Release Notes for iPlanet™ Personalized Knowledge Services

Version 3.01C Service Pack 1

Updated March, 2002

This release of the iPlanet Personalized Knowledge Services version 3.01C SP1 is intended to support installations of the iPlanet Compass Server, Version 3.01C, Service Pack 1.

An electronic version of this release notes can be found at the iPlanet documentation web site: `http://docs.iplanet.com/docs/manuals/`. Check the web site prior to installing and setting up your software and then periodically thereafter to view the most up-to-date release notes and manuals.

These release notes contain the following sections:

- Software and Hardware Requirements
- Installation Notes
- How to Report Problems
- Known Problems and Limitations
- For More Information

Software and Hardware Requirements

The Personalized Knowledge Services product has several recommended system requirements that you should meet these before you start your installation. These are in addition to requirements for other products that you use in conjunction with the Personalized Knowledge Services software.

This section explains what these recommendations are.

Operating Environments

Personalized Knowledge Services software is available for the following platforms:

- Solaris (SPARC) 2.6 (32-bit mode)
- Solaris (SPARC) 8 (32-bit and 64-bit modes)
- Windows NT 4.0 with SP6, for standalone, non-Portal Server installations

Software

Personalized Knowledge Services software requires the following:

- iPlanet Portal Server 3.0, Service Pack 3, or iPlanet Portal Server 3.0, Service Pack 3a, or iPlanet Portal Server 3.0, Service Pack 4
- iPlanet Compass Server 3.01C Service Pack 1
- An LDAP server, for interest profile storage as well as authentication

Web Browsers

Personalized Knowledge Services software is compatible with the following browsers:

- Netscape[tm] Communicator 4.06 to 4.79 (except 4.6) for administration and for end users
- Microsoft Internet Explorer 4.0 or higher for end users

Browsers must support Javascript[tm] and JVM[tm] 1.1 and cookies.

Installation Notes

- Pre-installation Requirements
- Installing on Solaris
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- Post-installation Configuration
- Uninstalling the Software on Solaris
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Pre-installation Requirements

Before you begin installing Personalized Knowledge Services software, Version 3.01C, Service Pack 1, install:

- iPlanet Portal Server.

  This software is available at this Web site: `http://www.iplanet.com/downloads/download/`

  The installation instructions are in the iPlanet Portal Server software documentation, which is available at this Web site: `http://docs.iplanet.com/`

- Compass Server 3.01C Service Pack 1.

  The installation instructions are in the iPlanet Compass Server 3.01C, Service Pack 1 Release Notes document, which is available at this Web site: `http://docs.iplanet.com/`

Installing on Solaris

You can obtain the Personalized Knowledge Services software for Solaris from the CD-ROM or by downloading the files from the iPlanet Web site.

1. Insert the CD-ROM.

2. Use the `cd` command to change to the directory where the `SUNWipks` package is.

3. Become superuser and execute the following command:

   `pkgadd -d . SUNWipks`

4. At the Do you agree to the license terms? prompt, type **`yes`**.

   Note that Personalized Knowledge Services for Compass Server will be installed over your existing iPlanet Compass Server installation. This procedure will:

   a. Make a backup copy of any general Compass Server template or binary file that will be updated

   b. Install PKS over your general Compass Server area

   c. For each Compass Server instance detected, make a backup copy of template or configuration files specific to that Compass Server instance that will be updated

   d. Upgrade each Compass Server instance

   Your existing Compass Server databases will not be affected by this procedure.

   If you still wish to continue with the installation of the Personalized Knowledge Services software, confirm that you wish to continue with the installation by typing **`yes`**.

5. The Personalized Knowledge Services package contains scripts which will be executed with super-user permission during the process of installing this package. Indicate that you wish to continue with the installation of the SUNWipks package by typing **y**.

The Personalized Knowledge Services software installation is done when this message appears:

```
Installation of <SUNWipks> was successful.
```

Installing on Windows

You can obtain the Personalized Knowledge Services software for Solaris from the CD-ROM or by downloading the files from the iPlanet Web site.

1. Insert the CD-ROM.

2. Access the CD-ROM and select setup.exe.

The graphical user interface for installing Personalized Knowledge Services is displayed.

3. Follow the prompts to install the Personalized Knowledge Services software.

Post-installation Configuration

After installing the software, refer to the Quick-Start Guide for:

• Configuring My Compass

• Installing the Portal Provider

• Other aspects of Personalized Knowledge Services

Uninstalling the Software on Solaris

To uninstall the Personalized Knowledge Services software on Solaris:

1. Turn off all instances of the server via the Administration Console.

2. Become superuser and enter **pkgrm SUNWipks** to uninstall the Personalized Knowledge Services software.

Uninstalling the Software on Windows

Personalized Knowledge Services software requires a manual uninstall procedure for Windows. This section explains how to remove an installation of the Personalized Knowledge Services software. You must uninstall the compass server to uninstall the Personalized Knowledge Services software.

This version of the Personalized Knowledge Services software does not include an automated uninstall procedure for Windows NT. You can remove most Personalized Knowledge Services software files on Windows NT manually. To do so:

1. Stop all instances of Personalized Knowledge Services server.

2. Stop the Web Server.

3. Delete all directories under the `/netscape/Server4/plugins/compass` directory.

4. Delete all server instances.

Known Problems and Limitations

The iPlanet Personalized Knowledge Services software does not support double-byte character sets, such as Japanese, Korean, and Chinese.

How to Report Problems

If you have problems with iPlanet Personalized Knowledge Services software contact iPlanet customer support using one of the following mechanisms:

*   iPlanet online support web site at
    http://www.iplanet.com/support/support_services_10_0.html

    From this location, the CaseTracker and CaseView tools are available for logging problems.

*   The telephone dispatch number associated with your maintenance contract

So that we can best assist you in resolving problems, please have the following information available when you contact support:

- Description of the problem, including the situation where the problem occurs and its impact on your operation

- Machine type, operating system version, and product version, including any patches and other software that might be affecting the problem

- Detailed steps on the methods you have used to reproduce the problem

- Any error logs or core dumps

For More Information

Useful iPlanet information can be found at the following Internet locations:

- iPlanet release notes and other documentation — `http://docs.iplanet.com/docs/manuals/`

- iPlanet product status — `http://www.iplanet.com/support/technical_resources/`

- iPlanet Professional Services information — `http://www.iplanet.com/services/professional_services_3_3.html`

- iPlanet developer information — `http://developer.iplanet.com/`

- iPlanet learning solutions — `http://www.iplanet.com/learning/index.html`

- iPlanet product data sheets — `http://www.iplanet.com/products/product_map/product_name_2_0a.html`