit	24 bit true

Software requirements

Content Author has been tested on the following platforms:

- Microsoft Windows Server 2016 Standard (64 Bit)
- Microsoft Windows Server 2012 R2 Update (KB2919355) (64 Bit)
- Microsoft Windows 8.1 Update (KB2919355) (64 Bit)
- Microsoft Windows 10 (64 Bit)
- Microsoft Windows 7 Professional

It has been tested with the following 64 bit versions of Microsoft SQL server:

- Microsoft SQL Server 2008 R2 RTM
- Microsoft SQL Server 2012 SP4
- Microsoft SQL Server 2014 SP2
- Microsoft SQL Server 2016 SP1

and requires the following software:

- Microsoft Internet Information Services (IIS)
- SQL Server SQL Server 2016[†], 2014, 2012 or 2008 with Reporting Services. You must ensure that the Microsoft Distributed Transaction Coordinator service is running and, if part of a distributed installation, is configured to allow network connections. SQL Server must be set up in *SQL Mixed Authentication* mode.
- Adobe Reader DC 15.0 or higher. You can use the link on the contents window to download this software.
- Ghostscript – if you are going to use EPS images.

Content Author also requires the following, which the installation process will install automatically if necessary:

- Microsoft Shared Management Objects for SQL Server
- Microsoft System CLR Types for SQL Server
- Microsoft .NET Framework 4.6.1
- Microsoft Report Viewer Redistributable 2015
 - Microsoft System CLR Types for SQL Server 2014

[†] If you are running Content Author with SQL 2016 you will need to ensure that .NET Framework 3.5 is installed. Refer to “SQL 2016 considerations” on page 26 for further details.

Note that the following operating systems are also supported if you are running SQL Server 2008 :

- Microsoft Windows 7 Professional

Issues on Windows server versions

If Microsoft SQL Server is installed prior to Content Author, then the install HTA application will be prompted for the HTML application to be associated.

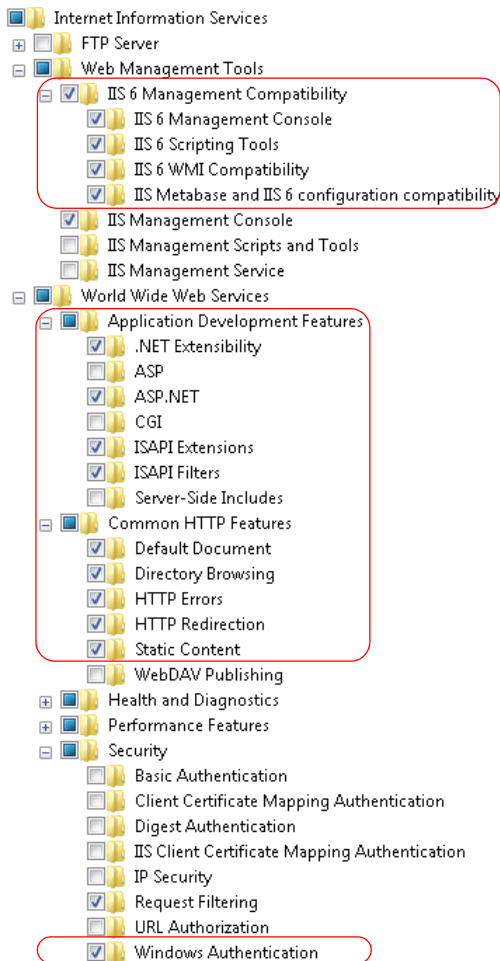
After associating the HTML application, the HTA will need to be closed and reopened in order to use the Content Author installation links.

IIS settings

Content Author requires specific Windows Internet Information Services (IIS) settings. These should be specified before installation.

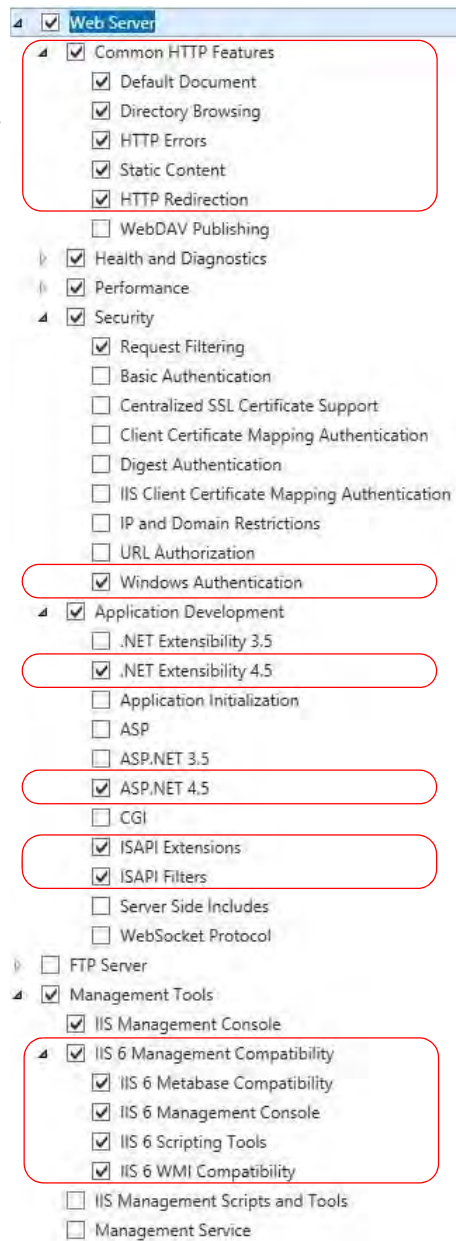
◀ To specify IIS settings in Windows 7 :

Use the Control Panel to open *Programs & Features*. Under *Tasks* select *Turn Windows Features on or off*. Specify the settings as shown in the boxes.



4 To specify IIS settings in Windows Server 2012:

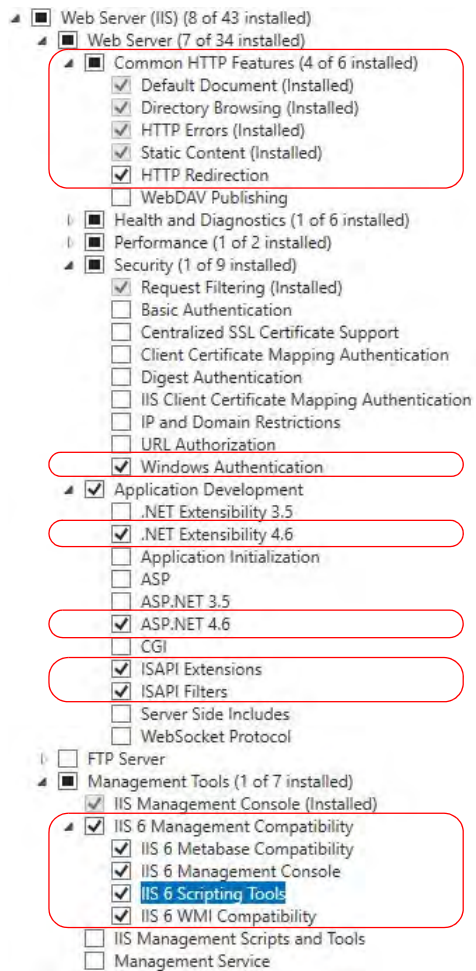
1. Click **Start -> All Programs -> Administrative Tools -> Server Manager**.
2. Under **Roles -> Web Server (IIS)**, ensure the **Role Services** marked in red are installed.



4 To specify IIS settings in Windows Server 2016:

1. Click **Start** -> **Server Manager**
2. Click **Dashboard** -> **Add roles and features** -> **Features**
3. Ensure the settings indicated in red are installed.

Note that the .Net Extensibility and ASP.net version for this platform is 4.6.



Enabling 32-bit applications

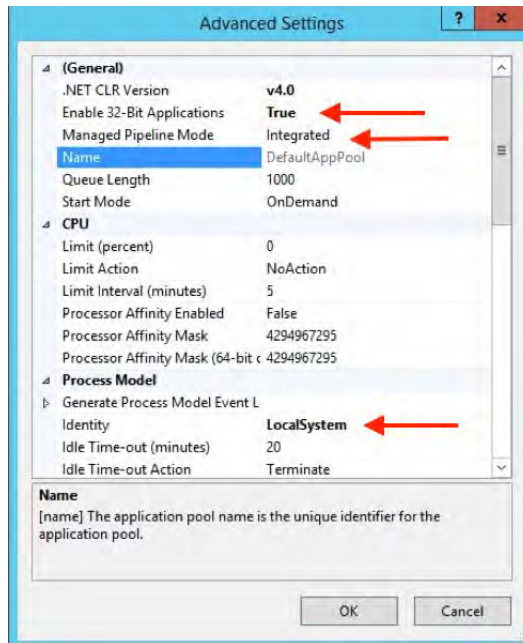
If you are running a 64-bit machine (on any operating system), you must enable 32-bit applications.

◀ To enable 32-bit applications on a 64-bit machine:

1. Run the *Internet Information Services (IIS) Manager* from the Control Panel's *Administrative Tools/IIS Manager*.
2. In the *Connections* tree-view expand *Sites/ Default Web Site* to show *CCMContentAuthor*.
3. Right-click on *CCMContentAuthor*, select *Manage Application/Advanced Settings* and note the name of the *Application Pool* for example, *DefaultAppPool*. Click *Cancel*.
4. In the *Connections* tree-view, select *Application Pools* and in the *Application Pools* window, right-click on the name of the application pool noted in step 3 and select *Advanced Settings*.

5. Set the following options:

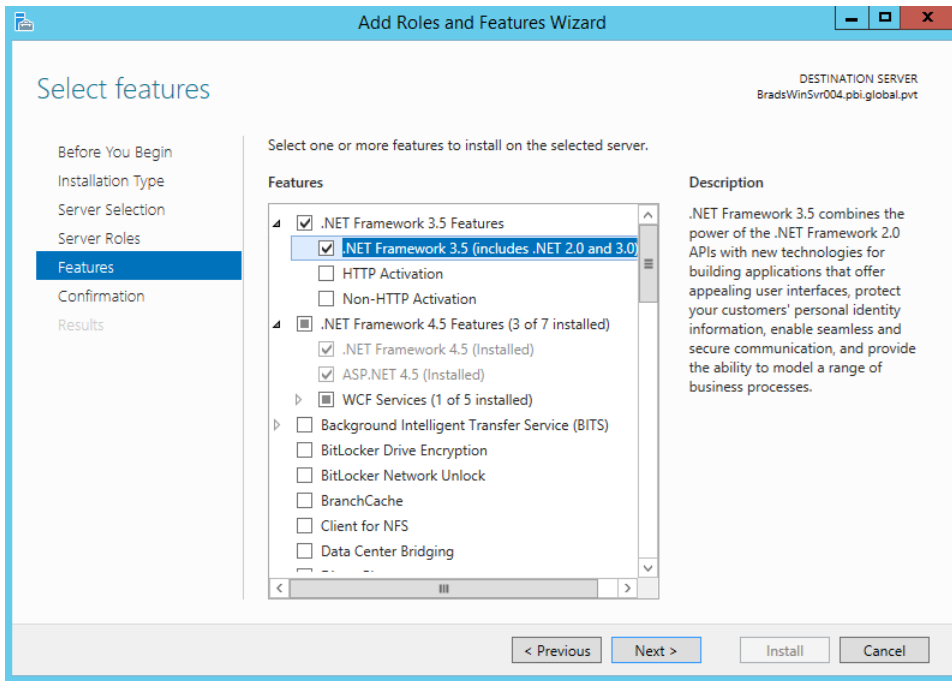
- **Enable 32-Bit Applications** - to **True**;
- **Managed Pipeline Mode** - to **Integrated**;
- **Identity** - to **LocalSystem**.



Click **OK** to confirm selections.

SQL 2016 considerations

Before installing Content Author on a Windows server that only has SQL Server 2016 installed, you must ensure the .NET Framework 3.5 feature is installed. This can be done using **Add Roles and Features** option via the **Server Manager Dashboard**.



Supported output device drivers

The following output devices are supported by this version of Content Author:

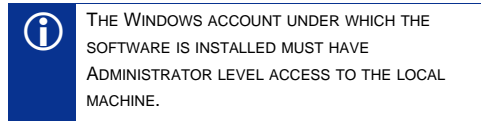
- AFPDS 240, 300, 600 – bitmap (FOCA) and outline (FOCA Type1)
- HTML for e-mail (eHTML)
- IJPDS 240, 300, 600
- Line data
- Metacode
- PCL – bitmap and outline, black/white and color image
- PDF 72 & 300
- Postscript 72 & 300 – Type 1 & Automatic

See also “Restrictions with resources” on page 13.

Installation and configuration

Installation

The main setup window is displayed by invoking the .hta file from the release media.



The install provides options to:

- install Content Author
- install Content Author Editor – use this option to provide editor features when security policies disallow web browser Activex downloads

Once the software has been copied from the release media, the install process will gather details and start installing. Follow the instructions given by the Install Wizard.

The Content Author install option allows you either to perform a *Standalone* deployment where all components are installed to a designated location on your local machine, or to create a multi-user *client/server* environment. Select the appropriate check box for the component you want to install. For a standalone deployment select all the components.

When installing the Web client a *Website Name* is provided by default (CCMContentAuthor). You can change this in the *Web Client Parameters* page. Then follow the instructions given by the Install Wizard.

Configuration Manager

The Configuration Manager is automatically invoked when the Content Author install has completed. The options available here are dependent on your specifications during the install process and all enabled options need to be defined at configuration.

If you are installing for the first time in a single server environment, the Content Author database connection and access settings from the Web client configuration are provided by default in the *Admin Client*, *Publish Server* and *Reports Configuration* dialogs. If you are upgrading, settings that were last applied are provided by default.

Configuring Web Client

The Web client configuration supplies connection information so that the message authors can access the Content Author database and use the functionality they require within the application. Note that you must reflect any change of web site name (from CCMContentAuthor) when specifying the *Web address*.

Configuring Admin Client

Administrators require user access and connection information to the Content Author database. This must match the detail supplied when you configured the Web client. To coordinate interaction with the main Designer modules and for other control purposes the following configuration options are also required. Note that you must reflect any change of web site name (from CCMContentAuthor) when specifying the *Web address*.

Configuring Resource Server

Resource server configuration creates/upgrades the resource server and database.

Configuring Resource Access Service

Communication to the Resource Server is channelled through this service.

Configuring Publish Server

The Publish Server requires user access to the Content Author database to create and deploy the HIM files containing the approved messages.

Configuring Reports

Working with reports requires user access and connection information to the Content Author database. This must match the detail supplied when you configured the Web client. In addition the Reporting Services web connection information is required and user access to this service for message authors and administrators.

Configuring License

This shows the expiry date and the number of users allowed for the current license and enables you to specify a different license instead.

Default TCP/IP port assignments

By default, the install process automatically assigns TCP/IP port numbers to allow for communication between the Content Author components. These settings will in most cases be appropriate for your installation. If you want to modify these port settings, edit the appropriate XML based configuration file using your preferred text editor. Note that Content Author uses the SMTP default assignment of port 25 for e-mail.

Resource Server (ResourceServer.exe.config)

```
<channel ref="tcp" port="50241" secure="false">
```

Web Application Client (Web.config)

```
<wellknown type="ResourceAccessService.IResourceAccessService,  
ResourceAccessServiceInterface"  
url="tcp://localhost:50242/DOC1ResourceServices/ResourceAccessService"/>
```

Admin Client (Msg1Admin.exe.config)

```
<wellknown type="ResourceAccessService.IResourceAccessService,  
ResourceAccessServiceInterface"  
url="tcp://localhost:50242/DOC1ResourceServices/ResourceAccessService"/>
```

```
<wellknown type="M1ObjectLib.IExtractAndDeploy, M1ObjectLib"  
url="tcp://localhost:9669/ExtractAndDeploy.binary"/>
```

Publish Server (ExtractAndDeployService.exe.config)

```
<channel ref="tcp" port="9669" secure="false">
```

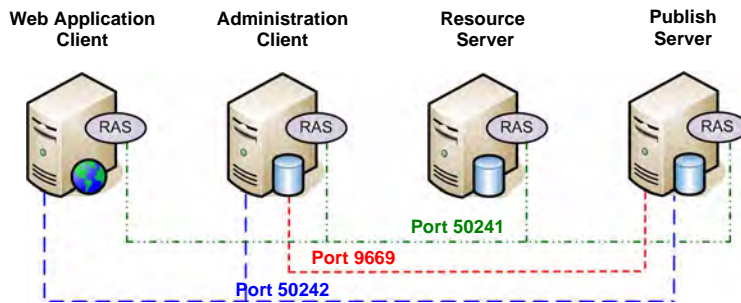
```
<wellknown type="ResourceAccessService.IResourceAccessService,  
ResourceAccessServiceInterface"  
url="tcp://localhost:50242/DOC1ResourceServices/ResourceAccessService"/>
```

Resource Access Service (ResourceAccessService.exe.config)

```
<wellknown type="ResourceServerInterface.IResourceServer,  
ResourceServerInterface"  
url="tcp://localhost:50241/DOC1ResourceServices/ResourceServer"/>
```

```
<channel ref="tcp" port="50242" secure="false">
```

The following diagram illustrates communications between the different Content Author components with regards to port numbers.



RAS: Resource Access Service

Shared Designer and Content Author Secure Settings

When a Secure / Single Sign On, Designer Resource Access Service is installed on the same Windows Server environment as Content Author , then **ALL** Content Author Services and components installed on this environment **MUST** be updated to use `secure="true"` to enable Content Author Services to communicate correctly

You must update the EngageOne Content Author Configuration Files as follows :

EngageOne Content Author Message Publisher

<Install Path>\Content Author\Publish\ExtractAndDeployService.exe.config

```
...
<!>
<channel ref="tcp" port="9669" secure="true">
..
```

EngageOne Content Author Resource Service

<Install Path>\Content Author\resource server\ResourceServer.exe.config

```
...
<channels>
<channel ref="tcp" port="50241" secure="true">
```

Content Author Administration Client

<Install Path>\Content Author\Admin\MSG1Admin.exe.config

```
...
<channels>
<channel ref="tcp" secure="true">
```

Content Author Web Client

<Install Path>\Content Author\Client\web.config

```
...
<channels>
<channel ref="tcp" secure="true">
```

Content Author Command Line Publish (if used)

<Install Path>\Content Author\Admin\CAPublish.exe.config

```
<channels>
<channel ref="tcp" secure="true">
```

Administration client start-up

When the administration client is run from the Windows desktop a login screen will appear requesting a user name and password. The first time you log on you should specify the default Administrator account name and password. Both are 'admin' (ensure lower case characters are used).

Migrating Message1

Message1 is no longer supported and Content Author is the recommended environment for creating messages for use with Designer. You can migrate your existing Message1 repository objects to the Content Author environment using a set of standalone utilities.

Upgrading your Message1 environment to Content Author

The following standalone utilities are provided for upgrading Message1 to Content Author.

- Export Message1 environment – exports all data from a Message1 5.3 or later repository into an intermediate location and format.
- Import Message1 environment – imports the data exported with the above utility into the Content Author database and Resource Server.

Browse your release media and run the appropriate `.exe` files (according to your language), for example:

```
\windows\Content Author\setup-msg1-export-en.exe  
\windows\Content Author\setup-content-author-import-en.exe
```

There are a few important points to bear in mind relating to the use of the Export and Import tools, as follows:

- The import process cannot be repeated and must be performed on a default, empty Content Author database.
- There are a some functional differences between Message1 and Content Author which have an impact on some aspects of the migration, as follows:

Production cycles these objects do not exist in the Content Author environment and are therefore ignored during the import process.

Color schemes these objects do not exist in the Content Author environment and are therefore ignored during the import process.

Host usernames/ passwords are stored in plain text in the exported LCC XML file. They are imported into the new system in unencrypted form.

Conditions Message1 allows comparison of string types using operators ">", ">=", "<=" and "<" in addition to "=" and "!=", however Content Author allows only "=" and "!=" comparisons of string types. Therefore those comparisons including equality ("<=" and ">=") are being imported as "=" and those which do not include equality ("<" and ">") are being imported as "!=". A warning is displayed where such comparisons are encountered.

Fonts are not included in the export files, only references to the fonts. These fonts are expected to be already installed in the Content Author environment.

- The Export tool should be run on the machine where the Message1 server software is installed in order to guarantee access to the Message1 repository.
- The Import tool should be run on a machine that has access to the Content Author database, i.e. Administration client.

Exporting the Message1 environment

The Message1 export utility connects to a Message1 5.3 or later repository and exports all data into a specified export folder. It does not affect the original data and the operation can be repeated.

The Export tool should be launched under a logon with administrative privileges on the machine where the Message1 database is installed. When run, the utility will attempt to discover your Message1 database connection details directly from the installed configuration. Once the database connection details have been established you will be prompted to assign the folder to receive the export data. If the folder specified does not exist, the Export utility will create it. Click *Export* to start the export process.

Importing Message1 repository objects into Content Author

The Message1 Import utility reads the Message1 repository objects created by the export process and imports all data into your Content Author database. The Import utility can only be run once and requires an empty default Content Author database.

The Import tool should be launched from any account where an Admin client is installed. You will be required to provide details as to the location of the export file together with your Content Author logon details.

