DigiPath Customer Bulletin

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Configuration: DigiPath 3.0 and 4.0

Release: DigiPath 3.0 and 4.0

Title: The XDL_ADMIN password should not be changed on a DigiPath system.

Analysts please distribute this Bulletin to Xerox DigiPath Customers using Document Library.

PROBLEM: Changing the XDL_ADMIN password on a DigiPath 3.0 or DigiPath 4.0 system through Windows will cause a problem accessing Document Library, Library Administration Tool and Batch Tool applications.

CAUSE: When multiple DigiPaths share their databases, the XDL_ADMIN and XDLUser passwords must be the same on all systems. If they are not, the systems will not share their databases. Changing the XDL_ADMIN user account password in windows on an individual system will cause a problem as well in the DigiPath database. This will affect the user ability to log in to Document Library, Library Administration Tool and Batch Tool due to a password mismatch between DigiPath and the Windows operating system.

SOLUTION: The XDL_ADMIN password must be changed by a Xerox representive via a custom upgrade installation. If the XDL_ADMIN password must be changed for security purposes, please contact the Xerox Customer Support Center to place a service call.

SOFTWARE VERSION: DigiPath 3.0 and 4.0