



# **Get.Answers!**

**Version 1.3**

## **Release Notes**

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# Get.Answers! 1.3

## Release Notes



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Welcome to Peregrine Systems' release of Get.Answers! 1.3.

### Before You Begin

It is very important that you do the following items:

- If you are running a previous version of Get.Answers!, make sure you use the same paths as the original installation so you will have the most current documentation.
- From the Get.Answers! server CD, browse for the Administration.pdf under \Program Files\GetAnswers\docs and copy it to the \Program Files\getit\docs directory so you will have the most current documentation.

**Note:** If you want to view the online documentation using Get.Answers!, you can create a document collection of the manuals and access them through the Advanced Search in Get.Answers!. To do this, create a document collection using the KBMake utility. When you perform an advanced search, you will see the documentation files you added.

### Known Issues

- The following issue applies to KnowlixFrontline and KnowlixAuthor knowledgebases. When creating jump links within the unofficial knowledgebase, make sure you create the jump destinations in the knowledgebase when it is in its final destination (e.g. the official .nfo). Otherwise, the following problem may occur. You create a jump link to another solution in the same knowledgebase and then move the solution with the jump destination to the official knowledgebase. When you execute the link, it tries to find the jump destination in the "old" location (e.g. the unofficial .nfo) where it originally resided and is unable to find it.
- In Windows 2000, Site Admin may not function properly while adding knowledgebases if you have a single-click folder setting selected. To make sure Site Admin functions properly, use the following double-click setting. Double-click My Computer. From the Tools menu, select Folder Options. In the Folder Options dialog, make sure you have the **Double-click to open an item** option selected.
- When submitting a problem, the text from the search field is placed into the problem form. However, the text from the last Simple Search is placed in the form, even if you performed an Advanced Search last. You can enter the correct text in the actual form.
- In Internet Explorer 5.0, the Next Hit Doc and Previous Hit Doc links may cause the program to function improperly when viewing Excel, Word, and PDF documents. To avoid these issues, you can download Internet Explorer 5.5 or use the following workarounds.

### **Excel**

Using the Next Hit Doc and Previous Hit Doc buttons to access Excel documents produces an error message. To avoid this, you can click the actual document link in the Hit List to access Excel documents.

Also, if you have a copy of an existing Excel document and you click Next Hit Doc, an error message appears that you already have the document open even though it has a different file name from the previous Excel document. To avoid this, click the actual document link in the Hit List to access Excel documents.

### **Word**

When using the Next Hit Doc button, it will advance to the next document, but only once. On the next click, the document frame remains on the same document. To avoid this, you can click the actual document link in the Hit List to access Word documents.

### **Adobe Acrobat Reader**

The behavior of Acrobat Reader is unpredictable with IE 5.0 (using the Next Hit Doc button). To avoid this, you can click the actual document link in the Hit List to access PDF documents.

## **Need Further Assistance?**

For further information and assistance with this release or Get.Answers! in general, contact Peregrine Systems' Customer Support. Current details of local support offices are available through these main contacts.

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