



KNOVA

Release Notes

Version: 8.2.1

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About this Guide

This document describes changes made to Knova for Knova 8.2.1 release and other important information before installing and upgrading to Knova 8.2.1, including:

- [Environment Changes](#)
- [Feature Enhancements](#)
- [Defects Fixed](#)
- [Known Issues](#)
- [Modified Files](#)
- [Installation Instructions](#)
- [Folder Hierarchy](#)
- [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

The Knova 8.2.1 release includes the following feature enhancements.

- [QlikView supports the Apteian Analytics Container](#)
- [KSM processor is replaced with TIKA for file spidering](#)
- [Automatic Navigation Choices implemented using Carrot /Carrot 2 tool](#)
- [Options for deciding the availability of a given TSE for any given microsite / microsities are implemented](#)
- [Technical Currency](#)
- [Customer Enhancements](#)
- [Reintroduction of existing features](#)

Apteian Analytics Container

Knova QlikView 12 has been integrated with Apteian Service Gateway to support the Apteian Analytics Container. Apteian Service Gateway is the mediator between the Analytics container and the Knova Qlikview. The version of Apteian Analytics Installer is SR13_20170726.2

Apteian Analytics Container has been incorporated in Knova so that it has a uniform look and feel, similar to the other products of Apteian. The container provides a quick visual indication of various analytics reports. It is more user friendly as compared to the previous version. From Knova 8.2.1 version onwards, various sheets have been grouped into a single instance.

TIKA for File Spidering

The TIKA 1.16 has been incorporated into Knova 8.2.1 (for file spidering) to process office 2016 documents.

Automatic Navigation Choices

Carrot 2 is an open source search results clustering engine. It can automatically cluster small collections of documents, for example, search results or document abstracts, into varied categories. Carrot 2 has been implemented to execute the Automatic Navigation Choices feature while doing away with previously used Ontology Components.



Note: There are no changes in the Manual Navigation Choices feature.

Availability Options in Tailored Search Experience (TSE)

From 8.2.1 onwards, there are three options which have been included with respect to the availability of any given TSE. A user can now make an appropriate selection so that a given TSE is made available to a specific microsite or all microsites or for only a few custom microsites that a user has selected.

Technical Currency

- The CKeditor version is upgraded from 4.5.7 to 4.7.1.
 - <https://ckeditor.com/release-notes>
- The Java version is upgraded from 1.8.0.101 to 1.8.0.131.
- Tomcat is upgraded to 8.5.15.
- Knova 8.2.1 is certified with Windows Server 2016.

Customer Enhancements

- **Provide an option to add 10 customizable search filter in LCM search:** The previous version of Knova supported only 8 customizable search filters with two out of the box filters that could not be changed earlier. In Knova 8.2.1 there is an option to add 25 customizable search filters.
- **Secure Images:** Authors were previously able to view / edit / delete the images for prohibited image files. This is a great security risk, as prohibited users can easily access unauthorized images.

From Knova 8.2.1 onwards, only authorized users will be able to view / edit / delete respective image files.

Reintroduction of Existing Features

The following features were removed from Knova 8.2.0 release and are reintroduced in Knova 8.2.1 version.

Did you mean

If a word is misspelt, the **Did you mean** feature auto suggests the users with already available query terms in database in the form of words or phrases so that user can have the correct query and get the correct search results.

Document Tagging Report

The Document Tagging Report enables you to see how many documents (and which specific ones) are tagged with values from the following categories: Language Locale, Document Types, Content Access Levels, Products, Community, Authoring Workflow Events. User can see a list of the documents to which there is sufficient access and view the contents of the documents.

Defects fixed

The following defects have been fixed for this release.

Analytics

Category	Number	Description
New Feature	103313	<p>An Up to date inventory of all documents within the system does not exist in Qlikview with following information.</p> <ul style="list-style-type: none">• Title• Document ID• Product(s)• Support Group(s)• Last viewed date• Last updated date• Author• Content Owner• Number of views since published
New Feature	103325	<p>There is currently no report that shows a document's cumulative ratings or asplit of the ratings.</p> <ul style="list-style-type: none">• A count of all ratings, and of each rating score (e.g. 1's, 2's, etc.), for all documents viewed during a particular month.• A way to run an ad-hoc report to show ratings for *all* documents. Use Lifecycle Management search or QlikView or SQL queries to bring up a document by DocID, then view all ratings submitted for it. We'd also like there to be a date component that tells us *when* each rating was submitted. <p>This enables a customer to display more than just the cumulative rating of a document to date, and will help track how engaged our end users are by when they are submitting ratings for documents.</p>

Category	Number	Description
New Feature	103324	The documents table was not displaying complete data as per customer requirement.
QlikView	242560	Qlikview reload process does not get completed even if allowed to run more than 6hrs.
QlikView	90862	On the Site Analysis tab, Documents table neither showed the Document Type, nor Workflow State for documents that was used to resolve a session for a given week. This has been fixed.
Reports	90875	The link count in the Contributor Effectiveness report was incorrect. (higher than expected) This has been fixed.
Resolution Workbench Analysis	186450	CRM incident IDs also need to be displayed in QlikView along with solved/not solved dates. This is fixed.

Knowledge Central

Category	Number	Description
Content Editor	217546	The Close button (the blue X in the upper right) of the Edit Document screen is not working in Chrome or Firefox when opening from the URL in the notification e-mail generated by the Authoring: Document Available template.
Content Feedback	274364	The status of any given feedback gets changed in the top row containing the number of results, and the result displayed in the bottom pane, but not in the grid.
Content Feedback	204633	The customer has reported that e-mail sent from Feedback does not have a reference or direct link back to Document from which it came. As per the customer, there should be some reference/link in the email to navigate back to the document for which the feedback is received. They want this feature to be included in the later versions of Knova.

Category	Number	Description
Lifecycle Manager	245003	The current version of knova supports only 8 customizable search filters with two out of box filters that can't be changed. Now the filters has been increased to 20.

Platform

Category	Number	Description
CK Editor	188114	When View Source mode is opened, the cursor is at the top rather than where it was in WYSIWYG mode. It should be in the same place as it was earlier.
Contribution and Indexing	274016	When you have more than 100 posts in a community thread and try to recontribute them, it will take only 100 posts to contribute.
Spell Checker	268630	Spell checker removes spaces when we copy and paste SQL queries from 'MS SQL Management Studio' and do a spell check. It should ideally not do so.
Spell Checker	220681	When an Author uses the spellchecker and adds a new term, those words get added to a Custom Dictionary Table in the Database, but those words should be displayed in the "Did you mean?" functionality when a word is misspelt.
Subscriptions	188118	Some Notification e-mail Template were rendering HTML differently than others.

General

Category	Number	Description
Knova	288523	In the Content Manager tab of KnowledgeCentral, the Notes section of Feedback field is not available for selection. In the current system there is no provision to make it available for selection through an .xml or .js file change. The expected behavior is to enable the Previous Notes for selection and copying.

Category	Number	Description
Knova	273695	If the user has access to X microsite only he should be able to upload images / delete / edit images pertaining to the microsite. No other unauthorised user should have the above permissions.
Knova	257810	Enter the keyword in search area, check Use Resolution Workbench and click on search. RWB Page opens and here if user searches same keyword, auto-fill does not work.
Knova	292004	Every document is subject to full workflow path.

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	Number	Description
Knowledge Source Manager	294253	On creating a JDBC spider connecting to the KADMIN DB, if a SQL query is given, HTML documents should be produced containing a table with some data in it but empty HTML documents are produced (View source shows no content).

Knowledge Central

Category	Number	Description
Content Editor	184299	Ability to change the icons on the Add Document Link window (GWT Document View)
Content Feedback	288131	The authored document as well as the feedback should be visible only to the users having sufficient access.
Content Manager	145209	Want Content Feedback tab to adhere to agents authoring restrictions
Lifecycle Manager	273696	Validation of Rejected Documents causing loss of data

Platform

Category	Number	Description
Spell Checker	205933	Spellchecker - Not in Dictionary preview section should display all characters

Modified files

The following files are changed in 8.2.1. This list is provided in case you have made any configuration or customization changes.

Path	File
\Knova\Software\Administrator	ckeditor
	feedbacktab
\Knova\Software\Administrator\admin	tagSystem.jsp
	manageGroup.jsp
\Knova\Software\Administrator\admin\kss	KSM_Concept.jsp
	KSM_Config.jsp
	KSM_SpiderRule.jsp
	webConfig.jsp
\Knova\Software\Administrator\common	spellcheck.jsp
	manageFolder.jsp
\Knova\Software\Administrator\jslib	ummanager.js
	common.js
\Knova\Software\Administrator\umm	editDictionaryEntry.jsp
	editor.jsp
\Knova\Software\Administrator\VSM	ListTSE.jsp
	VSMConsole.swf
	VSMConsole_debug.swf
	SaveTSE.jsp
\Knova\Software\Administrator\vtemplates	NonThreadedKCdisplayHeader.vm
	ThreadedKCdisplayHeader.vm
\Knova\Software\Administrator\WEB-INF	Struts-config-admin-kss.xml
	Struts-config-umm.xml
	struts-config-common-dialogs.xml
	struts-config-admin.xml
\Knova\Software\Administrator\WEB-INF\classes	VSM.properties

Path	File
\Knova\Software\Administrator\WEB-INF\classes\com\consona\ckm\gwtcommon\client	ApplicationCommonConstants.properties
\Knova\Software\Administrator\WEB-INF\classes\resources	application.properties
\Knova\Software\Administrator\WEB-INF\lib	admin.jar
	appscommon.jar
	aos.jar
\Knova\Software\CommonTools	FolderManager.html
	foldermanager
	mediamanager
\Knova\Software\CommonTools\images	spin.gif
\Knova\Software\CommonTools\WEB-INF	web.xml
\Knova\Software\CommonTools\WEB-INF\classes\resources	application.properties
\Knova\Software\CommonTools\WEB-INF\lib	appscommon.jar
	aos.jar
	commontools.jar
\Knova\Software\Install	KP_InstallationData.xml
	KSC_AppPermissions.xml
	KSC_SeedAuthConfig.xml
	KSS_AppPermissions_Enterprise.xml
	KSS_SeedAuthConfig_Enterprise.xml
\Knova\Software\Install\accessories\wildfly-9.0.2\standalone\deployments	k-solr-0.0.1-SNAPSHOT.ear

Path	File
\Knova\Software\KnowledgeCentral	ckeditor
	contenteditor
	contentmanager
	ContentEditor.html
	docviewwindow
	feedbacktab
	feedbackwindow
	contenteditor
\Knova\Software\KnowledgeCentral\admin	manageGroup.jsp
\Knova\Software\KnowledgeCentral\caseresponse	search_main.jsp
\Knova\Software\KnowledgeCentral\jslib	common.js
\Knova\Software\KnowledgeCentral\mysupport	editsaveditems.jsp
\Knova\Software\KnowledgeCentral\templates	NonThreadedKCdisplayHeader.vm
	ThreadedKCdisplayHeader.vm
	searchentry_forum.vm
\Knova\Software\KnowledgeCentral\templates\post	Post.vm
\Knova\Software\KnowledgeCentral\WEB-INF	Struts-config-caseresponse.xml
	Struts-config-php.xml
	struts-config-common-dialogs.xml
	struts-config-admin.xml
\Knova\Software\KnowledgeCentral\WEB-INF\classes\com\consona\ckm\gwtcommon\client	ApplicationCommonConstants.properties
\Knova\Software\KnowledgeCentral\WEB-INF\lib	appscommon.jar
	kcc.jar
	aos.jar
\Knova\Software\KnowledgeCentral\WEB-INF\source\com\consona\ckm\feedbackrecord\clientview	EmailDialogView.ui.xml

Path	File
\\Knova\Software\KnowledgeCentral\WEB-INF\source\com\consona\ckm\search\client\widgets	ContentFeedback.ui.xml
	CustomSearchEntryWidget.ui.xml
	LifecycleManager.ui.xml
	SearchEntryWidget.ui.xml
\\Knova\Software\Platform\Config	knova.properties
\\Knova\Software\Platform\Config\Solr\knova	solrconfig.xml
	managed-schema
\\Knova\Software\Platform\Config\Solr\knova\clustering\carrot2	kmeans-attributes.xml
	lingo-attributes.xml
	README.txt
	stc-attributes.xml
\\Knova\Software\Platform\Config\Solr\knovaAutoFill	solrconfig.xml
\\Knova\Software\Platform\Config\Solr\knovaTSE	managed-schema
	solrconfig.xml
\\Knova\Software\Platform\Config\SystemLogging	upgradeTSEData.properties
\\Knova\Software\Platform\Server	Authoring.jar
	ConfigData.jar
	DocImportExport.jar
	dpbridge-1.0-SNAPSHOT.jar
	Forum.jar
	JavaServersCommon.jar
	kindex.jar
	KsmBridge.dll
	KsmBridge.pdb
	KsmBridge-1.0-SNAPSHOT.jar
	KsmProcessor.exe

Path	File
	ksmprocessor.pdb
	k-solr-ejbClient-0.0.1-SNAPSHOT.jar
	NotificationManager.jar
	services.xml
	ServiceBridge-1.0-SNAPSHOT.jar
	UpgradeTSEData.jar
	UpgradeTSEData.bat
	aos.jar
	IdentityManagement.jar
	FBPermissions.bat
	upgrade_configdata.bat
	UploadConfigToZookeeper.bat
\\Knova\Software\Platform\Server\3rdPartyLib	3rdPartyManifestJars.jar
\\Knova\Software\Platform\Server\3rdPartyLib\3rdPartyJars	poi-3.16.jar
	fontbox-2.0.7.jar
	pdfbox-2.0.7.jar
\\Knova\Software\Platform\Server\3rdPartyLib\ext	tika-app-1.16.jar
\\Knova\Software\Platform\Server\Spring	UpgradeTSEData_services.xml
\\Knova\Software\Reporting\QlikView	Knova Analytics.qvw
	QlikViewDocuments_Knova.txt
	QlikViewGroups_Knova.txt
\\Knova\Software\SelfService	ckeditor
	feedbacktab
\\Knova\Software\SelfService\admin	manageGroup.jsp
\\Knova\Software\SelfService\jslib	common.js
\\Knova\Software\SelfService\mysupport	editsaveditems.jsp

Path	File
\Knova\Software\SelfService\templates	NonThreadedKCdisplayHeader.vm
	ThreadedKCdisplayHeader.vm
	GSNavigation.vm
	searchentry_forum.vm
\Knova\Software\SelfService\templates\post	Post.vm
\Knova\Software\SelfService\WEB-INF	struts-config-common-dialogs.xml
\Knova\Software\SelfService\WEB-INF\classes\com\consona\ckm\gwtcommon\client	ApplicationCommonConstants.properties
\Knova\Software\SelfService\WEB-INF\lib	appscommon-ss.jar
	aos.jar

Installation instructions

! Important: For direct installation of Knova 8.2.1, refer Chapter *Installing Knova* of the *Knova Installation Guide*.

! Important: For upgrading Knova, refer Chapter *Upgrading Knova* of the *Knova Installation Guide*.

This section gives information about incremental installer setup.



Note: Knova 8.2.0 GA build must be installed before running incremental installer setup.

Installing 8.2.1 on Admin Server

1. Disable email notifications to prevent being triggered during upgrade:

From the home page of Knova Administrator, within the menu bar, navigate to **Administer System > Configuration Settings > Platform Configuration Manager**. Delete the value stored in "SMTP Server" in section "Outgoing E-mail Settings" and click **Save**.

2. Stop all the services including the Solr service in the Admin and the Web server.
3. Log on to your Admin server machine with a user account that has administrative privileges.
4. Run the Knova `setup.exe` file present in the
`<KnovaInstallationPackage>\Application\Incremental` folder.

The **Knova Setup** screen appears.

5. Click **Next**.

The Knova 8.2.0 services are stopped on the Admin server and the **Java Installation** screen appears.

6. The installer uninstalls JDK 1.8.0_101 version.
7. The installer Installs JDK 1.8.0_131, both 32-bit and 64-bit versions, on your server machine. Click **Next**.



Note: If JDK 1.8.0_131, both 32-bit and 64-bit versions, are installed already, the installer skips this step.

If the Application database is already upgraded, the installer proceeds with the next step.

If the Application database is not already upgraded, then the **Database Upgrade** screen for Application Database appears.

8. Select one of the following options and click **Next**:

- **Yes:** Select this option to upgrade Application database automatically and click **Next**. The "Application database updated successfully" message is displayed, click **OK**.

Before proceeding further, check the following log files for errors:

- <KnovaInstallationFolder>\Software\Install\DBInstaller_<DATE>_<TIME>.log
- <KnovaInstallationPackage> > DBQuery.log

- **No:** Select this option to manually upgrade Application database and click **Next**. The "Application database scripts need to be run manually" message is displayed. Click **OK**. To upgrade Application database script manually, run one of the following scripts (based on your database server) provided with your Knova installation package:

- **Microsoft SQL server:**
..DatabaseSetup\ApplicationDB\Upgrade\SQLServer\ApplicationDBUpgrade_MSSQL.bat
- **Oracle server under Microsoft Windows:**
..DatabaseSetup\ApplicationDB\Upgrade\Oracle\ApplicationDBUpgrade_Oracle.bat
- **Oracle server under Linux or Solaris:**
..DatabaseSetup\ApplicationDB\Upgrade\Oracle\ApplicationDBUpgrade_Oracle.sh



Note: After completing the step, check the log file for errors. If you find any errors, fix them and re-run the script if necessary.

The installer proceeds with upgrading the Analytics database.

If the Analytics database is already upgraded, the installer proceeds with the next step.

If the Analytics database is not already upgraded, then the **Database Upgrade** screen for Analytic Database appears.

9. Select one of the following options and click **Next**:

- **Yes**: Select this option to upgrade Analytics database automatically and click **Next**. The "Analytics database updated successfully" message is displayed. Click **OK**.

Before proceeding further, check the following log files for errors:

- `<KnovaInstallationFolder>\Software\Install\DBInstaller_<DATE>_<TIME>.log`
- `<KnovaInstallationPackage> > DBQuery.log`

- **No**: Select this option to upgrade Analytics database and click **Next**. The "Analytics database scripts need to be run manually" message is displayed. Click **OK**.

To upgrade the Analytics database script manually, run one of the following scripts (based on your database server) provided with your Knova installation package:

- **Microsoft SQL server:**
`..DatabaseSetup\AnalyticsDB\Upgrade\SQLServer\AnalyticsDBUpgrade_MSSQL.bat`
- **Oracle server under Microsoft Windows:**
`..DatabaseSetup\AnalyticsDB\Upgrade\Oracle\AnalyticsDBUpgrade_Oracle.bat`
- **Oracle server under Linux or Solaris:**
`..DatabaseSetup\AnalyticsDB\Upgrade\Oracle\AnalyticsDBUpgrade_Oracle.sh`



Note: After completing the script, check the log file for errors. If you find any errors, fix them and re-run the script if necessary.

The **Knova Installation** screen appears.

10. The installer backs up Knova 8.2.0 changed files, uninstalls Knova 8.2.0 version, and then installs Knova 8.2.1 version automatically. This may take a few minutes.

When the installation is complete, the services are started automatically.



Note: The backed up files are saved in the `<KnovaInstallationFolder>\Backup_<Date>_<Time> folder`.

-
11. Once the services are started, the "Documents must be re-contributed before the upgrade can continue" message is displayed .
 12. Select one of the following options:
 - **Yes:** Select this option to run re-contribution automatically.
 - **No:** Select this option to run re-contribution later. The message, "Please manually run a contribution" is displayed. Click **OK**.



Note: Ensure that the re-contribution is run before using the application.



Note: If the installer does not run re-contribution due to some problem, then run the re-contribution manually.

To run re-contribution manually, see *Running Re-contribution on page 1*.

When the re-contribution is complete, click **OK**.

The **Installation Complete** screen appears.

13. Click **Next**.
14. In the **Setup Completed Successfully** screen, click **Finish**.
15. Check the following log files for errors:
 - <KnovaInstallationFolder>\Software\Install\packaging.log
 - <KnovaInstallationFolder>\Software\Install\install.log

This completes the upgrade on the Admin server. To perform post upgrade steps, see *Post Upgrade Steps on page 1*.



Note: During upgrade, if a hardware change is required, perform the Retaining workflow statistics procedure. For information on this procedure, refer Chapter *Transferring Data between Systems* of the Knova Administrator's Guide.

Installing 8.2.1 on Web Server

1. Log on to your Web application server machine with a user account that has administrative privileges.
2. Run the Knova `setup.exe` file present in the `<KnovaInstallationPackage>\Application\Incremental` folder.

The **Knova Setup** screen appears.

3. Click **Next**.

The Knova 8.2.0 services are stopped on the Web application server and the **Java Installation** screen appears.

4. The installer uninstalls JDK 1.8.0_101 version.
5. The installer installs JDK 1.8.0_131, both 32-bit and 64-bit versions, on your server machine. Click **Next**.



Note: If JDK 1.8.0_131, both 32-bit and 64-bit versions, are installed already, the installer skips this step.

The **Knova Installation** screen appears.

6. The installer backs up Knova 8.2.0 changed files, uninstalls Knova 8.2.0 version, and then installs Knova 8.2.1 version automatically. This may take a few minutes.



Note: The backed up files are saved in the `<KnovaInstallationFolder>` folder.

When the installation is complete, the **Installation Complete** screen appears.

7. In the **Installation Complete** screen, click **Next**.
8. In **The setup program is complete** screen, click **Finish**.
9. When the installation is complete, check the `<KnovaInstallationFolder>\Software\Install\install.log` file for errors.

This completes the upgrade on the Web Application server. To perform post upgrade steps, refer Administrator's Guide.



Note: During upgrade, if a hardware change is required, perform the Retaining workflow statistics procedure. For information on this procedure, refer Chapter *Transferring Data between Systems* of the Knova Administrator's Guide.

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
- **Aptean Analytics Installer** 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 8.2.1.

Documentation folder

Contains the following:

- Aptean_Analytics_Installation_Guide.pdf
- Knova_Administrator's_Guide_8.2.1.pdf
- Knova_Analytics_Guide_8.2.1.pdf
- Knova_Communities_Moderator's_Guide_8.2.1.pdf
- Knova_Data_Dictionary_8.2.1.pdf
- Knova_Installation_Guide_8.2.1.pdf
- Knova_System_Integration_Guide_8.2.1.pdf
- Knova_System_Performance_Guide_8.2.1.pdf
- Knova_Knowledge_Central_User's_Guide_8.2.1.pdf
- Knova_Release_Notes_8.2.1.pdf
- Knova_Self-Service_User's_Guide_8.2.1.pdf
- Knova_System_Requirements_8.2.1.pdf
- Knova_Web_Designer's_Guide_8.2.1.pdf

Application folder

Contains the following:

- The `setup.exe` that is required for direct installation and also to upgrade Knova from 8.1.1 and 8.1.2.3 to 8.2.1.
- **Incremental** folder that contains `setup.exe` to upgrade Knova from 8.2.0 to 8.2.1.
- **Upgrade** folder that contains post upgrade scripts.

Aptean Analytics Installer folder

Contains `Aptean Analytics Setup_Win2008_<Version-no>.exe` and `Aptean Analytics Setup_Win2012andUp_<Version-no>.exe` that is required to install Aptean Analytics.

Documentation set

The Knova 8.2.1 documentation set includes the following guides and help systems; all PDF files are included in the release package on the FTP site:

Document	Format
Aptean 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