




Peregrine

# Get-Answers Release Notes

---

PART NO: GET-ANS-3.0-01005-00195





Copyright © 2002 Peregrine Systems, Inc. or its subsidiaries. All rights reserved.

Information contained in this document is proprietary to Peregrine Systems, Incorporated, and may be used or disclosed only with written permission from Peregrine Systems, Inc. This book, or any part thereof, may not be reproduced without the prior written permission of Peregrine Systems, Inc. This document refers to numerous products by their trade names. In most, if not all, cases these designations are claimed as Trademarks or Registered Trademarks by their respective companies.

Peregrine Systems® and Get-Answers® are registered trademarks and Get-Answers™ is a trademark of Peregrine Systems, Inc. or its subsidiaries.

This document and the related software described in this manual are supplied under license or nondisclosure agreement and may be used or copied only in accordance with the terms of the agreement. The information in this document is subject to change without notice and does not represent a commitment on the part of Peregrine Systems, Inc. Contact Peregrine Systems, Inc., Customer Support to verify the date of the latest version of this document.

The names of companies and individuals used in the sample database and in examples in the manuals are fictitious and are intended to illustrate the use of the software. Any resemblance to actual companies or individuals, whether past or present, is purely coincidental.

If you have comments or suggestions about this documentation, please send e-mail to Peregrine Systems Customer Support.

This edition applies to version 3.0 of the licensed program.

Peregrine Systems, Inc.  
Worldwide Corporate Campus and Executive Briefing Center  
3611 Valley Centre Drive San Diego, CA 92130  
Tel 800.638.5231 or 858.481.5000  
Fax 858.481.1751  
[www.peregrine.com](http://www.peregrine.com)



# 1 Get-Answers Release Notes

## CHAPTER

Welcome to Peregrine Systems' release of Get-Answers, version 3.0.

### Release Notes Summary

These release notes include:

- Installation troubleshooting notes
- Quick notes (important information that is not included in the documentation).
- A list of known issues.
- Contact details for further assistance.

### Installation Troubleshooting Notes

#### Search Engine Utility Functions

If you attempt to index your documents without starting the Search (and Indexing) Engine, a FATAL, Source: rdb\_index v6.9 error occurs. Start the Search Engine and then index your documents.

Either of these choices without the Search Engine running in a Command Prompt window:

Start > GetAnswers Search Engine > Index Updated Documents

Start > GetAnswers Search Engine > Reindex All Documents

causes the following error:

Error Number: 4, Severity: FATAL, Source: rdb\_index v6.9

Connect system call failed: "cqdh@10.11.12.231:5327"

Solution: Start the Search Engine

Start > GetAnswers Search Engine > Start Search Engine Server

and then index your documents by requesting either of these indexing operations again:

Start > GetAnswers Search Engine > Index Updated Documents

Start > GetAnswers Search Engine > Reindex All Documents

### Adapters Not Properly Configured

In the Control Panel form under the Administration tab, if an adapter cannot connect, the following error appears:

ERROR: jdbcCalls: \*\*\*SQLException caught\*\*\*.

An adapter could not connect because the adapter is not configured properly. The system reports a “ORA-12154:TNS:could not resolve service name” error, which results in a SQLException.

Mail and boDB may be the adapters that show a status of disconnected. If you do not use the mail adapter for notifications or the Business Objects database for reporting, ignore this error. Otherwise, configure whichever adapter is disconnected via the Settings menu in the left pane under the Administration tab.

## Quick Notes

- The installation instructions are missing the following step. You can perform the following step after all other installation is complete or it can be done at the same time as the steps performed in the Connecting the Servers Together topic. While logged in as Admin on the admin.jsp web page, do the following:
  1. Click the Settings menu option in the left window pane.
  2. Click the Common tab. Then find the property called “Server URL.”
  3. Follow the instructions to the right, changing “localhost” to the name of your web server.
  4. Scroll to the bottom of the page and click Save.
  5. When the Control Panel page displays, click Reset Server.

- To use the reports in Get-Answers, an Administrator needs to assign the BI\_View capability to all users.
- Six special role "archetypes" used by Get-Answers to manage security can be seen when browsing Roles on the People tab. These six roles should not be deleted or used by the customer in any way. No users should be assigned directly to these roles or any of their properties changed. The six role "archetypes" appear in the Role list with the following attributes:

<u>Name</u>	<u>Description</u>
Submitter	Get-Answers Domain Submitter Role
Member	Get-Answers Domain Member Role
Owner	Get-Answers Document Team Owner Role
Editor	Get-Answers Document Team Editor Role
Reviewer	Get-Answers Document Team Reviewer Role
Reader	Get-Answers Document Team Reader Role

- Five functions were added to the Get-Answers Search Engine Start menu that are shortcuts to their longer versions in Start > Programs > Get-Answers Search Engine > System Utilities Menu. The five functions include:

**Check Database Connection**                      Tests the database connection parameters the Search Engine uses to connect to the database.

**Index Updated Documents**                      Immediately updates the indexes for newly added, modified, or deleted documents without the usual 5 minute delay. Enter KMLib for the library name. First run the Start Search Engine Server function so that a command prompt window appears with the following: Execd v6.9 started on port nnnn.

**Reindex All Documents**                      Reindexes every document in the library which can be done occasionally during off hours to enhance performance. First run the Start Search Engine Server function so that a

command prompt window appears with the following: Execd v6.9 started on port nnnn.

**Start Search Engine Server** Starts the search and indexing server. The server must be running or else a search performed on the Get-Answers search page will report problems connecting to the adapter.

**Stop Search Engine Server** Stops the search and indexing server. After a database connection error, it is necessary to stop and restart the server again.

- Do the following if your database login name is a name other than “rome.”

After installing the Search Engine, change the lines in the following files under this directory: <SearchEngineInstallationDirectory>/KMLib/config/.

In the admin.dat file at <SearchEngineInstallationDirectory>/KMLib/config/admin.dat, change the word “rome” to your database login name in these two lines:

```
{CQ_RDB_LOGIN_NAME="rome"}  
{CQ_RDB_CMDLINE="sqlplus rome/d2%2FIzYBCvIE@@"}
```

In the rware.cfg file at <SearchEngineInstallationDirectory>/KMLib/config/rware.cfg, change the word “rome” to your database login name on this line:

```
VARIABLES {  
    "sql_login_name"="rome";  
}
```

- Multiple workflow messages occur if you click on the Transfer or Proceed (on the Manage Documents page) button multiple times. An Editorial workflow is initiated for every click on the Proceed link. A Triage Workflow is initiated for every click on the Transfer link. If you do click one of these buttons multiple times, the second Editorial Workflow message and accompanying working copy document can be reverted after the first valid workflow is finished. An extra Triage Workflow can always be deleted.

- The “owner” login with “password” as the password give you access to the demonstration document ownership team named Get-Answers Team. Otto Owner is the owner of this team. Ed Editor is the editor with login name “editor” and “password” as the password. Rob Reviewer is the reviewer for the Get-Answers Team with the login name “reviewer” and “password” as the password. You can practice using this team’s documents to learn more about the using Get-Answers.

## Known Issues

The following table includes known issues and their temporary solutions.

Issue	Temporary Solution
When using the Authoring interface, the Expiration Date sometimes defaults to a date one year and one day after the current date. The default should be one year from the current date.	Make sure the Expiration Date is set to the date you want for your document. Change it manually, if necessary, using the pull-down menus for Expiration Date.
The People tab can be personalized to allow Roles to be assigned to other Roles, building up a hierarchy of Role-to Role relationships. This feature doesn’t work. Any changes made to associate one role with another will not save.	Create your Roles without a hierarchy. Unfortunately, there is no way to simulate the hierarchical relationship between roles using the current system.
Imbedding graphics into a document created using the Authoring interface doesn’t work properly if the name of the image file has spaces in it.	Change the name of any image file you want to use so that it doesn’t have any spaces.
If the application server loses its connection to the database, the following error can appear: “An error occurred while ending the current transaction; ArchwayJVMName=getit_3.2.4.\bin”	Any connectivity issues with the database will need to be corrected and the application server will need to be restarted.
On the Workflow tab, the Delegate screen allows you to specify three dates: 1. Until Further Notice 2. Until Specified Date 3. End Date	Use the date pull-down menus for each date.
Changes to these dates using the calendar tool (accessed by clicking on the calendar icon beside the date) will not be saved properly.	



Issue	Temporary Solution
If a user should have received a workflow message (e.g. they are an editor in a Document Ownership Team and an editorial workflow has been started within that team) and either receives no messages or receives duplicate messages, there is a configuration problem with the web application.	Review your installation instructions and make sure that all of the properties set on the various tabs off of admin.jsp are correct. In particular, make sure the “Enable script pollers” property on the Common tab is set to Yes.
Connectivity between the web server, search engine server, and file server depend on mapping drives from the web server to the file server, and from the search engine server to the file server. If either of these connections fails, the following error may appear in the archway.log file.  Error Message: Runtime error Cannot build new class java.io.FileWriter, error: FESI.Exceptions.EcmaScriptException: Runtime error Error creating class java.io.FileWriter: java.io.FileNotFoundException:...	Reestablish connectivity between the servers. Restart the application server.
The workflow engine allows a user to delegate any/all tasks to another user (using the Temporary Delegation option on the My Messages screen). This feature has a flaw in it. Any tasks worked on by a user to whom they have been delegated to cannot be saved.	Do not use the delegation feature of workflow.
If, after starting the application server, you first access the system by addressing the web server as “localhost” (e.g. “http://localhost/oaa/login.jsp”), you will encounter licensing problems when attempting to access the Authoring applet.	When logging into the application server for the first time, use the server name (e.g. “http://<servername>/oaa/login.jsp”).
The Authoring applet causes Netscape 6.2 and 6.2.1 browsers to fail with a General Protection Fault. All other features work properly.	All Document Ownership Team Owners and Editors need to use Internet Explorer browsers until the next release of Get-Answers.



Issue	Temporary Solution
Boolean search results sometimes show a relevance of 0% on the Advanced Search page.	Please ignore these zero-ranked hitlist items.
When image files are attached to an authored document and the document is retired, the image files continue to reside in the document ownership team's directory.	The image files will periodically need to be cleared out if many files with images are retired.
Netscape 4.x browsers may not behave properly if the browser is resized while Peregrine OAA Platform is running.	Avoid sizing the browser after starting Peregrine OAA Platform.
When logged in to Peregrine OAA Platform, using the browser Back, Forward, and Refresh buttons can cause unexpected behavior of Peregrine OAA Platform forms.	Do not use the browser navigation or Refresh buttons with Peregrine OAA Platform forms displayed.
On a Solaris or Linux system, if you use a schema or server-side JavaScript with a file name that is mixed upper- and lowercase, you will get a "Schema not found" error.	If you add a schema or a server-side JavaScript, make the file name all lowercase.
After refreshing the Peregrine OAA Platform login page (login.jsp), the language option drop-down list and the Login and Register buttons may not be displayed. This is true for both Internet Explorer and Netscape browsers.	Click Refresh again to bring the buttons back. The cause is unknown at this time, but does not appear to be caused by a problem in the Peregrine OAA Platform software itself.
The tblcreate.bat script fails to run.	tblcreate.bat (or -.sh for UNIX), the table-creation and -population batch file for BizDoc, depends upon the rome.xml file. This file contains paths to various components used by the scripts called by tblcreate.bat. To avoid problems with the .bat file, follow UNIX rules for these paths: <ol style="list-style-type: none"> <li>1. Case-sensitive.</li> <li>2. No spaces.</li> <li>3. If spaces are used, use escape characters.</li> <li>4. Folders separated by forward slashes.</li> </ol>



Issue	Temporary Solution
If you enter an incorrect setting in the Content type encoding field on the Common tab of the Settings page, when you Save the page, an error message is displayed on the Control Panel.	Return to the Settings page and enter the correct value. Supported values are listed in the documentation for your Web application. You can also click the link to the default setting located in the description for the Content type encoding field.
Lookups for some forms will fail in Netscape browsers due to a known issue with Mozilla-based browsers reported to Mozilla and Apache. The problem is related specifically to the fact that the browsers are not properly handling HTTP header chunking. The problems are most noticed using Apache HTTP Server 1.3.xx and Tomcat 3.2.x. This issue has also been reported against Microsoft Internet Explorer browsers, but has not been seen by Peregrine Systems.	Add the following lines to the Apache http.conf file for your browser: <b>BrowserMatch "Mozilla/5" downgrade-1.0 force-response-1.0</b> <b>BrowserMatch "Mozilla/4" nokeepalive downgrade-1.0 force-response-1.0</b> This will force Apache to communicate with Netscape 6 and Mozilla browsers.
Personalization changes lost or unexpected behavior with personalization.	Avoid the use of special characters (for example, quotation marks or apostrophes) in personalized section titles.
Tomcat fails to launch after a new version of the JDK is installed.	The Peregrine OAA Platform installer stores JAR files at c:\oaa\external (or to the drive you specify). These files are copied to the JDK jre\lib\ext directory. When a new JDK is installed, all of the JAR files in the c:\oaa\external directory must be manually copied to the new JDK jre\lib\ext directory.

## Need Further Assistance?

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

## Corporate Headquarters

Address: Peregrine Systems, Inc.  
Attn: Customer Support  
3611 Valley Centre Drive  
San Diego, CA 92130

---

Telephone: +(1) (858) 794-7402

---

Fax: +(1) (858) 480-3928

---

Email: support@peregrine.com

---

## North and South America

Telephone: (1) (800) 960-9998 (within US and Canada only, toll free)

+(1) (858) 794-7402 (Mexico, Central America, and South America)

---

Fax: +(1) (858) 480-3928

---

Email: support@peregrine.com

---

## Europe, Asia/Pacific, Africa

Visit the Peregrine Systems web site at:

[http://sdweb02.peregrine.com/prgn\\_corp\\_ap/Support/pstCustomerSupport.cfm](http://sdweb02.peregrine.com/prgn_corp_ap/Support/pstCustomerSupport.cfm)  
for support contact information for your country and product.

You can also contact the Corporate Headquarters using the information provided above.





