

## **ServiceCenter Knowledge Management Unloads (KMUnloads) explained.**

Beginning with ServiceCenter 6.2.1 until the latest 6.2.x version (at the time of this writing 6.2.7) a variety of unloads (aka KMUnloads) have been created to enhance ServiceCenter Knowledge Management. Due to the complexity of how the ServiceCenter RTE (aka 'binaries') interacts with the javascript code some KMUnloads can only be loaded with a specific version of the ServiceCenter RTE.

At the time of this writing KMUnloads are only required for ServiceCenter versions 6.2.1, 6.2.2, 6.2.4, 6.2.4.x, 6.2.5, 6.2.6 and 6.2.7. Not all RTE versions have a specific KMUnload package, but it necessary to know which unloads can be loaded into which version. There has been confusion about which unload goes with which RTE. Note that Knowledge Management unloads are REQUIRED for the specific version of ServiceCenter that is being used. Ideally all ServiceCenter 6.2.x customers using Knowledge Management should be on 6.2.6 or higher.

Service Manager customers do not require KMUnloads at this time. This document does not apply to Service Manager 7.0x and 7.1x customers. Additionally, this document DOES NOT apply to ServiceCenter 6.2.0. If the current version of ServiceCenter Knowledge Management is being implemented with ServiceCenter 6.2.0 then it is strongly recommended that the ServiceCenter RTE be upgraded to 6.2.6 or higher and the proper KMUnloads loaded.

There are three specific 'sets' unloads that can be loaded into ServiceCenter 6.2.x:

1. KM\_6\_2\_1.unl
2. km\_file\_handling\_v2.unl
3. ServiceCenter 6.2.6 KMUnloads (this is not a specific name, but serves as a title when discussing KMUnloads in this document and with HP Technical Support)

The following discusses which KMUnload(s) are required for which version and how to determine if a specific KMUnload has been loaded.

### **KM 6 2 1.unl**

1. If the current version of ServiceCenter is 6.2.1, 6.2.2, 6.2.2.2, 6.2.4.0, 6.2.4.2, 6.2.5.0 (or any other patch version between 6.2.1 and 6.2.5.x) the following KMUnload package is required: "KM\_6\_2\_1.unl".
2. The question sometimes arises about how an administrator can determine if this unload has been loaded into ServiceCenter. If this is the case then perform the following steps:
  - a. Go to Database Manager
  - b. In table search for the following table: kmstopword
  - c. If searching for kmstopword returns a valid format that has the following header: 'KM Stop words' then the KM\_6\_2\_1.unl KMUnload file has been loaded.
  - d. If search for kmstopword does not return a format that has the following header: "KM Stop words" then the KM\_6\_2\_1.unl has not been loaded. This needs to be loaded to be in a supported configuration. The km\_6\_2\_1.unl can be found within the kmunloads directory on the ServiceCenter installation CD
  - e. Loading in the km\_6\_2\_1.unl is via the normal Load/Unload method in Database Manager. Note the following Prerequisite step applicable to all platforms: If ServiceCenter is pushed to an RDBMS, pull all km\* and knowledge\* tables back to P4 prior to loading in km\_6\_2\_1.unl

### **KM FILE HANDLING V2.UNL**

**IMPORTANT NOTE:** Please notice that the name of this unload is km\_file\_handling\_v2.unl. It is important that km\_file\_handling\_v2.unl is the KMUnload being loaded in. If the KMUnload file you are about to load in is km\_file\_handling.unl (NOTE THAT THE 'v2' is missing) then do not load this. This is the incorrect KMUnload. Only the km\_file\_handling\_v2.unl is the correct unload.

If the current version of ServiceCenter is 6.2.4.0, 6.2.4.2, 6.2.5.0 (or any other patch version between 6.2.4.0 and 6.2.5.x) the following KMUnload is required: km\_file\_handling\_v2.unl.

1. This KMUnload is in addition to KM\_6\_2\_1.unl.
2. The order of operations for loading is first: KM\_6\_2\_1.unl (unless it has already been loaded) and then km\_file\_handling\_v2.unl
3. The km\_file\_handling\_v2.unl CANNOT be loaded into earlier versions 6.2.1, 6.2.2 or 6.2.2.x. This unload is specific to RTE 6.2.4.0, 6.2.4.2, 6.2.5.0 as mentioned in Item 2 above.
4. The km\_file\_handling\_v2.unl contains an updated KMAAdmin ScriptLibrary script record. Before loading into ServiceCenter go into Database Manager and rename the current KMAAdmin script.
5. How can administrators determine if the km\_file\_handling\_v2.unl script has been previously loaded into ServiceCenter?
  - a. Go to Database Manager
  - b. In table search for the following table: ScriptLibrary
  - c. At the blank ScriptLibrary record search for and access KMAAdmin
  - d. Access the active KMAAdmin script
  - e. To open a 'Find' dialog box perform the following keystroke: ctrl-F
  - f. In the Find field enter the following and click Find: writeattachmenttofile
  - g. You should be taken to Line 259 (or thereabouts) where the following code is seen:
    - i. rc = writeAttachmentToFile( "./km/styles/"+doc\_id+"\_attach\_"+i+"."+fnameExt, vars.\$L\_file.sclibtablename, doc\_id, strUID )
  - h. h. If the above rc line is present then km\_file\_handling\_v2.unl has been loaded into ServiceCenter. If not, then km\_file\_handling\_v2.unl needs to be loaded.

## **ServiceCenter 6.2.6 Knowledge Management Unloads**

ServiceCenter 6.2.6 introduces an entire new set of KMUnloads that include the contents of the km\_6\_2\_1.unl and the km\_file\_handling\_v2.unl. Here is where it can get confusing.

The km\_6\_2\_1.unl was an unload that contained many items such as formats, Process records, dbdicts, Display Options, Display Screens, etc. One of the problems was that if a customer had already tailored some of these items then the km\_6\_2\_1.unl would overwrite those changes (unless the target object was renamed). Beginning with 6.2.6 it was determined to make each their own separate unload. This resulted in 78 individual KMUnload files with ServiceCenter 6.2.6 and greater. While it seems daunting to load into ServiceCenter 78 individual files development coded two scripts so customers could choose which sets of KMUnloads to load into ServiceCenter en-masse. Customers now have the option to load all of the KMUnloads in at once or pick and choose what need to be loaded in based on possible tailoring giving customers the option. However, this does not mean these cannot be loaded in. To be in a supported configuration all KMUnloads are to be loaded into ServiceCenter 6.2.6.

How to install ServiceCenter 6.2.6 KMUnloads. Note that the KMUnloads with ServiceCenter 6.2.6 cannot be loaded into earlier versions (i.e. 6.2.1 through 6.2.5). These can only be loaded into 6.2.6 and higher (i.e. not SM 7)

### SETUP FOR ALL PLATFORMS

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**Prerequisite step applicable to all platforms:** If ServiceCenter is pushed to an RDBMS, pull all km\* and knowledge\* tables back to P4.

### STEPS FOR WINDOWS PLATFORMS

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1. Run the KMUnloads/setupwin32.exe installer to deploy all material required for the Knowledge Management module update.

2. Choose to install in <ServiceCenter 6.2.6 directory>/Server.
3. Shutdown the ServiceCenter server.
4. If upgrading from 6.2.0 to 6.2.6 directly, run <ServiceCenter 6.2.6 directory> /Server/unloads/KM/6\_2\_0-to-6\_2\_6.cmd.
5. If upgrading from 6.2.1 or higher to 6.2.6, run < ServiceCenter 6.2.6 directory> /Server/unloads/KM/6\_2\_1-to-6\_2\_6.cmd.
  - a. NOTE: this step assumes that the km\_6\_2\_1.unl and km\_file\_handling\_v2.unl were loaded into ServiceCenter when it was on versions 6.2.1 through 6.2.5. If these were never loaded then really what is needed to be run in the cmd file in Step 4 above.
6. Restart the ServiceCenter server.

#### STEPS FOR UNIX PLATFORMS

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1. Run the KMUnloads/setup\*.bin installer appropriate to your UNIX platform to deploy all material required for the Knowledge Management module update. To do so, run setup\*.bin -console. \* stands for the appropriate UNIX platform.
2. Choose to install in <ServiceCenter 6.2.6 directory>/Server.
3. Shutdown the ServiceCenter server.
4. If upgrading from 6.2.0 to 6.2.6 directly, run <ServiceCenter 6.2.6 directory>/Server/unloads/KM/6\_2\_0-to-6\_2\_6.sh.
5. If upgrading from 6.2.1 or higher to 6.2.6, run <ServiceCenter 6.2.6 directory>/Server/unloads/KM/6\_2\_1-to-6\_2\_6.sh.
  - a. NOTE: this step assumes that the km\_6\_2\_1.unl and km\_file\_handling\_v2.unl were loaded into ServiceCenter when it was on versions 6.2.1 through 6.2.5. If these were never loaded then really what is needed to be run in the cmd file in Step 4 above.
6. Restart the ServiceCenter server.

#### FINAL STEP FOR ALL PLATFORMS

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Push back km\* and knowledge\* tables to the RDBMS if applicable.