

OpenText™ AppEnhancer CE 24.4

Release Notes

Product Released: 2024-10-31

Caution Template



Caution

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

Important Note Template



Important

Important notes help you avoid major problems.

Note Template



Note

Notes provide additional information.

Tip Template



Tip

Tips suggest quicker or easier ways of performing a task.

1 Introduction

These Release Notes provide an overview of AppEnhancer 24.4, 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
2024-10-24	First release.	All latest content.

2 About AppEnhancer 24.4

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.

2.1 New features

AppEnhancer 24.4 includes the following new features.

2.1.1 Retention Services

This release updates the backend framework of our retention services, focusing on performance improvements and deployment flexibility in cloud and virtual machine environments. This foundational update sets the stage for future enhancements, including user-facing features for easier management of retention policies.

2.1.2 AppEnhancer Connector (Indexing)

Enhanced field and index management functions for the Desktop Connector improve document import and provide for future search and retrieval capability.

2.1.3 OPA Multi-Instance Support

Updates to the OpenText Process Automation (OPA) integration (formerly AppWorks) allow for support of multiple OPA Instances, improving resource utilization and security for enterprises managing multiple clients or departments from a single AppEnhancer environment.

2.1.4 OTDS Multi-tenant Support

The OpenText Directory Services (OTDS) integration has been updated to support multi-tenant architectures, allowing for more scalable and secure management of user identities across multiple OTDS environments.

2.1.5 Rubber Band OCR Indexing

This new OCR feature allows users to select specific areas of a document for text recognition during indexing, enhancing accuracy and improving user productivity.

2.1.6 Flowable Workflow Integration

Integration with the Flowable Workflow platform unlocks a simple document routing engine, that can enhance productivity and accountability across departments at no additional cost, providing an out-of-the-box document routing tool.

2.1.7 Office 365 Support

AppEnhancer Web Access now has built-in integration with Office 365, enabling users to view and interact with documents housed in AE using the native O365 viewer. This new feature enhances the user experience and improves productivity with Office files.

2.1.8 FIPS Compliance

FIPS compliance ensures AppEnhancer operates reliably within FIPS-enabled Windows environments. While complete FIPS compliance is beyond the AE platform's scope, this update confirms compatibility with secure configurations in FIPS-enabled environments, including Windows Server and containerized infrastructures.

2.1.9 AWS Support (VMs)

Extends VM support to officially include deployment on Amazon Web Services virtual machines.

3 Downloads

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

The software for AppEnhancer includes:

- AppEnhancer Administrator
- AppEnhancer Web Access
- AppEnhancer License Server
- AppEnhancer Rendering Server
- AppEnhancer REST Services
- AppEnhancer Web Services
- AppEnhancer Event Dispatch Broker
- AppEnhancer Development Kits
- AppEnhancer Administrative Services
- AppEnhancer Storage Retention

- AppEnhancer Import Utility
- AppEnhancer Full Text Server
- AppEnhancer Connector

4 Documentation

Documentation for AppEnhancer is 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

5 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.

5.1 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 24.2 environments, provided they use the 20.4 release of ApplicationXtender Desktop. Future Desktop capabilities will be delivered as part of the new AppEnhancer Connector.

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 24.2.

5.2 Supported Environments and Compatibility

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



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

5.2.1 License Server

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

5.2.2 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)



IIS must be installed before the Microsoft .NET Framework.

5.2.3 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)
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5.2.4 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)

5.2.5 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)

5.2.6 Full Text Service

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

5.2.7 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)

5.2.8 All Other Services

Requirement	Details
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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)

5.2.9 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.

5.2.10 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

5.2.11 Database support

Database	Versions
Microsoft SQL Server	2019
	2022
Microsoft SQL Server Express	2019
	2022

Oracle	19c
MySQL	8.0.39 x86
	8.0.39 x64

Database	Drivers
Microsoft SQL Server	2019, 2022
Microsoft SQL Server Express	2019, 2022
Oracle	19c
MySQL	8.0 X64
PostgreSQL	16

5.2.12 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
PostgreSQL	<ul style="list-style-type: none"> • PSQODBC Driver 16

5.2.13 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

5.2.14 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 IDOL Full Text	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

5.2.15 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.

6 Fixed issues

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

Issue Number	Description
WX-19646	Error "The given path's format is not supported" when creating an application with a CerOIF path.
WX-19731	Fixed an issue in AE-Appworks integration to return specific documents based on docid.
368802	Fixed an issue in Admin installer to install the demo database with latest schema.
2293440	Fixed an issue when Azure file shares are in use for storage management paths, validation fails in AE Admin.
2722696	Fixed an issue where the office add-in might open a separate window when displaying a document.

7 Known issues

The following known issues exist in this release.

Issue number	Issue description
1961163	REST API AXDocExportJobs has poor performance.
3056860	Render Server creates corrupt TIFF file when exporting using Old-Style JPEG-compression.
3146711	Migration wizard form has incorrect formatting.
3296240	WIM unable to communicate with EDB.
3298641	UI content is not aligned on Archive screen.
3299251	Annotations and more options window not visible on expand/shrink of index panel in viewer.
3304939	Initial full-text indexing is slow.
3649610	Getting error while performing searches on the index fields in AE web access in 24.4.

8 Contact information

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

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