

# Perceptive Process Mining

## Release Notes

Version: 2.5.x

Written by: Product Knowledge, R&D

Date: September 2016

© 2014 - 2015 Lexmark International Technology, S.A. All rights reserved.

Lexmark is a trademark of Lexmark International Technology, S.A., or its subsidiaries, registered in the U.S. and/or other countries. All other trademarks are the property of their respective owners. No part of this publication may be reproduced, stored, or transmitted in any form without the prior written permission of Lexmark.

## Table of Contents

|   |          |
|---|----------|
| <b>Perceptive Process Mining 2.5 .....</b>                      | <b>4</b> |
| <b>Update History for Perceptive Process Mining 2.5.....</b>    | <b>4</b> |
| Perceptive Process Mining 2.5.5.....                            | 4        |
| Perceptive Process Mining 2.5.4.....                            | 4        |
| Perceptive Process Mining 2.5.3.....                            | 4        |
| Perceptive Process Mining 2.5.2.....                            | 5        |
| Perceptive Process Mining 2.5.1.....                            | 5        |
| Perceptive Process Mining 2.5.0.....                            | 5        |
| <b>Reference Information on Perceptive Process Mining .....</b> | <b>6</b> |
| System requirements.....  | 6        |
| Perceptive Process Mining documentation .....                   | 6        |
| Install or Upgrade Perceptive Process Mining .....              | 6        |
| Contact Perceptive Software Product Support.....                | 6        |

## Perceptive Process Mining 2.5

This document contains descriptions of the patch releases for Perceptive Process Mining 2.5 and is updated when a new patch release (2.5.x) becomes available. Patch releases are compatible with version 2.5.0 may contain updates and enhancements.

This document also includes information on where to locate the Perceptive Process Mining 2.5 technical requirements and documentation, and provides support options.

## Update History for Perceptive Process Mining 2.5

### Perceptive Process Mining 2.5.5

- Perceptive Process Mining 32-bit 2.5.5.exe
- Perceptive Process Mining 64-bit 2.5.5.exe

The following updates are included in this patch.

#### Updates

- Fixed an issue where in rare cases NULL values were equated with non-NULL values of numeric type with floating point or string.
- Fixed an issue where zero values were added for points on line/area charts with multiple series when not all x-values are covered by all series.

### Perceptive Process Mining 2.5.4

- Perceptive Process Mining 32-bit 2.5.4.exe
- Perceptive Process Mining 64-bit 2.5.4.exe

The following updates are included in this patch.

#### Updates

- Resolved an issue related to zooming using the mouse wheel or touch gestures

### Perceptive Process Mining 2.5.3

- Perceptive Process Mining 32-bit 2.5.3.exe
- Perceptive Process Mining 64-bit 2.5.3.exe

The following enhancements are included in this patch.

## Enhancements

- This patch includes improvements to the dataset download options.
- The filtered dataset download in CSV format now only includes attributes that the user selects. Previously, it included all attributes.
- Users can now also download the filtered dataset in XLS format from the **Download** menu in the **Overview**.

## Perceptive Process Mining 2.5.2

The following updates are included in this patch.

### Updates

- Resolved an issue with an error message occurring when downloading filtered cases to Excel.
- Resolved a string attribute filter issue showing a negative number of events in some cases.

## Perceptive Process Mining 2.5.1

The following enhancements and updates are included in this patch.

### Enhancements

- Optimized data import sorting when input data is partially sorted.
- Updated the translations of the US English base version into the other available languages (Brazilian Portuguese, French, German, and Spanish).

### Updates

- Resolved an issue with filtering in models shown on a dashboard.
- Resolved an issue with timestamp filters which occurred after upgrading to version 2.5.
- Resolved the following display issue: The entire screen could be scrolled up, hiding part of the header.
- Resolved the following issue: Some filter items that were saved in collapsed state could not be expanded when subsequently loading the filter.

## Perceptive Process Mining 2.5.0

This is the initial release of Perceptive Process Mining 2.5. For information about this release, refer to Product Help. For information about changes between 2.4.x and 2.5.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 2.5.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 in the Product Documentation tab in the Customer Portal on the Perceptive Software website.

Moving from 2.4.x to 2.5.x is considered an upgrade. These instructions appear in the *Perceptive Process Mining Installation and Setup Guide*, version 2.5.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       |
| 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       |
| Netherlands                       | +31 (0) 800 404 0004             | support@perceptivesoftware.com       |
| Spain                             | +34 800 900 505                  | support@perceptivesoftware.com       |
| Australia                         | +61 (1) 800 607 991              | support@perceptivesoftware.com       |
| South Africa                      | +27 (0) 11 807 3025              | africasupport@perceptivesoftware.com |
| International if not listed above | +1 913 422 7525 option 2         | support@perceptivesoftware.com       |