
Oracle Knowledge 8.6 Release Notes

Document Number OKPF-RELN86-01

March 2015

This document contains the following important information about this Oracle Knowledge release.

See...	For information about...
Downloading the Product Archives	which product archives (.zip files) you need to download in order to install and operate your Oracle Knowledge licenses.
New Features and Enhancements in Release 8.6	new features and enhancements to the Oracle Knowledge platform, Intelligent Search, Information Manager, Knowledge web applications and integration capabilities, and Analytics.
Deprecated and Deleted Functionality in Release 8.6	features and functions that are deprecated or deleted in this release.
Limitations, Known Issues and Mitigation in Release 8.6	limitations and known issues in this release, and available mitigations and work-arounds.
Corrected Defects in Release 8.6	key customer issues that are resolved in this release.

Downloading the Product Archives

Use the tables in “Downloads for New Installations” on page 2 and “Downloads for Upgrading from Releases 8.1.x through 8.5.x” on page 3 to determine which archive (zip) files you need to download and install to operate your licenses. Oracle allows you to download and use additional products for which you have not purchased a license on a trial basis only. For information on the licenses that you have ordered, refer to your Oracle Ordering Document. For information on trial license terms and conditions, refer to the Oracle Software Delivery Cloud Trial License Agreement.

Identify your licenses and options in the left column, then download the corresponding files.

Important! When you have completed the download process, you must:

- expand (unzip) the entire archive for each product into a single directory
- keep the files for different products in separate directories

The directory in which you expand each product’s archive will be the staging directory from which you will install the software.

Installation and Upgrade Documentation

Before you begin installing Oracle Knowledge, please read *Installing and Configuring Oracle Knowledge*. If you are upgrading from an earlier version of Oracle Knowledge or InQuira, please also read *Upgrading Oracle Knowledge Applications*. These documents, and the complete product documentation set, are available online in the [Oracle Knowledge Documentation Library](#), part of the [Oracle Help Center](#) in the [Oracle Technology Network](#).

Certified Configurations and Supported Environments

This document does not list the certified software configurations. Please refer to the *Oracle Knowledge Supported Environments Matrix*, available online in the [Oracle Knowledge Documentation Library](#), for this information.

Downloads for New Installations

This section lists the Oracle Knowledge 8.6 Media Pack information for each licensed product and its corresponding media download information for the following operating system and application server combinations:

- Linux x86-64 and Tomcat
- Linux x86-64 and WebLogic
- Linux x86-64 and WebSphere
- Oracle Solaris on SPARC (64-bit) and Tomcat
- Oracle Solaris on SPARC (64-bit) and WebLogic
- Microsoft Windows x86 (64-bit) and Tomcat
- Microsoft Windows x86 (64-bit) and WebLogic

License	Media to Download to Deliver License
Oracle Knowledge for Contact Center Standard Edition	Oracle Knowledge 8.6.0.0.0 RightNow iConnect Oracle Knowledge 8.6.0.0.0 Standard Edition
Oracle Knowledge for Web Self-Service Standard Edition	Oracle Knowledge 8.6.0.0.0 Standard Edition
Oracle Knowledge for Contact Center Enterprise Edition	Oracle Knowledge 8.6.0.0.0 Enterprise Edition Add-ons Oracle Knowledge 8.6.0.0.0 RightNow iConnect Oracle Knowledge 8.6.0.0.0 Standard Edition
Oracle Knowledge for Web Self-Service Enterprise Edition	Oracle Knowledge 8.6.0.0.0 Enterprise Edition Add-ons Oracle Knowledge 8.6.0.0.0 Standard Edition
Oracle Knowledge Analytics	Oracle Knowledge 8.6.0.0.0 Analytics

Downloads for Upgrading from Releases 8.1.x through 8.5.x

This section lists the Oracle Knowledge 8.6 Media Pack information for each licensed product and its corresponding media download information for the following operating system and application server combinations:

- Linux x86-64 and Tomcat
- Linux x86-64 and WebLogic
- Oracle Solaris on SPARC (64-bit) and Tomcat
- Oracle Solaris on SPARC (64-bit) and WebLogic
- Microsoft Windows x86 (64-bit) and Tomcat
- Microsoft Windows x86 (64-bit) and WebLogic

License	Media to Download to Deliver License
Oracle Knowledge for Contact Center Standard Edition	Oracle Knowledge 8.6.0.0.0 Parallel Upgrade Oracle Knowledge 8.6.0.0.0 RightNow iConnect Oracle Knowledge 8.6.0.0.0 Standard Edition
Oracle Knowledge for Web Self-Service Standard Edition	Oracle Knowledge 8.6.0.0.0 Parallel Upgrade Oracle Knowledge 8.6.0.0.0 Standard Edition
Oracle Knowledge for Contact Center Enterprise Edition	Oracle Knowledge 8.6.0.0.0 Enterprise Edition Add-ons Oracle Knowledge 8.6.0.0.0 Enterprise Edition Add-ons Parallel Upgrade Oracle Knowledge 8.6.0.0.0 RightNow iConnect Oracle Knowledge 8.6.0.0.0 Standard Edition
Oracle Knowledge for Web Self-Service Enterprise Edition	Oracle Knowledge 8.6.0.0.0 Enterprise Edition Add-ons Oracle Knowledge 8.6.0.0.0 Enterprise Edition Add-ons Parallel Upgrade Oracle Knowledge 8.6.0.0.0 Parallel Upgrade Oracle Knowledge 8.6.0.0.0 Standard
Oracle Knowledge Analytics	Oracle Knowledge 8.6.0.0.0 Analytics Parallel Upgrade Oracle Knowledge 8.6.0.0.0 Analytics

New Features and Enhancements in Release 8.6

Oracle Knowledge 8.6 includes new features and enhancements in the following areas:

- General Platform New Features and Enhancements
- Intelligent Search New Features and Enhancements
- Information Manager New Features and Enhancements

- Analytics New Features and Enhancements
- iConnect and CRM Integration New Features and Enhancements
- Web Application New Features and Enhancements

General Platform New Features and Enhancements

Release 8.6 includes the following new platform features and enhancements:

- Newly Supported Operating System Releases
- Newly Supported Database Releases
- Newly Supported Application Server Releases
- Removed Java from the Product Distribution
- Removed Apache Tomcat from the Product Distribution
- Work Client and Query Workers as Web Applications (Intelligent Search)

Newly Supported Operating System Releases

- Oracle Solaris 11
- Microsoft Windows 2012

Newly Supported Database Releases

- Oracle 12c
- Oracle RAC
- SQL Server 2012

Newly Supported Application Server Releases

- Apache Tomcat 7
- Oracle WebLogic 12c
- IBM Websphere Application Server 8006

Newly Supported Java Releases

- Java 7
- Java 8

Java Removed from the Product Distribution

Oracle Knowledge no longer bundles Java with the product. You can use any certified version of Java with Release 8.6. See the *Oracle Knowledge Supported Environments Matrix*, available online in the [Oracle Knowledge Documentation Library](#), for information on supported releases of Java.

Apache Tomcat Removed from the Product Distribution

Oracle Knowledge no longer bundles Apache Tomcat with the product. You can use any certified version of Apache Tomcat with Release 8.6. You can apply security fixes and other updates to Tomcat independent of Oracle Knowledge releases or patches. See the *Oracle Knowledge Supported Environments Matrix*, available online in the [Oracle Knowledge Documentation Library](#), for information on supported releases of Java.

Work Client and Query Workers as Web Applications (Intelligent Search)

Previously, distributed applications of Intelligent Search, such as Content Work Clients and runtime Query Workers, were implemented as java programs. In Release 8.6, they are implemented as web applications that are hosted on the configured application server, which provides a simpler architecture.

New Intelligent Search Features and Enhancements

Release 8.6 includes the following new Intelligent Search features and enhancements:

- Adoption of Oracle Language Technology
- NLP Search and Translated Ontologies Available in More Languages
- Content Processing Enhancements

Adoption of Oracle Language Technology

Oracle Language Technology (OLT) now performs all language-specific tokenization and stemming. OLT was first introduced in Oracle Knowledge 8.5 for some languages; it now handles all non-English languages in Oracle Knowledge 8.6 and fully replaced Basis RLP for automatic language detection, tokenization and stemming. Adoption of OLT allowed Oracle Knowledge to expand language coverage for Natural Language Search to 36 languages in 8.6.

NLP Search and Translated Ontologies Available in More Languages

Oracle Knowledge 8.6 expands Natural Language Search capabilities such as automatic language detection, language-specific tokenization, and stemming to 36 languages. This is 16 more languages than in Oracle Knowledge 8.5.1. These additional Natural Language Search languages are: Bulgarian, Catalan, Croatian, Danish, Estonian, Greek, Hungarian, Latvian, Lithuanian, Norwegian, Romanian, Serbian, Slovenian, Swedish, Thai and Vietnamese.

The industry Ontologies for Customer Help, Computer, Financial Services, Insurance, and Telecom are now available in 24 languages; four more than were supported in Release 8.5.1. The new languages are Danish, Finnish, Norwegian and Thai.

Content Processing Enhancements

Oracle Knowledge 8.6 Content Processing in Intelligent Search supports additional document types, which include: Open Office Documents, Presentations, and Spreadsheets, Corel Wordperfect and Kingsoft.

The Document Type Facet has been simplified so that similar purpose document formats by different vendors are now combined into a single facet node. For example the Presentations facet node includes Microsoft, Open Office and Corel presentations formats.

Oracle Knowledge now supports content processing of SSO-protected collections and collections secured by NTLM2.

Oracle Knowledge 8.6 also doubled the number of languages and locales that can be processed for Search to 1024

Information Manager New Features and Enhancements

Release 8.6 includes the following new Information Manager features and enhancements:

- The ESAPI framework to allow customers to use white lists to restrict the type of data entered into articles
- Allow authors to create plain text or WYSIWYG text tokens
- Password management
- Side-by-side translation enhancements
- Content editing features
- Technology Updates

ESAPI Framework to Restrict Data Types in Authored Content

The ESAPI framework allows application administrators to configure white lists to restrict the content that authors can add when creating or modifying Information Manager articles. The administrator can create unique white lists for each text field, text area or rich text area of a channel attribute. In addition, application administrators can configure a white list for replacement tokens and category names.

Plain Text or WYSIWYG Tokens

Authors can now define tokens as plain text or WYSIWYG. Previous releases supported WYSIWYG tokens only. Plain text tokens can enable authors to define tokens that contain incomplete html strings; for example, an author could define two plain text tokens, START_BOLD and END_BOLD with the replacement values `` and ``, respectively.

Password Management

Application administrators now have more controls to implement password policies. Release 8.6 provides administrators with the ability to set the minimum length, the strength, and the lifetime of passwords. When upgrading to Release 8.6, the administrator can set the minimum length and strength of a password, but the software will enforce the rule only when passwords are created or changed; whereas the password lifetime policy takes effect once set.

Side-by-Side Translation

When performing side-by-side translation, translators no longer need to use the master locale and the latest version; instead, they can select the source locales and version. For example, if a document's master locale is en_US, the first translator may use en_US as the source to translate the document into fr_FR; the second translator may choose to use fr_FR version as the source to translate to fr_CA and fr_BE.

In addition, translators can copy all the content from the source to target. Following the example above, the second translator can use the copy all feature to copy all fr_FR content into the fr_CA version and then make minor modifications to the fr_CA version.

Finally, translators may use the compare versions feature to assist with the translation of new versions of an article. For example, if version 1.0 of an en_US article was already translated into fr_FR and an author publishes an updated version 2.0 of the en_US article, the translator may use the compare versions feature so that the software will highlight the changes between version 2.0 and 1.0 of the en_US article.

Content Editing Features

Release 8.6 introduces additional content editing features. When authors select the cancel command while editing a document, the application prompts for confirmation. Authors can now save an article and keep the editor open. The user's session now accounts for CKEditor activity, thus reducing the chance that a timeout occurs as an author spends a lot of time using the CKEditor. Authors can now relate articles across channels.

Technology Updates

We have updated several technology components to more recent versions:

- CKEditor 4.3.4
- CKFinder 2.4.2
- Lucene 4.7.2
- JGroups 3.4.3

Analytics New Features and Enhancements

Release 8.6 includes new Analytics features and enhancements, including new reports, improvements that strengthen the product, and support for new third party software.

New content related reports address important questions such as:

- Article Views Trending
- What are the recommendations?
- How are escalations trending?
- Which articles have the highest reuse?
- Which articles are linked the most for top incidents?
- Which articles have been cited by other articles the most?
- Who has contributed to recently updated articles?
- Who are the top contributors to content?
- Which content categories have the highest/lowest content views resulting in deflections

New search related reports

- What intents are triggered most often?
- What are the least popular answers?
- What questions have the lowest/highest deflection rate?

Analytics supports Oracle Knowledge AnswerFlow, a guided knowledge delivery application that provides precise and dynamic automated answers and user assistance for complex customer questions, with the following new reports:

- How many flows have achieved their goals?
- Which flows have been used most often?
- What is the rate at which flows and goals have been successfully achieved?
- Which steps in each flow are being used most often?
- Which flows have the highest abandonment rate?

The following are some important features and product notes that are new in this release

Standard reports now have filters that users can apply to segment data based on categories and views, which are data asset classes. For instance, Categories may relate to product groups and views, or to Lines Of Business (LOBs).

Release 8.6 Analytics also contains significant improvements to the software architecture, components, and configuration parameters. These improvements enhance ETL processes, enabling hourly or even more frequent processing. A variety of factors, such as batch size, throughput rate, and number of processes can help to determine the frequency of batch updates to the warehouse, providing near-realtime information.

iConnect and CRM Integration New Features and Enhancements

Release 8.6 includes the following new iConnect and CRM integration features and enhancements:

- Advanced Knowledge Integration with RightNow Chat
- Point to point authentication for rightnow integration in 8.6 is a new feature.
- Advanced Knowledge for Oracle EBS

Advanced Knowledge for Oracle Service Cloud (RightNow) Chat

With release 8.6, Oracle Knowledge extends its integration with the Oracle Service Cloud (RightNow) suite to deliver advanced knowledge recommendations for the chat channel. The integration includes the advanced knowledge add-in recommending contextual answers to the agents, and allows agents to push the answers to the chat window. Customers are able to view the recommended answer as a chat message from an agent and open the relevant knowledge article by clicking on the hyperlink in their chat window.

Advanced Knowledge for Oracle EBS

Release 8.6 adds EBS to the list of supported CRM service applications for advanced knowledge integration, supporting EBS Service application Release 12.2. Customers can integrate Oracle Knowledge with an EBS application to leverage Oracle Knowledge's features such as contextual answer delivery, proactive knowledge search, multilingual knowledge search, quick-draft content, link knowledge to the incidents, and faceting.

Web Application New Features and Enhancements

Release 8.6 includes the following new web application features and enhancements:

Advanced Knowledge for Mobile Interface via Knowledge Widgets

Release 8.6 includes knowledge widgets, which are components that deliver knowledge at the point of interest (usually the point of interaction, or section of UI that exposes knowledge). The widgets enable advanced knowledge delivery within foreign UIs and allow embedding knowledge and delivering it at the point of interests or interactions.

A reference example is a mobile web page for knowledge delivery, where the user experience and delivery mechanism are different than the traditional websites as well as applications. Widgets serve the function of delivering the knowledge while adhering to the constrained, but focused UI paradigms.

AnswerFlow New Features and Enhancements

Release 8.6 includes the following new AnswerFlow features and enhancements:

- Re-architected infrastructure
- Version control
- Process tagging
- Flow validation, error handling and debugging improvements
- Improved application administration capabilities, including access control
- Improved editing capabilities
- Increased ease of use
- Global object search and quick search
- Analytics integration
- Internationalization
- Performance Enhancements

Re-architected Infrastructure

AnswerFlow 8.6 is now more closely integrated with Information Manager, using its functionality to store promoted AnswerFlow processes within a dedicated IM channel, enabling publishing of processes from the IM console. AnswerFlow 8.6 is re-architected to use the IM database instead of its former file system. A data migration tool has been added to AnswerFlow 8.6 to assist customers in migrating AnswerFlow 8.5.x process objects from SVN to the database.

Version Control

Multiple versions of process objects are now easily accessed and can be used as needed to view process history and revert to specific versions. An object's version is viewable from the application Home and Promote pages views and within the Canvas screen while viewing or editing the object.

Process Tagging

Tags can be applied to group or otherwise identify process objects after creation and up to object submission. Object tags are visible on the Home page.

Validation, Error Handling, Debugging

AnswerFlow 8.6 has much improved process flow validation upon saving, submitting, and compiling of objects, with detailed exception, warning, and error messages provided if validation errors occur. Process debugging is improved with a visual preview mode in which the process can be executed and all process steps (whether displayed or not in the process UI) can be observed. Error conditions are flagged, if existing, at each step of the preview process for ease of debugging.

Improved Application Administration

AnswerFlow 8.6 has an administration module within the editor web application that allows a user with administrative privileges to configure the application and manage access control to AnswerFlow features. AnswerFlow users log into the AnswerFlow web application using their IM console credentials. The IM role(s) they are granted can be mapped in the administration module to specific AnswerFlow privileges, in order to control access to AnswerFlow functionality.

Improved Editing Capabilities

The canvas window, where processes are composed, now features several new editing capabilities: undo/redo, cut/copy/paste of single or multiple objects, and a spelling checker.

Improved Ease of Use

Navigating within the canvas window has improved, with keyboard functions such as up, down, right, and left arrows, page up, page down, home and end keys enabled to help process flow editors navigate on the canvas window.

Navigating within the AnswerFlow repository has improved with the use of categories. Process objects are assigned a category upon creation; users can group objects into specific categories to reflect any organizational needs. The categories serve as the navigation structure on the Home and Promote pages of the AnswerFlow editor web application and the AnswerFlow SampleUI dashboard (end-user interface for published and promoted process flows).

Global Object and Quick Search

Process objects within the AnswerFlow repository can be searched by name at the Home and Promote page levels. Within the canvas window, a quick search feature allows process editors to search within a process sceneto find a node or process component within the process flow.

Analytics Integration

AnswerFlow 8.6 has enabled analytics and process events can now be logged; custom reports can be written using the events logged. Also, five out of the box analytics reports for AnswerFlow are now available (see the Analytics Release Notes for details).

Internationalization

AnswerFlow 8.6 editor and SampleUI dashboard applications have been localized for German, French, Japanese, and Chinese (Traditional and Simplified) languages.

Performance Enhancements

AnswerFlow 8.6 offers several performance enhancements, including the option to install and configure Memcached to reduce database loads for large implementations and data compression of processes promoted to Information Manager using zlib.

Deprecated and Deleted Functionality in Release 8.6

This section describes functionality that has been deprecated or removed from Release 8.6:

Deprecated Support or Functionality

The following lists deprecated support or functionality in Release 8.6:

- Oracle CRM On Demand
- Internet Explorer 8

Terminated Support or Functionality

The following lists terminated support or functionality in Release 8.6:

- Oracle 10g
- Solaris 10
- Safari 5
- Internet Explorer 7

Limitations, Known Issues and Mitigation in Release 8.6

This section describes limitations, and known issues and their recommended mitigation.

Analytics OBIEE Component does not Support Websphere Release WAS 7.0

Analytics 8.6 requires OBIEE Release 11.1.1.7.1. However, OBIEE Release 11.1.1.7.1 supports IBM Websphere Release 6, and does not support Release WAS 7.0. You can use OBIEE 11.1.1.7.0 and the RPD that is bundled with the latest OBIEE by following the process to downgrade the packaged RPD file, which is documented in *Installing and Configuring Oracle Knowledge*.

Apache Tomcat Application Server Upgrade Process

As of Release 8.6, the Oracle Knowledge product distribution no longer includes the Tomcat application server. Because we no longer bundle Tomcat, customers who need to upgrade their Tomcat installation within an Oracle Knowledge environment, for example, to apply security fixes, will need to know how to perform the upgrade safely and securely. You can get information on upgrading minor releases of Tomcat by contacting Oracle Support Services.

Oracle Knowledge for Service Cloud Support for Websphere

Oracle Knowledge for Service Cloud supports the Websphere application server in Release 8.6; however, the package is not currently available for download. We will address this limitation in a patch to follow General Availability. Please contact Oracle Support Services if you require this support prior to the release of this patch.

Additional Known Issues

The following list contains known issues on which we are actively working.

Incident	Description
20371178	AnswerClickThru Rate Value does not match in PopularAnswers Report for some records.
20310135	Report Data not match with Stage when Related events are processed in 2 batches.
20111567	Answerflow Authentication Event issue; <ul style="list-style-type: none"> • AuthenticationLogout event is not generated when user logsout from Answerflow Editor • Multiple 'AuthenticationLogin' events are generated when user logs into Answerflow Editor.
18280098	Iconnect Answer Event doesn't populate IS_LINKED and IS_UNLINKED column Values.

Corrected Defects in Release 8.6

This section contains information about:

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

Corrected Intelligent Search Defects

The following Intelligent Search defects are resolved in Release 8.6:

Number	Summary	Product
19125483	[Duplicate] IM Incremental crawl sporadically Hang MS SQL Server 2008 R2	Intelligent Search
18823267	indexer cannot classify custom locales that are at >256 in the <languages	Intelligent Search
18823132	web crawler failing to crawl sharepoint 2013	Intelligent Search
18767720	Crawler does not handle NOFOLLOW/NOINDEX meta tags	Intelligent Search
18691583	[RFA]documents are collected as UNKNOWN doc types	Intelligent Search
18478277	Crawler creating facets with backslash	Intelligent Search
18167806	Web Crawler not working with IIS 7.0 and NTLM 2 authentication	Intelligent Search
17996178	[RFA]:multiple-keyword search with (? or !) not work with OOTB OLT-locales	Intelligent Search
17978687	Suppressed Rules are not being added while importing Rules	Intelligent Search
17672450	Test Drive does not receive/set result_language value from Test Profile	Intelligent Search
17636454	Workbench throwing NPE messages	Intelligent Search
17596830	Cannot set business conditions with facet:selected context variable	Intelligent Search
17343883	Corrupted Rules imported into Workbench cause NPE in Workbench	Intelligent Search
13837324	8.4.2.2 SYSTEM MANAGER COLLECTIONS THAT REQUIRE NTLM AUTHENTICATION NOT WORKING	Intelligent Search
19322125	[Duplicate] Log Purge task does not cleanup the growing log/catalog/default/dbms	Intelligent Search
16284520	RFA: Log Purge task does not cleanup the growing log/catalog/default/dbms/*	Intelligent Search

Corrected Information Manager Defects

The following Information Manager defects are resolved in Release 8.6:

Number	Summary	Product
17610053	Auto-translation request always auto-assign task	Information Manager Console
19579705	Security vulnerability to let View-Only IM user to modify/edit IM contents	Information Manager Console
19322240	'Translate' to edit a translated IM content cause missing attachment	Information Manager Console
19218609	IM incorrect handling of tokens within paragraph tags	Information Manager Console

Number	Summary (continued)	Product (continued)
19209631	Lucene Search not working as expected in 8.5	Information Manager Console
19196055	User group disappear when creating discussion board with top view unchecked.	Information Manager Console
19180146	Issue with "Create Oracle Knowledge users if not available"	Information Manager Console
19142951	User cannot see full Content History	Information Manager Console
19142856	Setting of CONTENT_RESOURCE_MOUNT_POINT to N/A.	Information Manager Console
19080206	User cannot see full Content History	Information Manager Console
19080192	Issue with "Create Oracle Knowledge users if not available"	Information Manager Console
19080156	CKEditor is shown in the language of the content, not the active user	Information Manager Console
18967408	Spell Checking Highlights Wrong Words	Information Manager Console
18951926	AF user got demoted to web user in IM causing AF editor/runtime outage	Information Manager Console
18799762	subscriptionschedule field is null in IM database when using LDAP	Information Manager Console
18763532	IM content has no createdate and cant be translated	Information Manager Console
18728501	Input into adding content that fails validation should not be sanitized	Information Manager Console
18549873	Setting of CONTENT_RESOURCE_MOUNT_POINT to N/A is invalid	Information Manager Console
18543308	Batch publication is not working - 0 documents published each time	Information Manager Console
18413645	IM errors when clicking Edit Repository due to guest user issue	Information Manager Console
18315745	Hebrew RTL content preview display does not work for numbered bullets	Information Manager Console
18277350	When changing default locale, REQUIRED categor(ies) are not updated	Information Manager Console
18277245	Not able to restrict to individual categories in channel	Information Manager Console
18262265	Translation does not inherit the attribute-level usergroup security settings	Information Manager Console
18261330	When changing default locale, REQUIRED categor(ies) are not updated	Information Manager Console

Number	Summary (continued)	Product (continued)
18253766	Inconsistent IM Task status among users (Task got unassigned unexpectedly)	Information Manager Console
18253743	Click thru opens wrong page while searching from within IM Console	Information Manager Console
18247982	Not able to restrict to individual categories in channel	Information Manager Console
18222697	Clarification on Task assignment	Information Manager Console
18049906	article rating display in IM	Information Manager Console
18023823	[RFA] Click thru opens wrong page while searching from within IM Console	Information Manager Console
17960491	[RFA]:Inconsistent IM Task status among users (Task got unassigned unexpectedly)	Information Manager Console
17621431	IM User Import tool does not handle gaps in csv file correctly	Information Manager Console
17584569	Duplicate users IM USERINFORMATION Table. User Can't Log In	Information Manager Console
17350362	IM Find "Search All Attributes" field does not handle multiple keywords	Information Manager Console
17350191	Translation does not inherit the attribute-level usergroup security settings	Information Manager Console
15955597	RFA: IM "Compare Versions" shows wrong/misleading changes for Node Attributes	Information Manager Console
19772903	[RFA] Resource key not found error: CONFIGURATIONLIST_FILE_ATTACHMENT	Information Manager Console
19685170	[RFA] Resource Error: Key not found : CANCELCONFIRMATION_PAGE_TITLE	Information Manager Console
19322309	Image Directory Showing Multiple Times for Users with Sub Views	Information Manager Console
19228395	Pending SDP date not follow the expected date format defined in IM Locale Mgt	Information Manager Console
18262214	Translation for button 'Delete selected tokens' is wrong	Information Manager Console
19219196	IM Find return wrong result list with different MaxRecordReturned settings	Information Manager Console
19210771	Checkout not getting current copy, checking out old copy, which cant be saved	Information Manager Console
19142917	Checkout not getting current copy, checking out old copy, which cant be saved	Information Manager Console
19071598	Content recommendation notifications still be sent when turned off.	Information Manager Console

Number	Summary (continued)	Product (continued)
18756265	AF editor can't navigate to promoted IM doc when SSO is on	Information Manager Console
18361839	Users Are Getting Notifications for Recommendations with Different Views	Information Manager Console
18267774	Related content - second Find not a related content find	Information Manager Console
18262290	CKeditor missing font&style options for PasteFromWord feature	Information Manager Console
18262237	Non-standard Chinese locales in IM not using localized Chinese UI elements	Information Manager Console
18118740	Cross-Frame Scripting Issue	Information Manager Console
18118733	Cross-Frame Scripting Issue	Information Manager Console
17769320	[RFA]: ExpiredWorkflowStepJob failed if taskname(doc title) >1000 characters	Information Manager Console
17649490	getUserGroupDataByReferenceKey() return wrong refkey (Returns category instead)	Information Manager Console
17623179	Non-standard Chinese locales in IM not using localized Chinese UI elements	Information Manager Console
17601910	Exported Excel data showing wrong lastModifiedDate.	Information Manager Console
17601622	Related content - second Find not a related content find	Information Manager Console
17582478	CKeditor Templates not working with IE8 browser	Information Manager Console
17568102	IM Inbox page not resetting 'Quick docid' and kept 'Doc Not Found' error	Information Manager Console
17200995	IM Console UI Content Metrics and accessed values are not align	Information Manager Console
17058913	[RFA] Discrepancy between side by side comparison and document history	Information Manager Console

Corrected Analytics Defects

The following Analytics defects are resolved in Release 8.6:

Number	Summary	Product
16048282	REPORT - Prompts affect other reports	Analytics Reporting and ETL

Corrected Web Application Defects

The following Web Application defects are resolved in Release 8.6:

Number	Summary	Product
16433456	CRMOD R22 Validation with OKM 8.5.1	iConnect
16522586	Validate/Certify Siebel-OKM integration on Siebel 8.1.1.10 OpenUI release	iConnect
16522617	Validate/Certify Siebel Public Sector version 8.2.2.3 iConnect integration with OKM 8.5.1	iConnect
16522672	Document Siebel 8.1.1.10 OpenUI certification changes within iConnect for Siebel	iConnect

Other Corrected Defects

The following general defects are resolved in Release 8.6:

Number	Summary	Product
16382799	Installation of Oracle Knowledge Standard Edition for Linux x86-64 loops	Oracle Knowledge
16522019	OK 8.5 build is failing - cannot locate a number of files	Oracle Knowledge