

Answer Server

Software Version 12.0.0

Release Notes



Document Release Date: June 2018

Software Release Date: June 2018

Legal notices

Copyright notice

© Copyright 2018 Micro Focus or one of its affiliates.

The only warranties for products and services of Micro Focus and its affiliates and licensors ("Micro Focus") are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Micro Focus shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

Trademark notices

Adobe™ is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To verify you are using the most recent edition of a document, go to

[https://softwaresupport.softwaregrp.com/group/softwaresupport/search-result?doctype=online help](https://softwaresupport.softwaregrp.com/group/softwaresupport/search-result?doctype=online+help).

You will also receive new or updated editions of documentation if you subscribe to the appropriate product support service. Contact your Micro Focus sales representative for details.

To check for new versions of software, go to <https://www.hpe.com/software/entitlements>. To check for recent software patches, go to <https://softwaresupport.softwaregrp.com/patches>.

The sites listed in this section require you to sign in with a Software Passport. You can register for a Passport through a link on the site.

Support

Visit the Micro Focus Software Support Online website at <https://softwaresupport.softwaregrp.com>.

This website provides contact information and details about the products, services, and support that Micro Focus offers.

Micro Focus online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support website to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Access the Software Licenses and Downloads portal
- Download software patches
- Access product documentation
- Manage support contracts
- Look up Micro Focus support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require you to register as a Passport user and sign in. Many also require a support contract.

You can register for a Software Passport through a link on the Software Support Online site.

To find more information about access levels, go to

<https://softwaresupport.softwaregrp.com/web/softwaresupport/access-levels>.

Contents

New in this Release 5

Resolved Issues 8

Notes 9

Documentation 10

New in this Release

This section lists the enhancements to Answer Server version 12.0.0.

General

- You can now configure Answer Server to retrieve answers from an answer system on a remote server. This option allows you to expand your Answer Server beyond a single machine. When you use remote systems, your main Answer Server forwards Ask actions to the configured remote systems, and includes the answers in its responses.

You configure the remote systems as a new system configuration, with `Type` set to `Remote`. This system configuration provides details of the host and port of the remote Answer Server, and the name of the system configured in the remote server. For more information, refer to the *Answer Server Administration Guide* and the *Answer Server Reference*.

- You can now configure groups of answer systems, to allow you to flexibly add and remove systems without changing your user interface. For example, you might configure groups according to the language of the system, so that you can send the `Ask` action to all systems in a particular language, rather than specifying each system individually. For example:

```
[AnswerSystemGroups]  
0=AllEnglish
```

```
[AllEnglish]  
0=AnswerBankEng  
1=FactBankEng  
2=PassageExtractorEng
```

- You can now use a context in the `Ask` action to define a more limited scope to a question. For example, if a user has asked questions about Cambridge UK (rather than another Cambridge), you can use a context to state that further questions are also about Cambridge UK.

You create a context by using the `ManageResources` action, which returns a context ID that you can use in the `Ask` action `Context` parameter.

Question contexts use the same license capacity as conversation sessions. You can configure them to automatically expire after a set interval by setting the `ExpirationInterval` and `ExpirationIdleTime` configuration parameters in the `[AskContext]` configuration section.

For more information, refer to the *Answer Server Administration Guide* and the *Answer Server Reference*.

- Several new modes have been added for the JSON response format. The `ResponseFormat` general ACI action parameter has the following new options:

- **json/0**. The older JSON format, which returns single-element lists as objects rather than arrays.
- **json/1**. A new JSON format, which returns single-element lists as arrays, for consistency with multiple-element lists.
- **simplejson**. A new JSON format, similar to **json/1**, but it does not use \$ nodes to represent XML nodes unless the equivalent XML node contains attributes. This response format also does not use autn: prefixes in node names.

The existing `ResponseFormat` option, **json**, uses your default JSON format, which you configure by setting the `JSONFormat` parameter in the `[Server]` section of the configuration file. The `JSONFormat` configuration parameter accepts the three values listed above, as well as **json**, which uses the latest JSON format version (currently **json/1**).

- The OpenSSL library has been updated to version 1.0.2n.

Fact Bank

- Fact Bank now attempts to restrict the answers to questions that implicitly ask for current information. For example, if you ask *Who is the president of the United States?*, Fact Bank now returns the current president rather than a list of all presidents, as long as the data set contains start and end time qualifiers.
- The support for process questions, such as *who was the first X* or *what is the average Y* has been improved for non-English languages.

Answer Bank

- The `Ask` action response for answers from an Answer Bank system now includes additional metadata, including the question equivalence class ID, and any optional metadata that was added to the QEC.
- The `GetResources` action `Filter` parameter now has new options, `conceptual` and `conceptual_minscore` to allow you to search for question equivalence classes. You can use these options in combination with the existing `text` filter to find question equivalence classes that match your query text.

The `conceptual` filter allows you to match the query text against all the questions in your Answer Bank, and return the parent question equivalence class for matching questions. This option might provide better matches when you want to find new equivalent questions. The `conceptual_minscore` option provides a minimum percentage score for the conceptual match. For example:

```
{
  "text": "what kind of rocket do you need to get to Mars?",
  "conceptual": true,
  "conceptual_minscore": 20
}
```

- You can now use custom `FieldText` for Answer Bank in your `Ask` and `GetResources` actions. This option allows you to set up separate groups of answers in a single Answer Bank system, and restrict

a particular question to a group. For example, you can use it to restrict by language or region.

To use custom `FieldText` in the `Ask` action, you can include the `CustomizationData` parameter with a `fieldtext` JSON property. In the `GetResources`, you can use the new `fieldtext` property in the `Filter` parameter JSON object.

- The `GetResources` action `Filter` parameter has the new filter option `typeahead_expansion_mode`. You can use this option with the `typeahead` filter to choose whether to expand a string from its end only, or as a substring of any suggestions. These options are used by Query Manipulation Server type ahead functionality in Answer Bank mode. For more information, refer to the *Query Manipulation Server 12.0 Release Notes*.

Passage Extractor

- The Passage Extractor system has been improved to reduce the likelihood that it returns a passage that contains a variant of the question as an answer.

Resolved Issues

This section lists the resolved issues in Answer Server version 12.0.0.

- Answer Server did not return the `answer source` tag, because it attempted to match the key case sensitively in the Answer Bank Agenstore. Answer Server now matches the key case insensitively. In addition, it also returns the source when it is stored in a metadata field with the key `answerSource`.
- The `ShowPermissions` action did not show permissions for `SSLIdentities` configured in the `[AuthorizationRoles]`.
- If an ACI Server was configured to request client SSL certificates, running multiple requests from a client could sometimes fail with **session id context uninitialized** errors. For example, this could occur when loading IDOL Admin.

Notes

These notes provide extra information about installing and using Answer Server.

- Documentation for the deprecated `AdminClients`, `IndexClients`, `UserClients`, `QueryClients`, `ServiceControlClients`, and `ServiceStatusClients` parameters has been removed.

This functionality is still available, but might be incompatible with new functionality, and might be deleted in the future. For details about the parameters, refer to the documentation for your components at version 11.6 or earlier.

Documentation

The following documentation was updated for this release.

- *Answer Server Reference*
- *Answer Server Administration Guide*