

Release Notes for Xerox® DocuShare® Drive

DocuShare Drive Version 1.5 Revision 2 Build 21

INSTALLATION

You must be an administrator on the computer to install and remove DocuShare Drive. Creating a system restore point prior to running the installer is recommended. To run the installer, use DSDriveSetup.exe on a 32-bit machine, or DSDriveSetup64.exe on a 64-bit machine. The setup program ensures that the installer runs with an appropriately elevated administrator privilege.

The setup program is generated using the Microsoft IExpress self-extract technology. It supports the setup switches described in the article from below.

<http://technet.microsoft.com/en-us/library/dd346761.aspx>

To perform the installation silently, use the /Q switch.

If you want to pre-select a DocuShare server for auto-mapping during the installation, you need to override the default MSI launch command. To do so, use the /C switch. Here is an example.

```
DSDriveSetup /C:"msiexec /i DSDrive.msi /lv DSDriveInstall.log  
DSURL=http://www.yourbusiness.com/docushare MAPFIRSTSERVER=1"
```

The above command pre-selects a DocuShare at <http://www.yourbusiness.com/docushare> for automatic mapping at the end of the installation process.

To install using the local system account, run a silent installation command like the one below.

```
DSDriveSetup /C:"msiexec /i DSDrive.msi /qn REBOOT=ReallySuppress"
```

To uninstall silently, use this command.

```
msiexec /x {B7E2C58F-1319-42B2-A909-B126824E7F33} /qn
```

If you just want to extract the MSI file, use the /T switch (followed by specification of a destination directory). Run the command as an administrator. The following example extracts the MSI to the %TMP% folder:

```
DSDriveSetup /C /T:%TMP%
```

If you have customized the MSI and must run the MSI directly, start a command prompt with administrator privileges, CD to the directory of DSDrive.msi, and issue the command, msiexec /i DSDrive.msi. If the installation is not run with an elevated privilege, the installer will not be able to correctly update your machine's network configuration. The installation itself may complete. But, the runtime will likely malfunction. The setup program now supports installer customization and setup program creation in one step. Refer to FAQ for instructions.

If you are installing DocuShare Drive on a machine with DocuShare Client installed, you must disconnect all servers prior to running the installation. Also, when running the DocuShare Drive installer, make sure that the 'DocuShare Client update' feature is selected in the Custom Setup screen.

The installation requires pre-installation of **Microsoft Visual Studio C++ 2008 SP1 Redistributable** . DSDriveSetup does not include it. So, you must install it separately. If the target machine is 64-bit, make sure that both 32-bit (x86) and 64-bit (x64) editions of the redistributable are installed. If you have access to the DocuShare Client 6.5.x setup program, you can use that to download and install the right prerequisite library. As soon as the library finishes installing, quit the setup program, and come back to DSDriveSetup. The prerequisite is already met if the target machine has the DocuShare Client installed. The redistributables are available from these Microsoft sites.

Microsoft Visual C++ 2008 SP1 Redistributable Package (x86)
<http://www.microsoft.com/en-us/download/details.aspx?id=5582> Microsoft
Visual C++ 2008 SP1 Redistributable Package (x64)
<http://www.microsoft.com/en-us/download/details.aspx?id=2092>

WHAT'S NEW

- Maintenance fixes
- Performance improvement in file read
- Support for a Desktop Integration overlay

FIXES

Build 21:

- Fix the SSL client certificate option. Preferences did not display a certificate in current selection.
- Improves file read performance.
- Fix an SSL certificate chain verification issue.
- Fix missed unlock when multiple files are checked out in Explorer and some are later closed without any modification.
- Fix a caching contention.
- Don't stop the installer on Windows 7 if a later rollup is installed even if KB3033929 is not.
- Fix a bug in SSL certificate verification.
- SPAR 129704: A PDF update saves as a new document. It should be a new version.
- Add support for a Desktop Integration overlay.

SYSTEM REQUIREMENTS

- Microsoft Windows 7 with SP1 (32- and 64-bit), Microsoft Windows 8.1 (64-bit), or Microsoft Windows 10 (64-bit).
- Microsoft Visual Studio 2008 C++ Redistributable SP1. - Microsoft Internet Explorer version 10 or 11.
- 1 GB RAM on 32-bit systems; 2 GB RAM on 64-bit systems.
- 20 MB free disk space for program files on 32-bit systems; 40 MB on 64-bit systems. - 100 MB free disk space for work and temporary data.
- TCP/IP network connection to a DocuShare server running version 6.6.1 Update 3 Patch 2, or higher.

KNOWN ISSUES

- *DocuShare Drive cannot check out a file in Microsoft Edge on Windows 10.*

This version of DocuShare Drive only integrates with Internet Explorer for the DocuShare file check-out functionality. It does not integrate with any other web browsers including Edge.

- *Windows 10 does not show a padlock for a checked out DocuShare file.*

Windows 10 installs 5 overlays for its OneDrive feature. Also, Microsoft Office 2013 and 2016 installs 3 additional overlays. DocuShare Drive installs a couple of custom icon overlay images as part of its desktop integration. One is a padlock image that is displayed after a server file is checked out and locked for editing. The other is a logo that is shown to identify a DocuShare network drive mapped by DocuShare Drive.

This is how the issue arises. The Windows GUI system allocates limited RAM space for storing custom overlay images and making them available to applications. Typically, the system has only enough space for 8 to 11 custom overlays after it loads preset system overlays. If the space is not large, the overlays of OneDrive and SkyDrive may squeeze out the DocuShare overlays. This leads to a display problem in File Explorer where DocuShare Drive does not show a padlock for a DocuShare file that's been checked out for editing. Or, it leads to a problem where a mapped DocuShare drive no longer receives the DocuShare logo. DocuShare Drive requests for the image, but the system cannot load the padlock or logo image because it has run out of space, and so the requested image does not show.

The overlay limitation is an issue of system resource constraint, and is a system issue. DocuShare does not offer a formal fix. Microsoft has documented the issue in this KB article (<http://support.microsoft.com/kb/3106961>). But, Microsoft does not offer a fix that makes the system to load and utilize all of the custom overlays added by Microsoft and 3rd party applications. However, there are a couple of methods that can be used for working around it and getting the DocuShare overlay images to show. Here they are.

1) Remove SkyDrive.

OneDrive and SkyDrive both represent the same Microsoft cloud-based file storage. If OneDrive is kept, SkyDrive could be removed without losing the ability to access the remote storage.

2) Rename the DocuShare overlays.

The system can load and make available to applications only as many overlays as those that can fit in a RAM storage space it allocates. This space is typically limited to 8 to 11 on Windows 10.

The overlay names are sorted in alphabetically ascending order. The system loads the overlays accordingly. So, if the space is limited, the system can load only those that appear first in the sorted list. To make sure that their overlays get loaded, OneDrive and SkyDrive give names with a leading space. The space character appears before alphabet A in the ASCII character table. That makes a name with a leading space take precedence over any other name that starts with an alphabet. The DocuShare overlays for the file lock status and mapped drive of DocuShare identification are named 'DocuShareLocked' and 'DocuShareVolume', respectively. Because their names start with alphabet D, the DocuShare overlays appear only after the overlays of OneDrive and SkyDrive. This is why the overlays of Microsoft load and why those of DocuShare may not.

So, a workaround solution is to give the DocuShare overlays names with a leading space just like Microsoft does for its overlays. Then, the DocuShare overlays are promoted to the top place in the registration list, ensuring that they get loaded by the system. An obvious side effect is that the two that appeared last in the original list no longer load, and are no longer made available to the associated application. On a system with OneDrive and SkyDrive, the two that end up being pushed out as a result of the DocuShare rename are two from SkyDrive. If you use a SkyDrive application, you may stop seeing the overlay images of SynclnProgress and InSync.

An overlay image is registered with the system by creating a key for it in the system registry as shown below. The name of the key is the name of the overlay. You should see these overlay keys listed if your system has OneDrive, SkyDrive, and DocuShare Drive installed.

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\ShellIconOverlayIdentifiers] " OneDrive1"
```

```
...  
" OneDrive5"  
" SkyDrivePro1 (ErrorConflict)"  
" SkyDrivePro2 (SyncInProgress)"  
" SkyDrivePro3 (InSync)"  
...  
"DocuShareVolume"  
"DocuShareLock"  
...
```

To promote the DocuShare overlays, rename the associated keys of DocuShareVolume and DocuShareLock by adding a leading space character. Here is the list after the rename.

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\ShellIconOverlayIdentifiers]
```

```
" DocuShareVolume"  
" DocuShareLock"  
" OneDrive1"  
...  
" OneDrive5"  
" SkyDrivePro1 (ErrorConflict)"  
" SkyDrivePro2 (SyncInProgress)"  
" SkyDrivePro3 (InSync)"  
...
```

The system must be restarted before the new names take effect. If you need to uninstall DocuShare Drive, you must first restore the original names for the DocuShare overlays.

- *DocuShare Search times out and causes Explorer to raise an error, depending on the search term.* Make sure that your server is version 6.6.1 with the latest service pack installed.

- *Manually stopping the DocuShare network redirector using the service control API may cause a hang.* This happens because the driver is still used by a user-mode library of DocuShare Drive. The driver remains locked, and is unable to terminate. To avoid the problem, make sure that the user-mode component of DocuShare Drive is not running before the stop command is issued to the driver. To terminate the user-mode library, issue the command below from a command prompt.

```
C:\Progra~1\Xerox\DSDrive\xdsdrive -k
```

- *Saving a pre-locked document from within an editor application may not start a check-in dialog.* Lock a file in Windows Explorer. Open it for editing. Make edits, save and exit. The file gets silently uploaded as a new version of the server file. But, you never get a check-in dialog. To interactively check in a file, make sure you select the Check Out menu item.

FAQ

- I get a balloon message that says DocuShare Server Setup. What does that mean?

Your DocuShare server defines one or more required Document properties without a default value. You will not be able to drag and drop or copy and paste a PC file to a DocuShare collection. DocuShare Drive will be unable to generate a required property value, and fail the file transfer request that the system makes. There are two way to work around the limitation.

- 1) Have your DocuShare administrator define a default value for each of the required Document properties. After all required properties receive a default value, restart your system. DocuShare Drive will load the updated server schema. The balloon message should not display. You should be able to drag and drop files to DocuShare.
- 2) Bring up a menu by pressing down the right mouse button when dragging and dropping a file onto DocuShare. The menu includes the item, 'Copy using check-in form'. Choose that. It displays a check-in form. Using that, you should be able to fill in required properties, and be able to upload the file to DocuShare.

- Sometimes when I check out a PowerPoint file of the older PPT format, DocuShare Drive reports 'File saved and queued for check-in' even before PowerPoint displays the file. Why?

A later version of PowerPoint may write compatibility data as it loads a file of the earlier format. That causes DocuShare Drive to display the balloon message. The event can happen when you use PowerPoint 2010 to edit a presentation created by PowerPoint 2003. If you see the message, proceed to edit the file normally. DocuShare Drive saves the compatibility data PowerPoint wrote as well as any new data you enter when you close and check in the file. On the other hand, if you choose to close the file without making any changes, DocuShare Drive still prompts you for check-in because of the compatibility data PowerPoint wrote. You may complete the check-in and update the server file. Next time you check out the file, PowerPoint will be able to open it without writing compatibility data. If you do not want to check in this time, you may cancel the check-in.

Any program that engages in a similar, silent data write operation results in the same message display by DocuShare Drive. The behavior is by design.

- How to create a UAC-aware, self-extracting setup program for a customized installation image.

You can customize the DocuShare Drive installer and create a self-extracting setup program in one step. To do so, run DSDriveSetup.exe on a x86 machine or DSDriveSetup64.exe on a x64 machine using the command line below.

```
DSDriveSetup /c:"PreSetup /r /a"
```

DSDriveSetup first runs the MSI in administrative installation mode. The MSI presents administrator options that can be enabled. Enable desired options. Select a folder to write out the customized installation image. Note that a component name in the folder path may not contain space. The path, 'C:\Temp\This is my custom installer', for example, should not be used. It can cause the setup creation that follows the MSI customization to fail.

After the MSI customization, the setup program asks you if you want a self-extracting setup program. A new DSDriveSetup_custom.exe will be created in the same folder you specify for saving the customized installation image. The files of your customized installation image are compressed and merged into

DSDriveSetup_custom.exe. The new setup program is UAC-aware. If it is run without administrator privileges, the program puts up a UAC shield, and request for an approval to run. The new setup program is not signed with a digital certificate.

- The installer does not detect the missing C/C++ runtime library on my machine.

Sometimes, the uninstaller of the runtime library does not remove a registry setting that the DocuShare Drive installer uses to determine the need for prerequisite installation. That can cause the installer to skip installing the runtime library. If you suspect that, check the registry setting of 'Install' in the keys below. If 'Install' is set to 1, change it to 0. Then, run the DocuShare Drive installer.

64-bit systems:

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\DevDiv\VC\Servicing\9.0\RED\1033]

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\DevDiv\VC\Servicing\9.0\RED\1033]

32-bit systems:

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\DevDiv\VC\Servicing\9.0\RED\1033]

- Can my DSCClient SDK application work with the DocuShare Drive?

Yes. The user-mode library of DocuShare Drive provides SDK functions, and retains compatibility with DSCClient SDK applications written for SDK version 6.5.0 or higher. The library carries version 6.6.2.

- Results in Search DocuShare do not open.

If Windows Explorer displays a security warning message instead of a found search result, you may need to modify Internet Explorer security settings. Open Internet Options of IE, go to the Security tab. Check the box, 'Include all local (intranet) sites not listed in other zones.' You may also need to use Advanced to add your DocuShare server explicitly as a local intranet site.

- A long DocuShare server name does not work. I get an error if I type it in the Network folder.

If a server name is entered in the address bar that consists of more than 43 characters, the Windows Explorer does not accept the name and raises an invalid-name error. You will not be able to use the name to access the server. An example name that causes the problem is 'XDS@imperial-hv.na.xerox.org_38080~docushare'. It is for a server URL of <http://imperial-hv.na.xerox.org:38080/docushare>. The name is 44 characters long and is one character too long. The name cannot be used to address the server in Explorer. To work around the problem, create a short alias for the host name. To create an alias, define a setting in the registry key below that assigns an alias name to a full host name. A sample setting for the example server name is shown below. The name on the right-hand side of the equal sign is the alias. The left-hand side is the complete host name.

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\XD SMRX\hostaliases] "imperial-hv.na.xerox.org"="imperial"

Using the above alias setting, the name-length problem can be overcome. The above example server name can now be shortened to this.

XDS@imperial_38080~docushare

If the full server name ends with a directory name of docushare, there is another way to shorten the name. Replace the 'docushare' directory name with the predefined directory abbreviation of '~ds'. Here is a shortened form of the example server name that makes the replacement.

XDS@imperial-hv.na.xerox.org_38080~~ds

The shortened name is 39 characters long. It's within the 43-character limit, and so can be used to access the server in Explorer.

- I cannot map a SiteMinder-protected DocuShare server.

DocuShare Drive does not support SiteMinder-based authentication.

- Adobe Reader does not open a PDF. Why?

The behavior depends on the viewer's configuration. If you have this problem, run Reader, and uncheck the Enable Protected Mode at startup under the General tab in the Preferences dialog of Reader.

- A file continues to be visible in a web browser after it is hidden in Windows Explorer. Why?

The hidden file attribute is meaningful only for Windows. The DocuShare server does not support the Windows file attribute.

ADDITIONAL LICENSE INFORMATION

DocuShare Drive uses the OpenSSL library (version 1.0.1g). The OpenSSL and SSLeay licenses shown below apply.

```
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 * =====
 *

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 *

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