Release Notes for Oracle Knowledge 8.5

This document contains the following information for the Oracle Knowledge 8.5 release:

- **New Features and Enhancements**
- **Known Issues and Mitigation**
- **Corrected Defects**

New Features and Enhancements

Oracle Knowledge 8.5 includes new features and enhancements in the following areas:

- **Oracle Knowledge 8.5 Platform Enhancements**
- **Intelligent Search Enhancements**
- **Information Manager Enhancements**
- **iConnect Enhancements**
- **Additional New Features and Enhancements**

Oracle Knowledge 8.5 Platform Enhancements

The Oracle Knowledge platform includes the following enhancements:

- **New Product - AnswerFlow**
- **Improved Analytics**
- **User Password Retrieval**
- **Required Manual Update To User Roles**

New Product - AnswerFlow

Oracle Knowledge 8.5 includes AnswerFlow. A few benefits of using AnswerFlow include:

- **Enables dynamic updating.** Branching logic allows users to skip unnecessary steps.
- **Enables cross-sell opportunities.** Technologies in Process Modeling allow companies to provide targeted cross selling and up-selling opportunities.
- **Empowers process owners to quickly adapt.** Removes technical impediments by adding visualization.

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Unlike Process Wizards, AnswerFlow Editor is implemented in a web client, making it accessible through a browser. Users access AnswerFlow with Information Manager credentials (Console User for the Repository). Users do not need to log into a Remote Server.

AnswerFlow provides additional functionality not found in the Process Wizard, including:

- **Versioning**. Subversion versioning allows processes to be reverted if necessary.
- **Service Calls**. Include calls for things like account lookup.[1]
- **Sub Processes**. Each process can be shared for reuse in a larger process.
- **Complex Form Creation**. Variety of form elements that can be used.
- **Global Objects**. Reusable definitions that transcend processes.
- **Incremental Loading**. Customers access process steps as relevant, based on branching logic.

AnswerFlow uses Nodes, providing functionality beyond what is possible in Process Wizards:

- **Pages and Page Elements**– Page Elements are used to provide greater flexibility in what can be rendered to the end user, and how it is rendered.
- **Logical Nodes** – Logical Nodes enable access to external systems, dynamic branching, and process variables
  - **Call Services** – Services are a key improvement available to AnswerFlow. For example, a user could call a service from AnswerFlow to retrieve User Information from an API.
  - **Branching** – Sub Processes can be used to create a common process used by many other processes.
  - **Set Process Variables** – The process author can set the values of business process variables at execution time. The variable can be set to a constant value provided at design time or set to the value of another variable at runtime.

Please refer to the *AnswerFlow Implementation and User Guide* for more information on the product and functional details.

Improved Analytics

Oracle Knowledge Analytics has undergone a complete architecture redesign. In addition to changes in to the data model, the Oracle suite of data handling and business tools have been leveraged to deliver enhanced operational and functional performance.

ORACLE BUSINESS INTELLIGENCE ENTERPRISE EDITION (OBIEE)

OBIEE is Oracle's market leading Business Intelligence Platform. It delivers abilities for reporting, ad hoc query and analysis, dashboards, key performance indicators and scorecards.

WEBLOGIC

Events executed in Search, Information Manager, Information Center are recorded via the use of the Weblogic Java Message Service (JMS)

ORACLE DATA INTEGRATOR (ODI)

ODI is used to the perform export, load, transform (ELT) function.

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1. Customers build service calls for use with AnswerFlow. No pre-configured service calls are available upon installation.

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Platform Usage and ROI Analysis

Trending Analysis Around:

- Question Volume, Question Click-thrus
- Article Views/Case Links/Reuse Counts
- Article Authoring
- User Participation

Content Health Analysis

Detailed Analysis Around:

- Workflow Activity and Efficiency
- Article Ratings
- Recommendations for Content Updates
- Content Aging
- Article Views

Search Engine Performance Analysis

Detailed Analysis Around:

- Question Volumes
- Questions Without Responses
- Click-Thru Rates
- Question and Response Patterns

User Activity Analysis

Detailed Analysis Around:

- Articles Authored Details
- Knowledge Recommendations
- Search Counts Details
- Articles Viewed Details
- Case Links Details

User Password Retrieval

Oracle Knowledge has changed the behavior of the login failure and forgot password functionality to use a more secure password retrieval method. Customers should merge any desired changes. With the new behavior, if a user forgets his login password, the login page provides a link. For the IM console, the link is Forget Password?. For InfoCenter, the link is Click here for assistance. When the link is clicked, the system prompts the user for his email address. The system then generates an email that contains a time sensitive link to a page where the user enters his user name and a new password, thereby changing his password. The IM Console and InfoCenter e-mail templates for Login Failure and Forgotten Password have been changed to read as follows:

Login failure:	Multiple login failures have occurred. Your account is now locked. Please click on the URL to reset your password and unlock your account.
Forgotten password:	A request to reset your password has been made. Your account is now locked. Please click on the URL to reset your password and unlock your account.

Oracle Knowledge has removed support for automatically logging in a user when their userid and password are passed in the http request via URL parameters or header parameters. For customizations relying on this mechanism, a custom iAuthenticator must be implemented.

Required Manual Update To User Roles

Oracle Knowledge introduces a new privilege for a Console role to be able to Publish/unpublish documents. This new privilege enables a user to see **Publish** or **Unpublish** options in the Management Console rather than allowing all content creators the Publish privilege. When upgrading to 8.5, the System Administrator must manually enable the Publish privilege in Console roles for the users to see the Publish or Unpublish options.

This change does not affect auto-publishing after the approval of the last workflow step for a Channel. When a workflow is configured to auto-publish documents on the completion of the last step of a workflow, and the user has the privilege to perform the last step of the workflow, the system automatically performs the Publish function regardless of whether or not the Publish privilege was provided to the user performing the last step of the workflow.

The Manage Analytics Configuration Settings option in the Management Console grants all Analytics configuration privileges that allow users to configure, modify, and delete Analytics settings.

Intelligent Search Enhancements

Intelligent Search contains the following enhancements:

- **One-Click Language & Geography Enabling**
- **Natural Language Search and Enhanced Keyword Search for Most Languages**
- **Expanded Multi-lingual Ontology and Intent Support**
- **Expanded Language Model for Global Customers**
- **Performance Enhancements and TCO Reductions**

One-Click Language & Geography Enabling

Easily enable additional languages or locales in a new Language and Locale Configuration User Interface. Over 50 languages and 150 locales are pre-configured and can be enabled with one click.

Capability	Benefit
New Language Configuration Interface	Reduces and improves maintenance with consolidated view of language and locale management
Over 200 pre-configured languages and locales	Expands regional support with one click activation of pre-configured 50 languages and 150 locales
Add Language/Locale Interface	Expands geographical coverage by adding additional languages or locales as needed

Natural Language Search and Enhanced Keyword Search for Most Languages

Oracle Knowledge supports Natural Language Search in 16 languages. In addition, Enhanced Keyword Search is supported for other authoring languages. Keyword Search can be enhanced by configuring Ontology and Intents for those languages, as needed.

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Capability	Benefit
Natural Language Search support for 16 languages	Improves Search Relevancy across a large set of languages
Installed Search support across authoring languages	Enhances Keyword Search support with most other languages
Customer provides industry and company terminology for the Keyword Search languages	Increases Search Relevancy with Keyword Search languages as needed
Ontology and Intent Support configurable for most languages, including Keyword Search languages	Improves search relevancy and better cross-lingual search coverage

Expanded Multi-lingual Ontology and Intent Support

The installed language support for ontology and intents now covers most common industries. Further, multi-lingual ontology and intent support can be expanded by customers for most languages.

Capability	Benefit
Expanded installed multi-lingual Ontology coverage for most common industries in 14 languages.	Improves installed Search Relevancy and better cross-lingual search coverage
Ontology and Intent support available for a broad set of languages.	Allows customers to configure at a deeper level

Expanded Language Model for Global Customers

Extended Language Model with three levels, **Global - Language -Locale**, where terminology (concepts) at each level is automatically inherited by the specialized level.

Search accuracy and consequently user experience are enhanced for various regions. Cross language terms such as product names can be centrally maintained at a global level.

Capability	Benefit
Extended 3-Level Language Model	Simplifies language modeling of business and terminology leading to better search experience
Locales automatically inherit Language model	Reduces maintenance via automation. For instance **fr-BE** (French Belgium) will automatically use French stemming, spell-check, concepts, etc.
Region specific Language Modeling	Optionally increase search relevancy by adding regional/country-specific terms, phrases, and product names at the Locale level. This model facilitates decentralized country-level dictionary tuning
Global terms automatically apply to all Languages and Locales	Simplifies language modeling of business and terminology by maintaining terms like product names centrally in one place

Performance Enhancements and TCO Reductions

Increased performance and reduced footprint with faster search response times, reduced semantic index size and improved content processing performance. These improved efficiencies deliver increased productivity and lower operation costs.

Capability	Benefit
Reduce average search response times between 30% and 85%	Increases customer satisfaction and service level by increasing throughput 2 to 5 times
Reduce index size up to 30% by removing skip-characters from index	Reduces maintenance costs by reducing disk usage and quicker synchronization of indexes
Reduce content processing (indexing) time up to 30% with content store database optimizations	Provides fresher content for search results
Index synchronization and propagation checks and verifications	Reduces operational and maintenance costs by ensuring that only good indexes are pushed out
Expanded ability to handle PDF and Office 2010 with update to Outside In document converter	Expands ability to leverage additional existing content

Information Manager Enhancements

Information Manager contains the following enhancements:

- **Discussion Board Attachments**
- **Start Date Publishing**
- **Global Find/Replace**
- **Enhanced Security Logging Configuration for Information Manager and Web Applications**
- **get.channel.data tag Modifications**

Discussion Board Attachments

Oracle Knowledge provides an attachments feature for the discussion boards and forums component. Users can include one attachment per topic message. Two new database tables, DBTOPICFILE and DBMESSAGEFILE, capture and assign files to topics and messages.

Attached files are stored in a new resource directory located in:

```
${BASEDIR}/[REPOSITORY_REF_KEY]/discussionboards/[DB_REF_KEY]/forums/
[FORUM_REF_KEY]/topics/[TOPIC_GUID]/messages/[MESSAGE_GUID]
```

Where `${BASEDIR}` is the base path URL to resources directory which is set by configuration parameter `CONTENT_RESOURCE_MOUNT_POINT`, `[REPOSITORY_REF_KEY]` is the reference key for current repository, `[DB_REF_KEY]` is the reference key to the discussion board, `[FORUM_REF_KEY]` is the reference key to a forum in the discussion board, `[TOPIC_GUID]` is the unique key id of a topic in forum, and `[MESSAGE_GUID]` is the unique key id of a message in a topic.

Start Date Publishing

AUTO-PUBLISH DOCUMENT VERSIONS BASED UPON START DATE

Oracle Knowledge introduces Start Date Publishing, a new feature where a user can set up IM to trigger the automated publishing of a new version of an IM document. For example, version 1.0 of DOC123 could be published March 1, 2012 and a user can set the start date of version 2.0 of DOC123 to January 1, 2013. On January 1, 2013, an IM batch job publishes version 2.0 of DOC123 and unpublishes version 1.0. As part of this, more descriptive the statuses of the various versions of documents have been used. With release 8.5 a document version may have one of the following statuses:

- Live - This is a version of a document that is available to all users, who have the security rights to view it. Only one version of a document in a locale can be Live at any one time.
- Pending - This is a version of a document that is scheduled to go live at some time in the future, but is not available to users now.
- Expired - This is a version of a document that is no longer available to users, because the document version's end date is in the past.
- Unpublished - This is a version of a document that is not available to users, because it was never published, or subsequently unpublished as the result of an action performed by a user (see actions below).

VIEW LINKS TO PENDING AND PUBLISH VERSIONS IN THE PREVIEW PAGE

Users see links to the versions in Published and Pending states from the preview page for any version of the document in the management console. Users click the link to access to the preview page for each version of a document in a Published or Pending state.

UPDATE DOCUMENT PROPERTIES FOR TRANSLATED COPIES

Users can edit translated copies and modify the following properties:

- Display Start Date
- Display End Date
- Event Start Date
- Event End Date
- Categories
- Views
- User Groups

The initial version of the translated copy inherits the properties of the master document.

PUBLISH AND UNPUBLISH ACTIONS FOR DOCUMENT VERSIONS

The **Unpublish** action can apply to multiple major versions. The **Unpublish** action applies to a version of a document in either the Pending or Published *states* and results in moving the version of the document to the Unpublished state.

The **Publish** action applies to multiple major versions, but only a single version of a document can be published at a time. The **Publish** action applies to a major version of a document. The document is either moved to a Published or Pending *state* based upon the start date for the document.

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Example: The latest version of a document is V3.0 and it is published. The author needs to unpublish V3.0 and publish V2.0. The author clicks on the document history and clicks to view V2.0 of the document. The author then publishes V2.0.

- If the start date criterion is met for V2.0, then V2.0 is published and V3.0 is unpublished.
- If the start date criterion is not met, then V2.0 is now in a Pending state, pending the start date. When the start date for V2.0 is met then V3.0 is automatically unpublished and V2.0 is published.
- The author can manually unpublish V3.0, but it does not affect the criterion required to publish V2.0 specified above.

UPDATING DOCUMENT HISTORY

With the new support for start dates and auto-publishing, the publish event is recorded when the version of the document is published on the start date, while completion of the workflow is recorded when the last workflow step has completed.

Further, you can synchronize the display start and end dates of documents across their master copy and the translations in the Management Console. Navigate to Tools > System Configure > Go to Expert Mode > AUTO_SYNCHRONIZE_TRANSLATED_DISPLAY_DATE_WITH_MASTER

If auto-synchronize is set to true when a version of the master copy is published, then the display dates of the published translations (excluding pending-published translations) are changed to match the published master.

If auto-synchronize is set to false, then the translations can have display dates independent of the master copy.

Global Find/Replace

Oracle Knowledge provides a Global Find and Replace option for Information Manager. This features enables a user search a repository for words or phrases, get general statistical information, and replace the text as the user defines.

CONFIGURE A ROLE PRIVILEGE

System administrators have the ability to update Console Roles to allow user access to Global Find and Replace.

Users with the privilege can only view or modify documents which they have permission to view or modify. The privilege to perform GFR functions does not allow them to bypass permissions to view or modify content. The ability to view or modify content is controlled by additional role privileges and View access for users.

GFR FUNCTION OPTIONS

The feature is displayed under the Tools tab in the Information Manager Management Console and has the following options:

- Search and replace multiple types of text
- Display a list of search results for selection
- Sort options for search results
- Update documents with replacement text
- Update translated copies with replacement text
- List the GFR requests and their status
- Summary and detailed reports

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- Bypass workflow and publish option
- Suppress notifications option
- Find Whole Words Only option

The GFR feature has the option to find whole words only to reduce errors when replacing text. *Find whole words only* means that if a user specifies **Win** to be replaced and selects the option to find whole words only, then **Windows** will not be included in the search result set.

Enhanced Security Logging Configuration for Information Manager and Web Applications

This enhancement affects security logging configuration for Information Manager, InfoCenter, and the Client Library. It improves the security logging process by implementing a new log file appending method as recommended by the log4j API, and by storing the logging configuration in an XML file, log4j.xml, which is easier for customers to customize when necessary.

The logging configuration enhancement affects how the application logs data stored in:

    IM_HOME/logs/<application>/audit/security

within the following log files:

    <server>_<application>_<instance>_security.log.<date>

    <server>_<application>_<instance>_infoCenterSecurity.log.<date>

BACKGROUND

In previous releases, Information Manager automatically configured the `log4j` logging utility for application and analytics-related logging activity when the application started. The configuration was stored in:

    IM_HOME/config/<Domain>/log4j.properties

    where `<Domain>` is the domain or repository reference key.

Customers could change or override this configuration by editing the `log4j.properties` file. However, since the initial configuration was done programatically, customers did not have access to the initial configuration details to use as a basis for their own customization.

ENHANCEMENT DESCRIPTION

In version 8.5, we now conform to the `log4j` API recommendation to use the class `org.apache.log4j.rolling.RollingFileAppender` instead of `org.apache.log4j.DailyRollingFileAppender`. In addition, we now store logging configuration information in the `log4j.xml` file, as required by the new appender class.

As a result, we have made the following changes to the logging configuration process:

When an Information Manager application starts, the application checks for the file `IM_HOME/config/<DOMAIN>/log4j.xml`.

- If the file exists, the application uses the logging configuration information in the file.
- If the file does not exist, the application creates the file with the default logging configuration settings.

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MIGRATION

As a result of this enhancement, the application will ignore the `IM_HOME/config/[DOMAIN]/log4j.properties` file and its contents. Customers who want to preserve custom logging configuration must:

- copy their custom configuration to the new `log4j.xml` file.
- restart the application to activate their custom configuration.

get.channel.data tag Modifications

Oracle Knowledge has removed the proximity and postal code attributes from the `get.channel.data` tag.

iConnect Enhancements

iConnect includes the following enhancements:

- **Improved and Optimized User Interface for Optimal UI Utilization**
- **Support for WSSE Based Authentication with Siebel**
- **Support for Siebel 8.2.2**

Improved and Optimized User Interface for Optimal UI Utilization

Oracle Knowledge introduces a new iConnect look that features the following UI changes.

NEW 'SEARCH PREFERENCES' CONTROL WITHIN THE 'SEARCH' TEXT BOX

Preferences for multi-lingual search as well as search selection across contact (everything, discussions, articles) have been moved under the new **Search Preferences** button. The **Search Preferences** button is depicted by the gray toolbox icon which is at the right end of the search box. When clicked, users see a dropdown that includes additional search preferences such as language selection menu as well as search collection list (Search 'Everything, OR Forums, OR Articles').

NEW BUTTONS FOR 'SEARCH TIPS' AND 'ICONNECT PREFERENCES'

UI preferences such as **Show Excerpt**, **Show Left Column**, **Show Right Column** have been moved under dedicated **iConnect Preferences** button.

Improved and Optimized iConnect Performance – Search results loaded independently and before the **Linked Answers**

Users will notice significant performance gains with the new iConnect. The change in the behavior with how Search Results are retrieved and displayed will be noticeable. The users will experience that search results are loaded faster than the linked answers providing a hint of two separate operations.

Support for WSSE Based Authentication with Siebel

Oracle Knowledge 8.5 does not provide built-in authentication mechanism with Siebel CRM. Customers are advised to engage Oracle Consulting Services to integrate with standard Single Sign-On products.

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Support for Siebel 8.2.2

Oracle Knowledge 8.5 iConnect is validated with Siebel CRM version 8.2.2.

Additional New Features and Enhancements

This section contains information about:

- **New Search Enhancements**
- **New iConnect Enhancements**
- **New Information Manager Enhancements**
- **New Documentation Enhancements**

New Search Enhancements

Number	Summary	Product
13727875	Runtime spellcheck list not making runtime correction for audit	Search
13770610	Request for functionality to gracefully handle runtime availability	Search
13816359	Improve appearance of excerpt with boolean questions	Search
13830586	Domain lists cannot be changed on test drive	Search
13831382	Domain lists cannot be changed in quality monitor	Search

New iConnect Enhancements

Number	Summary	Product
13956108	The next option for pagination in Siebel is not always visible	iConnect

New Information Manager Enhancements

Number	Summary	Product
13669800	[15367] If two users publish the same article at the same time in IM Console, the system allows it	IM Console
13897204	Document versioning in IM increments incorrectly	IM Console

New Documentation Enhancements

Number	Summary	Product
13678321	[27389] Add `topicmetricsmergerjob` and `contentmetricsmergerjob` details to document	Documentation

Known Issues and Mitigation

This section describes known issues and their recommended mitigation.

Intelligent Search using JRE 1.6.0_29 on Solaris/SPARC Cannot Process Slovakian Language Content

There is a known defect in JRE 1.6.0_29 that prevents Intelligent Search from processing Slovakian language content when installed in Solaris/SPARC environments.

Oracle Knowledge is certified with OpenJDK Runtime Environment 1.6.0_22, which is automatically installed and configured with the product suite.

Mitigation of the this issue is to configure Intelligent Search to use OpenJDK Runtime Environment 1.6.0_22.

Corrected Defects

This section contains information about:

- **Corrected iConnect Defects**
- **Corrected Web Application Defects**
- **Corrected Information Manager Defects**
- **Corrected Intelligent Search Defects**
- **Other Corrected Defects**

Note: In the following tables, [<number>] in the **Summary** column indicates the issue number in the previous tracking system. The **Number** column displays the issue number in the current tracking system.

Corrected iConnect Defects

Number	Summary	Product
13674641	[23456] Creating an article in InfoCenter doesn't pick up default attribute	iConnect
13675186	[25004] IMWS login fails causing linking and unlinking failure	iConnect
13675565	[24428] Unable to change the From address and Subject for SSP self registration	iConnect/SSP
13676146	[25098] CCA recommend content points to the 0 search results page	iConnect/Siebel
13676935	[25971] Problem creating content through content contribution link	iConnect/CRMOD
13678482	[28084] Case linking issue rollback fails to remove case link	iConnect
13678985	[28186] Linking drafted documents does not work	iConnect/Siebel
13679530	[28931] Guest user is able to create content in infocenter	iConnect/SSP
13937469	Iframe height issue	iConnect

Number	Summary *(continued)*	Product
13937475	Javascript error in Siebel for `cca_connected` attribute	iConnect/Siebel
14077585	Error while opening the SR in CRMOD - find answer does not display search results	iConnect/CRMOD

Corrected Web Application Defects

Number	Summary	Product
13671819	[19890] Logging action servlet wraps `inquiraauthenication exception` with generic `Invalid Username/Password`	WebApp/Tag Library
13671952	[20026] Client Library is not able to provide attributes based on the attributes security to the logged in user role	WebApp/InfoCenter
13671973	[20047] Search within usergroup selection box doesn't work when editing document.	WebApp/InfoCenter
13672315	[20471] Incident value getting updated incorrectly in the IM database	WebApp/Client Library
13672374	[20605] Oracle error when calling `get.content.data` with a category that doesn't exist	WebApp/Client Library
13672851	[21259] InfoCenter update `contentuservisit` fails with `updateValuesInRowDescribedByQualifier` update row in database and then rollback causing performance issue	WebApp/InfoCenter
13676144	[25075] CSS displaying in search results	WebApp/InfoCenter
13676894	[25941] `imtokenfilter` throws `nullpointerexception`	WebApp/InfoCenter
13937476	Rebuild the url doesn't work if you're using https and port 443	WebApp/InfoCenter

Corrected Information Manager Defects

Number	Summary	Product
13456486	Deleting the plans in IM is not working properly	IM Console
13671670	[19742] Subscription emails do not send after changing the time	IM Console
13671679	[19754] The **Find** functionality used to add documents to batch translation exports loses its results when sorting on document ID	IM Console
13671701	[19781] IM Console expects/requires an imported document to contain empty tags in order to have the SECURITY attribute correctly set in future adit/save	IM Console
13671719	[19794] `starttimestamp` is incorrect	IM Console
13671729	[19801] IM repository (delete or merge) operation is inefficient/slow	IM Console
13671814	[19886] Category selection - the ability to navigate categories is lost after searching	IM Console
13671840	[19915] Shadow copy of user profile not getting overwritten during user authentication	IM Console
13671874	[19948] The same category names in separate category branches display as a single category when editing a document	IM Console

Number	Summary *(continued)*	Product *(continued)*
13671875	[19950] User group selection displays when it is not configured for a channel	IM Console
13671896	[19962] Cannot delete a channel in IM when subscriptions against the channel exist	IM Console
13671939	[20013] IM export *.zip is missing the `contentmetrics` table	IM Console
13672091	[20187] Lucene search does not work for user groups in 8.1.2.5_cp	IM Console
13672138	[20247] IM Find doesn't work correctly for rich text boxes	IM Console
13672264	[20392] `application.properties` missing under the repository	IM Console
13672295	[20450] Horizontal scroll bar disappears whenever you try to insert a link, anchor, image cannot access Save button	IM Console
13672338	[20498] Content repository export and import batch job incorrectly handles attachments	IM Console
13672348	[20527] Related content sort order does not seem to be by date created	IM Console
13672449	[20723] Entering 0 days in workflow step notification reverts to default of 30 days	IM Console
13672462	[20742] Updating the priority order of a master document does not update the priority order of translated documents	IM Console
13672566	[20875] The delete buttons of each IM Attachment node are not working properly at the IM console Edit page	IM Console
13672585	[20898] IM properties tab on content preview page does not get updated when language is changed	IM Console
13672586	[20896] IM fails to startup	IM Console
13672618	[20944] Mis-spelled word privileges and bad grammar sentence show up in the IM console warning message	IM Console
13672622	[20959] The default listing of the feedback rating details page is not in chronological order (from latest to oldest) in the IM Console	IM Console
13672683	[21039] Long running database query	IM Console
13672701	[21057] Wrong/misleading error message: **Database connection issue occurred...** when viewing prior versions of IM documents with missing xml-representation under the staging resource folder	IM Console
13672706	[21065] When a recommendation task was closed by **Content Modified** action, the task **closed by** field was INCORRECTLY updated with the original IM document author instead of the actual user performing/modifying the corresponding IM document	IM Console
13672715	[21074] Recommendation task hangs and cannot be performed when there is form/javascript embedded in the Recommendation request (New Content or Content Change)	IM Console
13672731	[21092] Edit document page loads all categories regardless of channel settings	IM Console
13672784	[21153] IM spellchecker not updating the correct area of the IM document	IM Console

Number	Summary *(continued)*	Product *(continued)*
13672785	[21154] Article owners are receiving hundreds of iKnow system generated emails when the translated articles have imported one by one	IM Console
13672822	[21220] Cannot remove the view added to the web user during creation.	IM Console
13672898	[21315] Batch export/import Job History always displays **Found 0 batches to import** even when that is not the case	IM Console
13673047	[21491] Rejected Content Change Recommendation has unnecessarily nullified the `crRecom.docid` causing the user/ submitter not knowing which IM document the rejected recommendation is associated with	IM Console
13673085	[21532] Console Search locale filter appears that it always searches/ returns all locales	IM Console
13673249	[21694] Bulk publish/unpublish option should not appear to non-publisher-users	IM Console
13673252	[21693] Only users with publishing rights should be able to unpublish and republish	IM Console
13673255	[21707] The unlock account url <ua> link in the inactive account email from the installed IM Console Inactive Account task does not work	IM Console
13673360	[21907] IM Lucene indexing appears to be indexing on a single record	IM Console
13673415	[22083] IM `content*.xml` files are not generated properly when using publish command	IM Console
13673450	[22165] Article view count maxed out	IM Console
13673744	[22542] Word dialog does not display in Firefox	IM Console
13674290	[23147] FCKeditor file manager files and folders with **&** symbol causes an error while navigating through the file manager	IM Console
13675055	[23892] InfoManager does not save user group selection for datalist attributes	IM Console
13676607	[25582] Lucene does not recognize the symbols **£ $ ¿**	IM Console
13677213	[26307] First deep dive node is deleted when return/enter key is pressed	IM Console
13679691	[29096] Duplicate `contenttext` rows for the same version in a single locale exist	IM Console
13744090	Missing indexes on IM database tables	IM Console
13803167	Unexpected `content.xml` files appear within translation request content export	IM Console
13882500	Spell check issue in FCKeditor	IM Console
14009058	Information Manager search using search tab returns locales other than selected	IM Console
14010740	Feedback unauthorized IM user is able to edit the SR articles	IM Console

Number	Summary *(continued)*	Product *(continued)*
14082791	[15657] **Published** email sent when article finishes workflow, but not when published	IM Console/Inbox
14353881	Resource `error:key` not found while deleting member from work team	IM Console/UserMGMT

Corrected Intelligent Search Defects

Number	Summary	Product
13673059	[21506] en-au, en-gb and en-uk content displays as en_us in service browser	Search/Crawler
13673284	[21753] IM crawler is crawling language specific collection as auto	Search/Crawler
13676020	[25170] Performance test for fix for 24941 IM classifier `java.lang.outofmemoryerr`	Search/Classifier
13676932	[25967] Several non-openclass concepts are wrongly tagged as openclass	Search/Workbench
13678384	[27899] Getting `create_temp_file_exception` during crawl	Search/Index
13679195	[28445] Concept advanced flags are imported incorrectly	Search/Workbench
13698844	Style definitions appear in solution excerpts in search results	Search
13733051	Cstore node name contains no text!	Search

Other Corrected Defects

Number	Summary	Product
13673787	[22592] IM installer does not recognize instance folder; does not install	Install
13931448	Client Library calls (java and .net) did not resolve the IM replacement tokens	Client Library