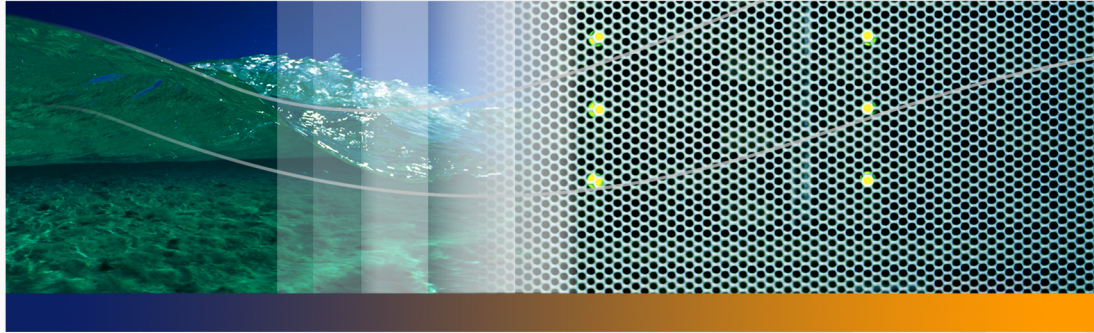


Peregrine Systems, Inc.

Get-Resources™ 4.2.1



Release Notes



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Contents

- Get-Resources 4.2.1 Release Notes 5
 - Getting started. 6
 - Key features of Get-Resources 6
 - New features 7
 - Compatibility matrix 7
 - Software Change Requests 7
 - Get-Resources enhancements and fixed issues 7
 - OAA enhancements and fixed issues 8
 - Search the KnowledgeBase. 8
 - Known issues 9
 - Get-Resources known issues 9
 - OAA known issues 9
 - Installation known issues. 10
 - Documentation 10
 - Related documentation 11
 - Language support 11

Third-party products	11
Need more information?	11
Education services	11
Corporate headquarters	12



Get-Resources 4.2.1 Release Notes

PEREGRINE

Welcome to Peregrine Systems, Inc. Get-Resources 4.2.1 product. Release Notes contain an overview of new features, describe known issues with this release, and provide instructions to access information from other sources, such as the Peregrine Customer Support Web site. Before you begin, ensure that you have a valid Customer Support login ID and password.

The media shipped with this release contains a complete installation of the product, documentation, and language packs when applicable. Refer to the packing list included with your shipment for a complete description of the media provided.

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.

Getting started

To understand the Get-Resources 4.2.1 release, review the following information:

- [Compatibility matrix on page 7](#)
- [Software Change Requests on page 7](#)
- [Search the KnowledgeBase on page 8](#)
- [Known issues on page 9](#)
- [Language support on page 11](#)

Key features of Get-Resources

Get-Resources simplifies employee requests for assets and services, enabling them to track the status of their requests. For IT groups, the self-service process reduces the amount of labor, time, and expense required to process a request. Employee satisfaction improves because Get-Resources is easy to use, requires little to no training, and provides up-to-date request status and visibility into the overall approval process.

Get-Resources includes the following key features:

- Entirely Web-based self-service access for end users
- Self-service process for employees to request resources and monitor request status
- Out-of-box integration to ServiceCenter Request Management and AssetCenter Portfolio and Procurement modules
- Role-based views and functionality, providing access and capabilities appropriate to each user group within an environment
- Consistent, electronic processing of notifications and approvals based on powerful workflows

New features

This is a maintenance release so no new features have been added to Get-Resources 4.2.1.

Compatibility matrix

The compatibility matrix lists supported versions of operating systems, browsers, Peregrine products, and other compatibility and support information.

To access the compatibility matrix:

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.
- 2 Log on with your Customer ID and password.
- 3 From the left navigation pane, click **Product Information > Employee Self Service > Get-Resources > Compatibility matrices > Product Version**.

Software Change Requests

Get-Resources 4.2.1 includes fixes for Software Change Requests (SCRs).

Get-Resources enhancements and fixed issues

The following table describes enhancements to Get-Resources as well as issues fixed in this release.

SCR	Description
35359	When receiving multiple line items, the user will now be prompted to enter the serial numbers for all of the line items, where appropriate, instead of just the first line item.

OAA enhancements and fixed issues

The following table describes enhancements to OAA as well as issues fixed in this release.

SCR	Description
34578	Fixes 508 compliance problems in <code>link.xml</code> , <code>label.xml</code> , and <code>fieldtable.xml</code> .
34969	For 508 compliance: Added missing ALT tags for images on <code>error.jsp</code> .
35231	Fixes the problem with ServiceCenter attachment files being extracted to the wrong session id directory. A user would get a 404 error when the user brought up a document that has an attachment, and then another user or browser brought up another document before the 1st user clicked on the review attachment icon.
35309	For 508 compliance: Made the value of the 'for' attribute of <LABEL> elements equal to the value of 'id' attributes of their associated composite elements. Applies to search forms and view/edit forms.

Search the KnowledgeBase

The KnowledgeBase contains articles with related information, tips, and workarounds for this release. To search the KnowledgeBase:

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.
- 2 Log in with your Customer ID and password.
- 3 From the left navigation pane, click **Advanced Search**.
- 4 Type one or more keywords to filter the search, then choose a product from the drop-down list.
- 5 Click **Go**.

Known issues

The following tables contain known issues about Get-Resources 4.2.1, OAA, and the installation. To search the KnowledgeBase for known issues, type the Known Issue Document ID as the search criteria.

Get-Resources known issues

This release of Get-Resources has no known issues.

OAA known issues

The following table describes OAA known issues related to Get-Resources.

SCR	Known issue	Workaround
34651	<p>When a user performs the following actions in Get-Resources:</p> <ol style="list-style-type: none"> 1. Clicks the employee lookup field 2. Then clicks "Personalize this page" 3. Edits the e-mail address 4. Then sets the readonly to NO <p>the changes made in the e-mail address in Get-Resources are not updated in the backend.</p>	None.
35008	<p>Importing personalizations with a BizDoc (Rome) backend fails because of non-matching dtLastModify values for records being imported. This occurs during the following scenario:</p> <ul style="list-style-type: none"> - The admin exports personalizations, - Sometime later a user or an admin changes a portal personalization record, - Later, the admin attempts to re-import the exported personalizations, but this fails once the updated portal personalization record is encountered. 	<p>Before performing an import of personalizations: In the Rome database, delete all rows from the PORTAL table where LPORTALID > 0. Afterwards, import the personalizations.</p>

SCR	Known issue	Workaround
35200	Users can no longer modify a running workflow process under the Status tab of the My Messages details screen. They will get either an error message, such as "Forbidden: You don't have permission to access /oaa/ on this server." or the entire portal page is included in the right bottom page.	None.
35239	A 404 'Request file not found' error occurs when accessing attachments with German umlauts in the file name.	The minimum Tomcat version to support files names with special character (for example, German umlauts) is 4.1.31.
35373	Cannot customize the Title and Instructions on the lookup search screen. If you click Lookup and then the 'Personalize this Page' link on the resulting search window, you have the option to change the Title and Instructions. Modifying these fields does not have any effect, however. The Title is always 'Lookup <schema label>' and the Instructions, 'Enter values to narrow down the search, as desired, and press the Search button.'	None.
35601	When a user attempts to attach a file that is larger than the size limit that was set in the admin settings, a message will pop up that the attachment is too large. If you click OK on the popup but do not close the attachment window, an ECMA script error occurs when the user attempts to add another attachment.	When the user receives the message popup stating that the attachment is too large, click OK in the popup to dismiss the message and then close the attachment window.

Installation known issues

For this release of Get-Resources, there are no known installation issues.

Documentation

Peregrine Systems supplies electronic versions of all documents on the Customer Support Web site.

Peregrine Systems also provides electronic versions of related documents in your installation package.

Related documentation

The complete set of books for Get-Resources 4.2 includes:

- Get-Resources Installation Guide
- Get-Resources Administration Guide

These documents are available on the installation CD for Get-Resources 4.2 in the ...\`documentation` directory.

Language support

The language packs, available in French, Italian, and German, are available for Get-Resources 4.2.

Third-party products

Peregrine products often integrate third-party products using open source standards. The Peregrine Customer Support Web site contains specific statements about the support of third-party products and open source standards. You need your Customer login ID and password to log on.

Need more information?

The Customer Support Web site has resource information about third-party products, the Compatibility Matrix, documentation, and customer support contact information.

Start your browser and navigate to <http://support.peregrine.com>. You need your Customer ID and password to log on.

Education services

For a complete listing of Peregrine training courses, see the [Peregrine Education Service](#) Web site.

Corporate headquarters

See the Peregrine Systems corporate Web site for the location of offices, information about products, news, and contact information. Start your browser and navigate to <http://www.peregrine.com>.

