

Peregrine

Get-Answers 4.0.1

Release Notes

For Windows 2000 or AIX and Oracle or DB2

Copyright © 2003 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®, ServiceCenter®, and Remedy® Help Desk™ are registered trademarks of Peregrine Systems, Inc. or its subsidiaries.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>) and by Advantys (<http://www.advantys.com>). This product also contains software developed by the following companies or individuals: Convera, Sun Microsystems, Inc., Jean-Marc Lugin, Netscape Communications Corporation, and Original Reusable Objects, Inc.

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 need technical support for this product, or would like to request documentation for a product for which you are licensed, contact Peregrine Systems, Inc. Customer Support by email at support@peregrine.com.

If you have comments or suggestions about this documentation, contact Peregrine Systems, Inc. Technical Publications by email at doc_comments@peregrine.com.

This edition applies to version 4.0.1 of the licensed program.

Peregrine Systems, Inc.
Worldwide Corporate Headquarters
3611 Valley Centre Drive San Diego, CA 92130
Tel 800.638.5231 or 858.481.5000
Fax 858.481.1751
www.peregrine.com



Release Notes for Get-Answers 4.0.1

This document describes the Peregrine Systems release of Get-Answers 4.0.1. These release notes include:

- *New features in Get-Answers* on page 4
- *Related documentation* on page 4
- *Installation information* on page 5
- *Compatibility information* on page 5
- *Known issues* on page 6
- *Corrected issues* on page 13
- *Further assistance* on page 22

In addition, these release notes contain information on the Peregrine® Open Application Architecture (OAA) platform. Peregrine OAA Platform 4.0.1 is the base platform for Get-Answers 4.0.1. See these sections for the latest information:

- *Peregrine OAA 4.0.1 Known Issues* on page 15

Important: For the most up-to-date version of this document, including complete instructions for installing Get-Answers on AIX, go to the support Web site for Get-Answers. The URL is:
www.support.peregrine.com

New features in Get-Answers

Get-Answers 4.0.1 is a replacement for the Get-Answers 2.x/Knowlix or Get-Answers 3.0/Knowlix product and architecture. Get-Answers 4.0.1 increases the reliability, scalability and performance of the Peregrine Knowledge Management products.

Get-Answers 4.0.1 includes integrations with ServiceCenter®, and AR Help Desk™. Either ServiceCenter or AR Help Desk desk can pass information such as a problem description to Get-Answers. This information can be used as the basis for a search which returns a hit list of possible solutions in Get-Answers. In turn, Get-Answers can pass information about a selected solution back to ServiceCenter or AR Help Desk. This information can include a URL to a Get-Answers document or the actual text of an authored solution. It is possible to customize the fields that are passed between an integrated application and Get-Answers.

Get-Answers 4.0.1 also includes a menu option enabling you to submit problem information to ServiceCenter and create a new problem ticket via an integration with Get-Services.

Related documentation

This table lists the available documentation for Get-Answers.

Title and Part Number	Description	Audience	Format
<i>Get-Answers 4.0.1 Installation Guide</i>	Procedures for installing Get-Answers and the Peregrine® Open Application Architecture (OAA) platform, the Get-Answers Search Engine, setting up your webserver and application servers, creating the Get-Answers database, and populating that database with sample data	Administrator	Print and PDF
GET-ANS-4.0.1-ENG-01012-00286			
<i>Get-Answers 4.0 Administration Guide</i>	Procedures for controlling access to document collections and customizing Get-Answers.	Administrators	Print and PDF
GET-ANS-4.0-ENG-01014-00268			

Title and Part Number	Description	Audience	Format
<i>Get-Answers 4.0 User's Guide</i> GET-ANS-4.0-ENG-01013-0 0268	Procedures for searching the Get-Answers document collection, working with documents, authoring new documents, and generating reports. Get-Answers.	Everyone	Print and PDF
<i>Notification Services 4.0 Quick Start Guide</i> GET-NCS-4.0-ENG-01001-0 0264	Procedures for using, configuring, and administering Notification Services. Notification services works with other Peregrine applications to enable users to send and receive notifications.	Everyone	Print and PDF
<i>RealObjects Edit-on-Pro User's Guide</i>	Procedures for customizing the WYSIWYG editor applet component, which provides rich-text editing for Get-Answers authoring.	Administrators	PDF

For a complete list of current Get-Answers documentation, see the Documentation pages on the Peregrine Customer Support web site at <http://support.peregrine.com>. Access to this page requires a current login name and password.

You can download documentation PDF files and view them using Acrobat Reader, which is available on the Peregrine Customer Support web site and through Adobe at <http://www.adobe.com>.

Order printed copies of the documentation through your Peregrine Systems sales representative.

Installation information

The *Get-Answers 4.0.1 Installation Guide* describes how to install Get-Answers, the Peregrine® Open Application Architecture (OAA) platform, and the Get-Answers Search Engine.

Compatibility information

The Installation Requirements section of the *Get-Answers 4.0.1 Installation Guide* includes compatibility matrices for server platforms, web servers and engines, database client and server platforms, client platforms, and integrated systems.

Compatibility matrices for Peregrine products, which identify the hardware and software requirements for installing this release, are also available in the Software pages of the Peregrine Customer Support web site at: <http://support.peregrine.com>.

Peregrine Systems recommends that you check the web sites of the suppliers of the platforms in use at your site to verify that they are still supported. Peregrine Systems does not support platforms that are no longer support by the vendor.

Known issues

This section describes known issues in the 4.0.1 release of Get-Answers.

Note: Where appropriate, these issues and solutions are also noted in the *Get-Answers 4.0 User Guide*, *Get-Answers 4.0.1 Installation Guide*, and *Get-Answers 4.0 Administration Guide*.

To view the most current known issues for Get-Answers, see the Product Issues pages of the Peregrine Customer Support web site at: <http://support.peregrine.com>. Access to this page requires a current login name and password.

For compatibility-related issues, see *Compatibility information* on page 5.

Issue	Temporary Solution
The procedure titled, “Creating the getans.serv field in ServiceCenter” in the installation guide uses incorrect wording.	The field you want to add is <i>getans.server</i> , not <i>getans.serv</i> . Substitute <i>getans.server</i> where you see <i>getans.serv</i> .
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; Archway\VMName=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.

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. In Get-Answers, go to Workflow. Click Process List to troubleshoot this issue.
Connectivity between the web server, search engine server, and file server depends 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.	Reestablish connectivity between the servers. Restart the application server. Make sure that the logon account for your application server has the rights to read from and write to the file server.
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:...	
If, after starting the application server, you first access the system by addressing the web server as “localhost” (e.g. http://localhost/oa/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. <a href="http://<servername>/oa/login.jsp">http://<servername>/oa/login.jsp).
The Authoring applet causes Netscape 6.2 and 6.2.1 browsers to fail with a General Protection Fault. All other Get-Answers features work properly.	All Document Ownership Team Owners and Editors need to use Internet Explorer browsers until the next release of Get-Answers.
Boolean search results sometimes show a relevance of 0% on the Advanced Search page.	Ignore these zero-ranked hit-list 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.

Issue	Temporary Solution
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.
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.	<p>Add the following lines to the Apache http.conf file for your browser:</p> <pre>BrowserMatch "Mozilla/5" downgrade-1.0 force-response-1.0 BrowserMatch "Mozilla/4" nokeepalive downgrade-1.0 force-response-1.0</pre> <p>This will force Apache to communicate with Netscape 6 and Mozilla browsers.</p>
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.

Issue	Temporary Solution
Upgrading to from Get-Answers 3.0 to Get-Answers 4.0.1. Blank password in Get-Answers 3.0 prevents logging into Get-Answers 4.0.1.	If your Admin password on 3.0 was changed from a blank password to a value such as 'feat23', for example, log into your oaa Admin server at <code>http://YourHostName/oaadmin.jsp</code> and in Admin settings under the Common tab, change the Admin password to feat23
Notification Services and Workflow data must be imported as a group in the Notification Services Administration page. Attempting to import only one of the options results in errors stating "Unable to Insert <type> document" and an incomplete data import.	Select both import options at this time. This functionality will be fixed in a future release.
KMGAAadapter can't support a hierarchy of roles (18710 and 18860)	Do not assign a role to a role.
The Search form shows this message when the user attempts to search: "We're sorry, the oaakm server is unavailable. Please contact your administrator or try again later." This message appears in the archway.log file: KMGAAadapter::connect - ERROR: unexpected exception when trying to login to RWcom.convera.hl.RWLoginFailedException: Failed to login to RetrievalWare server. API not initialized. Re-instantiate RWLoginSession.	See the section, <i>Search Engine error message: workaround</i> on page 12.
Users who self-register do not receive the default role.	Administrators must assign the default role to users who register themselves. See your <i>Get-Answers Administration Guide</i> for detailed instructions.

Issue	Temporary Solution
On a WebSphere installation, the Admin form at http://hostname/oa/login.jsp does not open.	Remove duplicate Alias /oa lines from the httpd.conf file under the conf directory of the IBM HTTP or Apache web server. Correct the lines that only one of the following is present: Alias /oa "C:\WebSphere\AppServer\installedApps\oa.ear\portal.war" Alias /oa "C:/WebSphere/AppServer/installedApps/oa.ear/portal.war"

Issue	Temporary Solution
<p>On a WebSphere installation, the Authoring applet shows a licensing error. During the installation, this message appeared: Please add OEMLicenseServlet mapping definition to web.xml after the installation is completed.</p>	<p>1 Add these lines to the web.xml file, but not within a section with <code><!-- comment --></code> lines.</p> <ul style="list-style-type: none"> ■ Add these <code><servlet></code> lines to the section that has <code><servlet></code> lines: <pre data-bbox="858 336 1253 597"><servlet id="Servlet_eopro"> <servlet-name>OEMLicenseServlet</servlet-name> <display-name>Edit-On Pro License Servlet</display-name> <servlet-class>oemlicense.OEMLicenseServlet</servlet-class> </servlet></pre> ■ Add these <code><servlet-mapping></code> lines to the section that has <code><servlet-mapping></code> lines: <pre data-bbox="858 701 1253 961"><servlet-mapping id="ServletMapping_eopro"> <servlet-name>OEMLicenseServlet</servlet-name> <url-pattern>/servlet/oemlicense.OEMLicenseServlet</url-pattern > </servlet-mapping></pre> <p>2 Add this line to the httpd.conf file under the conf directory of the IBM HTTP or Apache web server. Use the correct path for your portal.war file.</p> <pre data-bbox="833 1095 1243 1190">Alias /eopro "C:\WebSphere\AppServer\installedApps\oaa.ear\portal.war\eopro"</pre>
<p>When upgrading to a new version of Get-Answers, Document Explorer personalizations that you saved using the Set As Default or Save As buttons are overwritten.</p>	<p>Click the Save button instead of Set As Default or Save As to save Document Explorer personalization settings</p>

Search Engine error message: workaround

If a user receives the message “The oaakm server is unavailable,” it might occur because the KMAadapter cannot connect to the Search Engine because the environment path is not set correctly. These instructions provide solutions for Windows and AIX installations.

On Windows

- 1 Make sure that these fields appear in the PATH environment variable and that the PATH environment variable is less than the maximum size (256 characters).
`<SearchEngineInstallDirectory>\lib;<SearchEngineInstallDirectory>\inso;
 <SearchEngineInstallDirectory>\bin;<Get-AnswersContextRoot>\WEB-INF\lib;`

The default value for `<SearchEngineInstallDirectory>` is `c:\getanswers .`

The default value for `<Get-AnswersContextRoot>` on a Typical installation is `C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa.`

Note: You can create a drive mapping to a shorter path using the subst command; the subst command could then be run on startup from a batch file.

- 2 Stop the search engine, application server, and web server.
- 3 Restart the search engine server before starting the application server and web server.

On AIX

If you are running on an AIX server, you must configure your WebSphere environment by editing the startupServer.sh script.

To configure the Websphere environment on AIX:

- 1 Open startupServer.sh in any text editor.
- 2 Add an entry for LIBPATH and set it to the path values for AIX.

For example:

```
#!/bin/sh
```

```
LIBPATH=/usr/lib:/WebSphere/AppServer/installedApps/answer.ear/port  
al.4.0.0.55.war/WEB-INF/lib/AIX:/WebSphere/AppServer/installedApps/a  
nsw er.ear/portal.4.0.0.55.war/WEB-INF/lib/AIX/ServiceCenter4 export  
LIBPATH
```

- 3 Save the file.

Corrected issues

The following table contains corrected issues from the previous release of Get-Answers. For further updates, see the Customer Support web site at <http://support.peregrine.com>.

SCR Number	Description
18736	After you author a new document by pasting its contents from another file, on the Authoring - New Entry page, you can now use the Preview Document hyperlink to reach the Reference - Preview page, then use the Back hyperlink to return to the Authoring - New Entry page. Previously, the Back hyperlink did not work in this context.
18864	In the Delegate page, Get-Answers did not save the date. The issue has been fixed. The date is now saved in the Delegate page.
18856	Expiration date for a document used to be one year and one day from the current date. The expiration date is now one year from the current date exactly.
1886	Workflow tasks carried duplicates. The related form has been fixed so the workflow tasks are not duplicated.
18974	The Submit Server Documents function imports only documents that have not previously been imported into Get-Answers.
19519	Get-Answers no longer creates two working copy documents and two workflow messages if in Manage Documents a user clicks on Modify for a published document, then clicks the Proceed link twice instead of once.
	The Date Selection popup window now works correctly. You can display this window by clicking the calendar icon on the Delegate Approval page.
19562	The URL stored in document attributes is now accessible from a browser on a client system. Previously, if you copied the URL from the Direct Link field to a browser address bar and pressed Go, you would see a "Can't find server" error message.
19606	Get-Answers can now distinguish between documents authored in Get-Answers and documents created in other programs. Previously it did not distinguish between these documents when Document Type was set to "Reference."
20129	There is no longer a conflict between the attachments directory used in a system where Get-Answers is integrated with Get-Resources.
20130	You no longer receive an error message when registering a new user in a system where Get-Answers is integrated with Get-Resources.

SCR Number	Description
20141	The Submit Server Documents function can now distinguish between authored document images and images attached to new documents. You can now associate an existing image in the document team directory with a new document and not have to upload another copy of the image. Also, when the last document that uses an image is retired, the image is also retired.
24931	The Reader Role can author documents. Any user assigned the Reader role can create and submit documents in Get-Answers.

Peregrine OAA Platform

This section contains information on Peregrine OAA Platform version 4.0. This is the base platform for Get-Answers 4.0.1.

Peregrine OAA 4.0.1 Known Issues

The following table includes known issues and their temporary solutions.

Issue	Temporary Solution
When logged in to Get-Answers, using the browser Back, Forward, and Refresh buttons can cause unexpected behavior of Get-Answers forms.	Do not use the browser navigation or Refresh buttons with Get-Answers forms displayed.
Various browser display errors appear (such as lookups failing to display) due to a known issue with HTTP header chunking. These display problems appear most frequently when 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.	<p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Upgrade your Browser to Internet Explorer 6.0 (or later), Netscape 7.0 (or later), or to Mozilla 1.1 (or later) ■ Downgrade the HTTP protocol version served by your Web server to HTTP 1.0. <p>See your Web server documentation for information on configuring your web server to use the HTTP 1.0 protocol.</p>
Tomcat fails to launch after a new version of the JDK is installed.	<p>The Get-Answers installer stores JAR files at C:\Program Files \Peregrine\oaa\external (or to the installation location you specified). These files are copied to the JDK C:\Program Files\Peregrine \Common\jdk1.3.1_05\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.</p>

Issue

The Classic and Accesible themes are the only themes that the installer deploys by default during installation.

Temporary Solution

You can install additional themes manually. The additional themes are zip files located in the `C:\Program Files\Peregrine\oaa\packages` directory. You can identify the theme names from these zip file names.

To deploy the optional themes:

- 1 In a command prompt window, change directories to the `C:\Program Files\Peregrine\oaa\packages` directory.
- 2 Type:

```
java -jar OAADeploy.jar  
<theme name> <theme name>
```

List each theme you want to deploy, separated by a space.

For example:

```
java -jar OAADeploy.jar bluestheme  
hightechtheme bajatheme
```

- 3 Press ENTER.
- 4 Log in as an administrator. Go to **Administration > Control Panel**, and click **Reset Server**.

Issue	Temporary Solution
<p>Text with accented characters saved to the database (for example, on the People tab), does not retain the accents when the stored data is viewed. This problem is most likely to occur if your Oracle server is on UNIX. The default character set for Oracle on UNIX is 7-bit US ASCII, which is useful only for English.</p>	<p>Your Oracle database or Oracle client is likely configured to use a character set that does not support accented characters. Verify that your Oracle database is configured to use a character set that meets your needs, such as ISO-8859-1 for Western European languages, ISO-8859-2 for Eastern European languages, Shift_JIS for Japanese, or UTF-8 for any of the above. Oracle's names for those character sets are WE8ISO8859P1, EE8ISO8859P2, JA16SJIS, and UTF8, respectively. You may also need to set an NLS_LANG environment variable for your application server to force the Oracle client to use the correct character set. For example, NLS_LANG=.WE8ISO8859P1 Refer to the Oracle National Language Support Guide for further information.</p>
<p>The following issues have been encountered when using the Microsoft Internet Explorer 5.5 browser:</p> <ul style="list-style-type: none"> ■ Icons fail to display in dataset results. ■ Unable to personalize Collections and Subdocuments. ■ JavaScript errors during login (apparent only if the option to display JavaScript errors is turned on for the browser). 	<p>Upgrade to Internet Explorer 6.</p>
<p>After changing a theme using the Change Themes page, clicking the Go Back button does not return you to the Home page.</p>	<p>On the Activity menu in the sidebar, click My Home Page.</p>

Issue	Temporary Solution
<p>When using an application with ServiceCenter 5.0 as the back-end system, the first name and last name are reversed in the ServiceCenter contact record from the format used in an OAA Platform application.</p>	<p>ServiceCenter 5.0 stores names in the format last name/first name. The OAA Platform stores names in the format first name/last name. As a temporary solution, you can change the way operator names are handled in ServiceCenter using the “Use Operator Full Name?” option in the Environment records for Incident and Service Managements. Refer to the <i>ServiceCenter 5.0 Application Administration Guide</i> (Chapter 3, Service Management; Chapter 4, Incident Management) for instructions.</p>
<p>If you are using WebLogic as your application server:</p> <p>When designing a new Workflow template, if you try to create a new Component and then save, all changes to the template are lost.</p>	<p>In the Component window, enter a name for the component only, and then save it without doing any modifications. Reselect this component and modify it. When you save it, the save will succeed.</p>
<p>The following has been seen on systems using WebLogic as the application server:</p> <p>When you click the link in the Notification e-mail, instead of going to the Detail page of the Workflow task, you are directed to the Home page.</p>	<p>To access the task, go to My Messages and find the correct entry according to the information included in the Notification e-mail.</p>
<p>Data is not displayed in newly added DocExplorer fields. [ST23903]</p>	<p>The user must close and resubmit the search or detail query before data will appear in a new DocExplorer field.</p>
<p>Browser warns that data must be resent when adding fields in DocExplorer. [ST22597]</p>	<p>Click Retry to resend the data to the browser. This is expected behavior of DocExplorer.</p>

Issue	Temporary Solution
<p>Depending on your web server configuration, if you browse to http://servername/oa the web server may display a list of all the OAA files instead of the login page.</p> <p>[ST26684]</p>	<p>If your server displays this behavior, follow these steps to configure your web server to display the OAA login page instead of a directory listing.</p> <p>To configure Apache:</p> <ol style="list-style-type: none"> 1 Open Apache's conf/httpd.conf file in a text editor. 2 Find the existing line that says <code>DirectoryIndex index.html</code> 3 Add <code>login.jsp</code> to the end, so that the line reads <code>DirectoryIndex index.html login.jsp</code> 4 Save httpd.conf. 5 Restart the Apache web server. <p>To configure IIS:</p> <ol style="list-style-type: none"> 1 Open the Internet Services Manager. 2 Expand the Default Web Site. 3 Right-click on the OAA virtual directory and click Properties. 4 Click the Documents tab. 5 Verify that Enable Default Document is checked. 6 Click the Add button and type in login.htm. Click OK. 7 Highlight login.htm and using the up/down arrows, move login.htm to the top of the file list. 8 Click OK to accept the changes to the OAA directory properties.
<p>Using the Back button intermittently produces a page expired error message. This error most often appears when you attempt to return to a list screen from a detail screen.</p> <p>[ST27556]</p>	<p>Create a new search to regenerate your list.</p>

Issue	Temporary Solution
<p>The OAA interface to the WebSphere Translation Server requires a mouse to use.</p> <p>The translation interface will be made 508 accessible in a future release.</p> <p>[ST27592]</p>	None.
<p>Spurious entries sometimes appear in the list of trigger actions. Usually the entries appear after you add an action to a trigger or after you click the Go Back button to return to the trigger details page.</p> <p>[ST27574]</p>	<p>The extra entries are rendering errors that can be safely ignored. To clear the entries from the list, click Submit Changes or navigate to another page.</p>
<p>The My Messages portal component disappears if minimized or moved.</p> <p>[ST27827]</p>	<p>Use Add the or Remove content page to add back the My Messages portal component.</p>
<p>Web browser displays runtime errors when you view Get-Answers inside a WebSphere Portal Server page.</p> <p>This problem has been reported with Internet Explorer version 5.50.4807.2300 SP2, but could also appear with other older browsers.</p> <p>[ST27853]</p>	<p>Upgrade to the latest version of your Web browser.</p>
<p>WebSphere Portal Server does not display the results of Get-Answers form in a new maximized window.</p> <p>[ST27907]</p>	<p>To see form results in a maximized window, maximize the WebSphere portlet first, and then submit the form. The results display in the same portlet.</p>
<p>If a user times out while in a maximized WebSphere Portal Server portlet, clicking on any link returns the user to <code>http://<server-name>/oaa/login.jsp</code> instead of the WebSphere Portal Server interface.</p> <p>[ST27949]</p>	None.

Issue	Temporary Solution
<p>The installer does not reset the JAVA_HOME environment variable when installing on systems where a previous instance of Tomcat is installed.</p> <p>[ST27988]</p>	<p>Manually redefine the JAVA_HOME environment variable to point to the new Java Development Kit. By default, the path is:</p> <ul style="list-style-type: none">■ Windows C:\Program Files\Peregrine\Common\jdk1.3.1_05■ UNIX /usr/local/peregrine/Common/jdk1.3
<p>There are various rendering errors when viewing Get-Answers portlets in WebSphere Portal Server when using Netscape 7.0 or Mozilla 1.0+.</p> <p>These errors are due to a known Mozilla bug. See Bugzilla Bug 67903 for additional details.</p> <p>[ST28000]</p>	<p>Use a supported version of Internet Explorer to view WebSphere Portal Server portlets.</p>
<p>The Get-Answers installer creates duplicate alias entries in the IBM HTTP Server when you install more than one Peregrine OAA Platform application on WebSphere.</p> <p>Duplicate entries can also occur if you reinstall Get-Answers or install another Peregrine OAA Platform application on a system that formerly had Get-Answers installed on it.</p> <p>[ST28008]</p>	<p>Remove any duplicate alias entries from the IBM HTTP Server <code>httpd.conf</code> file.</p>

Issue	Temporary Solution
Tomcat and Apache do not automatically start after a UNIX upgrade. [ST28621]	Restart OAA by executing the command: <code>/usr/local/peregrine/bin/oaactl restart</code>
When using ServiceCenter on Oracle as the back-end database, personalization does not display pages correctly.	<p>From ServiceCenter, you must map the giComponentUsers table to Oracle.</p> <ol style="list-style-type: none"> 1 Open ServiceCenter client. 2 Log in as Administrator. 3 Add a sqlsystemtables record. <ul style="list-style-type: none"> ■ Click the Toolkit tab to open the Database Manager dialog box. ■ Type <code>sqlsystemtables</code> in the File field and click Search. ■ Check the Map as Blob flag. 4 Go to the sqlmapping table and delete all records for giComponentUsers table. 5 Map the giComponentUsers table to Oracle. <p>Contact your ServiceCenter Administrator for more information on updating ServiceCenter table definitions.</p>

Further assistance

<http://support.peregrine.com/>

To find a customer support contact:

- 1 Browse to the support login page, and enter your company's current login and password to access the support pages.

Note: If you do not have a login or password, you can register for one at the support Web site.

- 2 Click the **CenterPoint** link.
- 3 From the **Contents** menu, select **Whom Do I Call?**

The Peregrine Worldwide Contact Information page displays a list of the most recent customer support contact numbers and e-mail addresses.

