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Release Guide for InQuira 8.2

Release Information for InQuira 8.2.x Releases

Document Number PRN82-RG-22

InQuira Version 8.2.3

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Contents

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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**

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 to 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 ContentRecordDataITO Modification

Because of the negative performance impact of the GetCheckedOut() method from the ContentRecordDataITO object instance, the GetCheckedOut() method has been moved to the full object instance, ContentRecordITO. Any custom code developed to use this method from the ContentRecordDataITO 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 ContentRecordDataITO.

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

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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 contentRecordDataITO 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 *(continued)*	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.inquira.services.ldapservices.InquiraAuthenticator 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 comparision 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 *(continued)*	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 "facetlabelusedefaultlocalladelnotrefkey" 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`
- `CONTENTTEXTPUB`
- `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.

CHAPTER 2

Release Notes for InQuira 8.2.2

This document contains the following information for the InQuira 8.2.2 release:
- **New Features and Enhancements for 8.2.2**
- **Known Limitations for 8.2.2**
- **Documentation Addenda for 8.2.2**

New Features and Enhancements for 8.2.2

InQuira 8.2.2 introduces the following new features and enhancements:
- **iConnect for Oracle® CRM On Demand**
- **Self-Service Portal**
- **Client Library API Documentation**

iConnect for Oracle® CRM On Demand

InQuira 8.2.2 introduces the iConnect for Oracle CRM On Demand. InQuira's iConnect application enables seamless integration of InQuira Knowledge Base Search with The Oracle CRM On Demand application. InQuira for Oracle CRM On Demand delivers enterprise-grade Knowledge Management capabilities, seamlessly integrated with Oracle's CRM On Demand application. The integration with Oracle CRM On Demand automatically incorporates customer context, service context, and CRM contextual information to understand the context of the inquiry, pre-determine intent, and deliver on target, relevant answers.

Self-Service Portal

InQuira Self Service Portal provides a self-service portal for Oracle CRM On Demand. Customers can find answers with personalized guidance from InQuira's online knowledge capabilities and escalations are now seamless extensions of the online experience flowing directly into Oracle CRM On Demand service requests. The integration leverages profile data, customer searches, and other information maintained in Oracle CRM On Demand to deliver more targeted and personalized online answers.

Client Library API Documentation

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

Known Limitations for 8.2.2

Please note the following limitations regarding:

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

InfoCenter

InQuira 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. InQuira 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 8.2.2

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 Inquira 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.inquira.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>
```

Release Notes for InQuira 8.2

This document contains the following information for the InQuira 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**

New Features and Enhancements for 8.2

InQuira 8.2 introduces the following new features and enhancements:
- **Token Exception Rules**
- **Additional Features**
- **InfoCenter Enchancements**
- **Client Library API Documentation**

Token Exception Rules

InQuira 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

InfoCenter Enchancements

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 InQuira Client Library API Implementation Guide is now available in PDF on the InQuira Documentation page accessible through the InQuira Customer Support Center.

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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 inquira 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

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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:

```
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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
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```

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:

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

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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]]>
```

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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 Inquira Tag Library based application installation.

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<filter>
    <filter-name>XSSFilter</filter-name>
    <filter-class>com.inquira.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>
```