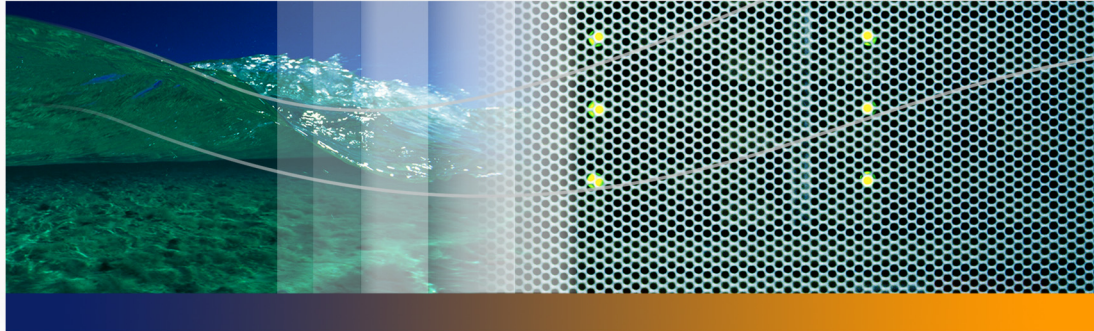


Peregrine Systems, Inc.

Get-Answers 4.2.3



Release Notes

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1 Get-Answers Release Notes

CHAPTER

Welcome to Get-Answers 4.2.3. Release Notes contain an overview of new features, describe known issues with this release, and provide instructions to access information from other sources, such as the Peregrine Customer Support Web site. Before you begin, ensure that you have a valid Customer Support login ID and password.

The media shipped with this release contains a complete installation of the product, documentation, and language packs when applicable. Refer to the packing list included with your shipment for a complete description of the media provided.

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 4.2.3 updates and corrects issues identified in Get-Answers 4.2.2. The purpose of this document is to describe issues with this release and provide instructions for you to access information from other sources, such as documents on the Peregrine Customer Support Web site.

Note: These release notes also include step-by-step procedures for installing Get-Answers on WebSphere 6.0 and the IBM HTTP server.

Important: Before you begin installing this release of Get-Answers, consult the *Get-Answers Administration Guide* and the *Get-Answers Installation Guide* for recommendations about preserving any customizations you may have made on your existing installation of Get-Answers.

Getting started

To understand the Get-Answers 4.2.3 release, review the following information:

- [Compatibility Matrix on page 6](#)
- [Software Change Requests on page 6](#)
- [Known issues on page 9](#)
- [Language support on page 20](#)

New features

Get-Answers 4.2.3 is a maintenance release. The [Get-Answers enhancements and fixed issues](#) section describes the corrected issues.

Compatibility Matrix

The Compatibility Matrix lists supported versions of operating systems, browsers, Peregrine products, and other compatibility and support information. To access the Compatibility Matrix:

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.
- 2 Log on with your Customer ID and password.
- 3 From the left navigation pane, click **Product Information > Product Family > Get-Answers > Compatibility matrices > Product Version**.

Software Change Requests

Get-Answers 4.2.3 includes fixes for many Software Change Requests (SCRs).

Get-Answers enhancements and fixed issues

The following table describes Get-Answers issues fixed in this release.

SCR	Description
33753 Incidents 568160, 607020	The LastModifiedDate and FeedbackDate are now saved as time zone-specific values, rather than as GMT. Previously, the date value was incorrectly saved as a day or two ahead or behind.
36228	If a unique LegacyId was not specified for a document prior to using the Document Import, you will not be able to update that document using the Document Import utility a second time (a fix made available in 4.2.3). All content previously provided by RightAnswers is affected by this. Note: There should not be duplicate LegacyIds because LegacyId is assumed to be unique, but prior to this release, this was not enforced.
37373 Incidents 569869 and 608295	In prior releases, when a external document was edited in a workflow, if an external document with a different name was uploaded, the new external document was not saved; the content and name of the previous external document was retained. This has been corrected. The new external document's content and name are saved correctly.
37476	A change occurred in the way the OAA platform handled required fields in 4.2 and Get-Answers was not able to address those changes in previous releases of 4.2.x. This has been resolved in 4.2.3 so required RTF fields now validate correctly.
37870 and 37877 Incidents 606978 and 614305	When the list of document ownership teams displays during the addition of new Shared Content, the team list now has forward and back paging controls. If the personalizations are modified, the list remains sorted.
37920	In version 4.2.3 of Get-Answers, if a document is viewed from a list of retrieved documents, a user is able to return to the list and continue viewing list entries without beginning a new search.
38007	The problem where in some situations shared content could be deleted by any doc team owner has been corrected. For example, if you searched for shared content using document title, any owner in a doc team was able to delete the document when it displayed after clicking the title of the document in the Manage Shared Content search screen. With this correction, only the owner of the shared content document is able to delete it.
38017 Incident 593315	Corrections made so that an invalid document id in the docbody is ignored, and no error occurs. Previously, when a pre-4.1 document contained an invalid document id in the docbody (blob) column, the invalid id overwrote the correct id when the workflow form was displayed. This caused an error in workflow when the user attempted to save the document using that incorrect id. One of these errors occurred in the archway.log file: this WorkingCopy KmDocument was altered by another user this WorkingCopy KmDocument is not in the database.

SCR	Description
38036 Incident 607041	In the Get-Answers Advanced Search option, the drop-down list for category is now sorted in alphabetical order.
38058 Incident 593423	Get-Answers now updates the kmdocument filesize and LastModifiedDate fields when an external document with an already-existing published document is re-published in an Editorial workflow.

OAA fixed issues

The following table describes the OAA issues fixed in this release.

SCR	Description
37461	This release fixes the forward jump problem in workflow caused by the 4.2.2. workflow patch. Previously, when a document team had only an owner, users would get the error events with un-defined iteration.
37985 Incidents 604587 and 618439	Made corrections so that with ServiceCenter as the backend, users no longer have their user names changed while logged into the application. Also, users are now able to view only data and UI components associated with their capabilities.

Search the KnowledgeBase

The KnowledgeBase contains articles with related information, tips, and workarounds for this release. To search the KnowledgeBase:

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.
- 2 Log in with your Customer ID and password.
- 3 From the left navigation pane, click **Advanced Search**.
- 4 Type one or more keywords to filter the search, then choose a product from the drop-down list.
- 5 Click **Go**.

Known issues

Get-Answers known issues

The following table describes Get-Answers known issues.

SCR	Known issue	Workaround
36228	If a unique LegacyId was not specified for a document prior to using the Document Import, you will not be able to update that document using the Document Import utility a second time (a fix made available in 4.2.3). All content previously provided by RightAnswers are affected by this.	
38242	<p>When issuing a Retrieve Solution from the ServiceCenter client, Internet Explorer prompts with a dialog box:</p> <p>The Web page you are viewing is trying to close the window.</p> <p>Do you want to close this window? YES NO</p> <p>If a user does not answer this prompt, the user receives a timed-out message.</p> <p>To suppress this prompt and minimize the occurrence of the timed-out message, follow workaround.</p>	<p>Edit gaIntegration.jsp as follows:</p> <pre>if(window.history.length == iNoHistory) //we just opened this window so use it for the Portal and close one we just opened { window.location = 'login.jsp?_bookmark=<%=strURL%>' ; pp.close(); }</pre> <p>Change it to:</p> <pre>if(window.history.length == iNoHistory) //we just opened this window so use it for the Portal and close one we just opened { window.location = 'login.jsp?_bookmark=<%=strURL%>' ; window.opener = 'x'; pp.close(); }</pre>

OAA known issues

The following table describes OAA known issues related to Get-Answers.

SCR	Known issue	Workaround
38258	When multiple new Netscape 7.1 or 8.1 browsers are launched from the desktop with different user logins, each browser uses the most recent session information and displays the original user login name. Hence when there are two or more concurrent logins with different usernames on the same machine, the username in each browser will have the permissions of the user who most recently logged in.	None.
38327	On Solaris, the ServiceCenter 6.0 SCCL32 Library does not load properly, therefore no Get-It connections are available.	None.
38381 Incident 641798	<p>When Get-Answers is upgraded from 4.1.x to 4.2.x, all of the user passwords expire. Password expiration is part of the OAA 4.2 HIPPA feature.</p> <p>After an upgrade from 4.1 to 4.2, the expiration date for all user passwords except the Admin user is set to March 1, 2006. When a user logs on to the system for the first time after the upgrade, the user will be prompted to change the expired password.</p>	<p>If you do not wish to have the user passwords expire, you can execute the SQL on any database, and no passwords will expire:</p> <pre>update personsecurity set passwordneverexpires = 1;</pre> <p>Alternately, a system administrator can manually set the expiration date for all users by executing SQL similar to the following, which sets the expiration date to the year 2012, for example.</p> <p>MSSQL:</p> <pre>Update personsecurity set passwordexpiredate = convert(datetime, '01-MAR-2012',106);</pre> <p>Oracle:</p> <pre>Update personsecurity set passwordexpiredate = to_date('2012-03-01 12:00:00', 'yyyy-mm-dd hh:mi:ss');</pre> <p>DB2:</p> <pre>Update personsecurity set passwordexpiredate = '20120301000000';</pre>

Installation known issues

If you are planning on installing Get-Answers 4.2.3 with ServiceCenter 5.1.2-5.1.4, review the KnowledgeBase article (Document ID), SB8-C1A-TKGN, which describes the DDE integration before you install Get-Answers 4.2.3.

There are no known installation issues with Get-Answers 4.2.3.

Installing WebSphere 6.0 and IBM HTTP server

You must configure your application and Web servers *prior* to running the Get-Answers installer.

Assumptions

Before beginning installation, verify that you have the following software.

- WebSphere 6.0 using Java version 1.4.2 or later
- Java™ 2 Runtime Environment, Standard Edition (build 1.4.2)
- J2RE 1.4.2 IBM Windows 32 build cn142sr1w-20041028
- IBM HTTP Server 6.0 or later

Configuring WebSphere 6.0

Use the following procedures to configure WebSphere 6.0 to run Get-Answers.

Step 1 Run the installer. See [page 12](#).

Step 2 Deploy the oaa.war file. See [page 13](#).

Step 3 Copy the jar files. See [page 16](#).

Step 4 Edit the application settings using the WebSphere Administrative Console. See [page 17](#).

Step 5 Editing the httpd.conf file. See [page 18](#)

Step 6 For AIX, if you are using ServiceCenter as the back-end, update the path to the ServiceCenter libraries in the startServer file. See [page 19](#).

Step 7 Complete the configuration. See [page 19](#).

Running the installer

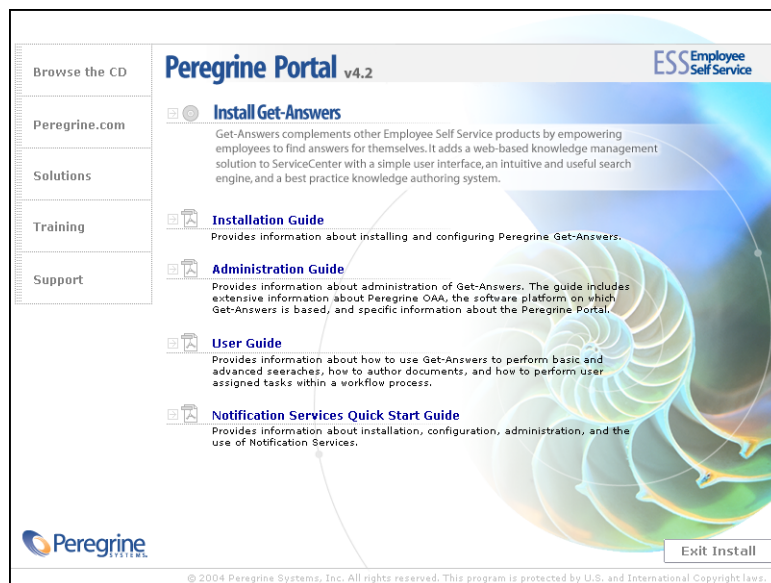
You must do this on a Windows machine.

To install Get-Answers:

- 1 Insert the Get-Answers installation CD-ROM into the CD-drive.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the installer from the CD.

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click **Autorun.exe**.
- Start the Get-Answers installation from the Windows command prompt. Type **D:\>autorun** where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.



- 2 Click **Install Get-Answers** to start the setup wizard.
- 3 At the Welcome screen, click **Next**.

- 4 Accept the License Agreement and click **Next**.
- 5 Choose your destination directory and click **Next**.
- 6 Confirm the setting of your Java installation and click **Next**.
- 7 Click **Install** to install Peregrine Portal 4.2.3

The command prompt window shows what is being deployed and added. This may take several minutes.

- 8 When the installation is complete, click **Finish**.
- 9 Click **Exit Install**.

The installer creates the `oaa.war` and `oaadeploy.properties` files in the `Portal` directory. The default location is: `C:\Program Files\Peregrine\Portal`.

File	Purpose
<code>oaa.war</code>	Most of the application server configurations require this file to deploy the application.
<code>oaadeploy.properties</code>	This file is useful if you run <code>oaadeploy</code> to recreate the image directory or when you are installing a patch.

Deploying the `oaa.war` file

The `oaa.war` file creates the directory structure necessary to deploy Get-Answers to your application server.

To deploy the `oaa.war` file using the WebSphere Administrative Console:

- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click **Applications** on the Administrative Console menu.
- 4 Click **Install New Application**.
- 5 In the Local path field, browse to the `oaa.war` file created at installation.
- 6 Specify the Context Root, a value such as **oaa** (the virtual directory name).

7 Click **Next**.

This may take several minutes.

8 Accept the default settings and click **Next**.

9 Click **Continue**.

10 Click **Use Binary Configuration**.

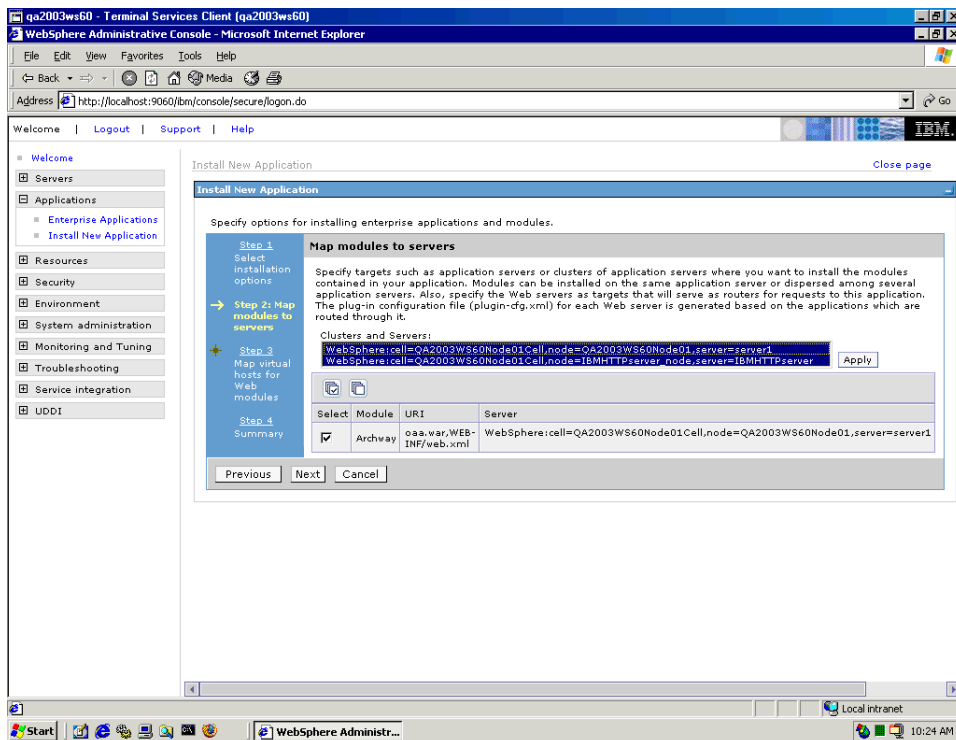
11 In the Application Name field, specify a name, such as **oaa**.

12 Keep all the other settings at their defaults, and click **Next**.

13 Click **Select**.

14 Select the following as required:

cluster
server
Web Server

15 Click **Apply**.16 Click **Next**.17 Keep the default settings, and click **Next**.18 Click **Finish**.19 Click **Save to Master Configuration** to save the server configuration.20 Click **Save**.

- 21 Log out of the Administrative Console.
- 22 Stop the WebSphere Administration Server.

Copying jar files

The installer generates jar files that you must copy to the application server endorsed directory.

- 1 Verify that the following files are in the <APP_DEPLOYMENT_DIR>/WEB-INF/lib directory, where <APP_DEPLOYMENT_DIR> is the path to your Get-Answers deployment directory.

```
js.jar  
jai_core.jar  
jai_codec.jar  
mlibwrapper_jai.jar
```

- 2 Copy or FTP the following files from the installation directory
C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
activation.jar  
mail.jar  
pop3.jar
```

to the <APP_DEPLOYMENT_DIR>\WEB-INF\lib directory.

- 3 Copy or FTP the following files from the installation directory
C:/Program Files/Peregrine/Portal/SupportFiles/JavaExtensions

```
xalan.jar  
xercesImpl.jar  
xml-apis.jar
```

where C:/Program Files/Peregrine/Portal specifies the location of your application installation,

to the \$JAVA_HOME/jre/lib/endorsed directory.

- a If necessary, replace any older versions of these files.

- b If `xmlParserAPIs.jar` exists in the endorsed directory, delete it.
- c Create the endorsed directory if one does not exist.

Editing the application settings

Using the WebSphere Administrative Console, edit the application settings.

To edit the application settings:

- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click the **Enterprise Application > Application** link.
- 4 Click the Get-Answers link from the list for the application that you just installed.
- 5 Click **Web Modules** under Related Items.
- 6 Click the **oaa.war** link.
- 7 Change the **Class loader Mode** to **PARENT LAST**.
- 8 Click **OK**, click **Save**, then click **Save** to save the server configuration.

Editing the httpd.conf file

Modify the httpd.conf file to add the plug-in modules, an alias for the virtual directory, and an alias for EOPro.

- 1 From the IBM HTTP Server configuration /conf/httpd.conf file, add the plug-in modules.

On Windows:

```
LoadModule was_ap20_module
<AppServerPath>\Plugins\bin\mod_was_ap20_http.dll
WebSpherePluginConfig <AppServerPath>\AppServer6\profiles\default\
config\cells\<hostname>\nodes\IBMHTTPserver_node\servers
\IBMHTTPserver\plugin-cfg.xml"
```

On UNIX:

```
LoadModule was_ap20_module
<AppServerPath>/Plugins/bin/mod_was_ap20_http.so
WebSpherePluginConfig <AppServerPath>/AppServer6/profiles/default/
config/cells/<hostname>/nodes/IBMHTTPserver_node/servers/IBMHTTPserve
r/plugin-cfg.xml"
```

- 2 Create an alias in httpd.conf for the virtual directory.

```
Alias /oaa <AppServerPath>/AppServer/installedApps/<hostname>
/oaa_war.ear/oaa.war
```

Note: The /oaa alias needs to match the Context Root.

- 3 Create an alias for EOPro to <APP_DEPLOYMENT_DIR>/eopro.

```
Alias /eopro <AppServerpath>/AppServer/installedApps
<hostname>/oaa_war.ear/oaa.war/eopro
```

- 4 Save and close the file.
- 5 Restart the IBM HTTP Server.

Editing the startServer file for AIX

When using ServiceCenter as the back-end, the AIX environment requires you to add the path to the ServiceCenter libraries in the startServer . sh file.

- 1 Log out of the Administrative Console.
- 2 Stop the WebSphere Administration Server.
- 3 Using a text editor, open the startServer . sh file.
- 4 At the top of the file add a single entry for LIBPATH and set it to the path for the appropriate ServiceCenter libraries.

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter5
```

When running ServiceCenter 6:

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter6
```

When running ServiceCenter 6.1:

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter61
```

Export the completed variable entry using the following command:
export LIBPATH

- 5 Save and close the file.
- 6 Start the WebSphere Administration server for the new settings to take effect.

Configuring Get-Answers

To complete the configuration, follow the instructions *Get-Answers Administration Guide*.

Language support

The language packs, available in French, Italian, and German, are available for Get-Answers 4.2.

Unicode (UTF-8) support

UTF-8 is part of the Unicode standard that allows you to store characters from any supported language. Get-Answers 4.2.3 supports UTF-8 as an encoding method for new or existing data and can support multiple languages on a single server while adhering to the Unicode standard.

Third-party products

Peregrine products often integrate third-party products using open source standards. The Peregrine Customer Support Web site contains specific statements about the support of third-party products and open source standards. You need your Customer login ID and password to log on.

Need more information?

The Customer Support Web site has resource information about third-party products, the Compatibility Matrix, documentation, and customer support contact information.

Start your browser and navigate to <http://support.peregrine.com>. You need your Customer ID and password to log on.

Education services

For a complete listing of Peregrine training courses, see the *Peregrine Education Service* Web site.

Corporate headquarters

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