

HP OpenView ServiceCenter 6.1

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Release Notes



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ServiceCenter 6.1.2.0 Release Notes

These Release Notes describe known issues with this release and provide instructions to access information from other sources, such as the Peregrine Systems Customer Support Web site. Before you begin installation, ensure that you have a valid Customer Support login ID and password.

The media shipped with this release contain a complete installation of the product and documentation. See the packing list included with your shipment for a complete description of the media provided.

This release addresses issues reported internally and externally against various previous releases.

Key features of ServiceCenter

ServiceCenter is a suite of service management applications that enables an organization to automate and optimize service support and delivery processes through a single point of contact, improving the availability and productivity of the infrastructure and reducing costs.

ServiceCenter enables IT organizations to manage Calls, Incidents, Change Requests, Problems, and Service Level Agreements. ServiceCenter makes it possible to improve delivery of services and availability of technology and infrastructure assets with predefined processes for managing configuration items.

ServiceCenter supports the ITIL best practice standards and can be tailored to meet your organization's specific needs. With support for Web Services, as well as an extensive set of prebuilt integrations, ServiceCenter can be integrated to virtually any third-party enterprise application.

Compatibility Matrix

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

To access the Compatibility Matrix

- 1 Use a browser to navigate to the Peregrine Systems 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 > ServiceCenter > Compatibility matrices > Product Version**.

Software Change Requests

In addition to the ServiceCenter 6.1 features, ServiceCenter 6.1.2.0 includes resolutions for many Software Change Requests (SCRs).

To view the SCRs included in this release

- 1 Use a browser to navigate to the Peregrine Systems 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 > ServiceCenter > View SCRs**.
- 4 Filter the query by selecting the version, category, or subcategory for SCRs as search criteria.

The Web site displays a report that matches your criteria. You can view the report or click **Create Excel Report** to download a spreadsheet with the contents matching your search criteria.

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 Systems 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 **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 a known issue with this release. To search the KnowledgeBase for more information on this known issue, type the Known Issue Document ID (enclosed in quotation marks) as the search criteria.

Document ID	Known issue	Workaround
806850	The Help contains the wrong definition of the <i>sctimeramount</i> parameter and does not include the <i>timeoutlimit</i> parameter.	The parameter <i>sctimeramount</i> only controls client heartbeat frequency. It does not kill the orphaned client session. The parameter <i>timeoutlimit</i> , set in the <code>sc.ini</code> file, specifies the number of minutes that the server should wait for a heartbeat from the client. If the client does not send a heartbeat for the specified number of minutes, then the server terminates the client session. This parameter affects the client's ability to re-establish the connection. For example, if you set the <i>timeoutlimit</i> parameter to 3, a user will be able to disconnect from the network and re-establish the same connection within 3 minutes. After 3 minutes, that user will no longer be able to reconnect to the original session and will need to log in again and establish a new session.

Documentation

ServiceCenter Help is the primary documentation. Field Help is also available. Administrators can change Field Help and ServiceCenter Help by following the customization instructions in the Help system.

To access Field Help

- 1 Place your cursor in the text box for a specific field.
- 2 Click **Help > Help on Field**, or
 - For the Windows client, press **Ctrl + H**.
 - For the Web client, press **F1**.

To access Help from the client

- 1 Launch the ServiceCenter client.
- 2 Click **Help > Contents**.



You do not need to connect to the server to view ServiceCenter Help.

To access ServiceCenter Help from a server

- 1 Install a Help server by following the instructions in the *ServiceCenter 6.1 Installation Guide*.
- 2 Start any supported Web browser.
- 3 Type the connection address of the Help server.

Related documentation

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

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

Upgrade information

A complete upgrade to ServiceCenter 6.1.2.0 requires the installation of the client and server and the SC61 applications. For more information, view ServiceCenter Upgrade Center on the Peregrine Systems Customer Support Web site, and refer to the ServiceCenter upgrade documentation.

The *ServiceCenter Server Upgrade Guide* contains information about upgrading the ServiceCenter server, including:

- Running the 6.1.2.0 client and server with SC61 applications
- Converting existing data to UTF-8 (for pre-ServiceCenter 6 customers)
- Combining favorites and inboxes
- Converting existing attachments to a new format

The *ServiceCenter Application Upgrade Guide* contains information about upgrading SC4 and later applications to SC61.

Unicode (UTF-8) support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. ServiceCenter 6.1.2.0 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

Third-party products

Peregrine Systems products often integrate third-party products that use open source standards. The Peregrine Systems Customer Support Web site contains specific statements about the support of third-party products and open source standards.

Need more information?

The Peregrine Systems 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 Systems Education Service Web site, **<http://www.peregrine.com/customers/value-path/education/>**.

