Peregrine

Get-Resources 4.0.1

Release Notes

For Windows, AIX, Linux, and Solaris

Peregrine
S Y S T E M S.

Contents

Get-Resources 4.0.1 Release Notes

Welcome to Get-Resources 4.0.1. Get-Resources is part of the Peregrine Systems Get-It™ Employee Self Service (ESS) suite of applications built on the Peregrine OAA platform. Get-Resources integrates with AssetCenter or ServiceCenter to enable employees to create requests for resources and services and streamline the approval workflow of those requests throughout the organization.

This is a maintenance release that includes installer changes and solutions for issues corrected since Get-Resources 4.0.

The media shipped with this release comprise a complete installation of the product. Refer to the packing list included with your shipment for a description of the media.

What's in these Release Notes

These release notes include:

- A summary of Get-Resources enhancements (see page 6).
- Procedures to install and configure ACAdapter on UNIX (see page 9).
- A summary of known (see page 10) and corrected issues (see page 19).
- Notes on related documentation (see page 19) and the compatibility matrix (see page 21).
- Contact details for Customer Support (see page 23).

Summary of Get-Resources enhancements

As a maintenance release, Get-Resources 4.0.1 has no new enhancements. This section lists the functional enhancements in Get-Resources 4.0.

Compatibility

This release includes compatibility with the Peregrine OAA 4.0 platform, support for ServiceCenter as a back-end system, and enhancements to functionality with AssetCenter.

Get-Resources 4.0 is compatible with:

- Peregrine OAA 4.0 platform
- AssetCenter versions 3.6, 4.1, and 4.2
- ServiceCenter 4.x and 5.0

Streamlined request creation process

The process of selecting catalog items and initiating a request has been improved by the elimination of interim trivial steps. This has resulted in a simpler process that requires fewer mouse clicks for common requests.

Improved stock checks and issue from stock capability

Users have the ability to check stock and reserve stock to fulfill a request from within the approval workflow (access to this capability is controlled by the user profile). Previous versions had stock check capability within the procurement/PO creation area. This new capability will enable organizations to allow asset managers to review approved requests and fulfill from stock before the request reaches a procurement stage. This enhancement is particularly beneficial to organizations that use a non-Peregrine system for creating POs. This functionality applies only when using AssetCenter as a back-end system for Get-Resources.

Off-catalog requests

If a user cannot locate an item in the existing catalog, the user will have the ability to request an item that is not in the catalog. This functionality existed in versions prior to Get-Resources 2.5, but was not included in Get-Resources 2.5 because of limitations in AssetCenter 4.1. However, this function is now available for all AssetCenter versions compatible with Get-Resources 4.0. This functionality applies only when using AssetCenter as a back-end system for Get-Resources.

Support for models

Get-Resources 4.0 supports the ability to include Models in standard bundles. Models are generic, higher-level items (for example, Pentium IV Laptop) that are not product- or vendor-specific. In Get-Resources 4.0, users can request a basic Model within a bundle and an asset manager or purchasing agent can determine the specific product that fulfills the request and adhere to a corporate standard/policy. This functionality applies only when using AssetCenter as a back-end system for Get-Resources.

Support for request types

This feature allows the logical association of catalog items with the type of request that is created (for example, an asset request vs. an HR-related request). This functionality applies only when using AssetCenter as a back-end system for Get-Resources.

Increased personalization

Personalization is the ability for administrators and other users (with appropriate access rights) to modify Get-Resources forms and lists. By allowing users to choose which fields in the schema they want to include on a form and how they want the information displayed, Get-Resources 4.0 is easier to tailor for the unique business needs of a customer. Also, since personalization is performed within the application, the need for customization is reduced.

Improved organization with tabs

The major task groups within Get-Resources are organized more logically with the use of tabs. Following is a list of the tabs that are available in Get-Resources:

- Home
- Administration
- Request
- Procurement

Capability words and access rights control which tabs a user can view in Get-Resources.

Enhanced menu flexibility

Users can more easily modify catalog menus within Get-Resources for AssetCenter using config files. Customizations of the application (using the Tailoring Kit with Peregrine Studio) are not required. Catalog menus within Get-Resources for ServiceCenter are dynamically generated based on the ServiceCenter application.

Search request history

Users can now search for and review their previously completed requests.

Default request for date

When creating a request, the default request for date has been changed from one day to seven days from the request creation date.

Procedures to install and configure ACAdapter on UNIX

If you are installing Get-Resources on UNIX and use AssetCenter as the back-end, you need the ACAdapter to interface with AssetCenter. Use the following procedures to install and configure the ACAdapter on UNIX.

Note: AssetCenter is a prerequisite for ACWeb.

To install and configure ACAdapter on UNIX:

1 If necessary, follow the AssetCenter documentation to install AssetCenter on the AIX, Linux, or Solaris system where OAA will be running.

Note: AssetCenter 4.2 on AIX requires the OpenSSL package from http://www-1.ibm.com/servers/aix/products/aixos/linux/download.html
Click the AIX Toolbox Cryptographic Content link.

2 Copy amdb.ini from a Windows AssetCenter installation that is configured to use the same AssetCenter database.

Note: Peregrine recommends that you copy it to the AssetCenter installation directory. You can copy the file to any location of your choosing where the application server user can read it.

Depending on your AC and Windows versions, this file may be in the WINDOWS or WINNT directory or your user's home directory under Documents and Settings.

3 Set the LD_LIBRARY_PATH environment variable (LIBPATH on AIX) for the user running your application server to include the AssetCenter/bin directory and the directory containing the shared libraries for the database client that AssetCenter is using.

For example:

/usr/local/ac421/bin:/usr/local/oracle/product/8.1.6/lib

4 Set the WPPCFGDIR environment variable for the user running your application server to the directory where you copied amdb.ini in step 2.

Important: Set the WPPCFGDIR variable to the directory where the file is, not to the file itself.

Note: For WebSphere Application Server 4.0.x on Linux and Solaris, you can set these environment variables on the General tab for the JVM running OAA.

For WebSphere Application Server 4.0.x on AIX, you must set the LIBPATH environment variable for the user running the WAS Admin Server before starting the Admin Server. You may want to edit a copy of startupServer.sh in WebSphere/AppServer/bin to set these variables.

5   Log in to **admin.jsp**, then click **Settings** and the **AssetCenter** tab.

6   Set the AssetCenter database name to match the database name defined in amdb.ini.

7   Set the AssetCenter library to match the version in your AssetCenter/bin directory.

For example, "aamapi42" for libaamapi42.so

Java will add the prefix and suffix back on when it looks for the file.

8   Optionally, set the AssetCenter library path to your AssetCenter/bin directory, including a trailing slash.

9   Click **Save**.

Known issues

You can view a list of known issues in the knowledge base by searching the Peregrine CenterPoint Web site at http://support.peregrine.com. Access to this page requires a current login user name and password.

To view known issues

1   Log in to the Web site with your login user name and password.

2   Select **Get-It** from **My Products** at the top of the page.

3   From the **Knowledge Search** text box on the left, click **Advanced Search.**

4   Type **"Get-Resources 4.0.1"** (including quotation marks) in the Search Criteria.

5   Click **Search** at the bottom of the page to further restrict the search.

Get-Resources

The following table contains known issues and temporary solutions for Get-Resources. The table has two columns:

- **Issue**—A brief description of the issue.
- **Temporary Solution**—An interim workaround for the issue.

Issue	Temporary Solution
This issue applies to Get-Resources 4.0 with AssetCenter 4.x as a back-end when the user is logged in with the getit.default (which contains getit.requester) profile: When adding both a bundle and another non-bundle product, the user may receive the error message: "You cannot add this item to the request because its currency is different from the request's currency: US Dollar."	Login to AssetCenter with administrator rights to perform the following: 1 Select **Administration**, then **User Rights** from the main menu bar. 2 Click on the **getit.requester** profile in the left-hand list. 3 In the right-hand list, scroll down to select the Currencies (amCurrency) table. 4 Check the **Read** box above the list. 5 Click **Modify**. 6 Restart your application server.
This issue applies to Get-Resources with the WebSphere Portal Server: Unable to access PCard Administration from the Administration menu.	Get-Resources must be installed with an alternate application server to use this feature.
This issue applies only when using Oracle as a back-end database: Clicking on My submitted purchase orders does not display purchase orders submitted within AssetCenter.	These purchase orders must be viewed from within AssetCenter.
In WebSphere portal, when creating a new request, on the Select an item to add to the cart, a user clicks the Configure button, then clicks Back. At this point an error message appears.	1 In the browser, click **Refresh**. The Home Page appears. 2 Click **Create a New Request**. A message appears explaining that the request is still available. 3 Click **Continue**. The request appears.

Issue	Temporary Solution
Within a request on the item details form, when the user attempts to sort the table by clicking on the header, the table does not sort and an invalid page appears.	Do not sort the table.
On the Request Summary form, if a line item description contains certain characters, when the user clicks the item description to see details, an OAAForm.generate() error appears. Some common characters that cause the issue are the ampersand (&), less than (<), and greater than (>) symbols. A more comprehensive description is available at: http://www.w3.org/TR/REC-xml#charsets	Do not use these characters in item descriptions.

Peregrine OAA

The following table includes known issues and their temporary solutions.

Issue	Temporary Solution
When logged in to Get-Resources, using the browser Back, Forward, and Refresh buttons can cause unexpected behavior of Get-Resources forms.	Do not use the browser navigation or Refresh buttons with Get-Resources forms displayed.
Various browser display errors appear (such as lookups failing to display) due to a known issue with HTTP header chunking. These display problems appear most frequently when using Apache HTTP Server 1.3.xx and Tomcat 3.2.x. This issue has also been reported against Microsoft Internet Explorer browsers, but has not been seen by Peregrine Systems.	Do one of the following: ■ Upgrade your Browser to Internet Explorer 6.0 (or later), Netscape 7.0 (or later), or to Mozilla 1.1 (or later) ■ Downgrade the HTTP protocol version served by your Web server to HTTP 1.0. See your Web server documentation for information on configuring your web server to use the HTTP 1.0 protocol.

Issue	Temporary Solution
Tomcat fails to launch after a new version of the JDK is installed.	The Get-Resources installer stores JAR files at C:\Program Files \Peregrine\oaa\external (or to the installation location you specified). These files are copied to the JDK C:\Program Files\Peregrine \Common\jdk1.3.1_05\jre\lib\ext directory. When a new JDK is installed, all of the JAR files in the c:\oaa\external directory must be manually copied to the new JDK jre\lib\ext directory.
The Classic and Accesible themes are the only themes that the installer deploys by default during installation.	You can install additional themes manually. The additional themes are zip files located in the C:\Program Files \Peregrine\oaa\packages directory. You can identify the theme names from these zip file names.

To deploy the optional themes:

1 In a command prompt window, change directories to the C:\Program Files\Peregrine\oaa\packages directory.

2 Type:

java –jar OAADeploy.jar
<theme name> <theme name>

List each theme you want to deploy, separated by a space.

For example:

java –jar OAADeploy.jar bluestheme hightechtheme bajatheme

3 Press ENTER.

4 Log in as an administrator. Go to **Administration** > **Control Panel**, and click **Reset Server**.

Issue	Temporary Solution
The following issues have been encountered when using the Microsoft Internet Explorer 5.5 browser: ■ Icons fail to display in dataset results. ■ Unable to personalize Collections and Subdocuments. ■ JavaScript errors during login (apparent only if the option to display JavaScript errors is turned on for the browser).	Upgrade to Internet Explorer 6.
After changing a theme using the Change Themes page, clicking the Go Back button does not return you to the Home page.	On the Activity menu in the sidebar, click My Home Page.
When using an application with ServiceCenter 5.0 as the back-end system, the first name and last name are reversed in the ServiceCenter contact record from the format used in an OAA Platform application.	ServiceCenter 5.0 stores names in the format last name/first name. The OAA Platform stores names in the format first name/last name. As a temporary solution, you can change the way operator names are handled in ServiceCenter using the "Use Operator Full Name?" option in the Environment records for Incident and Service Managements. Refer to the *ServiceCenter 5.0 Application Administration Guide* (Chapter 3, Service Management; Chapter 4, Incident Management) for instructions.
Data is not displayed in newly added DocExplorer fields. [ST23903]	The user must close and resubmit the search or detail query before data will appear in a new DocExplorer field.
Browser warns that data must be resent when adding fields in DocExplorer. [ST22597]	Click Retry to resend the data to the browser. This is expected behavior of DocExplorer.

Issue	Temporary Solution
Depending on your web server configuration, if you browse to http://*servername*/oaa the web server may display a list of all the OAA files instead of the login page. [ST26684]	If your server displays this behavior, follow these steps to configure your web server to display the OAA login page instead of a directory listing. **To configure Apache:** **1** Open Apache's conf/httpd.conf file in a text editor. **2** Find the existing line that says DirectoryIndex index.html **3** Add login.jsp to the end, so that the line reads DirectoryIndex index.html login.jsp **4** Save httpd.conf. **5** Restart the Apache web server. **To configure IIS:** **1** Open the Internet Services Manager. **2** Expand the Default Web Site. **3** Right-click on the OAA virtual directory and click Properties. **4** Click the Documents tab. **5** Verify that Enable Default Document is checked. **6** Click the Add button and type in login.htm. Click OK. **7** Highlight login.htm and using the up/down arrows, move login.htm to the top of the file list. **8** Click OK to accept the changes to the OAA directory properties.
Using the Back button intermittently produces a page expired error message. This error most often appears when you attempt to return to a list screen from a detail screen. [ST27556]	Create a new search to regenerate your list.

Issue	Temporary Solution
The OAA interface to the WebSphere Translation Server requires a mouse to use. The translation interface will be made 508 accessible in a future release. [ST27592]	None.
Spurious entries sometimes appear in the list of trigger actions. Usually the entries appear after you add an action to a trigger or after you click the Go Back button to return to the trigger details page. [ST27574]	The extra entries are rendering errors that can be safely ignored. To clear the entries from the list, click Submit Changes or navigate to another page.
The My Messages portal component disappears if minimized or moved. [ST27827]	Use **Add the or Remove content** page to add back the My Messages portal component.
Web browser displays runtime errors when you view Get-Resources inside a WebSphere Portal Server page. This problem has been reported with Internet Explorer version 5.50.4807.2300 SP2, but could also appear with other older browsers. [ST27853]	Upgrade to the latest version of your Web browser.
WebSphere Portal Server does not display the results of Get-Resources form in a new maximized window. [ST27907]	To see form results in a maximized window, maximize the WebSphere portlet first, and then submit the form. The results display in the same portlet.
If a user times out while in a maximized WebSphere Portal Server portlet, clicking on any link returns the user to http://<server-name>/oaa/login.jsp instead of the WebSphere Portal Server interface. [ST27949]	None.

Issue	Temporary Solution

The installer does not reset the JAVA_HOME environment variable when installing on systems where a previous instance of Tomcat is installed.
 	
[ST27988]
	Manually redefine the JAVA_HOME environment variable to point to the new Java Development Kit. By default, the path is:
	
	■ Windows
	`C:\Program Files\Peregrine\Common\jdk1.3.1_05`
	■ UNIX
	`/usr/local/peregrine/Common/jdk1.3`

There are various rendering errors when viewing Get-Resources portlets in WebSphere Portal Server when using Netscape 7.0 or Mozilla 1.0+. These errors are due to a known Mozilla bug. See Bugzilla Bug 67903 for additial details. [ST28000]	Use a supported version of Internet Explorer to view WebSphere Portal Server portlets.
The Get-Resources installer creates duplicate alias entries in the IBM HTTP Server when you install more than one Peregrine OAA application on WebSphere. Duplicate entries can also occur if you reinstall Get-Resources or install another Peregrine OAA application on a system that formerly had Get-Resources installed on it. [ST28008]	Remove any duplicate alias entries from the IBM HTTP Server **httpd.conf** file.

Issue	Temporary Solution
Tomcat and Apache do not automatically start after a UNIX upgrade. [ST28621]	Restart OAA by executing the command: `/usr/local/peregrine/bin/oaactl restart`
When using ServiceCenter on Oracle as the back-end database, personalization does not display pages correctly.	From ServiceCenter, you must map the giComponentUsers table to Oracle.

From ServiceCenter, you must map the giComponentUsers table to Oracle.

1 Open ServiceCenter client.

2 Log in as Administrator.

3 Add a sqlsystemtables record.
  - Click the Toolkit tab to open the Database Manager dialog box.
  - Type **sqlsystemtables** in the File field and click Search.
  - Check the Map as Blob flag.

4 Go to the sqlmapping table and delete all records for giComponentUsers table.

5 Map the giComponentUsers table to Oracle.

Contact your ServiceCenter Administrator for more information on updating ServiceCenter table definitions.

Corrected issues

The following table contains corrected issues and closed enhancement requests since the release of Get-Resources 4.0. For further updates, see the Customer Support site at http://support.peregrine.com.

Issue	Solution
This issue applied when using ServiceCenter as a back-end: Approval from Get-Resources with a ServiceCenter back-end works when the approver's id is defined directly as an approver, but does not work when the approver is defined as a group. [SCR24432]	Approval now works when the approver is defined as a group.
File attachment upload functionality stopped working if you used the **isapi_redirector2.dll** connector for Tomcat and IIS.	The 4.0.1 installation CD corrected the connector file. Use the Peregrine version of the connector that is supplied with the installer.

Related documentation

The complete set of manuals for Get-Resources 4.0.1 includes:

- *Get-Resources Administration Guide* version 4.0—providing an overview of Peregrine OAA and Get-Resources, customizing and using the Peregrine Portal, and configuring the Administration module and adapters for AssetCenter and ServiceCenter (for Get-Resources 4.0 and Get-Resources 4.0.1).

- *Get-Resources Installation Guide*—providing information on installing and configuring the application servers, Web servers, and components necessary to run Get-Resources.

These documents are available on the installation CD in the ...\documentation directory.

For a complete listing of current Get-Resources documentation, see the Documentation pages on the Peregrine Customer Support Web site at http://support.peregrine.com. Access to this Web page requires a current login name and password.

To view the document listing

1 Log in to the Web site with your login user name and password.

2 Select **Get-It** from **My Products** at the top of the page.

3 From **Contents** on the left, select either **Documentation** or **Release Notes**, as required.

4 Follow the path for the Get-Resources product and version that you need.

You can download documentation PDF files and view them using Acrobat Reader, which is available on the Customer Support Web site and through Adobe at http://www.adobe.com.

Additionally, you can order printed copies of the documentation through your Peregrine Systems sales representative.

Important: Release Notes for this product are continually updated after the release of the product. Visit the Peregrine Customer Support Web site to ensure that you have the most current version of the Release Notes.

Compatibility matrix

The following table identifies the minimum hardware and software requirements for installing this release.

Peregrine Systems recommends that you check the Web sites of the suppliers of the platforms in use at your site to verify that they are still supported. Peregrine Systems does not support platforms that are no longer supported by the vendor.

Requirement	for Windows	for Unix
Java run-time environment	Java 2 SDK Standard Edition v1.3.1_05. *Available on the Get-Resources Installation CD.*	Java 2 SDK Standard Edition v1.3.1_05. *Available on the Get-Resources Installation CD.*
Application server	Any one of the following: ■ Tomcat 4.1.12 *Available on the Get-Resources Installation CD.* ■ WebSphere Application Server (WAS) 4.0 Fix Pack 2 or later ■ WebLogic 6.1 SP3 or SP4 ■ JRun 3.1	Any one of the following: ■ Tomcat 4.1.12 *Available on the Get-Resources Installation CD.* ■ WebSphere 4.0 Fix Pack 2 or later ■ WebLogic 6.1 SP3 or SP4 ■ JRun 3.1
Back-end database(s)	ServiceCenter 4.0.x or 5.0.x AssetCenter 3.6, 4.1 & 4.2	ServiceCenter 4.0.x or 5.0.x AssetCenter 3.6, 4.1 & 4.2
Operating systems	■ Windows 2000 Server SP2	■ AIX 5.1 ■ Red Hat Linux 7.3 ■ Solaris 2.7 or Solaris 2.8

Requirement	for Windows	for Unix
Web Server	One of the following: ■ Apache 2.0.43 *Available on the Get-Resources installation CD.* ■ Microsoft IIS Server 5.0 ■ IBM HTTP Server 1.3.19 *Available on the WebSphere installation CD and from the IBM support Website*	One of the following: ■ Apache 2.0.43 *Available on the Get-Resources installation CD.* ■ IBM HTTP Server 1.3.19 *Available on the WebSphere installation CD and from the IBM support Website*
System Processor	Pentium, 400 MHz or faster	Linux: Pentium, 400 MHz or faster AIX: POWER 3, 375 MHz or faster Solaris: Ultra SPARC II, 300 MHz or faster
RAM	512 MB or more	512 MB or more
Hard disk space	100 MB for Get-Resources	100 MB for Get-Resources

The most current version of the compatibility matrix is available on the Peregrine CenterPoint Web site at http://support.peregrine.com. Access to this page requires a current login user name and password.

To view the compatibility matrix:

1 Log in to the Web site with your login user name and password.

2 Select **Get-It** from **My Products** at the top of the page.

3 From **Contents** on the left, select **Compatibility Matrices**.

4 Follow the path for the Get-Resources version that you need.

Need further assistance?

For further information and assistance with this release, contact Peregrine Systems' Customer Support.

Peregrine CenterPoint Web site

Current details of local support offices are available through the following main contacts or through the Peregrine CenterPoint Web site at:

http://support.peregrine.com

You need your current login user name and password to access this Web page.

To contact Peregrine customer support

1 Log in to the Web site with your login user name and password.
2 Click **Go** beside the CenterPoint support area.
3 From **Contents** on the left, select **Whom Do I Call?** to display the **Peregrine Worldwide Contact Information**.

Documentation Web site

A complete listing of the available documentation is on Peregrine's CenterPoint Web site at:

http://support.peregrine.com

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