Content Manager

Software Version 25.2

Release Notes

opentext™

Legal notices

Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for updated documentation, visit https://www.microfocus.com/support-and-services/documentation/.

Support

Visit the MySupport portal to access contact information and details about the products, services, and support that OpenText offers.

This portal also provides customer self-solve capabilities. It gives you a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the MySupport portal to:

- View information about all services that Support offers
- Submit and track service requests
- Contact customer support
- Search for knowledge documents of interest
- View software vulnerability alerts
- Enter into discussions with other software customers
- Download software patches
- Manage software licenses, downloads, and support contracts

Many areas of the portal require you to sign in. If you need an account, you can create one when prompted to sign in.

Contents

Content Manager Release Notes

Overview of Content Manager

OpenText Content Manager is a governance-focused enterprise content management system designed to help government agencies, regulated industries, and global organizations manage their business content from creation to disposal, in compliance with regulatory requirements.

With the ability to scale across large, distributed environments, and to easily integrate with other applications, Content Manager lets organizations capture, classify, manage, access, and secure enterprise information regardless of format. Content Manager offers a tight integration with the M365 suite and with Google Drive, and it offers physical records management features on top of being an electronic content management solution.

Content Manager lets organizations leverage accurate, contextual, and complete information throughout the data lifecycle, additionally providing document creation, collaboration, and business intelligence features. Managing content this way helps significantly improve efficiency, business decisions, and insight for future strategy.

Content Manager offers secure access to data through a modern web interface, as well as integrating with other application interfaces. It allows active management of data by the end user, and also passive and automated management of data in the back-end through its retention engine.

Developed with more than three decades of information management expertise, Content Manager enables organizations to lower operating costs, secure information, enhance compliance, and increase productivity.

Content Manager is designed to support the International Standard of Records Management (ISO15489:2001), and elements of ISO16175: Principles and Functional Requirements for Records in Electronic Office Environments

Introduction to Content Manager 25.2

This is the first release of the Content Manager 25.2 program series. This release includes all fixes and enhancements that were shipped in the previous releases of Content Manager. For details of the previous releases, please refer to the relevant release notes.

This release includes support for English (International) and English (US).

The Content Manager 25.2 key new features include:

- Content Manager Client

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    The integration enables you to seamlessly design the layout of the reports and set up the Content Manager data set for Business Intelligence and Reporting.

- Content Manager Web Client

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- ○
- Content Manager Mobile App
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The new and enhanced features described in the following sections fall under the **Collaboration**, **Integrations**, and **Modern Interface** themes.

For technical details, including the support matrix, refer to **CM25.2_Spec.pdf** and **CM25.2_ Install.pdf**. Content Manager documentation can be found on the Documentation portal.

The list of defects and enhancements included in this release can be found on the Micro Focus Support Portal Knowledge Base.

To access the included items, on the Support Portal Knowledge Base page:

- Select **Content Manager (Records Manager/TRIM)** as the **Product** filter
- To display the list of included Defects, select **Known Problems** as the **Document Type** filter.
- To display the list of included enhancements, select **Enhancement Requests** as the **Document Type** filter.
- Type **25.2** into the **Search Terms** field and then click **Search**.

> **NOTE:** A single **Document Type** filter can only be applied at a time, please ensure to clear the **Document Type** filter before selecting another filter type.

New Install and Upgrade Considerations

> **IMPORTANT:** When you install Content Manager for the first time or you upgrade from the previous version and you encounter security issues, then refer to *Security considerations* section in **CM25.2_Spec.pdf**.

> **NOTE:** Contact OpenText Support, if any of the external links mentioned in the PDF documentation or help files are not available.

Content Manager Outlook Integration

Content Manager Outlook Integration has been available in three different flavors, namely, Content Manager Microsoft Office integration, Thin Office integration, and the ZFP client. The more traditional integrations (Content Manager Microsoft Office and Thin Office) are COM add-in based while the ZFP client is a web-based add-in. Microsoft has discontinued the support for COM add-ins in the new Outlook for Windows released August 2024. For more details on this announcement, see KB Article KM000018799.

Going forward, users migrating to the new Outlook can only use the ZFP client which is a web-based add-in. Classic Outlook users can continue to use the Content Manager Microsoft Office and Thin Office integrations. Because of the architectural differences with the underlying technology, there are differences in the user experience between both types of add-ins that may require additional knowledge. This is highlighted in the community post on the Tips/News/Events page.

The minor parity differences in functionality are being addressed in the on going releases.

Limit for temporary database size in SQL

As part of the architectural modifications in Content Manager 10.0, the Content Manager Workgroup Server now uses temporary tables to store data in SQL Server. It is recommended to increase the TempDB size in accordance with the Content Manager usage and user concurrency, if you have set a limit for the TempDB max size.

Behavioral change

Content Manager Document Icons

From Content Manager 10.0 Patch 4 onwards, Content Manager Desktop Client uses authoring application icons associated with a file type, if available. Otherwise, the Content Manager default document icons are used.

New Features

Platform Continuance

Content Manager 25.2 introduces support for:

- IDOL 24.3 and Media Server 24.3

- KeyView 24.3

Content Manager Client

Integrates with OpenText Intelligence

The Content Manager Intelligence integration enables you to integrate Content Manager with OpenText Intelligence to design and generate reports.

With this integration you will be able to create the data source and data set, design the reports, create the data objects, publish the reports, import the users and so on.
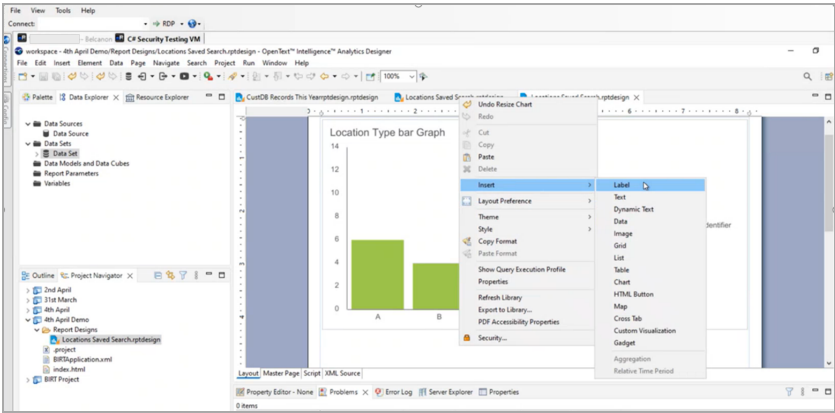

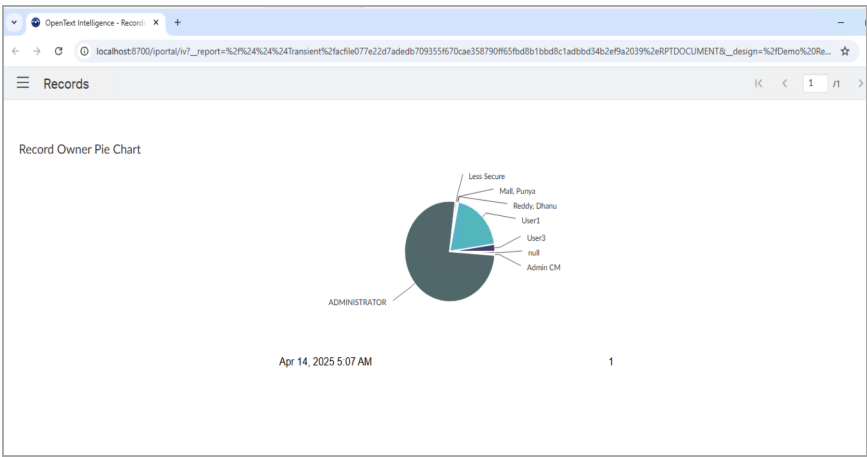**Figure 1: Designing the report in Analytical Designer**

Figure 2: Content Manager report in InformationHub

For details on installation and configuration, see *Content Manager Intelligence Integration* document.

Content Manager Web Client

Ability to generate preview URL link

The **Generate Preview URL Link** option, available on the **Preview** panel, allows you to generate and share the URL to preview the electronic document of a particular record. This option helps you to generate a Content Manager Web Client URL and share the link across the network. Clicking the link allows the user to preview the electronic document in the **Preview** panel.
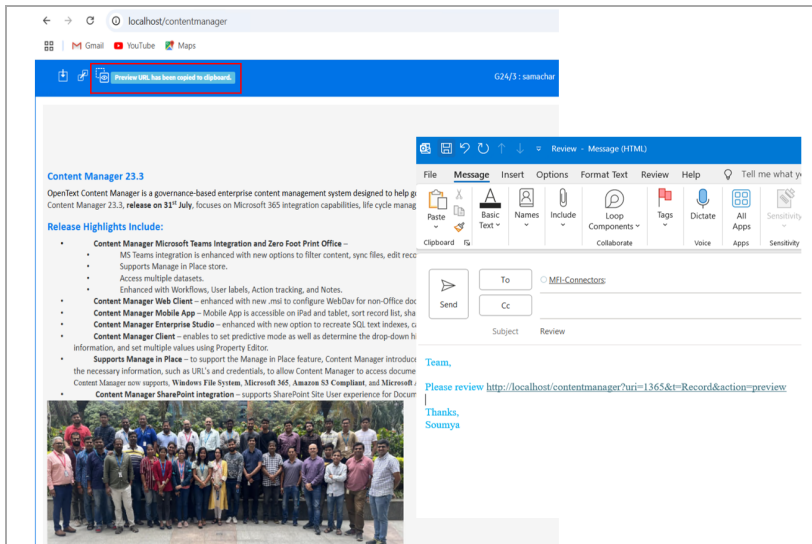

Figure 3: Generate preview URL link

For more details, see *Generating a preview URL link* section in *Content Manager Web Client* help.

Ability to auto populate address based on the Zip Code

When you create or update a location, the **Zip Code** option of the physical address has a KwikSelect. Click the KwikSelect to get the list of available **Zip Code**. Once you select a **Zip Code**, the **City**, **State/Province**, **Region**, and the **Country** fields are auto populated.
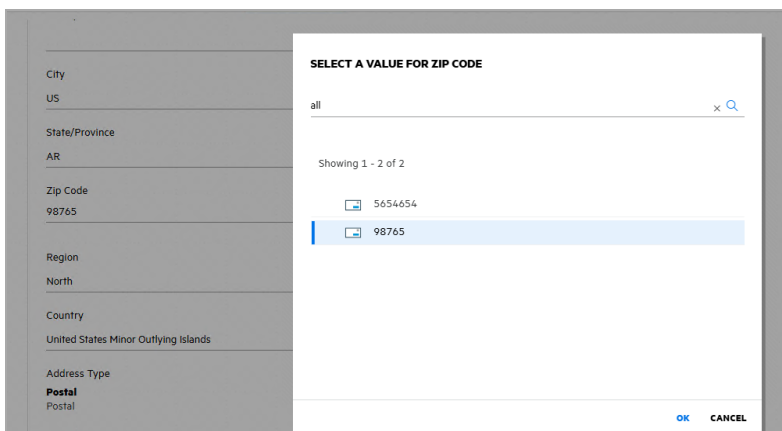
Figure 4: Auto populated Zip Code for a location

Content Manager Mobile App

Ability to work with Record Actions

The Content Manager Mobile App now includes a new option, **Record Actions**, so that remote users can now track and complete actions on records within your organization.

The actions and procedures that are available in the Mobile App are defined in the Content Manager client application. You can access Record Actions from the **Home** page or the **Mobile App Menu**.
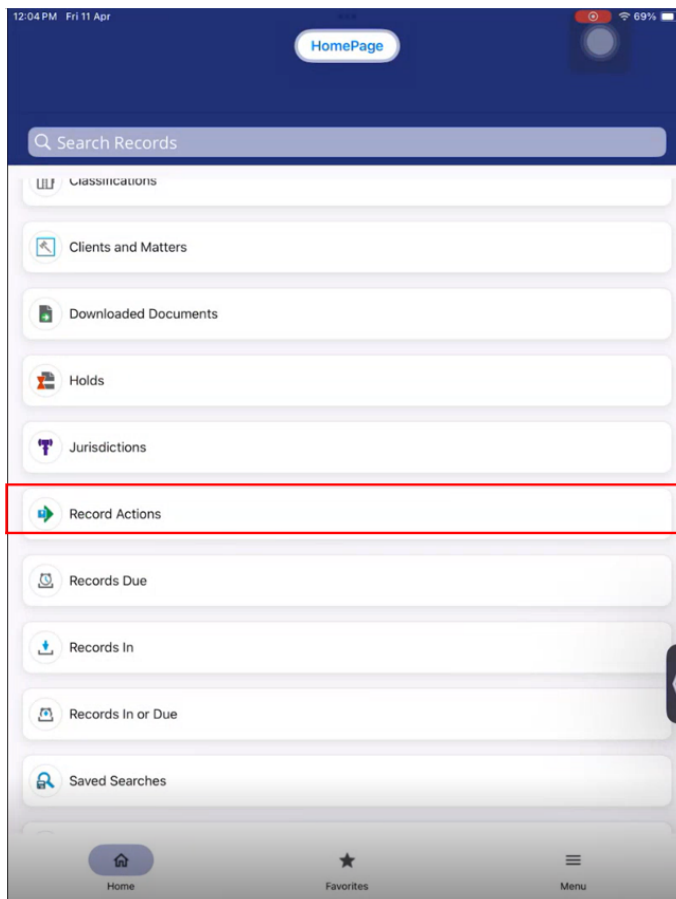

Figure 5: Record Actions on the Home page

Email notification

On the go, you can take further steps on the record action from your Mobile App. When a record action is assigned to you, a notification is sent to your email with the links to the Mobile App (both for iOS and Android). Open the email notification on your smart phone, click the link to open the Record Actions in the Mobile App. Click More option and select the required option to complete the record action.

Record Actions page

The Record Actions page lists all the record actions that are in **Ready to start** state, assigned to you (currently logged in user). The Record Actions page displays **Record Number**, **Action Name**, and **Due Date**.
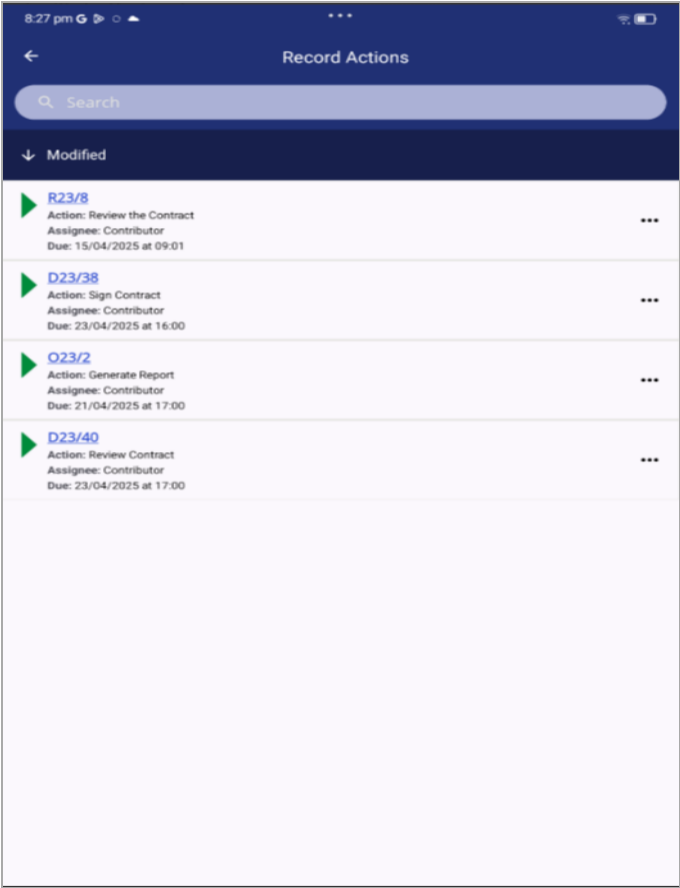

Figure 6: Record Actions list

Record Actions Context Menu

Click More options to display the context menu. You can view the properties of the record action, view the record and electronic document attached to it, if any, view existing notes, add new notes, and complete the record action.

View properties

You can view details of the record action. The details include name of the action, link to the associated record, status of the record action, due date, assignee etc.

View record and electronic document

The context menu lists the options to view the electronic document and the record associated with the record action.

Notes

You can view existing notes and add new ones. When you add new notes, you can append the notes to the top or bottom of the notes list, and include a user stamp.
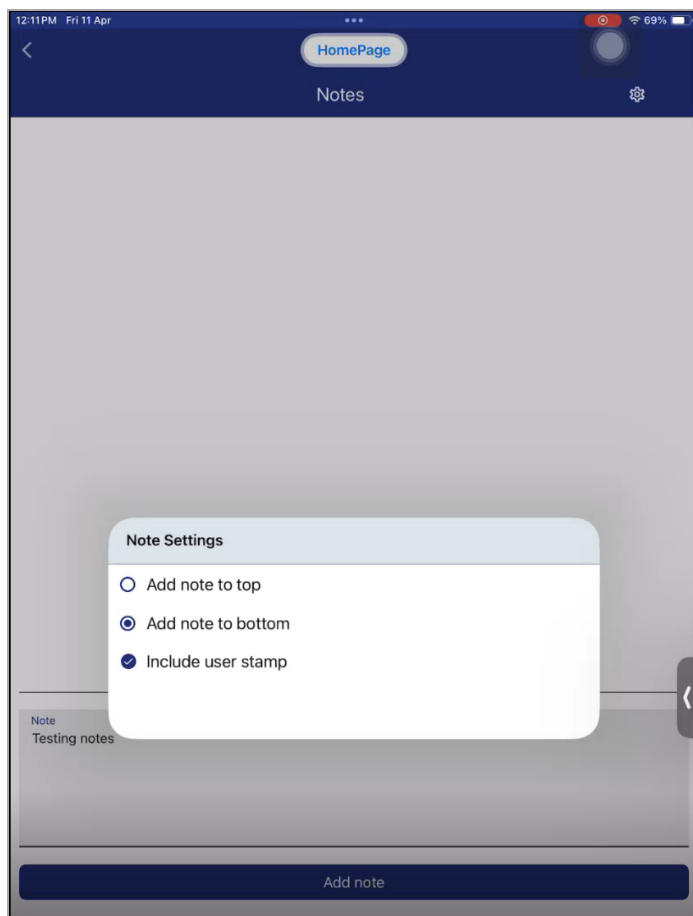

Figure 7: Note settings options

Completing the record action

For a particular record action, click **Complete** from the context menu. Provide the completion date / time and if there are previous incomplete action(s), you can choose to complete those also.

For more details, see *Content Manager Mobile App* help.

Enhanced Features

Content Manager Web Client

Enhanced the copy URL to support multiple records

You can copy the URL for multiple records, but the length of the URL is limited to the maximum length allowed by the GET method. Make sure that the total length of the URL does not exceed the limit.

Obsolete Platforms

Refer to **CM25.2_Spec.pdf** for details on the Support Matrix.

Obsolete Features

No features are obsolete in Content Manager 25.2 release.