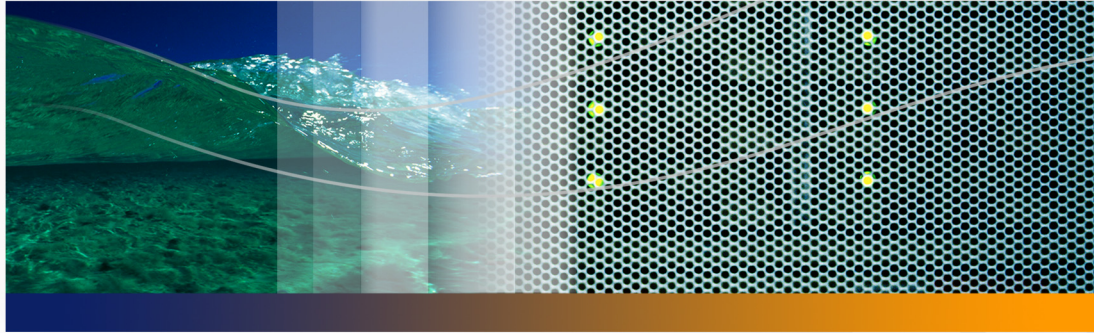


Peregrine Systems, Inc.

Get-Answers 4.2.2



Release Notes



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1 Get-Answers Release Notes

CHAPTER

Welcome to Peregrine Systems, Inc. Get-Answers 4.2.2. 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 4.2.2 updates and corrects issues identified in Get-Answers 4.2.1. 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.

Note: These release notes also include step-by-step procedures for installing Get-Answers on WebSphere 6.0 and the IBM HTTP server.

Getting started

To understand the Get-Answers 4.2.2 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 17](#)

New features

Get-Answers 4.2.2 is a maintenance release. The [Get-Answers enhancements and fixed issues](#) section describes the corrected issues.

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 4.2.2 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
36077	Get-Answers no longer removes backslash characters from rich text field values. This allows users to include Universal Naming Conventions (UNC) paths within a Get-Answers solution field.
36098 Incident 550417	Fixed the tablePopulate upgrade script to update the BusinessGroupId field of only those workitems that are current. The update of all items was causing an out of memory error. Now a small number of workitems are updated in a loop, 25 at a time. This uses less memory and prevents the java.lang.OutOfMemoryError condition from occurring. This occurred on an upgrade to Get-Answers 4.2 when the WORKPROCESS and WORKITEM tables were very large. Users no longer need to restart the application server as a workaround.
36296 Incident 547942	Documents are no longer stuck in the workflow when a document is sent back to the editor two or more times.

OAA fixed issues

The following table describes the OAA issues fixed in this release.

SCR	Description
36121	The OAA SCAdapter now retrieves ServiceCenter 6.1 libraries from a ServiceCenter61 directory. This is separate from the ServiceCenter6 directory which will remain for ServiceCenter 6.0 libraries, if you are using ServiceCenter 6.0.

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

There are no known issues for Get-Answers 4.2.2.

OAA known issues

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

SCR	Known issue	Workaround
35239	404 'Request file not found' error occurs when accessing attachments with German umlauts in the file name.	<p>Problem not reproducible on WAS 5.1.1.4 with JDK1.4.2 (IBM JDK) J2RE 1.4.2 IBM Windows 32 build cn1420-20040626</p> <p>The issue is reproducible on WAS 6.0.1. IBM states: PQ96955 was a known issue on WAS5.1 -- fixed in WAS 5.1.1.4. IBM has not yet confirmed that it will be marked a bug/defect against WAS6.0.1.</p>

Installation known issues

If you are planning on installing Get-Answers 4.2.2 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 4.2.2.

There are no known installation issues with Get-Answers 4.2.2.

Installing WebSphere 6.0 and IBM HTTP server

You must configure your application and Web servers *prior* to running the Get-Answers installer.

Assumptions

Before beginning installation, verify that you have the following software.

- WebSphere 6.0 using Java version 1.4.2 or later
- Java™ 2 Runtime Environment, Standard Edition (build 1.4.2)
- J2RE 1.4.2 IBM Windows 32 build cn142sr1w-20041028
- IBM HTTP Server 6.0 or later

Configuring WebSphere 6.0

Use the following procedures to configure WebSphere 6.0 to run Get-Answers.

Step 1 Run the installer. See [page 9](#).

Step 2 Deploy the oaa.war file. See [page 11](#).

Step 3 Copy the jar files. See [page 13](#).

Step 4 Edit the application settings using the WebSphere Administrative Console. See [page 14](#).

Step 5 Editing the httpd.conf file. See [page 15](#)

Step 6 For AIX, if you are using ServiceCenter as the back-end, update the path to the ServiceCenter libraries in the startServer file. See [page 16](#).

Step 7 Complete the configuration. See [page 16](#).

Running the installer

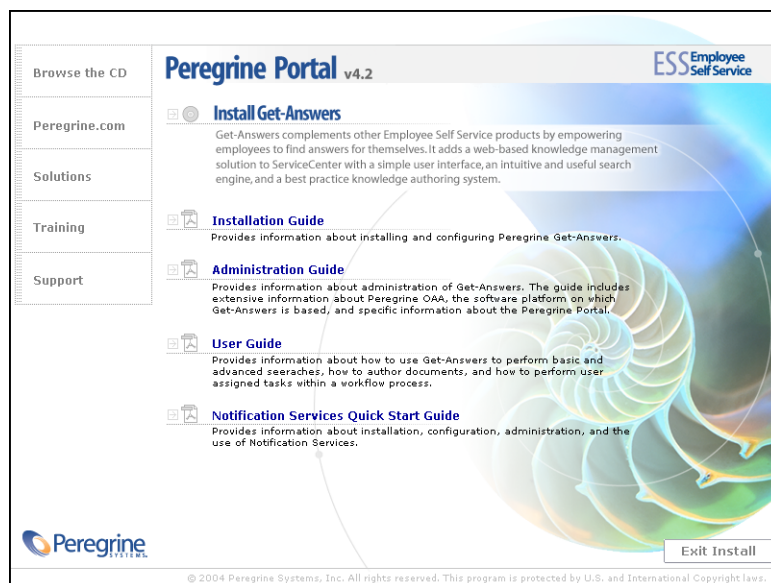
You must do this on a Windows machine.

To install Get-Answers:

- 1 Insert the Get-Answers installation CD-ROM into the CD-drive.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the installer from the CD.

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click **Autorun.exe**.
- Start the Get-Answers installation from the Windows command prompt. Type **D:\>autorun** where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.



- 2 Click **Install Get-Answers** to start the setup wizard.
- 3 At the Welcome screen, click **Next**.
- 4 Accept the License Agreement and click **Next**.
- 5 Choose your destination directory and click **Next**.
- 6 Confirm the setting of your Java installation and click **Next**.

- 7 Click **Install** to install Peregrine Portal 4.2.

The command prompt window shows what is being deployed and added. This may take several minutes.

- 8 When the installation is complete, click **Finish**.

- 9 Click **Exit Install**.

The installer creates the `oaa.war` and `oaadeploy.properties` files in the `Portal` directory. The default location is: `C:\Program Files\Peregrine\Portal`.

File	Purpose
<code>oaa.war</code>	Most of the application server configurations require this file to deploy the application.
<code>oaadeploy.properties</code>	This file is useful if you run <code>oaadeploy</code> to recreate the image directory or when you are installing a patch.

Deploying the `oaa.war` file

The `oaa.war` file creates the directory structure necessary to deploy Get-Answers to your application server.

To deploy the `oaa.war` file using the WebSphere Administrative Console:

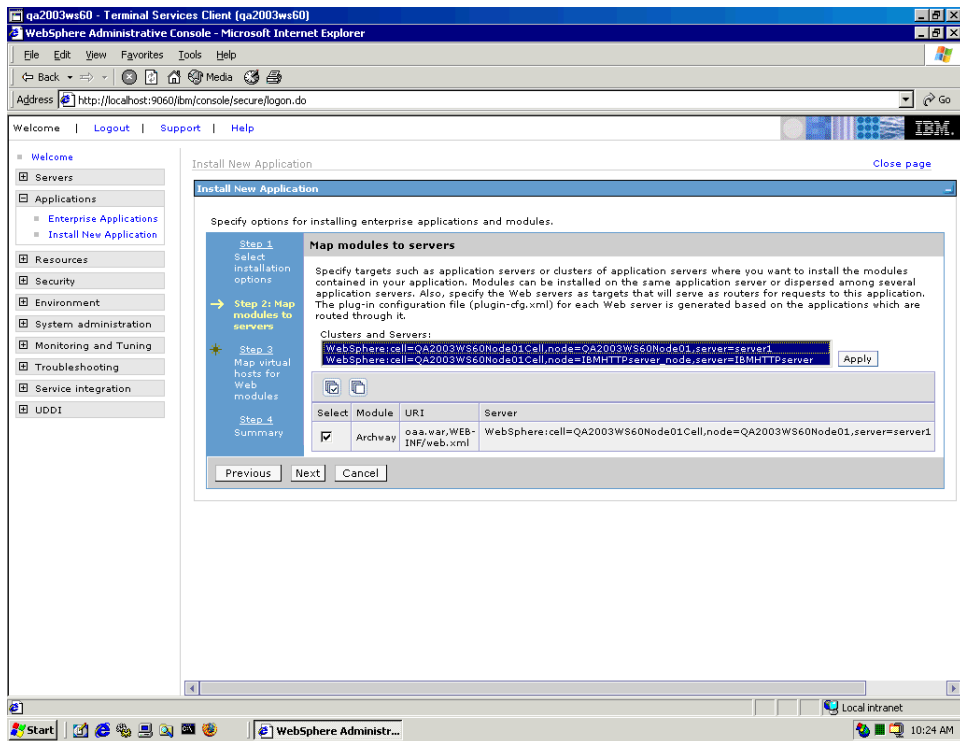
- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click **Applications** on the Administrative Console menu.
- 4 Click **Install New Application**.
- 5 In the Local path field, browse to the `oaa.war` file created at installation.
- 6 Specify the Context Root, a value such as `oaa` (the virtual directory name).
- 7 Click **Next**.

This may take several minutes.

- 8 Accept the default settings and click **Next**.

- 9 Click **Continue**.
- 10 Click **Use Binary Configuration**.
- 11 In the Application Name field, specify a name, such as **oaa**.
- 12 Keep all the other settings at their defaults, and click **Next**.
- 13 Click **Select**.
- 14 Select the following as required:

cluster
server
Web Server



- 15 Click **Apply**.
- 16 Click **Next**.

- 17 Keep the default settings, and click **Next**.
- 18 Click **Finish**.
- 19 Click **Save to Master Configuration** to save the server configuration.
- 20 Click **Save**.
- 21 Log out of the Administrative Console.
- 22 Stop the WebSphere Administration Server.

Copying jar files

The installer generates jar files that you must copy to the application server endorsed directory.

- 1 Verify that the following files are in the `<APP_DEPLOYMENT_DIR>/WEB-INF/lib` directory, where `<APP_DEPLOYMENT_DIR>` is the path to your Get-Answers deployment directory.

```
js.jar  
jai_core.jar  
jai_codec.jar  
mlibwrapper_jai.jar
```

- 2 Copy or FTP the following files from the installation directory
C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
activation.jar  
mail.jar  
pop3.jar
```

to the <APP_DEPLOYMENT_DIR>\WEB-INF\lib directory.

- 3 Copy or FTP the following files from the installation directory
C:/Program Files/Peregrine/Portal/SupportFiles/JavaExtensions

```
xalan.jar  
xercesImpl.jar  
xml-apis.jar
```

where C:/Program Files/Peregrine/Portal specifies the location of your application installation,

to the \$JAVA_HOME/jre/lib/endorsed directory.

- a If necessary, replace any older versions of these files.
- b If xmlParserAPIs.jar exists in the endorsed directory, delete it.
- c Create the endorsed directory if one does not exist.

Editing the application settings

Using the WebSphere Administrative Console, edit the application settings.

To edit the application settings:

- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click the **Enterprise Application > Application** link.
- 4 Click the Get-Answers link from the list for the application that you just installed.

- 5 Click **Web Modules** under Related Items.
- 6 Click the **oaa.war** link.
- 7 Change the **Class loader Mode** to **PARENT LAST**.
- 8 Click **OK**, click **Save**, then click **Save** to save the server configuration.

Editing the httpd.conf file

Modify the httpd.conf file to add the plug-in modules, an alias for the virtual directory, and an alias for EOPro.

- 1 From the IBM HTTP Server configuration /conf/httpd.conf file, add the plug-in modules.

On Windows:

```
LoadModule was_ap20_module
<AppServerPath>\Plugins\bin\mod_was_ap20_http.dll
WebSpherePluginConfig <AppServerPath>\AppServer6\profiles\default\
config\cells\<hostname>\nodes\IBMHTTPserver_node\servers
\IBMHTTPserver\plugin-cfg.xml"
```

On UNIX:

```
LoadModule was_ap20_module
<AppServerPath>/Plugins/bin/mod_was_ap20_http.so
WebSpherePluginConfig <AppServerPath>/AppServer6/profiles/default/
config/cells/<hostname>/nodes/IBMHTTPserver_node/servers/IBMHTTPserve
r/plugin-cfg.xml"
```

- 2 Create an alias in httpd.conf for the virtual directory.

```
Alias /oaa <AppServerPath>/AppServer/installedApps/<hostname>
/oaa_war.ear/oaa.war
```

Note: The /oaa alias needs to match the Context Root.

- 3 Create an alias for EOPro to <APP_DEPLOYMENT_DIR>/eopro.

```
Alias /eopro <AppServerpath>/AppServer/installedApps
<hostname>/oaa_war.ear/oaa.war/eopro
```

- 4 Save and close the file.
- 5 Restart the IBM HTTP Server.

Editing the startServer file for AIX

When using ServiceCenter as the back-end, the AIX environment requires you to add the path to the ServiceCenter libraries in the `startServer.sh` file.

- 1 Log out of the Administrative Console.
- 2 Stop the WebSphere Administration Server.
- 3 Using a text editor, open the `startServer.sh` file.
- 4 At the top of the file add a single entry for `LIBPATH` and set it to the path for the appropriate ServiceCenter libraries.

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter5
```

When running ServiceCenter 6:

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter6
```

When running ServiceCenter 6.1:

```
LIBPATH=/<AppServerPath>/<APP_DEPLOYMENT_DIR>  
/WEB-INF/lib/AIX/ServiceCenter61
```

Export the completed variable entry using the following command:
`export LIBPATH`

- 5 Save and close the file.
- 6 Start the WebSphere Administration server for the new settings to take effect.

Configuring Get-Answers

To complete the configuration, follow the instructions *Get-Answers Administration Guide*.

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 4.2.2 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.

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.

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.

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