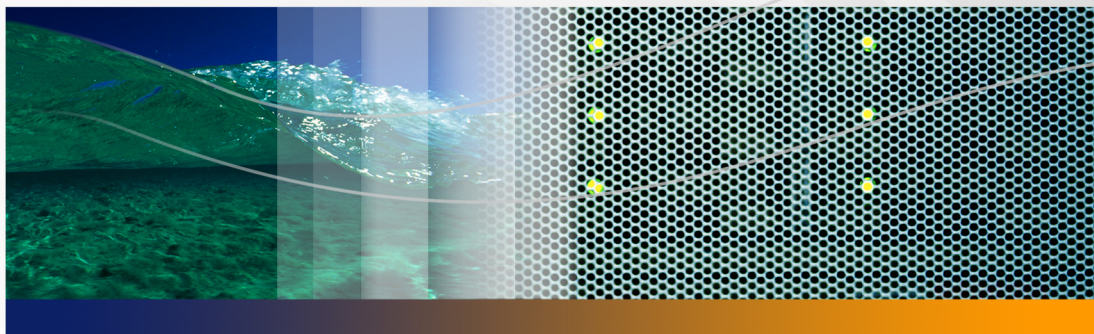


Peregrine Systems, Inc.

# Get-Answers 4.2



## Release Notes

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# Get-Answers Release Notes

Welcome to Peregrine Systems, Inc. Get-Answers 4.2. 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 includes integration with ServiceCenter. 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 website.

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## Getting started

To understand the Get-Answers 4.2 release, review the following information:

- [New features on page 6.](#)
- [Compatibility Matrix on page 8.](#)
- [Software Change Requests on page 8.](#)
- [Search the KnowledgeBase on page 20.](#)
- [Known issues on page 20.](#)
- [Language support on page 28.](#)

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## New features

Get-Answers 4.2 includes the following new features:

- **Improved installation deployment model:** the installation program no longer deploys files directly into an application server's directory structure. Instead, files are deployed into a staging area on the file system. This staging area functions as a common place into which one or more Peregrine Portal applications are deployed. From these deployed files, the installation program builds a WAR file. With the WAR file, you must then use the application server's deployment process to install/deploy the Peregrine Portal application.
- **Non-DDE dependent integration to ServiceCenter:** integration is server based, which means the pop-up window used to keep the DDE connection is longer be present. This reduces the chance of the user closing the pop-up

and cutting off the Get-Answers connection. This increases flexibility, stability, and usability.

- **One-way Connect-It scenarios:** user import scenario to migrate user data into Get-Answers. This reduces the administrative effort to setup the users in Get-Answers.
- **Support for Microsoft SQL Server 2000 Driver for JDBC:** additional support for Microsoft SQL Server 2000 Driver for JDBC. The iNet Sprinta driver no longer the only option.
- **HIPAA compliancy:** allows for mandatory password reset for first time log on and ability to set password expiration dates.
- **Draft, Expired, and Retired Documents:** can now save draft documents before submitting to workflow. Expired documents can be sent to workflow automatically. Retired documents are no longer deleted; instead, they archived.
- **Link Management:** proactively prevents deletion of link destination documents. Reactively, identifies and when possible fixes broken links.
- **Workflow Improvements:** can now return assignment back to assignment group instead of having to push it forward through the workflow.
- **Configurable search mapping:** streamlines the search processes by adding the ability to refine and map search parameters to specific fields in ServiceCenter, which ultimately increases the find success rates. In the past searches were based only on the description field.
- **Contextual search history:** allows technician to see what searches an individual performed prior to submitting a ticket.
- **Configurable advance search screen:** allows administrators to select fields that they wish to allow or disallow users to search on and add or remove those from the actual search screen.
- **Hit highlighting:** provides highlighted text within the document where there were matches to the key words in the query.
- **Improved survey interface:** allow customers to customize the questions asked in reference to a document. This allows to expand upon the "was this document helpful" and ask specific questions for various different types of reporting and monitoring.

# 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 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
17184	In this release of Get-Answers, the editor used for rich text authoring will support use of keyboard shortcuts familiar to English speaking users such as Ctrl-B for bold. These are configurable by following the documentation for editOn Pro.
23985	Documents can now be accessed from reports. On the detail page of a record/document, there is a <a href="#">View this document</a> link that opens the document for viewing.
24012	A user or group cannot be removed from the Submitter or Member list for a category if the user or role belongs to the document ownership team; specifically, an owner, editor, or reader user / group cannot be removed as a Submitter, and a reader user / group cannot be removed as a Member. This corrects the problem of the removed user or group not seeing the categories in the Browse Categories form.
24433	Personalization of document form within workflow now renders a value for Author.
25522	Users may now cancel during a search engine installation, but a set of partially installed files remain on the hard drive for the user to delete manually.



SCR	Description
25968	This release adds a <b>Show Working Copies</b> administration setting. If the user selects the <b>Yes</b> option, working copy documents are also included and displayed in the search hitlist for Owners, Editors, Reviewers, and Readers.
26122	This release provides the ability to sort top-level categories alphabetically if the assignments are made on an individual basis. If the assignments are made by functional role, the top-level categories are not sorted alphabetically.
26331	In order to ensure that the Solution ID that is assigned to a new Document created in Get-Answers is the same Solution ID that is sent to ServiceCenter when Retrieving a Get-Answers solution and posting to either an Problem or Incident, use the term <b>Id</b> in ServiceCenter instead of <b>LKMDOCUMENTID</b> .
26897 Incident 308890	It is now possible to send an Advanced Search (for example, a Fielded Query) as part of the upgraded ServiceCenter integration.
27130, 28266, 29086	In the Document View Details screen, the Last Modified Date field (dtLastModified) was removed but the Date Document Last Modified field remains, which displays in a format that is consistent with other date fields. The Unique ID and Unique Identifier fields were also removed from the Document View Details drop-down list because they were not used. (See SCR 28266 and SCR 29086.)
27369	The workflow forms have a Published Categories field that displays the categories a document was originally or currently published to. Also, a new Categories to Publish To pop-up window appears when a document is to be published, at which time users can add or make changes to the original category selections that display.
27370	A Save (without Exit) button was added to the Workflow forms. This feature saves any document modifications or feedback and allows users to continue editing the same document.
27382	In previous versions, the Browse Categories tree would reset to the top level on every subsequent step down the hierarchy. The Browse Categories tree now resets to the current level, even if it is going to expand off the screen.
27385	Added an Update button on the category detail page so that subcategory names can be updated.
27401	Disabled 'create' on lookup, list, and detail for docExplorers reports.
27666	Updated workflow forms with a "Published Categories" field that displays the categories a document was originally or currently published to. Also added a new "Categories to Publish To" pop-up window that appears when a document is to be published, at which time the user can add or make changes to the original category selections displayed.
27675	To help users visually understand the browse categories tree, functionality was added to allow the tree to recognize if the next level has no subcategories and will no longer show the plus sign if there are none. This should help users to recognize the lowest level categories.
27709	Functionality added to allow the user to set their own personal setting for the size of their editOn Pro applet windows both in authoring and in the doc view editing. This eliminates possible HttpServletResponseDecorator2_2 error that could appear on servers not running a windowing system.

SCR	Description
27719	Updated the input and edit field, and database field size to 50 characters.
28046	The edit-on Pro editor used for rich text authoring in Get-Answers, now fully supports center alignment in table cells.
28048	Users will now be able to save any changes made to a document without submitting it by way of the new draft document feature.
28073	The default Spell checker language setting is now handled by use of multiple configuration files in the editOn Pro supporting files folder. When a user logs in with a specific locale, the editor dynamically chooses which configuration file to use to coincide with their locale choice, and that language is used as the default in the editor's spelling checker.
28111	Get-Answers 4.2 now allows user to configure the field mappings used for searches passed to Get-Answers from ServiceCenter. This feature requires ServiceCenter 6.0.
28112	This release adds the ability to have mappings for publishing to different document types in Get-Answers. This feature requires ServiceCenter 6.0.
28113	Integration with ServiceCenter 6.0 no longer uses DDE. This eliminates the DDE applet popup window that was required in previous versions of the integration. Audit Trail functionality also added for ServiceCenter 6.0 Integration. Viewable on Open Calls and Incidents through the Menu Options. Will display the usage history and search history for usage and searches performed in the context of the ticket.
28114	A menu bar added to all Document View windows. This menu bar allows users to print and save documents.
28115	Users can now extend the schema for document feedback and personalize the feedback forms.
28121	When creating a new Document View, you no longer need to save and return to the Document View details to add a role.
28124	Hit highlighting is now implemented for all Authored documents. Also, a user may customize the color of the highlighting.
28221	Users can perform a search with simple personalization. The personalization needs to be added to the Document Title lookup query form. Example: <ol style="list-style-type: none"> <li>1. Go to Document Feedback Report query form.</li> <li>2. Select the Document Title lookup button.</li> <li>3. Personalize the Search Page for document title by adding desired fields.</li> <li>4. Search for the document and select the Link (which populated the document title in the Document Feedback Report query form).</li> <li>5. Select Search.</li> </ol>
28231	The Get-Answers integration with ServiceCenter 6.0 eliminates a previous problem where authoring a solution immediately after viewing a solution in Get-Answers could improperly use the Title and Summary from the Viewed solution.
28253 Incident 436820	The Search in Manage Category and Manage Document Ownership Teams now work.

SCR	Description
28254 Incident 358535	When a user searches for or displays the list of Document Ownership Teams, the forward and backward paging arrows function correctly, so that any number of Document Ownership Teams may be viewed by paging.
28255	The date filtering feature of the Get-Answers advanced search now returns consistent results.
28257	To configure Get-Answers for integration with ServiceCenter, the users in ServiceCenter that are going to need access to Get-Answers need to exist in both systems with the same logons. Note: There is a Connect-It scenario that you can use to synchronize the users in Get-Answers and ServiceCenter. The Connect-It scenario is in the SupportFiles/DatabaseFiles folder on the CD.
28266	Date fields are not highlighted, allowing for uniform date formats.
28511	When authoring a document, you can now use "link to other document" feature in a Rich Text field of an authored document to view the linked document in a preview window.
28653	An expired document feature has now been added to Get-Answers along with an administrative setting for setting the default expiration period for a complete installation of Get-Answers. There is now a script poller which checks on a specified schedule (defaults to every 6 hours) for documents that have gone beyond their expiration date and automatically sends them to workflow to the editorial workflow. The script poller sends a maximum of 25 documents to workflow each time it runs.
28878	Carriage returns in text fields such as Summary are no longer incorrectly converted to  .
28912	Advanced searching by creation or expiration dates now works correctly.
28943	Changes and comments are now saved when a document is transferred using the Action form or from Triage or Editorial workflows.
29081	The notification services email messages sent from Get-Answers to inform users of workflow tasks are no longer blank. they now contain subject and body text.
29176	PDF files now display properly without having to manually select the PDF Reader to display the document.
29508	Disabled review of the same published document by multiple reviewers at the same time.
29528	The advanced search screen is now configurable through personalization.
29734	Default logging for the search engine has been turned off. This saves index time and space. Customer s can contact Peregrine Customer Support for information on turning it back on.
29797	Get-Answers now allows users to view a document team owned-attachment if the user is a member in any category owned by the team.
29835 Incident 415243	Get-Answers working copy documents are now deleted when the workflow process associated with the document is deleted.

SCR	Description
30082	The Get-Answers search engine now uses RetrievalWare 7.0.3.sp7, which addresses many fixes and enhancements, such as the ability to search large binary objects (blobs) in the database using native Oracle drivers.
30165 Incident 426952	On WebLogic/AIX 5.1/Oracle 8.1 or WebLogic/Solaris/Oracle 8.1, roles and users can now be assigned when creating a document ownership team
30341	This release fixes the problem that occurred when users tried to add Document Team Owned Shared Content. The Document Ownership Popup list only displayed a single team. This has been corrected.
30387	The KMAdapter now correctly re-authenticates users when the server is reset from the Admin Settings page.
30475	The Workflow Accept Group Assignment form now has a Preview button, which allows an owner, editor, or reviewer to preview the working copy document before accepting the workflow assignment.
30476	A "Return Assignment to Group" button is now provided on the Get-Answers owner, editor, and reviewer Workflow forms to return a previously accepted assignment to the owner, editor, or reviewer group.
30598	The Document Import now generates a standard OAA two-file schema extension. Previously, Get-Answers generated a single file with both the logical and physical mappings. The physical mapping portion of the schema extension is now stored in the rome folder under extensions. An upgrade to 4.2 splits any existing 4.1.x schema extension into a two- file schema extension.
30848	By default, files being downloaded are no longer being compressed.
30870 Incident 446912	Improved the steps in the Administrator's Guide to import a set of documents.
30980	Users are now able to set more than one rtf field to required without losing the buttons at the bottom of the Create New Document form.
31892	Changed the Direct Link to Document link on the Actions form to a read-only text of the URL so that the link can be easily copied and pasted to windows, clipboard, or E-mails.
31904	The rtf field now appears as read-only on the Document Detail reports page. This release also disables the rtf fields from the search and list personalization form in the Documents report.
31935 Incident 433659	Added a Get-Answers string for 508 compliance to help users tab between frames.
32074	When the working copy version of a published doc is transferred to a different documentation team, the published document is transferred to that documentation team.
32141	Created mechanism to prevent and report broken links in authored documents. Documents that link to a document now appear on the details page for a document.
32195	This release fixes an issue with the Get-Services integration where special characters in the search string were lost when copied to the problem description.

SCR	Description
32245	Get-Answers integration with ServiceCenter no longer fails when a document view has a sub document field other than Author/Identification/FulName. This fix requires ServiceCenter 6.0.
32263 Incidents 449449, 461381	Fixed an inability to view a document from the hitlist. The archway.log recorded: "hasNext() failed java.lang.NumberFormatException: rKmDocument/DocType".
32269	Corrected the problem where a user was unable to display a Document Ownership Team if the user scrolled past the first 10 items that appear in the list.
32273	On the People detail screen, a user's password may now be changed. The previous workaround for this was to personalize the People detail screen and add the Date Last Modified field.
32292	The search engine language setting in <b>Administration &gt; Settings &gt; Get-Answers</b> was removed because a user's default search language is their login language and this setting is no longer used.
32294	Get-Answers is now HIPAA compliant. Migration SQL scripts were added to the Get-Answers GATablePopulate SQL scripts in order to migrate passwords to the new personsecurity table for the HIPAA feature; these scripts will run on an upgrade and be ignored on a new install when the user clicks Create Tables under the Administration tab.
32347	Get-Answers integration with ServiceCenter 6.0 now captures Retrieve Solution as a Document Usage.
32369	During a Document Import, new categories created by the import processes were assigning the readers of the document ownership team as submitters in the category. This was corrected so that the readers are now assigned as members of the category.
32456	Get-Answers 4.2 is no longer dependent on settings in the rwservlet . cfg file. These settings are available on to the Admin Page.
32497	A Workflow Admin user can now Preview or Return Assignment to Group for any assignment for another user.
32596	The issue of the LegacyId causing Number Format Exception in GADocumentDownloadServlet when viewing attachments in a document migrated from Knowlix has been corrected.
32609 Incident 473184	Clicking the Document Ownership Team link on the second and subsequent pages of a Document Ownership Team list (where list size is > 10) no longer displays a blank detail page.
32799	The size of the UserSession column in the KmSession table was changed from 30 to 40 because the length of the UserSession increased. On DB2, any string whose length exceeds the field size cannot be saved in the database and will cause Java exceptions to appear in the archway . log.
32801	During a Document Import, if Category Name exceeds the field limit size, the Category is skipped and information logged to the user.
32859	Added a confirmation prompt during import showing directory and warning that files will be processed and deleted.

SCR	Description
32906	Get-Answers no longer ships with a <code>local.xml</code> file. The impact to the user is that they must configure these settings manually in the Admin screen before using the product.
33138	The editor is now prevented from deleting feedback on the Workflow form.
33192	Previously, only Submitters were allowed to search a Category. In this release, Submitters and Members are allowed to search a Category.
33492	In this release, detailed descriptions were added to the search engine related items on the Get-Answers tab.
33503 Incident 488023	Corrected the User Guide documentation for Owner functions.
33534	Any user with the Get-Answers admin capability <code>Roles.ga_admin</code> can now submit new documents to all document ownership teams and can route a draft document to any team.
33536 Incident 490199	In previous versions of Get-Answers, when linking to another Get-Answers document and the search is done with Doc Title, only one document appeared. This has been corrected in 4.2 so that all documents appear that match the search criteria.
33554	<p>Out-of-the box in 4.2, only owners can modify, create, and delete document types and views. Editors had this capability in 4.1 but not in 4.2; however, administrators can add <code>ga.manage.doctype</code> to the editor role via SQL as follows:</p> <p>Use this SQL for Oracle or DB2 if you want editors to retain the capability to modify, create, and delete document types and views:</p> <pre>update RROLE set capabilities=capabilities  ';ga.manage.doctype;' where NAME='Editor' and ROLETYPE='Editor' and capabilities not like '%ga.manage.doctype%'; commit;</pre> <p>Use this SQL for MS SQLServer if you want editors to retain the capability to modify, create, and delete document types and views:</p> <pre>update RROLE set capabilities=capabilities+';ga.manage.doctype;' where NAME='Editor' and ROLETYPE='Editor' and capabilities not like '%ga.manage.doctype%'; commit;</pre>

SCR	Description
33558	<p>General steps for integrating with Service Center 6:</p> <ol style="list-style-type: none"> <li>1. Remove the old unload               <ol style="list-style-type: none"> <li>a. Utilities/Tools/DisplayOptions where the default label starts with "Get-Answers"</li> <li>b. Toolkit/Database Manager, search "Process", search "getans"</li> <li>c. Remove Utilities/Administration/Information/Company Record/Get-Answers Configuration Record</li> </ol> </li> <li>2. Toolkit/Database Manager, menu Import/Load, browse to unload, Load FG button</li> <li>3. Remove delays for ID numbers for IM and SM (for auditing feature)               <ol style="list-style-type: none"> <li>a. Toolkit/Database Manager, search "environment.im", open record, deselect Delay Assigning Incident Number</li> <li>b. Toolkit/Database Manager, search "environment.sm", open record, deselect Delay Assigning Incident Number</li> </ol> </li> <li>4. Set Get-Answers URL               <ol style="list-style-type: none"> <li>a. Utilities/Administration/Information/CompanyRecord, Active Integrations tab, select Get-Answers and set URL to: http://&lt;get-answers server&gt;/&lt;get-answers virtual dir&gt;/</li> </ol> </li> <li>5. Add configurations records for custom doc types               <ol style="list-style-type: none"> <li>a. Utilities/Administration/Information/CompanyRecord, menu Get-Answers Configuration Records</li> <li>b. Configure the search</li> <li>c. Configure the retrieve</li> <li>d. Configure the author</li> </ol> </li> </ol>
33562	The Installation Guide has been updated with the steps for creating a system temporary tablespace for a DB2 database.
33567	In the past versions of Get-Answers, a user could conceivably click submit before the edit-on Pro applet had fully loaded and displayed the data in the field. When this happened the document was submitted with a blank value for that field and the data was lost. In 4.2, no submit is allowed until the edit-on Pro applet has finished loading.
33778	This release corrects the performance issue where caching subcategories caused excessive number of queries at login.
33783 Incident 456616	If a system is configured such that WebSphere, OAA, and Get-Answers on AIX and the search engine on Windows are on the second network (NIC) card, the KMAAdapter is now able to connect to the search engine; the search engine code no longer mistakenly binds to the host on the first network interface card.
33888	In the reports feature, users can now search for a document by the document ID. The user needs to personalize the search and detail forms of a report with the document's "Display Id" field.
34001	The Return Assignment to Group and Go to Workflow Details buttons on the Workflow page now prompt for Save Yes/No. If the user clicks OK (Yes), the systems saves the changes.

SCR	Description
34219	The page Forward and Back arrows on a search hitlist with over 10 hits now pages backward correctly and shows the correct count.
34237	There used to be a limitation in prior versions of Get-Answers that prevented a user from seeing more than 20 categories while importing documents. This has been corrected in 4.2.
34421	The EntityHash.txt file is relevant for 5.1 and all DDE based integrations. This file is no longer relevant for the SC 6 integration. Refer to Chapter 9 of the Get-Answers Administration Guide for information on special character translation when integrating with Service Center 6.
34640	This release provides a fix for data loss issue with _null mapped fields from a schema extension if they were added to the workflow screen as read-only or not included in a workflow screen.

## OAA enhancements and fixed issues

The following table describes enhancements to OAA as well as issues fixed in this release.

SCR	Description
SCR 9547	When possible, focus is now set to the first field with a problem identified during validation.
SCR 24242	When creating a new person, the person's last name is now a required field.
SCR 24676	The installation process now uses a WAR file for application deployment.
SCR 27296	You can now order the application tabs and the navigation menu items by specifying the associated module names for the items in the order desired. These settings are visible on the Themes tab.
SCR 27366	The Session KeepAlive administrative setting sets the behavior of session timeout. When Yes (true), user sessions do not time out while users navigate within the portal. When navigating outside the portal, they must return within the session timeout period or the session will expire. Set this value to No (false) for standard web application behavior: the session will expire after an inactivity time equal to the session timeout period. The default setting is Yes.
SCR 27473	The page preview capability is available through personalization. On the list personalization form, there is a field for defining the preview size. This value, divided by the maximum row count per page, dictates the maximum number of preview pages listed.
SCR 27977	Peregrine Portal configuration can now be inherited in a fashion similar to personalization inheritance. See the <a href="#">Get-Answers Administration Guide</a> for details.
SCR 28251	CLASS for HTML elements replaced the use of STYLE attributes in XSL style sheets.
SCR 28299	There is a now a personalization option for disabling the link in a list.



SCR	Description
SCR 28468	Application deployment now uses a WAR file.
SCR 28521	Subdocuments on docExplorer forms are now read-only by default, and the option setting does not affect the drill-down state.
SCR 28584	You can make a read-only text field scrollable through personalization or by adding an attribute of <code>scroll="true"</code> to the schema.
SCR 28650	An alternate location is now available for saving personalizations as a file.
SCR 28702	When interacting with ServiceCenter, an OAA-based application now uses the application version rather than the RTE version when determining which version of a schema to load. The RTE version only determines which shared library to load for proper communication with the ServiceCenter server.
SCR 28733	Users can now create ECMA script extensions. Administrators can extend a script to override script behavior without having to edit the original script.
SCR 28825	All Get-It applications are now HIPAA compliant regarding password and password expiration management. The new PersonSecurity table in the Rome adapter supports password and account management.
SCR 28990	Once logged in, you now have the ability to change the display language through the Portal. The <code>get.it.language</code> capability word, added for portalDB, is provided by default.
SCR 28996	Messages previously displayed in the log as errors when script pollers execute <code>user.remove()</code> , <code>user.put()</code> , or <code>user.clear()</code> now only display when debugging.
SCR 29145	There is now an optional View Entire List link that opens a pop-up window for viewing all the contents of a list. It includes a button for conveniently printing.
SCR 29274	The <code>Primary_email</code> field is not in the list of available columns for personalization because Notification Services uses only the <code>Emails</code> collection.
SCR 29346	Contents of parent message are no longer propagated to child when creating a new child if an <code>id</code> element is present.
SCR 29381	Peregrine Portal configuration can now be inherited in a fashion similar to personalization inheritance. See the <a href="#">Get-Answers Administration Guide</a> for details.
SCR 29623	There are now personalizable values available for specifying ranges for both dates and spinner widgets. These are visible in screen shots for personalization forms for these types of widgets. You can also use entries in the schema for this range specification.
SCR 29656	The <code>web.xml</code> and associated <code>web_*.xml</code> were modified to contain a servlet mapping for the AttachDownload servlet. By default in Get-It 4.2, attachments are served up by this servlet. Thus, the application server serves up attachments instead of the Web server. This corrects a <i>forbidden</i> http error page when the user attempted to open an external document repeatedly in an Apache / Tomcat configuration.
SCR 29778	The <code>Require Integrated Windows Authentication</code> option works correctly.

SCR	Description
SCR 29783	There are now fields for specifying pop-up window sizes through personalization. These values are specified in pixels.
SCR 29835	The Administrator cannot remove a user who has any in-progress workflow assignments. For users deleted prior to Get-Answers 4.1.2, the Workflow Administrator can now return the accepted group assignment or reassign to other team members. Disabled user accounts are prevented from getting workflow assignments.
SCR 30185	The timezone name no longer produces a missing timezone message.
SCR 30284	It is no longer necessary to create an item before adding to a collection.
SCR 30339	Values just changed are no longer lost when drilling into or adding items to a collection.
SCR 30378	From an e-mail notification that contains a Workflow Message, the Assignee can get only a read-only screen to review tasks that were already accepted or completed to other members within the team.
SCR 30452	The new installation mechanism does not require a specific file name for the Sprinta driver.
SCR 30453	The Microsoft SQL Server JDBC driver is now supported.
SCR 30475	The Workflow Accept Group Assignment form now has a Preview button that displays additional details before accepting the workflow assignment. Workflow shows feedback on the Group Assignment screen if any feedback exists.
SCR 30476	Workflow now has a button on the generic and custom forms for users to return accepted group assignments.
SCR 30507	During table creation, you no longer see the message Reconnecting to database workaround for Oracle bug max open cursors. If the tables are already created, you no longer see the Unique Constraint Violations message. Misleading unique constraint violations and Return attribute ... not found messages are no longer written to the archway.log file.
SCR 30629	The new get it . personalization . bva role provides the ability to customize the My Business Website menus.
SCR 30749	A collection will show as a link for opening a new form instead of as a list of rows in a table on the current form if the <b>Max row count</b> for the collection is personalized to 0. You can also specify this in the schema by defining a maxrowcount attribute on the collection element.
SCR 30992	You can now order the application tabs and the navigation menu items by specifying the associated module names for the items in the order desired. These settings are visible on the Themes tab.
SCR 31938	Read-only timefields now show time using the proper locale settings.
SCR 31978	The SCAdapter now properly re-authenticates after a connection failure.
SCR 32066	The OAA date-time widget works correctly for all values.
SCR 32125	OAA no longer attempts to open the META-INF directory as a manifest file.

SCR	Description
SCR 32198	Fields specified in the schema with a type of URL now display correctly as links on forms.
SCR 32402	You can now download the <code>local.xml</code> file from the Administration page.
SCR 32482	When an Owner or Editor creates a new knowledge document, Notification Services no longer sends blank e-mail messages.
SCR 32497	A Workflow Administrator can now Preview, Reassign, or Return Assignment to Group for workflow messages assigned to any system users.
SCR 32562, 30070 Incident 466752	Corrected code where a rarely-occurring ECMA Script Error "Cannot convert null to an object" was preventing the creation of a new user on the People tab.
SCR 32757	The Rome adapter now uses an equal (=) operator to match usernames when searching for user capabilities. When adding names through the People tab, you can no longer add the same name using different character cases. For example, if the username of <b>JoeSmith</b> exists, then you cannot add a username of <b>joesmith</b> .
SCR 32836	When executing the OAADeploy utility, the <code>-logFile</code> and <code>-logToStdOut</code> command line parameters support outputting to a log file and to stdout, respectively. Logging to standard out is the default. The log file is always appended to prevent overwriting previous information. Each new log session begins with a date and time.
SCR 32933	Table creation is now a manual function. The table creation section in the Administration Settings is called <b>Rome Admin</b> . Administrators must click a button to start table creation. The <code>&lt;createTable&gt;</code> setting in <code>local.xml</code> is disregarded.
SCR 33001	After you save the settings for a component on the Admin page, you stay on the settings page for that component and do not return to the Control Panel.
SCR 33100	To successfully integrate Get-Answers and ServiceCenter with Integrated Windows Authentication: <ul style="list-style-type: none"> <li>■ The server provided must NOT be the IIS server (for example, <a href="http://&lt;iisservername:port&gt;/oaa/login.jsp">http://&lt;iisservername:port&gt;/oaa/login.jsp</a>) because the file may not exist in the authenticating server's virtual directory containing the <code>login.asp</code>, <code>loginverify.asp</code>, and <code>e_login_main_start.asp</code>.</li> <li>■ The server must be the direct Web server (not always the same as the authenticating server), often on Apache, IBM HTTP Server, or iPlanet/Sun ONE. It may not even be on a Windows system.</li> <li>■ In the System Wide Company Record/Active Integrations/Get-Answers Server field, type the Web Server and port (if necessary) to resemble the following: <b>webserver</b> or <b>webserver:81</b>.</li> </ul>
SCR 33134	The new portalDB <code>getit.timezone</code> capability word controls access to the Portal's time zone component.
SCR 33334	English Help files and Help links are removed from Notification Services screens.
SCR 33415	Specifying an accessible title in the schema is now supported. See the <a href="#">Administration Guide</a> for details.
SCR 33556	The <code>enableBrowserCaching</code> option available using the Admin settings works correctly. If you previously set this to false to enable caching, you can now set it true (the default state).

SCR	Description
SCR 33718	Subtype propagation with a type of path now works without error when the path contains a slash (/).
SCR 33894	Subtype is no longer lost when returning to a parent from a subdocument.
SCR 33992	A new <b>Submit</b> button animation on the parent form when returning from a submitted pop-up prevents loss of data changes made in the pop-up.
SCR 34345	The new <code>get it . layout</code> capability word permits personalization of the portal.
SCR 34707	Images view correctly using WebLogic and Sun ONE.

## 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

The following tables contain known issues about Get-Answers 4.2, OAA, and the installation. To search the KnowledgeBase for known issues, type the Known Issue Document ID as the search criteria.

## Get-Answers known issues

The following table describes the Get-Answers 4.2 known issues.

SCR	Known issue	Workaround
25532	If a submitted document was rejected and therefore deleted from the system, previously it was not possible to send a message to the knowledge submitter (by E-mail) giving the submitter the status on whether his knowledge article was accepted or rejected, since the rejected document and its details (title, summary, etc.) were deleted. The new 4.2 <i>retire</i> functionality allows a message to be constructed because the document remains in the system in a retired status until a Get-Answers administrator deletes it. One aspect of this SCR called for the workflow templates to split to several paths so that a separate E-mail could be created to notify the submitter of each owner decision. This aspect of the SCR has been deferred.	None.
25963 incident 262819	Out-of-box, it is not possible to publish a document immediately if it is submitted to <b>docteam z</b> .	Unsupported workaround code is available from Customer Support on how to implement this as a custom feature.
27408	There is a known issue which will cause an error to be generated intermittently when a user tries to re-edit an already edited doc view before saving the changes all the way to the parent document type.	The work around is to ensure that every time the view is saved, the parent document type is also saved before trying to edit the view again.
27517	Due to changes in the way the default document types are structured, an upgrade could cause a problem with creating or editing documents with "required" RTF fields. For example, the workflow buttons on a workflow form may vanish from the bottom of an upgraded custom document type containing "required" RTF fields.	Re-personalize the create and workflow forms for custom Document Types that have require RTF fields.
28239	Special characters appear as HTML encoded strings in titles due to hitlist construction.	The titles appear correctly in the documents.

SCR	Known issue	Workaround
30469	A workflow assignment can be orphaned if the last person in a functional role is deleted where that functional role is the only owner in the documentation team.	When workflow messages are missing for Get-Answers assignments, one possibility is that no owner was found within the documentation team when Workflow tried to resolve the role assignment. See the <a href="#">Get-Answers Administration Guide</a> , Appendix A, Troubleshooting for procedures for correcting the problem using the
30794	The jcinst.exe file will not install on a Windows XP systems unless you first rename files in the system32 directory. The jcinst.exe application is a required file for integrating the ServiceCenter DDE with Get-Answers.	Rename the corojdk1.1.dll and jdde.dll files in the following directory and run the jcinst.exe installation script again.  C:\\Windows\\System32\\directory
33227	There is a known issue where the icons in Browse Categories will sometimes show the wrong status for the "folders", as in open when they should appear closed and vice versa.	None.
33621	Knowlix Migrated docs use .jsp extension for links between documents. Get-Answers 4.2 now uses .do extensions.	Users must run the Reconcile Linked Documents process after importing documents from Knowlix.
33657	KSummary data for an external document with no summary is blank when displayed in 'Browse Categories', but displays as document body text on a search hitlist.	To make the behavior consistent, remove the "top_lines" field description from the KMLib section of the RWare.cfg file.
33753	For Oracle databases, if a date field is updated after 4pm, the date is saved as the following day's date.	None.
33754	Some documents may contain large numbers of nested tags. The user may see a warning message in the Get-Answers Search engine command screen.	This message is informational only. The documents are indexed and retrieved correctly.
33946	There is a known issue where an image attached during document contribution but deleted from the draft before submission to workflow will show up as attached to the document although it will not appear in the document body itself.	This attachment link can be managed by removing the link in workflow.

SCR	Known issue	Workaround
34061	There is a known issue where the paragraph symbols do not always refresh properly in the rtf fields after a save.	Refresh the screen or reload the document from the draft document list.
34065	There is a known issue where a workflow form will lose fields and some data entered prior to personalization if the user attempts to personalize the form in the midst of editing.	Whenever a form is personalized, the user should navigate back to the main document type list or workflow message list and then try to access that particular document again where all the changes will appear in the proper context.
34086	All new documents authored in Get-Answers that will link to another existing document MUST go through workflow. During that time, the link manager does not prevent the linked to document from being retired.	As you edit, review, and publish a document in workflow, ensure that the links to existing documents are valid. Periodically sign in as a Get-Answers Administrator and click on the Reconcile Linked Documents menu item to determine if any documents have dangling links that need repair.
34089	A link destination document can be retired if it is transferred to another team and then retired from the triage workflow.	If you suspect that this has occurred, sign in as a Get-Answers Administrator and click on the Reconcile Linked Documents menu item to determine if any documents have dangling links that need repair.
34108	There is a known issue where the user may see the same document twice in the list of documents to link to in the functionality of Link to another doc while contributing or editing a document. This is due to the fact that the document has been published to two separate categories.	This is merely cosmetic and does not cause any issues for the user.
34217	There is a known issue so that when a user accesses a document with a link to shared content that has been removed from the system, and the user clicks on the link to the content, they get a blank window rather than a friendly message letting them know the content is no longer available.	This is a cosmetic issue and therefore has no workaround.

SCR	Known issue	Workaround
34266	<p>On a browser on an XP machine with SP2 installed, a permission denied error occurs when a form is displayed due to one or more of these operations:</p> <ol style="list-style-type: none"> <li>1. Searches from ServiceCenter.*</li> <li>2. Links copied from the Actions page.*</li> <li>3. Links from Notification Services E-mails.</li> <li>4. Link to a saved search such as:  <a href="http://production/oaa/login.jsp?_bookmark=e_answers_kmSearchAlternate_hitlist.do?QueryString=peregrine">http://production/oaa/login.jsp?_bookmark=e_answers_kmSearchAlternate_hitlist.do?QueryString=peregrine</a>.</li> </ol> <p>* Happens if the user is already logged into Get-Answers.</p>	<p>Peregrine does not support XP SP2. Microsoft is expected to patch this SP2 problem within the next few months. View Microsoft's Help and Support site at  <a href="http://support.microsoft.com/default.aspx?scid=kb;en-us;884698">http://support.microsoft.com/default.aspx?scid=kb;en-us;884698</a></p>
34380 Incidents 502322, 364907	Document Ownership Team lists and Category lists are not sorted for Teams and Categories that are exposed to a user from a Role assignment. Teams and Categories that are exposed from a user assignment are sorted.	None. Will be fixed in a future release.
34382	On Netscape/Mozilla, if you add a Role to a DocView AFTER you have made changes to the View data in the RTF Editor, the View data changes are lost.	In Netscape 7.1 under Manage Document Types, when creating or modifying a document view, add roles before adding new fields to the view or modifying the view, so that view changes are not lost.
34406	There is a known issue where the user is unable to see the actual external document in a Get-Answers external document preview from the retired documents list. The meta-data of the document is visible but not the actual external document.	Either unretire the document to see its main document again or view the document using the reports interface for documents.
34478	When using custom document types, the default Owner Workflow page does not display the Published Category List field.	A user with personalization administrator rights must personalize the Owner Workflow Screen for each custom doc type to add the Published Category List field.



SCR	Known issue	Workaround
34466	The default path in the BizDoc - Archway connector is not valid.	<p>To make it valid:</p> <ol style="list-style-type: none"> <li>1. Go into the Connect-It scenario (either <code>sc2oaa_insert.scn</code> or <code>sc2oaa_update.scn</code>) and configure the "BizDoc - Archway" connector.</li> <li>2. Go to the fourth page of the wizard (setting DSD folder).</li> <li>3. Change the path from:  D:\Program  Files\Peregrine\Portal\Support  Files\DatabaseFiles\oaa\WEB-INF\apps\oaagen\dsd  to  D:\Program  Files\Peregrine\Portal\image\W  EB-INF\apps\oaagen\dsd  or  or the valid path is to the dsd folder.</li> <li>4. Finish the wizard and save the scenario.</li> </ol>
34472	When using DDE Integration with ServiceCenter 5.1, the Title and Summary from the last document viewed in Get-Answers are used when authoring a new solution from a CALL ticket. The same is true for the Summary field when authoring a solution from an Incident.	<p>To work around this issue, identify all fields on the Problem/Solution (probsol) DocType in Get-Answers that do not contain an Authoring mapping in the Get-Answers Configuration Records screen in ServiceCenter. Add a mapping for each of the missing fields where the ServiceCenter Source Field is mapped to "-" and the Get-Answers Target Field is the name of the Get-Answers Problem/Solution field.</p> <p>Example:</p> <p>ServiceCenter Source Field  -  -  Get-Answers Target Field  Title  Summary</p>
34478	When using custom document types, the default Owner Workflow page does not display the Published Category List field.	A user with personalization administrator rights must personalize the Owner Workflow Screen for each custom doc type to add the Published Category List field.

SCR	Known issue	Workaround
34524	In the Reviewer form in workflow, external documents are not displayed correctly when viewed by clicking the Preview button.	Click the document link in the File field to view the external document.
34538	Document Team Owners searching for Shared Content from the Shared Content Search Screen are able to view Shared Content from other Document Ownership Teams.	In the Attachment Details form, if you are not the owner of the document team to which the shared content belongs, do not include that shared content in your documents.
34763 Incident 514827	If title or summary field contains any text enclosed in <>, the text is not displayed in a document preview.	None.
34777	When an Admin user attempts to delete a user who has pending or accepted workflow assignments, the message either displays an incorrect document ownership team list or this cryptic message: getanswers,UserCannotBeDeleted) \$\$IDSgetanswers,NoDefaultString.	Contact Peregrine customer support.
SCR 34834 Incident 503971	When adding a shared content document into an authoring form with more than one rtf field, if there are more than 10 shared content documents and the one that the user wants is not on the first page, the user clicks the forward > paging control. When the user then clicks a shared content link, the system duplicates the link into all the rtf fields.	Delete the link from the other rtf field(s).

## OAA know issues

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

SCR	Known issue	Workaround
SCR 28264	Error messages on date input validation are not specific enough to be helpful.	Verify that all date/time information is entered.
SCR 29088	Field lengths are not detected and enforced for text fields; therefore, values may be truncated.	None.
SCR 29153	Resetting the server from the Home Page by adding the Control Panel portal component to the Home page causes the portal to open in the main frame. You see top and side menus twice.	Close the browser, then open a new browser.

SCR	Known issue	Workaround
SCR 29675	If an alternate logout page is specified for the Logout URL setting in the Administration page under the Common tab, that logout page does not display if the user's session times out.	None.
SCR 30255	Users without the <code>getit.content</code> capability word are prevented from adding or removing portal components on the Peregrine Portal home page.	Lack of the capability removes access to the activity on the left hand frame, but: <ul style="list-style-type: none"> <li>■ users can still close a portal component using the Close (X) icon.</li> <li>■ when users click the wrench on the home page, an explicit error message informs them that they have no right to perform the operation, but at the same time they are logged out and must log back in.</li> </ul>
SCR 30432	In My Business Website, a link cannot be added to a Submenu until after the Submenu is first created.	In My Business Website, you must create and submit a submenu before adding items to it.
SCR 33344	When logging into the Administration page, if the first attempt with one username fails and then the second attempt with another username succeeds, the username of the first attempt will be displayed as the current user logged in.	None.
SCR 33502	Logging the contents of a message with <code>Message.getContent()</code> to the archway log produces the error message Unable to parse contents if it contains any invalid XML characters.	This appears in the archway. Log and happens only when you activate debug logging. A safeguard has been implemented that removes any illegal XML chars from the HTTP request stream.
SCR 34462	If there is more than one Document List portal component on the page, clicking the More (>) symbol on the portal to show additional items displays a blank page.	If there is more than one Document List portal component on the page, remove the need to display More (>) by setting the Maximum Row count for each list to be as large as necessary to display every item in the list.
SCR 34578	The label element in links and tables is not 508 compliant.	Accessible users must set their browsers to read the link text rather than the label.
SCR 34621	When a record is saved with an attachment whose file name contains an ampersand (&) character, viewing that record later produces the following error message: The entity name must immediately follow the '&' in the entity reference.	Do not use the ampersand character as part of a file name when attaching files to a record.

## Installation know issues

If you are planning on installing Get-Answers 4.2 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.

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

Known issue	Workaround
The java coroutine <code>jcinst.exe</code> needed for DDE integration between SC 5.1.x and Get-Answers does not install correctly on a Windows XP Professional system. The <code>jcinst.exe</code> installer cannot write to the <code>C:\WINDOWS\system32\corojdk11.dll</code> file and reports a registry err=32. The <b>Run Setup</b> on initial launch of Get-Answers from ServiceCenter 5.1.x causes an endless loop of Run Setups to return whenever Get-Answers is re-launched. [SCR 34761, Incident 504614]	The <code>jcinst.exe</code> will install and work properly if you rename the <code>corojdk11.dll</code> and <code>jdde.dll</code> files on Windows XP Professional in the <code>C:\Windows\system32\directory</code> , and then double-click <code>jcinst.exe</code> . The <code>jcinst.exe</code> executable will install compatible versions of the <code>corojdk11.dll</code> and <code>jdde.dll</code> files when run.
Availability of instructions for changing an application server's memory settings.	Refer to your particular application server's documentation for these instructions.
The memory size variable setting (or amount of java heap memory) must be at least 256 MB, but 512 MB is recommended.	Use the following settings: -Xms256M -Xmx512M
Exceeding the amount of available RAM causes the JVM processes to swap to disk, reducing overall performance.	Make sure that the setting for maximum heap size is less than the free RAM available to the application server(s).

## Language support

The language packs, available in French, Italian, and German, will be available 90 days after the release of 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 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.

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## 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.

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## 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

See the Peregrine Systems corporate Web site for the location of offices, information about products, news, and contact information. Start your browser and navigate to <http://www.peregrine.com>.





