

Perceptive Process Mining

Release Notes

Version: 2.13.x

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Date: March 2018

Hyland™

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Perceptive Process Mining 2.13

This document contains descriptions of the patch releases for Perceptive Process Mining 2.13 and is updated when a new patch release (2.13.x) becomes available. Patch releases are compatible with version 2.13.0 and may contain updates and enhancements.

This document also includes information on where to locate the Perceptive Process Mining 2.13 technical requirements and documentation, and provides support options.

Update History for Perceptive Process Mining 2.13

Perceptive Process Mining 2.13.0

This is the initial release of Perceptive Process Mining 2.13. For information about this release, refer to Product Help. For information about changes between 2.12.x and 2.13.0, refer to Perceptive Process Mining What's New.

Reference Information on Perceptive Process Mining

System requirements

For product technical specifications and system requirements, refer to the *Perceptive Process Mining Technical Specifications* for your product version. This document is available in the Product Documentation tab in the Customer Portal on the Hyland Software website.

Before proceeding, confirm that you download the correct installer for your environment. Then verify that your environment meets or exceeds the minimum requirements specified in the *Technical Specifications for Perceptive Process Mining, Version 2.13.x*.

Perceptive Process Mining documentation

Perceptive Process Mining Help and documentation are comprised of the following areas:

End user documentation

- Perceptive Process Mining Help
- *Perceptive Process Mining Getting Started Guide*

Administrator documentation

- Technical Specifications
- *Perceptive Process Mining Installation and Setup Guide*

Install or Upgrade Perceptive Process Mining

The complete instructions for installing Perceptive Process Mining appear in the *Perceptive Process Mining Installation and Setup Guide* that is available for each product version. This installation guide is available on the [Hyland Software documentation website](#).

Moving from 2.12.x to 2.13.x is considered an upgrade. These instructions appear in the *Perceptive Process Mining Installation and Setup Guide*, version 2.13.x document, available in the Product Documentation tab in the Customer Portal on the Hyland Software website.

Contact Enterprise Software Support

Before you contact Enterprise Software Support, visit the Customer Portal to search for an answer to your question. This website includes the most recent updates of Perceptive Content Help files. You must be a registered user to access the Customer Portal.

Support is available 24 hours a day, seven days a week. Your call is routed to the appropriate resource based on the nature of a request or severity of an issue. When you contact support to report a new issue, have the following information available.

- Your version of Perceptive Process Mining
- Your operating system and its version.
- A complete description of the issue, including steps to reproduce it.
- Exact wording of any error messages that you encountered.

Location	Telephone	Email
United States	+1 888 906 3565	support@perceptivesoftware.com
United States	+1 800 941 7460 option 2	support@perceptivesoftware.com
United Kingdom	+44 (0) 800 028 1904	support@perceptivesoftware.com
United Kingdom	+44 (0) 800 141 2022 option 3, 3	support@perceptivesoftware.com
Brazil	+55 (0) 800 047 4756	support@perceptivesoftware.com
Canada	+1 888 882 0480	support@perceptivesoftware.com
France	+33 (0) 805 540 839	support@perceptivesoftware.com
Germany	+49 (0) 800 101 1743	support@perceptivesoftware.com
Italy	+39 800 917 997	support@perceptivesoftware.com
Mexico	+52 (0) 1 800 083 4928	support@perceptivesoftware.com
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Australia	+61 (1) 800 607 991	support@perceptivesoftware.com
South Africa	+27 (0) 11 807 3025	africasupport@perceptivesoftware.com
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