

# Release Notes for Oracle Knowledge 8.4.2.2

This document contains the following information for the Oracle Knowledge 8.4.2.2 release:

- **New Features and Enhancements**
  - **Corrected Defects**
  - **Merged Patches**
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## New Features and Enhancements

Oracle Knowledge 8.4.2.2 includes the following enhancements:

- **Oracle Outside In Technology Upgraded**
- **Apache Tomcat Upgraded**
- **Analytics Documentation Changes**
- **Only Boost Score Search Component Checkbox**
- **Additional Enhancements**

### Oracle Outside In Technology Upgraded

Oracle Outside In Technology (aka Stellent) has been upgraded from version 8.2.2 to 8.3.7. This version addresses reported defects.

### Apache Tomcat Upgraded

Apache Tomcat has been upgraded to version 6.0.29.

### Analytics Documentation Changes

The Oracle Knowledge Analytics Administrator's Guide and Users' Guide are delivered in this package in early draft form. Please refer to the Oracle Technology Network Documentation site at <http://www.oracle.com/technetwork/indexes/documentation/index.html> for updated Oracle Knowledge Analytics documentation, which will be published on the site as it becomes available.

## Only Boost Score Search Component Checkbox

This checkbox alters the way the search system returns documents. When unchecked, a search component expands the set of resulting documents to include any new documents matched by its IML expression(s). Thus, if a Search Component has IML that matches a collection or channel facet, all documents in that collection or channel will be added to the search results.

This has the effect of producing spurious matches on broad searches, e.g., a general boost to an FAQ channel that triggers on all questions will return all FAQs when the user searches for "Superman" or any text not present in any document.

The checkbox alters this so that the score for such documents is discarded if there are no non-Only Boost Score matches, and the documents don't clutter the results. The IML for these search components is still applied to the full document candidate set, so there is no performance gain from enabling this checkbox. In fact, if all active search components are set to **Only Boost Score**, then there will be *no results* at all.

Since most customer created/driven search components are designed to change ranking order of existing results, rather than expand the set of documents returned, this checkbox is enabled by default for newly created search components. If the intent is to expand a search to include additional documents, the checkbox must be cleared.

**Fig. 1.1** Navigation: Open Dictionary Manager > Create new rule > Remove Answer Action > Add Search Component Rule. The **Only boost score** checkbox is indicated by the red box above.

Apart from the non-expansion of search results, the behavior of search components with **Only Boost Score** enabled is identical to other search components.

## Additional Enhancements

- **Analytics Enhancements**
- **Information Manager Enhancements**
- **Other Oracle Knowledge Enhancements**

### Analytics Enhancements

Number	Summary	Product
28554	Created the Popular Concepts report using OBIEE	Analytics
28555	Created the Session Usage report using OBIEE	Analytics
28556	Created the Facet Usage report using OBIEE	Analytics
28557	Created the Popular Questions report using OBIEE	Analytics
28559	Created the Activity Usage report using OBIEE	Analytics
28563	Created the Process Wizard Usage report using OBIEE	Analytics
28564	Created the Response Timing report using OBIEE	Analytics
28566	Created the Published Content report using OBIEE	Analytics
28567	Created the Most Popular Content report using OBIEE	Analytics
28568	Created the Content Usage report using OBIEE	Analytics
28571	Created the Case Link report using OBIEE	Analytics
28575	Created the Content In Process (IM Operational) report using OBIEE	Analytics
28736	Created the Concept Breakdown report using OBIEE	Analytics
28737	Created the Popular Response report using OBIEE	Analytics
28738	Created the Workflow Productivity report using OBIEE	Analytics
28813	Created the Intent/Concept Analysis report using OBIEE	Analytics
28816	Created the Question Details report using OBIEE	Analytics
28818	Created the Process Wizard Details report using OBIEE	Analytics
28819	Created the Published Content Details report using OBIEE	Analytics
28820	Created the Case Link Details report using OBIEE	Analytics
28826	Created the Search Analytics Dashboard	Analytics
28827	Created the IM Analytics Dashboard	Analytics
28828	Created the IM Operational Reports Dashboard	Analytics

### Information Manager Enhancements

Number	Summary	Product
23438	CSV User Import supports 500,000+ users in the USERINFORMATION table.	IM - Mgmt Console
25083	C# Client Library allows for a connection timeout to be set.	IM Client Library
25319	Content Contribution page can handle repeating nodes.	IM - InfoCenter
26160	IM Security Audit Log tracks changes to User information.	IM - Mgmt Console
26198	Audit Logs have consistent use of user id, date and timestamps.	IM - Mgmt Console
26274	Consistent use of double quotes for HTML attributes and events.	IM - InfoCenter
27969	The Inquire Authenticator allows the use of the given password when auto-generating a local user.	IM - Client Library

Number	Summary ( <i>continued</i> )	Product
28085	Created an IM property to allow users to set passwords.	IM - Mgmt Console
29086	8.4.2.2 uses the upgraded Apache Tomcat 6.0.29	IM - Mgmt Console
29090	Information Manager uses the upgraded Apache Tomcat 6.0.29	IM - Mgmt Console

## Other Oracle Knowledge Enhancements

Number	Summary	Product
28596	Search version number supports at least five (5) levels.	Oracle Knowledge installer
28633	Outside In Technology (Stellent) upgraded from 8.2.2 to 8.3.7.	Preprocessing
29081	Search uses the upgraded Apache Tomcat 6.0.29.	All Oracle Knowledge Products
29091	IM and Search Install utilities deploy Tomcat 6.0.29.	Oracle Knowledge installer
29092	IM and Search Upgrade utilities deploy Tomcat 6.0.29.	Oracle Knowledge installer
27892	Need to make XML and/or Search crawl more defensive so we do not prevent crawling in the case of a bad node in xml.	Crawler - Forum

## InfoCenter iConnect/SSP/On Demand Enhancements

Number	Summary	Product
27631	iConnect integration certified on Oracle CRM On Demand Rel. 19 (R19)	iConnect / On Demand
27632	Self-Service Portal integration certified with Oracle CRM On Demand Rel. 19	iConnect / SSP

## Corrected Defects

This section contains information about:

- **Corrected Analytics Defects**
- **Corrected CCA/iConnect/SSP/On Demand Defects**
- **Corrected IM Client Library**
- **Corrected InfoCenter Defects**
- **Corrected Information Manager Defects**
- **Corrected Search Defects**
- **Other Corrected Defects**

## Corrected Analytics Defects

Number	Summary	Product
12280	Analytics: runtime server time zone differences are not handled	Analytics - ETL
16641	cannot log search log	Analytics - ETL
17227	Analytics Log Loading error – SWA	Analytics - ETL
17929	Analytics: Locale information is limited in IM Analytics	Analytics - ETL
18927	Analytics –d doesn't terminate	Analytics - ETL
19967	IM Analytics Log Loading task is taking over 1 day to process 1 day of logs	Analytics - ETL
20240	Processing times on binary logs during ETL is gradually increasing	Analytics - ETL
20690	Search Analytics (ETL) – ACTIVITY_KEY column shows “activity type” but not activity.	Analytics - ETL

Number	Summary (continued)	Product
20847	IM and Search Analytics ETL taking 24+Hours to Complete	Analytics - ETL
21247, 22084	8.1.3.1 IM analytics load processing is performing very slow	Analytics - ETL
21973	iConnect – Exceptions occur when running the command “scheduler.sh run Analytics –imm”.	Analytics - ETL
22085	IM Analytics ETL takes over a day after upgrading from 8.1.2.1 to 8.1.3.1	Analytics - ETL
22471	20092 generating incorrect data	Analytics - ETL
22472	20092 generating incorrect data	Analytics - ETL
22658	Published Content report has no data.	Analytics - ETL
22659	MS_IM_RATING_DIM table has no data.	Analytics - ETL
22663	IM ETL hangs while loading	Analytics - ETL
22671	“Exhausted Resultset” issue occurs when running IM Log Transformation on 8.2.	Analytics - ETL
22706	Log transformation failed with exception.	Analytics - ETL
22729	Content-UserGroup relationship created before patch is lost after apply the patch.	Analytics - ETL
22731	Duplicated rating occurs in MS_IM_RATING_DIM.	Analytics - ETL
22732	Content will not display if its published date is earlier than its last modified date in published content report with specified date range.	Analytics - ETL
22778	Several ratings are lost in ms_im_rating_dim.	Analytics - ETL
22811	Log transformation failed with SQLException.	Analytics - ETL
22841	Log transformation failed with SQLException.	Analytics - ETL
23345	Log Load performance slows down dramatically after v8.1.2.3 to v8.1.3.3 upgrade	Analytics - ETL
25357	IM Log Load fails with Operation code can't be null	Analytics - ETL
26326	Search Analytics Processing has many java.sql.SQLException: ORA-00001: unique constraint messages	Analytics - ETL
27669	Query rewrite fix for ETL Query taking long time for SQL Server Database	Analytics - ETL
27845	Analytics job leaving processwizard\lock.tmp file	Analytics - ETL
28211	Search ETL not all search request are loading	Analytics - ETL
28213	IM Log Load fails with Operation code can't be null	Analytics - ETL
28214	Search Analytics Processing has many java.sql.SQLException: ORA-00001: unique constraint messages.	Analytics - ETL
28215	java.lang.IndexOutOfBoundsException during ETL Loading	Analytics - ETL
28217	Unnecessary iAssist code in PostEtlProcessor.process() method is causing performance and out of memory issues.	Analytics - ETL
28219	ETL Query taking too long and errors with java.sql.SQLException: ORA-01555: snapshot too old: rollback segment number 10 with name “_SYSSMU10\$” too small	Analytics - ETL
28232	Search Analytics (ETL) - ACTIVITY_KEY column shows “activity type” but not activity.	Analytics - ETL
28234	Dictionary intents are incorrectly recorded as a response display in Analytics	Analytics - ETL
28587	Query rewrite fix for ETL Query taking long time for SQL Server Database	Analytics - ETL
28601	Analytics job leaving processwizard\lock.tmp file	Analytics - ETL

Number	Summary (continued)	Product
15449	Documents left out of the Content Created report	Analytics - IM Operational (Reporting)
22729	Content-UserGroup relationship created before patch is lost after apply the patch.	Analytics - IM Operational (Reporting)
22731	Duplicated rating occurs in MS_IM_RATING_DIM.	Analytics - IM Operational (Reporting)
22732	Content will not display if its published date is earlier than its last modified date in published content report with specified date range.	Analytics - IM Operational (Reporting)
22778	Several ratings are lost in ms_im_rating_dim.	Analytics - IM Operational (Reporting)
26115	Search ETL not all search request are loading	Analytics - Search
28235	InfoCenter: Inflated click-thru rates caused by Intent Responses containing image urls in the Answer, Act, Promote, Related Topic, Converse, Feature Content, and Contact portlets	Analytics - Search

## Corrected CCA/iConnect/SSP/On Demand Defects

Number	Summary	Product
28200	Long running threads in IMWS instances when linking/unlinking cases	CCA
25408	In CRMOD when drafting content, selecting the option "link to document case" at the bottom of draft is not linking to case	iConnect / On Demand
25970	Unable to link content after searching for it by DOCID	iConnect / On Demand
26550	Accounts that are created as console users keep getting their passwords reset	iConnect / On-Demand
23848	Brocade: iConnect case unlinking of draft IM content return Failure on some random SR numbers	iConnect / SSP
24023	Siebel/iConnect Case Unlinking fails continuously after initial failure	iConnect / SSP
27674	Problem with Quartz Job Scheduler xsd	iConnect / SSP
28046	iConnect cookie being created in CRMOD implementation	iConnect / SSP

## Corrected IM Client Library

Number	Summary	Product
21486	IM Client Library: getPublishedContentRecordDataTOs throws com.inquiri.client.serviceclient.IQServiceClientException	IM - Client Library
25123	IMWS hangs	IM - Client Library
25144	The 'getCheckedOut()' method from the contentRecordDataTO object instance has a negative impact on performance.	IM - Client Library

## Corrected InfoCenter Defects

Number	Summary	Product
18887	Set Minimum Score to 0.0 in advanced configuration.	IM - InfoCenter
22120	HotPatch for TT 20824 removes facet links from IQXML for non-IM collections	IM - InfoCenter
22226	System only adds roles instead of setting according to custom iAuthenticator	IM - InfoCenter
23349	8.1.2.5 InfoCenter hangs.	IM - InfoCenter
23399	Indexes must be created in the IM database to improve the overall performance, reduce wait time, and avoid locking issues in the IM application.	IM - InfoCenter

Number	Summary (continued)	Product
23479	<IM:is.loggedin> JSP tag executes iAuthenticator code if the user has not been logged in	IM - InfoCenter
23481	Create a session listener to provide session creation and destruction information.	IM - InfoCenter
23483	Current implementation of toString on AbstractEO is not efficient and has the potential to cause deadlocks.	IM - InfoCenter
23535	Indexes must be created in the IM database to improve the overall performance, reduce wait time, and avoid locking issues in the IM application.	IM - InfoCenter
23559	8.1.2.5 InfoCenter hangs.	IM - InfoCenter
25001	Current implementation of toString on AbstractEO is not efficient and has the potential to cause deadlocks.	IM - InfoCenter
25318	Users can assign attributes to user groups they should not have access to	IM - InfoCenter
25345	Installed 8.2.3 User import issues	IM - InfoCenter
26652	Tokens are not rendered in Process Wizards	IM - InfoCenter
28599	Characters ' (apostrophe) and > are lost from extract in search and ™ causes spacing error	IM - InfoCenter
24062	IMWS login fails causing Linking and Unlinking to fail	InfoCenter - CCA
26445	Internal Server Error in Production Environment	InfoCenter / On Demand
28799	Security issue: Cookie Vulnerability found in GM Staging and PROD	InfoCenter / On Demand

## Corrected Information Manager Defects

Number	Summary	Product
22690	Expiring Content batch job notifications should be reset/re-sent again for End Date changes, new version changes and Owner changes	IM - Mgmt Console
23322	New or Updated IM replacement tokens are not displayed in InfoCenter without a restart	IM - Mgmt Console
23482	Debug statement in ContentTextPub.publishedContentWithSecurity() line 551 causing deadlock	IM - Mgmt Console
23484	Ensure all debug statements are wrapped in debug conditional	IM - Mgmt Console
23533	com.inquiraservices.ldapservices.InquirasAuthenticator code is inefficient and slow	IM - Mgmt Console
25000	Debug statement in ContentTextPub.publishedContentWithSecurity() line 551 causing deadlock	IM - Mgmt Console
25054	Redirected Documents, A re-direct to B, document A content being crawled and displayed not document b	IM - Mgmt Console
25632	Security Issue with INBOX and Task assignment in IM	IM - Mgmt Console
25632	Security Issue with INBOX and Task assignment in IM	IM - Mgmt Console
26187	8.1.3.3_4.0 patch breaks IM UI	IM - Mgmt Console
26673	IM Console Inbox Filtering does not work for channels	IM - Mgmt Console
26680	application.properties file should not be touched/modified during the IM instance startup which may lead to potential file corruption	IM - Mgmt Console
27139	Tokenizing a URL causes UI issues in IIM article view	IM - Mgmt Console
27341	Updating console user hangs IM in customer database	IM - Mgmt Console

Number	Summary <i>(continued)</i>	Product <i>(continued)</i>
27836	Content Review notifications should be reset when the user modifies the Review Date	IM - Mgmt Console
28102	IM Console Slow Response in ContentReview due to bad Regex in SecurityTextCheck	IM - Mgmt Console
22086	CCA (iConnect) add link or remove link to an IM article may fail intermittently	IM - WebService
24782	IM content redirects are not working via IMWS and Client Library	IM - WebService

## Corrected Search Defects

Number	Summary	Product
28216	The scheduled job status is success even logs are not loaded successfully.	System Manager
28600	Log purge task always failed with InquireaRuntimeException even if the runtime was running	System Manager
28861	Boolean Product Change (disable dictionary rules "Atomic Boolean Arg Search")	Workbench
28895	"Boost Only" checkbox should be checked by default when creating new search component rule.	Workbench
28896	Add existing synonym translations to installed dictionary (Industry "Computer": Traditional Chinese, Simplified Chinese, Japanese, Italian, Slovak)	Workbench

## Other Corrected Defects

Number	Summary	Product
28735	java.lang.OutOfMemoryError during Classification	Classifier UI
22650	Cannot classify non-IM content with IM category facets	Collection Maintenance
28594	Stellent Patch Issue	Content Service
28941	Create Patch for ContentStoreImpl	Crawler - DB
23743	Stellent Conversion Error	Crawler - HTTP
28598	FAQs not making it to the index	Crawler - HTTP
22166	IM Crawl failure	Crawler - IM
23642	Based on the analysis of Indexes identified by customers, we will take four Indexes out of the total 12 Indexes into our product.	Database
24999	Add four Indexes recommended by customer to improve performance.	Database
20824, 22205	IM category trees are not top nodes anymore	Facet Navigation
21590	IM Channel crawl is taking multiple days to complete.	Indexer
23887	Update the installers to support 64-bit Windows 2008 R2 and SQL Server 2008 in 64-bit mode	Installer
25537	Provide the SQL Server scripts to add the IM database indices created in TT 23399	Installer
23762	Not able to classify category facets for database collections	Language Group
28935	Fixing Proximity	Language Group
28938	Boost Score Only	Language Group
28595	Preprocessing - Connection refused error during prep	Preprocessing
28958	Add ForceIMLanguageProcessor	Preprocessing



Number	Summary ( <i>continued</i> )	Product
26201	Intent Responses linking to 'tokenized' IM content	Rules Engine
27970	Inconsistent Search Results	Run Time
27971	The _CACHE files for the dictionary (ontology and rules) appear to get corrupted when there are multiple instances sharing the same directory structure.	Run Time
28461	Tag get.browsesearch.data causes runtime error com.inquiria.find.FindDocumentException where IM content contains anchors	Run Time
28753	Inconsistent Search Results when there are more than one question thread with two different domain list involved.	Run Time
28792	Inconsistent Search Results when there are more than one question thread with two different domain list involved.	Run Time
23761	Sync of DB collection before unstructured collection causes sync to fail	Synchronizer

## Merged Patches

The lists of corrected defects includes defects fixed in the following patches:

- 8.1.3.3\_4.0      • 8.2\_4.0      • 8.2\_5.0      • 8.2.3.2
- 8.1.3.3\_4.1      • 8.2\_4.1      • 8.2.3\_3.2