

VirtualViewer[®]

Documentum Webtop Integration Guide



DOC-0200-01

Copyright Information

While Snowbound® Software believes the information included in this publication is correct as of the publication date, information in this document is subject to change without notice.

UNLESS EXPRESSLY SET FORTH IN A WRITTEN AGREEMENT SIGNED BY AN AUTHORIZED REPRESENTATIVE OF SNOWBOUND SOFTWARE CORPORATION MAKES NO WARRANTY OR REPRESENTATION OF ANY KIND WITH RESPECT TO THE INFORMATION CONTAINED HEREIN, INCLUDING WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PURPOSE. Snowbound Software Corporation assumes no responsibility or obligation of any kind for any errors contained herein or in connection with the furnishing, performance, or use of this document.

Software described in Snowbound documents (a) is the property of Snowbound Software Corporation or the third party, (b) is

furnished only under license, and (c) may be copied or used only as expressly permitted under the terms of the license.

All contents of this manual are copyrighted by Snowbound Software Corporation. The information contained herein is the exclusive property of Snowbound Software Corporation and shall not be copied, transferred, photocopied, translated on paper, film, electronic media, or computer-readable form, or otherwise reproduced in any way, without the express written permission of Snowbound Software Corporation.

Microsoft, MS, MS-DOS, Windows, Windows NT, and SQL Server are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Adobe, the Adobe logo, Acrobat, and the Acrobat logo are trademarks of Adobe Systems Incorporated.

Sun, Sun Microsystems, the Sun Logo, and Java are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries.

Kakadu JPEG2000©, is copyrighted by Dr. David Taubman, and is proprietary to NewSouth Innovations, Pty. Ltd, Australia.

iText Copyright (c) 1998-2016 iText Group NV, Authors: Bruno Lowagie, Paulo Soares, et al iText® is a registered trademark of iText Group NV.

Aspose™, Aspose.Cells© (copyrighted 2003), Aspose.Words© (copyrighted 2003), and Aspose.Slides© (copyrighted 2004), are all proprietary to Aspose Software, Pty. Ltd, Australia.

I-NET JWebEngine© is proprietary to I-NET Software GmbH, and shall remain the sole and exclusive property of I-Net Software GmbH.

United States Government Restricted Rights

The Software is provided with RESTRICTED RIGHTS. Use, duplication or disclosure by the United States Government is subject to restrictions as set forth under subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause of DFARS 252.227 –19 or subparagraphs (c)(i) and (2) of the Commercial Computer Software-Restricted Rights at 48 CFR 52.227 – 19 as applicable. The Manufacturer is Snowbound Software Corporation, 309 Waverley Oaks Rd., Suite 401, Waltham, MA 02452, USA.

All other trademarks and registered trademarks are the property of their respective holders.

Manual Title: *Snowbound Software VirtualViewer® Documentum Webtop Integration Guide*

Part Number: DOC-0200-01

Revision: 01

Printing Date: April 2017

Published by Snowbound Software Corporation.

309 Waverley Oaks Road, Suite 401

Waltham, MA 02452 USA

phone: 617-607-2000

fax: 617-607-2002

©1996 - 2017 by Snowbound Software Corporation. All rights reserved.

Table of Contents

Chapter 1 - Deployment Notes	4
Prerequisite	4
Artifacts	4
Chapter 2 - Steps to Merge VirtualViewer	5
Chapter 3 - WDK customizations for viewer	12
Configuring the VirtualViewer when the Webtop App Name is custom (not "webtop") ...	13
Config Files & Parameters:	13
Configuring the VirtualViewer when the Webtop App Name is custom (not "webtop") ...	14
Config Files & Parameters:	14
Configuring the VirtualViewer when the Webtop App Name is custom (not "webtop") ...	16
Config Files & Parameters:	16
Chapter 4 - Troubleshooting Guide	18
Document ID is not Found but VirtualViewerJava HTML5 application Opens	18
Email is not going out	18
Custom rubber Stamp Does Not Display	18
How to Reconfigure VirtualViewer Path	18
Chapter 5 - Testing Environment	20
Content Server	20
Database	20
Application Server	20

Chapter 1 - Deployment Notes

Prerequisite

The prerequisite to integrate VirtualViewer HTML5 and Webtop is a working Webtop application.

Note:
Please do not overwrite any conflicts.

Artifacts

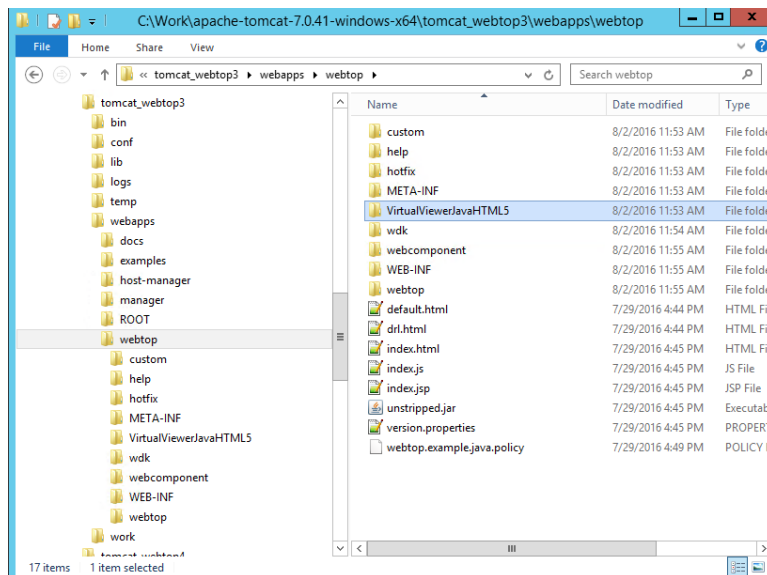
#	Artifact	Notes
1	Webtop67_SBViewer463_Integration_Deployment_Guide.pdf	Deployment instructions for integrating Snowbound's VirtualViewer® with Webtop 6.7
2	tomcat_WT67_VV463.zip	Sample application integration for reference: Application Server: Tomcat 7.0.33 Application: Webtop 6.7 VirtualViewer Version: 4.6.3
3	Video_TechOverview_of_VirtualViewer_working_with_Webtop.zip	Video file demonstrating VirtualViewer® working in Webtop 6.7 environment
4	Custom.zip	Deployment artifact
5	Ecache.zip	Deployment artifact
6	Viewer.zip	Deployment artifact
7	VirtualViewerJavaHTML5.zip	Deployment artifact
8	vv-resources.zip	Deployment artifact
9	Web-xml.zip	Deployment artifact
10	WEBINF-lib.zip	Deployment artifact

Chapter 2 - Steps to Merge VirtualViewer

1. Copy the **VirtualViewerJavaHTML5** folder inside root directory of the **webtop** application.

Artifact: **VirtualViewerJavaHTML5.zip**

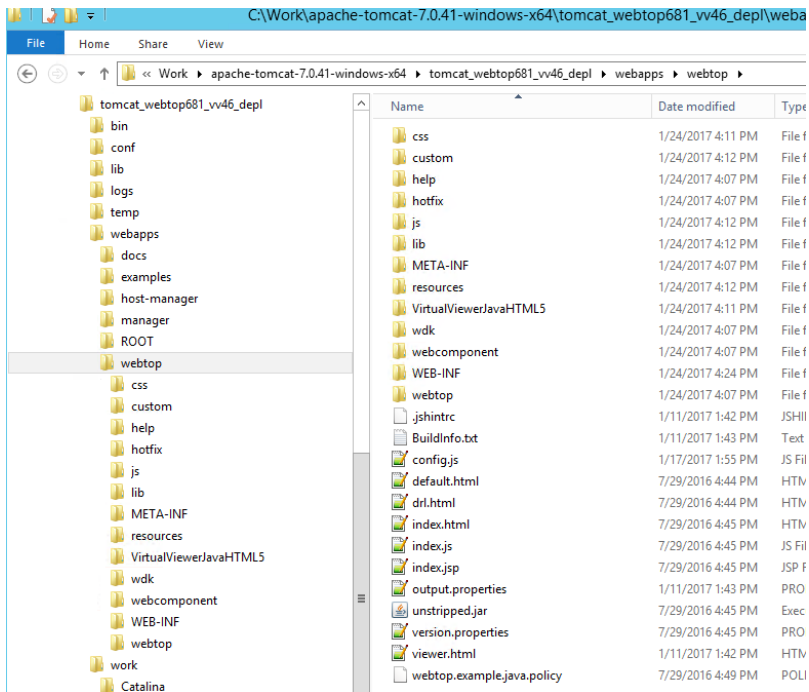
To : \\<ApplicationServer>\webapps\webtop\VirtualViewerJavaHTML5



2. Copy the **VV resources** to the **Webtop** parent folder:

Artifact: **VV-resources.zip**

To : \\<ApplicationServer>\webapps\webtop\

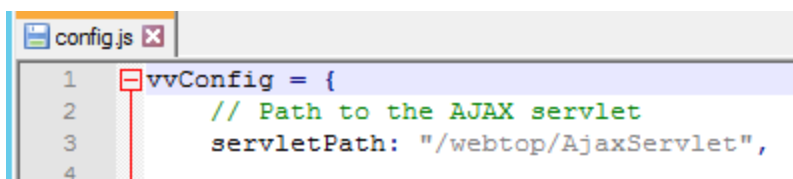


3. Verify **config.js** for the AJAXServlet path.

The default path must be defined as follows: `/webtop/AjaxServlet`

If the webtop web application name is not default **webtop**, please update the **config.js** file accordingly as detailed in section Configuring the VirtualViewer when the Webtop App Name is custom (not "webtop")

File: `\\<ApplicationServer>\webapps\webtop\config.js`



4. Copy **Snowbound JARs** to **Webtop**.

Artifact: **WEBINF-lib.zip**

TO: `\\<ApplicationServer>\webapps\webtop\WEB-INF\lib`

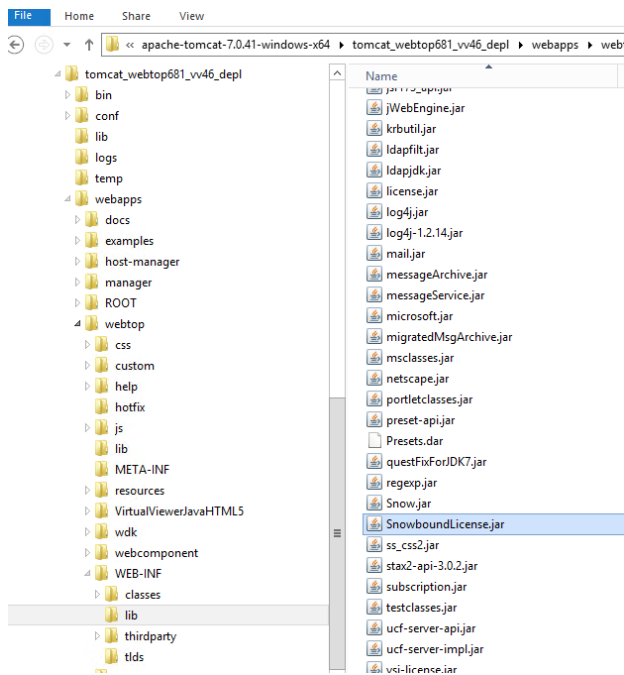
Note:

Please do not overwrite any conflicts.

5. Copy the **Snowbound license JAR**.

Artifact: **SnowboundLicense.jar**

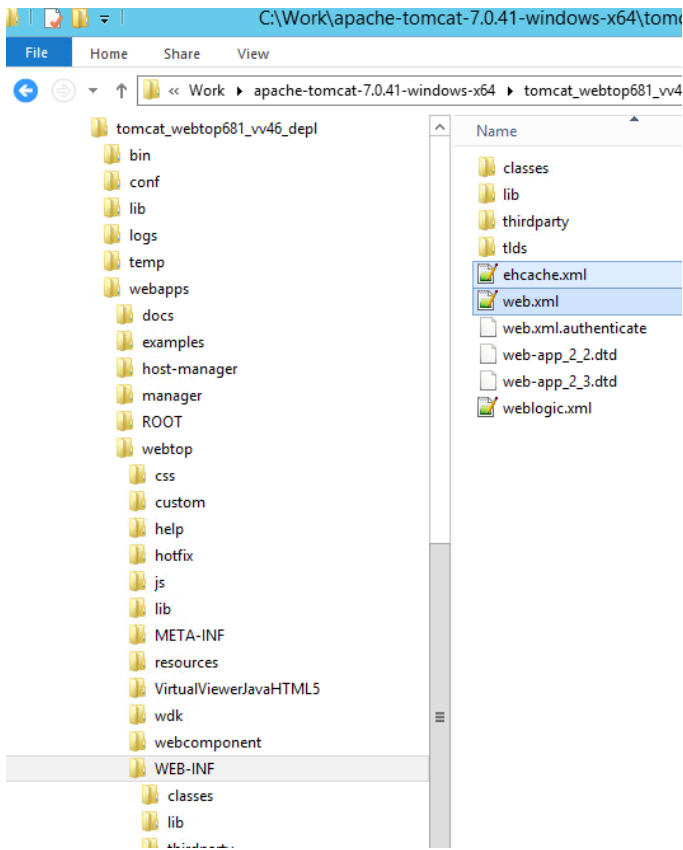
To: \\<ApplicationServer>\webapps\webtop\WEB-INF\lib



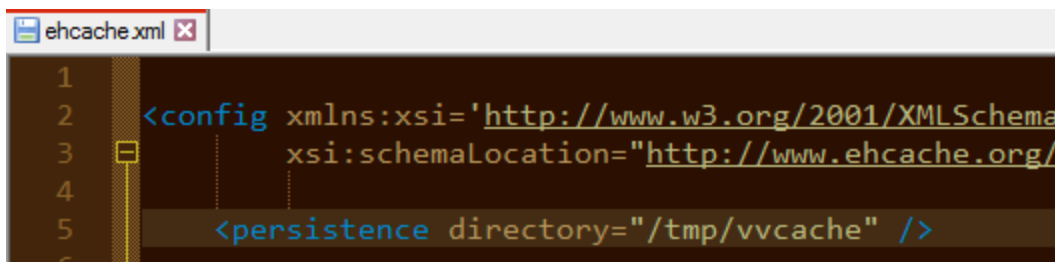
6. Copy **ecache.xml**.

Artifact: **web.xml.zip**

To: \\<ApplicationServer>\webapps\webtop\WEB-INF\ehcache.xml.



Optionally, you could specify a different path to where the cache files get generated.



7. Merge **web.xml**.

Note:

Please be sure to backup the web.xml and merge these changes into your working web.xml version (don't simply overwrite the web.xml file). Please note that the Webtop application might not come up successfully after restart, if not carefully merged.

Artifact: **web.xml.zip**

To: \\<ApplicationServer>\webapps\webtop\WEB-INF\web.xml

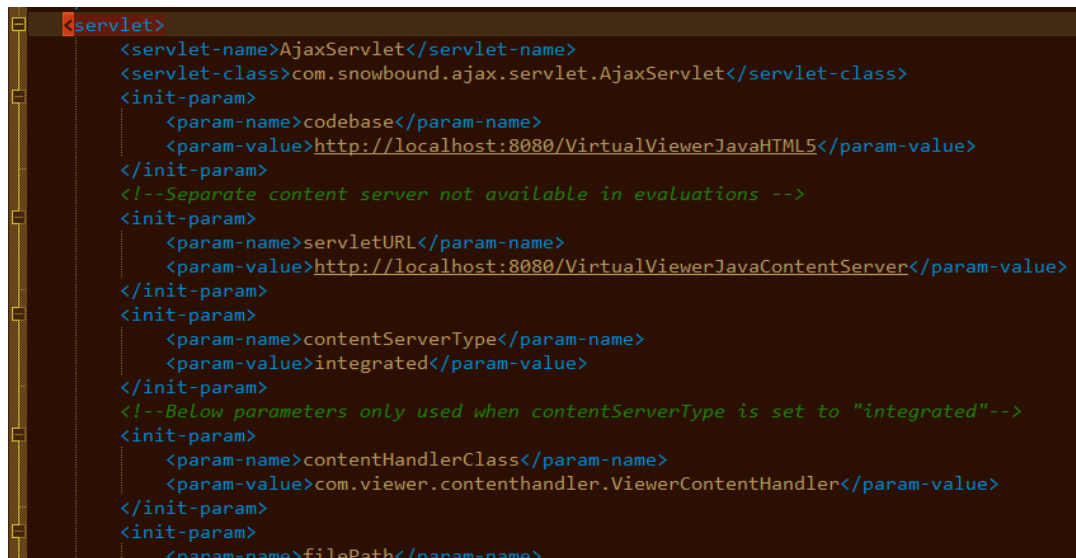
8. Copy complete **AjaxServlet** `<servlet>` tag

Insert the **AjaxServlet**`<servlet>` immediately above the first occurrence of `<servlet>`.

Ensure that the correct URL prefix (server & port) is supplied

Verify **contentHandlerClass** is defined as follows:

```
<init-param>
<param-name>contentHandlerClass</param-name>
<param-value>-
com.viewer.contenthandler.ViewerContentHandler</param-value>
</init-param>
```



```
<servlet>
  <servlet-name>AjaxServlet</servlet-name>
  <servlet-class>com.snowbound.ajax.servlet.AjaxServlet</servlet-class>
  <init-param>
    <param-name>codebase</param-name>
    <param-value>http://localhost:8080/VirtualViewerJavaHTML5</param-value>
  </init-param>
  <!--Separate content server not available in evaluations -->
  <init-param>
    <param-name>servletURL</param-name>
    <param-value>http://localhost:8080/VirtualViewerJavaContentServer</param-value>
  </init-param>
  <init-param>
    <param-name>contentType</param-name>
    <param-value>integrated</param-value>
  </init-param>
  <!--Below parameters only used when contentType is set to "integrated"-->
  <init-param>
    <param-name>contentHandlerClass</param-name>
    <param-value>com.viewer.contenthandler.ViewerContentHandler</param-value>
  </init-param>
  <init-param>
    <param-name>filePath</param-name>
```

9. Insert the **AjaxServlet**`<servlet-mapping>` and `<env-entry >`tag immediately above the first occurrence of `<servlet-mapping>`.

```

<servlet-mapping>
  <servlet-name>UpdateConfig</servlet-name>
  <url-pattern>/updateConfig</url-pattern>
</servlet-mapping>

<servlet>
  <servlet-name>UpdateConfig</servlet-name>
  <servlet-class>com.viewer.servlet.RuntimeConfigChangeServlet</servlet-class>
</servlet>

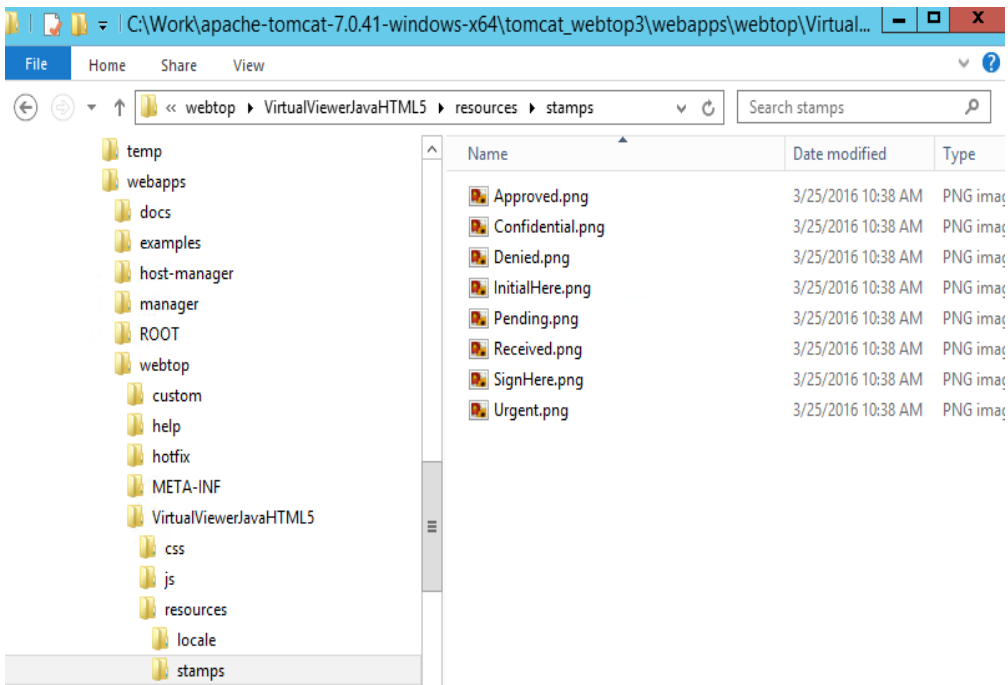
<servlet-mapping>
  <servlet-name>AjaxServlet</servlet-name>
  <url-pattern>/AjaxServlet</url-pattern>
</servlet-mapping>

<env-entry>
  <env-entry-name>snowboundLicensePath</env-entry-name>
  <env-entry-value>./WEB-INF/lib/SnowboundLicense.jar</env-entry-value>
  <env-entry-type>java.lang.String</env-entry-type>
</env-entry>

```

10. Verify or modify location for Rubber Stamps.

1. Confirm that the stamps are located in the following path:
2. \\<ApplicationServer>\webapps\webtop\VirtualViewerJavaHTML5\resources\stamps



3. Verify that the **web.xml** accurately reflects the locations for the rubber stamps:

```

<init-param>
<param-name>Approved</param-name>
<param-value>Approved, 535, 293,

```

```
/VirtualViewerJavaHTML5/resources/stamps/Approved.png</param-value>
</init-param>
```

Note:

Above example is only shown for **Approved** rubber stamp. Snowbound viewer provides below rubber stamp by default and path for all those needs to be verified in similar fashion.

- Approved
- Confidential
- Denied
- InitialHere
- Pending
- Received
- SignHere
- Urgent

OPTIONAL: Enter SMTP server name and SMTP username and SMTP user password.

Please provide **SMTP** server name and **SMTP** username and **SMTP** password to be used to send out document opened in Viewer as an attachment.

For example:

```
<!-- Email Functionality-->

<init-param>
<param-name>smtpServer</param-name>
<param-value>PutSMTPServerName</param-value>
</init-param>

<init-param>
<param-name>smtpUsername</param-name>
<param-value>PutSMTPUserName</param-value>
</init-param>

<init-param>
<param-name>smtpPassword</param-name>
<param-value>PutSMTPUserPassword</param-value>
</init-param>
```

Chapter 3 - WDK customizations for viewer

1. Copy and merge the **custom** folder to Webtop. Please plan to backup your existing customizations and then merge these changes. If prompted that file exist, please replace those files. To help isolate issues, it might be best to just use customizations supplied in the artifacts prior to merging them with any existing customizations.

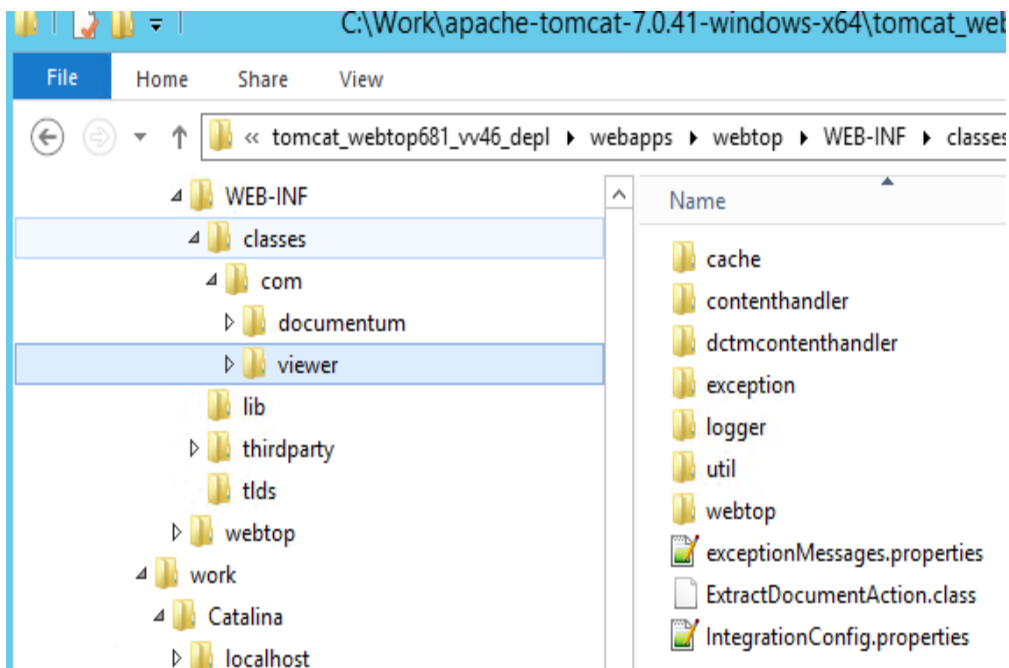
Artifact: **custom.zip**

To: \\ <ApplicationServer>\webapps\webtop\custom

2. Copy the viewer folder (customized component & action classes) to the Webtop application

Artifact: **viewer.zip**

To: \\ <ApplicationServer>\webapps\webtop\WEB-INF\classes\com\viewer



3. Verify or update **NLS properties**:

File: \\<ApplicationServer>\webapps\webtop\webcomponent\strings

\com\documentum\webcomponent\GenericActionNlsProp.properties

Add: MSG_SNOWBOUND=Snowbound

```

352 MSG_DELEGATE_TASK_TIP=Delegate task
353 MSG_CHANGE_PERFORMER_TIP=Change Performer
354 MSG_TASK_DETAILS_TIP=View Task Details
355 MSG_OPEN_TASK_TIP=View Task
356
357 #
358 #*****
359 #
360 MSG_SNOWBOUND=Snowbound
361

```

Configuring the VirtualViewer when the Webtop App Name is custom (not “webtop”)

The default path is defined in the config as follows:

/webtop/AjaxServlet

If the webtop web application name is not default “**webtop**”, please update the **config.js** file accordingly.

As an example, if the webtop application is deployed as “**webtop_oob**”:

File: \\<ApplicationServer>\webapps\webtop_oob\config.js



```

vvConfig = {
  // Path to the Ajax service
  servletPath: "/webtop_oob/AjaxServlet",
}

```

Config Files & Parameters:

- Update **Lo4j.properties**.

Location: /<ApplicationServer>\webapps\webtop\WEB-INF\classes

#----- SNOWBOUND_VIEWER_LOG -----

log4j.logger.com.viewer = DEBUG, file1

log4j.appender.file1=org.apache.log4j.RollingFileAppender

log4j.appender.file1.File=C:/temp/viewer.log

log4j.appender.file1.MaxFileSize=10MB

log4j.appender.file1.MaxBackupIndex=10

log4j.appender.file1.Append=false

log4j.appender.file1.layout=org.apache.log4j.PatternLayout

log4j.appender.file1.layout.ConversionPattern=%d{ABSOLUTE} %5p [%t] %c

```
{1} - %m%n
```

- Update **IntegrationConfig.properties**.

Location: /<ApplicationServer>\webapps\webtop\WEB-INF\classes\com\viewer

- docbase_name – name of the docbase to connect to

DEPLOYMENT IS COMPLETED

```
352 MSG_DELEGATE_TASK_TIP=Delegate task
353 MSG_CHANGE_PERFORMER_TIP=Change Performer
354 MSG_TASK_DETAILS_TIP=View Task Details
355 MSG_OPEN_TASK_TIP=View Task
356
357 #
358 #*****
359 #
360 MSG_SNOWBOUND=Snowbound
361
```

Configuring the VirtualViewer when the Webtop App Name is custom (not “webtop”)

The default path is defined in the config as follows:

```
/webtop/AjaxServlet
```

If the webtop web application name is not default “**webtop**”, please update the config.js file accordingly.

As an example, if the webtop application is deployed as “**webtop_oob**”:

File: \\<ApplicationServer>\webapps\webtop_oob\config.js

```
vvConfig = {
  // Path to the Ajax Servlet
  servletPath: "/webtop_oob/AjaxServlet",
```

Config Files & Parameters:

- Update **Lo4j.properties**.

Location: /<ApplicationServer>\webapps\webtop\WEB-INF\classes

```
#----- SNOWBOUND_VIEWER_LOG -----
```

```
log4j.logger.com.viewer = DEBUG, file1
```

```
log4j.appender.file1=org.apache.log4j.RollingFileAppender
```

log4j.appender.file1.File=C:/temp/viewer.log

log4j.appender.file1.MaxFileSize=10MB

log4j.appender.file1.MaxBackupIndex=10

log4j.appender.file1.Append=false

log4j.appender.file1.layout=org.apache.log4j.PatternLayout

log4j.appender.file1.layout.ConversionPattern=%d{ABSOLUTE} %5p [%t] %c
{1} - %m%n

- Update IntegrationConfig.properties

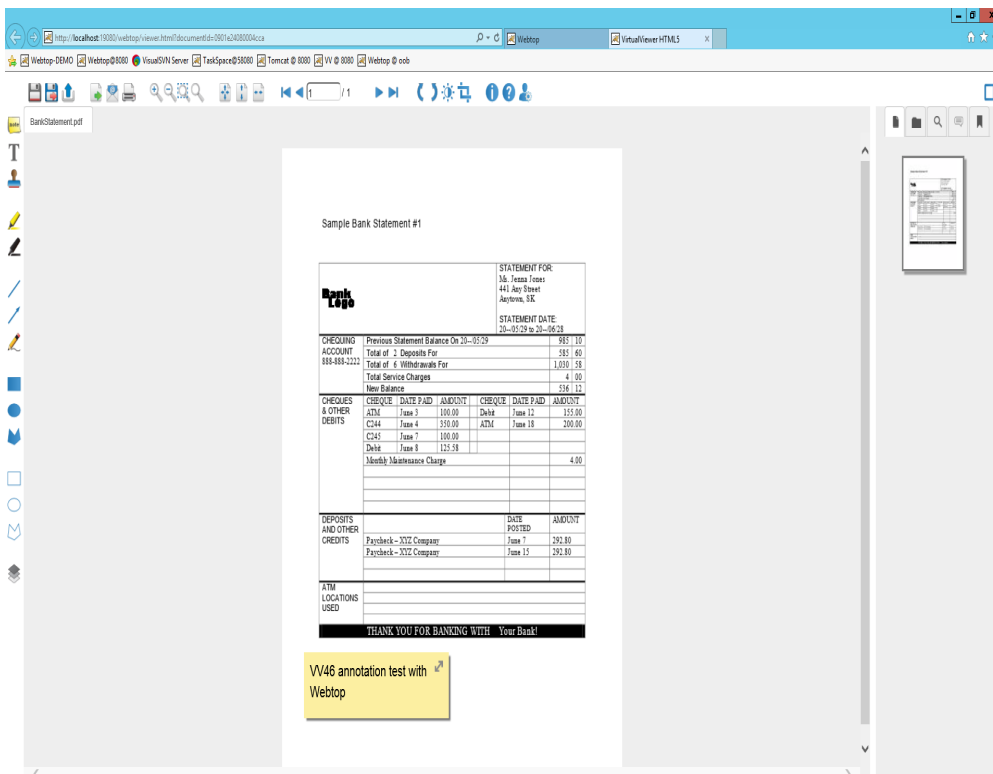
Location: /<ApplicationServer>\webapps\webtop\WEB-INF\classes\com\viewer

- docbase_name – name of the docbase to connect to

DEPLOYMENT IS COMPLETED

Please be sure to verify the **dfc.properties** prior to validation. Clear cache/temp directory before restart.

Sample Document opened in VirtualViewerJavaHTML5.



```
352 MSG_DELEGATE_TASK_TIP=Delegate task
353 MSG_CHANGE_PERFORMER_TIP=Change Performer
354 MSG_TASK_DETAILS_TIP=View Task Details
355 MSG_OPEN_TASK_TIP=View Task
356
357 #
358 #*****
359 #
360 MSG_SNOWBOUND=Snowbound
361
```

Configuring the VirtualViewer when the Webtop App Name is custom (not “webtop”)

The default path is defined in the config as follows:

```
/webtop/AjaxServlet
```

If the webtop web application name is not default “webtop”, please update the config.js file accordingly.

As an example, if the webtop application is deployed as “webtop_oob”:

File: \\<ApplicationServer>\webapps\webtop_oob\config.js

```
vvConfig = {
  // Path to the Ajax servlet
  servletPath "/webtop_oob/AjaxServlet",
```

Config Files & Parameters:

- Update Lo4j.properties

Location: /<ApplicationServer>\webapps\webtop\WEB-INF\classes

```
#----- SNOWBOUND_VIEWER_LOG -----
```

```
log4j.logger.com.viewer = DEBUG, file1
```

```
log4j.appender.file1=org.apache.log4j.RollingFileAppender
```

```
log4j.appender.file1.File=C:/temp/viewer.log
```

```
log4j.appender.file1.MaxFileSize=10MB
```

```
log4j.appender.file1.MaxBackupIndex=10
```

```
log4j.appender.file1.Append=false
```

```
log4j.appender.file1.layout=org.apache.log4j.PatternLayout
```

```
log4j.appender.file1.layout.ConversionPattern=%d{ABSOLUTE} %5p [%t] %c{1} - %m%n
```


- Update IntegrationConfig.properties

Location: /<ApplicationServer>\webapps\webtop\WEB-INF\classes\com\viewer

- docbase_name – name of the docbase to connect to

DEPLOYMENT IS COMPLETED

Please be sure to verify the dfc.properties prior to validation. Clear cache/temp directory before restart.

Sample Document opened in VirtualViewerJavaHTML5

Sample Bank Statement #1

STATEMENT FOR		STATEMENT DATE			
166, Jenna Jones		20-05-29 to 20-06-28			
441, Jay Street					
Ayerston, SK					
CHECKING ACCOUNT					
Previous Statement Balance On 20-05-29	983.10				
Total of 2 Deposits For	891.60				
Total of 6 Withdrawals For	1,030.58				
Total Service Charges	4.00				
New Balance	839.12				
CHEQUES & OTHER DEBITS					
CHEQUE	DATE PAID	AMOUNT	CHEQUE	DATE PAID	AMOUNT
ATM	June 3	100.00	Debit	June 12	155.00
C244	June 4	350.00	ATM	June 18	200.00
C243	June 7	100.00			
Debit	June 8	125.18			
Monthly Maintenance Charge	4.00				
DEPOSITS AND OTHER CREDITS				DATE	
				POSTED	
Paycheck - XYZ Company				June 7	292.80
Paycheck - XYZ Company				June 15	292.80
ATM LOCATIONS USED					
THANK YOU FOR BANKING WITH Your Bank!					

V46 annotation test with Webtop

Chapter 4 - Troubleshooting Guide

Document ID is not Found but VirtualViewerJava HTML5 application Opens

If VirtualViewr Java HTML5 opens, but the Document ID is not found and an error is displayed, try the following:

First check the URL formed. Sample URL:

```
"http://<Ap-  
plicationServer-  
NameorIP>:<port>/webtop/VirtualViewerJavaHTML5/viewer.html?documentId=  
0901e24080005769"
```

Check whether Integration.properties under "<Application Root>\webtop\WEB-INF\classes\com\viewer" has the following entries:

```
file_path=<Application Root>/webtop/VirtualViewerJavaHtml5/Sample-Documents
```

```
docbase_name=<Docbase Name>
```

```
content_handler=com.viewer.dctmcontenthandler.DocumentumContentHandlerImpl
```

```
enable_flow_logging=true
```

```
flows_to_print=all
```

Lastly, verify web.xml is properly formed for the respective application server.

Email is not going out

If the email is not going out, check whether SMTP server name, user and password entry has been made in the web.xml of <Application root>\webtop\WEB-INF\web.xml.

Custom rubber Stamp Does Not Display

If the custom rubber stamp does not display when the document is open, check whether you copied the images corresponding to the custom rubber stamp under:

```
<Application root>\webtop\VirtualViewerJavaHTML5\resources folder
```

How to Reconfigure VirtualViewer Path

To reconfigure the VirtualViewer path, refer to the following section in the deployment guide:

Configuring the VirtualViewer when the Webtop App Name is custom (not “webtop”)

Chapter 5 - Testing Environment

Content Server

Software	Version
Operating System	Win Server 2012 R2 Std/64bit
JDK	1.7.0_17/64bit
7.2.0150.0283	6.7.2000.0039, 7.1.0270.0382

Database

Software	Version
Operating System	Win Server 2012 R2 Std/64bit
Database	Oracle 12.1.0.2.0

Application Server

Software	Version
Operating System	Win Server 2012 R2 Std/64bit
1.7.0_72/64bit, 1.8.0_77/64bit	1.7.0_72/64bit, 1.8.0_77/64bit
Tomcat	7.0.33, 7.0.41
Webtop	6.7.2000.0036, 6.81.0000.0137
