

EngageOne

Version 6.6 Service Pack 11

Content Author Release Notes

EngageOne Content Author is part of Precisely EngageOne Compose and this Service Pack 11 release of Content Author 6.6 contains fixes to certain reported issues. Software and associated documentation is provided as a download.

For the protection of our customers, Precisely does not disclose, discuss or confirm security issues. Keeping your software up to date is one of the most important things you can do to maintain your environment's security. Precisely strongly encourages customers to stay current by upgrading to the latest release for EngageOne Compose Content Author.

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Release content

Software and associated documentation is provided as a download.

Changes in this release

This release of EngageOne Content Author 6.6 Service Pack 11 contains all cumulative issue fixes to date.

Please refer to sections [Fixed issues in this release](#) on page 11 and [Changes in Previous 6.6 releases](#) on page 15 for details.

Installer changes

- The release media root *Setup.hta* is withdrawn from this release. The Content Author Administration Client and Configuration Tool should be installed using the release media's *install\setup-content-author.exe*
- Content Author applications and dynamic link libraries are digitally signed to ensure the release material is authentic and has not been tampered with.

Installation prerequisite updates

This release introduces new versions of the following prerequisite Microsoft components and new behavior thus:

- **Microsoft Visual C++ Redistributable 2015 – 2019**

This will upgrade any previous version of this component, or installs this component if not previously installed and requires a reboot.

- Note that this Microsoft component update triggers any pending Windows updates installation, which then involves further reboots and as a result, this will remove the **Resume** part of the Content Author installation.
- It is therefore recommended to install any pending Windows Updates before starting the Content Author installation process to speed up the installation and have a seamless **Resume on reboot** installation experience.

- **Microsoft .NET Framework 4.8 Full**
- This Microsoft component requires a reboot that will trigger Microsoft's .NET optimization process following the reboot, which can take several minutes.
- Please be patient while the .NET Optimization process (visible in the High CPU activity in Task Manager) completes and then resumes the Content Author installation when prompted.

Additional logging information added for TTF and OTF font usage

In this release Content Author publish logs now contain additional TTF and OTF Font name details when the following Windows 64 Bit Operating System Registry entry is enabled

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Group1\DOC1 Series]
"AddDesignMetricsFontNameTracing"="1"
```

Note: Additional Font name tracing is not available for Type1 Fonts.

The TTF/OTF additional Font Name tracing is available in the `AddDesignMetrics` section of the publish log, available within:

```
%Windir%\Temp\RPKBuilder
```

Security updates and bug fixes

Security findings in EngageOne Content Author have been remediated.

Localization

Content Author is available in English and German only.

Security

License file

An XML license file controls the functions and features that are available with Content Author software. Your XML license file information will be supplied to you (separately from other release material) typically as an e-mail attachment.

You will be required to supply your license file as part of the various installation processes.

Should you experience any difficulties with your license file, please contact your Content Author supplier.

Compatibility

General

Messages generated using EngageOne Content Author can not be used with applications created with an earlier version of Designer.

Designer 5.4 and later applications can be used for previewing in this version of EngageOne Content Author.

When upgrading Content Author from an earlier 6.x version to this release, you must have Microsoft Internet Information Services (IIS) installed in order for the earlier version to be uninstalled. It can then be removed after the upgrade if it is not otherwise required.

Content Editor

The earlier editor versions, e.g. 6.6.10 are not supported with this version of Content Author. You are advised to uninstall any earlier editor version before the installation of your chosen editor.

Upgrading from previous versions / earlier Windows Operating systems

Successive updates to fonts in current Windows Operating systems (Windows 10, Windows Server 2016 / 2019) have made the True Type (.TTF) Font files supplied by Windows:

- Significantly larger
- Have significant line spacing differences

compared to those supplied with earlier Windows Versions.

It is important to note that:

- Message Content may alter / not be placed due to the updated font spacing and that this will be reflected in republished Generate output.
- Generate Output size will be significantly larger and may impact Generate performance compared to that obtained using earlier Operating System font versions.

Suggested actions:

- Update font references to use stable fonts supplied by a third party (non-Windows) font vendor
 - - OR -
- Investigate if the Designer Message Stream (Dynamic size) placement of the Content Author message is suitable for your Message content instead of the fixed size Message Box feature.

EngageOne Server

The sample rate feature in Content Author is not supported by EngageOne Server.

Environment file

Information about message areas, data fields and signals is made available to Designer via the Content Author environment file which must be imported into Designer for Publishing to Generate or EngageOne.

Documentation

The following manuals are available in PDF format with this release:

Document	Version
<p>Content Author Primer</p> <p>The primer document is intended to give a high level overview of the Content Author subsystem. More detailed information is provided in the Content Author User's Guide.</p>	6.6 Service Pack 11
<p>Content Author User's Guide</p> <p>This provides information about setting up and using the Content Author subsystem of Designer. It provides complete information for the Content Author environment.</p>	6.6 Service Pack 11
<p>Content Author Administrator Guide</p> <p>This guide is intended for administrators of the Content Author environment catering for both administrator and end user functions.</p>	6.6 Service Pack 11

Updates to the User Guides

All manuals are also published in PDF format on the [EngageOne Compose Technical Support website](#)

Corrections and updates to the manuals will also be published on this site. Amended versions of the manuals (as distinct from new issues) are identified with a modified issue number – usually with a letter appended to the issue number.

Customer support

If you find that you require any assistance, then you can contact our Support team - [Technical Support/Client Service Contacts](#) .

6.6 Release lifecycle

Release Version		Level of Support
EngageOne Content Author 6.6 SP11	GA	Investigate, Troubleshoot issues, Provide workarounds, Regular patches, Vulnerability updates
EngageOne Content Author 6.6 SP10	GA - 1	Investigate, Troubleshoot issues, Provide workarounds, Regular patches for critical (Severity 1 issues).
EngageOne Content Author 6.6 SP9	GA - 2	Phone & Best Effort Support. Will provide workarounds for non-critical issues
EngageOne Content Author 6.6 SP8	GA - 3	Phone, Knowledge Base & Best Effort Support only
EngageOne Content Author 6.6 SP7	GA – 4 and below	Phone, Knowledge Base & Best Effort only

Advance retirement notices

Designer/Generate/Content Author support

When SQL 2019 is certified for use with EngageOne Designer, Content Author and Server, the following SQL will be will no longer be certified for use with EngageOne Designer:

- SQL Server 2012 SP1 to SP4

Generate 32 Bit utilities

Distribution of 32-bit Generate utilities will end after the Designer/Generate/Content Author Service Pack 11 release. Customers are advised to migrate to the 64-bit utilities as this zip file now contains all Generate utilities including those that were previously only available with 32-bit Generate.

Withdrawn support

From Content Author 6.6 Service Pack 10 onwards the following EngageOne Content Author versions are no longer supported:

Version History	Date of Availability
Version 6.5 (incl. all 6.5.x)	June 30, 2016
Version 6.4 (incl. all 6.4.x)	November 13, 2015
Version 6.3 (incl. all 6.3.x)	August 17, 2015
Version 6.2 (incl. all 6.2.x)	June 11, 2015
Version 6.1 (incl. all 6.1.x)	January 30, 2015
Version 6.0 (incl. all 6.0.x)	March 30, 2012
Version 5.6 (incl. all 5.x)	March 17, 2010

The following operating system is retired for EngageOne Content Author

- Z/OS 2.1 - support for this O/S version is withdrawn from this release as per the O/S Vendor's End of life policy. Z/OS 2.2 is the minimum supported O/S level for this host.
- SUSE Linux Enterprise Server 10 (s390x) - support for this O/S version is withdrawn from this release as per the O/S Vendor's End of life policy. SUSE Linux Enterprise Server 11 SP3 (s390x) is the minimum supported O/S level for this host.
- AIX 7.1 TL4 - Generate support for this O/S version is withdrawn from this release and is replaced by AIX 7.1 TL5.

From Content Author 6.2, support was withdrawn from:

- Microsoft Windows Server 2008 Standard
- Microsoft Windows Server 2008 R2.

Existing Customers using the above versions wishing to use this version of Content Author must upgrade their Windows Server to supported Windows Server levels, refer to [Software requirements](#) on page 23.

Fixed issues in this release

Key	Summary
CES1-69607	<p>Specifying message leading in a Message Stream can cause the first paragraph in the stream to be positioned lower than it should be.</p> <p>Resolution: Generate now suspends Merge paragraph processing when Message Stream content is being measured and positioned.</p> <p>Workaround: In Generate versions prior to the fix, where possible, do not use the Designer Merge with previous paragraph feature in any document in the Publication when using Content Author Message Stream.</p>
CES1-69282	<p>Content Author Publish (Msg1GBH) does not have the product or file version.</p> <p>Resolution: Content Author Publish (Msg1GBH) now stamped with the product and file version.</p>
CES1-62186	<p>Certain help page links within Content Author client help were broken in the English and German versions.</p> <p>Resolution: Content Author Web Client Help page links have been updated to invoke the correct related Help topic</p>
CES1-66396	<p>Add Designer Publish Font Name Diagnostic trace to report full details of actually published True Type (.TTF) and Open Type (.OTF) fonts</p> <p>Resolution: Designer and Content Author Publish logs will now contain additional TTF and OTF Font name details when the following Windows 64 Bit Operating System Registry entry is enabled</p> <pre>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Group1\DOC1 Series] "AddDesignMetricsFontNameTracing"="1"</pre> <p>Note - Additional Font name tracing is not available for Type1 Fonts.</p> <p>The TTF/OTF additional Font Name tracing is available in the "AddDesignMetrics" section of the Publish log available within:</p> <p>Content Author Directory - %Windir%\Temp\RPKBuilder</p>
CES1-66152	<p>Enable publish log tracing of local Windows font name, style, version used when publishing.</p>

Key	Summary
	<p>Resolution: As a diagnostic aid to report the actual local Windows font name, style and font version used by the Content Author Client Publish/Resource Server the following Registry Key can be used to report this information</p> <pre data-bbox="418 428 1419 537">[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Group1\DOC1 Series] AddDesignMetricsFontNameTracing="1"</pre> <ul data-bbox="418 558 1419 642" style="list-style-type: none">• This will appear in the AddDesignMetrics section at the end of the Publish log• This Publish GUID.log is located in the %WinDir%\Temp\RPKBuilder directory

Fixed issues in previous 6.6 releases

Key	Summary
CES-65171	<p>CD installer file autorun.inf is detected and blocked as a security risk on some Network systems.</p> <p>Resolution: autorun.inf and corresponding autorun.exe are installation files and are only required when installing from CD. As Designer and Content Author are no longer distributed/installed from CD, these files have been removed as they are redundant and may block release media extraction on some systems.</p>
CES-57885	<p>Import EPS files resulted in some cases with the image having the wrong resolution once imported.</p> <p>Resolution: EPS handling for EPS with embedded JPEG Image import has been corrected.</p> <p>Note that any images with incorrect resolution and sizes will need to be deleted and added again.</p>
CES-53871	<p>Invoking the CCM Configuration Tool aborts unless invoked with Run as Administrator privilege.</p> <p>Resolution: Content Author Configuration Tool has been updated to be run in non-Administrator role.</p>
CES-49136	<p>This issue is observed when installing Designer with Single Sign On and Content Author on the same machine. In this scenario the ResourceAccessService.exe.config file was not preserving the <secure="true"> setting. This prevented a user from installing both Designer with single sign on and Content Author on the same machine.</p> <p>Resolution:The Content Author Configuration Manager has now been updated to make remoting runtime "secure". This ensures any user changes to the Resource Access Service configuration are preserved.</p>
CES-25257	<p>Incorrect resolution on imported JPG images occurs where EXIF x and y resolution is not set. This results in the imported image being too big in the design editor.</p> <p>Resolution: Content Author JPG image handling has been updated to deal with JPG EXIF resolutions that have not been set.</p> <p>Workaround: Ensure the JPG EXIF x and y resolution is set when saving the image to be imported.</p>

Key	Summary
CES-37793	<p data-bbox="399 296 1422 363">Incorrect reference to <code>www.g1.com</code> in the Message Environment XML exported from the Content Author Administration Client.</p> <p data-bbox="399 386 1422 453">Resolution: Reference to <code>www.g1.com</code> from <code>M1RepositoryDataSet.XSD</code> and Message Environment XML has now been removed.</p>
CES-35074	<p data-bbox="399 491 1422 558">Font metrics for type1 fonts were written to the resource pack as non-bolded fonts regardless of font weight.</p> <p data-bbox="399 581 1422 648">Resolution: A fix has been applied to the resource server to write the correct stentry in the database, which in turn corrects the metrics written to the HIM file.</p>

Changes in Previous 6.6 releases

For reference purposes this section shows changes that were made since EngageOne Content Author 6.6. Details of these features and enhancements are in the user guides issued with this release.

Content Author 6.6 Service Pack 10

GhostScript 9.27 (32-bit)

GhostScript 9.27 (32-bit) is supported for importing EPS images in this release. Ensure that you are using version 9.27 (or later) to resolve GhostScript security vulnerabilities in pre 9.27 versions.

Content Author 6.6 Service Pack 9

Added SQL and Windows support

- Microsoft SQL Server 2017 CU13
- Microsoft Windows Server 2019 Standard (64 Bit)

Content Author 6.6 Service Pack 6

The following support has been added in this service pack release for:

- SQL Server 2016 SP1 CU6 support
- Support for TLS 1.2 client authentication

Content Author 6.6 Service Pack 5

For details of Common component fixes in this Service Pack for;

- Message Editor
 - Same as Designer Editor issue fixes

- Message Publishing
 - Same as Designer Publish issue fixes
- Message Proofing
 - Same as Generate issue fixes

Refer to the matching Service Pack Designer and Generate release notes.

Content Author 6.6 Service Pack 2

Additional supported platforms

This release includes support for the following platforms:

- Microsoft Windows 2016 Server
- Microsoft Windows 10

Content Author 6.6

SQL 2014 support

This release includes support for SQL 2014

Known issues

When using EngageOne Content Author you should be aware of the following.

Restrictions with resources

These Designer resource features are not supported in Content Author:

- Font subsetting for Postscript
- Open Type Fonts (.otf fonts) using Compact Format compression
- Windows Image types using AFP Object Containers

See [Supported output device drivers](#) on page 30 for a list of the device drivers supported by Content Author.

Requirements

Before you install the EngageOne Content Author subsystem, you must decide which type of deployment scenario best suits your organization. To help you determine this you will need to consider the security, traffic and availability requirements of your organization.

The Content Author environment

The components that make up the Content Author environment are intended to work together in a client/server environment. The installation process caters for the various types of deployment scenarios your organization may require.

Web Application Server – is the web based application that allows authors to create and maintain actual message content via a web browser on a Message Author client. It is also used by reviewers to access new or amended message content during the approval process.

The Content Author database is created/updated when you apply any configuration changes to the Web application server. It acts as the central repository for the workflow control objects used in the Content Author environment. The Content Author database must allow client access to various Content Author components but must be protected from unauthorized access.

Administration Client – a Windows based client that allows administrators to work with Content Author objects and also controls the distribution of objects between the Content Author database and the Web application server.

Resource Server – is used for managing the Resource server database, which acts as a central repository for fonts and images used in the message content.

Resource Access Service – a service through which all communication to the Resource server is channelled. It is also responsible for installing fonts.

Publish Server – is used for creating and deploying HIM files containing approved messages together with their font and image resources. This file is deployed to the system and file location specified in the Host object defined by administrators of the Content Author environment.

Report Server – is used for generating and delivering predefined reports to administrators and message authors through the Administration client and Web application server respectively.

Security

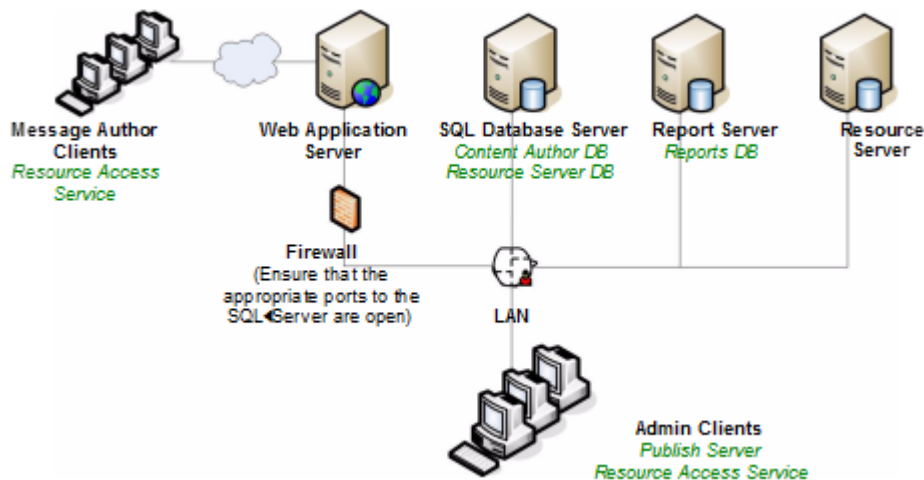
Although your security infrastructure is entirely at your discretion, it is recommended that your network architecture utilizes routers and firewalls to provide the necessary level of security. The hardware supporting the server configuration should reflect your needs for performance and security but all machines need to be able to communicate freely using TCP/IP sockets. Note that with a firewall you must ensure that the SQL Server ports are open.

Types of deployment

The simplest Content Author installation is a standalone deployment where all components are installed on a single machine. You can, depending on your production requirements, separate the various Content Author components across multiple servers distributed within your organization.

Distributed deployment

A simple distributed deployment is illustrated below. It shows the Administration client, web and database servers separated across multiple machines.



In this scenario, use the installation release media on each machine in the environment – refer to [Installation](#) on page 31 for further information. Note that the Content Author database resides on the SQL Server machine and is created during the Web client installation. The Reporting Server runs under SQL Server Reporting Services. Refer to the appropriate Microsoft documentation for guidance on setting up your Reporting Services (Native) environment.

Components

This lists the software that is required for each component in a distributed environment. See [Software requirements](#) on page 23 for standalone prerequisites.

Web Application Server

- Microsoft Internet Information Services (IIS)
- †Microsoft Shared Management Objects for SQL Server
- † Microsoft System CLR Types for SQL Server
- † Microsoft Report Viewer
- †(††)Microsoft Visual C++ 2015-2019 Redistributable
- † Microsoft .NET Framework 4.8

Database Server

The following versions of Microsoft SQL Server for 64 bit only are supported :

- Microsoft SQL Server 2017 - Latest available CU
- Microsoft SQL Server 2016 SP2
- Microsoft SQL Server 2014 SP2
- Microsoft SQL Server 2012 SP4

Report Server

- Microsoft Internet Information Services (this is required by the Reporting Services)
- Reporting Services (Native) – component of Microsoft SQL Server 2012

Resource Server

- † Microsoft Shared Management Objects for SQL Server
- † Microsoft System CLR Types for SQL Server
- †(††)Microsoft Visual C++ 2015-2019 Redistributable
- † Microsoft .NET Framework 4.8
- Ghostscript 9.27 (32 Bit) - required for Import of EPS images.

Admin Client

- † Microsoft Shared Management Objects for SQL Server
- † Microsoft System CLR Types for SQL Server
- † (††)Microsoft Visual C++ 2015-2019 Redistributable
- † Microsoft .NET Framework 4.8
- † Microsoft Report Viewer
- Acrobat Reader 6.0 or higher

†The installation process will install this automatically as necessary.

(††)Also includes the Windows Update for Universal C Runtime in Windows (KB2999226), which requires that other updates have already been installed. See <https://support.microsoft.com/en-gb/kb/2999226> for details.

Message Author Clients

- Internet Explorer 11.0 (64 bit)
- Acrobat Reader DC 15.0 or higher
- Content Author Editor Activex control – note that if your organization’s security policies allow, this component can be downloaded and installed directly via your browser. Alternatively, a Microsoft Installer version of the editor is available on the Content Author installation release media which can be made generally available to personnel responsible for authoring message content.
- **Browsers running under pre-Windows 10 operating systems** If the Content Author Editor ActiveX control is to be downloaded and installed directly via the browser, then Windows Update KB2999226 must be installed. This update can be downloaded from <https://support.microsoft.com/en-gb/kb/2999226>, if required.

Note that for For Windows 8.1 message client using Microsoft Internet Explorer 11, the ActiveX download security setting must be enabled.

Standalone deployment

If you are deploying Content Author on one machine all items in the software requirements list are required – see **Software requirements** on page 23. In the Install Wizard select all the components to install. Refer to **Installation** on page 31 for further information.

For information on a distributed environment see **Distributed deployment** on page 19

Hardware requirements

The following list shows both the minimum and the recommended configurations. As with most software, the more resources you have available the more quickly and effectively Content Author will run.

Hardware	Minimum	Recommended
Processor	1.4 Ghz 512 KB cache Pentium 3 (x86)	2+GHz 1MB cache, 2xCPU 4xcores Opteron 270 (x64)
Hard disk	50 GB	100 GB
RAM	2 GB	4 GB
Monitor	17"	20"
Graphics	1280 x 1024	1600 x 1200
Colors	16 bit	24 bit true

Software requirements

Microsoft Windows

Content Author is supported on the following 64 bit platforms with current updates only:

- Microsoft Windows Server 2019
- Microsoft Windows Server 2016 Standard
- Microsoft Windows Server 2012 R2
- Microsoft Windows 10
- Microsoft Windows 8.1

Microsoft SQL Server

Content Author is supported only with the latest available Cumulative Update of 64 bit Microsoft SQL Server:

- †Microsoft SQL Server 2017
- †Microsoft SQL Server 2016 SP2
- Microsoft SQL Server 2014 SP2
- Microsoft SQL Server 2012 SP4

Note: Refer to the Microsoft support site for details and installation downloads of the latest SQL Cumulative Update release for each SQL Server version.

Other required software

The following software is also required:

- Microsoft Internet Information Services (IIS)
- Adobe Reader DC 15.0 or higher. You can use the link on the contents window to download this software.
- Ghostscript 9.27 (32 Bit) - required for Import of EPS images.

†If you are running Content Author with SQL 2016 you will need to ensure that .NET Framework 3.5 is installed. Refer to [SQL 2017/2016 considerations](#) on page 29 for further details.

SQL - points to note

- When using SQL Server Reporting Services (Native) with:
 - Microsoft SQL Server 2017
 - Microsoft SQL Server 2016
 - Microsoft SQL Server 2014
 - Microsoft SQL Server 2012

you must ensure that the Microsoft Distributed Transaction Coordinator service is running and, if it is part of a distributed installation, it must be configured to allow network connections.

- SQL Server must be set up in SQL Mixed Authentication mode.
- *SQL_Latin1_General_CP1_CI_AS* must be the set as the server collation. No other Authentication or collation is supported.

Other software requirements

Content Author also requires the following, which the installation process will install automatically if necessary:

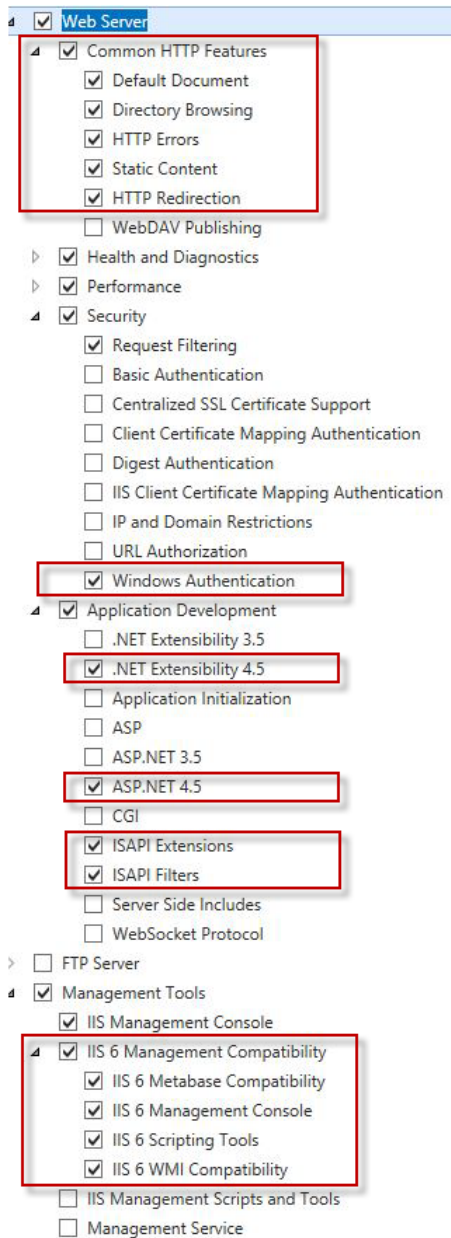
- Microsoft Shared Management Objects for SQL Server
- Microsoft System CLR Types for SQL Server
- Microsoft .NET Framework 4.8
- Microsoft Report Viewer Redistributable 2015
- Microsoft System CLR Types for SQL Server 2014
- Microsoft Visual C++ 2015-2019 Redistributable

IIS settings

ContentAuthor requires specific Windows Internet Information Services (IIS) settings. These should be specified before installation.

To specify IIS settings for Windows Server 2012

1. Click **Start -> All Programs -> Administrative Tools -> Server Manager**.
2. Under **Roles -> Web Server (IIS)**, ensure the **Role Services** marked in red are installed.

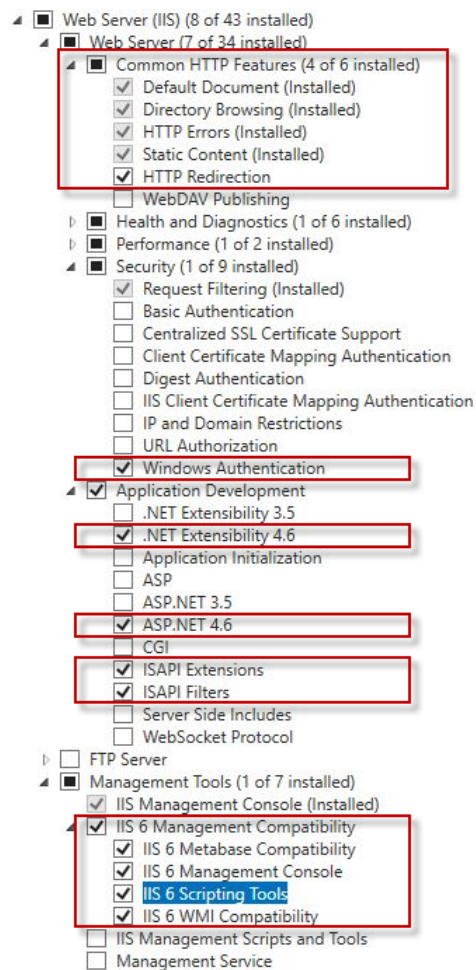


To specify IIS settings for Windows Server 2016

1. Click **Start -> Server Manager**
2. Click **Dashboard -> Add roles and features -> Features**

Ensure the settings indicated in red below are installed.

Note: that the .Net Extensibility and ASP.net version for this platform is 4.6.

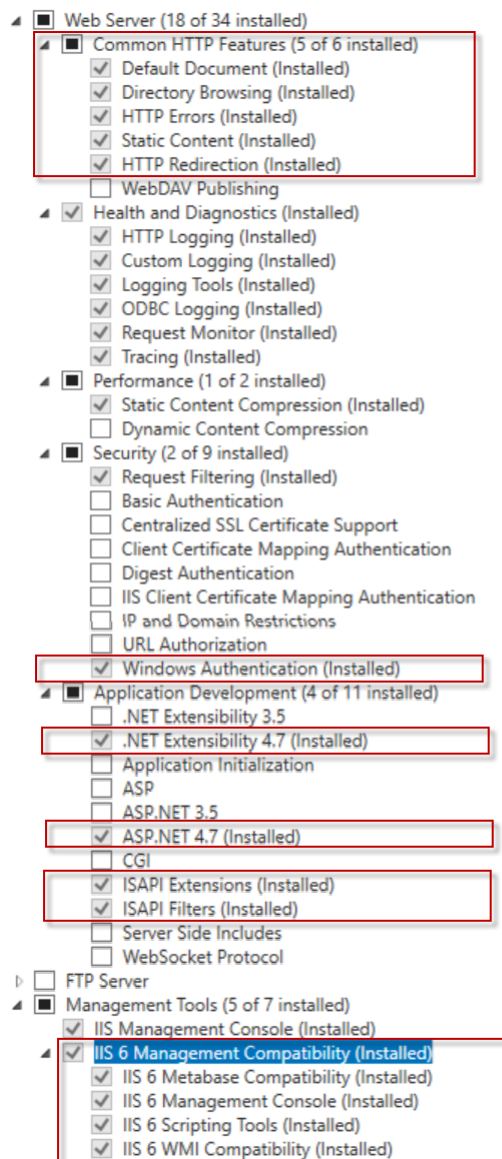


To specify IIS settings for Windows Server 2019

1. Click **Start -> Server Manager**
2. Click **Dashboard -> Add roles and features -> Features**

Ensure the settings indicated in red below are installed.

Note: that the .Net Extensibility and ASP.net version for this platform is 4.7.

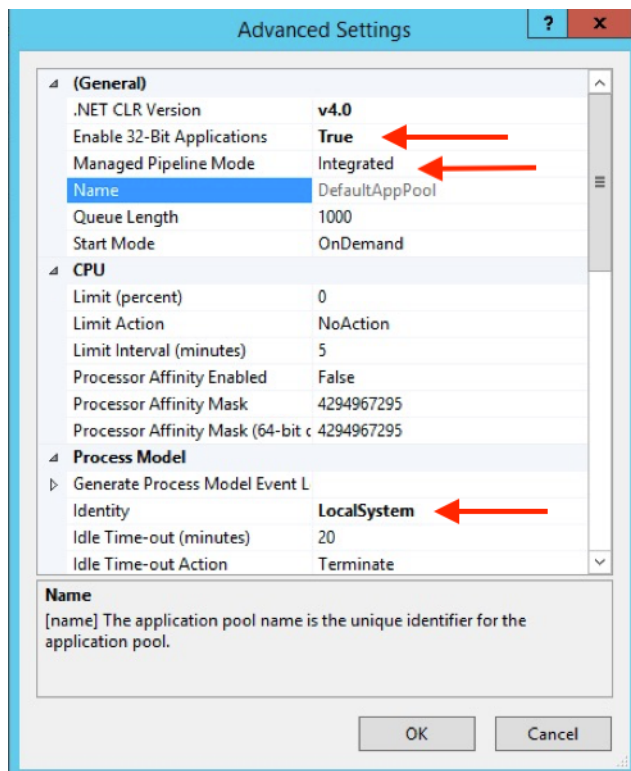


Enabling 32-bit applications

If you are running a 64-bit machine (on any operating system), you must enable 32-bit applications.

To enable 32-bit applications on a 64-bit machine:

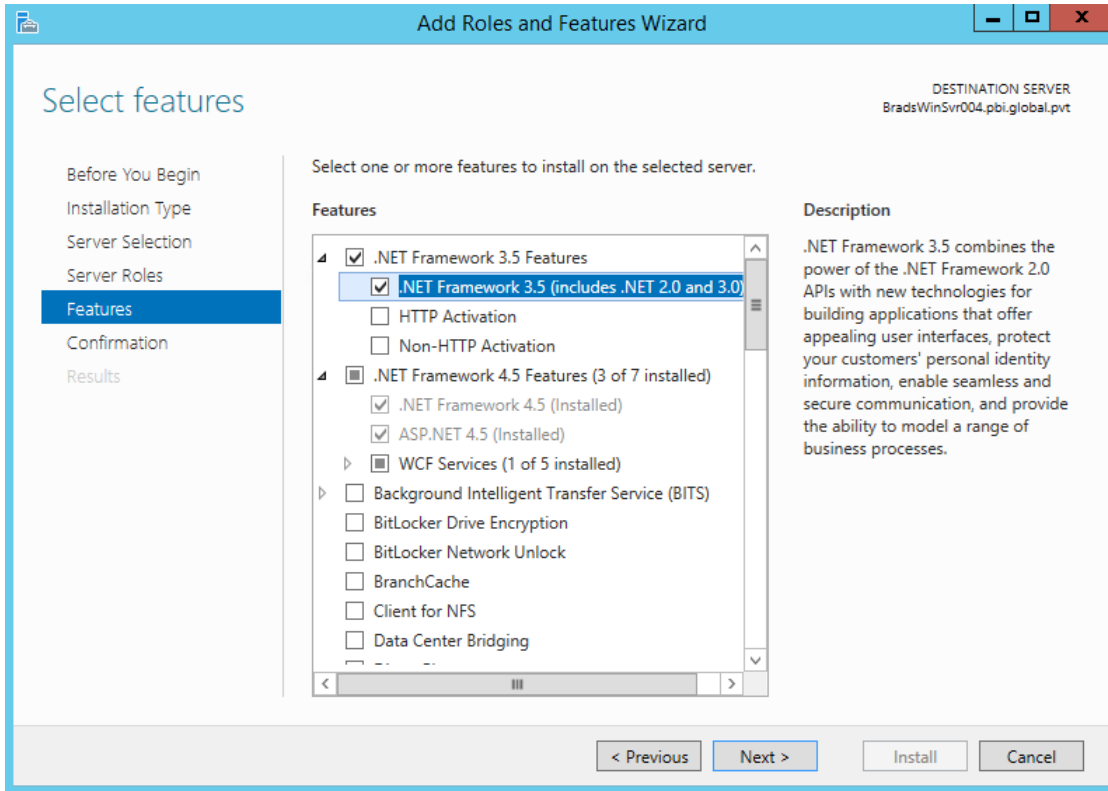
1. Run the Internet Information Services (IIS) Manager from the Control Panel's Administrative Tools/IIS Manager.
2. In the Connections tree-view expand Sites/ Default Web Site to show CCMContentAuthor.
3. Right-click on CCMContentAuthor, select *Manage Application/Advanced Settings* and note the name of the Application Pool for example, DefaultAppPool. Click Cancel.
4. In the Connections tree-view, select Application Pools and in the *Application Pools* window, right-click on the name of the application pool noted in step 3 and select *Advanced Settings*.
5. Set the following options:
 - **Enable 32-Bit Applications** - to **True**;
 - **Managed Pipeline Mode** - to **Integrated**;
 - **Identity** - to **LocalSystem**.



- Click **OK** to confirm selections.

SQL 2017/2016 considerations

Before installing Content Author on a Windows server that has SQL Server 2017 / 2016 installed, you must ensure the .NET Framework 3.5 feature is installed. This can be done using **Add Roles and Features** option via the **Server Manager Dashboard**.



Supported output device drivers

The following output devices are supported by this version of Content Author:

- AFPDS 240, 300, 600 – bitmap (FOCA) and outline (FOCA Type1)
- HTML for e-mail (eHTML)
- IJPDS 240, 300, 600
- Line data
- Metacode
- PCL – bitmap and outline, black/white and color image
- PDF 72 & 300
- Postscript 72 & 300 – Type 1 & Automatic

See also [Known issues](#) on page 17.

Installation and configuration

Installation

The main setup window is displayed by running `setup-content-author.exe`. This application is located in the `\install` folder of your release media.

Note: that the windows account under which the software is installed must have administrator level access to the local machine.

The install provides options to:

- Install Content Author
- Install Content Author Editor – use this option to provide editor features when security policies disallow web browser ActiveX downloads

Once the software has been copied from the release media, the install process will gather details and start installing. Follow the instructions given by the Install Wizard.

The Content Author install option allows you either to perform a Standalone deployment where all components are installed to a designated location on your local machine, or to create a multi-user client/server environment. Select the appropriate check box for the component you want to install. For a standalone deployment select all the components.

When installing the Web client a Website Name is provided by default (CCMContentAuthor). You can change this in the Web Client Parameters page. Then follow the instructions given by the Install Wizard.

Configuration Manager

The Configuration Manager is automatically invoked when the EngageOne Content Author install has completed. The options available here are dependent on your specifications during the install process and all enabled options need to be defined at configuration.

If you are installing for the first time in a single server environment, the Content Author database connection and access settings from the Web client configuration are provided by default in the Admin Client, Publish Server and Reports Configuration dialogs. If you are upgrading, settings that were last applied are provided by default.

Configuring Web Client

The Web client configuration supplies connection information so that the message authors can access the Content Author database and use the functionality they require within the application. Note that you must reflect any change of web site name (from CCMContentAuthor) when specifying the Web address.

Configuring Admin Client

Administrators require user access and connection information to the Content Author database. This must match the detail supplied when you configured the Web client. To coordinate interaction with the main Designer modules and for other control purposes the following configuration options are also required. Note that you must reflect any change of web site name (from CCMContentAuthor) when specifying the Web address.

Configuring Resource Server

Resource server configuration creates/upgrades the resource server and database.

Configuring Resource Access Service

Communication to the Resource Server is channelled through this service.

Configuring Publish Server

The Publish Server requires user access to the Content Author database to create and deploy the HIM files containing the approved messages.

Configuring Reports

Working with reports requires user access and connection information to the Content Author database. This must match the detail supplied when you configured the Web client. In addition the Reporting Services (Native) web connection information is required and user access to this service for message authors and administrators.

Configuring License

This shows the expiry date and the number of users allowed for the current license and enables you to specify a different license instead.

Default TCP/IP port assignments

By default, the install process automatically assigns TCP/IP port numbers to allow for communication between the EngageOne Content Author components. These settings will in most cases be appropriate for your installation. If you want to modify these port settings, edit the appropriate XML based configuration file using your preferred text editor.

Note that Content Author uses the SMTP default assignment of port 25 for e-mail.

Resource Server (ResourceServer.exe.config)

```
<channel ref="tcp" port="50241" secure="false">
```

Web Application Client (Web.config)

```
<wellknown type="ResourceAccessService.IResourceAccessService,
ResourceAccessServiceInterface"
url="tcp://localhost:50242/DOC1ResourceServices/ResourceAccessService"/>
```

Admin Client (Msg1Admin.exe.config)

```
<wellknown type="ResourceAccessService.IResourceAccessService,
ResourceAccessServiceInterface"
url="tcp://localhost:50242/DOC1ResourceServices/ResourceAccessService"/>
```

```
<wellknown type="M1ObjectLib.IExtractAndDeploy, M1ObjectLib"
url="tcp://localhost:9669/ExtractAndDeploy.binary"/>
```

Publish Server (ExtractAndDeployService.exe.config)

```
<channel ref="tcp" port="9669" secure="false">

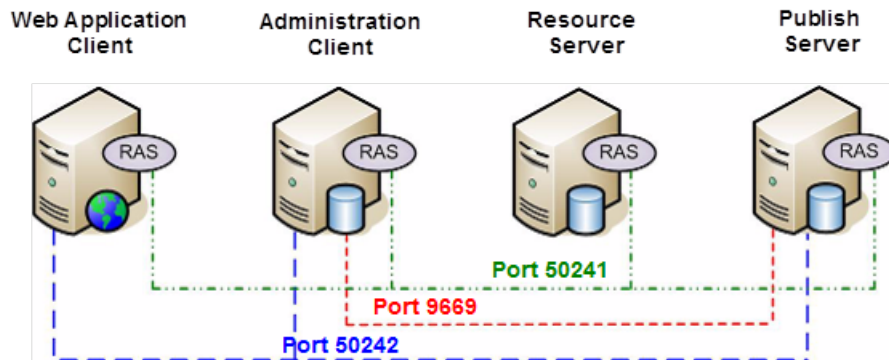
<wellknown type="ResourceAccessService.IResourceAccessService,
ResourceAccessServiceInterface"
url="tcp://localhost:50242/DOC1ResourceServices/ResourceAccessService"/>
```

Resource Access Service (ResourceAccessService.exe.config)

```
<wellknown type="ResourceServerInterface.IResourceServer,
ResourceServerInterface"
url="tcp://localhost:50241/DOC1ResourceServices/ResourceServer"/>

<channel ref="tcp" port="50242" secure="false">
```

The following diagram illustrates communications between the different Content Author components with regards to port numbers.



RAS: Resource Access Service

Shared Designer and Content Author Secure Settings

When a Secure / Single Sign On, EngageOne Resource Access Service is installed on the same Windows Server environment as EngageOne Content Author , then **ALL** Content Author Services and components installed on this environment MUST be updated to use `secure="true"` to enable Content Author Services to communicate correctly

You must update the EngageOne Content Author Configuration Files as follows :

EngageOne Content Author Message Publisher

<Install Path>\Content Author\Publish\ExtractAndDeployService.exe.config

```
...
<!--
<channel ref="tcp" port="9669" secure="true">
..
```

EngageOne Resource Server

<Install Path>\Content Author\resource server\ResourceServer.exe.config

```
...
<channels>
<channel ref="tcp" port="50241" secure="true">
```

EngageOne Resource Access Service

<Install Path>\Resource Access Service\ResourceAccessService.exe.config

```
...
<channels>
<channel ref="tcp" port="50242" secure="true">
```

Content Author Administration Client

<Install Path>\Content Author\Admin\MSG1Admin.exe.config

```
...
<channels>
<channel ref="tcp" secure="true">
```

Content Author Web Client

```
<Install Path>\Content Author\Client\web.config
```

```
...  
<channels>  
<channel ref="tcp" secure="true">
```

Content Author Command Line Publish (if used)

```
<Install Path>\Content Author\Admin\CAPublish.exe.config
```

```
<channels>  
<channel ref="tcp" secure="true">
```

Configuring maximum number of messages to display in Web client

The maximum number of messages that can be displayed in the Content Author Web client is set by default to 200. To update this default limit change the following Configuration file setting installed on the Content Author Administration Server:

<Install Path>\Content Author\Client\web.config

```
<appSettings>
...
<add key="MaxRows" value="200" />
```

Setting a value of 0 allows all messages to be displayed, it is important to be aware that this may have a performance impact.

Administration client start-up

When the administration client is run from the Windows desktop a login screen will appear requesting a user name and password. The first time you log on you should specify the default Administrator account name and password. Both are 'admin' (ensure lower case characters are used).

HTTP security considerations

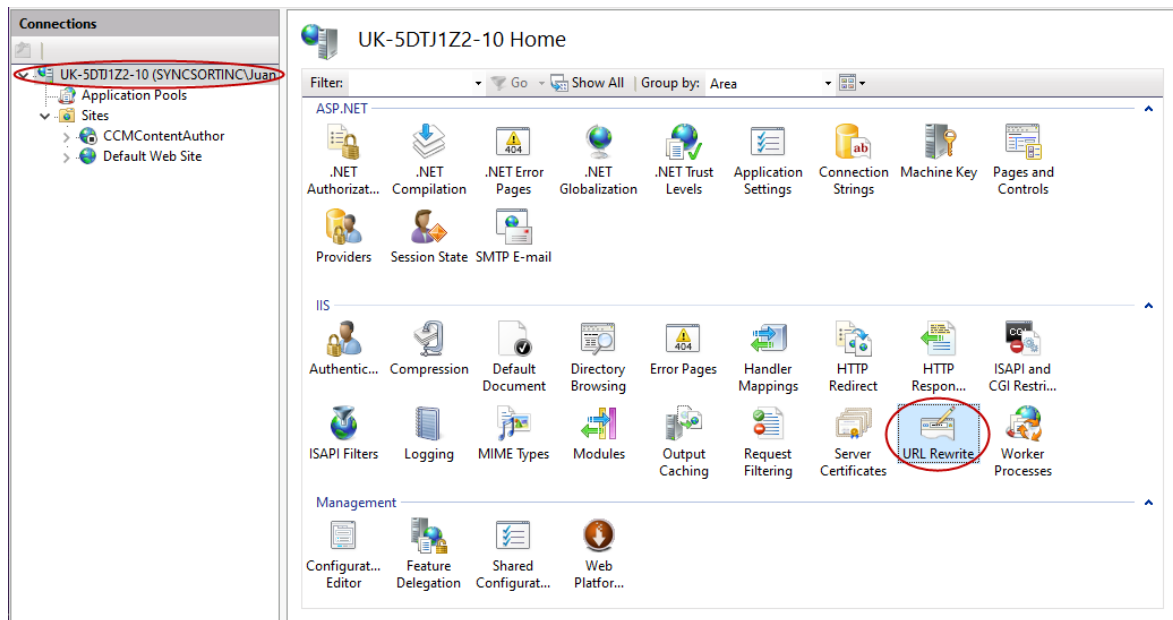
Configuring HTTP responses returned by the Content Author web application

There are three HTTP response headers properties that could be used to cause security vulnerabilities:

- **Server** - Specifies web server version.
- **X-Powered-By** - Indicates that the website is "powered by ASP.NET."
- **X-AspNet-Version** - Specifies the version of ASP.NET used.

The process to remove values from these properties is outlined in this section.

1. Install URL Rewrite. On the Web Server install URL Rewrite tool - <https://www.iis.net/downloads/microsoft/url-rewrite>
2. Add Server variables
 - a. Open IIS Management.
 - b. Select the parent item in the treeview and open URL Rewrite, as shown below:



- c. Click on the **View Server Variables** in the **Actions** pane.
- d. Click **Add** and enter `RESPONSE_Server` in the associated textbox. Repeat this step to add the following variables
 - `RESPONSE_X-AspNet-Version`
 - `RESPONSE_X-Powered-By`

Your **Allowed Server Variables** screen should list the three variables you configured.

3. Add outbound rules
 - a. Select the parent item in the treeview and double-click the URL Rewrite icon.
 - b. Click on the **Add Rule(s)** in the **Actions** pane in the right-hand side.
 - c. Enter name for the rule, for example, `Clear Server type value`.
 - d. In the **Match** section select **Server Variable** option from the **Matching scope** dropdown
 - e. In the **Variable name** field enter `RESPONSE_Server`
 - f. In the 'Pattern field' enter `."+`
 - g. In the **Action** section select `Rewrite` option from the **Action type** dropdown
 - h. Enter blank value for **Action Properties**
 - i. Click **Apply**.
 - j. A warning is issued, this can be ignored.

4. Repeat Step 3 for:
 - `RESPONSE_X-AspNet-Version`
 - `RESPONSE_X-Powered-By`

At the end of the process three rules should be defined:

Outbound rules that are applied to the headers or the content of an HTTP response:

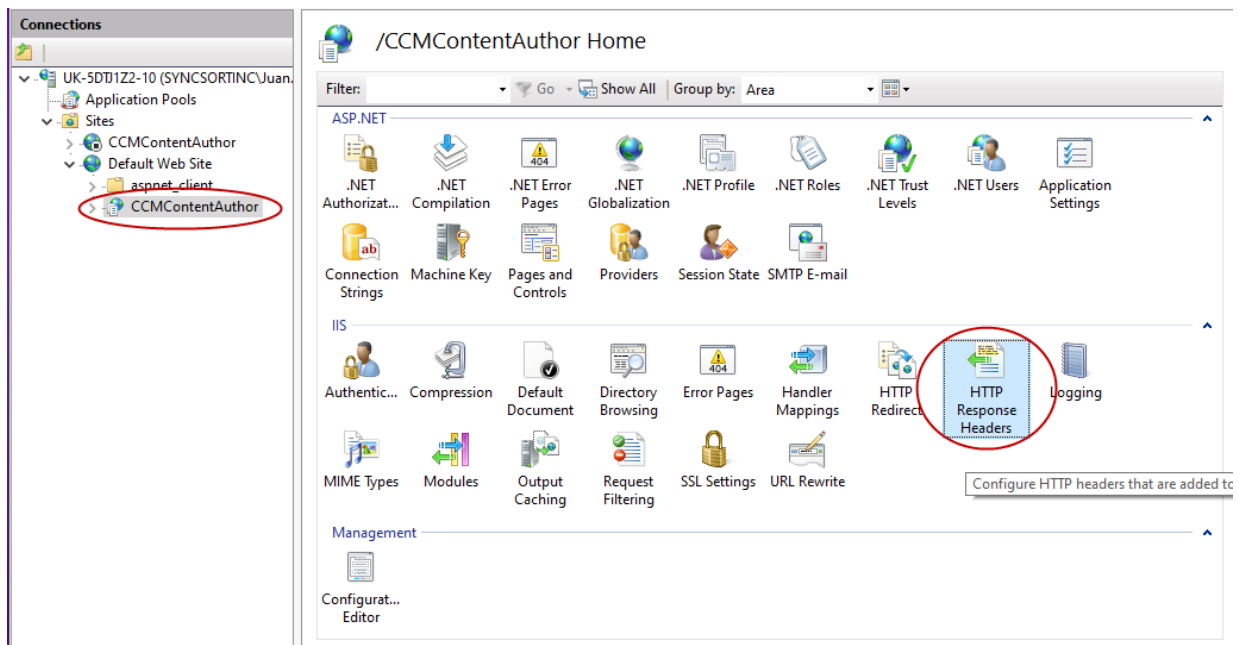
Name	Input	Match	Pattern	Action Type	Action Value	Stop Proce...	Et
+ Clear Server type	RESPONSE_Ser...	Matches	."+	Rewrite		False	L
+ Clear ASP.NET version	RESPONSE_X-...	Matches	."+	Rewrite		False	L
+ Clear Powered By value	RESPONSE_X-...	Matches	."+	Rewrite		False	L

Configuring HTTP Security Headers

By enabling suitable security headers you can improve the resilience of your Content Author web application against many common attacks. Each response headers has an associated value, as shown in the table below. The process of enabling and defining the associated value for each header is outlined in this section.

Name	Value
X-XSS-Protection	1; mode=block
X-Frame-Options	deny
X-Content-Type-Options	nosniff
Content-Security-Policy	default-src 'self'
Cache-Control	no-cache, no-store, must-revalidate
Referrer-Policy	no-referrer

1. Open IIS Management
2. Select CCMContentAuthor web app from connection tree
3. Open HTTP Response Headers



- For each of the item in the table above, click **Add** to enter the security header's Name/Value pair. The example below illustrates this process for the X-XSS-Protection header:

The screenshot displays the 'HTTP Response Headers' configuration window. On the right, the 'Actions' panel includes a circled 'Add...' button, 'Set Common Headers...', 'Edit...', 'Remove', and 'Help'. The main area shows a 'Group by: No Grouping' dropdown. An 'Edit Custom HTTP Response Header' dialog box is open, with 'Name:' and 'Value:' labels circled. The 'Name' field contains 'X-XSS-Protection' and the 'Value' field contains '1; mode=block'. 'OK' and 'Cancel' buttons are at the bottom of the dialog.

Migrating Message1

Message1 is no longer supported and EngageOne Content Author is the recommended environment for creating messages for use with Designer. You can migrate your existing Message1 repository objects to the Content Author environment using a set of standalone utilities.

Upgrading your Message1 environment to Content Author

The following standalone utilities are provided for upgrading Message1 to Content Author.

- Export Message1 environment – exports all data from a Message1 5.3 or later repository into an intermediate location and format.
- Import Message1 environment – imports the data exported with the above utility into the Content Author database and Resource Server.

Message1 Export Tool

This is available as a download on request from Customer support.

Message1 Import Tool

This is available to install (English only) from the release media :

```
\install\setup-content-author-import.exe
```

There are a few important points to bear in mind relating to the use of the Export and Import tools, as follows:

- The import process cannot be repeated and must be performed on a default, empty Content Author database.
- There are a some functional differences between Message1 and Content Author which have an impact on some aspects of the migration, as follows:

Production cycles	these objects do not exist in the Content Author environment and are therefore ignored during the import process.
Color schemes	these objects do not exist in the Content Author environment and are therefore ignored during the import process.
Host usernames/ passwords	are stored in plain text in the exported LCC XML file. They are imported into the new system in unencrypted form.

Conditions

Message1 allows comparison of string types using operators ">", ">=", "<=" and "<" in addition to "=" and "!=", however Content Author allows only "=" and "!=" comparisons of string types. Therefore those comparisons including equality ("<=" and ">=") are being imported as "=" and those which do not include equality ("<" and ">") are being imported as "!=". A warning is displayed where such comparisons are encountered.

Fonts

are not included in the export files, only references to the fonts. These fonts are expected to be already installed in the Content Author environment.

- The Export tool should be run on the machine where the Message1 server software is installed in order to guarantee access to the Message1 repository.
- The Import tool should be run on a machine that has access to the Content Author database, i.e. Administration client.

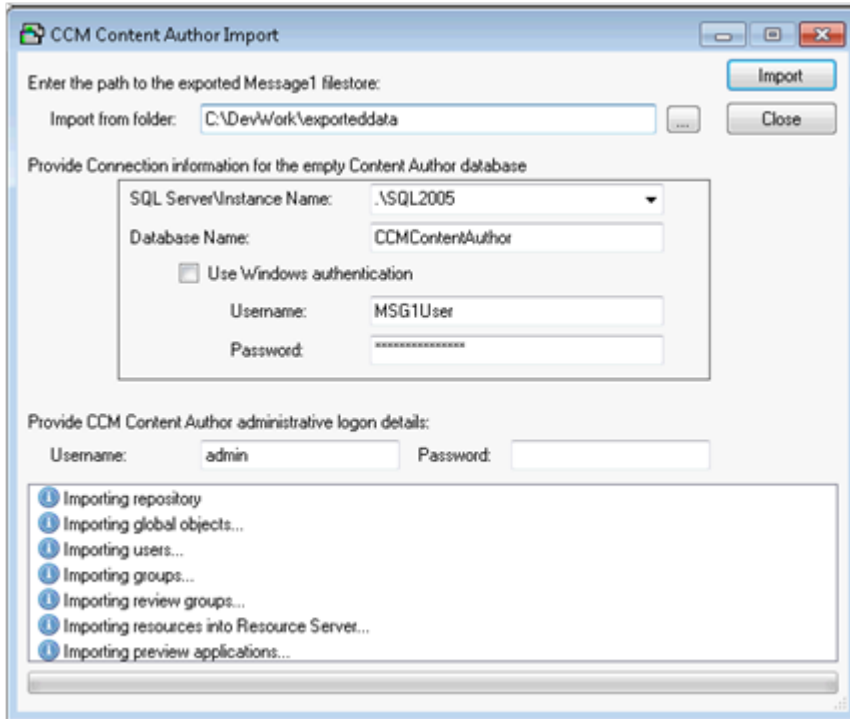
Exporting the Message1 environment

The Message1 export utility connects to a Message1 5.3 or later repository and exports all data into a specified export folder. It does not affect the original data and the operation can be repeated.

The Export tool should be launched under a logon with administrative privileges on the machine where the Message1 database is installed. When run, the utility will attempt to discover your Message1 database connection details directly from the installed configuration. Once the database connection details have been established you will be prompted to assign the folder to receive the export data. If the folder specified does not exist, the Export utility will create it. Click Export to start the export process.

Importing Message1 repository objects into Content Author

The Message1 Import utility reads the Message1 repository objects created by the export process and imports all data into your Content Author database. The Import utility can only be run once and requires an empty default Content Author database.



The Import tool should be launched from any account where an Admin client is installed. You will be required to provide details as to the location of the export file together with your Content Author logon details.

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