Get.It! 1.2 SP2 Release Notes

Welcome to Peregrine Systems' Get.It! 1.2 SP2 release. This release includes enhancements since Get.It! 1.2 SP1. Also included is a list of enhancements and SCRs (Software Change Requests).

What's in these Release Notes

These release notes include:

- All applicable SCRs
- Multiple processor, virtual directory configuration
- Contact details for further assistance

General Updates

There are three reasons for the 1.2 SP2 release. The first is to resolve memory leaks for multiprocessor servers. The second provides a resolution for when JRun freezes upon a failed database transaction. The third reason for this service pack is to provide a resolution for unrecorded database requests.

New Files

There are four file updates with this release. These files include one JSP file, two DLL files, and one JAR file, located within the following directories.

- ...\getit\apps\common\presentation\submitlookup.jsp
- ...\getit\bin\aamapi30.dll
- ...\getit\bin\aamapi35.dll
- ...\getit\bin\prgn.jar

Table of Fixed Defects and Closed Enhancement Requests

The table in the following pages shows the defects that have been fixed and the enhancement requests that have been closed by release of Get.It! 1.3.

The table has six columns:

- Release—the Get.It! release in which the fix was made.
- SCR Number—the Software Change Request (SCR) that prompted the change.
- Description—a brief description of the change.

Finding an SCR or Problem Ticket in the Table

Release	SCR Number	Description
1.2 SP2	3300	Memory leak resolution, oftentimes occurring on multiprocessor servers.
1.2 SP2	3343	Resolves a JRun freeze upon a failed database transaction.
1.2 SP2	3368	Resolves unrecorded database requests.

Multiple Processors

If you have a system with multiple processors, make sure that you have a virtual directory for each processor plus an additional virtual directory. See "Configuring Multiple Virtual Directories" on page 2-26 in the *Get.It! Installation Guide* for instructions. The multiple virtual directory option creates another instance of Archway. This balances concurrent users across all processors.

Keep in mind that all processes are independent and do not share resources. Memory use should be equivalent between both processes, assuming the load is equivalent. If you find that one process is performing all processes then IIS is not configured correctly. This means that it is sending all JSP requests to the same machine, regardless of the virtual directory given in the URL. To balance the load, delete the reference to the global "GetIt Connector" ISAPI filter listed in the "Default Web Site" property page. Restart IIS. Afterward, the processor activity on the second Archway instance will function correctly.

If you have one processor then you need one virtual directory. However, if you have multiple processors you will need an equal number of virtual directories, *plus one*. For example, if your machine has 3 processors, create 4 virtual directories; if your machine has 6 processors, create 7 virtual directories.

Documentation Web Site

For a complete listing of current Get.It! documentation, see the Documentation pages on the Peregrine Systems, Inc. Customer Support web site at:

http://support.peregrine.com

You will need the current login and password to access this web page.

For copies of the manuals, you can download PDF files of the documentation using the Adobe Acrobat Reader (also available on the web site). Additionally, you can order printed copies of the documentation through your Peregrine Systems Sales Representative.

Need Further Assistance?

For further information and assistance with this new release or Get.It! in general, contact Peregrine Systems' Customer Support. Current details of local support offices are available through these main contacts.

North America, South America, Asia/Pacific

Telephone:	+(1) (800) 960-9998 (within US only, toll free)
	+(1) (858) 794-7402
Fax:	+(1) (858) 794-6028
Email:	support@peregrine.com
Headquarters:	Peregrine Systems, Inc.
	Attn: Customer Support
	3611 Valley Centre Drive
	San Diego, CA 92130

Europe, Africa

Telephone:	(0) (800) 834 770 (within United Kingdom only, toll free)
	+(44) (0) (02) 8334-5844
Fax:	+(44) (0) (02) 8334-5890
Email:	uksupport@peregrine.com