

Release Notes for InQuira 8.2.3

This document contains the following information for the InQuira 8.2.3 release:

- **New Features and Enhancements**
 - **Corrected Defects**
 - **Merged Patches**
 - **Known Limitations**
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New Features and Enhancements

InQuira 8.2.3 includes the following features and enhancements:

- **InQuira Web Application Security**
- **iConnect for Oracle CRM OnDemand Remote Authentication**
- **Deprecated Functionality**

InQuira Web Application Security

The InQuira Web Application Security features are designed to improve the overall security capabilities of the following InQuira web applications:

- InfoCenter
- iConnect, including iConnect for Siebel Contact Center and iConnect for Oracle CRM OnDemand
- Self-Service Portal (SSP)

The security enhancements protect against cross-site scripting (XSS) attacks, by using an XSS filter to filter the data that users enter online. The XSS filter provides white list parameter validation, where the user-provided data is checked against a set of rules that describe a set of tightly constrained known good values. Any data that does not match will be rejected. The parameter validation rules can be customized through a properties file. The XSS filter also provides security logging for intrusion detection.

Web Application Security integrates the OWASP Enterprise Security API (ESAPI) framework, an industry tested security framework that is designed to apply standardized best practices for properly encoding and escaping untrusted data prior to use.

Important! The InQuira user name field allows any character to be used. The XSS filter may block user names that contain values that fail the white list parameter validation. Before installing, modify user names that contain suspect values, *or* after installing, modify the configuration files to allow the characters in question. For more information, see *InQuira Web Application Security Configuration Guide*.

iConnect for Oracle CRM OnDemand Remote Authentication

See *InQuira iConnect for Oracle CRM OnDemand Integration Guide*, Chapter 7: Self-Service Portal User Administration, **Remote Authentication Configuration** for details.

Deprecated Functionality

With the introduction of the InQuira Web Application Security, the servlet XSS filter found in versions 8.1.2.5, 8.1.3.x and 8.2 has been deprecated. Customers who have utilized the deprecated servlet XSS filter need to use the new InQuira Web Application Security following the upgrade. If a customer has modified the deprecated servlet XSS filter, the customer should implement similar configuration modifications to the new InQuira Web Application Security. For more information, including custom modifications, see *InQuira Web Application Security Configuration Guide*.

Client Library API ContentRecordDataTO Modification

Because of the negative performance impact of the GetCheckedOut() method from the ContentRecordDataTO object instance, the GetCheckedOut() method has been moved to the full object instance, ContentRecordITO. Any custom code developed to use this method from the ContentRecordDataTO will no longer work.

Either access the convenience method added to the ContentRecordServiceHelper class `[isCheckedOut(java.lang.String documentID, java.lang.String localeCode)]` or, use the ContentRecordITO instead of the ContentRecordDataTO.

Corrected Defects

This section contains information about:

- **Corrected Analytics Defects**
- **Corrected iConnect (Contact Center Advisor) Defects**
- **Corrected IM Client Library**
- **Corrected InfoCenter Defects**
- **Corrected InfoCenter iConnect/SSP/OnDemand Defects**
- **Corrected Information Manager Defects**
- **Corrected Search Defects**
- **Other Corrected Defects**

Corrected Analytics Defects

Number	Summary	Product
18495	Problem with analytics log loading due to MYSQL content db	Analytics - ETL
22740	CCA Search does not register in Analytics	Analytics - ETL
23636	In 8.1.3.1 "Ignore Unknown Words List" are not being filtered out during search ETL - Similar to defect 12965	Analytics - ETL
18496	IM operational report against MySql	Analytics - IM Operational

Corrected iConnect (Contact Center Advisor) Defects

Number	Summary	Product
23672	CRM iConnect user 's password is not synced up to the IM side	iConnect / OnDemand
23730	Description field in CRM Contact being overwritten	iConnect / OnDemand
22804	Siebel/iConnect Case Unlinking fails continuously after initial failure - Related to defect 22642	iConnect / SSP

Number	Summary (continued)	Product
23728 ^a	Can't map InQuira SSP users to a custom field in place of CRM OD Contact External User ID	iConnect / SSP
22086	CCA (iConnect) add link or remove link to an IM article may fail intermittently	IM - Webservice

a. Merged into 23895. See "Merged Patches" on page 5.

Corrected IM Client Library

Number	Summary	Product
20866	Client Library unable to work with IM and Runtime	IM Client Library
22464	When views are passed to IM:get.category.data, it doesn't work after 3rd level in category	IM Client Library
22635	the IQServiceClientCS in > 8.1.3.1_McAfee_1.0 is missing some dlls.	IM Client Library
22733	The 'getCheckedOut()' method from the contentRecordDataTO object instance has a negative impact on performance.	IM Client Library
22761	Siebel/iConnect should not link two IM documents (with same docID) to the same case.	IM Client Library

Corrected InfoCenter Defects

Number	Summary	Product
21809	Moving threads across forums	IM - InfoCenter
22120, 22650	HotPatch for TT 20824 removes facet links from IQXML for non-IM collections	IM - InfoCenter
22440	InfoCenter does not return search results for questions with special characters like & and =	IM - InfoCenter
22934	Ampersand character not returning search results in InfoCenter	IM - InfoCenter
23215	New (IM v8.1.3.1+McAfee_1.0 hotpatch) XSS vulnerability at kc.mcafee.com on 'Back' link	IM - InfoCenter
23553	Create a session listener to provide session creation and destruction information.	IM - InfoCenter
23555	<IM:is.loggedin> JSP tag executes iAuthenticator code if the user has not been logged in	IM - InfoCenter
23162	is.loggedin returning false after user has had a view removed.	IM - IQTestDriver

Corrected InfoCenter iConnect/SSP/OnDemand Defects

Number	Summary	Product
20855	Latest replied topic on top	InfoCenter / CCA
23744	IQAutoPassword is not programatically set when Registering an SSP user from CRMOD	InfoCenter / OnDemand
23116	SSP: When the case is created from SSP, the "Source" field in the Contact record in CRM OD is set to Phone. It should be set to "Portal"	InfoCenter / SSP
23117	SSP: When a URL is added to a case from CRMOD, unable to open the URL from SSP.	InfoCenter / SSP
23544	Mapping custom fields to the case object generates an error on the Create Case SSP form	InfoCenter / SSP
23592	Can't map InQuira SSP users to a custom field in place of CRM OD Contact External User ID	InfoCenter / SSP

Number	Summary (<i>continued</i>)	Product
23729 ^a	Mapping custom fields to the case object generates an error on the Create Case SSP form	InfoCenter / SSP
24164	Case creation taking 3-5 minutes in Production environment	InfoCenter / SSP
24167	Cases are getting created without Contact ID and Account ID	InfoCenter / SSP
24341	Impact of "View Company Cases" bug - Contacts in CRM with > 5 accounts	InfoCenter / SSP

a. Merged into 23895. See "Merged Patches" on page 5.

Corrected Information Manager Defects

Number	Summary	Product
18873, 23042	InfoCenter - Cannot subscribe to Categories with long Cyrillic names with title more that 29 characters subscription doesn't work)	IM - Mgmt Console
22558	InfoManager Discussion Forum: Can't add a category to a forum	IM - Mgmt Console
22737	When publishing any currently published document, the xml file is lost	IM - Mgmt Console
22992	IM Console stalled with continuous Full GC and then auto-restarted (by IM wrapper) due to OOM when multiple console users are running content bulk (category or view) update.	IM - Mgmt Console
23554	Ensure all debug statements are wrapped in debug conditional	IM - Mgmt Console
23556	com.inquiraservices.Idapservices.InquirasAuthenticator code is inefficient and slow	IM - Mgmt Console
23706	Sentence displayed in "Spell Pages" is incorrect when the incorrect word including "s". (Copy of 18230)	IM - Mgmt Console

Corrected Search Defects

Number	Summary	Product
22803	Incremental crawl hung at Content Update task	Crawler - File
20397	Incremental crawl fails with java.util.ConcurrentModificationException & (LANGUAGE_ANALYSIS_SERVICE_FAILED_TO_CREATE_SENTENCE after upgrading to v8.1.3	Crawler - IM
22166	IM Crawl failure	Crawler - IM
22465	Asian documents (Chinese, Korean) facets shows ?? instead of the facet label in Kanji	Crawler - IM
22996	Full Content Crawl hung at Full Index task	Crawler - IM

Other Corrected Defects

Number	Summary	Product
20824	IM category trees are not top nodes anymore	Facet Navigation
22205	Facets are broken down into multiple facets instead of a single one.	Facet Navigation
21590	IM Channel crawl is taking multiple days to complete	Indexer
23388 ^a	IM Application DB queries using DISPLAYSTARTDATE and DISPLAYENDDATE conditions involving NULL in the comparison to be eliminated by providing DEFAULT values to improve the bottleneck query performance	Database - IM
23617	Add a utility to the Search Upgrader to verify the search installation is valid prior to the 8.1.3.4 upgrade	Installer

Number	Summary (<i>continued</i>)	Product
23776	Add a utility to the Search Upgrader to verify the search installation is valid prior to the 8.2.3 upgrade	Installer
22951	Not able to classify category facets for db collections	Language Group
22708	When facet flags "facetlabelusedefaultlocaladelnotrefkey" and "facetpathuselabelnotrefkey" are set, the IM and Non-IM facets do not get merged properly	Navigation
22986	"PDF File's Title" is incorrect in UI even though Stellent can extract the title correctly	Preprocessing
22910	Propagation fails intermittently due to file lock on the destination environment (Duplicate of 23212)	Propagation
22743	Sync of DB collection before unstructured collection causes sync to fail	Synchronizer

a. See "Information Manager Application Direct Database Calls" on page 6 for additional information.

Merged Patches

Number	Summary	Product
23178	Merge version 8.2.0.1 into version 8.2.3	All InQuira Products
23183	Merge 8.2.2.2 into version 8.2.3	All InQuira Products
23895	Merge 8.2.2_1.0 into version 8.2.3	All InQuira Products
24302	Merge the hot patch 8.2.2_4.0 into 8.2.3.	InfoCenter / SSP

Known Limitations

Information Manager Document Attachments

InQuira has discovered a critical issue that could cause data loss. The issue occurs only in the Client Library workflow approve() method, at the final step of a workflow, on IM documents that have attachments. The issue is present in all versions from 8.1.2.5 or later.

Data loss occurs only when the **Remove minor versions after publishing** flag on the Repository Channel Properties page set to **true**. This flag is available in all versions from version 8.1.2.5.

Symptoms

When the Client Library workflow approve() method is used at the final step of a workflow on IM docs that have attachments, the attachments are not moved from the draft version to the published version. When a user attempts to view the attachment of the published IM doc, they will receive a "404 – file not found" error.

The problem is exacerbated if the **Remove minor versions after publishing** flag on the Repository Channel Properties page set to **true**. When the flag is set, Information Manager deletes the previous versions of the published document as well as their attachments.

Immediate Steps to Address the Problem

If you encounter this issue, the first step is to ensure that the **Remove minor versions after publishing** flag on the Repository Channel Properties to **false**. That prevents Information Manager from deleting the attachments of previous versions, greatly improving the chances the attachments can be recovered.

InQuira recommends that affected customers temporarily cease using the Client Library workflow approve() method and, instead, approve Information Manager documents using the IM Console. Customers can resume the use of the method after deploying the appropriate hot patch or consolidated patch release.

Short-Term Steps to Address the Problem

InQuira Product Development is developing a patch to address the defect. We are aware of only two customers currently affected by the issue and we are constructing hot patches for them.

Product Development is also developing a utility to help customers recover the lost attachments. The utility is designed to:

- 1 Scan the IM repository and identify all IM docs that are missing attachments. These are "MA docs."
- 2 Identify existing attachment files that are candidates to restore as attachments to the MA docs.
- 3 Restore the attachments of the MA docs using the customer-confirmed attachment candidates.

Information Manager Application Direct Database Calls

When performing direct database calls take the following modifications into consideration.

In order to improve the performance of all Information Manager application database queries using `DISPLAYSTARTDATE` and `DISPLAYENDDATE` conditions, a `DEFAULT` value has been assigned to replace the previous `NULL` value. There are many queries on these tables having conditions which check for these columns to be `NULL`. This causes the optimizer not to use the indexes, creating heavy processing loads.

As a result, these columns are `NOT NULL`. The following default values have been used:

- 01-JAN-0001' for `DISPLAYSTARTDATE`
- '31-DEC-9999' for `DISPLAYENDDATE`

The following tables have columns `DISPLAYSTARTDATE` and `DISPLAYENDDATE` which store `NULL` values:

- CONTENT
- CONTENTTEXT
- CONTENTTEXT PUB
- SURVEY

Note: This change requires all the queries having `IS NULL` condition on columns `DISPLAYSTARTDATE` and `DISPLAYENDDATE` to remove that condition across all the modules.