KNOVA

Release Notes

Version: 8.2.2

September 2018

Contents

About this Guide

This document describes changes made to Knova for Knova 8.2.2 release and other important information before installing and upgrading to Knova 8.2.2, including:

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Test Environment

See the *System Requirements* document for complete details on supported and tested environments. Below are the changes:

- Databases

    - SQL Server Version: Microsoft SQL Server 2016

    - Oracle Version: Oracle 12C R1

- Tomcat Version: 8.5.15

- JDK Version: 1.8.0_131

- Apache Solr: 6.3.0

- WildFly: 9.0.2

- Operating System

    - Windows Server 2016 Standard

- Analytics

    - QlikView Enterprise 12.10 SR4 (64-bit edition)

Feature Enhancements

The Knova 8.2.2 release includes the following feature enhancements.

- Support for cloud storage for attachments in authored documents
- Attachments indexing for authored documents
- Editable attachment display name
- Inline view for Microsoft Office documents
- Support for custom document ID creation
- SSO Login button

Cloud storage for attachments in authored documents

- Support is added for cloud storage of attachment using Amazon S3 (Simple Storage Service). An attachment of up to 5 GB is supported.
- During import or export, the cloud attachments housed in a document are also imported or exported.
- During import, an option is available to move attachments. This feature allows you move attachments from one location to another.

For information about setting up cloud storage, refer to the *Platform Configuration* section in *Knova Administrator's Guide*.

Attachment indexing for authored documents

- Support is added for indexing attachments uploaded from Knova Knowledge Central. Indexed attachments appear within the search results when a related search is performed.
- A parent ID link of the document in which the attachment is housed is displayed as part of the search results. When clicked, the link opens the parent document.
- The number of attachments per document has been increased from 25 to 40.

For information about enabling indexing of attachments, refer to the *Platform Configuration* section in *Knova Administrator's Guide*.

Editable attachment display name

- By default, the display name of an attachment is its file name. You can now edit the display name and change it as required.
- Display names with special characters and numbers are supported
- Once edited, the display names are auto-sorted in the following order.

1. Names starting with special characters.

2. Names starting with numbers.

3. Names starting with alphabets.

- Duplicate display names are supported.

Inline view for Microsoft Office documents

Inline view of Microsoft office document (PPT, Word , Excel) are displayed inline in the browser with the help of Microsoft tools. This is supported for indexed attachments and KSM documents.

For information about configuring inline view for indexed attachments, refer to the *Plaform Configuration* section in Knova Administrator's guide.

For information about configuring inline view for KSM documents, refer to the *Basic Knowledge Source configuration* section in Knova Administrator's guide.

Support for custom document ID creation

Support is added for creation of a docment ID based on document properties.

For infomration about custom document ID creation, refer to the Knova Knowledge Central configuration section in Knova Administrator's Guide.

SSO login button

SSO Login button is added for SAML on the Knova login page.

Defects Fixed

The following defects have been fixed in this release:

Pivotal ID	Product Area	Description
10997396	Content Feedback	Document ID and Document Title columns are blank in Article Feedback search results.
11001923	Knowledge Central	When a session time out occurs, Microsite in Knowledge Central is displayed with a double header.
11011700		
10833989		
11000504	Search	Document ID search is not working.
10999551	Knowledge Source Manager	When slicing is enabled, PDF documents are not viewable from search results.

Pivotal ID	Product Area	Description
10987205	User Manager	Only the top 50 groups shown. The Next button is not available to view the following groups.
10987204	Subscription	The default language is set as the first option available, instead of the browser language.
10990981	Search	Search results are not as expected when the search query contains equivalent terms.
10995262	User Manager	Administrator does not get the Manage People option even when the following permissions are enabled. • Find Groups • Find Users • Manage Users
10991921 11011236 10954490 10967659	Content Editor	Saving or publishing certain articles erases all content from the content editor.
11015268 11019809	Visual Search Manager	Some Tailored Search Experiences (TSEs) are not being triggered.
11015269	Knowledge Central	Search by product filters are not getting applied in Content Manager and Resolution Workbench.
10834495	Knowledge Source Manager	Some slices of PDF document are not available in the database.
11004355	Search	Search performance for queries containing many equivalent terms is slow.
11002123	Media Manager	In content editor, thumbnails do not appear for images.
11007894	Search	French and Spanish searches with stopwords are not working
11005219 10974349	Microsite	When there are many recommendations on the Home page, the page load-time is high.
10926179	Lifecycle Manager	After initiating bulk changes for Author name if the user cancels the operation, the user is unable to make bulk changes again.
10963623	Lifecycle Manager	Sorting by an author is not working.
10965682 10964319	Search	N of M search gives irrelevant results when the query contains more than 2 words with equivalent terms.

Pivotal ID	Product Area	Description
10925261	Universal Metadata Manager	For languages other than English, unable to search metadata to create microsite rule.
10983967 10977511	Content Editor	Load-time of Content editor is high when there are many content areas.
10981702	Knowledge Source Manager	KSM documents are not indexed if any one of the documents in DCN is tagged to a non-existant segment.
10981867	Knowledge Central	When the session times out, a blank page appears when navigating to the Content Manager page.
10981861	User Manager	Content Subscriptions tab in user profile takes time to load.
10977810	Knowledge Central	When shrinking the screen width, a white space appears up on right.
10984571	Knowledge Recontributor	Contributed documents appear in failed list.
10977634	Search	When multiple documents contain the same raw document ID, search returns only one of the documents.
10981732	Recommendations	There are empty lines present in some of the recommendations and saved items widgets.
10926784	Unified Template Builder	When the number of rows of a content area is changed, the change is not reflected.
338418	Search Widget	Clicking Reset All in Advanced Search does not reset saved searches.
338446	Authoring	For non-required fields, None is not available as an option.
338763	Single Sign-On	URL based Single Sign-On does not function.
338418	Search Widget	Clicking Reset All in Advanced Search does not reset saved searches.
337351	Communities	Microsite rules are getting applied to Newest and Most popular discussion in communities.
295084	Document View	Feedback window is truncated and is moved towards left.
337812	Knowledge Source Manager	KSM offset value is missing for Japanese KSM documents.
340285	Single Sign-On	SAML Login does not work in the following instances. - When the Back button is clicked in a document or post - When an error message displayed on a page contains an OK button.
340332	Knowledge Source Manager	Unable to download Japanese and Arabic KSM indexed document, when Inline view is set to "0".

Pivotal ID	Product Area	Description
339538	Document View	When an attached .txt file is viewed inline from the search results, all the text in the document is displayed in a single line, even though the text in the document is on different lines.
338432	Knowledge Central	The language of microsite page is applied to the language of header text in content manager's task tab.
338441	Knowledge Central	On Internet Explorer, the language of the current microsite page in Knowledge Central is applied as the Knova application's language after the user logs out and logs in without closing the browser window.
328458	User Profile	Duplicate entries are created when a subscription is saved.

Known issues

When using this version of Knova, you or your users may encounter the following known issues.

> **Note:** The lists of known issues contain information to raise your awareness and suggest solution or workarounds.

Administrator

Category	Description
Installer	Even when the installer fails, the database setup completes successfully and recontribution hangs.

Knowledge Central

Category	Description
Content Editor	On Edge and Chrome browsers, indexed attachments are downloaded twice when opened through content editor.
Content Editor	In content editor, if a Japanese character is typed in the title name and the window is maximized, a close confirmation message is displayed.
Content Editor	If an indexed attachment has a special character in the file name, and this attachment is attempted to be linked to a document, a close confirmation message is displayed.
Content Editor	On Edge browser during an attachment upload, the progress bar for upload does not work.
Content Editor	For attachment upload, you may experience issues with large attachments on browsers other than Chrome. It is recommended to use Chrome for the best user experience.
Content Editor	When using the **Add Knowledge Base Document Link** option to add an indexed attachment that has special characters in the title, the following message is displayed. **The webpage you are viewing is trying to close the window.**
Content Editor	In content editor, if an image and an .swf file are placed without adding a space in between, the alignment is not proper when the document is viewed.
Content Editor	When using the **Add Knowledgebase content** option to insert content in to a document, the attachments of the inserted document do not open.
Content Editor	In a single session, creating a second language edition after removing the first language edition, removes the second language edition from the list.

Category	Description
Content Editor	While using the language edition option, closing the child window closes the parent window.
Microsite	When an indexed attachment is opened from Hot Topics and the **Up to Search** button is used to go back, the order of documents under Hot Topics is changed.
Content Editor	If there is a file upload error when trying to upload a large attachment, all the content in the content editor window is erased when the **Attachment Editor** window is closed. It is recommended to use Chrome for the best user experience.
Single sign-on	When using Single Sign-On with the URL method: - The header is missing on all URLs, except the Home page. - Double banners are seen for the following URL. `http://<Server Name>:8080/knowledgecentral?userid=admin`
Document View	The Feedback window is able to be moved outside the boundaries of a page.
Content Manager	File name is blank when performing Export to Excel for Japanese language.
Microsite	When the user profile is edited and saved in Profile Editor, the number of saved Communities under My Favorites doubles.
Single sign-on	For some URLs, when using Single Sign-On with the SAML method, the user is redirected to home page of Knova Knowledge Central instead of the specified URL. For example, this happens with Document View, Favorites, etc.
Content Manager	With HTTPS, the Print List button does not work in Life Cycle Manager.
Content Editor	On the Edit Document window, when the New Notes section is expanded, the window keeps blinking.

Self-Service

Category	Description
Login	During a password reset, if the user leaves at least one field blank and clicks **Submit**, an invalid URL message is displayed instead of an error message.
Login	During a password reset, if the user provides the existing password as the new password, the password is accepted.
Communities	When creating a post, on the **Preview and Submit** page, attachments containing special characters cannot be opened. The following message is displayed: "Webpage cannot be found"

Category	Description
Microsite	On Internet Explorer, the language of the current Microsite page in Self-Service is applied as the Knova application's language after the user logs out and logs in without closing the browser window.

Platform

Category	Description
Not applicable	Spell check for Japanese is not functional.
Not applicable	Unicode characters are not supported for document ID of KSM documents and indexed attachments. If unicode characters are present, the characters are converted to alphanumeric.

Modified files

The following files are changed in 8.2.2. This list is provided in case you have made any configuration or customization changes.

Location	File
KNOVA\ Software\Administrator\css	aptean.css
	ContentManager.css
KNOVA\ Software\Administrator\vtemplates	BestBetWidget.vm
KNOVA\ Software\Administrator\WEB-INF\lib	aos.jar
KNOVA\Software\Administrator	adminIndex.jsp
	Encrypt
	feedbacktab
	help
KNOVA\Software\Administrator\admin	customCalendar.jsp

Location	File
KNOVA\Software\Administrator\admin\kss	editEmailTemplate.jsp
	editRSSFeed.jsp
	exportToExcel.jsp
	find_user.jsp
	findUserGroup.jsp
	forumhierarchy.jsp
	loadConfig.jsp
	searchAccessLevels.jsp
	semm_poll_editor.jsp
	stopwords.jsp
	webConfig.jsp
KNOVA\Software\Administrator\admin\template	emailMasterTemplate.jsp
	unifiedTemplatesList.jsp
KNOVA\Software\Administrator\admin\transfermanager	documentTransferManager.jsp
KNOVA\Software\Administrator\ckeditor	ckeditor.js
	config.js
KNOVA\Software\Administrator\common	extIFrame.jsp
	feedback.jsp
	findUsersOrGroups.jsp
	forbidden.jsp
	loginAdmin.jsp
	overlayDialog.jsp
	subscribetocontent.jsp
	viewdocument.jsp
KNOVA\Software\Administrator\css	main.css
KNOVA\Software\Administrator\jslib	common.js
	resFlow_process_gui.js
	searchentry.js
	viewdocument.js
	userprofile.js

Location	File
KNOVA\Software\Administrator\layouts	UserOrGroupLayout.jsp
KNOVA\Software\Administrator\logviewer	logviewer.jsp
KNOVA\Software\Administrator\msrecommendation	recommendations.jsp
KNOVA\Software\Administrator\php	saveitemdoc.jsp
KNOVA\Software\Administrator\savedQueryManager	savedQueryManager.jsp
KNOVA\Software\Administrator\userprofile	site_preferences.jsp
	forum_subscriptions.jsp
	main.jsp
KNOVA\Software\Administrator\VSM	GetTags.jsp
KNOVA\Software\Administrator\vtemplates	forumresults.vm
	GSBestBets.vm
	GSDocuments.vm
	GSDocuments_dl.vm
	GSSearchResults_header.vm
	InsertBBLink.vm
	logview.vm
	NonthreadedKCdisplay.vm
	NonthreadedKCdisplay_ forFrameset_headerOnly.vm
	NonThreadedKCdisplayHeader.vm
	rwqueue_ksc.vm
	SavedItemsWidget.vm
	searchentry_lib.vm
	subscriptionslist.vm
	ThreadedKCDisplayWidget.vm
KNOVA\Software\Administrator\WEB-INF	struts-config.xml
	struts-config-admin-kss.xml
KNOVA\Software\Administrator\WEB-INF\classes	kanisa.properties
	RWQueueWidget.properties
	SearchResultsWidget.properties

Location	File
KNOVA\Software\Administrator\WEB-INF\classes\com\consona\ckm\gwtgrid\client	GridConstants.properties
	SearchConstants.properties
KNOVA\Software\Administrator\WEB-INF\classes\resources	application.properties
KNOVA\Software\Administrator\WEB-INF\lib	admin.jar
	appscommon.jar
	WidgetFramework.jar
KNOVA\Software\CommonTools	mediamanager
KNOVA\Software\CommonTools\css	ContentManager.css
KNOVA\Software\CommonTools\WEB-INF\lib	aos.jar
	appscommon.jar
	commontools.jar
KNOVA\Software\Install	KP_InstallationData.xml
	KSC_InstallationConfigData.xml
KNOVA\Software\Install\accessories\Solr-6.3.0\server\solr-webapp\webapp\WEB-INF\lib	hon-lucene-synonyms-5.0.6-SNAPSHOT.jar
KNOVA\Software\Install\accessories\wildfly-9.0.2\standalone\deployments	k-solr-0.0.1-SNAPSHOT.ear
KNOVA\Software\KnowledgeCentral	addlinkdocument
	contenteditor
	contentmanager
	docversionviewwindow
	docviewwindow
	Encrypt
	feedbacktab
	help
	mshome_menu.jsp
	preview.jsp
KNOVA\Software\KnowledgeCentral\authoring	editDocument_authorContent.jsp
	searchDocLink.jsp

Location	File
KNOVA\Software\KnowledgeCentral\caseresponse	casenotes.jsp
	email.jsp
	include_cct.jsp
	index.jsp
	search_main.jsp
KNOVA\Software\KnowledgeCentral\ckeditor	ckeditor.js
	config.js
KNOVA\Software\KnowledgeCentral\collaboration	CollaboratorsISelected.jsp
KNOVA\Software\KnowledgeCentral\common	browsePagelet.jsp
	extlFrame.jsp
	feedback.jsp
	findUsersOrGroups.jsp
	forbidden.jsp
	login.jsp
	overlayDialog.jsp
	question2b_gwtStyle.jsp
	subscribetocontent.jsp
	viewdocument.jsp
KNOVA\Software\KnowledgeCentral\css	aptean.css
	ContentManager.css
KNOVA\Software\KnowledgeCentral\jslib	common.js
	kap.js
	searchentry.js
	userprofile.js
	viewdocument.js
KNOVA\Software\KnowledgeCentral\layouts	kapHeader.jsp
	UserOrGroupLayout.jsp

Location	File
KNOVA\Software\KnowledgeCentral\microsites	msbrowse.jsp
	mshome.jsp
	msHotTopics.jsp
	msproducts.jsp
	mssearch.jsp
	msviewdocumentFeedback.jsp
	msviewdocumentWide.jsp
KNOVA\Software\KnowledgeCentral\mysupport	editsaveditems.jsp
KNOVA\Software\KnowledgeCentral\php	saveitemdoc.jsp
KNOVA\Software\KnowledgeCentral\userprofile	site_preferences.jsp
	forum_subscriptions.jsp
	main.jsp

Location	File
KNOVA\Software\KnowledgeCentral\vtemplates	BestBetWidget.vm
	forumresults.vm
	GSBestBets.vm
	GSDocuments.vm
	GSDocuments_dl.vm
	GSSearchResults_header.vm
	InsertBBLink.vm
	logview.vm
	NonthreadedKCdisplay.vm
	NonthreadedKCdisplay_ forFrameset_headerOnly.vm
	NonThreadedKCdisplayHeader.vm
	rwqueue_ksc.vm
	SavedDocuments.vm
	SavedItemsWidget.vm
	SavedSearches.vm
	SavedThreads.vm
	SavedUsers.vm
	searchentry_gs_adv_new.vm
	searchentry_lib.vm
	subscriptionslist.vm
	ThreadedKCDisplayHeader.vm
	ThreadedKCDisplayWidget.vm
KNOVA\Software\KnowledgeCentral\WEB-INF	struts-config.xml
KNOVA\Software\KnowledgeCentral\WEB-INF\classes	kanisa.properties
	RWQueueWidget.properties
	SearchResultsWidget.properties
KNOVA\Software\KnowledgeCentral\WEB-INF\classes\com\consona\ckm\contenteditor\client	CEConstants.properties
	EditorConfig.properties
KNOVA\Software\KnowledgeCentral\WEB-INF\classes\com\consona\ckm\gwtcommon	GWTCommon.gwt.xml

Location	File
KNOVA\Software\KnowledgeCentral\WEB-INF\classes\com\consona\ckm\gwtgrid\client	GridConstants.properties
KNOVA\Software\KnowledgeCentral\WEB-INF\classes\com\consona\ckm\search\client	SearchConstants.properties
KNOVA\Software\KnowledgeCentral\WEB-INF\classes\resources	application.properties
KNOVA\Software\KnowledgeCentral\WEB-INF\lib	aos.jar
	appscommon.jar
	kcc.jar
	WidgetFramework.jar
KNOVA\Software\KnowledgeCentral\WEB-INF\source\com\consona\ckm\addlinkdocument\client\core\view	AddDocumentView.ui.xml
	AddLinkDocumentView.ui.xml
	ContentTabView.ui.xml
	FindLinkedDialogView.ui.xml
	SearchForSimilarDialogView.ui.xml
	SearchResultItem.ui.xml
KNOVA\Software\Platform\Config	KETLConfig.xml
KNOVA\Software\Platform\Config\AnalyticsLogging	general_activity.xml
KNOVA\Software\Platform\Config\Solr\knova	managed-schema
KNOVA\Software\Platform\Server	aos.jar
	AttachmentUpgradeService.jar
	Authoring.jar
	ConfigData.jar
	CPRetriever.jar
	DbBridge-1.0-SNAPSHOT.jar
	DocImportExport.bat
	DocImportExport.jar
	dove.dll

Location	File
KNOVA\Software\Platform\Server	dove.jar
	dove.pdb
	doveservices.dll
	doveservices.jar
	doveservices.pdb
	dpbridge-1.0-SNAPSHOT.jar
	genutil.dll
	genutil.pdb
	IdentityManagement.jar
	IKsm.jar
	JavaServersCommon.jar
	Kettle.exe
	Kettle.pdb
	KNameservice.exe
	KNameservice.pdb
	KnovaServerMgmt.exe
	KnovaServerMgmt.pdb
	KsmProcessor.exe
	KsmProcessor.pdb
	k-solr-ejbClient-0.0.1-SNAPSHOT.jar
	KSuiteCommon-1.0-SNAPSHOT.jar
	KSWLoggerService.jar
	services.xml
	TaxoRetriever.jar
	topicspotter.dll
	topicspotter.pdb
KNOVA\Software\Platform\Server\3rdPartyLib	3rdPartyManifestJars.jar
KNOVA\Software\Platform\Server\3rdPartyLib\3rdPartyJars	joda-time-2.2.jar
KNOVA\Software\Platform\Server\Stylesheets	AuthoringDefault.xsl

Location	File
KNOVA\Software\SelfService	encrypt
	feedbacktab
	help
KNOVA\Software\SelfService\admin	semm_poll_editor.jsp
KNOVA\Software\SelfService\common	extlFrame.jsp
	feedback.jsp
	login.jsp
	subscribetocontent.jsp
	viewdocument.jsp
KNOVA\Software\SelfService\css	kanisa.css
KNOVA\Software\SelfService\jslib	searchentry.js
	viewdocument.js
KNOVA\Software\SelfService\layouts	UserOrGroupLayout.jsp
KNOVA\Software\SelfService\microsites	mshome.jsp
	mssearch.jsp
	msviewdocumentFeedback.jsp
KNOVA\Software\SelfService\php	changeTempPassword.jsp
	saveitemdoc.jsp
KNOVA\Software\SelfService\userprofile	site_preferences.jsp
KNOVA\Software\SelfService\vtemplates	GSBestBets.vm
	GSDocuments.vm
	GSDocuments_dl.vm
	NonthreadedKCdisplay.vm
	NonthreadedKCdisplay_ forFrameset_headerOnly.vm
	NonThreadedKCdisplayHeader.vm
	ThreadedKCDisplayWidget.vm
	forumresults.vm
KNOVA\Software\SelfService\vtemplates\post	Post.vm

Location	File
KNOVA\Software\SelfService\WEB-INF	security-config.xml
	struts-config.xml
KNOVA\Software\SelfService\WEB-INF\classes	kanisa.properties
	SearchResultsWidget.properties
KNOVA\Software\SelfService\WEB-INF\classes\com\consona\ckm\gwtcommon	GWTCommon.gwt.xml
KNOVA\Software\SelfService\WEB-INF\lib	aos.jar
	appscommon-ss.jar
	WidgetFramework.jar

New files

The following files are new in 8.2.2.

Path	Files/Folder
KNOVA\Software\Administrator\admin\kss	cloudTestConnectionMessage.jsp
KNOVA\Software\Administrator\common	downloadurl.jsp
	canNotAddAttachments.jsp
	viewattachmentcloud.jsp
	viewAttachmentError.jsp
KNOVA\Software\Administrator\jslib	jquery.ui.datepicker-en.js
KNOVA\Software\KnowledgeCentral\common	canNotAddAttachments.jsp
	downloadurl.jsp
	viewattachmentcloud.jsp
	viewAttachmentError.jsp
	uploadAttachments.jsp
	uploadurl.jsp
KNOVA\Software\KnowledgeCentral\jslib	jquery.ui.datepicker-en.js
KNOVA\Software\Platform\Server	Cloud.jar
	upgrade_configdata822.bat
KNOVA\Software\Platform\Server\3rdPartyLib	jlibs-core-2.2.1.jar
	jlibs-xmldog-2.2.1.jar

Path	Files/Folder
KNOVA\Software\Platform\Server\3rdPartyLib\3rdPartyJars	httpclient-4.5.2.jar
	httpcore-4.4.1.jar
KNOVA\Software\Platform\Server\3rdPartyLib\ext	aws-java-sdk-core-1.11.308.jar
	aws-java-sdk-kms-1.11.308.jar
	aws-java-sdk-s3-1.11.308.jar
	ion-java-1.0.2.jar
	jackson-annotations-2.6.0.jar
	jackson-core-2.6.7.jar
	jackson-databind-2.6.7.1.jar
	jackson-dataformat-cbor-2.6.7.jar
	jmespath-java-1.11.308.jar
KNOVA\Software\SelfService\common	canNotAddAttachments.jsp
	downloadurl.jsp
	viewattachmentcloud.jsp
	viewAttachmentError.jsp

Folder Hierarchy

The items in this software release package are available from the Knova FTP Server as follows:

Root Directory

Contains the following:

- **Database Setup** folder
- **Documentation** folder
- **Application** folder
- **ReadMe.html**

Database Setup folder

Contains AnalyticsDB and ApplicationDB folders. These folders contain the batch files and database scripts required for manually creating or updating Analytics database and manually creating or updating Knova Application database to version 8.2.2.

Documentation folder

Contains the following:

- Aptean_Analytics_Installation_Guide.pdf
- Knova_Administrator's_Guide_8.2.2.pdf
- Knova_Analytics_Guide_8.2.2.pdf
- Knova_Communities_Moderator's_Guide_8.2.2.pdf
- Knova_Data_Dictionary_8.2.2.pdf
- Knova_Installation_Guide_8.2.2.pdf
- Knova_System_Integration_Guide_8.2.2.pdf
- Knova_System_Performance_Guide_8.2.2.pdf
- Knova_Knowledge_Central_User's_Guide_8.2.2.pdf
- Knova_Release_Notes_8.2.2.pdf
- Knova_Self-Service_User's_Guide_8.2.2.pdf
- Knova_System_Requirements_8.2.2.pdf
- Knova_Web_Designer's_Guide_8.2.2.pdf

Application folder

Contains the `setup.exe` to upgrade Knova from 8.2.1 to 8.2.2.

Notes

The **Go to Microsite** option on the Browse page is removed in Knova Knowledge Central.

Documentation set

The Knova 8.2.2 documentation set includes the following guides and help systems; all PDF files are included in the release package on Aptean Connect:

Document	Format
Aptean Analytics Installation Guide	PDF
Knova Administrator's Guide	WebHelp PDF
Knova Analytics Guide	PDF
Knova Communities Moderator's Guide	WebHelp PDF
Knova Data Dictionary	PDF
Knova Installation Guide	PDF
Knova Knowledge Central User's Guide	WebHelp PDF
Knova System Integration Guide	PDF
KnovaPerformance Guide	PDF
Knova Self-Service User's Guide	WebHelp PDF
Knova System Requirements	PDF
Knova Web Designer's Guide	PDF
Knova Release Notes (this document)	PDF