

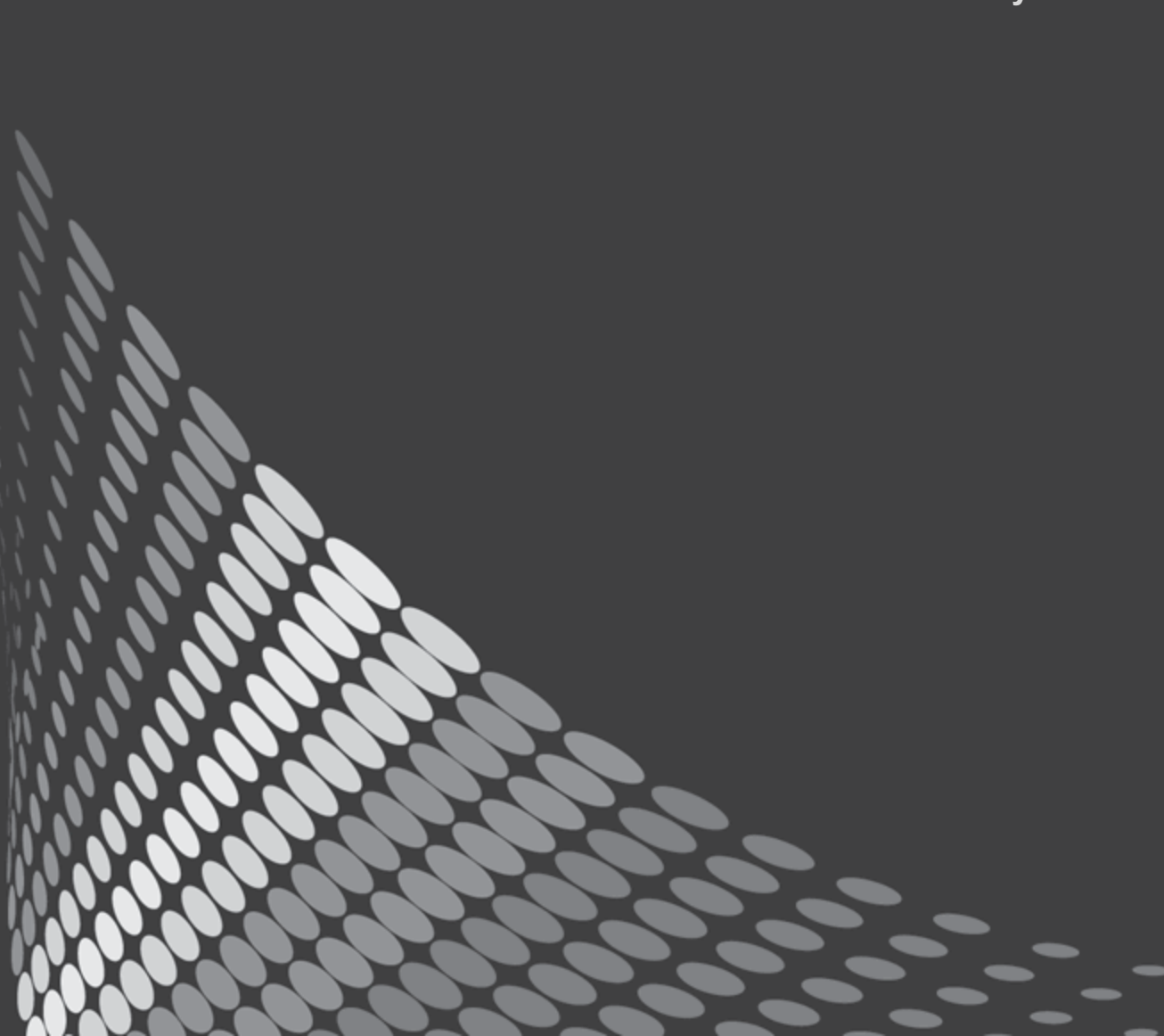
Avolin

KNOVA

Release Notes

Version: 8.2.4-0979

January 2021



Avolin

401 Congress Avenue, Suite 2650 • Austin, TX 78701 • www.avolin.com • info@avolin.com



Copyright © 2020 Avolin. All Rights Reserved. These materials are provided by Avolin for informational purposes only, without representation or warranty of any kind, and Avolin shall not be liable for errors or omissions with respect to the materials. The only warranties for Avolin products and services are those set forth in the express warranty statements accompanying such products and services, if any, and nothing herein shall be construed as constituting an additional warranty. No part of this publication may be reproduced or transmitted in any form or for any purpose without the express written permission of Avolin. The information contained herein may be changed without prior notice. Some products marketed by Avolin contain proprietary software components of other software vendors. Avolin and other Avolin products and services referenced herein as well as their respective logos are registered trademarks or trademarks of Avolin or its affiliated companies.

Knova is covered by one or more of the following U.S. and International patents: 693,912; 2,193,803; 5,787,234; 6,681,222; 6,711,585; 6,980,984; 7,028,250; 7,206,778; 7,337,158; 7,376,620; 7,401,087; and 7,539,656. Other Patents Pending.

Contents

- About this Guide** *i*
- Test Environment** **1**
- Feature Enhancements** **2**
- Defects Fixed** **2**
- Known issues** **6**
 - Administrator 6
 - Knowledge Central 6
 - Self-Service 7
 - Platform 8
- Modified files** **8**
- New files** **11**
- Folder Hierarchy** **12**
- Notes** **13**
- Documentation set** **13**

About this Guide

This document describes changes made to Knova for v8.2.4-0979 release and other important information before installing and upgrading to Knova for v8.2.4-0979, including:

- [Test Environment](#)
- [Feature Enhancements](#)
- [Defects Fixed](#)
- [Known Issues](#)
- [Modified Files](#)
- [Folder Hierarchy](#)
- [Notes](#)
- [Documentation Set](#)

Test Environment

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

- Databases
 - SQL Server Version: Microsoft SQL Server 2016
 - Oracle Version: Oracle 12C R1
- Tomcat Version: 8.5.15
- JDK Version: 1.8.0_131
- Apache Solr: 6.3.0
- WildFly: 9.0.2
- Operating System
 - Windows Server 2016 Standard
- Analytics
 - QlikView Enterprise 12.10 SR4 (64-bit edition)

Feature Enhancements

Knova v8.2.4-0979 is a maintenance release and no enhancements were added.

Defects Fixed

The following defects have been fixed in this release:

JIRA Id	Product Area	Description
KNOV-4208	Content Search	Fixed an issue causing the number of feedback items displayed in Content Feedback to be incorrect when searching by the document id
KNOV-2909	System Administrator	Fixed an issue where the "Downloading started" window are not displayed when downloading attachments
KNOV-4722	System Administrator	Fixed an issue preventing the delete operation of a saved query on Saved Query Manager
KNOV-4152	Content Management	Bulk Change won't update Access level for each content areas
KNOV-3846	Notifications and Subscriptions	Unable to edit subscriptions in Chrome, Safari, and Firefox from the second time
KNOV-4042	Communities	KSS Communities - Prev and Next feature does not work
KNOV-4187	Communities	Self Service: Create a Private Community
KNOV-4545	Content Authoring	Add knowledgebase content button
KNOV-5006	Content Authoring	Add Knowledge Base Document Link" does not allow a new window as a target
KNOV-5344	Content Search	Unable to search feedback when document's title contains angle brackets "<>"
KNOV-2752	Content Authoring	When in the editor, and making any changes and saving, anchor links marks (flags) appear all over the page. All text is outlined as if anchor links
KNOV-4991	System Administrator	Failed to delete query from Saved Query Details window
KNOV-4992	System Administrator	Query list not refreshed after deleting query from Saved Query Details window
KNOV-5715	Content Search	Included Document Link Opens a Blank Page
KNOV-2747	Content Search	Document on History displays wrong version after resizing the window Medium - Has the potential to affect progress.
KNOV-3278	Content Search	Advanced sort doesn't work, search result disappear after select multiple sort fields. Medium - Has the potential to affect progress.

JIRA Id	Product Area	Description
KNOV-4015	Contribution	Recommendations not updating due to Hazelcast errors interrupting MSRecommendationContributionThreadthread Medium - Has the potential to affect progress.
KNOV-4056	Site Experience	Chrome: sometimes the delete confirmation message doesn't show on the popup window. Medium - Has the potential to affect progress.
KNOV-4342	Content Search	Mismatch in the column name in the 'Tasks' tab of the 'Content Manager' page with that in the 'Select Columns' popup Medium - Has the potential to affect progress.
KNOV-175	Document Management	Document export occurs an error seems because attached file which has a filename with space.
KNOV-4060	Content Search	LCM: sorting by view count doesn't work correctly.
KNOV-5668	Content Search	LCM: filter on the result column does not work.
KNOV-5051	Identity Management	Importing Community Posts.
KNOV-5706	Contribution	Hazelcast errors, interrupting the com.kanisa.forums.ForumContributionThread.
KNOV-5934	Document Management	Chrome: docLock data doesn't get cleared in some cases.
KNOV-5665	Content Search	LCM:Excel Export of result set does not match Knova's result set.
KNOV-3095	Microsites and Pagelets	Highlight doesn't work correctly with the word includes both alphabetic and numeric character for Japanese documents.
KNOV-3298	Content Search	Less than and greater than symbols are displayed as encoded value in LCM.
KNOV-4280	Content Management	The "last modified by" field doesn't get updated when modify the document from managing document window.
KNOV-5708	Contribution	Hazelcast errors, interrupting the com.consona.ckm.attachment.DeleteAttachmentsThread.
KNOV-5750	Content Authoring	Chrome does not give the "delete draft" option when exiting content editor.
KNOV-6075	Content Management	Attachment files on the original document are deleted when cloned document is deleted
KNOV-5742	Content Search	The search result is strange when switch between multiple saved searches.
KNOV-5699	Content Search	Unable to search feedback when document's title contains angle brackets along with new line character
KNOV-5125	Document Management	Large attachment files exceeding 2.1 GB are displayed as 1KB in the document page.

JIRA Id	Product Area	Description
KNOV-3977	Content Authoring	Attachment list is not displayed fully after saving the document
KNOV-3628	Contribution	Spidered Document table has nonunique DocID field
KNOV-3297	Content Management	Feedback count has wrong value
KNOV-627	Content Search	RawDocId instead of DocID is displayed in the link search result list
KNOV-8041	Microsites and Pagelets	Hot topics doesn't work when sort by published date
KNOV-5705	Contribution	Hazelcast errors in FeedbackContributionThread
KNOV-5707	Contribution	Hazelcast errors in CptContributionThread
KNOV-5709	Contribution	Hazelcast errors in AttachmentContributionThread
KNOV-8040	Content Search	When opening the attachment file, download window is displayed in the document window
KNOV-6504	Content Search	LCM: print list doesn't work when display large data on one page.
KNOV-5916	Analytics	Query Class Report only shows 1st page of search results.
KNOV-9179	Access	GEHC - Insecure Default Page.
KNOV-7566	Content Authoring	The Edit Document window is not closing on IE.
KNOV-3985	Content Authoring	Duplicated link get added to the additional information area for the same document..
KNOV-4044	Communities	User can see the new post of a private community from the newest discussions even he doesn't have permission for that private community.
KNOV-5200	Notifications and Subscriptions	Sometimes the subscription email doesn't get sent when user add new replies.
KNOV-5070	Notifications and Subscriptions	Duplicate subscription email
KNOV-9650	Content Search	Up to Search Results causes error when searching using double quotes
KNOV-9784	Polls	Can't Create a New Poll
KNOV-6788	Content Management	Extra audit log for attachment
KNOV-10234	Polls	Polls showing 3x in Self Service
KNOV-9731	Platform Administrator	Sensitive Information Sent In URL
KNOV-9922	Manage People	Cross Site Request Forgery for user creation
KNOV-10388	Document Management	Published documents locked and returned to suggestion when opening and exiting with no edit

JIRA Id	Product Area	Description
KNOV-10442	Content Authoring	Blank page opens and won't close when editing or manage a document
KNOV-4756	Content Search	Viewcount different in LCM and About causing issues with sort
KNOV-9699	Content Search	Print Preview window does not display results
KNOV-7617	System Administrator	Create Interview does not save (Invalida XML Content)
KNOV-8806	Resolution Workflow	"Dialog Delete Reusable Step" is getting displayed in a new tab Instead of popup window
KNOV-10563	AnalyticS	Nothing happens when year Icon is clicked
KNOV-10387	Rating and Feedback	Best Bets disappear after adding feedback to document
KNOV-10443	Source Management	Blank page when running KSM in IE
KNOV-4017	Site Experience	SSO authentication causes external document links not to work.

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.

Administrator

Category	Description
Installer	Even when the installer fails, the database setup completes successfully and retribution hangs.

Knowledge Central

Category	Description
Content Editor	On Edge and Chrome browsers, indexed attachments are downloaded twice when opened through content editor.
Content Editor	In content editor, if a Japanese character is typed in the title name and the window is maximized, a close confirmation message is displayed.
Content Editor	If an indexed attachment has a special character in the file name, and this attachment is attempted to be linked to a document, a close confirmation message is displayed.
Content Editor	On Edge browser during an attachment upload, the progress bar for upload does not work.
Content Editor	For attachment upload, you may experience issues with large attachments on browsers other than Chrome. It is recommended to use Chrome for the best user experience.
Content Editor	When using the Add Knowledge Base Document Link option to add an indexed attachment that has special characters in the title, the following message is displayed. The webpage you are viewing is trying to close the window.
Content Editor	In content editor, if an image and an .swf file are placed without adding a space in between, the alignment is not proper when the document is viewed.
Content Editor	When using the Add Knowledgebase content option to insert content in to a document, the attachments of the inserted document do not open.
Content Editor	In a single session, creating a second language edition after removing the first language edition, removes the second language edition from the list.

Category	Description
Content Editor	While using the language edition option, closing the child window closes the parent window.
Microsite	When an indexed attachment is opened from Hot Topics and the Up to Search button is used to go back, the order of documents under Hot Topics is changed.
Content Editor	If there is a file upload error when trying to upload a large attachment, all the content in the content editor window is erased when the Attachment Editor window is closed. It is recommended to use Chrome for the best user experience.
Single sign-on	When using Single Sign-On with the URL method: - The header is missing on all URLs, except the Home page. - Double banners are seen for the following URL. <code>http://<Server Name>:8080/knowledgecentral?userid=admin</code>
Document View	The Feedback window is able to be moved outside the boundaries of a page.
Content Manager	File name is blank when performing Export to Excel for Japanese language.
Microsite	When the user profile is edited and saved in Profile Editor, the number of saved Communities under My Favorites doubles.
Single sign-on	For some URLs, when using Single Sign-On with the SAML method, the user is redirected to home page of Knova Knowledge Central instead of the specified URL. For example, this happens with Document View, Favorites, etc.
Content Manager	With HTTPS, the Print List button does not work in Life Cycle Manager.
Content Editor	On the Edit Document window, when the New Notes section is expanded, the window keeps blinking.

Self-Service

Category	Description
Login	During a password reset, if the user leaves at least one field blank and clicks Submit , an invalid URL message is displayed instead of an error message.
Login	During a password reset, if the user provides the existing password as the new password, the password is accepted.
Communities	When creating a post, on the Preview and Submit page, attachments containing special characters cannot be opened. The following message is displayed: "Webpage cannot be found"

Category	Description
Microsite	On Internet Explorer, the language of the current Microsite page in Self-Service is applied as the Knova application's language after the user logs out and logs in without closing the browser window.

Platform

Category	Description
Not applicable	Spell check for Japanese is not functional.
Not applicable	Unicode characters are not supported for document ID of KSM documents and indexed attachments. If unicode characters are present, the characters are converted to alphanumeric.

Modified files

The following files are changed in 8.2.4-0979. This list is provided in case you have made any configuration or customization changes.

Location	File
\\Knova\Software\Administrator\savedQueryManager	savedQueryManager.jsp
\\Knova\Software\Platform\Server\Stylesheets	AuthoringDefault.xls
\\Knova\Software\Platform\Server	Authoring.jar
\\Knova\Software\SelfService\WEB-INF\lib	kss.jar
\\Knova\Software\Administrator\common	forumapp_template.jsp
\\Knova\Software\KnowledgeCentral\common	forumapp_template.jsp
\\Knova\Software\SelfService\common	forumapp_template.jsp
\\Knova\Software\Administrator\WEB-INF\lib	appscommon.jar
\\Knova\Software\KnowledgeCentral\WEB-INF\lib	appscommon.jar
\\Knova\Software\SelfService\WEB-INF\lib	appscommon.jar
\\Knova\Software\Administrator\WEB-INF\lib	WidgetFramework.jar
\\Knova\Software\KnowledgeCentral\WEB-INF\lib	WidgetFramework.jar
\\Knova\Software\SelfService\WEB-INF\lib	WidgetFramework.jar
\\Knova\Software\KnowledgeCentral\WEB-INF\lib	kcc.jar

Location	File
\\Knova\Software\Administrator\ckeditor	config.js
\\Knova\Software\KnowledgeCentral\ckeditor	config.js
\\Knova\Software\SelfService\ckeditor	config.js
\\Knova\Software\Administrator\savedQueryManager	savedQueryDetails.jsp
\\Knova\Software\Administrator\WEB-INF\lib	admin.jar
\\Knova\Software\Administrator\WEB-INF\lib	aos.jar
\\Knova\Software\CommonTools\WEB-INF\lib	aos.jar
\\Knova\Software\KnowledgeCentral\WEB-INF\lib	aos.jar
\\Knova\Software\Platform\Server Knova\Software\SelfService\WEB-INF\lib	aos.jar
\\Knova\Software\KnowledgeCentral	DocVersionViewWindow.html
\\Knova\Software\KnowledgeCentral\jslib	docVersionView.js
\\Knova\Software\Install\accessories\wildfly-9.0.2\standalone\deployments	k-solr-0.0.1-SNAPSHOT.ear
\\Knova\Software\KnowledgeCentral\mysupport	editsaveditems.jsp
\\Knova\Software\Platform\Server	DocImportExport.jar
\\Knova\Software\KnowledgeCentral	ContentEditor.html
\\Knova\Software\Platform\Server	Forum.jar
\\Knova\Software\Platform\Server	importforumposts.bat
\\Knova\Software\Platform\Server	CPRetriever.jar
\\Knova\Software\Platform\Server	Kettle.exe
\\Knova\Software\Platform\Server	Kettle.pdb
\\Knova\Software\Platform\Server	Kettle.jar
\\Knova\Software\Platform\Server	KetlLoader.exe
\\Knova\Software\Platform\Server	KetlLoader.pdb
\\Knova\Software\Platform\Server	doveservices.dll
\\Knova\Software\Platform\Server	doveservices.jar
\\Knova\Software\Platform\Server	doveservices.pdb
\\Knova\Software\Platform\Server	dove.dll
\\Knova\Software\Platform\Server	dove.jar

Location	File
\\Knova\Software\Platform\Server	dove.pdb
\\Knova\Software\Platform\Server	genutil.dll
\\Knova\Software\Platform\Server	genutil.pdb
\\Knova\Software\Platform\Server	KDeployMgr.exe
\\Knova\Software\Platform\Server	KDeployMgr.jar
\\Knova\Software\Platform\Server	KDeployMgr.pdb
\\Knova\Software\Platform\Server	KnovaServerMgmt.exe
\\Knova\Software\Platform\Server	KnovaServerMgmt.pdb
\\Knova\Software\Platform\Server	DbBridge-1.0-SNAPSHOT.jar
\\Knova\Software\Platform\Server	dbbridge.dll
\\Knova\Software\Platform\Server	dbbridge.pdb
\\Knova\Software\Platform\Server	dpbridge-1.0-SNAPSHOT.jar
\\Knova\Software\Platform\Server	dpbridge.dll
\\Knova\Software\Platform\Server	dpbridge.pdb
\\Knova\Software\Reporting\QlikView	script_export.qvs
\\Knova\Software\Reporting\QlikView	Knova Analytics.qww
\\Knova\Software\KnowledgeCentral\WEB-INF	web.xml
\\Knova\Software\Platform\Server	subscriptionengine.dll
\\Knova\Software\Platform\Server	SubscriptionEngine.jar
\\Knova\Software\Platform\Server	subscriptionengine.pdb
\\Knova\Software\Administrator\admin	semm_poll_editor.jsp
\\Knova\Software\Administrator\WEB-INF	web.xml
\\Knova\Software\CommonTools\WEB-INF	web.xml
\\Knova\Software\KnowledgeCentral\WEB-INF	web.xml
\\Knova\Software\SelfService\WEB-INF	web.xml
\\Knova\Software\Mobile\WEB-INF	web.xml
\\Knova\Software\KnowledgeCentral\jslib	kap.js
\\Knova\Software\Platform\Server	KSWLoggerService.jar

Location	File
\Knova\Software\Platform\Server	k-solr-ejbClient-0.0.1-SNAPSHOT.jar
\Knova\Software\Administrator\admin\kss\resFlow	interviewCreate.jsp
\Knova\Software\Administrator\jslib	resFlow_process_gui.js
\Knova\Software\Administrator\admin	customCalendar.jsp
\Knova\Software\Administrator\admin\kss	KSM_Inbox.jsp

New files

No files were added in 8.2.4-0979.

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
- **ReadMe.html**

Database Setup folder

Contains AnalyticsDB and ApplicationDB folders. These folders contain the batch files and database scripts required for manually creating or updating Analytics database and manually creating or updating Knova Application database to version 8.2.4.

Documentation folder

Contains the following:

- Avolin_Analytics_Installation_Guide.pdf
- Knova_Administrator's_Guide_8.2.4.pdf
- Knova_Analytics_Guide_8.2.4.pdf
- Knova_Communities_Moderator's_Guide_8.2.4.pdf
- Knova_Data_Dictionary_8.2.4.pdf
- Knova_Installation_Guide_8.2.4.pdf
- Knova_System_Integration_Guide_8.2.4.pdf
- Knova_System_Performance_Guide_8.2.4.pdf
- Knova_Knowledge_Central_User's_Guide_8.2.4.pdf
- Knova_Release_Notes_8.2.4.5.pdf
- Knova_Self-Service_User's_Guide_8.2.4.pdf
- Knova_System_Requirements_8.2.4.pdf
- Knova_Web_Designer's_Guide_8.2.4.pdf

Application folder

Contains the `setup.exe` to upgrade Knova from 8.2.1 to 8.2.4.

Notes

This version also contains all previous fixes released for v8.2.4

Post deployment of v8.2.4-0979, all custom stylesheets should include the changes.

Re-contribution of all documents is needed to apply new stylesheet.

Users should make sure that Internet Explorer should be configured to let IE decide how pop-ups should open (Open Internet Options | Click on Tabs button | Select "Let Internet Explorer decide..." in When a pop-up is encountered section)

Documentation set

The Knova 8.2.4 documentation set includes the following guides and help systems; all PDF files are included in the release package on [Avolin Connect](#):

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