KNOVA

KCS^{SM} **v4**
Verified

Contents

Environment Changes

See the *System Requirements* document for complete details on supported and tested environments. Below are the changes:

- Databases
    - SQL Server Version: Microsoft SQL Server 2014
    - Oracle Version: Oracle 12C R1
- Tomcat Version: 8.5.4
- JDK Version: 1.8.0_101
- Apache Solr: 6.3.0
- WildFly: 9.0.2
- Operating System
    - Windows Server 2012 R2 Standard and Windows Server 2012 R2 Datacenter

Feature Enhancements

This release includes the following feature enhancements.

Solr Integration

Solr is built upon and is a natural evolution of Apache Lucene. It is the search engine used for natural language search within Knova and is a proven solution in the industry. For more information visit: http://lucene.apache.org/solr/ .

Prior to 8.2.0, Lucene was used as an internal search engine. The components that were utilizing Lucene were not very well designed and implemented, resulting in continuous issues with the reliability of the system.

Thus the primary goal of introducing Solr is to improve the stability, scalability and speed up the development cycle of the product both for new features and for fixing issues.

Product Styling

The user interface has been revamped in Administrator and Knowledge Central modules so as to provide a clear, concise and consistent view to all system users thus enabling them to easily comprehend and use Knova features more efficiently.

GWT version upgrade

The GWT version has been upgraded from 2.4.0 to 2.6.1.

CKEditor version upgrade

The CKeditor version has been upgraded from 3.6.6 to 4.5.7.

Authoring Improvements to Functionality

Following are the authoring improvements to functionality:

Improve "Paste from Word" functionality

This feature will allow authors to copy content with images from Word into the editor. The copied images will subsequently be automatically uploaded onto the server on copy paste, so that it could be reused later.

> **Note:** This feature has been implemented only for Internet Explorer. It has not been implemented for other browsers due to security restrictions associated with them.

Inserting a Document's content into a Content Area

An icon for adding Document Content into content area has been provided in the CKEditor, which is available while creating a document.

Inserting an Information Component's content into a Content Area

An icon for adding Information Components into content area has been provided in the CKEditor, which is available while creating a document.

Adding Long Description to Information Components (ICs) using the HTML Editor to create rich IC content

The simple text area has been changed to HTML editor, which will enable users to enter rich content for information components.

Missing Features

Following are the features that will be included in upcoming releases:

- Navigation choices
- Tagging Ontology Components
- Related terms
- Document tagging report
- Poll manager

Defects fixed

The following defects have been fixed for this release.

Administrator

Category	Number	Description
User Manager	123766	The Submit button is missing from the Profile Editor screen
MS Recommendation Manager	231184	Cannot add link in recommendations for some documents.
Universal Metadata Manager	176976	SP: When editing Segment Equivalent terms, items with '&' display the html.
MS Recommendation Manager	102461	In 8.0.2 Pagelets header repeated twice.
Knowledge Source Manager	217596	Make the text in the Reject Document form selectable.

Documentation

Category	Number	Description
Administrator's Guide	103208	startDPDoveClient.bat has misspelled command (propagate instead of propogate).
	206637	The logs can be safely deleted unless you no longer need them for troubleshooting purposes.
Administrator's Guide	216044	To know that I'm running docprocessor on application servers per v8.x enhancement.
Administrator's Guide	268629	Need to remove this and provide correct instructions in the Administrators Guide.
Knova	268865	Documentation: Missing reference table in Help.

Knowledge Central

Category	Number	Description
Lifecycle Manager	89052	LCM Search not returning results when

Category	Number	Description
		searched using Rating.
Content Editor	128515	Open "Authored Content" automatically when in Edit Docuument window.
Content Editor	130006	IE 11 displays the Unified Template Preview in a weird format in non-compatibility mode.
Content Editor	132359	Image preview contains Lorem Ipsum after image is inserted.
Content Manager	231068	When publishing a document from LCM / Content manager it sets atdocversion for that document to 0.
Content Editor	204517	Content editor adding junk html to end of document, eventually causing memory stack error.

Platform

Category	Number	Description
Performance	142524	Ensure that the system only looks at Recommendations for the current MS in order to improve performance.
Search	206642	"Topicspotter: Alt-name overlap limit reached" ERROR in dpworker.log.
Upgrade	193365	KSM commandline writes output with spaces between every letter.
CK Editor	188119	Authors can no longer copy a link and paste it in another section and have it remain a link.
General GUI Design	225974	Add Attachment box needs to be resizable.
Spell Checker	234643	A few more spellchecker issues reported by Authors.

Resolution Workbench

Category	Number	Description
Background	245690	Unable to open Background tab in CRM Integration RWB in 8.1.2.3.

Widgets

Category	Number	Description
Search Entry	225970	Unable to use enter key to search in Resolution Workbench.
Document View	182731	Back to Previous Page button on Document View when opened from Email should be disabled.
Browse	102006	Resolution Flow Display Description does not appear in proper location in Answer Wizards Pagelet.

Known issues

When using this version of Knova, you or your users may encounter the following known issues.

> **Note:** The lists of known issues contain information to raise your awareness and suggest solution or workarounds.

General

Category	Number	Description
	274541	When a sliced document is updated through any of the widgets from Admin box KKC, Updated sliced documents do not show up in search results.

Administrator

Category	Number	Description
Administrator	263716	In Visual search manager the menu option UI gets cut.
Date Configuration Manager	232268	Product Styling : Date Configuration Manager - Calendar does not open on click before saving a newly added row.
Deployment Manager	257262	"Deployment is finished" message appears even when deployment is in progress.
Knowledge Source Manager	264664	Unable to spider Office documentation Performance environment.
Knowledge Source Manager	250367	Title for Excel and PPT document is not picked from the properties.
MS Recommendation Manager	263611	Recommendation UI is not proper when tags are used in the recommendation pagelet name.
Transfer Data Manager	273315	RSS feeds are not exported along with config data.
Universal Metadata Manager	262720	CK editor is not implemented for the creation of the IC when created using the "For auhtors to add to this list" option.
Universal Metadata	274387	Correct term is getting removed on spell check

Category	Number	Description
Manager		and segment name shown is blank on using <>.
Universal Metadata Manager	274489	Alert message should be displayed for unsupported languages and auto suggestions shouldn't appear for correct terms.
Universal Metadata Manager	274610	Auto suggestions are shown for the terms which are added using "Add to Dictionary" in Check Spelling Window.
Visual Search Manager	262086	Deleted Document still stays on the bestbet link.
Visual Search Manager	262092	Document limit numbering bar (Set Max Results) is not functional, always shows 0 on TSE.
Visual Search Manager	273448	Edge: Unable to open visual search manager in Edge browser.

Knowledge Central

Category	Number	Description
Knowledge Central	256146	Products in MS page is not displayed as per the setting in platform configuration.
Case Manager	273521	Webcases are not listed under case manager.
Content Editor	273140	Content Area should not overlap.
Content Manager \ Alerts	267408	Broken KSM link alert is not shown.
Lifecycle Manager	264462	LCM Search - Documents not searched by OR Operator.
Lifecycle Manager	268831	LCM : Print List should print the entire set of search results.
Lifecycle Manager	268833	LCM : Print List doesn't work when clicked for the second time.
Tasks Tab	274560	Edit Document icon is missing for translated document.

Knova Self-Service

Category	Number	Description
Self-Service	268003	Unable to submit post with .swf file in Chrome KSS.
Self-Service	267813	Security Misconfiguration of the application.
Self-Service	272839	Widgets missing in KSS.

Platform

Category	Number	Description
3rd Party Application	225911	Copy_Paste from word : On copying Bullet lists from word, the first item from the list loses formatting.
Email	270821	Bulk submit or publish triggers only one email.
Email	274380	Two records are displayed on creating subscriptions via user profile.
HTML Editor	273164	Select all icon in html toolbar does not select the content.
Installation	262300	Re-contribution on installation by the installer hangs for an upgraded environment.
Search	249971	Exact match search operator is not working as expected.
Search	249984	OR and -- operator when used in search query is not working as expected.
Search	250052	Searched contents using double quotes should be bold in search result list.
Search	252887	Right click paste option doesn't show any auto suggestion.
Search	258835	Date picker doesn't display correct date.
Search	258340	Product Styling : The table which shows the list of open incidents for a particular resolution flow is not styled.
Search	258480	Product Styling : The greyed out steps are actually not greyed out in the resolution flows.

Category	Number	Description
Search	269112	Unable to rate the post, reply and ratings are not updated.
Search	269780	Hightest Rated Users widget is missing in KSS.
Search	268171	Documents added as linked solution are displayed as text.
Search	263651	Answer Excerpt does not work for Visual search manager
Search	274373	Document does not appear in result list.
Search	274287	Sort by based on rating is not working.
Security	234047	Failed login attemps does not work fine with default number of login attempts.
Spell Checker	261975	No Suggestions appear for Related Terms.

Widgets

Category	Number	Description
Document View	273189	Unable to open language edition in doc view.
Document View	235406	Contents are not displayed correctly when templates are added.
Document View	253434	Terms are not highlighted properly in html and in xml document.
Document View	253534	Contents present in double quotes are not highlighted when searched.
Document View	250472	Partial word is highlighted.
Document View	250248	Highlight is not working as expected on using double quotes.
Document View	273655	Unrelated terms are highlighted in Pdf document.
Document View	274323	Able to view the documents under favorites / subscription in MS which has rules.

Folder Hierarchy

The items in this software release package are available from the Knova FTP Server as follows:

Root Directory

Contains the following:

- Database Setup folder
- Documentation folder
- Application folder
- Upgrade folder
- ReadMe.html

Database Setup folder

Contains AnalyticsDB and ApplicationDB folders. These folders contain the batch files and database scripts required for creating or updating Analytics database and creating or updating Knova Application database to version 8.2.0.

Documentation folder

Contains the following:

- Knova_Administrator's_Guide_8.2.0.pdf
- Knova_Analytics_Guide_8.2.0
- Knova_Communities_Moderator's_Guide_8.2.0
- Knova_Data_Dictionary_8.2.0.pdf
- Knova_Installation_Guide_8.2.0.pdf
- Knova_System_Integration_Guide_8.2.0.pdf
- Knova_System_Performance_Guide_8.2.0.pdf
- Knova_Knowledge_Central_User's_Guide_8.2.0.pdf
- Knova_Release_Notes_8.2.0.pdf
- Knova_Self-Service_User's_Guide_8.2.0.pdf
- Knova_System_Requirements_8.2.0.pdf
- Knova_Web_Designer's_Guide_8.2.0.pdf

Application folder

Contains `setup.exe` which is required to install this release.

Upgrade folder

Contains files required for upgrading Knova to 8.2.0 version.

Documentation set

The Knova 8.2.0 documentation set includes the following guides and help systems; all PDF files are included in the release package on the FTP site:

Document	Format
Knova System Requirements	PDF
Knova Installation Guide	PDF
Knova Administrator's Guide	WebHelp PDF
Knova Analytics Guide	PDF
Knova System Integration Guide	PDF
Knova Knowledge Central User's Guide	WebHelp PDF
Knova Self-Service User's Guide	WebHelp PDF
Knova Communities Moderator's Guide	WebHelp PDF
Knova Data Dictionary	PDF
Knova Web Designer's Guide	PDF
Knova Performance Guide	PDF
Knova Release Notes (this document)	PDF