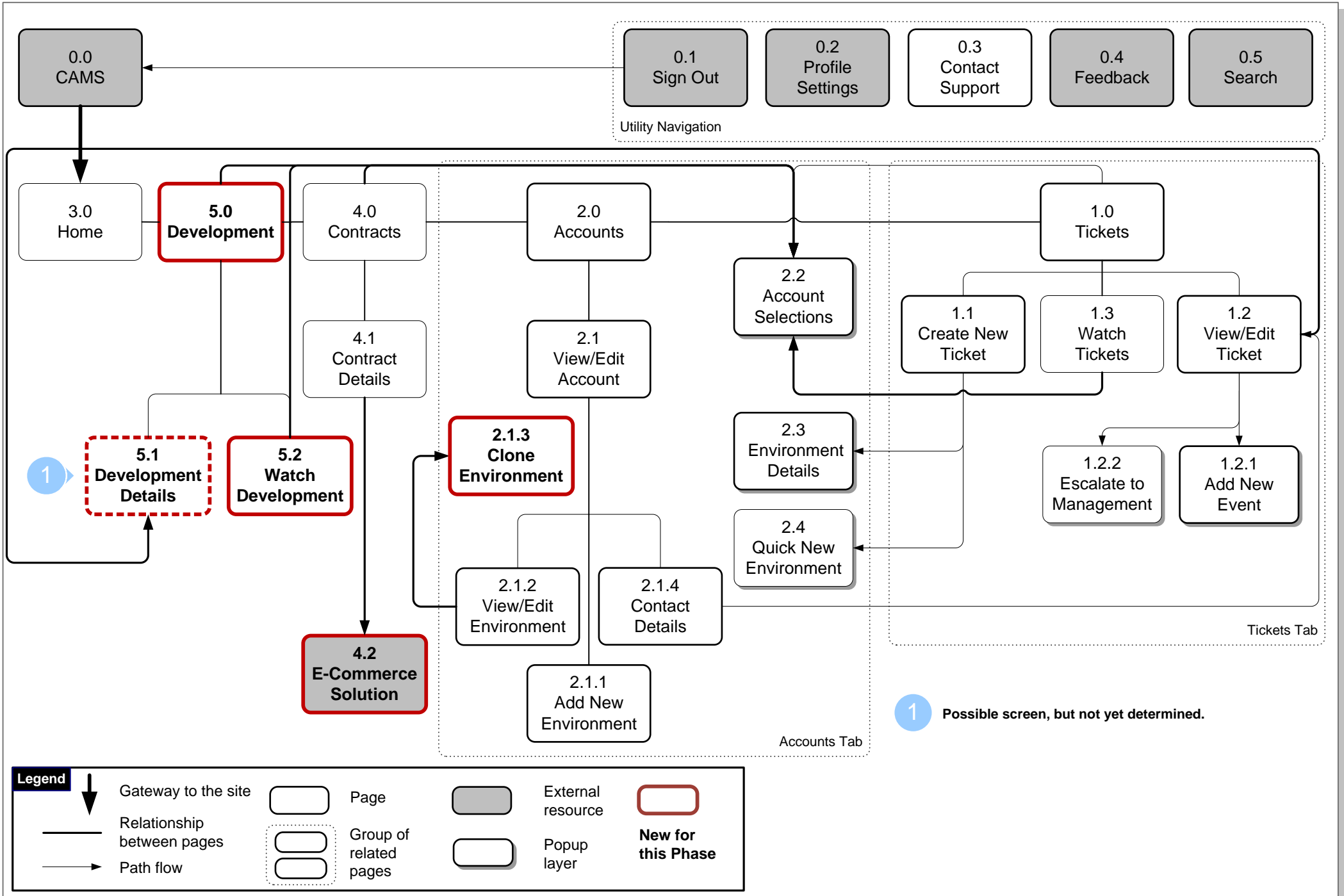


# Customer Self Service Redesign – Version 3.2 – Sitemap



## Welcome to Customer Self Service

I would like to: Ticket # 

### Support News

#### [What's With The New Design... again?](#)

OpenText has evolved over the last 20 years...

Added 2012-07-10 09:08

#### [User Adoption](#)

Your system must deliver benefits to all users. It must improve customer service, streamline...

Added 2012-06-20 08:21

[More Support News on KC](#)

### OT Customer Care Tweets

Join us tmrw to learn how to optimize performance for #OpenText Web Site Management 11 <http://t.co/J3SqWmos> #WSM #OTLive [3 minutes ago](#)


#OpenText #eDOCS DM - Are profile searches slow in the #Oracle library when using N" statement? <http://t.co/dk4u2mOL> #OTKB [about an hour ago](#)

Join us in one hour to see what #OpenText Managed File Transfer is all about <http://t.co/cMB3StBP> #MFT #OTLive [about an hour ago](#)

#OpenText #Email Archiving for #Microsoft Exchange - Exchange 2010 & Single Item Recovery <http://t.co/6O4ID16q> #OTKB [about 2 hours ago](#)

[Follow us on Twitter](#)

### My Alerts

 **Maintenance for Content Server ends 10/27/2012.** Please renew contract [12034799](#) before this date to prevent any interruption in support.

**Maintenance for eDocs ends 10/27/2011.** Please renew contract [0012223475](#) before this date to prevent any interruption in support.

#### [Development VCM-44793: Closed – Fixed in Code](#)

**Development Summary:** convert all toolbar modes into vExt.toolbar.Toolbar

8/28/2012 by admin

Would like to have bug alerts for "successfully tested" status changes only—others not useful to customers.

#### [Ticket #1465554: Action-OpenText](#)

**Ticket Subject:** VIM issue with CoA History

**Latest Event:** Thank you Raj. Please let us know once you get some answer tomm. Thanks Riya Wadhvani ECOE SAP Support | Work: (973) 402-3780| E-Mail riya.w...

8/2/2012 1:38PM by rmotihar

#### [Ticket #1469652: Closed](#)

**Ticket Subject:** KC to License Key Server XML Workflow Issue

**Latest Event:** No event information available for this ticket.

8/2/2012 1:34PM by aroy

#### [Ticket #1470131: Action-Customer](#)

**Ticket Subject:** OTDS Sync Issue with AD

**Latest Event:** I have escalated this over to RCS/OTDS engineers but I have not heard back as of yet. I will try to ping them tomorrow. Regards, Cliff Rober...

8/2/2012 1:33PM by mclarke

#### [Ticket #1472430: Action-Customer](#)

**Ticket Subject:** Content Server 10, SP 6 – Issue with Moving and Delete Objects from the Enterprise Volume

**Latest Event:** No event information available for this ticket.

8/2/2012 1:27PM by mhill

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## Tickets

Ticket # [Change Account Selections](#)

Add column for "Environment" and have "Original Ticket #" scroll off to the right. User should be able to add/remove columns and have selections saved.

Displaying tickets for accounts: **OpenText Corp HQ, OpenText EMEA, OpenText APAC**[Open New Ticket](#)[Watch Tickets](#)

Display

My Accounts' Tickets

Status

Open Tickets

[Export](#)

Displaying tickets 1-25 of 331

[View All](#)

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Ticket #	Subject	Created	Last Modified	Priority	Status	Contact	Account	Environm...	O
<a href="#">1472701</a>	Activation Serial N...	8/2/2012 12:4...	8/2/2012 12:51PM	3	Action-Cu...	Liana Bog...	OpenText...	N/A	
<a href="#">1472691</a>	TEST	8/2/2012 12:2...	8/2/2012 12:31PM	3	Open	Arul Nath...	OpenText...	N/A	
<a href="#">1472625</a>	Request for New K...	8/2/2012 11:1...	8/2/2012 12:13PM	3	Action-Op...	Carra Pau...	OpenText...	N/A	
<a href="#">1472571</a>	PMO – CS – GP -...	8/2/2012 10:3...	8/2/2012 10:39AM	3	Action-Op...	Sarah Ad...	OpenText...	N/A	
<a href="#">1472562</a>	Question about ca...	8/2/2012 10:2...	8/2/2012 12:22PM	3	Action-Op...	Ashley Sc...	OpenText...	N/A	
<a href="#">1472540</a>	PMO – CS – BI – A...	8/2/2012 10:0...	8/2/2012 10:13AM	3	Action-Op...	Sarah Ad...	OpenText...	N/A	
<a href="#">1472536</a>	quote	8/2/2012 10:0...	8/2/2012 10:04AM	3	Action-Cu...	Carra Pau...	OpenText...	N/A	
<a href="#">1472530</a>	Request for New K...	8/2/2012 9:56...	8/2/2012 9:57AM	3	Action-Cu...	Carra Pau...	OpenText...	N/A	
<a href="#">1472483</a>	Please merge EU0...	8/2/2012 9:26...	8/2/2012 9:41AM	3	Auto-Close	Jessica N...	OpenText...	N/A	
<a href="#">1472475</a>	EU Merge	8/2/2012 9:21...	8/2/2012 9:49AM	3	Auto-Close	Megan La...	OpenText...	N/A	
<a href="#">1472460</a>	PMO – Change to I...	8/2/2012 9:15...	8/2/2012 9:21AM	3	Action-Op...	Tammy C...	OpenText...	N/A	
<a href="#">1472430</a>	Content Server 10, ...	8/2/2012 8:54...	8/2/2012 12:49PM	3	Action-Cu...	Cynthia D...	OpenText...	N/A	
<a href="#">1472419</a>	1_Change_Reque...	8/2/2012 8:45...	8/2/2012 9:34AM	3	Action-Op...	Sean Bow...	OpenText...	N/A	
<a href="#">1472297</a>	Request for New K...	8/2/2012 6:43...	8/2/2012 8:05AM	3	Auto-Close	Lisa Horn...	OpenText...	N/A	
<a href="#">1472296</a>	Request for New K...	8/2/2012 6:42...	8/2/2012 11:35AM	3	Auto-Close	Lisa Horn...	OpenText...	N/A	
<a href="#">1472290</a>	Request for New K...	8/2/2012 6:35...	8/2/2012 11:36AM	3	Auto-Close	Lisa Horn...	OpenText...	N/A	
<a href="#">1472127</a>	Application Govern...	8/1/2012 5:27...	8/2/2012 9:17AM	3	Action-Cu...	Kathirava...	OpenText...	N/A	
<a href="#">1472028</a>	RE: A104 applianc...	8/1/2012 3:13...	8/1/2012 3:19PM	3	Action-Cu...	Jessica N...	OpenText...	N/A	
<a href="#">1471965</a>	merge accounts for...	8/1/2012 2:04...	8/1/2012 2:07PM	3	Auto-Close	Mandy H...	OpenText...	N/A	
<a href="#">1471934</a>	Request for New K...	8/1/2012 1:28...	8/2/2012 7:19AM	3	Action-Cu...	Carra Pau...	OpenText...	N/A	
<a href="#">1471902</a>	Exported eForms a...	8/1/2012 12:5...	8/1/2012 6:26PM	3	Action-Op...	Stacey Le...	OpenText...	N/A	
<a href="#">1471659</a>	ITSM feature reque...	8/1/2012 8:50...	8/2/2012 9:55AM	3	Action-Cu...	Luis Chavez	OpenText...	N/A	
<a href="#">1471646</a>	GUID in dtree for C...	8/1/2012 8:38...	8/2/2012 12:43PM	3	Action-Cu...	Ted Parki...	OpenText...	N/A	
<a href="#">1471284</a>	Module move from ...	7/31/2012 3:5...	7/31/2012 4:06PM	3	Action-Cu...	Regina R...	OpenText...	N/A	
<a href="#">1471266</a>	PROJECT – PCP ...	7/31/2012 3:3...	8/2/2012 12:14PM	3	Action-Op...	Jason Var...	OpenText...	N/A	

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## Watch Tickets

[Change Account Selections](#)

Displaying tickets for accounts: **OpenText Corp HQ, OpenText EMEA, OpenText APAC**

Replaced "save" button with "update watches" button in the toolbar.

Add column for "Environment".

Use the checkboxes to select which tickets you want to receive email notifications for.

[Update Watches](#)

[Export](#)

Displaying tickets 1-329 of 329

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<input type="checkbox"/>	Ticket #	Subject	Created	Last Modified	Priority	Status	Contact	Account	Envi...
<input checked="" type="checkbox"/>	<a href="#">1472701</a>	Activation Serial N...	8/2/2012 12:4...	8/2/2012 12:51PM	3	Action-Cu...	Liana Bog...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472691</a>	TEST	8/2/2012 12:2...	8/2/2012 12:31PM	3	Open	Arul Nath...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472625</a>	Request for New K...	8/2/2012 11:1...	8/2/2012 12:13PM	3	Action-Op...	Carra Pau...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472571</a>	PMO – CS – GP -...	8/2/2012 10:3...	8/2/2012 10:39AM	3	Action-Op...	Sarah Ad...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472562</a>	Question about ca...	8/2/2012 10:2...	8/2/2012 12:22PM	3	Action-Op...	Ashley Sc...	OpenText...	N/A
<input checked="" type="checkbox"/>	<a href="#">1472540</a>	PMO – CS – BI – A...	8/2/2012 10:0...	8/2/2012 10:13AM	3	Action-Op...	Sarah Ad...	OpenText...	N/A
<input checked="" type="checkbox"/>	<a href="#">1472536</a>	quote	8/2/2012 10:0...	8/2/2012 10:04AM	3	Action-Cu...	Carra Pau...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472530</a>	Request for New K...	8/2/2012 9:56...	8/2/2012 9:57AM	3	Action-Cu...	Carra Pau...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472483</a>	Please merge EU0...	8/2/2012 9:26...	8/2/2012 9:41AM	3	Auto-Close	Jessica N...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472475</a>	EU Merge	8/2/2012 9:21...	8/2/2012 9:49AM	3	Auto-Close	Megan La...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472460</a>	PMO – Change to I...	8/2/2012 9:15...	8/2/2012 9:21AM	3	Action-Op...	Tammy C...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472430</a>	Content Server 10, ...	8/2/2012 8:54...	8/2/2012 12:49PM	3	Action-Cu...	Cynthia D...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472419</a>	1._Change_Reque...	8/2/2012 8:45...	8/2/2012 9:34AM	3	Action-Op...	Sean Bow...	OpenText...	N/A
<input checked="" type="checkbox"/>	<a href="#">1472297</a>	Request for New K...	8/2/2012 6:43...	8/2/2012 8:05AM	3	Auto-Close	Lisa Horn...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472296</a>	Request for New K...	8/2/2012 6:42...	8/2/2012 11:35AM	3	Auto-Close	Lisa Horn...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472290</a>	Request for New K...	8/2/2012 6:35...	8/2/2012 11:36AM	3	Auto-Close	Lisa Horn...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1472127</a>	Application Govern...	8/1/2012 5:27...	8/2/2012 9:17AM	3	Action-Cu...	Kathirava...	OpenText...	N/A
<input checked="" type="checkbox"/>	<a href="#">1472028</a>	RE: A104 applianc...	8/1/2012 3:13...	8/1/2012 3:19PM	3	Action-Cu...	Jessica N...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1471965</a>	merge accounts for...	8/1/2012 2:04...	8/1/2012 2:07PM	3	Auto-Close	Mandy H...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1471934</a>	Request for New K...	8/1/2012 1:28...	8/2/2012 7:19AM	3	Action-Cu...	Carra Pau...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1471902</a>	Exported eForms a...	8/1/2012 12:5...	8/1/2012 6:26PM	3	Action-Op...	Stacey Le...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1471659</a>	ITSM feature reque...	8/1/2012 8:50...	8/2/2012 9:55AM	3	Action-Cu...	Luis Chavez	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1471646</a>	GUID in dtree for C...	8/1/2012 8:38...	8/2/2012 12:43PM	3	Action-Cu...	Ted Parki...	OpenText...	N/A
<input type="checkbox"/>	<a href="#">1471284</a>	Module move from ...	7/31/2012 3:5...	7/31/2012 4:06PM	3	Action-Cu...	Regina R...	OpenText...	N/A
<input checked="" type="checkbox"/>	<a href="#">1471266</a>	PROJECT – PCP ...	7/31/2012 3:3...	8/2/2012 12:14PM	3	Action-Op...	Jason Var...	OpenText...	N/A

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## New Ticket

An \* indicates a required field.

### Status

Open

### Priority \*

3 - Normal

## Contact Details

### Contact

Sean Hayes  
+1.602.555.8888  
sean.hayes@opentext.com

### Account \*

OpenText Corp HQ

### Environment \*

My Awesome Test Environment

[View Details](#) | [Add New Environment](#)

### Product Line \*

Vignette

### Application \*

Vignette Content Management

### Application Version \*

7.3.1

### Preferred Phone Numbers \*

Separate numbers with ;

+1.602.555.8888

### Preferred Email Addresses

Separate addresses with ;

sean.hayes@opentext.com

### Preferred Contact Method

CSS

### Contact Language

English

## Ticket Details

### Subject \*

### Description \*

## Attachments

The number of attachments is unlimited but **each file cannot exceed 25MB**. To upload files larger than 25MB, [request an FTP account](#).

File Name	Size	Status
<a href="#">Add Files</a>	<a href="#">Start Upload</a>	0 b 0%

[Save](#) [Cancel](#)

## Ticket #300515: Support Quotes

[Escalate to Management](#) | [Request FTP Account](#) | [Watch Ticket](#) | [Print Version](#)

**Created:** 1/27/2011 5:16PM

**Last Modified:** 7/24/2012 12:47PM by shayes

**Status**

Action-Customer

**Priority**

3 - Normal

### - Contact Details

**Contact**  
 Sean Hayes  
 +1.602.555.8888  
 sean.hayes@opentext.com

**Account**

OpenText Corp HQ

**Environment**

My Awesome Test Environment

**Product Line**

Vignette

**Application**

Vignette Content Management

**Application Version**

7.3.1

**Preferred Phone Numbers \***

Separate numbers with ;

+1.602.555.8888

**Preferred Email Addresses**

Separate addresses with ;

sean.hayes@opentext.com

**Preferred Contact Method**

CSS

**Contact Language**

English

[Cancel](#)

### + Ticket Details

### - Development Details

[Export](#)

Displaying development IDs 1-2 of 2 [View All](#) | Page 1 of 1

Development ID	Summary	Created	Status
<a href="#">VCM-44559</a>	Need an API to check if the provided Friendly Name for a Channel/CI and...	8/9/2012	Open
<a href="#">VCM-44556</a>	Autoconfig is not configuring HPD correctly on Feature 8.2 branch	8/9/2012	Open

Selectively display expand/collapse icon and additional ticket data only if bug is assigned to more than just the current ticket. If alternative "bugs" detail page is used, link to detail page.

### - Event Details

[Add New Event](#) [Expand All](#) [Export](#)

Displaying events 1-4 of 4 [View All](#) | Page 1 of 1

	Event Subject	Created	Added By	Attachments
-	Installation guide	2/18/2011	shayes	1: <a href="#">installguide.pdf</a> (24MB)
	The same issue happened again around 11:07am today. VCM logs, which were generated today, are attached into the ticket, and heap dump, which was got after VCM restarted, is attached into the ticket too.  startup timestamp: <Jul 7, 2010 11:07:23 AM EDT> <Info> <NodeManager@*.*:37055> <BaseProcessControl: saving process id of WebLogic Managed server 'VgnVCMserver', pid: 10868>  We'd like to know what the root cause is about the issue. Thanks			
	Have a few more questions to add	2/3/2011	admin	
+	Forgot to add the files	1/28/2011	shayes	5: <a href="#">log.txt</a> (3MB), <a href="#">screen-shot.jpg</a> (5.6MB), <a href="#">22143.jpg</a> (1.1MB), <a href="#">serverlog.txt</a> (22.9MB), <a href="#">core-dump.png</a> (4.74MB)
+	Opening Ticket Attachments	1/27/2011	shayes	2: <a href="#">fn-prod-vcm-logs-20110127.tar.gz</a> (24MB), <a href="#">screenshot.jpg</a> (1MB)

The height of this grid should change to display all events without needing to scroll inside the grid.

## Ticket #300515: Support Quotes

---

**Created:** 1/27/2011 5:16PM

**Last Modified:** 7/24/2012 12:47PM by shayes

**Status:** Action-Customer

**Priority:** 3 - Normal

Generate as PDF when user clicks the "print version" link from the ticket screen.

### Contact Details

**Contact:**

Sean Hayes  
+1.602.555.8888  
sean.hayes@opentext.com

**Preferred Contact Method:** CSS

**Contact Language:** English

**Account:** OpenText Corp HQ

**Environment:** My Awesome Test Environment

**Product Line:** Vignette

**Application:** Vignette Content Management

**Application Version:** 7.3.1

### Ticket Details

Hi,

FN-Prod VCM server is getting to automatically restart for some reasons. All existing logs from July 3-6 will be attached into the ticket, and the logs cover a timestamp (Jan 27, 2011 2:20:44 PM EDT) at which there was a FN-Prod auto restarting issue. We like you to get your help and to find out what root causes are about the issue.

We did a setting to do an "Auto Restart" on VCM admin console long time ago, but the auto-restarting symptom has begun to happen since the latest days.

### Development Details

- **VCM-44559:** Need an API to check if the provided Friendly Name for a Channel/CI is valid and doesnt overlap with an already existing name.  
**Created:** 8/9/2012  
**Status:** Open
- **VCM-44556:** Autoconfig is not configuring HPD correctly on Feature 8.2 branch  
**Created:** 8/9/2012  
**Status:** Open

### Event Details

#### Installation Guide

---

2/18/2011 3:14PM by shayes

The same issue happened again around 11:07am today. VCM logs, which were generated today, are attached into the ticket, and heap dump, which was got after VCM restarted, is attached into the ticket too.

startup timestamp:

```
<Jul 7, 2010 11:07:23 AM EDT> <Info> <NodeManager@*.*:37055> <BaseProcessControl: saving process id of WebLogic Managed server 'VgnVCMServer', pid: 10868>
```

We'd like to know what the root cause is about the issue. Thanks

**Attachments:** [1] installguide.pdf (24MB)

#### We have a few more questions to add

---

2/3/2011 3:09PM by admin

Hi,

If I upgrade from version 731 to version 75 my understanding is that this will include a new search engine version of Autonomy. If this is the case, do I have to re-index all the managed content as part of the upgrade or do the indexes stay the same ? Nokia are thinking of finally upgrading and have this question ??

Cheers,

Jonathan

**Attachments:** None

#### Forgot to add the files

---

1/28/2011 5:01PM by shayes

**Attachments:** [5] log.txt (3MB), screen-shot.jpg (5.6MB), 22143.jpg (1.1MB), serverlog.txt (22.9MB), core-dump.png (4.74MB)

#### Opening Ticket Attachements

---

1/27/2011 5:16PM by shayes

**Attachments:** [2] fn-prod-vcm-logs-20110127.tar.gz (24MB), screenshot.jpg (1MB)

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## Ticket #300515: Support Quotes

[Escalate to Management](#) | [Request FTP Account](#) | [Watch Ticket](#) | [Print Version](#)

**Created:** 1/27/2011 5:16PM

**Last Modified:** 7/24/2012 12:47PM by shayes

### Status

Action-Customer

### + Contact Details

[Cancel](#)

### + Ticket Details

### + Development Details

### - Event Details

[Add New Event](#) [Expand All](#)

Displaying events 1-4 of 4

#### Event Subject

Installation guide

The same issue happened again. I have attached a screenshot, which was attached into the ticket, and heap dump, which was got after VCM restarted, is attached into the ticket too.

startup timestamp:  
<Jul 7, 2010 11:07:23 AM EDT> <Info> <NodeManager@\*.\*:37055> <BaseProcessControl: saving process id of WebLogic Managed server 'VgnVCMServer', pid: 10868>

We'd like to know what the root cause is about the issue. Thanks

<input type="checkbox"/>	Have a few more questions to add	2/3/2011	admin	
<input type="checkbox"/>	Forgot to add the files	1/28/2011	shayes	5: <a href="#">log.txt</a> (3MB), <a href="#">screen-shot.jpg</a> (5.6MB), <a href="#">22143.jpg</a> (1.1MB), <a href="#">serverlog.txt</a> (22.9MB), <a href="#">core-dump.png</a> (4.74MB)
<input type="checkbox"/>	Opening Ticket Attachments	1/27/2011	shayes	2: <a href="#">fn-prod-vcml-logs-20110127.tar.gz</a> (24MB), <a href="#">screenshot.jpg</a> (1MB)

## Escalate Ticket #300515

An \* indicates a required field.

**What type of escalation would you like to make? \***

--Select--

**What type of problem are you experiencing? \***

--Select--

**How would you like to be contacted? \***

Email

Telephone

**Please provide any additional comments.**

[Cancel](#)

Update problem options:

- Response time too slow
- **Technical Analyst** not accessible
- **Technical Analyst** does not have the technical skills to help with my problem
- **Technical Analyst** not behaving professionally
- Feel you are entitled to after hours support
- Other

[Export](#)

[New All](#) | << | Page  of 1 | >>

[e.pdf](#) (24MB)



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## Accounts

This page displays all the accounts to which you belong. Use the checkboxes to select which accounts you want to view data for.

[Update Selections](#)

Replaced "save" button with "update selections" button in the toolbar.

[Export](#)

Displaying accounts 1-5 of 5

[View All](#) | << | Page  of 1 | >>

<input type="checkbox"/>	CSS Nickname ▲	Account Name	End User Code	Primary Contact	Primary Phone	Alternate Phone
<input checked="" type="checkbox"/>	<a href="#">OpenText APAC</a>	OT APAC	EU001455675332		+61 2 9374 4000	+61 2 9374 4001
<input checked="" type="checkbox"/>	<a href="#">OpenText Corp HQ</a>	OpenText Corp HQ	EU001455675400		+1.717.904.9999	+1.717.904.9898
<input checked="" type="checkbox"/>	<a href="#">OpenText EMEA</a>	OT EMEA	EU001455675001		+33 (0)1 42 68 53	+49 40-80-81-79
<input type="checkbox"/>	<a href="#">OpenText Support</a>	OpenText Support	EU001455675308	Sean Hayes	+1.717.904.9999	+1.717.904.9898
<input type="checkbox"/>	<a href="#">OpenText ZZZ</a>	OT Test Account	EU001455675012		+33 (0)1 42 68 53	+49 40-80-81-79

## Account: OpenText Corp HQ

### Summary Details

**CSS Nickname**

OpenText Corp HQ - North America Support Ce

**Primary Phone Number**

+1.602.555.8888

**Primary Contact**

- None Selected -

**Alternate Phone Number**

+1.717.904.9898

**End User Code**

UE001455675332

**Fax Number**

+1.425.795.8950

**Account Address**

**Address 1:** 275 Frank Tompa Drive  
**City:** Waterloo  
**State or Province:** ON  
**Zip or Postal Code:** N2L 0A1  
**Country:** CA

To change your address information, please contact your local [support department](#).

**Watch all tickets:** Notify me of all ticket updates for this account by email.

[Cancel](#)

### - Contacts

[Export](#)

Displaying contacts 1-25 of 1733 [View All](#) | Page 1 of 70

Name ▲	Primary Group Name	Title	City	State
<a href="#">Aaron Berquist</a>	OpenText Corp HQ - North America S...	Team Leader, IT	Waterloo	ON
<a href="#">Abdallah Nassar</a>	Open Text Corporation		Ottawa	FL
<a href="#">Abe Reiss</a>			Ottawa	FL
<a href="#">Abi Adhikari</a>	Open Text Inc. - TSC	Senior SAP Workflo...	New York	NY
<a href="#">Adam Benjamin</a>	Open Text Corp. - IT	Principal Sales Engi...	Austin	TX

### - Environments

[Create New Environment](#) [Delete Environment](#) [Export](#)

Displaying environments 1-25 of 43 [View All](#) | Page 1 of 2

<input type="checkbox"/>	Environment Name	Type	Status ▲	Product Line
<input checked="" type="checkbox"/>	<a href="#">wlideavapdv01</a>	Development	Active	Vignette Portal
<input type="checkbox"/>	<a href="#">wlideavapqa01</a>	QA	Active	Vignette Portal
<input type="checkbox"/>	<a href="#">wlideawebpr01</a>	Production	Active	Vignette Portal
<input type="checkbox"/>	<a href="#">wlcswwebqa01</a>	QA	Inactive	Vignette Portal
<input type="checkbox"/>	<a href="#">wlcswwebqa02</a>	QA	Inactive	Vignette Portal

If no checkbox is selected when user clicks the "delete environment" button, prompt the user in a modal window to select an environment first.

### - Attachments

[Upload File](#) [Delete File](#) [Export](#)

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<input type="checkbox"/>	File Name	Created ▼	Added By
<input checked="" type="checkbox"/>	<a href="#">serverlog.txt</a> (2MB)	3/2/2011 1:08PM	shayes
<input type="checkbox"/>	<a href="#">installguide.pdf</a> (22.1MB)	2/28/2011 9:21AM	admin
<input type="checkbox"/>	<a href="#">screenshot.jpg</a> (1.75MB)	2/22/2011 3:53PM	janderson
<input type="checkbox"/>	<a href="#">logs.zip</a> (24.9MB)	1/17/2011 8:08AM	shayes
<input type="checkbox"/>	<a href="#">serverlogs20110105.txt</a> (19MB)	1/5/2011 4:21PM	admin

If no checkbox is selected when user clicks the "delete file" button, prompt the user in a modal window to select a file first.

### + Emails

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## New Environment

An \* indicates a required field.

**Environment Name \***

**Status \***

**Type \***

**Product Line \***

### Environment Details

**Application**

**Application Version**

**Patch**

**Client Office and Version**

**OS and Version**

**Client Email**

**Database Server Type and Version**

**Storage Device**

**Web Server and Version**

**Virtualization Technology**

**Application Server and Version**

**Primary Web Browser**

**Client OS and Version**

**Secondary Web Browser**

**Comments**

**Attachments**

The number of attachments is unlimited but **each file cannot exceed 25MB.**

File Name	Size	Status

Add Files
Start Upload
0 b
0%

Save

[Cancel](#)

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## Environment: wwideavapdv01

[Clone Environment](#) | [Delete Environment](#)

An \* indicates a required field.

Prompt user in a modal dialog to confirm delete if s/he clicks the "delete environment" link.

**Are you sure you want to delete this environment?**

[Confirm] [Cancel]

### Environment Name \*

wwideavapdv01

### Status \*

Active

### Type \*

Development

### Product Line \*

RedDot

## Environment Details

### Application

CMS

### Application Version

None

### Patch

--Select--

### Client Office and Version

--Select--

### OS and Version

Windows Server 2008

### Client Email

--Select--

### Database Server Type and Version

Oracle 10g

### Storage Device

--Select--

### Web Server and Version

IIS 7.0

### Virtualization Technology

VMWare

### Application Server and Version

Apache Tomcat 7.0.8

### Primary Web Browser

Firefox 3.6

### Client OS and Version

Windows 7

### Secondary Web Browser

Internet Explorer 8

## Comments

If no checkbox is selected when user clicks the "delete file" button, prompt the user in a modal window to select a file first.

## Attachments

[Upload File](#) [Delete File](#)

[Export](#)

Displaying attachments 1-11 of 11

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<input type="checkbox"/>	File Name	Created	Added By
<input checked="" type="checkbox"/>	<a href="#">IP 10.177.30.177 - CMS - TEMP.txt</a> (0.01MB)	5/15/2012 1:08PM	mbrennan
<input type="checkbox"/>	<a href="#">Open Text Corp HQ - North America Support Center - perm.txt</a> (0.00MB)	2/7/2012 9:21AM	chernand
<input type="checkbox"/>	<a href="#">IP 192.168.1.150 - CMS - Order # SUS08172116.txt</a> (0.75MB)	8/10/2010 3:53PM	shaig
<input type="checkbox"/>	<a href="#">Open Text Inc 192.168.44.44 CMS.txt</a> (0.00MB)	7/6/2009 4:21PM	mvirgini
<input type="checkbox"/>	<a href="#">Open Text Corp Perm LS IP 192.168.3.229</a> (0.01MB)	4/6/2009 1:44PM	aheywood

Save

[Cancel](#)

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## Environment: Clone of wwideavpdv01

An \* indicates a required field.

New environment will initially have an environment name of "Clone of <environment>" and all previously selected fields will be pre-populated.

The cloned environment should not be created in the system until the user has "saved" from the 'New Environment' screen.

**Environment Name \***

**Status \***

**Type \***

**Product Line \***

### Environment Details

**Application**

**Application Version**

**Patch**

**Client Office and Version**

**OS and Version**

**Client Email**

**Database Server Type and Version**

**Storage Device**

**Web Server and Version**

**Virtualization Technology**

**Application Server and Version**

**Primary Web Browser**

**Client OS and Version**

**Secondary Web Browser**

**Comments**

### Attachments

User can select which files they want copied to the cloned environment when it is saved by selecting the checkboxes next to the files listed.

Use the checkboxes to select which files should be copied over to the cloned environment.

[Upload File](#)

Displaying attachments 1-11 of 11 [View All](#) | Page 1 of 1

<input type="checkbox"/>	File Name	Created	Added By
<input type="checkbox"/>	<a href="#">IP 10.177.30.177 - CMS - TEMP.txt</a> (0.01MB)	5/15/2012 1:08PM	mbrennan
<input type="checkbox"/>	<a href="#">Open Text Corp HQ - North America Support Center - perm.txt</a> (0.00MB)	2/7/2012 9:21AM	chernand
<input type="checkbox"/>	<a href="#">IP 192.168.1.150 - CMS - Order # SUS08172116.txt</a> (0.75MB)	8/10/2010 3:53PM	shaig
<input type="checkbox"/>	<a href="#">Open Text Inc 192.168.44.44 CMS.txt</a> (0.00MB)	7/6/2009 4:21PM	mvirgini
<input type="checkbox"/>	<a href="#">Open Text Corp Perm LS IP 192.168.3.229</a> (0.01MB)	4/6/2009 1:44PM	aheywood

Save [Cancel](#)

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## Contracts

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Contract#	Start Date	End Date	End User Code	End User Name	Bill To	Products
<a href="#">0012232501</a>	4/26/2012	4/26/2013	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012232775</a>	5/2/2012	4/23/2013	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012231184</a>	4/12/2012	4/12/2013	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012229477</a>	2/23/2012	2/22/2013	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012227840</a>	1/20/2012	1/20/2013	EU00142725	OpenText Corp H...	OpenText Corp H...	NStein
<a href="#">0012226905</a>	12/13/2011	12/12/2012	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012226857</a>	12/12/2011	12/11/2012	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012223474</a>	9/12/2011	9/11/2012 	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012223475</a>	9/12/2011	9/11/2012 	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012222537</a>	8/10/2011	8/9/2012 	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012222536</a>	8/10/2011	8/9/2012 	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012222310</a>	8/2/2011	8/1/2012	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012222082</a>	7/27/2011	7/26/2012	EU00142725	OpenText Corp H...	OpenText Corp H...	Fax & Document Distr...
<a href="#">0012233038</a>	5/14/2012	7/13/2012	EU00142725	OpenText Corp H...	OpenText Corp H...	Web Site Manageme...
<a href="#">0012208687</a>	8/12/2010	8/12/2011	EU00142725	OpenText Corp H...	Merged to EU001...	Fax & Document Distr...
<a href="#">0012218380</a>	4/30/2011	6/29/2011	EU00142725	OpenText Corp H...	Open Text Corpo...	RightFax
<a href="#">100-001</a>	3/31/2006	3/30/2012	EU00142725	OpenText Corp H...	Atronix	RightFax
<a href="#">0012214842</a>	1/27/2011	3/26/2011	EU00142725	OpenText Corp H...	Merged to EU001...	Web Site Manageme...
<a href="#">0012214791</a>	1/25/2011	3/26/2011	EU00142725	OpenText Corp H...	Merged to EU001...	Web Site Manageme...
<a href="#">0012214870</a>	1/27/2011	3/26/2011	EU00142725	OpenText Corp H...	Merged to EU001...	Web Site Manageme...
<a href="#">0012056517</a>	12/17/2009	12/31/2010	EU00142725	OpenText Corp H...	Merged to EU001...	Discovery Server (BRS)
<a href="#">536985977</a>	5/6/2001	12/30/2010	EU00142725	OpenText Corp H...		BI Suite
<a href="#">536985979</a>	5/6/2001	12/30/2010	EU00142725	OpenText Corp H...		Knowledge Managem...
<a href="#">536985975</a>	5/6/2001	12/30/2010	EU00142725	OpenText Corp H...		Enterprise Solutions
<a href="#">536985976</a>	5/6/2001	12/30/2010	EU00142725	OpenText Corp H...		Enterprise Portal

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## Contract #0012232501

**Invoice Date:** 4/26/2012

**Invoice Number:** SUS08177102

**Customer PO Number:** OSI01-0000030392

**End User Name:** Open Text Corp HQ – North America Support Center

**End User Code:** EU0029218

**Bill To Name:** Open Solutions, Inc.

**Bill To Number:** EU0029218

### Contract Renewal

This contract will expire 4/26/2013.

**Amount Due:** \$101,994

[Make Payment](#)

This box should only display for users with the proper role assignment; ties into ecommerce requirements and will direct user to another system.

Should display invoice amount due in the correct currency for the region.

### - Line Items

								<a href="#">Export</a>
Displaying 1-25 of 33								<a href="#">View All</a>  <<   Page <input type="text" value="1"/> of 2   >>
Product Line ▲	Description	SUID	Serial Number	Quantity	SKU	Start Date	End Date	
Fax & Document D...	Document Server Ind...	41510-12...	38811991AA9	1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server, Ad...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Gol...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Ind...	41510-12...		1	S-CPAL-IND...	4/26/2012	4/26/2013	
Fax & Document D...	OpenText Document...	41510-12...		1	S-CPAL-SEA...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Sc...	41510-12...		1	S-CPAL-SCA...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Re...	41510-12...		1	S-CPAL-RM-...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server We...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Alchemy Media Packa...	41510-12...		1	S-CPAL3180...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server We...	41510-12...		1	S-CPAL-WE...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Da...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Sc...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Go...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server, Al...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Co...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Se...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Da...	41510-12...		1	S-CPAL-ENC...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Fi...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Fi...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server We...	41510-12...		1	S-CPALWEB...	4/26/2012	4/26/2013	
Fax & Document D...	Lic-A CMS-DB Encryp...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Ad...	41510-12...		1	S-CPAL-AD...	4/26/2012	4/26/2013	
Fax & Document D...	Doc Server Alch Gold...	41510-12...		1	S-CPAL3450...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server, Al...	41510-12...		1	S-CPAL-SE...	4/26/2012	4/26/2013	
Fax & Document D...	Document Server Da...	41510-12...		1	S-CPAL-DG...	4/26/2012	4/26/2013	

## Development

[Change Account Selections](#)

Displaying development for accounts: **OpenText Corp HQ, OpenText EMEA, OpenText APAC**

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Watched Development

Closed Development

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	Development ID ▼	Summary	Created	Status
+	ART-15276	Custom Notification Screen incorrectly appears when running an Advance...	8/15/2012	Open
+	ART-15296	Candidate Fields are Resequenced when an Advanced Search Configuratio...	8/20/2012	Open
-	CSA-2875	DBempty Investigation - object id's are dynamic but are hard coded in test...	8/15/2012	In Progress
	<b>Ticket # ▼</b>	<b>Subject</b>	<b>Reported</b>	<b>Account</b>
	<a href="#">1472536</a>	quote	8/15/2012	OpenText Corp HQ
+	LPAD-30740	Error when doing an category upgrade "The value is not one of the valid vali...	8/20/2012	Open
+	LPAD-30729	Support population of multilingual names for system objects on Language P...	8/17/2012	Open
+	LPAD-30728	Clone for 9.7.1: wrong argument type in Personal.Assignments cause SDN...	8/17/2012	Open
+	LPAD-30724	"items" in browse.js pagination control is not xlated	8/17/2012	Open
+	LPAD-30693	'Print' does not work on Safari on a Mac	8/15/2012	Open
+	LPAD-30682	Spell check utility does not appear on Safari on a Mac	8/15/2012	Open
+	LPAD-30674	Option to have email folder columns in normal folders	8/15/2012	Open
+	LPAD-30659	Browser download of a filename with multiple "." renders the escape charact...	8/14/2012	Open
+	LPAD-30637	Builds of les.core:10.0.0_dev-branch are failing due to a comment not being...	8/9/2012	Open
+	VCM-44562	TestSmartObjectUpdate failure caused by local autojob change to not copy...	8/9/2012	Open
-	VCM-44560	Autoconfig is failing on Malaise machine after adding property deployment...	8/9/2012	Dev Comple...
	<b>Ticket # ▼</b>	<b>Subject</b>	<b>Reported</b>	<b>Account</b>
	<a href="#">1472701</a>	Activation Serial Number	8/10/2012	OpenText Corp HQ
	<a href="#">1472430</a>	Content Server 10	8/10/2012	OpenText Corp HQ
+	VCM-44559	Need an API to check if the provided Friendly Name for a Channel/CI is val...	8/9/2012	Open
+	VCM-44558	Test CAP integration	8/9/2012	Open
+	VCM-44557	Override validation policy set to lenient or stirect from the advance publishing...	8/9/2012	Open
+	VCM-44556	Autoconfig is not configuring HPD correctly on Feature 8.2 branch	8/9/2012	Open
+	VCM-44555	VCM80SP3: Manage smart List and Add to Smart List are not available for...	8/9/2012	Open



## Watch Development

[Change Account Selections](#)

Displaying development for accounts: **OpenText Corp HQ, OpenText EMEA, OpenText APAC**

Use the checkboxes to select which bugs you want to receive email notifications for.

[Update Watches](#)

[Expand All](#)

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<input type="checkbox"/>		Development ID ▼	Summary	Created	Status
<input checked="" type="checkbox"/>	+	ART-15276	Custom Notification Screen incorrectly appears when running an Advance...	8/15/2012	Open
<input type="checkbox"/>	+	ART-15296	Candidate Fields are Resequenced when an Advanced Search Configuratio...	8/20/2012	Open
<input type="checkbox"/>	-	CSA-2875	DBempty Investigation - object id's are dynamic but are hard coded in test...	8/15/2012	In Progress
		Ticket # ▼	Subject	Reported	Account
		<a href="#">1472536</a>	quote	8/15/2012	OpenText Corp...
<input checked="" type="checkbox"/>	+	LPAD-30740	Error when doing an category upgrade "The value is not one of the valid vali...	8/20/2012	Open
<input checked="" type="checkbox"/>	+	LPAD-30729	Support population of multilingual names for system objects on Language P...	8/17/2012	Open
<input type="checkbox"/>	+	LPAD-30728	Clone for 9.7.1: wrong argument type in Personal.Assignments cause SDN...	8/17/2012	Open
<input type="checkbox"/>	+	LPAD-30724	"items" in browse.js pagination control is not xlated	8/17/2012	Open
<input type="checkbox"/>	+	LPAD-30693	'Print' does not work on Safari on a Mac	8/15/2012	Open
<input type="checkbox"/>	+	LPAD-30682	Spell check utility does not appear on Safari on a Mac	8/15/2012	Open
<input type="checkbox"/>	+	LPAD-30674	Option to have email folder columns in normal folders	8/15/2012	Open
<input type="checkbox"/>	+	LPAD-30659	Browser download of a filename with multiple "." renders the escape charact...	8/14/2012	Open
<input checked="" type="checkbox"/>	+	LPAD-30637	Builds of les.core:10.0.0_dev-branch are failing due to a comment not being...	8/9/2012	Open
<input type="checkbox"/>	+	VCM-44562	TestSmartObjectUpdate failure caused by local autojob change to not copy...	8/9/2012	Open
<input type="checkbox"/>	-	VCM-44560	Autoconfig is failing on Malaise machine after adding property deployment....	8/9/2012	Dev Compl...
		Ticket # ▼	Subject	Reported	Account
		<a href="#">1472701</a>	Activation Serial Number	8/10/2012	OpenText Corp...
		<a href="#">1472430</a>	Content Server 10	8/10/2012	OpenText Corp...
<input type="checkbox"/>	+	VCM-44559	Need an API to check if the provided Friendly Name for a Channel/CI is val...	8/9/2012	Open
<input type="checkbox"/>	+	VCM-44558	Test CAP integration	8/9/2012	Open
<input type="checkbox"/>	+	VCM-44557	Override validation policy set to lenient or stirect from the advance publishing...	8/9/2012	Open
<input type="checkbox"/>	+	VCM-44556	Autoconfig is not configuring HPD correctly on Feature 8.2 branch	8/9/2012	Open
<input checked="" type="checkbox"/>	+	VCM-44555	VCM80SP3: Manage smart List and Add to Smart List are not available for...	8/9/2012	Open

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## Development

Development ID [Change Account Selections](#)Displaying development for accounts: **OpenText Corp HQ, OpenText EMEA, OpenText APAC**[Watch Development](#)[Expand All](#)

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My Accounts' Development  
Watched Development

Status

Open Development  
Closed Development  
All Development[Export](#)

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Development IDs ▼	Summary	Created	Status
<a href="#">ART-15276</a>	Custom Notification Screen incorrectly appears when running an Advance...	8/15/2012	Open
<a href="#">ART-15296</a>	Candidate Fields are Resequenced when an Advanced Search Configuratio...	8/20/2012	Open
<a href="#">CSA-2875</a>	DBempty Investigation - object id's are dynamic but are hard coded in test...	8/15/2012	In Progress
<a href="#">LPAD-30740</a>	Error when doing an category upgrade "The value is not one of the valid vali...	8/20/2012	Open
<a href="#">LPAD-30729</a>	Support population of multilingual names for system objects on Language P...	8/17/2012	Open
<a href="#">LPAD-30728</a>	Clone for 9.7.1: wrong argument type in Personal.Assignments cause SDN...	8/17/2012	Open
<a href="#">LPAD-30724</a>	"items" in browse.js pagination control is not xlated	8/17/2012	Open
<a href="#">LPAD-30693</a>	'Print' does not work on Safari on a Mac	8/15/2012	Open
<a href="#">LPAD-30682</a>	Spell check utility does not appear on Safari on a Mac	8/15/2012	Open
<a href="#">LPAD-30674</a>	Option to have email folder columns in normal folders	8/15/2012	Open
<a href="#">LPAD-30659</a>	Browser download of a filename with multiple "." renders the escape charact...	8/14/2012	Open
<a href="#">LPAD-30637</a>	Builds of les.core:10.0.0_dev-branch are failing due to a comment not being...	8/9/2012	Open
<a href="#">VCM-44562</a>	TestSmartObjectUpdate failure caused by local autojob change to not copy...	8/9/2012	Open
<a href="#">VCM-44560</a>	Autoconfig is failing on Malaise machine after adding property deployment....	8/9/2012	Dev Completed
<a href="#">VCM-44559</a>	Need an API to check if the provided Friendly Name for a Channel/CI is val...	8/9/2012	Open
<a href="#">VCM-44558</a>	Test CAP integration	8/9/2012	Open
<a href="#">VCM-44557</a>	Override validation policy set to lenient or stirtc from the advance publishing...	8/9/2012	Open
<a href="#">VCM-44556</a>	Autoconfig is not configuring HPD correctly on Feature 8.2 branch	8/9/2012	Open
<a href="#">VCM-44555</a>	VCM80SP3: Manage smart List and Add to Smart List are not available for...	8/9/2012	Open
<a href="#">VCM-44560</a>	Autoconfig is failing on Malaise machine after adding property deployment....	8/9/2012	Dev Completed
<a href="#">VCM-44559</a>	Need an API to check if the provided Friendly Name for a Channel/CI is val...	8/9/2012	Open
<a href="#">VCM-44558</a>	Test CAP integration	8/9/2012	Open
<a href="#">VCM-44557</a>	Override validation policy set to lenient or stirtc from the advance publishing...	8/9/2012	Open
<a href="#">VCM-44556</a>	Autoconfig is not configuring HPD correctly on Feature 8.2 branch	8/9/2012	Open
<a href="#">VCM-44555</a>	VCM80SP3: Manage smart List and Add to Smart List are not available for...	8/9/2012	Open

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## Development ID: VCM-44555

[Watch Development](#)

**Summary:** Manage smart List and Add to Smart List are not available for custom Smart List in the page when it is configured in a locked region.

**Created:** 8/9/2012

**Status:** Open

**Type:** Bug

### Tickets Affected

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Ticket # ▼	Subject	Reported	Account
<a href="#">300515</a>	Support quotes	1/17/2011	OpenText Corp HQ
<a href="#">253813</a>	test	7/21/2012	OpenText Corp HQ
<a href="#">139400</a>	IT TICKET USED FOR TESTING	8/17/2012	OpenText Corp HQ