

Peregrine

Get-Answers 4.1.2

Release Notes

For Windows 2000, AIX, and Solaris

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Get-Answers 4.1.2 Release Notes

Welcome to Get-Answers 4.1.2. 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 4.1.2 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 web site.

Before you install this version, ensure that you have a valid Customer Support login ID and password. You can access the Customer Support Web site at:

<http://support.peregrine.com>

The packing list included with your shipment identifies the media shipped to your site.

What's in these Release Notes

These release notes include:

- *Summary of Get-Answers enhancements* on page 6
- *Known issues* on page 7

- *Corrected issues* on page 24
- *Related documentation* on page 31
- *Need further assistance?* on page 32

Summary of Get-Answers enhancements

The following Get-Answers 4.1 enhancements are included in the Get-Answers 4.1.2 release:

- Improved performance, such as faster screen load time.
- A rich-text format (RTF) applet for editing that loads immediately after cache.
- Additional navigational ease is offered with new and updated GUI features.
- Document Team Permission, Category Permission, Manage Category, and Manage Doc Team lists now use paging controls.
- Document Team Permission and Category Permission lists now have a combined user and role list.
- Customer requested enhancements and fixes are added.
- Known issues and a temporary workaround for each are provided.
- Improved accessibility features (Section 508 compliance) ensure that users with disabilities, such as hearing, sight, or motor control, have comparable access to the software application.

Localization

Get-Answers 4.1.2 is the second release of Get-Answers that provides a search engine and language pack for each language supported. Localization occurs 90 days after the release of Get-Answers 4.1.2.

Compatibility

This release includes compatibility with the Peregrine OAA 4.1.2 platform and runs on the operating systems, Web servers, and application servers that Peregrine OAA Platform supports.

The compatibility matrix, including versions of operating systems, servers, web servers, web application servers, Relations Database Management Systems (RDBMS), clients, and compatibility with other Peregrine products is available on the Peregrine's Customer Support Web site.

Accessing the compatibility matrix for Get-Answers

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at:
<http://support.peregrine.com>
- 2 Log in with your Customer login ID and password.
- 3 Expand the product information topic in the left frame by clicking **Product Information > Service Management > Get-Answers > Compatibility Matrices**.
- 4 Click **Get-Answers** in the right frame to display a list of Get-Answers versions.
- 5 Click **Get-Answers 4.1.2** to display the Compatibility Matrix for this release.

Known issues

This section separately details the known issues for installation issues and software issues in this release.

Installation known issues

The following contains Get-Answers installation known issues.

Issue	Temporary Solution
The Get-Answers documentation related to starting and stopping your search engine are incomplete. [SCR 25933]	Add the following note to the instructions for stopping your search engine: Note: If the search engine is running as a service, you must stop or restart the engine from the Microsoft Services screen. If the search engine is not running as a service, stop or restart it from Start > Programs > GetAnswersSearchEngine menu items.

Issue

The UNIX installer for the Get-Answers product does not offer an option to use MS SQL Server 2000 databases.
[SCR 29892]

Temporary Solution

Use the following steps and the referenced example to correctly install a UNIX version of the Get-Answers product with MS SQL Server 2000:

- 1 Select Oracle for the database type during the installation process and complete the UNIX installation using the normal installation procedures for UNIX. The installation procedures can be found in the *Get-Answers Installation Guide*.
- 2 Locate the file named **sprinta2000.jar** that is packaged with your Sprinta Driver. This file is not supplied with the Get-Answers product.
- 3 Copy the **sprinta2000.jar** file to the **.../WEB-INF/lib** directory, found in your Peregrine installation path. If you used the Tomcat installation provided, the file is located in the following directory:
.../peregrine/common/tomcat4/webapps/oa/WEB-INF/lib
Note that WebSphere, WebLogic, and other application servers will have different file paths.
- 4 Configure your Get-Answers installation from the **.../oa/admin.jsp** page using the Web client interface.
- 5 Locate the configuration parameters in the rome section of the configuration, as shown in the following example.
- 6 Modify the JDBC URL to reflect your database parameters. This will update your local **.xml** file. The database server and database name must be embedded. In the example below, the database server is named **mysqlserver** and the database name is **romedb**.
- 7 Set the value for the port number to the value your database is configured to use. The default value is 1433.
- 8 Restart the Application.

The following example shows a correctly modified **local.xml** file:

```
<rome>
<romeDatabaseUrl>jdbc:inetdae7:mysqlserver:1433?database=romedb</romeDatabaseUrl>
<romeDatabaseUser>rome</romeDatabaseUser>
<romeDatabasePassword>password</romeDatabasePassword>
<romeDatabaseType>MSSQLServer</romeDatabaseType>
<romeDatabaseDriver>com.inet.tds.TdsDriver</romeDatabaseDriver> </rome>
```

Issue	Temporary Solution
Upgrades on UNIX systems may fail if the initial installation was not deployed in the default path. The correct default path for the initial installation that results in a successful upgrade is <code>.../peregrine/common/tomcat4/webapps/oa</code> [SCR 30522]	When performing an upgrade on any UNIX platform, before upgrading, ensure that your deployment directory in <code>OAA Deploy.properties</code> is correct.
When upgrading, problems occur if the cache is not cleared. [ST 29438]	When upgrading from Get-Answers 4.1 to 4.1.2, stop the application server and clear the cache prior to the installation.

Starting and stopping Tomcat using the default settings on AIX and UNIX

Note: You can add these commands to a shell script and run the script instead of typing the commands.

To manually start Tomcat using the default path and memory settings:

- ▶ Type the following on the command line:

```
JAVA_HOME=/usr/bin/peregrine/common/jdk1.3
TOMCAT_HOME=/usr/bin/peregrine/common/tomcat4
OS_NAME=`/bin/uname -s`
OAA_INF=$TOMCAT_HOME/webapps/oaas/WEB-INF
LD_LIBRARY_PATH=$OAA_INF/lib:$OAA_INF/lib/$OS_NAME:$OAA_INF/lib/$OS_NAME
/ServiceCenter4:$LD_LIBRARY_PATH
CATALINA_OPTS="-server -Xms256m -Xmx512m"
export JAVA_HOME TOMCAT_HOME LD_LIBRARY_PATH CATALINA_OPTS
$TOMCAT_HOME/bin/startup.sh
```

Note: On Solaris using ServiceCenter, add `:/usr/ucblib` after `$LD_LIBRARY_PATH`

Note: On AIX, use `LIBPATH` instead of `LD_LIBRARY_PATH`

To manually stop Tomcat:

- ▶ Type the following on the command line:

```
JAVA_HOME=/usr/bin/peregrine/common/jdk1.3
TOMCAT_HOME=/usr/bin/peregrine/common/tomcat4
export JAVA_HOME TOMCAT_HOME
$TOMCAT_HOME/bin/shutdown.sh
```

Software known issues

You can view a complete list of known issues for this and previous releases by searching the Knowledgebase located on the Customer Support Web site.

Searching for known issues in the Knowledgebase:

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at:
<http://support.peregrine.com>
- 2 Log in with your Customer login ID and password.
- 3 In Step 1, Search Knowledgebase, click **Advanced Search** under **Knowledge Search Base** to display the Advanced Knowledgebase Search dialog.

- 4 From the Advanced Knowledgebase Search dialog, type Known Issue in the Search Criteria text box.
- 5 Select **Get-Answers (Documentation Only)** from the pull-down menu in Step 1.
- 6 Select **Search the Documentation** from the pull-down menu.
- 7 Select **Get-Answers 4.1.2** from the pull-down menu in Step 3.
- 8 Click **Search**.
- 9 Click on a document to open it.

The following contains Get-Answers software known issues.

Issue	Temporary Solution
The Microsoft SQL Server database name must be case-insensitive. [None]	To ensure that your Microsoft SQL database name is case-insensitive, perform the following steps: <ol style="list-style-type: none"> 1 Click Programs > Microsoft SQL Server > Enterprise Manager. 2 Select your database name and right-click Properties. 3 From the Properties dialog, click the General tab. 4 The last line reads as follows: Collation Name: SQL_Latin1_General_CP1_CI_AS or possibly Collation Name: SQL_Latin1_General_CP1_CS_AS or any number of choices. 5 Examine the Collation Name to ensure that it is set to case-insensitive (CI). In the example above, CS indicates case-sensitive and CI indicates case-insensitive. Ensure that your database Collation Name is set to case-insensitive (CI).
Lists authored in Rich Text Format (RTF) are lost when Retrieving Solution from ServiceCenter. [SCR 24327]	None.

Issue	Temporary Solution
<p>When creating a Custom Doc Types and then adding Select fields, including editing the <code>ga_selectX.jsp</code> file, only the number associated with your selection in the editing phase displays. [SCR 25135]</p>	<p>The <i>Get-Answers Administration Guide</i> requires additional information about editing the Select fields in following files:</p> <ul style="list-style-type: none"> ■ <code>ga_selectfield1.jsp</code> ■ <code>ga_selectfield2.jsp</code> ■ <code>ga_selectfield3.jsp</code> ■ <code>ga_selectfield4.jsp</code> ■ <code>ga_selectfield5.jsp</code> <p>Locate the following text in each of the <code>ga_selectfieldn.jsp</code> files listed above.</p> <pre>vecValues.add("1"); vecDisplay.add("User_Value 1"); vecValues.add("2"); vecDisplay.add("User_Value 2");</pre> <p>In order to display a more meaningful value, edit both the <code>vecValues.add</code> field and the <code>vecDisplay.add</code> field values to match. In the following example is edited to display a more meaningful value for the Operating System field.</p> <pre>vecValues.add("Windows XP"); vecDisplay.add("Windows XP"); vecValues.add("Windows 2000"); vecDisplay.add("Windows 2000"); vecValues.add("Windows 2003"); vecDisplay.add("Windows 2003");</pre>
<p>Using special characters in field names causes the field contents to not display in the doc view. This occurs even when the schema extension accommodates the special character. [SCR 28844]</p>	<p>None.</p>

Issue	Temporary Solution
<p>The search engine fails when attempting to index documents containing special characters in the document name. [SCR 28845]</p>	<p>None.</p>
<p>Documents (KmDocument) that show up in workflows are inaccessible after their related workflow tasks have been automatically completed by Workflow Engine. Additionally, documents become inaccessible from the Get-Answers UI after an administrator deletes their related (running) workflow processes. [SCR 29835]</p>	<p>Do not set auto complete for the deadline on the workflow activity details (the third page of the wizard) or remove this option if it is already set. Do not delete a workflow process that is related to a KmDocument object until that document can be saved or copied. Unpublished documents are searchable my members of that team.</p>
<p>From ServiceCenter, the Peregrine portal cannot read the capability words of a ServiceCenter operator that contains a Template operator. In the portal, this operator only has default capabilities as defined in the administration settings pages. [SCR 30156]</p>	<p>Blank out the Template field for your operator in ServiceCenter.</p>

Issue	Temporary Solution
<p>The Peregrine OAA does not support the same time zones that are supported by the Windows OOTB. The time zone defined by the browser is used by default if a cookie with override settings has not been installed. This condition occurs if the browser-provided time zone is not in the Peregrine list of localized strings. You will see an IDS tag in the instructions for those files.</p> <p>[SCR 30185]</p>	<p>Use one of the following two workarounds to resolve this issue:</p> <p>Select an equivalent time zone that is supported.</p> <p>-OR-</p> <p>Add the missing time zone tag and localization to the string file to ensure it is included in the localized strings. The following example shows modification of the time zone IDS string tag for Paris: tz code</p> <p>Europe/Paris" becomes IDS token "tzEurope_Paris</p> <p>In tzCODE, CODE is the international time zone code with the forward slash character (/) that is replaced with by an under bar character (_).</p>
<p>When personalizing a menu that you created using the My menu portal component, the following options do not work:</p> <ul style="list-style-type: none"> ■ You cannot modify an existing item on the Entries collection. ■ You cannot use the straight-forward options to create a sub-menu and add items to the sub-menu. <p>[SCR 30225]</p>	<p>Perform the following steps to modify an existing item on the Entries collection:</p> <ol style="list-style-type: none"> 1 Remove the item you want to modify using the Remove checkbox. 2 Click Add link to add a new menu item and apply the previous conditions, including the necessary changes to the new item. <p>Perform the following steps to use the straight forward options to create a sub-menu and add items to a sub-menu:</p> <ol style="list-style-type: none"> 1 Log in as a user that with personalization rights. 2 From My Menu, click the personalization wrench icon. 3 Click Add link to add a submenu item to the Entries collection. 4 Enter the required details on the New Document Details page and click OK to return to the Document Details dialog. 5 Your new sub-menu item now displays in the collection. 6 Click Submit Changes to return to the My menu dialog. 7 Click the image link created for the new sub-menu item to display the new sub-menu page.

Issue	Temporary Solution
<p>Removing the getit.content capability keyword prevents users from changing the content of their home page by using normal methods because it removes the Add or remove content link from the sidebar. The Add or remove content link opens the Project.portal.portal.select.start configuration screen. The Project.portal.portal.select.start screen can also be accessed using the personalization icon.</p> <p>[SCR 30255]</p>	<p>Perform the following steps to change the content of your home page using methods provided with the personalization icon:</p> <ol style="list-style-type: none"> 1 Remove getit.content from the OOB default capabilities in the admin settings on the portalDB tab. 2 Log in. 3 Click the wrench icon on the side bar for the home page to display the Project.portal.portal.select.start configuration screen.
<p>When you stop the execution of a Script Poller after a single execution by returning NULL from the ECMA Script function, the following error message is generated in the archway log file:</p> <pre>ERROR [main] GetitAnonymous(0) - Script executed successfully but returned no data</pre> <p>[SCR 30419]</p>	<p>You can disregard this as an error message, as it is a correct message but should be classified as warning.</p>
<p>In My Business Web site, you cannot add a link to a submenu until it is created and saved.</p> <p>[SCR 30432]</p>	<p>Create and save a new submenu and then return to the newly saved menu to add links.</p>

Issue	Temporary Solution
<p>Do not use the Browser refresh button when viewing a workflow document screen. It will cause the screen to loose context and not display the correct personalized fields.</p> <p>[SCR 30467]</p>	<p>None.</p>
<p>Systems that upgrade from 4.1 to 4.1.2 may have a file that remains on the system that causes an incorrect Document View creation screen and Document View edit screen to appear. The file name in the deployment directory is</p> <p>\WEB-INF\explorers\rKmDocView\create.xml</p> <p>[SCR 30634]</p>	<p>Remove the create.xml file if it appears on your server after upgrading.</p>
<p>When using Microsoft SQL Server back end, the Get-Answers database must be created as case insensitive.</p> <p>[SCR 30695]</p>	<p>You must recreate your database as case insensitive for Get-Answers.</p>
<p>Resetting the server through the admin.jsp sometimes fails to restart WebSphere when using a WebSphere application server with Get-Answers.</p> <p>[SCR 30699]</p>	<p>Start WebSphere using the WebSphere utilities.</p>

Issue	Temporary Solution
<p>Workflow personalization changes do not show immediately after saving. [SCR 30735]</p>	<p>To see your personalization changes, exit the workflow screen that you are currently in by clicking on Workflow 'My Messages'. Then you must locate and select the workflow assignment that you had opened prior to making the personalization changes.</p>
<p>Adding and then removing a Document List can cause connection problems and can sometimes cause a ServiceCenter search to fail. [SCR 30747]</p>	<p>This problem occurs only when removing a Document List, not when creating a Document List on the portal home page. You can therefore avoid the problem by not removing the Document List.</p>
<p>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. [SCR 30794]</p>	<p>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</p>
<p>Lookup and pop-up dialogs return a syntax error in French (fr) and Italian (it). This occurs because some strings that are used in Javascript calls, such as Tooltip strings, contain an unescaped apostrophe, such as "!'image". This causes all apostrophes and quotes within a called string to be used as javascript function parameters. [SCR 30852]</p>	<p>To correct this problem, Administrators must apply the Get-Services 4.1.2.1 EFIG patch.</p>

Issue	Temporary Solution
<p>When external documents are imported on Solaris systems using a Sprinta2000.jar driver with a SQL Server 2000 back end, the documents appear to import, but an error message is returned when attempting to open the them.</p> <p>This document has no view associated with it. This error occurs because, although the document type of external has an associated view, the Doc Type ID field in the database table KMDocument, for external .pdf documents, is set to zero (0).</p> <p>[SCR 30861]</p>	<p>After importing .pdf documents on a Solaris system using a SQL Server 2000 database as the back end, run the following SQL command:</p> <pre>update KmDocument set LDocTypeID = (select LKMDocTypeID from KMDocType where KMDocType.Name='External') where LDocTypeID = 0 and format = 'native';commit;</pre>
<p>You cannot save the ServerURL value in the common tab if you use any port number other than eighty (80).</p> <p>[SCR 31005]</p>	<p>Perform the following steps to correct the port number:</p> <ol style="list-style-type: none"> 1 Click Admin > Control Panel. 2 Click the Common tab. 3 Enter the correct port number in the ServerURL parameter.

Issue	Temporary Solution
<p>The 'Direct Link to This Document' link on the feedback actions form in version 4.1.2 is only a link to the document and does not display the full URL address to the document. [SCR 31892]</p>	<p>If you prefer to use a hard-coded URL for the document link, as with previous versions of Get-Answers, you must perform additional steps. The display of the URL is sometimes needed so that it can be easily copied and pasted into an email or to the Windows clipboard.</p> <p>Perform the following steps to properly display the URL that displays in the 'Direct Link to this Document' link:</p> <ol style="list-style-type: none"> 1 Open the following XML file from a text editor: oaa\WEB-INF\apps\getanswers\forms\answers\kmSearchAlternate\feedbackframe.xml. 2 Search for the following text: <pre><linkfield Name="directURLLink" access="ga.document.read" access-field="preview" access-value="false" activestyleclass="ActiveMenuLink" balloon="\$\$IDS(getanswers,getanswers_answers_kmSearchAlternate_feedbackframe_directURLLink_balloon)" caption="\$\$IDS(getanswers,getanswers_answers_kmSearchAlternate_feedbackframe_directURLLink_caption)" colspan="1" field="directUrl" height="0" method="post" param="Id=\$(Id)&docformat=\$(format)&showfeedback=true&Filename=\$(Filename)" rowspan="1" styleclass="MenuLink" submit="false" tabindex="0" target-form="answers.kmSearchAlternate.viewDocTransition" validate="true" visible="true" width="0" window="true" window-features="top=20,left=20,alwaysRaised=1,statusbar=1,menubar=1,scrollbars=1,resizable=1,width=800,height=700"/></pre> 3 Add the following below the text: <pre><break Name="break" access="" visible="true"/> <editfield Name="directURL" access-field="preview" access-value="false" accessibleTitle_en="Direct Link to This Document" cols="30" colspan="1" field="directUrl" label_en="Direct Link to This Document" onclick="" onkeydown="" onkeypress="" onmouseout="" onmouseover="" Order="" process="" readonly="true" rows="1" rowspan="1" scope="local" size="30" visible="true"/> <break Name="break" access="" visible="true"/></pre> 4 Save the file, feedbackframe.xml. 5 Stop the application server. 6 Clear out the server cache. 7 Restart the Application server.

Issue	Temporary Solution
If you send a document with data through workflow and then modify the edit doc explorer, the data in the document is lost. This also happens if you modify a doc explorer in the doc creation forms. [SCR 27587]	When modifying a doc explorer, do not make changes to the doc explorer with a live document. Instead, create a sample document and step it through workflow so no sensitive data is lost.
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 or Netscape, Version 7.x browsers until the next release of Get-Answers.
Boolean search results show a relevance of 0% on the Advanced Search page.	The resulting hit-list items are relevant. Ignore the zero.

Search Engine error message: workaround

If a user receives the message “The oakm 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
/portal.4.0.0.55.war/WEB-INF/lib/AIX:/WebSphere/AppServer/installedApps
/answer.ear/portal.4.0.0.55.war/WEB-INF/lib/AIX/ServiceCenter4 export LIBPATH
```

- 3 Save the file.

Corrected issues

This section separately details the corrected issues since the previous release of Get-Answers and Peregrine OAA Platform. You can also search all Software Change Requests (SCRs) using the steps in the following procedure.

Searching for SCRs from the Customer Support Web site

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at: <http://support.peregrine.com>
- 2 Log in with your Customer login ID and password.
- 3 Expand the product information topic in the left frame by clicking **Product Information > Service Management > Get-Answers > View SCRs**.
- 4 You can filter the criteria by selecting the version, category, or subcategory for SCRs to search
- 5 A report matching your criteria is then displayed. You may view the report or, optionally, click **Create Excel Report** to download a spreadsheet with the contents matching your search criteria.

Get-Answers 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
SCR 27122	Feedback added at same time as publish in Owner workflow step is now saved.
SCR 27478	The Modify action is now displayed in the Document Team Activity report, in addition to Create and Publish.
SCR 27535	Authored documents now appear in usage report as downloaded when they have been viewed.
SCR 27611	Retired documents are now removed from the attachments table.
SCR 27651 SCR 28117	The Attachments field now displays only KmDocument Owned attachments for the current document.

SCR Number	Description
SCR 27697	When creating or modifying a document view by clicking on the From Other View button in the Document View Details form, an unlimited number of views are now displayed in the Add Content (Other View) list. Previously, only 10 were available.
SCR 27699	In Shared Content when selecting Document Ownership Team as the Owing Entity Type, owners can now add shared content to only the teams that they own.
SCR 27737	The Publish Subcategories list box is now enlarged from 6 to 12 in the Owner form in workflow.
SCR 28162	Previously when the locale settings in the common tab was set to en_GB, the user could not access the search engine. This is now corrected.
SCR 28163	You can now attach or remove files on the Authoring Templates after personalizing any of the template forms.
SCR 28180	Lower ranked (by security) view is not primary view for user. A user is required to get the view that has the lowest security rating when two or more views are available for one document and for that viewer, who is the logged in user, of that document.
SCR 28303	In workflow, when the personalization icon is used to add Author to the displayed list of document metadata, the author name is now displayed.
SCR 28321	If a document ownership team user or group assignment of Owner, Editor, or Reviewer is deleted, the user or group remains a Submitter. If a document ownership team user or group assignment of Reader is deleted, the user or group remains a Member.
SCR 28366	Paging is now added to the lists so that the Manage Category List and the Manage Doc Team List are no longer limited to 10 entries.
SCR 28511	You can now use the View link to view documents that you are linking to prior to actually linking to the document.
SCR 28638	An unlimited number of user and group assignments for ownership teams and top-level domains may now be added and viewed.
SCR 28679	In the WYSIWYG edit-on Pro editor, the tab key now responds when the Java Virtual Machine (JVM) is configured for Microsoft, and not Sun. [Incident 340214]
SCR 28724 SCR 29133 SCR 29542	For Microsoft SQL Server, the <i>Get-Answers Installation Guide</i> is now modified to include URL information for purchasing the Inet Sprinta Driver. [Incident 400355]

SCR Number	Description
SCR 28779	You can now use the source view to paste text into the Edit on Pro applet without issues arising from first removing the default “empty” text string <code><p>nbsp;<p></code> .
SCR 28785	Top-level categories are now sorted in Browse Categories.
SCR 28801	The .png file extension is now included in the list of file extensions and file types accepted by Get-Answers.
SCR 28857 SCR 29041 SCR 29044 SCR 29216	On a new UNIX installation, the installer requests the installation path, the database settings, and the search engine host and port, and then configures the system accordingly.
SCR 28873	NTPCR login now allows any user with the Roles.ga_admin capability role to perform a batch import.
SCR 28874	On the advanced search screen, categories names no longer display twice in the Category drop-down list.
SCR 28875	The Owner can now delete submitters and members that were added manually to a Category, including those that were not tied directly to a respective Document Ownership Team permission.
SCR 28887	In previous versions, working copy documents were accessible by using the Manage Documents link. This has since become obsolete. Working copy and published documents can now be accessed using Advanced Search and by using the Report functionality. Published documents are also accessible by using the Browse Categories link.
SCR 28894	Multiple working copy attachments are now correctly created when modifying a published document containing multiple owned attachments.
SCR 28901	The Link to the document from the Actions screen previously was not a hyperlink and needed to be copied to the URL field. A hyperlink to the document is now added to the Feedback form.
SCR 28905	The <i>Get-Answers User’s Guide</i> and the list on the Advanced Search is now updated to reflect the Search Engine word expansion levels.
SCR 28924	Multiple working copy attachments are now created when modifying a published document containing multiple owned attachments.
SCR 28953	The corrected <i>Get-Answers Installation Guide</i> now states that the search engine works only with the Oracle, and does not work with the Microsoft, ODBC driver. [Incident 383873]

SCR Number	Description
SCR 29077 SCR 29083 SCR 29084 SCR 29327 ST 29530	Installer changes now remove PRGN tokens and obsolete web.xml code. In addition, OAAdeploy now merges the web.xml file. The Installer messages are now modified so that it does not appear that database connections are being validated.
SCR 29132	A table is now included in the <i>Get-Answers User's Guide</i> that describes the search operators in detail.
SCR 29138	When personalizing reports, checking the Go directly to create screen by default checkbox previously caused the screen to become blank. Now, when the checkbox is checked, the screen is redirected to the initial Reports (search) screen.
SCR 29140	Non-blank Advanced Search query strings are now reported in Search History Report.
SCR 29176	File types PDF, RTF, and ZIP, when used as attachments now have the appropriate application association for viewing the attachment in the saved format. You no longer need to manually select the application to view the attachment.
SCR 29183	For 508 compliancy, the text "Enter any document Feedback here" is now added as an accessibility title on the large feedback text box. This enables a vision-impaired user would know where to enter input into the page.
SCR 29276	The form portion of a workflow email is now removed so that the Mark as Completed button on a workflow email could not put the document in an unusable place for a Triage Workflow or the final step in the Editorial Workflow.
SCR 29283	You can now import into an already existing category if there is a space in the category name. Previously, the import was successful only if the category did not already exist.
SCR 29328	Database type setting is now correctly set by the installer when SQLServer2000 is selected during installation on Windows.
SCR 29387	The Admin User tab description label now states that the value is used when authenticating against back end.
SCR 29508	Before a user performs an action on a document, such as Modify, Transfer, or Retire, it is now verified that no other working copy version of that document exists and only one user can send the document to workflow.

SCR Number	Description
SCR 29560	Performance enhancements now allow caching the user ID of the current user in the session to ensure that multiple queries are not issued to look for the user ID. The user ID is now cached at log in, resulting in improved timing performance and eliminating the need to look up the user ID in the database when permission checking is required
SCR 29730	Customers who have implemented custom select fields must MERGE their changes into the .jsp files instead of replacing the entire file. This refers to gaSelectField1.jsp through gaSelectField5.jsp. A single line change was applied to all of these files.
SCR 29805 SCR 30084	It is no longer possible for two owners from a document team to accept a triage workflow assignment at the same time, enabling one to publish the document and the other to transfer the document. Workflow now deletes other group assignments when one user accepts the assignment.
SCR 29907	You can no longer submit a document without a title.
SCR 30165	On AIX 5.1, users can now add roles or users when creating a document ownership team. The user was previously returned to the Login screen. [Incident 426952]
SCR 30302	On a Get-Answers installation update from 4.1 or 4.1.0.x to 4.1.2, the GATablePopulate SQL script is now executed, causing unique constraint violation warnings that may be safely ignored in the archway.log file starting with RROLE and ending with rPersonRoles.
SCR 30311	When a functional role under the People tab is deleted, data is no longer lost or corrupted in the KmDocTeamPermissions and KmDomainPermissions tables. The membership by role to a category of an ownership team no longer lists a blank line. [Incident Number 416065]
SCR 30341	Previously, when a user attempted to add Doc Team Owned Shared Content, the Document Ownership pop-up list only displayed a single team; this is now corrected.
SCR 31855	The Installation Guide is now updated to include corrected steps for configuring WebSphere and WebLogic for Windows and UNIX.

Peregrine OAA corrected issues

The following table includes corrected issues and their descriptions.

Issue	Description
SCR 27971	It is no longer required to log every minute to the archway.log file when the mail adapter or notification services default work hours are not configured. If the mail adapter is not correctly configured, one error is logged to the archway.log file when starting Tomcat. The Default work hours screen will display the message "Default work hours are not defined."
SCR 28002	You can now customize the portal title and select whether or not to include the user name as part of the label.
SCR 28007	Users who self-register are added to the Default group. [Incidents 349503 and 405041]
SCR 28105	Improved loadbalancing documentation for Tomcat and Apache is now included in the <i>Administration Guide</i> section titled, " <i>Editing the server.xml files for Apache</i> ".
SCR 28187	An exception is no longer generated when a page contains quotation marks (") in the title.
SCR 28291	The documentation now contains steps to configure logging to keep logs for extended periods.
SCR 28297	Special characters in Get-Answers reports no longer generate an error. [Incident Number 387747]
SCR 28375	European Computer Manufacturers Association (ECMA) script errors are no longer returned from the Plus.
SCR 28393	The wizard menu directories for UNIX systems are now created with one correct name and character case.
SCR 28414	Lookup options now display correctly on the search form from the Administration Tab, clicking Notification Services Administration > Templates > Select Notification Type lookup > Select a Notification .
SCR 28491	The hover help label "Month" no longer appears on all docExplorer items in a date widget.
SCR 28513	You can now export screen customizations from a server and import the customizations to another server.
SCR 28693	Contributed documents now correctly appear as Workflow tasks and display in the Process List.

Issue	Description
SCR 28695	When logging out of Get-Answers, Microsoft Internet Explorer (IE) no longer terminates after using the DDE Integration with ServiceCenter.
SCR 28790	Users are now required to log in when automatically directed to Knowledge articles when Windows authentication is enabled.
SCR 28899	Passwords are no longer exposed when the field widget is read-only.
SCR 29092	SQL Errors, regardless of log level, are now all reported in the archway.log file.
SCR 29162	When running Internet Sharing Software (ISS) during the installation process, the erroneous message "Apache port is in use" no longer appears.
SCR 29163	The application server no longer runs out of memory when the tblPerson database table contains over one hundred thousand (100,000) users.
SCR 29249	Details about importing and exporting personalizations are now described in the <i>Administration Guide</i> chapter titled, " <i>Personalization</i> ".
SCR 29344	The spelling for the Australia/Sydney is now corrected for the time zone ID., can now be set to display correctly.
SCR 29778	The required NTCR option no longer causes a cycle of HTTP redirection that consumes system resources.
SCR 30015	Bookmark parameters from the logindefault.asp file and the loginmgr.asp file are now correctly forwarded to the login.jsp file.
SCR 30112	To enable upgrades for highly-customized systems, the user methods getRequest() and getResponse() are now available.
SCR 30426	For Microsoft SQL Server installation, the Installer now prompts you to specify your JAR file by selecting either the sprinta.jar file or the sprinta2000.jar file.

Related documentation

The complete set of manuals for Get-Answers includes:

- *Get-Answers 4.1.2 Administration Guide*—providing an overview of Peregrine OAA Platform and Get-Answers, customizing and using the Peregrine Portal, and configuring the Administration module and adapters, as well as documenting procedures for controlling access to document collections and customizing Get-Answers.
- *Get-Answers 4.1.2 Installation Guide*—providing information on installing Get-Answers and the Get-Answers Search Engine, and configuring the application servers, Web servers, and components necessary to run Get-Answers, creating the Get-Answers database, and populating that database with sample data.
- *Get-Answers 4.1.2 User's Guide*—providing procedures for searching the Get-Answers document collection, working with documents, authoring new documents, and generating reports.
- *Notification Services 4.1 Quick Start Guide*—Procedures for using, configuring, and administering Notification Services. Notification services works with other Peregrine applications to enable users to send and receive notifications.

These documents are available on the installation CD in the ...\\documentation directory.

Third-party product support

Peregrine products often integrate with 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. To read more about these statements, perform the following steps:

Accessing third-party product support information

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at:
<http://support.peregrine.com>
- 2 Log in with your Customer login ID and password.
- 3 Click General Information in the left frame.

- 4 Click **Third-party product support** in the right frame to display a list of third-party products and the corresponding support statements for each.

Need further assistance?

For further information and assistance with this release or Get-Answers general, contact Peregrine Customer Support.

Peregrine Customer Support

Current details for local support offices is available through the main contacts shown below or on the Peregrine Customer Support Web site.

Accessing the Peregrine Customer Support Web site

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at:
<http://support.peregrine.com>
- 2 Log in to the Customer Support Web site using your Customer login ID and password.
- 3 From the Support home page, click **Phone Support** in the left frame to display the Peregrine Worldwide Contact information.

Education services

Peregrine Systems offers classroom training anywhere in the world, as well as Web-based training via the Internet. For a complete listing of Peregrine training courses, see the Peregrine Education Service Web site at:

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

You can also call Peregrine Education Services at +1 858.794.5009.

Corporate headquarters

You can access a list of worldwide contact numbers by logging on to the Customer Support Web site and then clicking Phone Support.

You can access the Customer Support Web site at:

<http://support.peregrine.com>

Contact Customer Support at Peregrine headquarters at:

Address: Peregrine Systems, Inc.
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San Diego, CA 92130 USA

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June 21, 2004