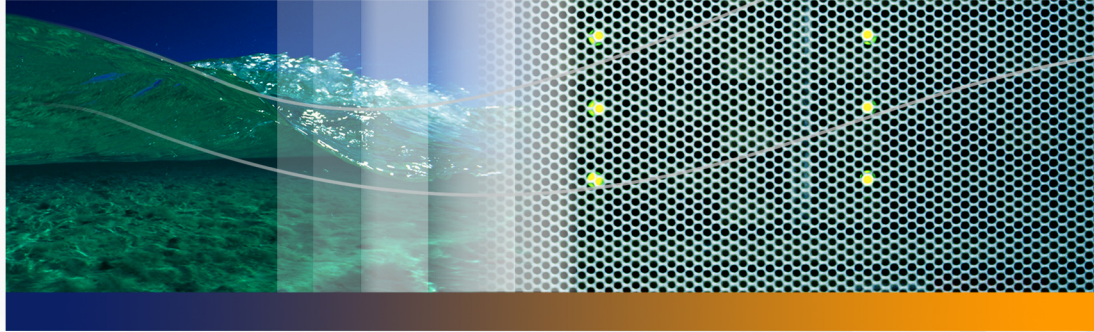


Peregrine Systems, Inc.

# Get-Answers 4.2.1



## Release Notes



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# 1

## CHAPTER

# Get-Answers Release Notes

Welcome to Peregrine Systems, Inc. Get-Answers 4.2.1. 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 4.2.1 updates and corrects issues identified in Get-Answers 4.2. 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.

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## Getting started

To understand the Get-Answers 4.2.1 release, review the following information:

- [Compatibility Matrix on page 6](#)
- [Software Change Requests on page 6](#)
- [Known issues on page 8](#)
- [Language support on page 14](#)

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## New features

Get-Answers 4.2.1 is a maintenance release. The [Get-Answers enhancements and fixed issues](#) section describes the corrected issues.

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## 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**.

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## Software Change Requests

Get-Answers 4.2.1 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
34380 Incident 502322	Categories are now sorted alphabetically in the Browse Category view when a user has permission by functional role. Document Ownership Team names are now sorted alphabetically in the lists in these forms: Import Documents, Manage Document Ownership Teams list, Select Document Team for Transfer (from the Action form), and Transfer to a different team (on the Workflow Owners' forms).
35106, 35109, 35110, 35111, 35113, 35153, 35157	Localized \ translated the text in these forms: search results, category creation, document ownership team creation, reports, manage document types.
35243	Updated the TablePopulate SQL scripts so that the passwords for the OOB sample users suser, oowner, eeditor, and rreviewer do not expire.
35694	When custom rtf fields were modified by customers, the modifications sometimes caused problems if the last letter of the field name of one extended field was the same as another. This was caused by a conflict in changing over from different versions of the applet. This has now been corrected so is no longer an issue.

## OAA enhancements and fixed issues

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

SCR	Description
34578	Fixes 508 compliance problems in link.xsl, label.xsl, and fieldtable.xsl.
34969	For 508 compliance: Added missing ALT tags for images on error.jsp.
35231	Fixes the problem with ServiceCenter attachment files being extracted to the wrong session id directory. A user would get a 404 error when the user brought up a document that has an attachment, and then another user or browser brought up another document before the 1st user clicked on the review attachment icon.
35309	For 508 compliance: Made the value of the 'for' attribute of <LABEL> elements equal to the value of 'id' attributes of their associated composite elements. Applies to search forms and view/edit forms.

## 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 4.2.1 known issues.

SCR	Known issue	Workaround
35389	The titles of the Get-Answers workflow forms appear as Triage, EditorEditorial, ReviewerEditorial, or OwnerEditorial. They are not localized or translated.	None.
35487	The Table Wizard on the edit-on Pro toolbar does not insert a table.	Use the Insert Table icon to add a table.



SCR	Known issue	Workaround
35557	<p>If a user opens the Peregrine Portal in a browser window, and then opens SC WEB in the same browser and attempts to Search Solution in Get-Answers, the URL is improperly encoded (the first ? is encoded as %3F). If a ? is substituted instead of the %3F, Get-Answers opens and the new browser window displays "Your ServiceCenter integration request was sent to the Get-Answers portal page." Then the SC Web window is taken over by Get-Answers.</p>	<p>Always open a new browser window for the SC Web client if your present browser window has already had the Peregrine Portal open in it.</p>
35558	<p>A load error occurs on the Rich Text editor for "Rich text sub-document" when a user logs in with an extended locale set, such as en_GB or fr_CH. Using en_GB as an example, this occurs when the user:</p> <ol style="list-style-type: none"> <li>1. Sets language to English (Great Britain) when logging in.</li> <li>2. Contributes a document.</li> <li>3. Selects the New Upload button for the RTF field.</li> <li>4. Selects the Add Block of Text button for the "Rich text sub-document" radio selection on the Add Content popup.</li> </ol> <p>The new popup for the RTF sub-document gives this error: Locale file not found. http://&lt;server_name&gt;/oaa/eopro/doc/resources/1ocale_en_GB.xml</p>	<p>Copy the &lt;presentation directory&gt;\eopro\config_en.xml file to &lt;presentation directory&gt;\eopro\config_en_GB.xml and copy the &lt;presentation directory&gt;\eopro\doc\resources\config_en.xml to &lt;presentation directory&gt;\eopro\doc\resources\config_en_GB.xml.</p> <p>No need to reset the Application server.</p> <p>If you wish to substitute another extended locale set such as fr_CH, copy and rename the config_fr.xml in each directory to config_fr_CH.xml, etc.</p>

SCR	Known issue	Workaround
35569	<p>In Workflow, if the user's language is French, Italian, or German, the 'Return Assignment To Group' button can be clicked only once, for example, a workflow activity can only be returned to the group once. The Owner, Editor, or Reviewer permission name is incorrectly translated to the localized permission name the first time the assignment is returned to the group, and then fails the permission lookup the second time the assignment is returned to the group. The workflow activity can still be completed. It can still be assigned to a specific person, but after the first time, it cannot be assigned back to the group by either the user who accepted the task or the Admin of the workflow messages.</p>	<ol style="list-style-type: none"> <li>1) Make a backup copy of <code>\WEB-INF\apps\getanswers\javascript\editorialWorkflow.js</code> and put it in a directory other than the oaa directory.</li> <li>2) Open this file <code>\WEB-INF\apps\getanswers\javascript\editorialWorkflow.js</code> in a text editor.</li> <li>3) Search for this text:  <pre>// externalize/localize the role name and comment out the two lines which follow it:</pre> <p>That is, put two forward slashes in front of each of the two lines, changing if <code>(msg.get("new/Assignee_Group") != "" )</code></p> <pre>msg.set("new/Assignee_Group",IDS.get("getanswers",msg.get("new/Assignee_Group"))) );</pre> <p>to</p> <pre>// if (msg.get("new/Assignee_Group") != "" )</pre> <pre>// msg.set("new/Assignee_Group",IDS.get("getanswers",msg.get("new/Assignee_Group"))) );</pre> </li> <li>4) Save the file and exit from the text editor.</li> <li>5) Stop your Application server.</li> <li>6) Clear the cache of your Application server.</li> <li>7) Start your Application server.</li> </ol>
35640	<p>Cannot update an external document in workflow with an external document with a different name.</p>	<p>Before uploading an external document in workflow, if the new filename differs from the original, rename the new file to have the same name as the original file's name.</p>
35651	<p>The Create Ticket button (GetAnswers/GetServices integration) on Advanced Search page causes 404 error if used before performing a search.</p>	<p>Search first and then create a ticket after the search, if necessary.</p>
35700	<p>Any backslash in an RTF field is removed when the document enters a workflow.</p>	<p>Use a forward slash instead of a backslash in any RTF fields.</p>

SCR	Known issue	Workaround
35704	Removing all out-of-box document types except "External", and then adding new document types causes the Preview button to use the external document type 3-pane window.	Replace the first out-of-box document type instead of deleting it. Make sure that External is not the first document type in the list of document types.
35742	On an upgrade from 4.1.2 to 4.2 or 4.2.1, if a KmDocument column was added to the database, the schema extension fields are not available for personalization.	If you have added a KmDocument column to the database for 4.1.2 and thus used only a logical file extension to extend your schema, you must now use both the use the logical AND physical file extensions as specified in Chapter 6 of the Get-Answers 4.2 Administration Guide on Schemas.

## OAA known issues

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

SCR	Known issue	Workaround
35008	<p>Importing personalizations with a BizDoc (Rome) backend fails because of non-matching dtLastModify values for records being imported. This occurs during the following scenario:</p> <ul style="list-style-type: none"> <li>- The admin exports personalizations,</li> <li>- Sometime later a user or an admin changes a portal personalization record,</li> <li>- Later, the admin attempts to re-import the exported personalizations, but this fails once the updated portal personalization record is encountered.</li> </ul>	<p>Before performing an import of personalizations: In the Rome database, delete all rows from the PORTAL table where LPORTALID &gt; 0. Afterwards, import the personalizations.</p>
35200	<p>Users can no longer modify a running workflow process under the Status tab of the My Messages details screen. They will get either an error message, such as "Forbidden: You don't have permission to access /oaa/ on this server." or the entire portal page is included in the right bottom page.</p>	<p>None.</p>
35239	<p>A 404 'Request file not found' error occurs when accessing attachments with special characters such as German umlauts in the file name.</p> <p>Get-It can upload the attachment to the Application server, but returns a 404 (file not found) error when a user clicks the View Attachment icon. This happens because the file name is not encoded and decoded properly between the Get-It application and the Application server.</p>	<p>The minimum Tomcat version to support files names with special character (for example, German umlauts) is 4.1.31.</p> <p>If you are using Websphere 5.1 or 6.0 and have special characters in the file name, you will not be able to view the attachments after the attachment is uploaded.</p>

SCR	Known issue	Workaround
35373	Cannot customize the Title and Instructions on the lookup search screen. If you click Lookup and then the 'Personalize this Page' link on the resulting search window, you have the option to change the Title and Instructions. Modifying these fields does not have any effect, however. The Title is always 'Lookup <schema label>' and the Instructions, 'Enter values to narrow down the search, as desired, and press the Search button.'	None.
35487	The Table Wizard on the edit-on Pro toolbar does not insert a table.	Use the Insert Table icon to add a table.
35601	When a user attempts to attach a file that is larger than the size limit that was set in the admin settings, a message will pop up that the attachment is too large. If you click OK on the popup but do not close the attachment window, an ECMA script error occurs when the user attempts to add another attachment.	When the user receives the message popup stating that the attachment is too large, click OK in the popup to dismiss the message and then close the attachment window.

## Installation known issues

If you are planning on installing Get-Answers 4.2.1 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 4.2.1.

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

SCR	Description
35495	<p>In previous releases, the Notification Services and Workflow template email messages were in English. In this release, the administrator can choose to import and use Italian, French, or German templates instead.</p> <p>The Administrator will be able import one set of Notification Services and Workflow templates for one language only.</p> <p>If the Notification Services and Workflow template files have already been imported in one language, and you would like to delete the existing templates to re-import these template files for a different language, ask your database administrator to execute the following SQL statements, and then you can import templates for a different language when you use the Data Import option under Administration - Notification Services.</p> <pre>delete from NSPLUGIN where LNSPLUGINID &gt; 0; delete from NCWORKHOURS where LNCWORKHOURSID &gt; 0; delete from RenderText where LRenderTextID &gt; 0; delete from NSTEMPLATE where LNSTEMPLATEID &gt; 0; delete from RenderTypes where LRenderTypesId &gt; 0; delete from NOTIFICATIONTYPE where LNOTIFICATIONTYPEID &gt; 0; delete from NotifPreference where LNotifPreferenceId &gt; 0;</pre> <p>commit;</p>

## 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 4.2.1 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>.







