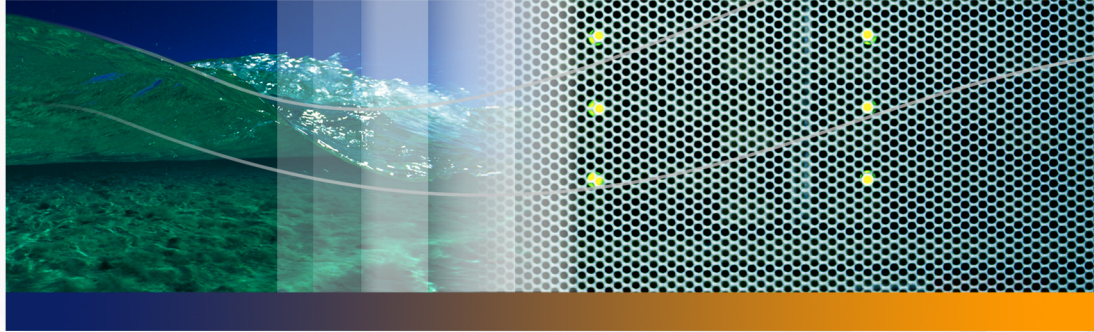


Peregrine Systems, Inc.

Get-Services™ 4.2



Release Notes



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Get-Services 4.2 Release Notes

PEREGRINE

Welcome to Peregrine Systems, Inc. Get-Services 4.2 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-Services is part of the Peregrine Systems Employee Self-Service (ESS) suite of applications built on the Peregrine OAA platform. Get-Services provides a web-based interface that enables users to report problems in their work environment by opening problem tickets in Get-Services and then storing them in the ServiceCenter back-end system. You can then view tickets from Get-Services and ServiceCenter.

Get-Services integrates to the following ServiceCenter modules:

- Incident Management
- Service Management
- Change Management

This is a minor release that includes new features and enhancements as well as solutions for known issues.

Getting started

To understand the Get-Services 4.2 release, review the following information:

- Key features of Get-Services on page 6.
- New features on page 7.
- Compatibility matrix on page 8.
- Software Change Requests on page 8.
- Search the KnowledgeBase on page 12.
- Known issues on page 13.
- Documentation on page 17.
- Language support on page 18.

Key features of Get-Services

Get-Services streamlines the process of reporting technical and non-technical issues by automatically routing service alerts to people who can resolve them.

Get-Services includes the following key features:

- Self-service process for employees to open, monitor, update, and close both tickets and change requests from their desktops
- Ability for employees to categorize the service, incident, and change tickets according to pre-defined categories
- Web-based interface for technicians to monitor and close tickets as well as change tasks and phases from the field
- Out-of-box integration to ServiceCenter Incident, Service, and Change Management modules
- Security and profile models providing user access based on pre-defined roles
- Identifying and tracking the number of tickets opened using the Web through ServiceCenter reporting
- HIPAA compliancy

New features

Get-Services 4.2 includes the following new features:

- **Improved installation deployment model:** the installation program no longer deploys files directly into an application server's directory structure. Instead, files are deployed into a *staging area* on the file system. This staging area functions as a common place into which one or more Peregrine Portal applications are deployed. From these deployed files, the installation program builds a WAR file. With the WAR file, you must then use the application server's deployment process to install or deploy the Peregrine Portal application.
- **Ability to use submitted requests as templates for new requests:** simplifies and speeds the request process and increases accuracy of repetitive information. Users can create a copy of a previously submitted request to create a new request.
- **Ability to view personal and departmental asset information:** provides users and managers a view of what assets are assigned to them. Managers can also view the asset lists of their subordinates. This simplifies the service desk technician's role in understanding specific assets with which a problem is being submitted.
- **Flexible ticket reopen and close function:** speeds the request process and increases accuracy of repetitive information.
- **Flexible custom screens based on category:** allows organization to create personalized screens based on selected category.
- **ESS Bulletin Board:** reduces the number of tickets submitted by providing critical real-time information about systems that may already have known outages or issues.
- **Tighter Get-Services/Get-Answers integration:** allows the self service to utilize the description field as a query to search the Get-Answers knowledgebase if Get-Answers is present.
- **More flexible administration:** controls the ability to reopen and close tickets more easily.
- **HIPAA compliancy:** allows for mandatory password reset for first time log in and ability to set password expiration dates.

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-Services** > **Compatibility matrices** > **4.2**.

Software Change Requests

Get-Services 4.2 includes fixes for Software Change Requests (SCRs).

Get-Services enhancements and fixed issues

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

SCR	Description
SCR 26024	You can now modify labels for Subcategory, Problem Type, and Product Type using string resource files.
SCR 28864	The hierarchy of subcategories, problem type, product type supports more than 20 items.
SCR 28950	You have the same Category lookup functionality when you search for tickets and create new tickets.
SCR 29160	The Home side menu no longer displays when you navigate Change Management through the Portal.
SCR 29355	When you click on View All from Request history, you no longer see open active requests.
SCR 29366	When you close a Change phase, you can view the data in the Hours worked field in the back-end.

SCR	Description
SCR 29430	The technician interface for Incident now works for contact-based authentication.
SCR 29543	In Change Management, the Requester lookup now shows the correct information.
SCR 29676	Change Request accepts all time entries.
SCR 31976	Instead of truncating the text when there are more than 256 characters in the List view, the Change and Task List view screens display the word More . Users can then view the remaining text.
SCR 32191	Users see only the assets assigned to them.
SCR 32818	You must complete all required fields before you can close a task or change request.
SCR 32901	All groups of modules have links in the Navigation menu.
SCR 33262	You can now search for open or closed tickets using the flag field.
SCR 33286	The Assign to Me button only shows for tickets in the technician's Assignment Group.
SCR 34161	When searching for the ticket status, the search works correctly.

OAA enhancements and fixed issues

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

SCR	Description
SCR 4175	If the maximum number of logins for a user in ServiceCenter is one, the user can now log in to the ServiceCenter client if logged out of Get-Services.
SCR 9547	When possible, focus is now set to the first field with a problem identified during validation.
SCR 16243	When logging in, the default setting to create a contact record for an operator is Off. The new ServiceCenter setting in the Administration page which controls this behavior is Create a Contact record for the Operator during login.
SCR 24676	The installation process now uses a WAR file for application deployment.
SCR 27296	You can now order the application tabs and the navigation menu items by specifying the associated module names for the items in the order desired. These settings are visible on the Themes tab.
SCR 27366	The Session KeepAlive administrative setting sets the behavior of session timeout. When Yes (true), user sessions do not time out while users navigate within the portal. When navigating outside the portal, they must return within the session timeout period or the session will expire. Set this value to No (false) for standard web application behavior: the session will expire after an inactivity time equal to the session timeout period. The default setting is Yes.

SCR	Description
SCR 27473	The page preview capability is available through personalization. On the list personalization form, there is a field for defining the preview size. This value, divided by the maximum row count per page, dictates the maximum number of preview pages listed.
SCR 27977	Peregrine Portal configuration can now be inherited in a fashion similar to personalization inheritance. See the Get-Services Administration Guide for details.
SCR 28251	CLASS for HTML elements replaced the use of STYLE attributes in XSL style sheets.
SCR 28299	There is now a personalization option for disabling the link in a list.
SCR 28468	Application deployment now uses a WAR file.
SCR 28521	Subdocuments on docExplorer forms are now read-only by default, and the option setting does not affect the drill-down state.
SCR 28584	You can make a read-only text field scrollable through personalization or by adding an attribute of <code>scroll="true"</code> to the schema.
SCR 28650	An alternate location is now available for saving personalizations as a file.
SCR 28702	When interacting with ServiceCenter, an OAA-based application now uses the application version rather than the RTE version when determining which version of a schema to load. The RTE version only determines which shared library to load for proper communication with the ServiceCenter server.
SCR 28733	Users can now create ECMA script extensions. Administrators can extend a script to override script behavior without having to edit the original script.
SCR 28825	All Get-It applications are now HIPAA compliant regarding password and password expiration management.
SCR 28990	Once logged in, you now have the ability to change the display language through the Portal. The <code>get.it.language</code> capability word, added for portalDB, is provided by default.
SCR 29121	The SCAdapter and ACAdapter can sort on multiple fields. The ACAdapter allows mixing ascending (ASC) and descending (DESC) orders. However, the SCAdapter requires all orders to be the same direction.
SCR 29346	Contents of parent message are no longer propagated to child when creating a new child if an id element is present.
SCR 29381	Peregrine Portal configuration can now be inherited in a fashion similar to personalization inheritance. See the Get-Services Administration Guide for details.
SCR 29395	The SCAdapter now allows LIKE query clauses with wildcard characters in the expression; for example, "LIKE %Micro%".
SCR 29623	There are now personalizable values available for specifying ranges for both dates and spinner widgets. These are visible in screen shots for personalization forms for these types of widgets. You can also use entries in the schema for this range specification.
SCR 29778	The <code>Require Integrated Windows Authentication</code> option works correctly.
SCR 29783	There are now fields for specifying pop-up window sizes through personalization. These values are specified in pixels.
SCR 29947	Array formatting is now only done for memo types.

SCR	Description
SCR 30154	Get-Services is now compatible with Redhat Enterprise Linux ES 3.0.
SCR 30185	The timezone name no longer produces a missing timezone message.
SCR 30284	It is no longer necessary to create an item before adding to a collection.
SCR 30339	Values just changed are no longer lost when drilling into or adding items to a collection.
SCR 30629	The new <code>get it . personalization . bva</code> role provides the ability to customize the My Business Website menus.
SCR 30749	A collection will show as a link for opening a new form instead of as a list of rows in a table on the current form if the Max row count for the collection is personalized to 0. You can also specify this in the schema by defining a <code>maxrowcount</code> attribute on the collection element.
SCR 30992	You can now order the application tabs and the navigation menu items by specifying the associated module names for the items in the order desired. These settings are visible on the Themes tab.
SCR 31938	Read-only timefields now show time using the proper locale settings.
SCR 31978	The SCAdapter now properly re-authenticates after a connection failure.
SCR 32066	The OAA date-time widget works correctly for all values.
SCR 32125	OAA no longer attempts to open the META-INF directory as a manifest file.
SCR 32198	Fields specified in the schema with a type of URL now display correctly as links on forms.
SCR 32402	You can now download the <code>local.xml</code> file from the Administration page.
SCR 32836	When executing the OAADeploy utility, the <code>-logFile</code> and <code>-logToStdOut</code> command line parameters support outputting to a log file and to stdout, respectively. Logging to standard out is the default. The log file is always appended to prevent overwriting previous information. Each new log session begins with a date and time.
SCR 33001	After you save the settings for a component on the Admin page, you stay on the settings page for that component and do not return to the Control Panel.
SCR 33134	The new portalDB <code>get it . timezone</code> capability word controls access to the Portal's time zone component.
SCR 33259	The NOT LIKE operator is supported for the ServiceCenter back-end. The format of the messages is in the following test script: <pre>function test(msg) { var msgQry = new Message("xcategories"); var paren = new Message("_paren"); paren.add("Name", "cat").setAttribute("operator", "like"); paren.setAttribute("_paren", "operator", "not"); msgQry.add(paren); var result = archway.sendDocQuery("sc", "xcategories", msgQry); return result; }</pre>
SCR 33415	Specifying an accessible title in the schema is now supported. See the Administration Guide for details.

SCR	Description
SCR 33556	The enableBrowserCaching option available using the Admin settings works correctly. If you previously set this to false to enable caching, you can now set it true (the default state).
SCR 33718	Subtype propagation with a type of path now works without error when the path contains a slash (/).
SCR 33894	Subtype is no longer lost when returning to a parent from a subdocument.
SCR 33917	Column sorting no longer triggers validation, so the blank form previously seen when a required field was not filled in is avoided.
SCR 33992	A new Submit button animation on the parent form when returning from a submitted pop-up prevents loss of data changes made in the pop-up.
SCR 34345	The new get it . layout capability word permits personalization of the portal.

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-Services 4.2, OAA, and the installation. To search the KnowledgeBase for known issues, type the Known Issue Document ID as the search criteria.

Get-Services known issues

The following table describes Get-Services 4.2 known issues.

SCR	Known issue	Workaround
SCR 26040	Closing a ticket in Get-Services is a one-step process. The procedure in ServiceCenter requires two steps: the first resolves the ticket and the second step closes it.	None.
SCR 27909	Parallel access to a ticket is possible. If an Incident and a Call are closed in ServiceCenter while the Call is simultaneously updated in Get-Services, the already closed Call is opened again, and the Incident remains closed.	None.
SCR 27910	When a ticket is locked in ServiceCenter, you can update the ticket and add an attachment. However, the attachment will be lost after you unlock the ticket in ServiceCenter.	None. This is an SCadapter issue.
SCR 29561	Users cannot remove the Inventory Info collection when there is only one collection.	None.
SCR 32071	Users who do not have access to ServiceCenter 6 but can access the Service Desk tab receive an ECMA script error.	None.
SCR 33291	The Erase button is available on some, but not all, Lookup fields of the Update form.	The Erase button is useful only when you want to remove a lookup value before the field is submitted to ServiceCenter. Once the field is submitted, Erase does not remove the value from ServiceCenter because the event is mapped as nullsub.

SCR	Known issue	Workaround
SCR 34028	A ServiceCenter file that is exposed to Get-Services and mapped to the P4 database engine cannot be sorted in descending order on its primary key, when there are more than 20 items in the list.	<p>None.</p> <p>If the incident file is mapped to P4, you will not be able to sort the call list in descending order of Ticket Numbers.</p> <p>If the probsummary file is mapped to P4, you will not be able to sort the incident list in descending order of Ticket Numbers.</p> <p>If the cm3r file is mapped to P4, you will not be able to sort the change request list in descending order of Change Numbers.</p> <p>If the cm3t file is mapped to P4, you will not be able to sort the task list in descending order of Task Numbers.</p>
SCR 34375	The OK and Go Back buttons perform the same function on the Create New Change Asset page of the Inventory Info field from Change Management > New Change Request > Advanced Request for Change > Business Applications Changes.	You can tailor this by setting bGoBack to false in preexplorer.
SCR 34436	When you close a Task or a Change from Get-Services that contains parts and labor data, the data are removed.	<p>To prevent losing parts and labor data when you close a Task or Change, do the following:</p> <ol style="list-style-type: none"> 1 Go to input event map for cm3t and cm3r. 2 Find the maps for parts and labor. <p>Note: They all start with \$:</p> <ul style="list-style-type: none"> \$L.parts.date \$L.parts.part.no \$L.parts.quantity \$L.parts.part.gl.no \$L.labor.labor.date \$L.labor.operator \$L.labor.hours.worked \$L.labor.li.contract.id \$L.labor.labor.gl.number <ol style="list-style-type: none"> 3 Find the expression tab for each of those mappings. 4 Change condition for Mapping to 3 in \$axces.fields~="close".
SCR 34457	When copying an existing change request to create a new change request, the inventory collection does not get copied.	Add the collection in the new create screen.

SCR	Known issue	Workaround
SCR 34485	When you click on Cancelled Outage and Rescheduled Outage Collections, the collection item links go to an empty page and content information is lost.	The collection items have no additional information, so there is no need to click the link.
SCR 34498	The Category, Asset Type, and Model fields do not appear when an ESS user creates a ticket with a non-default view that has not been personalized.	Using Personalization, first remove the fields that do not display, then add them back.
SCR 34511	Get-Services sessions cannot be persisted through failovers.	This only occurs when the user has gone through the Service Desk/Get-Services/Create Tickets activity, the Incident Management/Create Incidents activity, the Service Management/Create Calls activity, the Change Requests/New Change Request activity, or a Request details screen. In the event of a failover in these instances, the user must re-login to the system. Any work in progress not yet submitted will be lost.

OAA known issues

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

SCR	Known issue	Workaround
SCR 28264	Error messages on date input validation are not specific enough to be helpful.	Verify that all date/time information is entered.
SCR 29088	Field lengths are not detected and enforced for text fields; therefore, values may be truncated.	None.
SCR 29153	Resetting the server from the Home Page by adding the Control Panel portal component to the Home page causes the portal to open in the main frame. You see top and side menus twice.	Close the browser, then open a new browser.
SCR 29675	If an alternate logout page is specified for the Logout URL setting in the Administration page under the Common tab, that logout page does not display if the user's session times out.	None.

SCR	Known issue	Workaround
SCR 30255	Users without the <code>get:it.content</code> capability word are prevented from adding or removing portal components on the Peregrine Portal home page.	Lack of the capability removes access to the activity on the left hand frame, but: <ul style="list-style-type: none"> ■ users can still close a portal component using the Close (X) icon. ■ when users click the wrench on the home page, an explicit error message informs them that they have no right to perform the operation, but at the same time they are logged out and must log back in.
SCR 30432	In My Business Website, a link cannot be added to a Submenu until after the Submenu is first created.	In My Business Website, you must create and submit a submenu before adding items to it.
SCR 33344	When logging into the Administration page, if the first attempt with one username fails and then the second attempt with another username succeeds, the username of the first attempt will be displayed as the current user logged in.	None.
SCR 33502	Logging the contents of a message with <code>Message.getContent()</code> to the archway log produces the error message <code>Unable to parse contents if it contains any invalid XML characters.</code>	This appears in the archway. Log and happens only when you activate debug logging. A safeguard has been implemented that removes any illegal XML chars from the HTTP request stream.
SCR 34462	If there is more than one Document List portal component on the page, clicking the More (>) symbol on the portal to show additional items displays a blank page.	If there is more than one Document List portal component on the page, remove the need to display More (>) by setting the Maximum Row count for each list to be as large as necessary to display every item in the list.
SCR 34578	The label element in links and tables is not 508 compliant.	Accessible users must set their browsers to read the link text rather than the label.
SCR 34621	When a record is saved with an attachment whose file name contains an ampersand (&) character, viewing that record later produces the following error message: <code>The entity name must immediately follow the '&'</code> in the entity reference.	Do not use the ampersand character as part of a file name when attaching files to a record.

Installation known issues

The following table describes installation known issues related to Get-Services.

Known issue	Workaround
WebLogic 6.1 SP4 does not know which version of ServiceCenter is being used in Get-Services. [SCR 31913]	You must add the path to the version of ServiceCenter to the <code>startWebLogic.sh</code> script for AIX.
Availability of instructions for changing an application server's memory settings.	Refer to your particular application server's documentation for these instructions.
The memory size variable setting (or amount of java heap memory) must be at least 256 MB, but 512 MB is recommended.	Use the following settings: -Xms256M -Xmx512M
Exceeding the amount of available RAM causes the JVM processes to swap to disk, reducing overall performance.	Make sure that the setting for maximum heap size is less than the free RAM available to the application server(s).

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-Services 4.2 includes:

- Get-Services Installation Guide
- Get-Services Administration Guide
- Get-Services Change Management Module Installation Notes

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

Language support

The language packs, available in French, Italian, and German, will be available 90 days after the release of Get-Services 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>.

