

# Perceptive Process Mining

Patch Readme

Version: 2.4.4



**perceptive**software

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## Perceptive Process Mining 2.4

This document contains descriptions of the patch releases for Perceptive Process Mining 2.4 and is updated when a new patch release (2.4.x) becomes available. Patch releases compatible with version 2.4.0 may contain updates and enhancements.

This document also includes information on where to locate the Perceptive Process Mining 2.4 technical requirements and documentation, and provides support options.

### Perceptive Process Mining 2.4.4 (10 October, 2013)

- Perceptive Process Mining 32-bit 2.4.4.exe
- Perceptive Process Mining 64-bit 2.4.4.exe

The following updates are included in this patch.

#### Updates

- Resolved an issue in the processing of duration values for the French and Spanish versions.

## Historical patches

### Perceptive Process Mining 2.4.3 (10 September, 2013)

- Perceptive Process Mining 32-bit 2.4.3.exe
- Perceptive Process Mining 64-bit 2.4.3.exe

The following enhancements and updates are included in this patch.

#### Enhancements

- Updated the translations of the US English base version into the other available languages (Brazilian Portuguese, Dutch, French, German, Italian, Spanish, and UK English).
- In the US and UK English versions, the term “replay” replaces the term “animation”.

#### Updates

- Resolved an issue where if you used the **Thorough** miner setting when mining a process model without parallel activities, the completeness percentage did not display.
- Resolved an issue where when opening a dashboard that contained a model mined with the **Thorough** miner resulted in showing a model mined with the **Fast** miner instead.
- In a process animation (now called “replay”), you can now click a case to display case information in a pop-up window. Previously, the pop-up window was not always displayed for every case in the process.
- Resolved an issue where if you copied a dashboard from another process two or more times with **Copy from** and then tried to delete one of the dashboards, an error message displayed and you could not delete the dashboard.

- Resolved an issue where if you mined a model with the **Thorough** miner setting and HTML5 features enabled, for a brief moment the model displayed in Flash representation.
- Now when copying objects with **Copy from process** to another process all dependencies between objects and metrics are properly detected and copied to the target process. Previously, dependencies between objects and metrics were sometimes not properly detected, therefore not all dependencies were copied to the target process.
- Resolved an issue where the miner sometimes created an invalid PAL file if the model contained an activity name in lowercase letters or an activity name that is a reserved word in PAL.
- Resolved an issue where a dataset update that originated from the REST interface did not always create a record in the update history.

## Perceptive Process Mining 2.4.2 (June 10, 2013)

- Perceptive Process Mining 32-bit 2.4.2.exe
- Perceptive Process Mining 64-bit 2.4.2.exe

The following enhancement and updates are included in this patch.

### Enhancement

- An option now exists in the Administration pane to show information about the Perceptive Process Mining web service. Refer to this information if you use Perceptive Process Mining content and functionality through a REST web service.

### Updates

- All balls representing an event now display in the animation diagram. Previously, when the animation diagram had a large number of values, some balls were not displayed.
- Resolved an issue where the balls in an animation might not move with a continuous rate of speed over the different segments of an arc.

**Note** To display an animation saved in a previous version of Process Mining, generate the animation again to enable the updated functionality.

## Perceptive Process Mining 2.4.1 (May 14, 2013)

- Perceptive Process Mining 32-bit 2.4.1.exe
- Perceptive Process Mining 64-bit 2.4.1.exe

The following update is included in this patch.

### Update

- Resolved an issue where a Permission Denied error displayed when viewing a model or animation when logged in as a Perceptive Content user.

## Perceptive Process Mining 2.4.0 (May 13, 2013)

This is the initial release of Perceptive Process Mining 2.4. For information about this release, refer to Product Help. For information about changes between 2.3.x and 2.4.x, 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 Perceptive 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 2.4.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* available for each product version. This installation guide is available in the Product Documentation tab in the Customer Portal on the Perceptive Software website.

Moving from 2.3.x to 2.4.x is considered an upgrade. These instructions appear in the *Perceptive Process Mining Installation and Setup Guide*, version 2.4.x document, available in the Product Documentation tab in the Customer Portal on the Perceptive Software website.

## Contact Perceptive Software Product Support

Before you contact Product Support, visit the Customer Portal at [www.perceptivesoftware.com](http://www.perceptivesoftware.com) 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.

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