

Release Notes 8.1.2.8

This document contains the following information for the InQuira 8.1.2.8 release:

- **Overview**
 - **Microsoft SQL Server Database Collation Values**
 - **Upgrading Analytics**
 - **Analytics Drill Map Editor**
 - **Corrected Defects for 8.1.2.8**
 - **Merged Software Patches**
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Overview

InQuira 8.1.2.8 is a consolidated patch release which:

- Merges several defect fixes made to other versions (8.1.2.5 and 8.1.3.x) of the product suite
- Merges all patch release contents in 8.1.2.1, 8.1.2.2, 8.1.2.3, 8.1.2.4, 8.1.2.5, 8.1.2.6, and 8.1.2.7
- Consolidated many analytics corrected defects, including several from 8.1.3.x and 8.2
- Contains additional corrected defects

Microsoft SQL Server Database Collation Values

For Microsoft SQL Server databases, change the following collation values:

Product or Module	Database	Collation
Intelligent Search	All	SQL_Latin1_General_CP1_CS_AS
Information Manager	Application Content	SQL_Latin1_General_CP1_CI_AS
Analytics	Metadata	SQL_Latin1_General_CP1_CI_AS
	Reporting (ODS)	SQL_Latin1_General_CP1_CI_AS
	Analytics (Star Schema)	SQL_Latin1_General_CP1_CI_AS

Note: Use SQL_Latin1_General_CP1_CI_AS as the default SQL Server collation.

Upgrading Analytics

Prior to upgrading to 8.1.2.8 on an Oracle implementation, first verify that the analytics schema owner has “create sequence” authority. This is in order to create the sequence object which maintains the values for the access_key column in the ms_im_access_activity_fact table. This column was added due to defect 18573 which indicated overly high counts in reports which used this table due to a lack of a unique key on the table.

Important! From the InQuira release site, download the `upgrade.zip` file:

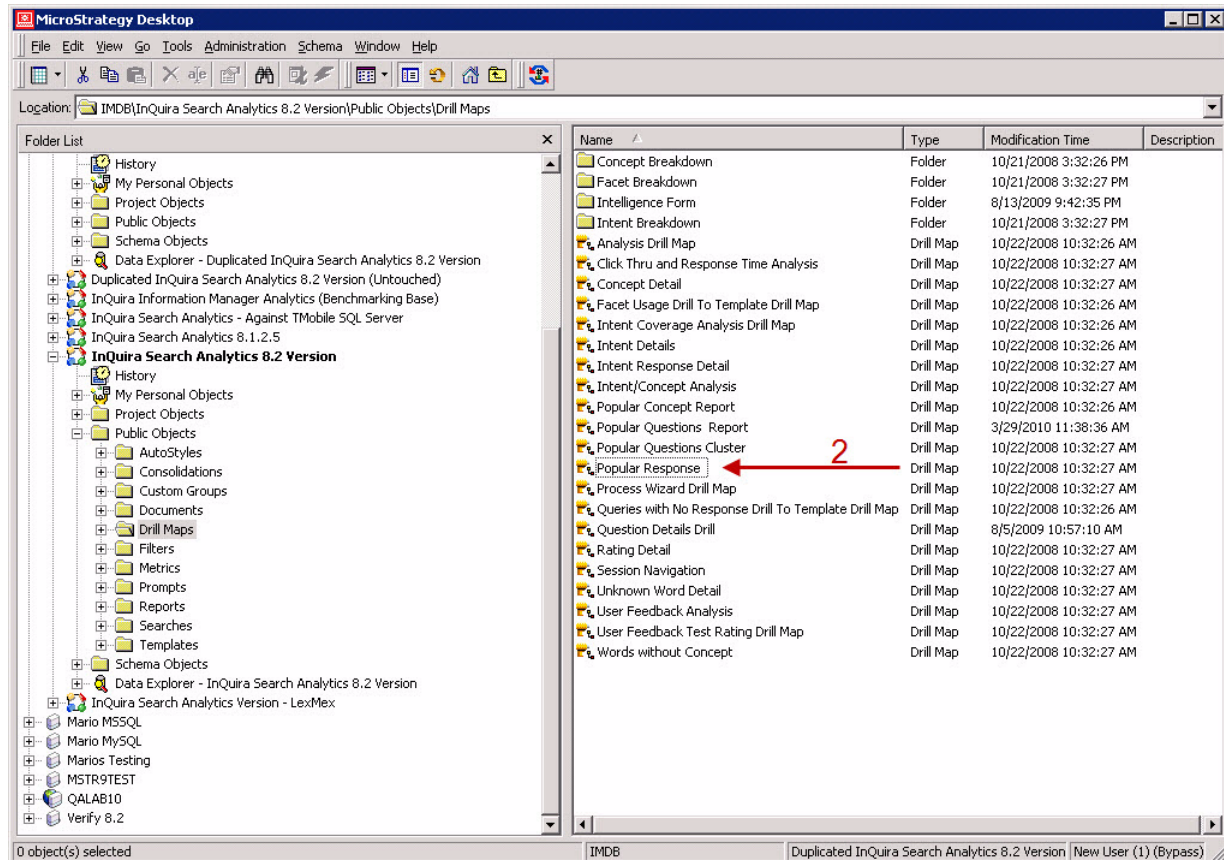
<http://releases.inquiracom.com/releases/8.1.2.8/upgrade.zip>

This zip file contains scripts and instructions that are necessary to complete the InQuira Analytics upgrade.

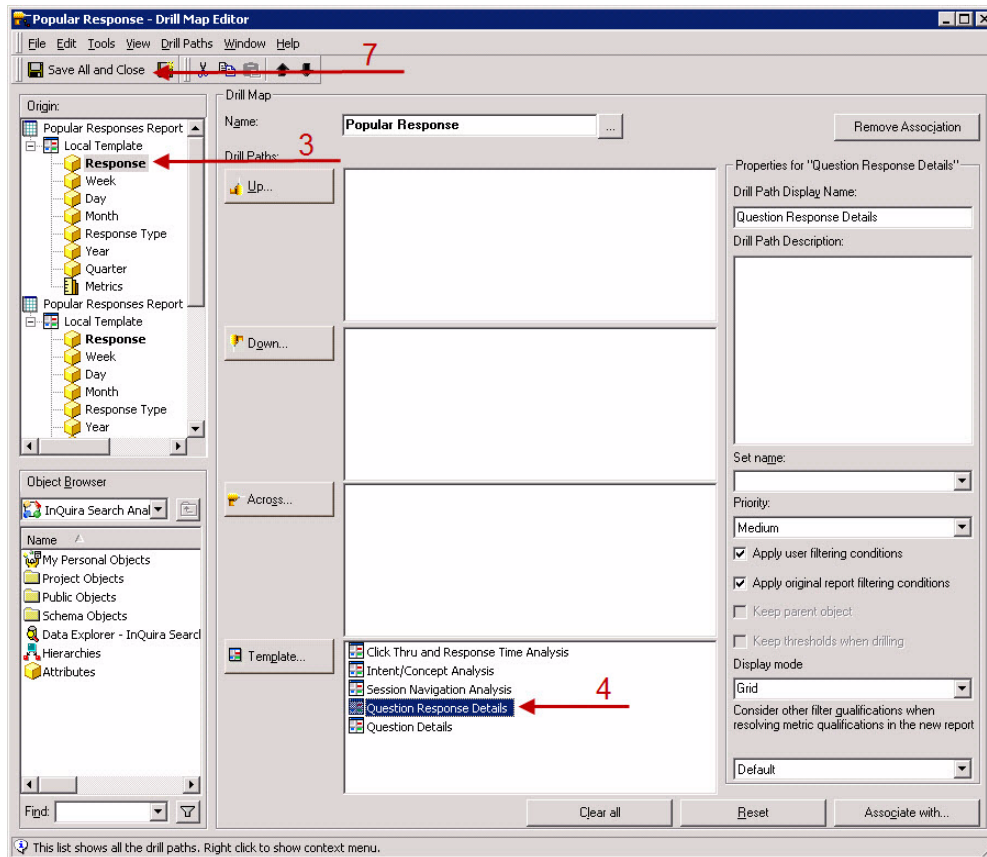
Analytics Drill Map Editor

The Analytics Drill Map Editor utility addresses Analytics database record clean-up associated with the Popular Response report. Use the utility to improve the performance of drilldowns in the Question Response Details report.

- 1 Navigate to InQura Search Analytics>Public Objects>Drill Maps>Popular Response.



- 2 Right-click on Popular Response and select Edit.
The Popular Response Drill Map Editor appears.



- 3 Click on **Response**.
- 4 Right-click on **Question Response Details**.
- 5 Select **Remove** from the pop-up menu.
- 6 Select **Yes**, when prompted to confirm.
- 7 Select **Save All and Close**.

Known Limitations

Performance Issue: Any custom code that calls a method that returns one or more ContentRecordDataTO objects could have a negative impact on performance due to issues in populating the ContentRecordDataTO with data. There is no workaround and the issue will be fixed in a future release. Where possible use methods that return ContentRecordKeyTO objects to avoid the performance penalty.

Corrected Defects for 8.1.2.8

This section contains information about:

- **Corrected IM Analytics Defects**
- **Corrected IM Operational Defects**
- **Corrected Search Analytics Defects**
- **Corrected Information Center Defect**
- **Corrected Information Manager Defect**
- **Corrected Client Library Defects**
- **Other Corrected Defects**

Corrected IM Analytics Defects

Number	Summary	Product
16579	Content feedback report errors out (with "unable to extend temp segment by 128 in tablespace TEMP") even though tablespace is set at least 1.5G	IM Analytics
17929	Analytics: Locale information is limited in IM Analytics	IM Analytics ETL
18573	Content Usage Report show extremely high count access numbers ^a	IM Analytics
18611	Access Count for a User appears to have all User Groups Associated versus the User Groups assigned to the User when viewing the Content Access by User Report	IM Analytics
20738	Analytics reports relating to Forums do not seem to consistently contain any data	IM Analytics
20964	Content Feedback has invalid Average/Total Rating Value	IM Analytics
22085	IM Analytics ETL takes over a day after upgrading from 8.1.2.1 to 8.1.3.1	IM Analytics ETL
22471	20092 generating incorrect data	IM Analytics ETL
22472	20092 generating incorrect data	IM Analytics ETL
22663	IM ETL hangs while loading	IM Analytics ETL

a. See "Upgrading Analytics" above.

Corrected IM Operational Defects

Number	Summary	Product
12383	Content Aging Report - Ranges don't work	IM Analytics
15449	Documents left out of the Content Created report	IM Analytics
17736	IM Operational Published Content and Content Created Reports are timing out on 1 day date range	IM Analytics
19021	Content Created report not tracking modified versions	IM Analytics

Corrected Search Analytics Defects

Number	Summary	Product
12280	Analytics: runtime server time zone differences are not handled	Search Analytics
16641	cannot log search log	Search Analytics
17227	Analytics Log Loading error - SWA	Search Analytics
17734	Queries Without Responses Report Show Questions That Have Responses	Search Analytics
18927	Analytics -d doesn't terminate	Search Analytics
21556	Popular Responses > Question Response details failed ^a	Search Analytics
21581	Popular concepts report produces error - ORA-01652: unable to extend temp segment	Search Analytics
21582	Concept Breakdown report produces time out error	Search Analytics
21583	Popular Questions report produces timeout error	Search Analytics
21605	Drilling to Intent Breakdown Report->Intent Lvl2 Node->Question Details results in timeout error	Search Analytics
21610	Popular Question Clusters times out	Search Analytics

a. See "Analytics Drill Map Editor" above.

Corrected Information Center Defect

Number	Summary	Product
17451	Alphabetical Sorting tags sorts CAPs ahead of lowercase letters	InfoCenter
22226	System only adds roles instead of setting according to custom iAuthenticator	InfoCenter
22500	CRMOD infoCenter (SSP) - Failed to edit the topic on infoCenter	InfoCenter - SSP
22982	The IM clients are hanging to the point that the Web servers back up and bring the site completely down. Recycle of the WS have had no effect	InfoCenter

Corrected Information Manager Defect

Number	Summary	Product
14813	Pending IM document can be searched out on ui.jsp and InfoCenter.	IM Crawler
18506	Synchronization causes out of memory exception on the runtimes and causes sync to fail	IM Indexer
20879	The application.properties file should not be touched/modified during the IM instance startup which may lead to potential application.properties file corruption	IM Management Console
20936	Unpublishing article not removing Content.xml & PDF from Live Directory	IM Management Console
21102	Search files stored under wrong location	IM - Management Console
21780	8.1.3.1 hotpatch throws DB exception in IMWS calls	IM - WebService

Number	Summary <i>(continued)</i>	Product <i>(continued)</i>
22817	Hotpatch dalwebinrun1 imws threw java.util.MissingResourceException and dalwebinrun2 imws works fine	IM - WebService
22957	Change primary Key Generation Scheme	IM Management Console
22974	8.2 View Permission Not Restricting Access To Channel Content	IM Management Console
22976	8.2 - KCS0 Yahoo User Can Login to IM and Redirect Documents	IM Management Console

Corrected Client Library Defects

Number	Summary	Product
19349	Client library calls (java and .NET) did not resolve the IM replacement tokens for any locales	Client Library API
21486	getPublishedContentRecordDataITOs throws com.inquiria.client.serviceclient.IQServiceClientException	IMWS Client Library API
22496	ContentRecordRelationshipEnum class is not included in the IMServices.jar for 8.1.3.1 release	IM Client Library
22512	getPublishedSortedContentRecordDataITOs caused server to hang under light traffic	IMWS Client Library API
22799	<IM:get.content.data> not returning results for logged in users with multiple categories	IM Client Library

Other Corrected Defects

Number	Summary	Product
20987	Security Issue	InQuira Suite
22128	Search components disappear when two people modify a rule	Workbench
22562	Embedded boolean search not returning search results on distributed runtimes (but works on regular runtimes)	Run Time

Merged Software Patches

The following hot patches have been merged into this consolidated release.

Patch	Defect #	Summary
8.1.2.1_1.0	22523	If the browser language is set to something other than English (for example, Swedish or French), and users attempt to access content via our IMWS implementation, we are receiving an exception from Inquire
8.1.2.5_CP	16898	Content Usage Needs to be broken up for performance
	17124	InfoCenter "Recently viewed articles" in user profile page disappears after you view it the first time
	17267	IM InfoCenter – Use can receive content notification even though the content is not changed.
	18172	Reuse Count not accurate in Content Usage, CaseLink Details, and Accessed Content Case Link Details
	18437	Subscription Notification – Content Subscribers are notified on a Cancelled Edit
	18827	Batch size reduces over time causing localized articles to not import
	19055	Upgrade to 8.1.2.4 from 8.0.4 - performance issues on runtimes (unresponsive) – suspect imws authentication
	19352	Malicious code removal Regular Expression introduced to fix TT18757 interferes with encoded search queries
	19404	8.1.2.5 One cause for IM hanging
	19519	createContent in IMWS does not set author and owner from request
	19543	get.content.data tag is always sorting by priority.
	19561	InfoCenter - (8.1.2.5 patch and apple data)Exceptions if user click link "My Profile".
8.1.2.5_19753	19753	The "find" functionality used to add documents that have a pending translation requests to batch translation exports continues to return documents that have already been translated
8.1.2.5_19784	17063	IM Forms Creation page incorrectly shows secure views
	17700	Update of version in Manuals channel failing to create a new folder in Staging and no update in Live folder
	17860	Content Batch Monitor Job goes to red and says TASK_IS_DISABLED over 50% of the time
	18207	IM batch export (8.0.4.17)
	18354	Batch Management Page takes a long time to come back
	18636	Batch imports in IM are failing.
	19625	Published IM doc usergroup settings is pre-maturely changed by the newer version
	19784	8.1.2.5 – Deleting web users take a long time
	20308 20882	form.dataform tag causes a deadlock when used in a get.channel.record tag
	20352	IM – Properties tab on the content preview page does not get updated when published link is selected

Patch (continued)	Defect #	Summary (continued)
8.1.2.5_19967	19967	IM Analytics Log Loading task is taking over 1 day to process 1 day of logs – after new index seemed better - but new issues with IM log loading reported by Kevin Ho
	20092	IM Analytics v8.1.2.1 Report – OOTB Published Content report dropping records when 'end date' is not the last day of the month
	20240	Processing times on binary logs during ETL is gradually increasing
	20847	IM and Search Analytics ETL taking 24+Hours to Complete
	20866	Client Library Unable to work with IM and Runtime
	21247 22084	8.1.3.1 IM analytics load processing is performing very slow (22084 is the defect reported by Bell Mobility and was fixed with the fix to 21247)
8.1.2.5_20240	20240	Processing times on binary logs during ETL is gradually increasing
8.1.2.5_20857	20857	8.1.2.5_cp – Article rendering and case linking causing high CPU in the client application using client library.
	21061	WebServices fill*lto Methods always return the latest version categories, views, and usergroups.
	21081	8.1.2.5 – TranslationDelegateInterface.setDestinationLocale only passes in the language short code
8.1.3.1_2.0	20240	Processing times on binary logs during ETL is gradually increasing
	20866	Client Library Unable to work with IM and Runtime
	22512 22843	IMWS Client Library API getPublishedSortedContentRecordDataITOs caused server to hang under light traffic
	22663	IM ETL hangs while loading