

Knowledgeone^{K1}

Version 1.5a



Release Notes

26 April 2007



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Every effort has been made to ensure that the information in this document is up to date and accurate. Knowledgeone Corporation welcomes advice of any changes or corrections for the next edition.

INTRODUCTION

Service packs add improvements and provide fixes to problems discovered by Knowledgeone Corporation and our customers.

Note that the symptoms (problems) described below may not be experienced by your site. Many of these symptoms are due to a unique set of circumstances that your site may not experience. Not all of the 'fixes' are because of faults in the Knowledgeone code; many are 'work-arounds' for problems found in network, operating system or database products used by Knowledgeone but not supplied by Knowledgeone Corporation.

The service pack accompanying these release notes provide corrections and improvements for Knowledgeone Version 1.5 and on completion will upgrade your installation to Knowledgeone Version 1.5a.

APPLIES TO

This service pack applies to all customers who are running Knowledgeone version 1.5.

If you are running a version prior to version 1.5 you must first upgrade to version 1.5 using the upgrade media previously supplied.

INSTALLATION

IMPORTANT NOTE!

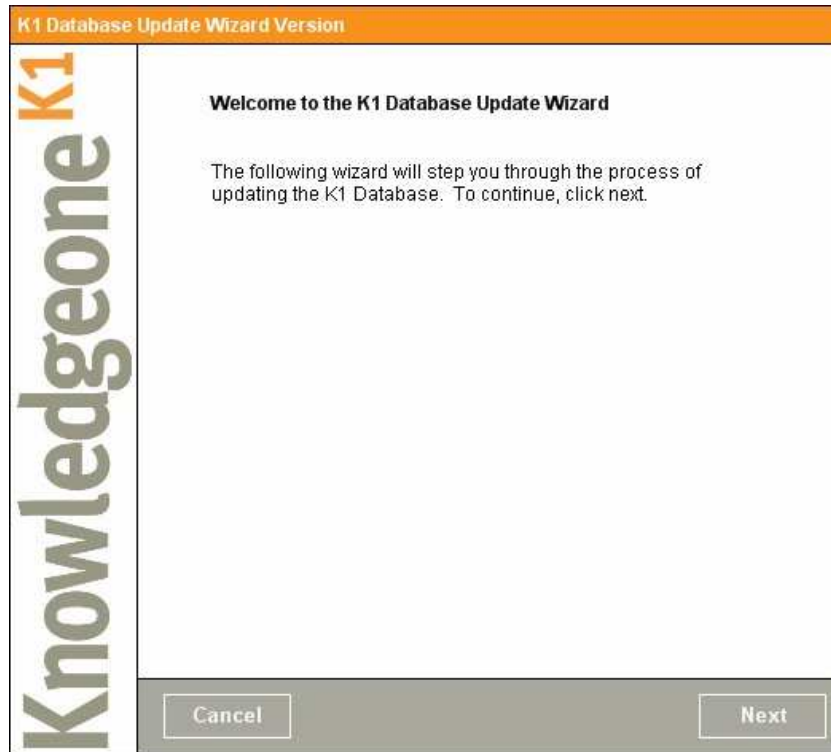
This service pack includes a database update. Prior to installing the service pack please ensure you take a backup of your K1 database using the K1 DRM.

The database update will also cause the K1 web server to be refreshed, therefore causing any active users to be logged off. To avoid data loss please ensure all users have logged out prior to installing the service pack. Active sessions can be found (and if required closed) using the K1 DRM.

1. From your K1 server (running IIS), run the K1_15A_Setup.exe that you downloaded and follow the on-screen prompts.
2. When prompted, enter the K1 application name. The application name is the "virtual directory" assigned to K1. For example if the K1 URL is "http://myserver/k1_records/ui/default.aspx", the application name is "k1_records".



3. Once installed the K1 Database Update Wizard will automatically run. On the welcome screen, click Next to continue.



4. When prompted enter the domain for K1 (generally the web server's name) and the application name (by default this is K1). If you are unsure of these settings, click on the 'Launch Knowledgeone' short-cut located on your desktop and note the URL. Click Next to continue.

K1 Database Update Wizard Version

Knowledgeone K1

This wizard will make changes to the K1 Database. The K1 Web Server will need to be refreshed once these changes are made. In order to do so, the URL details of the K1 Web Server need to be entered below.

Domain ex. (http://www.knowledgeone.com)

K1 Application Name

- When prompted, enter database details including logon information and click Next.

K1 Database Update Wizard Version

Knowledgeone K1

Please enter the connection details to connect to the K1 Database.

SQL Server **Oracle**

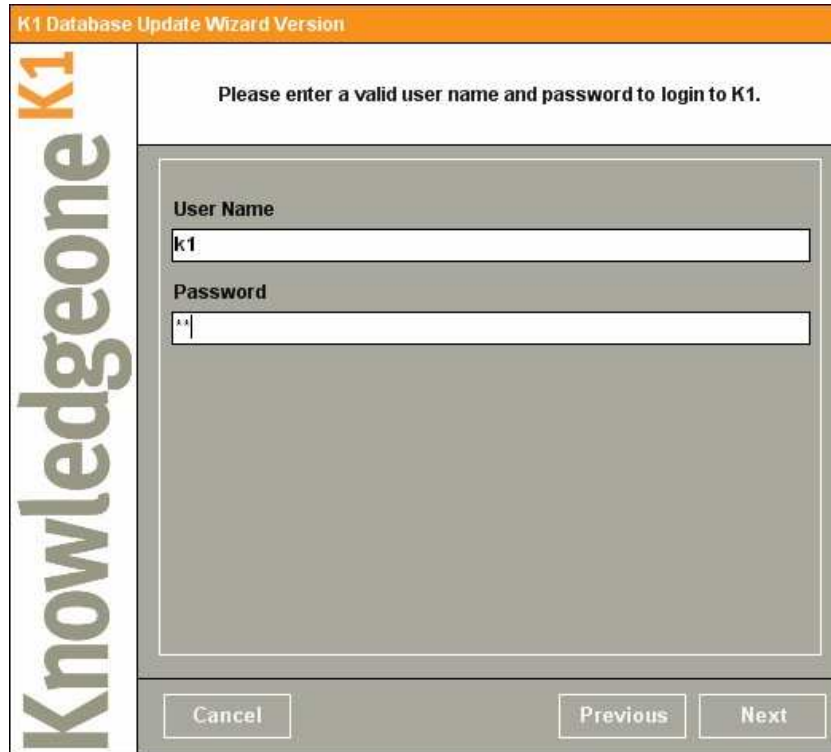
Server

Database

User ID

Password

- When prompted, enter your K1 administration account information and click Next.

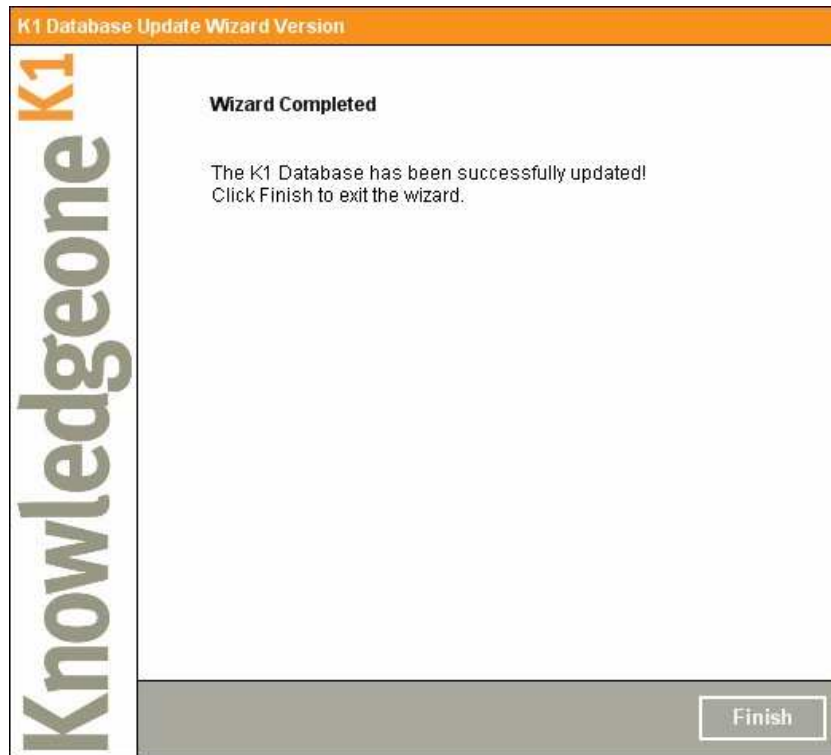


The image shows a login window titled "K1 Database Update Wizard Version". On the left side, there is a vertical logo for "Knowledgeone K1". The main area of the window contains the text "Please enter a valid user name and password to login to K1." Below this text are two input fields: "User Name" with the value "k1" and "Password" with the value "k1". At the bottom of the window, there are three buttons: "Cancel", "Previous", and "Next".

- It will now restart the K1 web server so the changes take effect.



8. Click Finish to exit the Database Update utility.



The update is now complete. The Knowledgeone logon screen should now indicate that you are using v1.5a.

CHANGES

This service pack introduces the following changes:

- When creating a new part to a metadata profile record, the create date of the new part will now auto-fill with the current system date, rather than copying the previous part's create date. [K0016]
- When creating a new part, the disposition of the previous part is now configurable by modifying the "New Part Functionality" trigger via the DRM.

To define a disposition other than Inactive, locate and alter the line from:

```
SELECT TOP 1 @StatusID = [ID] FROM Codes WHERE Code = 'Inactive'
```

to

```
SELECT TOP 1 @StatusID = [ID] FROM Codes WHERE Code = 'Closed'
```

where 'Closed' is the value of the Code field for the Code record you wish to apply.

Please note that this trigger uses the Code field for the Code record, not the ExternalID which is what is displayed when selecting a Code record. [K0017]

- When replaying a Boolean search which referenced a field which has since been hidden, a blank error message appears.

ENQUIRIES

Email

To easily obtain information by email, send inquiries to:

Sales: sales@knowledgeonecorp.com

Support: support@knowledgeonecorp.com

Training: training@knowledgeonecorp.com

Technical Support

For technical support questions or requests, we encourage you to contact our International Support Center:

Email: support@knowledgeonecorp.com

Toll Free: United States - 1888 325 1614

Canada - 1888 405 9019

UK - 0808 234 8828

Australia - 1800 221 061 (*excluding Sydney)

New Zealand - 0800 445 438

*Sydney customers please phone 8913-9300.

To speed the technical support process, please note the following before contacting the International Support Center:

- K1 Corp Customer Number
- K1 Corp Incident PIN Number
- Product Version
- Type of Database Server (Oracle/MSSQL Server) and Version

Knowledgeone Corporation Web Site

Visit our web site at <http://www.knowledgeonecorp.com/> for information on the latest K1 Corp products, support issues and training dates.

K1 Knowledgebase

Please refer to our website at the following URL for new updates and further information on Knowledgeone^{K1}:

<http://www.knowledgeonecorp.com/support/knowledgebaseFAQ.htm>