

OpenText™ AppEnhancer 23.4

Release Notes

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Caution

Cautions help you avoid irreversible problems. Read this information carefully and follow all instructions.



Important

Important notes help you avoid major problems.



Note

Notes provide additional information.



Tip

Tips suggest quicker or easier ways of performing a task.

1 Introduction

These Release Notes provide an overview of AppEnhancer 23.4, including new features, delivery information, and supported platforms.

OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check OpenText [My Support](#) for any patches or documentation updates that may have been posted after the initial release of this product.

1.1 Release Notes revision history

Revision date	Sections revised	Description of revisions
2023-12-31	First release.	All new content.

1.2 About AppEnhancer 23.4

OpenText™ AppEnhancer is a content management system that provides organizations with a comprehensive solution for capturing, managing, and distributing documents and data across various platforms. AppEnhancer offers features such as document imaging, workflow automation, document retrieval, and retention management, enabling businesses to streamline their document-intensive processes and improve overall operational efficiency. With its scalable architecture and integration capabilities, AppEnhancer empowers organizations to effectively organize and access their critical information, enhancing productivity and compliance while reducing costs and reliance on paper-based workflows.

1.3 New features

AppEnhancer 23.4 includes the following new features.

1.3.1 Retention Management Administration

Retention Management Administration functions have been added to the AppEnhancer Administrator to replace those in the ApplicationXtender 20.4 desktop utility. The existing desktop-based utility is still supported; however, it is only supported with ApplicationXtender 20.4 desktop and compatible AppEnhancer environments (22.x, 23.x). The Retention Services remain unchanged in this release.

1.3.2 AppEnhancer Import Utility

A new utility is included with AppEnhancer 23.4, which provides a standalone client for automation of the web-based import wizards. The AppEnhancer Import Utility is a REST client for the AppEnhancer REST API, and provides a CLI for Auto Index, Key Reference, and Index Image Import Functions. For further details on the AppEnhancer Import Utility [see Section 10.1 of the OpenText AppEnhancer Administration Guide](#).

A new Service is also included in AppEnhancer 23.4

1.3.3 AppEnhancer Auto Index and KeyRef Service

A new service is included with AppEnhancer 23.4, to support the Auto Index and Key Reference Import functionality. This is included in the AppEnhancer Administrative Services package.

2 Deprecated Features

The following features are considered deprecated in this release.

2.1 Web Services

The AppEnhancer Web Services product is considered feature complete, and no new enhancements or updates are being made to the Web Services APIs. AppEnhancer provides a modern REST API within the AppEnhancer REST Services Product, which effectively replaces the legacy SOAP APIs provided by AppEnhancer Web Services. New development integrations should use the REST APIs to take advantage of the latest features in AppEnhancer.

AppEnhancer 23.4 continues to include a Web Services API Package; however, future releases of AppEnhancer may not include this capability.

3 Downloads and Documentation

Downloads and Documentation for AppEnhancer are available on [My Support](#).

The documentation for AppEnhancer includes:

- Installation Guide
- Administration Guide
- Web Access User Guide
- Indexing Service User Guide
- Cloud Deployment Guide
- Integration Guide
- Event Profile Manager Guide

4 Supported Environments and Compatibility

This section provides details about supported platforms, systems, and versions.

Note



- A product configuration running on a particular environment is supported if versions of the components in the environment (for example, operating system, database, web server, browser, security provider and so on) are in standard/primary support by their vendors.
- All certifications provided in this document are relevant to the current release. Certifications for patches are documented in the Patch Notes documents published for the patch releases.
- Software requirements are listed with release numbers. Software updates—including patches, Service Packs, and equivalent updates—sometimes introduce unanticipated changes. Compatibility with software updates that are not listed here cannot be guaranteed.

4.1 ApplicationXtender Desktop

As mentioned in previous releases, AppEnhancer no longer delivers an installation package for the Windows desktop client and its components (ApplicationXtender Desktop).

Customers can continue using the ApplicationXtender Desktop Components with AppEnhancer 23.4 environments, provided they use the 20.4 release of ApplicationXtender Desktop. The following modules should be considered deprecated, and may not function in future releases of the AppEnhancer product:

- Document Manager
- Wizards (Index Image Import, Migration, Key Reference, Archive)
- Retention Policy Manager
- Image Capture

Please note that OpenText has only performed basic testing of ApplicationXtender Desktop 20.4 with AppEnhancer 23.4.

4.2 Hardware Requirements

This section identifies minimum hardware requirements for use with AppEnhancer components.

Note

Use the minimum requirements specified in the table or the minimum CPU and RAM required to run the operating system, whichever is higher.

4.2.1 License Server

The minimum system requirements for the operating systems supported by AppEnhancer are sufficient for running License Server.

4.2.2 Web Access Server

Requirement	Details
Processor	<ul style="list-style-type: none">• 3.1 GHz or higher (recommended)• Dual or quad processors recommended for high-volume deployments
Memory	<ul style="list-style-type: none">• 8 GB of RAM (recommended)

Note



IIS must be installed before the Microsoft .NET Framework.

4.2.3 Rendering Server

Requirement	Details
Processor	<ul style="list-style-type: none">• 3 GHz or higher (recommended)• Dual or quad processors recommended for high-volume deployments

Cache disk space	On the computer where the AppEnhancer Rendering Server cache resides, enough free space must be reserved to accommodate the total file size of all files that the AppEnhancer Rendering Server is intended to process. For example, if the AppEnhancer Rendering Server is used to process 10,000 files averaging 100 MB each, you must reserve 10 GB of dedicated space on the shared drive.
Memory	<ul style="list-style-type: none"> 8 GB of RAM (recommended)

4.2.4 Web Services

Processor	<ul style="list-style-type: none"> 3.1 GHz or higher (recommended) Dual or quad Intel Xeon processors recommended for high-volume deployments
Memory	<ul style="list-style-type: none"> 8 GB of RAM (recommended)

4.2.5 Rest Services

Requirement	Details
Processor	<ul style="list-style-type: none"> 3.1 GHz or higher (recommended) Dual or quad Intel Xeon processors recommended for high-volume deployments
Memory	<ul style="list-style-type: none"> 8 GB of RAM (recommended)

4.2.6 xPlore full-text engine

Requirement	Details
Processor	2 or more
Disk space	3.2 GB to install, 3 GB to run
Memory	<ul style="list-style-type: none"> 4 GB + 8 GB SWAP or 8 GB + 4 GB SWAP

4.2.7 Administrator

Requirement	Details
Processor	<ul style="list-style-type: none"> 3 GHz or higher (recommended)
Memory	<ul style="list-style-type: none"> 4 GB of RAM (recommended)

4.2.8 All Other Services

Requirement	Details
Processor	<ul style="list-style-type: none">• 3.1 GHz or higher (recommended)• Dual or quad processors recommended for high-volume deployments
Memory	<ul style="list-style-type: none">• 8 GB of RAM (recommended)

4.2.9 Operating Systems support

Operating System	AppEnhancer Administrator, Web Access Server, Rendering Server, Web Services, and	License Server	EDB/WIM
Windows Server 2019	Y	Y	Y
Windows Server 2022	Y	Y	Y
Hyper-V	Y	Y	N
VMware	Y	Y	N



Note

AppEnhancer components should be installed only on a 64-bit server.

4.2.10 Browser support

Browser	AppEnhancer Administrator, Web Access
Firefox for Windows & Mac	Y
Chrome for Windows & Mac	Y
Microsoft Edge for Windows	Y
Safari for Mac	Y

4.2.11 Database support

Database	Versions
Microsoft SQL Server	2019
	2022
Microsoft SQL Server Express	2019
	2022
Oracle	18c
	19c
MySQL	8.0 x86
	8.0 x64

4.2.12 Database Driver support

Database	Drivers
Microsoft SQL Server	<ul style="list-style-type: none"> • Microsoft OLE DB Provider for SQL Server • Microsoft ADO.NET Provider for SQL Server • Microsoft SQL Server Native Client
Oracle	<ul style="list-style-type: none"> • Oracle Provider for OLE DB • Oracle Data Provider for .NET (ADO.NET Provider) <p>Note:</p> <ul style="list-style-type: none"> • Oracle Data Provider for .NET is for Web Access and Administrator. • You must install an Oracle ODAC driver
MySQL	<ul style="list-style-type: none"> • Microsoft OLE DB Provider for ODBC Drivers • MySQL Connector/ODBC 8.0.31 (MyODBC) • MySQL Connector/Net (ADO.Net Provider) 8.0.31

4.2.13 Third-Party Component support

Third-party component	AE Web Access, Administrator	AE Web Services, REST Services
Adobe PDF Library 18.0	Y	N
Microsoft .NET Framework 4.8	Y	Y
Microsoft Data Access Components (MDAC) 2.5 SP3 and 2.8	Y	N
Microsoft Windows Installer (MSI) 3.1, 4.0, 4.5 or 5.0	Y	Y
Microsoft XML 6.0(SP1)	N	N
Oracle Outside in HTML Export 8.5.4	Y	N
Oracle Outside in Viewer 8.5.4	Y	N
Microsoft Enterprise Library 5.0	N	N
Microsoft Smart Client Software Factory April 2008 Release	N	N
Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1	Y	N
OpenText Capture Recognition Engine CE 23.2	Y	N
PixTools for Web 22.4	Y	N

4.2.14 Distributed and tested third-party components

The following table lists third-party applications that have been tested by OpenText or by the vendor for compatibility with AppEnhancer 23.2. If an integration package is required for any of the third-party applications, you will need to purchase the integration package separately. Operating systems supported by AppEnhancer might not be supported by these third-party components.

Category	Third-party application	AE Web Access, Administrator
Document viewing	Adobe Acrobat Reader DC	Y
Full-text indexing	OpenText Documentum xPlore 20.2	Y
Scanning	PixTools for Web 22.4	Y
Remote access	Microsoft Windows Terminal Server 2019	Y
Security provider	Microsoft Active Directory Services 2019	Y
	CAS (3.4.12)	Y
	OAuth	Y

Category	Third-party application	AE Web Access, Administrator
	ADFS (3.0)	Y
	OpenText Directory Services (OTDS)	Y
Microsoft Office	Microsoft Office 365	Y

4.2.15 Language support

AppEnhancer is currently localized in the following languages.

Component	Languages						
	EN	DE	PT	FR	IT	ZH	ES
AppEnhancer Web Access	B	UI	UI	UI	UI	UI	UI
AppEnhancer Administration	B					UI	

UI = user interface only

B = both user interface and online help

Note

Starting in 23.4, AppEnhancer language packages are now included as part of each product installation package and not as a separate installation.

5 Issues

5.1 Fixed issues

This section provides information about past issues that have been fixed in this release.

Issue number	Issue description
WX-15675	64-bit AXViewer.dll returns page count of 1 when loading COLD feed serialized file
WX-15940	Create a Docker image for AppEnhancer Administrative Services
WX-17277	Replace Captiva Toolkit with PixTools Toolkit
WX-17030	Retention administration wizard not deleting more than 1000 records
WX-17313	Bypass FullText checkbox from Login screen
WX-17324	ae_audit eventid bug
WX-17370	PDF Exports are stretching/skewing/resizing certain pages of documents
WX-17403	Sorting the key ref list when indexing a new document
WX-17423	Unable to save DataSource in AppXtenderAdmin for Mysql
WX-17452	MySQL datasource issue with 8.0.23 or higher version
WX-17684	WxRednerServiceHost.exe hangs when processing colored TIFFs from Kofax Capture
WX-18335	AD Group Setting Issue
WX-18493	UDL Field Refresh feature fails to update validation REGEX

5.2 Known issues

The following known issues exist in this release.

Issue number	Issue description
WX -18550	Error while importing users from OTDS (To be resolved in 23.4 hotfix).
WX-18440	As a Web Admin UI user, I would like to be able to re-order policies so I can prioritize document retention
WX-18494	As a Web Admin UI user, I would like to be able to re-order rules so I can prioritize document retention

6 Contact information

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For more information, visit the [OpenText](#) or [My Support](#) websites.

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