

Peregrine

Get-Resources 4.1

Release Notes

For Windows, AIX, Linux, and Solaris

Copyright © 2003 Peregrine Systems, Inc. or its subsidiaries. All rights reserved.

Information contained in this document is proprietary to Peregrine Systems, Incorporated, and may be used or disclosed only with written permission from Peregrine Systems, Inc. This book, or any part thereof, may not be reproduced without the prior written permission of Peregrine Systems, Inc. This document refers to numerous products by their trade names. In most, if not all, cases these designations are claimed as Trademarks or Registered Trademarks by their respective companies.

Peregrine Systems®, AssetCenter®, and ServiceCenter® are registered trademarks of Peregrine Systems, Inc. or its subsidiaries. Get-Resources™ is a trademark of Peregrine Systems, Inc. or its subsidiaries.

Microsoft, Windows, Windows NT, Windows 2000, and other names of Microsoft products referenced herein are trademarks or registered trademarks of Microsoft Corporation.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>). This product also contains software developed by: Sun Microsystems, Inc., Netscape Communications Corporation, and InstallShield Software Corporation.

This document and the related software described in this manual are supplied under license or nondisclosure agreement and may be used or copied only in accordance with the terms of the agreement. The information in this document is subject to change without notice and does not represent a commitment on the part of Peregrine Systems, Inc. Contact Peregrine Systems, Inc., Customer Support to verify the date of the latest version of this document. The names of companies and individuals used in the sample database and in examples in the manuals are fictitious and are intended to illustrate the use of the software. Any resemblance to actual companies or individuals, whether past or present, is purely coincidental. If you need technical support for this product, or would like to request documentation for a product for which you are licensed, contact Peregrine Systems, Inc. Customer Support by email at support@peregrine.com. If you have comments or suggestions about this documentation, contact Peregrine Systems, Inc. Technical Publications by email at doc_comments@peregrine.com. This edition of the document applies to version 4.1 of the licensed program.

Peregrine Systems, Inc.
3611 Valley Centre Drive San Diego, CA 92130
Tel 800.638.5231 or 858.481.5000
Fax 858.481.1751
www.peregrine.com



Contents

Get-Resources 4.1 Release Notes	5
What's in these Release Notes	5
Summary of Get-Resources enhancements	6
Get-Resources Portfolio.	6
Get-Resources Procurement	6
Request models	6
Request experience	7
Form based request	7
Administration settings	8
Migrating personalizations	8
Section 508 compliance	8
Compatibility	8
Known issues	9
Installation known issues	9
Software known issues	15
Corrected issues	17
Get-Resources corrected issues	17
Peregrine OAA corrected issues	18
Related documentation	21
Need further assistance?	21
Customer Support	21
Documentation Web site	21
Education Services Web Site	22

Get-Resources 4.1 Release Notes

Welcome to Get-Resources 4.1. Get-Resources is part of the Peregrine Systems 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 minor release that includes new features and enhancements as well as solutions for known issues.

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).
- A summary of known (see page 9) and corrected issues (see page 17).
- Notes on related documentation (see page 21).
- Contact details for Customer Support (see page 21).

Summary of Get-Resources enhancements

This section lists the functional enhancements in Get-Resources 4.1. One significant change is that Get-Resources Portfolio that does not require the Procurement module.

Get-Resources Portfolio

Get-Resources support for AssetCenter Portfolio enables companies to deploy Employee Self-Service (ESS) for requests for *models* and *standard requests*. Previously, AssetCenter Procurement, an optional AssetCenter module, was a pre-requisite for Get-Resources. Now, Get-Resources can work with just the AssetCenter Portfolio module present. Get-Resources still works with the AssetCenter Procurement module to provide extended, procurement-related functionality.

Get-Resources Portfolio manages the request cycle from initial request to approval, providing the end user acceptance phase, and reservation from stock.

Some of the key functionality provided with Get-Resources Portfolio includes: request, status check, approvals, graphical workflow, and stock check/reservation.

Get-Resources Procurement

Get-Resources support for AssetCenter Procurement includes the following

- Selecting catalog references
- Purchase orders
- Receiving
- Purchasing cards

Request models

Get-Resources 4.1 provides the ability to request items from the AssetCenter 4.x Model table directly, instead of having to go to the catalog references. This is typically used for internal requests, such as training and work orders. End users receive supplier-neutral information about what they can request.

Request experience

Users can optionally select a request type and add items to the request. They then complete the request summary page where they can:

- Add more items to the cart, if needed
- Save the request as a draft (only in AssetCenter)
- Submit the request for approval

Users can configure the Request experience using different workflows or through the tree menu files.

Menu enhancements include:

- The ability to build menus either dynamically or statically
- Mixed menus, where some static options, such as off catalog, are added to the dynamically-generated list of entries
- Specifying entries that can branch to another page or even another site

Form based request

Get-Resources 4.1 supports both catalog and non-catalog based request forms. Customers can define an unlimited number of request forms that correlate to the different request types that their end users make.

Each different request form can be associated with unique approval workflows specific to the request type. Using personalization, the form based request summary contains only the necessary information for this type of request. Once submitted, the request shows all the other requests by the user, differentiated by request type.

This capability enables an organization to deploy web-based Employee Self-Service for any type of request and makes request for services or intangibles more intuitive because users do not have to browse a catalog to request an office move. Furthermore, these flexible forms ensure that requesters provide the required information, unique to each type of request, that is necessary to approve and fulfill the request. This reduces call backs for missing information, reduces errors, and shortens approval and fulfillment time.

Administration settings

The Administration settings for Get-Resources are now on two tabs:

This tab	Specifies
GRRRequestDB	the back-end that Get-Resources uses for requests. Previously, the Get-Resources tab specified a Request Back-end parameter.
Get-Resources	the back-end that Get-Resources uses and whether AssetCenter Procurement is available.

Migrating personalizations

The new **Import/Export** option available on the Settings page of the Administration module provides an easy-to-use method of moving personalizations from a development environment to a production environment.

Tip: For ease of migration, use personalization instead of the tailoring kit.

Section 508 compliance

The Peregrine OAA Platform provides an interface that is accessible to third party screen-readers. In addition, users can select a special accessible theme that features large fonts, high contrast styles, and bordered images.

These features are provided in compliance with Section 508 of the Rehabilitation Act of 1973, according to guidelines established by the W3C Web Content Accessibility Guidelines.

Compatibility

This release includes compatibility with the Peregrine OAA 4.1 platform and runs on the Operating Systems, Web servers, and application servers that Peregrine OAA supports. It is compatible with WebSphere Portal Server 4.1 and 4.2.

Get-Resources 4.1 is compatible with:

- Peregrine OAA 4.1 platform

- AssetCenter versions 3.6, 4.1.x, 4.2.x, and 4.3
- ServiceCenter 4.0.x, 5.0.x, and 5.1

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.

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.

Installation known issues

The following contains Get-Resources installation known issues.

Issue	Temporary Solution
Do not install the General Availability (GA) version after the Beta version has been installed.	You must uninstall the Beta version prior to installing Get-Resources 4.1.
New unload files must be installed when using ServiceCenter as a back-end database.	<p data-bbox="611 348 1122 374">Apply the following load files in the listed order.</p> <p data-bbox="611 388 1031 414">ServiceCenter 4.0 for Get-Resources 4.1</p> <ul data-bbox="611 427 901 557" style="list-style-type: none"><li data-bbox="611 427 872 453">■ etc/sc4/esapproval.unl<li data-bbox="611 461 901 487">■ etc/sc4/sc4_scr23463.unl<li data-bbox="611 496 901 522">■ etc/sc4/sc4_scr26028.unl<li data-bbox="611 531 853 557">■ etc/sc4/scr27148.unl <p data-bbox="611 604 1193 659">ServiceCenter 4.0, upgrading from Get-Resources 2.0.1 through 4.0.1 to Get-Resources 4.1</p> <ul data-bbox="611 671 976 835" style="list-style-type: none"><li data-bbox="611 671 976 697">■ etc/sc4/upgrade/es_lineitem.unl<li data-bbox="611 706 872 732">■ etc/sc4/esapproval.unl<li data-bbox="611 741 901 767">■ etc/sc4/sc4_scr23463.unl<li data-bbox="611 775 901 802">■ etc/sc4/sc4_scr26028.unl<li data-bbox="611 810 853 836">■ etc/sc4/scr27148.unl <p data-bbox="611 881 1051 907">ServiceCenter 5.0.x for Get-Resources 4.1</p> <ul data-bbox="611 920 901 1050" style="list-style-type: none"><li data-bbox="611 920 872 946">■ etc/sc5/esapproval.unl<li data-bbox="611 954 901 980">■ etc/sc5/sc5_scr23463.unl<li data-bbox="611 989 901 1015">■ etc/sc5/sc5_scr26028.unl<li data-bbox="611 1024 853 1050">■ etc/sc5/scr27148.unl <p data-bbox="611 1095 1025 1121">ServiceCenter 5.1 for Get-Resources 4.1</p> <ul data-bbox="611 1133 925 1225" style="list-style-type: none"><li data-bbox="611 1133 925 1159">■ etc/sc51/sc51_scr23463.unl<li data-bbox="611 1168 925 1194">■ etc/sc51/sc51_scr26028.unl<li data-bbox="611 1203 868 1229">■ etc/sc51/scr27148.unl

Issue	Temporary Solution
<p>The ACAdapter fails to connect to AssetCenter when Get-Resources is run from AIX, Linux, or Solaris.</p> <p>[ST29367]</p>	<p>You must set the database variable such as AC_HOME or ORACLE_HOME in the Get-Resources runtime environment. Since the ACAdapter shares the configuration settings from the AssetCenter client on Unix, you can add the database variable to your AssetCenter client settings or you can add the variable to the environment of the Unix user. You can add the database variable either by exporting it on a per-login-session basis or by permanently adding them to the user's .profile environment file. Please refer to AssetCenter documentation for more information on the environment variables required by AssetCenter client components.</p>
<p>JRUN 3.1 produces internal server errors attempting to display Get-Resources pages.</p> <p>[ST29378]</p>	<p>The root cause of this issue is an error in JRun's implementation of JSP 1.1. This issue has been logged with Macromedia. Successful implementation using JRun is dependent upon resolution of this problem.</p>
<p>The Get-Resources target adapters do not get set properly during an upgrade when the existing back-end database is ServiceCenter.</p> <p>[ST29390]</p>	<p>You must manually enter the proper targets for ServiceCenter on Get-Resources.</p> <p>To change the targets:</p> <ol style="list-style-type: none"> 1 Login to the Get-Resources administration page. 2 Click Settings > Get-Resources. 3 In the Target field, enter GRRequestDB. 4 Click Submit. 5 On the Control Panel page, click Reset Server. 6 Click Settings > GRRequestDB. 7 In the Target field, enter sc. 8 Click Submit. 9 On the Control Panel page, click Reset Server.
<p>The path to the WebSphere Portal Server WAR source file is listed incorrectly in the Get-Resources Installation Guide.</p> <p>[ST29399]</p>	<p>You must download the necessary WebSphere Portal Server WAR file from the Customer Support Web site:</p> <p>To download the WebSphere Portal WAR file:</p> <ol style="list-style-type: none"> 1 Login to the Customer Support Web site at support.peregrine.com. 2 Click Downloads > OAA/Get-It 3 Under OAA Downloads and Patches, click websphere.<version>.war.

Issue	Temporary Solution
<p>The procedure for configuring WebSphere Portal Server is missing a step. [ST29404]</p>	<p>After editing the file <code>ibm-web-ext.xml</code> to set <code>fileServingEnabled</code> to true, you must regenerate the Web Server Plugin.</p> <p>To regenerate the Web Server Plugin:</p> <ol style="list-style-type: none"> 1 Login to the WebSphere Advanced Administration Console. 2 Right-click on the node for your application server, and then click Regen Webserver Plugin. 3 Restart your application server.
<p>The link to the Control Panel disappears after loading the WebSphere Portal Server WAR file. [ST29406]</p>	<p>Open and edit your <code>local.xml</code> file.</p> <p>To edit local.xml:</p> <ol style="list-style-type: none"> 1 Open <code>local.xml</code> at <code><App Server Path>/oaa/WEB-INF</code>. 2 Look for the following lines: <pre data-bbox="611 644 1162 800"><websphere> <srcpath>c:/<path>/websphere.war</srcpath> <destpath>c:/<path>/websphere-generated.war </destpath> <baseurl>http://localhost/oaa/</baseurl> </websphere></pre> 3 Delete the element and value for <code><baseurl></code>. 4 Save and exit the file. 5 Stop and restart your application server.
<p>Step 7a in the instructions for configuring WebSphere 5.0 lists the wrong DLL file name. [ST29415]</p>	<p>The correct DLL name to add to the <code><AppServerPath></code> in step 7a is:</p> <pre data-bbox="611 1025 953 1052">mod_ibm_app_server_http.dll</pre> <p>There should be an underscore between <code>app</code> and <code>server</code>, not a period.</p>
<p>When installing on a UNIX platform, if you select Tomcat but not Apache, you must manually start the Peregrine Tomcat service. [ST29420]</p>	<p>The standard <code>oaactl</code> to automatically start the service does not work because it has Apache commands. See Instructions to start and stop Tomcat using the default settings on page 14 for the commands to manually start and stop the Tomcat Peregrine service.</p>

Issue	Temporary Solution
When upgrading, problems occur if the cache is not cleared. [ST29438]	When upgrading from Get-Resources 4.0.1 to 4.1, stop the application server and clear the cache prior to the installation.
The installation default maximum memory size for the application server is too low. [ST29452]	Set the maximum memory size for the application server to at least 512m. The default catalina_opts are 256m/384m. Using the custom installation, change the maximum to 512m.

Instructions to start and stop Tomcat using the default settings

Note: You can add these commands to a shell script and run the script instead of typing the commands.

To manually start Tomcat using the default path and memory settings:

- ▶ Type the following on the command line:

```
JAVA_HOME=/usr/bin/peregrine/common/jdk1.3
TOMCAT_HOME=/usr/bin/peregrine/common/tomcat4
OS_NAME=`/bin/uname -s`
OAA_INF=$TOMCAT_HOME/webapps/oaa/WEB-INF
LD_LIBRARY_PATH=$OAA_INF/lib:$OAA_INF/lib/$OS_NAME:$OAA_INF/lib/$OS_NAME
/ServiceCenter4:$LD_LIBRARY_PATH
CATALINA_OPTS="-server -Xms256m -Xmx512m"
export JAVA_HOME TOMCAT_HOME LD_LIBRARY_PATH CATALINA_OPTS
$TOMCAT_HOME/bin/startup.sh
```

Note: On Solaris using ServiceCenter, add `:/usr/ucblib` after `$LD_LIBRARY_PATH`

Note: On AIX, use `LIBPATH` instead of `LD_LIBRARY_PATH`

To manually stop Tomcat:

- ▶ Type the following on the command line:

```
JAVA_HOME=/usr/bin/peregrine/common/jdk1.3
TOMCAT_HOME=/usr/bin/peregrine/common/tomcat4
export JAVA_HOME TOMCAT_HOME
$TOMCAT_HOME/bin/shutdown.sh
```

Software known issues

The following contains Get-Resources software known issues.

Issue	Temporary Solution
Updated copyright information.	The copyright information in these release notes replaces all prior copyright information for Get-Resources 4.1.
Unable to access PCard Administration from the Administration menu when viewing Get-Resources from WebSphere Portal Server.	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. Another workaround is to make sure that you have a default value for the Status field on the amPOrder table in AssetCenter. The POs with a blank value for Status will not show in Get-Resources.
A user without full rights on the amDocument table cannot submit an attachment. [ST18049]	The AssetCenter administrator needs to add full rights on the amDocument table for the getit.requester user right.
The ServiceCenter demo database users Hartke, MAX.MANAGER, and FALCON do not have capability words assigned to them in ServiceCenter 4.x and 5.0.x. [ST29068]	If you want to use the ServiceCenter demo database users, you must assign them capability words in ServiceCenter. The following capability words are suggested: <ul style="list-style-type: none"> ■ Hartke: getit.requester ■ MAX.MANAGER: getit.approver ■ FALCON: getit.approver

Issue	Temporary Solution
<p>When using ServiceCenter as a back-end, Get-Resources does not display the current location in submitted employee move requests. [ST29299]</p>	<p>You can view the current employee location by clicking on the End User lookup field.</p>
<p>Get-Resources product search requests return different results when you click Search or press Enter. Clicking Search displays a filtered search result list. Pressing Enter displays all products. [ST29403]</p>	<p>To view a filtered search result list, use the buttons on the form. To view a listing of all products, press the Search button.</p>
<p>The session keep alive feature does not prevent session time out if you place focus on a popup window. [ST29134]</p>	<p>To avoid this, modify the default session time-out in the Admin settings to be greater than 600 seconds.</p> <p>To change the session time-out setting:</p> <ol style="list-style-type: none"> 1 From Admin > Settings, scroll to the Encoding, Locales, and Sessions heading. 2 In the Session time-out parameter, type the number of seconds that you want for the session to remain active; for example, 6000. 3 Click Save, then click Reset Server.
<p>Dollar amounts do not display on the request summary. [ST29439]</p>	<p>When using ServiceCenter as the back-end, you must set the Procurement Available parameter to Yes to get the dollar amounts to display on the Request Summary in Create Request, My Submitted Requests, and Approve Requests.</p> <p>To set the Procurement Available parameter:</p> <ol style="list-style-type: none"> 1 From Admin > Settings, click the Get-Resources tab. 2 Click Yes in the Procurement Available parameter. 3 Click Save, then click Reset Server.

Corrected issues

This section contains corrected issues and closed enhancement requests since the release of Get-Resources 4.0.1.

Get-Resources corrected issues

The following tables contains issues corrected since Get-Resources 4.0.1. For further updates, see the Customer Support site at <http://support.peregrine.com>.

Issue	Solution
<p>This issue applies to Get-Resources 4.0 with AssetCenter 4.x as a back-end when the user is logged in with the <code>getit.default</code> (which contains <code>getit.requester</code>) profile:</p> <p>When adding both a bundle and another non-bundle product, the user may receive the error message:</p> <p>You cannot add this item to the request because its currency is different from the request's currency: US Dollar.</p>	<p>The <code>getit.requester</code> user right now includes the right to read the <code>amCurrency</code> table.</p>
<p>In WebSphere Portal Server, when creating a new request, on Select an item to add to the cart, a user clicks the Configure button, then clicks Back. At this point an error message appears.</p>	<p>The Back button now works as expected.</p>
<p>On the Request Summary form, if a line item description contains certain characters, when the user clicks the item description to see details, an <code>OAAForm.generate()</code> 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</p>	<p>The description is no longer used in the title, preventing this error from occurring.</p>

Issue	Solution
<p>This issue applied when using ServiceCenter as a back-end:</p> <p>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]</p>	Approval now works when the approver is defined as a group.
<p>Within a request on the item details form, when the user attempts to sort the table by clicking on the header, an invalid page appears.</p>	The sorting now works correctly.
<p>Submitting a PO that was first saved with line items fails.</p>	This now works correctly.
<p>There are time zone issues for time fields that are running against ServiceCenter.</p>	This has been corrected.

Peregrine OAA corrected issues

The following table includes corrected issues and their descriptions.

Issue	Description
ST26617	The element <code>AttachMaxSize</code> was restored in <code>common.xml</code> so that attachment sizes can be limited for <code>SCAdapter</code> and <code>ACAdapter</code> (just as before). This setting may be accessed through the Administration interface Settings/Common tab, using the field "Maximum attached file size (in KB)".
ST27606	The <code><LABEL/></code> tag is a required element of HTML for 508 compliance to associate text labels with Form elements. It was missing in fieldtable rows. It was added to conform to Accessibility requirements.
ST28162	There is now a setting on the Admin page for specifying the login verification form.
ST28170	Characters containing accents were being displayed in their HTML encoded form. This has been corrected.

Issue	Description
ST28246	This change eliminates the use of the "Vary" HTTP response header in the FileDownloadServlet. This response header could cause file attachment download errors when using the FileDownloadServlet in a 3 tier deployment with MS Internet Explorer as the client browser.
ST28252 Incident 241612	A text-truncation problem that could occur when ServiceCenter tables are mapped to an external database has been resolved. This problem is documented in CenterPoint incident 241612.
ST28274	We now refuse NT Challenge Response logins when the user has no operator unless self registration is enabled. This fixes the problem when the Registration page appears when NT Challenge Response is enabled, even though Self-Registration is disabled. This problem occurred when the login page was accessed by someone using a invalid NT user account.
ST28280	<p>In servers in which the operating system user running the appserver does not have access to operating system temporary file space, errors would occur when attaching files larger than 200 KB. The following is an example of the error generated and written to archway.log and/or displayed on the application's web page.</p> <pre data-bbox="678 920 1312 1137">"Error opening output file C:\ProgramFiles\Peregrine\Common\Tomcat4\webapps \oaa\attachments \1431d15b3ac552b91b356ce3934f61c2 /problem_I_Attachments/scooteronback.jpg - C:\Documents and Settings\????uL\temp\SCBJ1.tmp (The filename, directory name, or volume label syntax is incorrect)"</pre> <p>This was corrected by requesting temporary file space from the servlet container instead of the operating system.</p>
ST28299	NT authentication did not work properly in Get-Resources 4 unless operator had an empty password. This problem is a regression introduced in OAA 2.2. The NT Challenge Response feature used to automate the login process fails with Get-Resources unless the operator associated with the NT username has an empty password. No restrictions should be placed on the password.

Issue	Description
ST28351	The custom login screen feature does not work as described in the documentation. This problem was caused by an error in user session management. The user would be authenticated but then immediately logged out giving the appearance that the login had failed.
ST28362	Clicking on the target name in the control panel previously resulted in an exception; this has now been corrected.
ST28454 Incident 277697	When registering a new user, a user's First Name and Last Name determined uniqueness. Now the UserName determines uniqueness.
ST28589 Incident 288240	This change fixes the problem where scripts embedded in data fields were being interpreted as HTML.
ST28608 Incident 288905	This change fixes the problem where read only fields added via personalization did not appear on the page. The schema access attribute now works properly.
ST28970 Incident 305170	This change resolves how the ServiceCenter Adapter handles Id (key) fields containing only numeric characters. Previously, such Id fields were incorrectly assumed to be integers regardless of their listed data type within ServiceCenter.
ST29048	Get-It applications running on an AssetCenter back-end do not recognize individual capability words when users login via Integrated Windows Authentication. Users will only have the rights listed in the Default Capabilities field of each adapter.
286166	This change fixes the broken stripNtLoginDomain setting in local.xml. You can now set this value to false and the NT domain name will not be stripped from a user's login name.

Related documentation

The complete set of manuals for Get-Resources 4.1 includes:

- *Get-Resources Administration Guide*—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.
- *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.

Need further assistance?

For further information and assistance with this release, you can download documentation or schedule training.

Customer Support

For further information and assistance, contact Peregrine Systems' Customer Support at the Peregrine CenterPoint Web site.

To contact customer support:

- 1 In a browser, navigate to <http://support.peregrine.com>
- 2 Log in with your user name and password.
- 3 Follow the directions on the site to find your answer. The first place to search is the KnowledgeBase, which contains informational articles about all categories of Peregrine products.
- 4 If the KnowledgeBase does not contain an article that addresses your concerns, you can search for information by product; search discussion forums; and search for product downloads.

Documentation Web site

For a complete listing of current Get-Resources documentation, see the Documentation pages on the Peregrine Customer Support Web.

To view the document listing:

- 1 In a browser, navigate to <http://support.peregrine.com>.
- 2 Log in with your login user name and password.
- 3 Click either **Documentation** or **Release Notes** at the top of the page.
- 4 Click the Get-Resources link.
- 5 Click a product version link to display a list of documents that are available for that version of Get-Resources.
- 6 Documents may be available in multiple languages. Click the Download button to download the PDF file in the language you prefer.

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

Important: Release Notes for this product are continually updated after each release of the product. Ensure that you have the most current version of the Release Notes.

Education Services Web Site

Peregrine Systems offers classroom training anywhere in the world, as well as “at your desk” training via the Internet. For a complete listing of Peregrine’s training courses, refer to the following web site:

<http://www.peregrine.com/education>

You can also call Peregrine Education Services at +1 858.794.5009.



September 12, 2003