



Australian
National
University

ERMS Upgrade Project

DIS User Support Guide

Version 0.4

Version Control

Version	Date	Name	Summary of Changes
0.1	06/06/2019	Peter Ness	Initial draft.
0.2	07/06/2019	Genevieve Turner	Updated with relevant technical information.
0.3	12/06/2019	Genevieve Turner	Updated with manual configuration information.
0.4	13/06/2019	Genevieve Turner	Updated with feedback for the test group.

Document Details

Document Name	Document Location
DIS Support Guide	

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1 Introduction

1.1 Context

The ERMS Upgrade Project was established to undertake lifecycle management through a technical upgrade of the ERMS to the latest version whilst merging of the Policy Library into the ERMS, a move to the Oracle Cloud and provide identified value add business improvement enhancements.

Broadly, the Project objectives are:

1. Mitigation of the risks associated with running a near to end of life version of the ERMS and Policy Library software.
2. An up-to-date and fully supported ERMS and Policy Library that can be better leveraged, maintained and enhanced to support the University's current and future records and policy management needs.
3. Improved performance, user experience and stability of the ERMS and Policy Library.
4. Improved business usage efficiency through new functionality and user interface enhancements.
5. Minimise maintenance burden by eliminating some of the customisations with vendor supported functionality.
6. Alignment with enterprise system lifecycle management good practice.
7. Rationalisation of ITS systems.
8. Preservation of the current continuity and user experience of each system.
9. A robust, scalable, maintained and supported infrastructure platform underpinning the ERMS and Policy Library.

1.2 Purpose

The purpose of this document is to capture relevant support information and guidelines that can be used as a reference or help IT support staff in assisting users with upgrading or issues relating to the Desktop Integrations Suite (DIS).

2 Key Information

As part of the ERMS upgrade the version of Oracle Desktop Integration Suite (DIS) will need to be updated as the current version will not work with the upgraded ERMS. As such, DIS will need to be updated for users that have it installed for the functionality to continue.

It should be noted that the new DIS is backwards compatible with the current ERMS so it is possible to rollout prior to the upgrade.

Additionally, the connection URLs for DIS after the ERMS upgrade will also change, as follows:

Currently

Webdav - <https://cs.erm.s.anu.edu.au/cs/idcplg/webdav/>

CGI - <https://cs.erm.s.anu.edu.au/cs/idcplg>

To

Webdav - <https://erm.s.anu.edu.au/cs/idcplg/webdav>

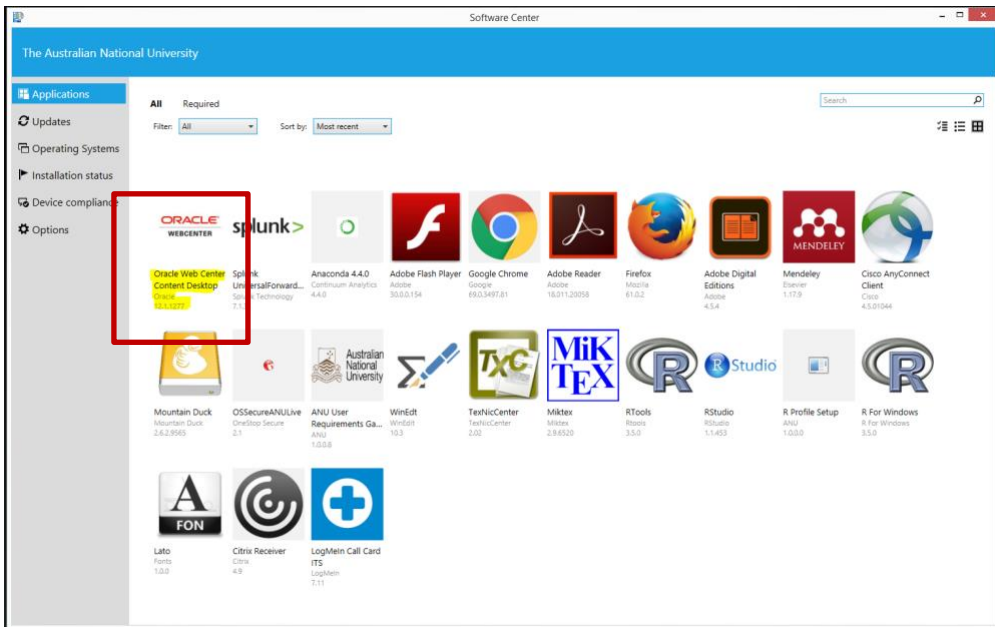
CGI - <https://erm.s.anu.edu.au/cs/idcplg>

Where possible the Project will be looking to automatically update this during go live.

3 Automated DIS Update Steps

The project is endeavouring to update DIS (desktop integration to ERMS) for ITS managed users that already have it. These users will either be on a Windows 10 or 8.1 managed PC. The associated steps to update DIS are as follows:

1. **When notified that your DIS is being updated please leave your computer on overnight and connected to the ANU network, for this to occur.**
2.
 - a. In the morning DIS should have been automatically uninstalled from your computer. You will need to restart for the removal process to complete.
 - b. If it has not been automatically uninstalled overnight you will need to run through steps 3-6 twice.
3. Locate Software Center (Use Search in the Windows Start Menu) and find Oracle WebCenter Content Desktop application version 12.1.1277. (Note: For Windows 10 in Software Center you may need to search for the application. A suggested search term is 'Oracle').



4. Click on the application (new version of DIS).
5. Click on Install.

Applications > Application Details

Oracle WebCenter Content Desktop

Published by Oracle

[Install](#) [Schedule](#)

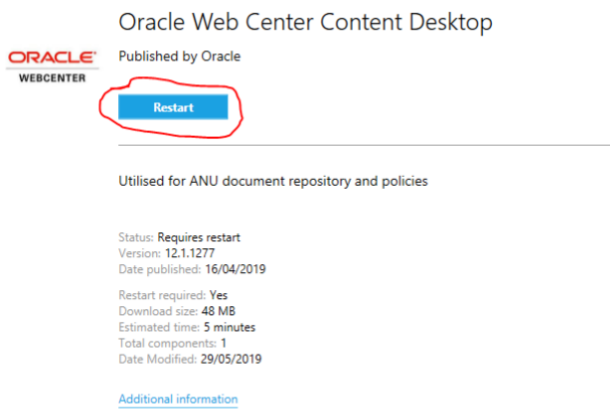
Utilised for ANU document repository and policies

Status: Past due - will be updated
Version: 12.1.1277
Date published: 16/04/2019

Restart required: Might be required
Download size: 48 MB
Estimated time: 5 minutes
Total components: 1
Date Modified: 29/05/2019

[Additional information](#)

6. Once finished click on Restart.



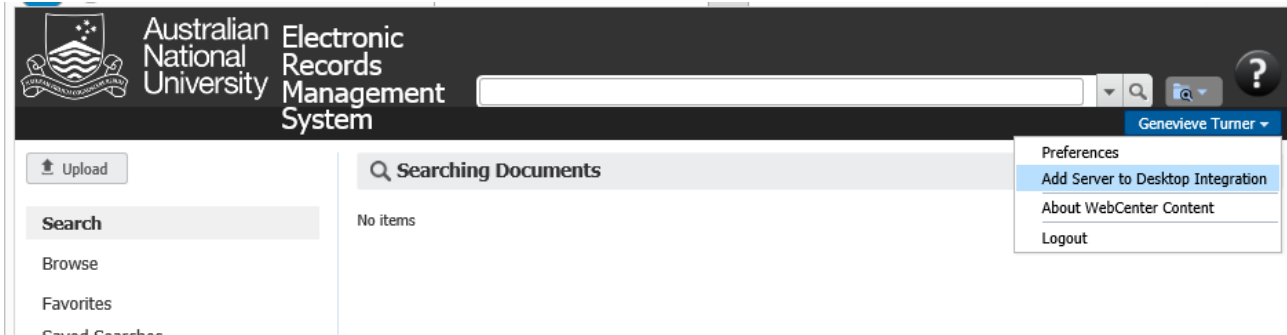
Note if DIS was not automatically uninstall overnight you will need to run through steps 3-6 again now.

7. DIS has been updated. You can check by going to Software Center > Installation Status > Most recent. The Oracle DIS will appear at the top as successfully installed. If it has not been installed please repeat steps 3-6 above once noting that in step 5 the button should state 'Install' rather than 'Uninstall'.

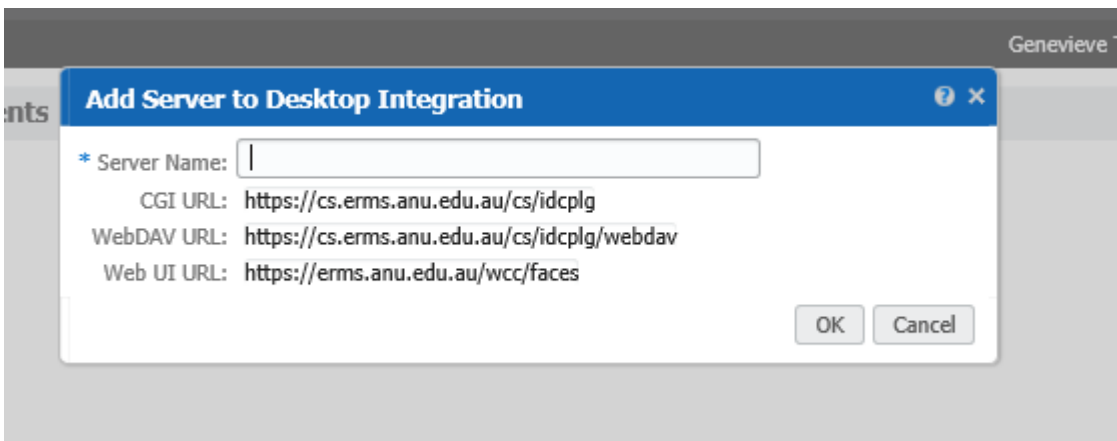
4 Manually add another Content Server for DIS

Note: This generally should not be required as 'ERMS Prod' should already be in your list of WebCenter Content Servers.

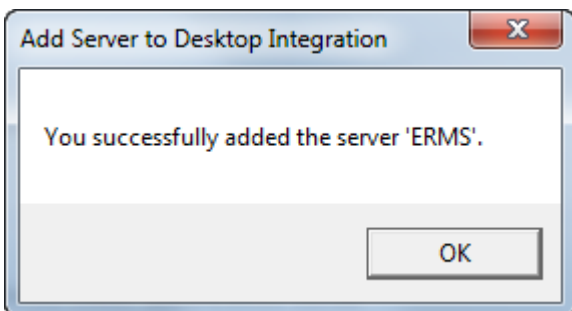
1. Open Internet Explorer (this is the easiest browser to use when adding a connection as it doesn't rely on Java plugins which may be prevented by the browser from running).
2. Navigate to <https://erms.anu.edu.au> and log in.
3. Click on your name near the top right corner and select 'Add server to Desktop Integration'.



4. Give the server a name such as 'ERMS Prod'.



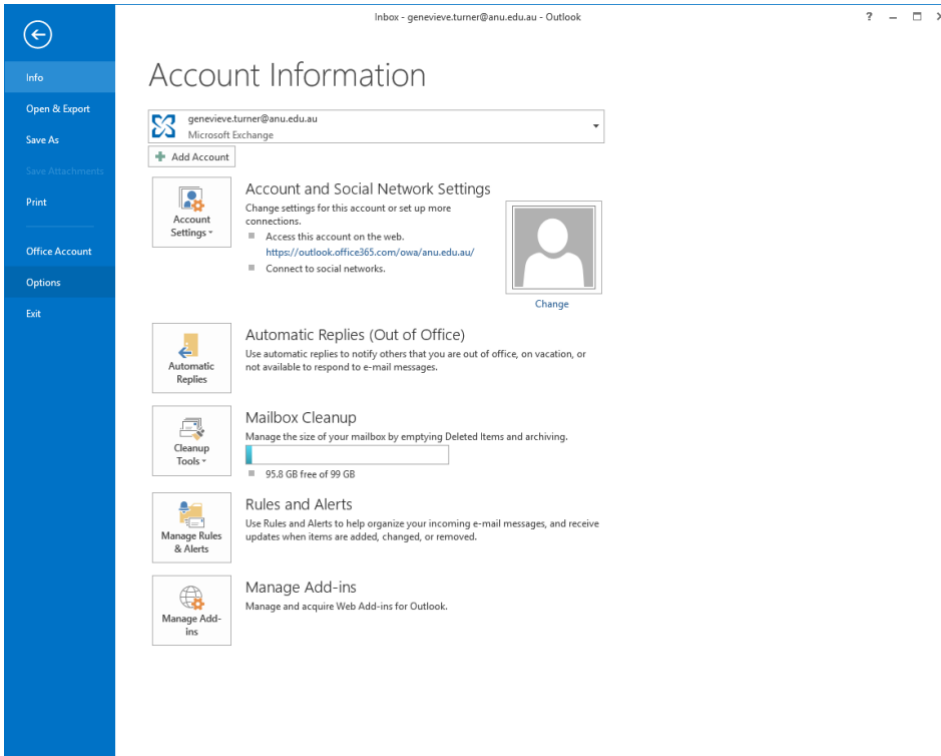
5. Click the 'OK' button. You should receive a dialog confirming the server has been added.



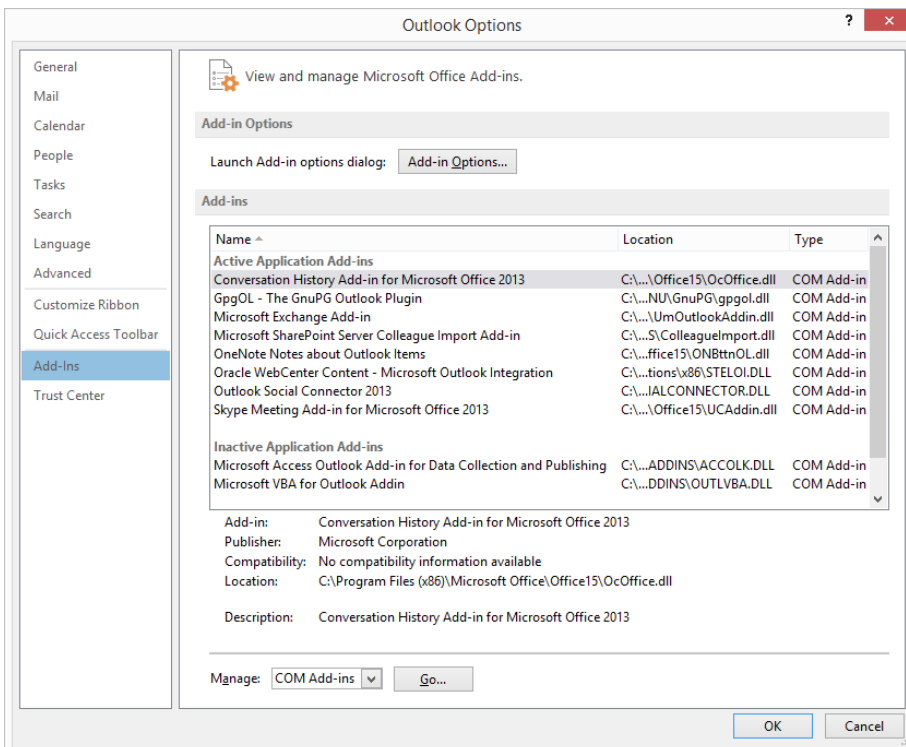
5 Missing WebCenter Content menu in an Office Application

The following example is Outlook however similar steps can be performed for the other Microsoft Office products (The Office applications are Outlook, Word, Excel, PowerPoint).

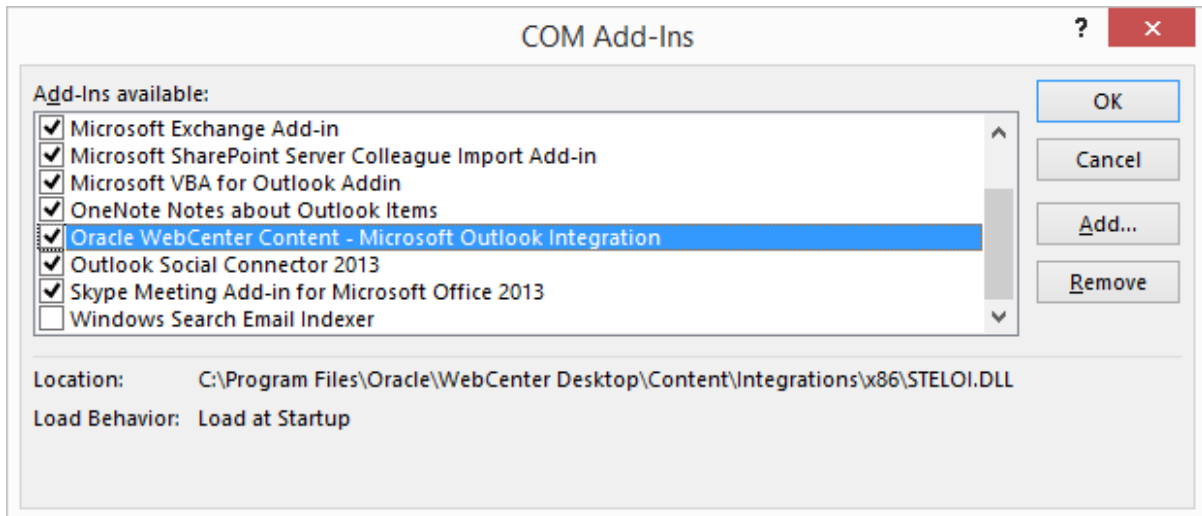
1. Navigate to 'File' -> 'Options'.



2. Navigate to 'Add-Ins'.



3. Ensure that the 'Oracle WebCenter Content - <insert application> Integration' is ticked and click 'OK'.



The WebCenter Content tab should now appear.

This will need to be repeated for each Office application that is missing the WebCenter Content tab.