

Documentum FAQ & Troubleshooting

FAQs

Specific

How does Group Expansion Work?

1. Download all ACLs
2. Fetch \$groups the \$user is member of.
3. For each ACL
 - a. Check if \$user is the file owner and dm_owner has at least BROWSE permit.
If so, return with user has read access.
 - b. Check if \$user belongs in all groups specified in "required groups".
If not, return with user has no read access.
 - c. Check if at least one group from \$groups is on "required groups set":
If not, return with user has no read access.
 - d. For each deny:
If one deny entry matches \$user or one group in \$groups, return with user has no read access.
 - e. For each allow:
If at least one entry matches \$user or one group in \$groups, return with user has read access.
 - f. If up until now the user has read access, and dm_world has at least BROWSE permit, return user has read access.

Note:

- If user has read access, then we add the ACL ID as a group name.
- If user is owner and dm_owner has BROWSE permit or higher, the user is added as group name.

Specific Documentum document level security examples can be found [here](#)

General

Why does an incremental crawl last as long as a full crawl?

Some connectors perform incremental crawls based on snapshot entries, which are meant to match the exact documents that have been indexed by the connector to the search engine. On an incremental crawl, the connector fully crawls the repository the same way as a full crawl, but it only indexes the modified, new or deleted documents during that crawl.

For a discussion on crawling, see [Full & Incremental Crawls](#).

Save your content source before creating or editing another one

Failing to save a content source before creating or editing another content source can result in an error.

```
ERROR [aspire]: Exception received attempting to get execute component command com.searchtechnologies.aspire.services.AspireException: Unable to find content source
```

Save the initial content source before creating or working on another.

My connector keeps the same status "Running" and is not doing anything

After a crawl has finished, the connector status may not be updated correctly.

To confirm this, do the following:

1. In RoboMongo, go to your connector database (like: *aspire-nameOfYourConnector*).
2. Open the "Status" collection and perform the following query:

```
db.getCollection('status').find({}).limit(1).sort({$natural:-1})
```

Local Connection (13)

System

aspire-DQL_igenbus_FS

aspire-DQL_igenbus_StageR

aspire-DQL_igenbus_StageR2

aspire-DQL_igenbus_FS

aspire-Documentum_DQL_igenbus

aspire-Group_Expansion_Manager

aspire-IBM_Connections

Collections (13)

audit

controlProcessList

controlScanList

errors

hierarchy

ibmchildren

ibmparent

processQueue

scanQueue

snapshot

statistics

status

timestamp

Functions

Users

aspire-Ldap_Cache

stager-DEK

db.getCollection('status...'

Local Connectionlocalhost:27017aspire-IBM_Connections

db.getCollection('status').find({}).limit(1).sort({\$natural:-1})

status0.001 sec.

Key	Value	Type
(1) ObjectId("5964a5e19ff5542988bb9f7c")	{ 18 fields }	Object
_id	ObjectId("5964a5e19ff5542988bb9f7c")	ObjectId
connectorSource	{ 12 fields }	Object
@action	start	String
@actionProperties	full	String
@crawlId	0	String
@normalizedCSName	IBM_Connections	String
displayName	IBM Connections	String
@scheduler	AspireSystemScheduler	String
@scheduleId	0	String
@jobNumber	1	String
@sourceId	IBM_Connections	String
@actionType	manual	String
@dbId	0	String
crawlStart	1499768289022	Int64
crawlStatus	S	String
processDeletes	none	String
processingDeletesStatus	finished	String
crawlEnd	1499770238669	Int64

3, Edit the entry and set the status to "S" (Completed).

Edit Document

localhost:27017aspire-IBM_Connectionsstatus

```
"_id" : ObjectId("5964a5e19ff5542988bb9f7c"),
"connectorSource" : {
  "IBMServer" : "https://ws8-ibm5.qa.local/",
  "IMUser" : "wasadmin",
  "IMPassword" : "encrypted:9D927FC87FB0745A7A68BD76DC9A96B",
  "useLTPA" : "false",
  "IBMLoginUrl" : null,
  "pageSize" : "1000",
  "extractACL" : "true",
  "ldapComponent" : "/ldap_Cache",
  "ldapUserGUID" : "myGUIDValue",
  "ldapUserName" : "sama",
  "crawlByApps" : "false",
  "withLimitedAccess" : "false"
},
"@action" : "start",
"@actionProperties" : "full",
"@crawlId" : "0",
"@normalizedCSName" : "IBM Connections",
"@displayName" : "IBM Connections",
"@scheduler" : "AspireSystemScheduler",
"@scheduleId" : "0",
"@jobNumber" : "1",
"@sourceId" : "IBM Connections",
"@actionType" : "manual",
"@dbId" : "0",
"crawlStart" : NumberLong(1499768289022),
"crawlStatus" : "S",
"processDeletes" : "none",
"processingDeletesStatus" : "finished",
"crawlEnd" : NumberLong(1499770238669)
}
```

Validate

SaveCancel

Note: To see the full options of "Status" values, see [MongoDB Collection Status](#).

My connector is not providing group expansion results

Make sure your connector has a manual scheduler configured for Group Expansion.

Add New

Scheduled:

Manually

Action:

Start

Crawl:

Cache Groups

1, Go to the Aspire [debug console](#), and look for the respective scheduler (in the fourth table: Aspire Application Scheduler).

Aspire Application Scheduler:

Scheduler	enabled				
Name	Schedule	Last run	Next run	Status	
IBM_Connections:1	manual	never	disabled	disabled	detail run
IBM_Connections:2	manual	never	disabled	disabled	detail run

2. If you are unsure which scheduler is for Group Expansion, you can check the Schedule Detail.

- You can identify it with the value: cacheGroups

Schedule Detail
[X]

ID	1
Schedule ID	aspire.AspireSystemScheduler.1
Name	IBM_Connections:1
Schedule	manual
Source ID	IBM_Connections
Event	start
Properties	cacheGroups
Enabled	false
Singleton	true

Job

```

<doc action="start" actionProperties="cacheGroups" crawlId="0" normalizedCSName="IBM_Connections">
  <connectorSource>
    <IBMServer>https://us8-ibm5.qa.local/</IBMServer>
    <IBMSUser>usadmin</IBMSUser>
    <IBMPasswd>encrypted:90927FC87FB8745A7A68BD76DC96A96B</IBMPasswd>
    <useLTPA>false</useLTPA>
    <IBMLoginUrl>
    <pageSize>100</pageSize>
    <extractACL>true</extractACL>
    <ldapComponent>/Ldap_Cache</ldapComponent>
    <ldapUserGUID>myGUIDValue</ldapUserGUID>
    <ldapResourceName>/LdapResourceName</ldapResourceName>
  </connectorSource>
</doc>

```

3.To run the Group Expansion process, click **Run**.

Aspire Application Scheduler:

Scheduler	enabled				
Name	Schedule	Last run	Next run	Status	
IBM_Connections:1	manual	never	disabled	disabled	detail run
IBM_Connections:2	manual	never	disabled	disabled	detail run

Troubleshooting

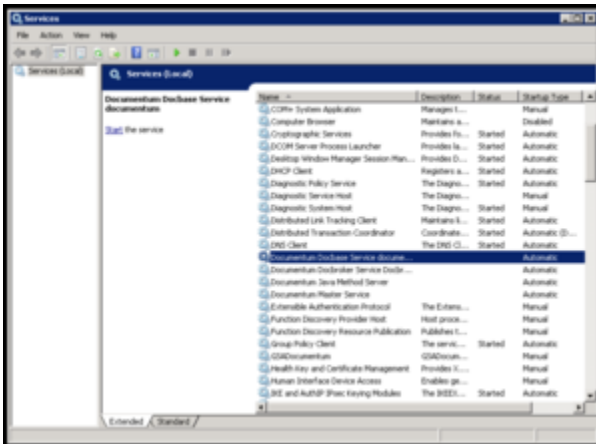
The connector fails with a webtop docbroker error

Example exception is: [DFC_DOCBROKER_REQUEST_FAILED] Request to Docbroker "DocumentumServer:docBrokerPort" failed; ERRORCODE: ff; NEXT: null

This error occurs because Aspire could not connect to the Documentum repository. This occurs because one or more of the necessary services aren't running. To fix this, make sure the following 4 services are running on the server that hosts Documentum:

- Documentum Docbase Service
- Documentum Docbroker Service
- Documentum Java Method Server
- Documentum Master Service

If not, manually restart them by clicking on each in the Services panel (in Windows, click on Control Panel and do a search for "Services", then click on View local services). Highlight each service and then click Start the Service. Then try starting the connector again.



ERROR com.documentum.fc.common.impl.preferences.PreferencesManager - [DFC_PREFERENCE_LOAD_FAILED] Failed to load persistent preferences from dfc.properties java.io.FileNotFoundException: dfc.properties (The system cannot find the path specified)

This error occurs when the dfc.properties file is not in the path specified on the *DFC Properties File* field.

ERROR com.documentum.fc.common.DfPreferences - [DFC_PREFERENCE_BAD_VALUE] Bad value for preference "dfc.security.keystore.file", value="dfc.keystore" DfAttributeValueException:: MSG: [DFC_OBJECT_BADATTRVALUE] Directory doesn't exist; ERRORCODE: ff; NEXT: null

This error occurs when the dfc.keystore file is not in the path specified in the dfc.properties file. To specify paths in the dfc.properties on a Windows system use this format: C:\folder/folder/dfc.keystore.

ERROR com.documentum.fc.client.security.impl.IdentityManager - [DFC_SECURITY_IDENTITY_INIT] no identity initialization or incomplete identity initialization java.lang.SecurityException: Crypto-J is disabled, a FIPS 140 required self-integrity check failed.

This error is related to the dfc.keystore.

This error occurs because Aspire could not locate the dfc.properties file. Please make sure:

- The path entered in the configuration is correct, e.g., C:/Documentum/config/dfc.properties.
- The dfc.keystore file is also in the same path.
- The path specified for the dfc.keystore inside dfc.properties is correct (To specify paths in the dfc.properties on a Windows system use this format: C:\folder/folder/dfc.keystore.).

[DM_SESSION_E_CLIENT_AUTHENTICATION_FAILURE]error: "Could not authenticate the client installation for reason: Client hostname in authentication string doesn't match value in registry"

This error occurs when the dfc.keystore is not matching with the user being used to authenticate against the Documentum Server. Follow the *usageInstructions.txt* in [File:Bug147071 pre60SP1 engr fix.zip](#) to recreate the dfc.keystore.

"Unable to fetch object from Documentum repository followed" by "java.lang.NullPointerException: docbaseSpecString"

This means the Documentum URL you typed contains errors. Be sure it has the correct format ([dctm://server:port/docbase/cabinet/folder](#)).

The crawl fails with the "Stream handler unavailable due to: null" error

The following exception is thrown in the Aspire Console but not in the UI:

```
2016-10-19T21:36:48Z ERROR [/Documentum/ScanPipelineManager/Scan]: Error scanning java.lang.  
IllegalStateException: Stream handler unavailable due to: null  
at org.apache.felix.framework.URLHandlersStreamHandlerProxy.openConnection(URLHandlersStreamHandlerProxy.java:  
311)  
at java.net.URL.openConnection(Unknown Source)  
...
```

If this happens upgrade the felix.jar to the new version in case this issue comes up. Click [here](#) to download the latest version.