

Peregrine

# Get-Answers 4.1

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## Release Notes

For Windows 2000, AIX, and Solaris

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# Get-Answers 4.1 Release Notes

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Welcome to Get-Answers 4.1. Get-Answers is part of the Peregrine Systems Employee Self-Service (ESS) suite of applications built on the Peregrine OAA Platform platform. Get-Answers provides a web-based interface that enables organizations to save resources and increase productivity by empowering employees to solve problems or answer questions on their own.

Get-Answers 4.1 includes integration with ServiceCenter. ServiceCenter can pass information such as a problem description to Get-Answers. This information can be used as the basis for a search which returns a hit list of possible solutions in Get-Answers. In turn, Get-Answers can pass information about a selected solution back to ServiceCenter. This information can include a URL to a Get-Answers document or the actual text of an authored solution. It is possible to customize the fields that are passed between an integrated application and Get-Answers.

Get-Answers 4.1 also includes a menu option enabling you to submit problem information to ServiceCenter and create a new problem ticket via an integration with Get-Services.

These release notes include:

- *Summary of Get-Answers enhancements* on page 6
- *Known issues* on page 9 and *Corrected issues* on page 22
- *Related documentation* on page 26
- *Contact details* on page 26

# Summary of Get-Answers enhancements

This section lists the functional enhancements in Get-Answers 4.1. Major features of this release is the support for a true 3-tier architecture and support for Web crawling.

## Support for 3-tier architecture

Get-Answers 4.1 supports 3-tier architecture, providing greater scalability and security for those organizations that have 3-tier requirements. The physical documents are stored on the Database Server in the third tier.

## Knowlix migration

Custom forms and knowledge developed in Knowlix are migrated and fully supported in Get-Answers 4.1. The migration supports:

- Document Views and Field level security
- Pop-up and jump link functionality found in Knowlix
- Schema extensions
- Export of the proprietary NFO format from Knowlix and import into Get-Answers XML interface format

## Support for Web crawling

Web crawling enables outside knowledge sources to be accessible to users and reduce administration costs. With this feature, you can:

- Index and search external Web content, such as RightAnswers, along with the Get-Answers knowledge library, resulting in a consolidated hit list.
- Set URLs to be searched automatically. The URLs that can be crawled and indexed are ones that have activated the directory browsing on their site and have the types of documents that Get-Answers supports, including .HTML, .PDF, .ASP, and .TEXT.
- Extend your knowledge base to external sites and reduce duplication of data.

## Knowledge import support

An XML API interface is provided to import documents into Get-Answers. This will dramatically improve the flexibility of importing documents from other sources as compared to the current Submit Server Documents option. Knowlix migration will export to this format.

Customers are responsible for exporting the various desired knowledge formats into the Peregrine specified XML format that allows the XML API interface to import into the Get-Answers format.

## Schema extension

Get-Answers 4.1 allows selection from pre-defined fields for inclusion into an Authored Document. This feature enables users to create new fields to be used in Authored Documents.

## Document views

The document view capability is now entirely rich-text based, enabling much improved flexibility and formatting. Jump link and Popup content supported in Knowlix will be enabled. Document views can be tailored by role, providing a mechanism to support field level security.

A user in the editor or owner role can add and modify document types and views.

A user in the Admin role can personalize the GUI presentation of the document types for every user.

A user in the owner role can personalize the GUI presentation of the document types for himself.

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**Important:** Reporting is an administrator function. An administrator has reporting capabilities as well as personalization capabilities. An Administrator thus has access to all documents in the system. This should be considered when granting users access to Reporting.

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## Simplified document management

Improved document management includes:

- Consolidation of Browse Categories and Manage Documents
- Managing documents from a search hit list and through browsing Categories
- Feedback button available directly on internal (Authored) and external documents. This allows users to submit feedback directly from the authored document rather than using the search results screen

## Localization

Get-Answers 4.1 is the first release of Get-Answers that provides a localized interface and search engine in French, Italian, and German. Localization will occur 90 days after the release of 4.1.

## Section 508 compliance

Get-Answers provides improved accessibility and ensures that users with disabilities, such as hearing, sight, motor control, have comparable access to the software application.

## New platform support

Get-Answers 4.1 has expanded application server, database, and Web server support to include:

- Sun Solaris Support
- MS SQL 2000 Support
- Oracle 9i
- WebSphere Application Server 5.0

## Compatibility

This release includes compatibility with the Peregrine OAA 4.1 platform and runs on the Operating Systems, Web servers, and application servers that Peregrine OAA Platform supports.

The most current version of the compatibility matrix, which identifies the hardware and software requirements for installing this release, is available on the Peregrine CenterPoint Web site at <http://support.peregrine.com>. Access to this page requires a current login user name and password.

## Known issues

This section separately details the known issues for installation issues and software issues in this release.

### Installation known issues

The following contains Get-Answers installation known issues.

Issue	Temporary Solution
Do not install the General Availability (GA) version after the Beta version has been installed.	You must restore the server to your 4.0.1 version prior to installing Get-Answers 4.1.
On a WebSphere installation, the Admin form at <a href="http://hostname/oaadmin/admin.jsp">http://hostname/oaadmin/admin.jsp</a> does not open.	Remove duplicate <code>Alias /oaadmin</code> lines from the <code>httpd.conf</code> file under the <code>conf</code> directory of the IBM HTTP or Apache Web server. Correct the lines so that only one of the following is present: <pre>Alias /oaadmin "C:\WebSphere\AppServer\installedApps\oaadmin.ear\portal.war"</pre> <pre>Alias /oaadmin "C:/WebSphere/AppServer/installedApps/oaadmin.ear/portal.war"</pre>

Issue	Temporary Solution
<p>Old registry entries of a Search Engine may cause:</p> <ul style="list-style-type: none"> <li>■ a Memory Protection Fault.</li> <li>■ a kgepop error if the database is Oracle.</li> <li>■ an exit code 4 in the Search Engine executive, visible in the Search Engine DOS command window or the execd.err log file, which is some levels below the Search Engine installation directory.</li> </ul>	<p>If you use a server that had a previous (4.0.1 or earlier) version of the Search Engine on it and uninstall the old version, before installing the 4.1 version of the Search Engine on the same server, remove any reference to the previous version of the Search Engine from the registry.</p> <p><b>To avoid problems with previous Search Engine registry entries:</b></p> <ol style="list-style-type: none"> <li>1 Uninstall the present Search Engine (whatever the version).</li> <li>2 Back up the registry.</li> <li>3 Go to <b>Start -&gt; Run</b> and type <b>regedit</b>.</li> <li>4 If they exist, delete any entries entirely that have this word in the entry: <ul style="list-style-type: none"> <li>Excalibur</li> <li>RetrievalWare</li> <li>Search Engine</li> </ul> </li> <li>5 Reboot the machine.</li> <li>6 Reinstall new Search Engine.</li> <li>7 Reboot.</li> </ol>
<p>The DB2 upgrade from 4.0.1 fails. [SCR27581]</p>	<p>If you are upgrading with a DB2 database, you must run two DB2 scripts prior to running the 4.1 upgrade to increase the size of the file blobs / binary large objects in your database.</p> <p>The database for 4.0.1 allocated a maximum blob size of 256 KB for file attachments, but now because in 4.1 the Get-Answers documents are stored in the database, up to one gigabyte blob can be saved. The DB2 scripts and instructions on how to execute the scripts are on the CD/electronic version under the OracleFiles directory. The script names are DB2upgrade_4.0_to_4.1_modifyBlobTablesFirst.sql and DB2upgrade_4.0_to_4.1_dropBlobTablesSecond.sql.</p>

Issue	Temporary Solution
<p>The <i>Upgrading from Get-Answer 4.0.1 to 4.1</i> chapter in the Installation Guide has updates. [SCR27691]</p>	<p>The following changes belong in Chapter 5 of the Get-Answers Installation Guide:</p> <ol style="list-style-type: none"> <li>1 In addition to the Windows 2000 Operating System, the instructions in the chapter are also applicable for an upgrade on supported versions of AIX systems (for exceptions, see step 3 below).</li> <li>2 The section <i>Deploying the portal.war file for WebSphere</i> is not necessary because you can deploy into the Enterprise Application used for Get-Answers 4.0.1.</li> <li>3 The <i>Installing Get-Answers 4.1</i> section of Chapter 5 does not include the instructions for AIX. Perform the first 4 steps of this section, then follow the instructions under the <i>Custom Installation Option in Chapter 6, Installation on AIX or Solaris</i>.</li> </ol> <p><b>Note:</b> During the AIX installation, you are prompted to Click Browse to locate the directory where you deployed the portal.war file. At this point, browse to the portal.&lt;version&gt;.war directory that was created for Get-Answers 4.0.1 (for example, .../WebSphere/AppServer/installedApps/oa.a.ear/portal.4.0.1.6.war).</p>
<p>The server URL that is set in local.xml during the Get-Answers 4.0.1 upgrade to 4.1 is automatically set to oa.a. This is only a problem if you install to a different path. [SCR27694]</p>	<p>Manually edit the local.xml file to point to the correct path.</p> <p><b>To edit the local.xml file:</b></p> <ol style="list-style-type: none"> <li>1 Using a text editor, open local.xml.</li> <li>2 Find the line &lt;serverurl&gt;http://PRGN_HOSTNAME/oa.a/login.jsp?_bookmark=&lt;/serverurl&gt;.</li> <li>3 Change oa.a to the correct path.</li> <li>4 Save and close the file.</li> </ol>

Issue	Temporary Solution
<p>On an upgrade where the Search Engine is on a different machine than the appserver, run an update SQL first so that the import succeeds. [SCR27695]</p>	<p>Run this SQL prior to installing the upgrade:</p> <pre>update KMDocument set Filename = replace(Filename,'xxx','yyy') ; where xxx = Search Engine Server Attach Path under the Get-Answers tab in the Admin Settings yyy = Web Server Attach Path under the Get-Answers tab in the Admin Settings The values of xxx and yyy can also be found in the local.xml file. For example, if the local.xml file contains: &lt;oaakm&gt; : &lt;KmWebServerAttachPath&gt; C:\Docs\KmWebServerAttachPath&gt; (yyy) &lt;KmRWareServerAttachPath&gt; N:\&lt;/KmRWareServerAttachPath&gt; (xxx) &lt;/oaakm&gt;</pre> <p><b>KmRWareServerAttachPath</b> is the Search Engine Server Attach Path and <b>KmWebServerAttachPath</b> is the Web Server Attach Path.</p> <p>For this example, execute the following SQL prior to installing the upgrade:</p> <pre>update KMDocument set Filename = replace(Filename,'N:\Docs','C:\Docs')</pre>
<p>On a Search Engine upgrade, stopwords and custom dictionaries are lost if specific files and directories are not backed up before the upgrade. [SCR27706]</p>	<p>Before uninstalling the Search Engine:</p> <ul style="list-style-type: none"> <li>■ Back up the stopword file named <code>rw_english.slx</code> in the <code>&lt;search_engine_install_directory&gt;\resource\rw_english</code> directory.</li> <li>■ Back up any custom dictionary directories under the <code>&lt;search_engine_install_directory&gt;\resource\rw_english</code> directory.</li> </ul> <p>After installing the new Search Engine:</p> <ul style="list-style-type: none"> <li>■ Restore the stopword file named <code>rw_english.slx</code> in the <code>&lt;search_engine_install_directory&gt;\resource\rw_english</code> directory.</li> <li>■ Restore any custom dictionary directories that you backed up under the <code>&lt;search_engine_install_directory&gt;\resource\rw_english</code> directory.</li> </ul>

Issue	Temporary Solution
<p>On a WebSphere installation, the Authoring applet shows a licensing error. During the installation, the following message appears: Please add OEMLicenseServlet mapping definition to web.xml after the installation is completed.</p> <p>[ST29258] [ST29274]</p>	<p>You must manually edit the web.xml file.</p> <ol style="list-style-type: none"> <li>1 Add the following to the web.xml file, but not within a section with &lt;!-- comment --&gt; lines. <ul style="list-style-type: none"> <li>■ Add these &lt;servlet&gt; lines to the section that has &lt;servlet&gt; lines: <pre>&lt;servlet id="Servlet_eopro"&gt; &lt;servlet-name&gt;OEMLicenseServlet &lt;/servlet-name&gt; &lt;display-name&gt;Edit-On Pro License Servlet&lt;/display-name&gt; &lt;servlet-class&gt;oemlicense.OEMLicenseServlet&lt;/servlet-class&gt; &lt;/servlet&gt;</pre> </li> <li>■ Add these &lt;servlet-mapping&gt; lines to the section that has &lt;servlet-mapping&gt; lines: <pre>&lt;servlet-mapping id="ServletMapping_eopro"&gt; &lt;servlet-name&gt;OEMLicenseServlet &lt;/servlet-name&gt; &lt;url-pattern&gt;/servlet/oemlicense.OEMLicenseServlet&lt;/url-pattern&gt; &lt;/servlet-mapping&gt;</pre> </li> </ul> </li> <li>2 Add this line to the httpd.conf file under the conf directory of the IBM HTTP or Apache Web server. Use the correct path for your portal.war file. <pre>Alias /eopro "C:\WebSphere\AppServer\installedApps\oaa.ear\portal.war\eopro"</pre> </li> </ol> <p><b>Note:</b> On an upgrade, you add only the GAAttachmentDownload section because the OEMLicenseServlet section is already in Get-Answers 4.0.1.</p>
<p>JRUN 3.1 produces internal server errors attempting to display Get-Answers pages.</p> <p>[ST29378]</p>	<p>The root cause of this issue is an error in JRun's implementation of JSP 1.1. This issue has been logged with Macromedia. Successful implementation using JRun is dependent upon resolution of this problem.</p>
<p>The path to the WebSphere Portal Server WAR source file is listed incorrectly in the Get-Answers Installation Guide.</p> <p>[ST29399]</p>	<p>You must download the necessary WebSphere Portal Server WAR file from the Customer Support Web site:</p> <p><b>To download the WebSphere Portal WAR file:</b></p> <ol style="list-style-type: none"> <li>1 Login to the Customer Support Web site at support.peregrine.com.</li> <li>2 Click Downloads &gt; OAA/Get-It</li> <li>3 Under OAA Downloads and Patches, click websphere.&lt;version&gt;.war.</li> </ol>

Issue	Temporary Solution
<p>The procedure for configuring WebSphere Portal Server is missing a step. [ST29404]</p>	<p>After editing the file <code>ibm-web-ext.xml</code> to set <code>fileServingEnabled</code> to <code>true</code>, you must regenerate the Web Server Plugin.</p> <p><b>To regenerate the Web Server Plugin:</b></p> <ol style="list-style-type: none"> <li>1 Login to the WebSphere Advanced Administration Console.</li> <li>2 Right-click on the node for your application server, and then click Regen Webserver Plugin.</li> <li>3 Restart your application server.</li> </ol>
<p>The link to the Control Panel disappears after loading the WebSphere Portal Server WAR file. [ST29406]</p>	<p>Open and edit your <code>local.xml</code> file.</p> <p><b>To edit local.xml:</b></p> <ol style="list-style-type: none"> <li>1 Open <code>local.xml</code> at <code>&lt;App Server Path&gt;/oaa/WEB-INF</code>.</li> <li>2 Look for the following lines: <pre data-bbox="611 644 1159 800">&lt;websphere&gt; &lt;srcpath&gt;c:/&lt;path&gt;/websphere.war&lt;/srcpath&gt; &lt;destpath&gt;c:/&lt;path&gt;/websphere-generated.war &lt;/destpath&gt; &lt;baseurl&gt;http://localhost/oaa/&lt;/baseurl&gt; &lt;/websphere&gt;</pre> </li> <li>3 Delete the element and value for <code>&lt;baseurl&gt;</code>.</li> <li>4 Save and exit the file.</li> <li>5 Stop and restart your application server.</li> </ol>
<p>Step 8a in the instructions for configuring WebSphere 5.0 lists the wrong DLL file name. [ST29415]</p>	<p>The correct DLL name to add to the <code>&lt;AppServerPath&gt;</code> in step 7a is:</p> <pre data-bbox="611 1025 953 1052">mod_ibm_app_server_http.dll</pre> <p>There should be an underscore between <code>app</code> and <code>server</code>, not a period.</p>
<p>On an upgrade with an Oracle database, the installer adds unwanted tokens for database connection parameters that result in a broken database connection and a failed upgrade. [ST29416]</p>	<p>Before the installation if these lines do <b>not</b> already appear in your <code>WEB-INF local.xml</code> file, using a text editor add these lines within the <code>&lt;rome&gt;</code> section and save the <code>local.xml</code> file:</p> <pre data-bbox="611 1295 1159 1449">&lt;romeDatabaseType&gt;Oracle&lt;/romeDatabaseType&gt; &lt;romeDatabaseDriver&gt;oracle.jdbc.driver. OracleDriver&lt;/romeDatabaseDriver&gt; &lt;romeDatabaseUser&gt;rome&lt;/romeDatabaseUser&gt; &lt;romeDatabasePassword&gt;password&lt; /romeDatabasePassword&gt;</pre>

Issue	Temporary Solution
<p>When installing on Solaris, the default server URL does not integrate with ServiceCenter. [ST29419]</p>	<p>The server URL is set to <code>http://localhost/oa/login.jsp?_bookmark=</code> Change the URL to your server hostname to enable integration with ServiceCenter: <code>http://hostname/oa/login.jsp?_bookmark=</code> where <i>hostname</i> is the name of your application server.</p>
<p>When installing on a UNIX platform, if you select Tomcat but not Apache, you must manually start the Peregrine Tomcat service. [ST29420]</p>	<p>The standard <code>oaactl</code> to automatically start the service does not work because it has Apache commands. See <i>Instructions to start and stop Tomcat using the default settings</i> on page 17 for the commands to manually start and stop the Tomcat Peregrine service.</p>
<p>When installing WebSphere on AIX, an error occurs. [ST29428]</p>	<p>The error shown on the DB2 settings approval screen stems from an invalid variable. A non-existent variable is trying to be shown that is no longer used. The installer claims a null value because that variable is no longer valid. It has no bearing on the use of the settings or on the validity of the installation.</p>
<p>Oracle and SQL Server database information needed for the Search Engine is listed incorrectly in the Installation Guide. [ST29430]</p>	<p>If you have an Oracle database, you only need an ODBC connection and not the client. If you have a SQL Server database, you need to install the SQL Server Client. No ODBC connection is necessary.</p>
<p>When installing Get-Answers with WebSphere, the path that is set to the <code>rwserver.cfg</code> file is incorrect. [ST29433]</p>	<p>You must manually change the file path of <code>/WEB-INF/config/rwserver.cfg</code> and place it after the <code>portal.&lt;version&gt;.war</code> directory.</p> <p><b>To change the file path:</b></p> <ol style="list-style-type: none"> <li>1 Login to the Get-Answers administration page.</li> <li>2 Click <b>Settings &gt; Get-Answers</b>.</li> <li>3 In the <b>Search Engine Configuration File</b> field, enter the path to the <code>rwserver.cfg</code> file. For example: <code>/data4/WebSphere/AppServer/installedApps/getit41.ear/portal.4.1.0.54.war/WEB-INF/config/rwserver.cfg</code></li> <li>4 Click <b>Submit</b>.</li> <li>5 On the Control Panel page, click <b>Reset Server</b>.</li> </ol>

Issue	Temporary Solution
<p>When upgrading from Get-Answers 4.0.1 to 4.1 during a custom installation on UNIX, the upgrade variable is not correct. [ST29437]</p>	<p>Edit the <code>upgradeStatus.xml</code> file to set the <code>upgrade4.1</code> parameter to true.</p> <p><b>To set the <code>upgrade4.1</code> parameter to true:</b></p> <ol style="list-style-type: none"> <li>1 Run the installation but do not start up your application server.</li> <li>2 Using a text editor, open the <code>upgradeStatus.xml</code> file. The default file path for WebSphere is <code>&lt;appserver&gt;/installedApps/oaas.ear/portal.&lt;x.x.x.x&gt;.war/WEB-INF/apps/get-answers</code> where <code>&lt;appserver&gt;</code> is the path to your application server and <code>x.x.x.x</code> is the version of your <code>portal.war</code> directory. For other application servers, the default file path is <code>&lt;appserver&gt;/oaas/WEB-INF/apps/get-answers</code> where <code>&lt;appserver&gt;</code> is the path to your application server.</li> <li>3 Change the xml tag from <code>&lt;upgrade4.1&gt;false&lt;/upgrade4.1&gt;</code> to <code>&lt;upgrade4.1&gt;true&lt;/upgrade4.1&gt;</code>.</li> </ol> <p><b>Note:</b> The parameter is case sensitive.</p> <ol style="list-style-type: none"> <li>4 Save and close the file.</li> </ol>
<p>When upgrading, problems occur if the cache is not cleared. [ST29438]</p>	<p>When upgrading from Get-Answers 4.0.1 to 4.1, stop the application server and clear the cache prior to the installation.</p>
<p>The installation default maximum memory size for the application server is too low. [ST29452]</p>	<p>Set the maximum memory size for the application server to at least 512m.</p> <p>The default <code>catalina_opts</code> are 256m/384m. Using the custom installation, change the maximum to 512m.</p>

## Instructions to start and stop Tomcat using the default settings

**Note:** You can add these commands to a shell script and run the script instead of typing the commands.

### To manually start Tomcat using the default path and memory settings:

- ▶ Type the following on the command line:

```

JAVA_HOME=/usr/bin/peregrine/common/jdk1.3
TOMCAT_HOME=/usr/bin/peregrine/common/tomcat4
OS_NAME=`/bin/uname -s`
OAA_INF=$TOMCAT_HOME/webapps/oaas/WEB-INF
LD_LIBRARY_PATH=$OAA_INF/lib:$OAA_INF/lib/$OS_NAME:$OAA_INF/lib/$OS_NAME
/ServiceCenter4:$LD_LIBRARY_PATH
CATALINA_OPTS="-server -Xms256m -Xmx512m"
export JAVA_HOME TOMCAT_HOME LD_LIBRARY_PATH CATALINA_OPTS
$TOMCAT_HOME/bin/startup.sh

```

**Note:** On Solaris using ServiceCenter, add `:/usr/ucblib` after `$LD_LIBRARY_PATH`

**Note:** On AIX, use `LIBPATH` instead of `LD_LIBRARY_PATH`

### To manually stop Tomcat:

- ▶ Type the following on the command line:

```

JAVA_HOME=/usr/bin/peregrine/common/jdk1.3
TOMCAT_HOME=/usr/bin/peregrine/common/tomcat4
export JAVA_HOME TOMCAT_HOME
$TOMCAT_HOME/bin/shutdown.sh

```

## Software known issues

The following contains Get-Answers software known issues.

Issue	Temporary Solution
Updated copyright information.	The copyright information in these release notes replaces all prior copyright information for Get-Answers 4.1.
Imbedding graphics into a document created using the Authoring interface does not work properly if the name of the image file has spaces in it.	Change the name of any image file you want to use so that it does not have any spaces.
If a user should have received a workflow message (for example, they are an editor in a Document Ownership Team and an editorial workflow has been started within that team) and either receives no messages or receives duplicate messages, there is a configuration problem with the Web application.	Review your installation instructions and make sure that all of the properties set on the various tabs in <code>admin.jsp</code> are correct. In particular, make sure the <b>Enable script pollers</b> property on the Common tab is set to <b>Yes</b> . In Get-Answers, go to Workflow. Click Process List to troubleshoot this issue.
If, after starting the application server, you access the system by addressing the Web server as <code>localhost</code> (for example, <code>http://localhost/oa/login.jsp</code> ), you will encounter licensing problems when attempting to access the Authoring applet.	Anytime you log into the application server, use the server name (for example, <code>http://&lt;servername&gt;/oa/login.jsp</code> ).

Issue	Temporary Solution
<p>The Authoring applet causes Netscape 6.2 and 6.2.1 browsers to fail with a General Protection Fault. All other Get-Answers features work properly.</p>	<p>All Document Ownership Team Owners and Editors need to use Internet Explorer browsers until the next release of Get-Answers.</p>
<p>Boolean search results show a relevance of 0% on the Advanced Search page.</p>	<p>The resulting hit-list items are relevant. Ignore the zero.</p>
<p>If you send a document with data through workflow and then modify the edit doc explorer, the data in the document is lost. This also happens if you modify a doc explorer in the doc creation forms.</p> <p>[SCR27587] [Task 25754]</p>	<p>When modifying a doc explorer, do not make changes to the doc explorer with a live document. Instead, create a sample document and step it through workflow so no sensitive data is lost.</p>
<p>On AIX/WebSphere, when clicking on the add link in a DocExplorer collection, the following error appears:</p> <pre>javax.servlet. ServletException: com.peregrine. oaa.jsp. HttpServletResponse Decorator2_2</pre> <p>[SCR 27709] [ST29431]</p>	<p>In the Admin Settings under the Get-Answers tab, set the Document View Applet Default Height to a specific pixel size to change the default size of the applet while editing a Document View.</p>

Issue	Temporary Solution
<p>On an upgrade, the Admin user lacks the capability to see and use the Import Documents menu item.</p> <p>[SCR27710]</p>	<p>To give the Admin user this capability:</p> <ol style="list-style-type: none"> <li>1 Navigate to the <b>People</b> tab and select the <b>Admin</b> user.</li> <li>2 Click the <b>Set Security Capabilities</b> link and check the Get-Answers Administrator check box.</li> <li>3 Click <b>Save</b> twice.</li> </ol>
<p>On an upgrade, any user with the <code>getit.developer</code> capability keyword such as the Admin loses all capability keywords.</p> <p>[SCR27711] [ST29493]</p>	<p>Remove the <code>getit.developer</code> capability keyword from any user that has this capability prior to running the upgrade.</p> <p><b>To locate which users have the <code>getit.developer</code> capability:</b></p> <ol style="list-style-type: none"> <li>1 Run the following SQL: <pre>select tblpersonid, fullname, capabilities from tblperson where capabilities like '%getit.developer%' ;</pre> </li> <li>2 Using your database interface, remove the <code>getit.developer</code> capability keyword for any user that the query returns.</li> </ol> <p>Then run the upgrade. Do not add the <code>getit.developer</code> capability back in.</p>
<p>The session keep alive feature does not prevent session time out if you place focus on a popup window.</p> <p>[ST29134]</p>	<p>To avoid this, modify the default session time-out in the Admin settings to be greater than 600 seconds.</p> <p><b>To change the session time-out setting:</b></p> <ol style="list-style-type: none"> <li>1 From <b>Admin &gt; Settings</b>, scroll to the Encoding, Locales, and Sessions heading.</li> <li>2 In the <b>Session time-out</b> parameter, type the number of seconds that you want for the session to remain active; for example, 6000.</li> <li>3 Click <b>Save</b>, then click <b>Reset Server</b>.</li> </ol>

To view the most current known issues for Get-Answers, see the Product Issues pages of the Peregrine Customer Support web site at: <http://support.peregrine.com>. Access to this page requires a current login name and password.

### Search Engine error message: workaround

If a user receives the message “The oakm server is unavailable,” it might occur because the KMAAdapter cannot connect to the Search Engine because the environment path is not set correctly. These instructions provide solutions for Windows and AIX installations.

### On Windows

- 1 Make sure that these fields appear in the PATH environment variable and that the PATH environment variable is less than the maximum size (256 characters).  
`<SearchEngineInstallDirectory>\lib;<SearchEngineInstallDirectory>\inso;  
 <SearchEngineInstallDirectory>\bin;<Get-AnswersContextRoot>\WEB-INF\lib;`  
 The default value for `<SearchEngineInstallDirectory>` is `c:\getanswers`.  
 The default value for `<Get-AnswersContextRoot>` on a Typical installation is `C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa`.  
**Note:** You can create a drive mapping to a shorter path using the `subst` command; the `subst` command could then be run on startup from a batch file.
- 2 Stop the search engine, application server, and web server.
- 3 Restart the search engine server before starting the application server and web server.

### On AIX

If you are running on an AIX server, you must configure your WebSphere environment by editing the `startupServer.sh` script.

#### To configure the Websphere environment on AIX:

- 1 Open `startupServer.sh` in any text editor.
- 2 Add an entry for `LIBPATH` and set it to the path values for AIX.  
 For example:  

```
#!/bin/sh
LIBPATH=/usr/lib:/WebSphere/AppServer/installedApps/answer.ear
/porta1.4.0.0.55.war/WEB-INF/lib/AIX:/WebSphere/AppServer/installedApps
/answ er.ear/porta1.4.0.0.55.war/WEB-INF/lib/AIX/ServiceCenter4 export LIBPATH
```
- 3 Save the file.

## Corrected issues

This section separately details the corrected issues since the previous release of Get-Answers and Peregrine OAA Platform.

### Get-Answers corrected issues

The following table contains corrected issues from the previous release of Get-Answers. For further updates, see the Customer Support web site at <http://support.peregrine.com>.

SCR Number	Description
SCR24808	Documents with an apostrophe cause error for users who <ul style="list-style-type: none"> <li>■ Edit the document.</li> <li>■ Have Rich Text in their user settings.</li> </ul>
SCR25143	When users change their own password, they no longer have access to the get-answers module.
SCR25144	This issue deals with special characters not being encoded properly when files were imported from other systems. This fix allows these characters to now be used without the issue and for all new files to be handled appropriately.
SCR25215	Allow an image that starts with any of these prefixes: http:// https:// ../../images/ to be added via edit-on-pro to an authored document such that the image will be displayed in the preview.
SCR25377	Using frames, the feedback button was added to view screens.
SCR25440 Incident 261840	Corrected a word expansion problem where idioms during search engine indexing and query expansion were not expanded properly. Two different settings are now used for word expansion during indexing and searching: <ul style="list-style-type: none"> <li>■ EXPANSION_LEVEL_PROPERTY (1 for exact terms to 5 for loosely related terms)</li> <li>■ WORD_EXPANSION_LIMIT_PROPERTY (the number of words to semantically expand a term to).</li> </ul>
SCR25972	Manage Documents hit list in Get-Answers now displays paging controls. Previous versions displayed all hits in a single hit list page.

## Peregrine OAA corrected issues

The following table includes corrected issues and their descriptions.

Issue	Description
ST26617	<p>The element <code>AttachMaxSize</code> was restored in <code>common.xml</code> so that attachment sizes can be limited for SCAdapter and ACAdapter (just as before). This setting may be accessed through the Administration interface Settings/Common tab, using the field "Maximum attached file size (in KB)".</p> <p>Notification Services now has a configurable file size limit. Previously, the file size limit was hard coded to 1,000,000 KB. This setting may be accessed through the Administration interface Settings/Notification Services, using the field "Attachment Maximum File Size:". The default value is 1000 KB.</p>
ST27606	<p>The <code>&lt;LABEL/&gt;</code> tag is a required element of HTML for 508 compliance to associate text labels with Form elements. It was missing in fieldtable rows. It was added to conform to Accessibility requirements.</p>
ST28162	<p>There is now a setting on the Admin page for specifying the login verification form.</p>
ST28170	<p>Characters containing accents were being displayed in their HTML encoded form. This has been corrected.</p>
ST28227	<p>Unique sequence ID increment value is changed from 10 to 1.</p>
ST28246	<p>This change eliminates the use of the "Vary" HTTP response header in the FileDownloadServlet. This response header could cause file attachment download errors when using the FileDownloadServlet in a 3 tier deployment with MS Internet Explorer as the client browser.</p>
ST28252 Incident 241612	<p>A text-truncation problem that could occur when ServiceCenter tables are mapped to an external database has been resolved. This problem is documented in CenterPoint incident 241612.</p>

Issue	Description
ST28274	<p>We now refuse NT Challenge Response logins when the user has no operator unless self registration is enabled. This fixes the problem when the Registration page appears when NT Challenge Response is enabled, even though Self-Registration is disabled. This problem occurred when the login page was accessed by someone using a invalid NT user account.</p>
ST28280	<p>In servers in which the operating system user running the appserver does not have access to operating system temporary file space, errors would occur when attaching files larger than 200 KB. The following is an example of the error generated and written to archway.log and/or displayed on the application's web page.</p> <pre data-bbox="611 591 1196 800"> "Error opening output file C:\ProgramFiles\Peregrine\Common\Tomcat4\webapps \oaa\attachments \1431d15b3ac552b91b356ce3934f61c2 /problem_I_Attachments/scooteronback.jpg - C:\Documents and Settings\????uL\temp\SCBJ1.tmp (The filename, directory name, or volume label syntax is incorrect)" </pre> <p>This was corrected by requesting temporary file space from the servlet container instead of the operating system.</p>
ST28344	<p>Images retrieved from the DBMS that are not file attachments are now stored under the dynamicimages/ directory. For a multi tier deployment you would need to add a rule to your webserver plugin that forwarded requests matching "/oaa/dynamicimages/*" to the appserver.</p>
ST28351	<p>The custom login screen feature does not work as described in the documentation. This problem was caused by an error in user session management. The user would be authenticated but then immediately logged out giving the appearance that the login had failed.</p>
ST28362	<p>Clicking on the target name in the control panel previously resulted in an exception; this has now been corrected.</p>
ST28454 Incident 277697	<p>When registering a new user, a user's First Name and Last Name determined uniqueness. Now the UserName determines uniqueness.</p>

Issue	Description
ST28490	After the SQL statements from the .SQL file in web-inf/etc/<dbtype> are executed, the .SQL file is modified to add an entry <installed>true</installed> into the .SQL file. Previous version used to rename the file from .SQL to .sql.installed.
ST28589 Incident 288240	This change fixes the problem where scripts embedded in data fields were being interpreted as HTML.
ST28608 Incident 288905	This change fixes the problem where read only fields added via personalization did not appear on the page. The schema access attribute now works properly.
ST28703	This change fixes the problem where updating a field on the people detail form changed the password for a user even though the password field had not changed.
ST28855 Incident 298692	The server now checks for the validity of database connection at the start of a unit of work request and if the connection is invalid reestablishes the connection. For validation of the database connection, the server runs a low performance consuming query.
ST28937 Incident 263455	Fixed the problem where some database connections were left open. Now when the server is reset all the previous database connections are closed and new connections are established.
ST28970 Incident 305170	This change resolves how the ServiceCenter Adapter handles Id (key) fields containing only numeric characters. Previously, such Id fields were incorrectly assumed to be integers regardless of their listed data type within ServiceCenter.
286166	This change fixes the broken stripNTLoginDomain setting in local.xml. You can now set this value to false and the NT domain name will not be stripped from a user's login name.
SCR26113	This change fixes the null pointer exception that occurred when users attempted to search for a phone number or e-mail address. Previously such a search generated an error on a JSP page: unexpected error in OAA form.generate().
SCR 26424	This change protects personalizations made to rPerson and rRole so that deploying OAA over an existing Get-Answers installation will not overwrite these default personalizations.

## Related documentation

The complete set of manuals for Get-Answers includes:

- *Get-Answers 4.1 Administration Guide*—providing an overview of Peregrine OAA Platform and Get-Answers, customizing and using the Peregrine Portal, and configuring the Administration module and adapters, as well as documenting procedures for controlling access to document collections and customizing Get-Answers.
- *Get-Answers 4.1 Installation Guide*—providing information on installing Get-Answers and the Get-Answers Search Engine, and configuring the application servers, Web servers, and components necessary to run Get-Answers, creating the Get-Answers database, and populating that database with sample data.
- *Get-Answers 4.1 User's Guide*—providing procedures for searching the Get-Answers document collection, working with documents, authoring new documents, and generating reports.
- *Notification Services 4.0 Quick Start Guide*—Procedures for using, configuring, and administering Notification Services. Notification services works with other Peregrine applications to enable users to send and receive notifications.

These documents are available on the installation CD in the ...\\documentation directory.

## Need further assistance?

For further information and assistance with this release, you can download documentation or schedule training.

## Customer Support

For further information and assistance, contact Peregrine Systems' Customer Support at the Peregrine CenterPoint Web site.

**To contact customer support:**

- 1 In a browser, navigate to <http://support.peregrine.com>
- 2 Log in with your user name and password.

- 3 Follow the directions on the site to find your answer. The first place to search is the KnowledgeBase, which contains informational articles about all categories of Peregrine products.
- 4 If the KnowledgeBase does not contain an article that addresses your concerns, you can search for information by product; search discussion forums; and search for product downloads.

## Documentation Web site

For a complete listing of current Get-Answers documentation, see the Documentation pages on the Peregrine Customer Support Web.

### To view the document listing:

- 1 In a browser, navigate to <http://support.peregrine.com>.
- 2 Log in with your login user name and password.
- 3 Click either **Documentation** or **Release Notes** at the top of the page.
- 4 Click the Get-Answers link.
- 5 Click a product version link to display a list of documents that are available for that version of Get-Answers.
- 6 Documents may be available in multiple languages. Click the Download button to download the PDF file in the language you prefer.

You can view PDF files using Acrobat Reader, which is available on the Customer Support Web site and through Adobe at <http://www.adobe.com>.

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**Important:** Release Notes for this product are continually updated after each release of the product. Ensure that you have the most current version of the Release Notes.

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## Education Services Web Site

Peregrine Systems offers classroom training anywhere in the world, as well as “at your desk” training via the Internet. For a complete listing of Peregrine’s training courses, refer to the following web site:

<http://www.peregrine.com/education>

You can also call Peregrine Education Services at +1 858.794.5009.







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