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# HP OpenView ServiceCenter Knowledge Management

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 1.1/6 April 2007

This document provides an overview of the changes made to HP OpenView ServiceCenter for this release. It contains important information not included in the manuals or in online help.

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## In This Version

The HP OpenView ServiceCenter Knowledge Management 1.1 release provides:

- The migration of the ServiceCenter core table documents used in IR Expert to Knowledge Management kmdocuments
- The migration of Get Answers data to ServiceCenter tables.
- Language support for Chinese (simplified), French, German, Italian, Japanese, and Spanish searches  
To use this feature, uninstall the old search engine and install the new version. You can move your stop word file and put it back in place for this new installation if you have already modified your stop words.
- The Get-Answers Export utility  
This utility enables you to export Get-Answers data. Please request the conversion when you set up your Get-Answers license migration. Since the search vendor OEM software is different, you must request the conversion before you can get this utility and get a license for the Knowledge Management module. You must officially release your Get-Answers license within 6 months of your conversion request for support cost purposes. This utility is only available to existing Get-Answers customers. Make this request to your sales account manager. They will have your contract converted and provide you with some cross over support for a 6 month period of time.
- The Get-Answers bulk import tools  
These tools enable you to do a bulk import of documents, roles, users, groups, categories, doctypes, and docviews from Get-Answers, and documents and categories from IR Expert. The bulk import tools read an XML format that can be modified to work with any document types from any system that you want to bulk load. The utility that reads Get-Answers document format will support bulk loading of RightAnswers knowledge packs as well.



## Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, go to the following web site:

[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)

**NOTE:** To view files in PDF format (\*.PDF), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

<http://www.adobe.com/>

## Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP OpenView products, and other compatibility and support information.

To access the Compatibility Matrix

- 1 Use a browser to navigate to the Support Software Online (SSO) Web page:  
[http://support.openview.hp.com/sc/support\\_matrices.jsp](http://support.openview.hp.com/sc/support_matrices.jsp).
- 2 Log on with your Customer ID and password or your HP Passport sign-in.
- 3 Navigate to the applicable information.

## Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. ServiceCenter 6.2.1 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

## Support

Please go to the HP Support web site:

<http://support.openview.hp.com/support.jsp>

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by being able to do the following:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

**NOTE:** Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels and HP Passport, go to the following URL:

[http://support.openview.hp.com/new\\_access\\_levels.jsp](http://support.openview.hp.com/new_access_levels.jsp)

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