

Release Notes for InQira 8.2

This document contains the following information for the InQira 8.2 release:

- **New Features and Enhancements for 8.2**
 - **Corrected Defects for 8.2**
 - **Known Limitations for 8.2**
 - **Documentation Addenda for 8.2**
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New Features and Enhancements for 8.2

InQira 8.2 introduces the following new features and enhancements:

- **Token Exception Rules**
- **Additional Features**
- **InfoCenter Enhancements**
- **Client Library API Documentation**

Token Exception Rules

InQira 8.2 includes a regexp-based means of tokenizing certain elements of a question—such as product codes—making setup and maintenance easier. Further, tokens can be searched on within documents.

Additional Features

- Localization of the computer ontology into French, German, and Spanish
- Certification on 64-bit Windows 2003
- Certification on 64-bit Apple OS X 10.5 (Leopard)

InfoCenter Enhancements

InfoCenter features the following enhancements:

- Search by Doc ID - Users can enter an Information Manager document ID to access a document.
- New content detail page rating design - The content detail page includes a 5-star rating system.
- Hide/show function for portlets - Use the arrow on the upper right corner to hide or show the portlet.
- Search history appears in a consistent place throughout.
- User experience improvements provide more consistent placement of action links and portlets.

Client Library API Documentation

The client library Java Docs contain updates and additional content. The InQira Client Library API Implementation Guide is now available in PDF on the InQira Documentation page accessible through the InQira Customer Support Center.

Corrected Defects for 8.2

This section contains information about:

- **Corrected IM Analytics Defects**
- **Corrected iConnect (Contact Center Advisor) Defects**
- **Corrected Search Defects**
- **Corrected Information Center Defects**
- **Corrected Information Manager Defects**
- **Other Corrected Defects**

Corrected IM Analytics Defects

Number	Summary	Product
12383	Content Aging Report - Ranges fail	Analytics - IM Reporting
18573	Content Usage Report shows extremely high count access numbers	Analytics - IM Reporting
18611	Access Count for a User appears to have all User Groups Associated versus the User Groups assigned to the User	Analytics - IM Operational Reporting
19021	Content Created report not tracking modified versions	Analytics - IM Reporting
20092	IM Analytics v8.1.2.1 Report - Installed Published Content report dropping records when 'end date' is not the last day of the month	Analytics - IM Reporting
20738	Analytics reports relating to Forums do not seem to consistently contain data	Analytics - IM Reporting

Corrected iConnect (Contact Center Advisor) Defects

Number	Summary	Product
20223	Recommended Changes to a document cannot be viewed in iConnect	CCA

Corrected Search Defects

Number	Summary	Product
14813	Pending IM document can be searched out on ui.jsp and InfoCenter.	Crawler - IM
15456	Incremental IM crawler not removing draft articles when they are published	Crawler - IM
16970	Web crawler with incorrect displayed URLs "?=en" instead of "?=en"	Crawler - Http
17106	IM Crawler setting language to German when it should be English	Crawler - IM
17737	IM crawler IMURLBuilder sets display URL with S: for both published and draft articles	Crawler - IM
18038	Non-breaking spaces in IM documents cause problems with searches	Crawler - IM
18430	SVNException when crawl an IM channel sometime.	Crawler - IM
18560	IM incremental crawl does not pick up new meta-data attributes (text, file,...) changes	Crawler - IM
18753	Content Update fails when crawling IM content whose language is "sk_SK".	Crawler - IM
20286	Crawl fails on content update with ConcurrentModificationException	Crawler - IM

Corrected Information Center Defects

Number	Summary	Product
19936	A long linked answer URL pushes CCA right column out of view	InfoCenter - CCA
20003	For any closed case status, link/unlink activity should not be allowed	InfoCenter - CCA
20171	Case links for a document are no longer displayed in InfoCenter	InfoCenter - CCA

Corrected Information Manager Defects

Number	Summary	Product
13691	Published Status selector on Lucene find returns Unpublished articles	IM - Management Console
14463	Attachments do not carry over from a Save As New action and return HTTP 404 error when clicked on	IM - Mgmt Console
14753	Content History Workflow column out of sync with Action column	IM - Management Console
15583	Attachments in Meta Schema are not displayed in InfoCenter browse	IM - InfoCenter
17060	IM content revision breaks attachment links	IM - Mgmt Console
17597	IMWS 8.0.3 does not populate all used date fields	IM - Webservice
17700	Update of version in Manuals channel failing to create a new folder in Staging and no update in Live folder	IM - Mgmt Console
18247	Logged in Users appear to be logged out on the answeropen page	IM - InfoCenter
19841	Case Linking and Content Ratings do not effect owner reputation when executed through Client Lib	IM Client Library
20198	Cannot find content that uses a given token name on the content find screen	IM - Mgmt Console
21447	Portuguese Locale Description is misspelled in InfoManager	IM - Management Console
21459	Upgrader doesn't support having multiple IM_HOME folders on the same host	IM - Management Console

Other Corrected Defects

Number	Summary	Product
13914	Scheduler email notifications do not include the "Mark Rev for Sync" and "Synchronization" tasks	Scheduler
15906	Backwards categorization (navigation) does not include records tagged with parent version when specific child versions are selected	Navigation
15906	Backwards categorization (navigation) does not include records tagged with parent version with specific child versions.	Navigation
16857	Concept issue	Dictionary Service
17494	Content processing - Temporary directories are not cleaned up after 8.0.1.5 and 8.0.4 version	Scheduler
17540	Classify fails in System Manager	System Manager
17672	Unable to create root concept in alias list	Workbench
17768	runTaskGroup.bat does not work	Infrastructure
17779	Personal Navigation modifications throws the error: svn: Working copy locked	Workbench

Number	Summary (continued)	Product (continued)
17858	Assigning users in workbench with limited permissions does not work	Workbench
17859	Dictionary Manager overwrites concept on unsuccessful Save As	Workbench
17897	Test pdf highlighting for adobe 8 and 9 on inquire 8.0.3 and 8.0.4	Preprocessing
17978	Workbench doesn't fully validate Domains for Import of ontology objects or on delete.	Workbench
17999	Search 8.1.2.3 - Classification Task failure with SVNException	Classifier UI
18214	Pre-existing taxonomies and facets in personalized nav	Facet Navigation
18282	When saving Intent Response as Promote Text field disappears.	Workbench
18459	Forums set up with IM Categories do not relate to the facet of the same category	Navigation
18544	8.1.2.3 Linux IM Upgrade binary Fails with "ORA-01000:maximum open cursors exceeded"	Installer
18635	Content Translation Batch Monitor issue	Content Service
18745	Cannot save the job schedule updates through System Manager	System Manager
19002	Ability to search for random letter/number/special-character combinations not working	Language Group
19337	Circular references in import files not handled well (SLD->MLD upgrade tool)	Workbench
19357	PDF Titles are not showing up properly in displayed results	Indexer
19899	The installed InfoManager/healthcheck.jsp says Database down even when InfoManager is working correctly	Database
20157	IML pattern with concepts not matching correctly	Rules
20336	All windows within workbench should have an File->Exit dropdown or similar mechanism	Workbench
20393	Dictionary MLD importer doesn't capitalize global variables in search components	WorkBench Import/Export
20468	UserExperienceSummary tool does not work	User Experience Mgr
20604	Upgrader to 8.1.3.2 does not encrypt existing config.properties values	Installer
21190	IM is not deployed during installation.	Installer
21450	Search Upgrade fails	System Manager
21492	IM category trees are not top nodes anymore	Facet Navigation
21590	IM Channel crawl is taking multiple days to complete	Indexer
21606	The version displayed by the Language Workbench is missing the . #s	Workbench

Known Limitations for 8.2

Please note the following limitations regarding:

- **InfoCenter**
- **Upgrading**

InfoCenter

InQira has encountered an issue that occurs in load tests where, under heavy load, InfoCenter may enter persistent full garbage collection mode with little or no memory reclaimed, ultimately resulting in an out of memory condition. This issue occurs rarely in customer environments when InfoCenter is under very heavy load for an extended period of time. InQira continues to investigate the issue, but expects that it impacts few customers.

Upgrading

Upgrading IM installations that Utilize MySQL 5.x:

Prior to upgrading an IM repository that uses MySQL 5.x database, you must adjust the structure of the INSTALLHISTORY table. You must DROP the primary key constraint on the INSTALLHISTORY table prior to executing the IM upgrader to ensure the proper recording of the upgrade actions. MySQL does not support milliseconds in the DATETIME datatype. It is possible that certain actions that occur during the scope of the IM upgrader could happen faster than a one second resolution causing an exception similar to the following to appear in the IM upgrade logs:

```
*****
Could not write to INSTALLHISTORY table for: build=8.1.3.3 actionType=F action-
Performed=Replaced IM license file on 127.0.0.1
*****
```

There is an option that can be used in the IMUpgrader to update the database. Pass in the following parameters when prompted during the IM Upgrader run (either the InstallAnywhere UI or the command line version):

```
-im_home=<path to IM HOME> -migrateDBVersion=true
```

After the upgrade of the INSTALLHISTORY table is accomplished, restart the IM upgrade process and pass in the default values of :

```
-im_home=<path to IM HOME> -updatedb=true -updatefiles=true
```

Documentation Addenda for 8.2

This section lists documentation addenda for the following guides:

- **Information Manager Administration Guide**

Information Manager Administration Guide

Chapter 12: Configuring Content for Display on a Web Client

Configuring and Adding Detection Patterns for the XSS Filter

The servlet XSS Filter intercepts all requests, in order to validate that the request parameters do not contain any malicious code. The filter uses regular expressions to detect malicious code patterns and can be easily expanded to support new detection patterns.

ADDING A NEW DETECTION PATTERN

By default, the XSS Filter detects and removes only script tags. A new pattern can be added by adding a new regular expression pattern to the `param-value` attribute of the `init-param` attribute of this filter in the `web.xml` (see the configuration example in “Configuring the XSS Filter”). Each new pattern should be preceded by a “:::” (three columns) delimiter and quoted in CDATA .

Example:

```
<![CDATA[<(script)[^>]*>(.*?)</script>:::another pattern]]>
```

CONFIGURING THE XSS FILTER

The XSS Filter default configuration installs with the delivered installation package. If the delivered installation does not contain the XSS Filter or you need to configure it again, it can be configured in an existing Inquire Tag Library based application installation.

To configure the XSS Filter in a deployed installation, add the following snippet to the `web.xml` file for that application:

```
<filter>
  <filter-name>XSSFilter</filter-name>
  <filter-class>com.inquire.servletfilter.XSSFilter</filter-class>
  <init-param>
    <param-name>XSSRegex</param-name>
    <param-value><![CDATA[<(script)[^>]*>(.*?)</script>]]></param-value>
  </init-param>
</filter>
<filter-mapping>
  <filter-name>XSSFilter</filter-name>
  <url-pattern>/index/*</url-pattern>
</filter-mapping>
```