

Peregrine

ServiceCenter

Release Notes

Release 5.1

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If you have comments or suggestions about this documentation, contact Peregrine Systems, Inc. Technical Publications by email at doc_comments@peregrine.com.

This edition applies to version 5.1 of the licensed program.

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ServiceCenter 5.1 Release Notes

Welcome to Peregrine Systems, Inc.'s ServiceCenter 5.1, a minor release including changes to both the run-time environment (RTE) and applications, as well as the clients.

The media shipped with this release comprise a complete installation of the product, including the RTE (5.1) and applications (SC5.1). The packing list included with your shipment identifies the media shipped to your site.

Topics covered in these release notes include:

- *New Features* on page 2
- *Compatibility* on page 6
- *Enhancements and Corrections (SCRs)* on page 6
- *Known Issues* on page 7
- *Documentation* on page 11
- *Language Support* on page 14
- *Need Further Assistance?* on page 15

New Features

ServiceCenter 5.1 includes enhancements to the run-time environment (RTE), the applications, the Java and Windows® clients, and the documentation.

- *Run-Time Environment (RTE) Enhancements* on page 2
- *Application Enhancements* on page 3
- *Java Client Enhancements* on page 5
- *Documentation Enhancements* on page 5.

Run-Time Environment (RTE) Enhancements

New Plug-ins

New plug-ins permit tight data and process integration between ServiceCenter applications and external automation or data sources. While the ServiceCenter system has a number of outstanding integration and workflow capabilities, there are, nonetheless times when a low level extension of the ServiceCenter platform is required; plug-ins are designed expressly for this purpose.

You can call plug-ins with:

- Display options
- Document engine
- Format control
- Link records
- Scripts
- Triggers

Structured Array enhancements

Structured Array enhancements include searching against fields in structured arrays. Fields in structured arrays can be part of keys, and can be mapped to Attribute tables and Unique Attribute tables.

- The RTE creates and maintains Attribute tables and Unique Attribute tables automatically.

- Attribute tables contain the data for the structured arrays in all records in the main table.
- Unique Attribute tables contain one record for each unique combination of fields defined in the table.
- The Attribute table contains only those fields that are not part of the Unique Attribute table. For example, the Attribute table contains only a foreign key link.

Embedded Command Line

The command line now appears in the Windows and Java clients. It is available in all application windows. The operator record controls access to the command line. Individual viewing options control command line visibility.

Application Enhancements

Wizards

A new Wizard scripting utility increases system effectiveness and usability by allowing you to create uniformly formatted scripts that guide users through activities such as creating a new user or making a payment. Wizards have been implemented in Inventory Management and Asset Contracts.

Cascade Updates

The Cascade Update utility enables you to maintain database consistency and integrity by modifying the data in one or more dependent files to match changes made to data in a source file. Cascade updates allow users to outline rules to be followed when updating records from various tables.

System Information Record enhancements

The System Wide Company Record (info.company) has new options:

- Multi-Company mode can be enabled/disabled via the **Run in Multi-Company mode** check box.
- Integrations can be activated from the Active Integrations tab.
- Integration Menu options are enabled, where appropriate, when the integration is activated.

Joinfile enhancements

The ability to add, update, and delete joinfiles was added to the original query capability.

Inventory Management

Inventory Management has new out-of-box device types, schemas, and formats. The module was updated to use the document engine, including the new joinfile capabilities. Wizards were added for common administrative tasks.

Asset Contract Management

A new module, Asset Contract Management, allows users to track information about Lease, Maintenance, Software, Support, and Warranty contracts. The module also allows tracking of software license compliance based on license assets and software installs.

ReportCenter

New functionality added to the ReportCenter module gives full support for Crystal 9.x runtime, allows advanced features for parameters, including ranges, picklists, and multiple-values, and adds full functionality for new export formats: PDF, XML, Excel 7 and 8. Several old formats (DIF, Lotus1-2-3, ASCII, Excel 2.1 and 3.0) have been retired. All canned reports have been updated to Crystal 9.0 format, and is downward compatible. It will properly reference all SC 5.1 tables and fields, and use modern default data for all parameters.

ReportCenter 5.1 uses Crystal Reports 9.0 to do its report processing, and a subset of the Crystal .dll files are installed with ReportCenter. Installing an older version of Crystal Reports on the same machine as ReportCenter 5.1, will cause the .dll files to be over-written, and may cause connection errors.

Scheduled Maintenance

New functionality added to the Scheduled Maintenance module enables you to track parts and labor information for tasks, use demand based scheduling, and estimate costs associated with maintenance tasks.

Service Level Management

Service Level Management (SLM), combines Service Level Agreement Management and Contract Management functionality to provide an overall view of delivered services and costs of delivered services. SLM provides a centralized repository of Service Level management information and is fully integrated into the ServiceCenter suite of applications. SLM automatically recalculates Service Level Agreement performance. SLM uses availability and response metrics to chart a graphic display.

Java Client Enhancements

The ServiceCenter 5.1 Java client introduces enhancements to improve the individual user experience regardless of their accessibility requirements. It enables users to set user preferences for keyboard access, font, and color selections, and offers increased support for third-party accessibility applications.

The Java client now offers language support for Chinese (simplified and traditional) and Korean.

Documentation Enhancements

All documentation for ServiceCenter 5.1 is available on a single documentation CD-ROM that you can launch on any supported platform: Windows, Unix, or Macintosh. You can choose an HTML format for viewing with a browser, or choose a PDF format where you can create a comprehensive keyword search of the entire documentation suite for any documented concept.

The documentation CD-ROM also includes an HTML presentation of the ServiceCenter 5.1 out-of-box physical data model (PDM). The PDM is a data model that enables system administrators to understand the linkages within the out-of-box system.

The ServiceCenter 5.1 documentation CD takes advantage of the Advanced Search capabilities of Acrobat Reader 6.0. These capabilities are described in [Documentation](#) on page 11, and on the Documentation CD.

Compatibility

The compatibility matrix, including version details for servers, clients, and Peregrine products cross-compatibility is available on Peregrine's CenterPoint Web site:

<http://support.peregrine.com>

After logging in with your login and password:

- 1 Under **Search by Product**, select ServiceCenter.
- 2 Under **Support Resources**, select **Compatibility Matrices**.
- 3 Follow the path for the ServiceCenter version you require.

Enhancements and Corrections (SCRs)

A wide range of software change requests (SCRs) have been implemented in ServiceCenter 5.1, including the selected SCRs listed below. See *Searching for Details of SCRs* on page 7 for instructions on retrieving full details from CenterPoint Web.

- 2482
Data Policy will now show all fields defined in a file, regardless of the level of nesting, except for arrays of structures.
- 15584
An application named trigger.screlate.update was created and can be used by any file to update the screlate records.
- 21672
Crystal Reports can now display Memo fields.
- 23193
Fixed the Document Engine code so that the locking routine won't be called on records that haven't been saved.
- 23504
Two locks will no longer be created when records are saved with Lock on Display turned on. This allows the locks to be released properly.
- 25106
Increased the buffer size from 4000 bytes to 8000 bytes to accommodate printing to some HP printers.

Searching for Details of SCRs

For this release (like all ServiceCenter releases from 4.0 and above), you can search for details of corrections and enhancements that were implemented within the release via Peregrine's CenterPoint Web site:

<http://support.peregrine.com>

After logging in with your login and password:

- 1 Under **Search by Product**, select **ServiceCenter**.
- 2 Under **Support Resources**, select **Software Change Requests**.
- 3 Follow the Instructions for entering search criterion (for example, SCR number, Incident ticket number, or a keyword), then click **Search**. A report of SCRs matching the search criteria is displayed.

Known Issues

Known issues for this and previous releases are documented in knowledge entries accessible through Peregrine's CenterPoint Web site. For a summary of major known issues for ServiceCenter 5.1, see *Summary of Known Issues* on page 8).

Searching for Known Issues Knowledge Entries

You can view known issues for this and previous releases by searching the knowledge base on Peregrine's CenterPoint Web site:

<http://support.peregrine.com>

After logging in with your login and password:

- 1 Under **Search Knowledgebase**, select **ServiceCenter**.
- 2 Select **Advanced Search**.
- 3 Enter the search criteria.
Note: If you know the Document ID for a specific knowledge entry (for example, one shown in the following table), you can use that as search criteria to retrieve a specific article. Type in the Document ID enclosed in double quotes, for example, "S7F-W16-8GSN".
- 4 Select **ServiceCenter (KB & Documentation)**.
- 5 Click **Search**.

Summary of Known Issues

The following is a summary of selected known issues in ServiceCenter 5.1. For details of cause and the workaround, see the complete Knowledge Article, available via CenterPoint Web.

Knowledge Articles for ServiceCenter 5.1

Document ID	Known Issue	Workaround
S8Y-01T-0296	When the Fill Component is clicked on the Format Name during the creation of device types wizard with the Java client, the QBE list format is displayed with the scroll bar incorrectly positioned. This occurs when the main window is not maximized.	Always ensure that the main window is maximized when attempting this procedure.
S8X-816-2C2M	Cannot export to a Crystal Report format.	Do a Print To Screen, then click the Export button on the Crystal popup window and follow the prompts.
S8X-H1K-119A	If you use a Client side Load or Unload, the client will GPF if the path of the file is greater than or equal to 75 characters. The client may generate a Dr. Watson.	Select a file whose path and file name that is less than 75 characters.
S8X-H1V-BQTC	Error messages are displayed when attempting to copy a model task. The messages indicate that the error occurred while the link expressions were being evaluated. This means that there is a problem with the way the expressions are set up in the model link record.	Follow the instructions on how to fix the copy model problem given in the Knowledge Article .
S8Y-014-HHC4	Attachments via event records do not work with joinfiles in ServiceCenter 5.1. After the event is processed the attachment data is not saved.	See the Knowledge Article for the latest workaround information.
S8Y-01A-HY9C	The documentation for how to add an option to install Java client standalone version through current client installer applet is confusing. The original documentation states "...Before you begin, you must have ServiceCenter 5.1 installed on local or remote web server...". This information is incorrect. Users do not need to have ServiceCenter 5.1 installed on the local machine.	Follow the instructions on how to update a standalone client given in the Knowledge Article.

Knowledge Articles for ServiceCenter 5.1

Document ID	Known Issue	Workaround
S8Y-01L-G0HX	When doing a combined search against IR and P4, not all of the records matching the query are returned.	<p>There are two possible workarounds:</p> <ol style="list-style-type: none"> 1 Since the problem relates to the partially keyed query against P4, change the keys in the dbdict to make the P4 portion of the query a fully keyed query. 2 Set the <code>ir_max_relevant_answers</code> parameter to a high value (for example <code>ir_relevant_answers:500</code>). This reduces the chance of relevant records being dropped by IR.
S8Y-01L-XRCJ	When the Java Client desktop, in a standalone environment, is set to use less than 32 bits color and the JRE version is 1.2.2, the display for Help is not correct. (This is the bitmap which is displayed when About ServiceCenter is selected from the Help menu).	<p>There are two possible workarounds:</p> <ol style="list-style-type: none"> 1 Change the setting to use 32 or higher bits color. 2 Use JRE version 1.3.1.
S8Y-01P-CVAR	ServiceCenter 5.1 does not remap all files when a mapping with the All Files option is attempted. In addition, ServiceCenter displays a SQL Mapping Exists pop up prompt asking to confirm that a remap of the existing mapped files is desired.	The pop-up window is not applicable for tables that have already been mapped so the customer may make any selection. For example, they can accept the default selection. This will close the window and have no affect on processing.
S8Y-01Q-88D5	On Linux (JRE 1.2.2), using an alpha character in the service name prevents the Java client from connecting. An error similar to the following is displayed in the client log (<code>/home/scj.log</code> file) when running the client from the Linux box: <code>service parameter xxxxx is not valid.</code>	Do not use alpha characters in the service name when running the Java client on Linux.
S8Y-01Q-RHD9	Wizards in the Java Client display with a scroll bar on the sub format display.	See the Knowledge Article for the latest workaround information.
S8Y-01T-BZQQ	When the SQL Query Tool is used against an Oracle RDBMS on UNIX, Signal 10 messages are displayed and the connection terminates (the tool is opened by selecting SQL Utilities from the Utilities menu).	<p>Since this issue only affects the Oracle OCI executables, use the <code>scenter.oracle</code> executable.</p> <p>Note: The <code>scenter.oracle</code> does not support BLOBs/CLOBs</p>

Knowledge Articles for ServiceCenter 5.1

Document ID	Known Issue	Workaround
S8Y-01W-8W3C	The confirmation box for SQL mappings stays up during an Oracle 9 conversion in the Java client. The dialog box will stay there as if nothing was selected, but the conversion actually starts in the background. The client window lower right corner will update with activity, but the conversion status area is not updated.	See the Knowledge Article for the latest workaround information.
S8Y-01Y-2D4G	The SQL conversion status is not updated during Oracle 9 conversion in the Java Client. The conversion is actually running in the background as indicated by the lower right hand activity area and tailing the sc.log file.	See the Knowledge Article for the latest workaround information.
S8Y-01Z-PN0G	The Java client crashes when an attempt is made to save a record with size over 64K.	See the Knowledge Article for the latest workaround information.
S8Y-01Z-Y5H8	When using the Java Client to remove an attachment from an incident, the data record in SYSBLOB is not removed.	See the Knowledge Article for the latest workaround information.
S8Y-020-W3ZN	When trying to minimize all open frames within the Java Client, one frame always has to be up. An attempt to minimize the last open frame will cause another frame to open up.	See the Knowledge Article for the latest workaround information.
S8Y-416-ZN21	ReportCenter Client receives an "Error connecting to server" message when attempting to log on.	Follow instructions on Troubleshooting given in the Knowledge Article.
S8Y-R1V-3D64	The Hot News Screen appears blank when using the Java Client. The Hot News Screen is being displayed with both vertical and horizontal scroll bars automatically scrolled to the end. Consequently, the screen appears to have no content (or is blank).	Place the cursor in the screen and press Tab twice.
S8Y-W1R-M24M	The standalone Java Client on Solaris using JVM 1.2.2 has many fields that appear read-only, but function correctly.	See the Knowledge Article for the latest workaround information.

Knowledge Articles for ServiceCenter 5.1

Document ID	Known Issue	Workaround
S8Z-01Q-H1GC	When closing a RootCause record or a ServiceManagement record master format control is not called.	If you need format control to be executed when closing a RootCause or ServiceManagement record it will have to be specifically defined in the Format Control records associated with the respective Formats.
S8Z-M1W-7A76	When replicating a file using SCD which has a structured arrays mapped to subtables, you will receive Signal 11's and your process will terminate.	Remove the subtable definitions from the dbdict record for the file before replicating.
S8Z-M21-LGYQ	Adding data into a structured array to an attribute subtable fails if there's no data added to the unique subtable.	See the Knowledge Article for the latest workaround information.
S8Z-M24-0NPF	Updating an operator record which has a password of "#####" fails.	Change the password.
S90-018-KM9R	The ServiceCenter ODBC driver truncates Memo fields when using Crystal 9.	Use Crystal 8.5 or earlier.
S90-019-WWZW	Use of the company operator template could produce unexpected results for LDAP users if the mapping is not set for no null keys.	Use the *SYSDEFAULTS template instead of adding an operator template to the company record.

Documentation

ServiceCenter 5.1 documentation is easily searchable using Adobe Reader's standard Search tools. In addition to the standard word search, you can do a global search across the entire documentation set. If you have Adobe Reader 6.0, you can refine the global search further when your original search returns a large number of hits.

Important: While you can open PDF from the Documentation CD through your internet browser, the global search function only works if you open the document directly with Acrobat Reader.

Guides are available in a range of media and sources:

- On-line (see *On-line Guides (HTMLs)* on page 12), as installed with ServiceCenter 5.1 and downloadable from CenterPoint Web.
- Printable, as included on the ServiceCenter 5.1 Documentation CD and downloadable from CenterPoint Web (see *Updating your Documentation* on page 12).
- Printed and bound books (see *Ordering Printed Guides and the Documentation CD* on page 13).

On-line Guides (HTMLs)

Non-installation guides are now available on-line in HTML format. These are included as part of the default ServiceCenter installation on Windows and Unix platforms or can be selected as an option for a custom installation. They are also available for downloading from CenterPoint Web (see *Updating your Documentation*, the next section).

To access the on-line guides in a Windows installation:

- 1 Select Start>Programs>ServiceCenter>On-line Guides to display the menu of available guides.
- 2 Click on the title of the on-line guide that you wish to view.
- 3 Instructions for navigating within the on-line guides are included at the start of each document. A table of contents shows on the left. Click a topic to display it. Other search and index options are also available.

Updating your Documentation

The most up-to-date editions of ServiceCenter 5.1 on-line (HTML) and printable (PDF) guides (including last-minute pre-release changes) are downloadable from CenterPoint Web.

Complete On-line Guide Set

The complete on-line documentation package can be downloaded as a single ZIP or TAR file via the ServiceCenter 5.1 Documentation page on CenterPoint Web.

Individual PDF or HTML Guides

You can download individual PDF or HTML guides from Peregrine's CenterPoint Web site:

<http://support.peregrine.com>

After logging in with your login and password:

- 1 Under **Search by Product**, select **ServiceCenter**.
- 2 Under **Support Resources**, select either **Documentation** or **Release Notes**, as required.
- 3 Follow the path for the ServiceCenter version you require.

After downloading the HTML files, you can extract them and overwrite the files in your current ServiceCenter documentation directory. By default, the documentation directory is found under the ServiceCenter root installation.

Ordering Printed Guides and the Documentation CD

In the interests of navigation, searchability, upgradability, and efficiency, the primary medium for ServiceCenter 5.1 documentation is softcopy, available on the Documentation CD and from Peregrine's CenterPoint Web.

One set of printed installation and upgrade guides is provided with the software shipment. In addition, you can order printed copies of these and other guides at nominal cost. The Documentation CD is available free of charge.

You can order printed guides from Peregrine's CenterPoint Web site:

<http://support.peregrine.com>

After logging in with your login and password:

- 1 Under **Search by Product**, select **ServiceCenter**.
- 2 Under **Support Resources**, select **Documentation**.
- 3 Follow the path for the ServiceCenter version you require.
- 4 Click **Order Books** to display a page for entering your order.

Language Support

Language support for ServiceCenter has two levels:

- *Language Enablement* on page 14
- *Localization* on page 14.

ServiceCenter 5.1 is currently available as an English-only version, although other localized versions are planned. Localized versions include a subset of documentation translated into the local language, with the other guides available in English. The versions and media for translated documents are the same in all languages.

For further language support details, contact Customer Support (see *The Spellchecker feature and the Work Management module are available in English only.* on page 15).

Language Enablement

When ServiceCenter is enabled for a language, users can enter and retrieve data and create forms and messages in that language, using the appropriate keyboard, input method editor (IME), or other means of entry.

For a list of enabled languages, see the Compatibility Matrix. Instructions for viewing the Compatibility Matrix are included in *Compatibility* on page 6.

Important: Entering data into ServiceCenter in a language that is not enabled can result in corruption of that data.

Localization

Fully localized versions of ServiceCenter have been enabled for the language, plus the out-of-box forms have been translated. They will display localized text, assuming that the language has been set up by the system administrator. Localized versions come grouped according to the code page they use.

For a list of fully localized languages, see the Compatibility Matrix. Instructions for viewing the Compatibility Matrix are included in *Compatibility* on page 6.

Although localization is done only for major releases, it is recommended that those with localized versions review the Release Notes for maintenance releases for any issues relating to their systems.

Localized versions of ServiceCenter let sites and users select the language in which their system displays by selecting from a drop-down list when they log into the system. This selection determines the language for the forms, messages, and help text that will be displayed for their session.

The timing and availability of localized versions vary by release and language. For details of specific requirements, contact Customer Support (see *Peregrine's CenterPoint Web site* on page 15).

Note: The Spellchecker feature and the Work Management module are available in English only.

Need Further Assistance?

For further information and assistance with this release or ServiceCenter in general, contact Peregrine's Customer Support.

Peregrine's CenterPoint Web site

Contact information for local support offices is available through the main contacts shown below or through Peregrine's CenterPoint Web site:

<http://support.peregrine.com>

After logging in with your login and password:

- 1 Select **General Information**, on the left.
Under **Customer Support References**, select **Support Contacts Worldwide**.

Corporate Headquarters

Contact Customer Support at Peregrine headquarters using one of the following:

Address: Peregrine Systems, Inc.
Attn: Customer Support
3611 Valley Centre Drive
San Diego, CA 92130 USA

Telephone: (1) (800) 960-9998 (US and Canada only, toll free)
+ (1) (858) 794-7428

Fax: + (1) (858) 480-3928

Email: support@peregrine.com

Contacting Education Services

Training services are available for the full spectrum of Peregrine Products including ServiceCenter.

Current details of our training services are available through the following main contacts or at:

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

Address: Peregrine Systems, Inc.
Attn: Education Services
3611 Valley Centre Drive
San Diego, CA 92130

Telephone: +1 (858) 794-5009

Fax: +1 (858) 480-3928

