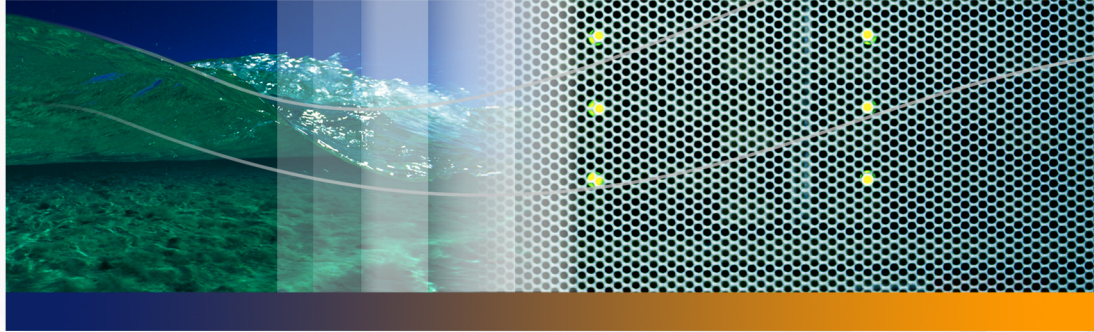


Peregrine Systems, Inc.

Get-Resources™ 4.2



Product Documentation

Tailoring Kit Release Notes

Part No. DGRTK-42-EN22



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Contents

- Get-Resources 4.2 Tailoring Kit Release Notes 5
 - Getting started. 6
 - Key features of Get-Resources 6
 - Compatibility Matrix 6
 - Software Change Requests 7
 - Search the KnowledgeBase 7
 - Known issues 8
 - Documentation 9
 - Third-party products 9
 - Need more information? 9
 - Education services 9
 - Corporate headquarters 10

Get-Resources 4.2 Tailoring Kit Release Notes

Welcome to Peregrine Systems, Inc. Get-Resources 4.2 Tailoring Kit. 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. The Get-Resources Tailoring Kit contains all product fixes included with the 4.2 release of Get-Resources. If you upgrade to Get-Resources 4.2 and require tailoring ability, you must also upgrade your tailoring kit to version 4.2.

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 release, review the following information:

- Key features of Get-Resources on page 6
- Compatibility Matrix on page 6
- Software Change Requests on page 7
- Search the KnowledgeBase on page 7
- Known issues on page 8
- Documentation on page 9

Key features of Get-Resources

The Get-Resources Tailoring Kit includes the following.

| Component | Description |
|----------------------------|---|
| Peregrine Studio | A graphical development tool that you can use to customize Get-Resources. |
| Get-Resources source files | An editable Peregrine Studio project file for Get-Resources. |

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 > Product Family > Get-Resources > Compatibility matrices > Product Version**.

Software Change Requests

Get-Resources Tailoring Kit 4.2 includes fixes for Software Change Requests (SCRs). The following table describes enhancements to the Get-Resources Tailoring Kit as well as issues fixed in this release.

| SCR | Description |
|-----------|---|
| SCR 25696 | In the previous releases of Peregrine Portal, the label entered in Peregrine Studio for a Translated Value Field (translated) was not displayed. The label now displays the same as other fields. |
| SCR 30180 | Composite fields now render together on the same line when possible. |
| SCR 30221 | Defining column headings that contain variable tokens (that is, \$\$ (variable)) now works correctly. |
| SCR 30829 | Timespan fields now work correctly when added to a form with Studio. |
| SCR 32050 | Studio-defined sidebar HTML content now works correctly. |
| SCR 32470 | You can now use underscore bars in the form part of the name of a Studio-defined form, but they are still not permitted as a module or activity name. |
| SCR 34095 | Use UTF-8 encoding, not US_ASCII, so that the generated XML forms have the proper encoding to support the use of non-English default and display values. |

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 table describes known issues and temporary solutions for the Get-Resources Tailoring Kit. To search the KnowledgeBase for known issues, type the Known Issue Document ID (enclosed in quotation marks) as the search criteria.

| Issue | Temporary Solution |
|--|--|
| When trying to edit a label for a <code>fieldtableheading</code> or <code>fieldtablerow</code> component, there is no label field displayed in the tab view. | Select the <code>fieldtable</code> component in the Project Explorer. This will display the <code>fieldtable</code> on the right side of the Studio window. Select the Columns tab. The label can be edited in the label area. |
| Get-Resources generates ECMAScript errors when trying to find scripts and schemas with mixed case names. | All ECMAScript and schema names should be in lower case. |
| Tailoring changes made to the <code>explorerUtil</code> script do not appear at run time. | This script should not be tailored directly. Instead, you should copy <code>explorerUtil</code> into a custom script and make any desired changes there. |
| When you first open your project in Peregrine Studio, a conflict icon (red exclamation point) is displayed next to the Project node. | No conflict resolution is required. You can ignore this conflict warning. |
| Enabling the Entity Documentation files and Connect.It DSD files build options from Peregrine Studio produces build errors. | Neither of these build options are required for Get-Resources builds. Clear these build options and rebuild your Get-Resources project. |
| The <code>readOnlytextarea</code> attribute in Studio has no effect on how the text is rendered, thus newlines characters are lost. [SCR 30186] | None. |

Documentation

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

- Get-Resources Tailoring Kit Guide
- Get-Resources Installation Guide
- Get-Resources Administration Guide

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.

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>.

