

Peregrine

# ServiceCenter

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# Release Notes

Release 6.0.1.0

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# ServiceCenter 6.0.1.0 Release Notes

PEREGRINE

These 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. See the packing list included with your shipment for a complete description of the media provided.

## Getting started

To understand the ServiceCenter 6.0.1.0 release, review the following information:

- New features on page 6.
- Compatibility Matrix on page 6.
- Software Change Requests on page 6.
- Search the KnowledgeBase on page 7.
- Known issues on page 8.
- Documentation on page 10.
- ServiceCenter upgrades on page 12.
- Language support on page 16.

# New features

ServiceCenter 6.0.1.0 includes the following new features:

- The language pack release of ServiceCenter 6. For more information, see the *Language Pack Installation* guide included on your Language Pack CD.
- Support for BEA WebLogic™.

## 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 > ServiceCenter > Compatibility matrices > Product Version**.

## Software Change Requests

ServiceCenter 6.0.1.0 includes fixes for many Software Change Requests (SCRs). To view the SCRs included in this release:

- 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 **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.

## 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 ServiceCenter 6.0.1.0 known issues. To search the KnowledgeBase for known issues, type the Known Issue Document ID (enclosed in quotation marks) as the search criteria.

Document ID	Known issue	Workaround
SAS-W0W-Q56N	When using Internet Explorer, clicking notebook tabs before the status icon turns green can interrupt the browser from drawing the rest of the page.	Wait until the status icon is green before clicking a different notebook tab within a page. To correct the problem when it occurs, click <b>Refresh</b> , or if you are in a record list, click the record again.
SAS-W0X-27XQ	The Client Packaging Utility installer does not come in localized versions.	Use the English version.
SAS-W0X-RA3C	<p>Localized versions of the Web client truncate the third and fourth menu items in the <b>System Navigator &gt; Favorites and Dashboards &gt; (right-click) New menu</b>. Because the menu already occupies the entire width of the frame, it cannot expand to fit the width of the translated text.</p> <p>The problematic menu items are visible only to administrators with the public.favorites or SysAdmin capability words.</p> <p>For example, in the New menu:</p> <ul style="list-style-type: none"> <li>■ The first item creates a new (private) folder.</li> <li>■ The second item creates a new (private) dashboard.</li> <li>■ The third item creates a new public folder.</li> <li>■ The fourth item creates a new public dashboard.</li> </ul> <p>However, in the Italian version, both the second and fourth menu items are <b>Nuevo dashboard</b>.</p> <ul style="list-style-type: none"> <li>■ The second menu item is correct. (The English version is <b>New Dashboard</b>.)</li> <li>■ The fourth menu item should be <b>Nuevo dashboard pubblico</b>, but <b>pubblico</b> truncates. (The English version is <b>New Public Dashboard</b>.)</li> </ul>	<p>Decrease the browser's font size so that the text fits.</p> <p>-or-</p> <p>Edit the <code>xstrings_&lt;language initials&gt;.properties</code> file to make the text short enough to fit.</p> <ol style="list-style-type: none"> <li>1 Open <code>webnl.jar</code>, in the <code>WEB-INF/lib</code> of the language pack <code>sc.war</code> file or the deployed web application.</li> <li>2 Edit the string file.</li> <li>3 Update <code>webnl.jar</code> with the new string file.</li> <li>4 Update the deployed web application.</li> </ol>



Document ID	Known issue	Workaround
SAS-W0X-RD2L	The language pack installs to the wrong directory if there is more than one instance of the Windows client installed on a system.	Select the directory manually.
SAS-W0Y-SK0S	When attempting to view a ticket on the Web client using TomCat 4.1.30 or 5.x you get error "Http Status 404".	<p>Make the following configuration change:</p> <ol style="list-style-type: none"> <li>1 Open the Tomcat conf/server.xml file in a text editor.</li> <li>2 Find the &lt;Connector&gt; node for port 8080.</li> <li>3 Add the following attribute: URIEncoding="UTF8".</li> </ol>
SAS-W0Z-GM9V	Cannot view the Help Server from a browser after uninstalling the 6.0.1.0 Help Server language pack and repairing the 6.0.1.0 Help Server English install.	<ol style="list-style-type: none"> <li>1 Uninstall the Help Server language pack.</li> <li>2 Uninstall and reinstall the 6.0.1.0 English Help Server.</li> <li>3 Start the Help Server.</li> </ol>
SAS-W19-SM5C	The localized versions of some field help entries contain the original English text as well as it's translation.	<ol style="list-style-type: none"> <li>1 Ensure that you can see the context-sensitive help debug information. <ul style="list-style-type: none"> <li>■ Open the ServiceCenter <b>Window &gt; Preferences</b> menu.</li> <li>■ Select <b>Show context-sensitive help debug information</b>.</li> </ul> </li> <li>2 Determine the name of the file the help is stored in. <ul style="list-style-type: none"> <li>■ Open the form in Database Manager.</li> <li>■ Select the field, and press CTRL+H.</li> <li>■ Note the file name in file=&lt;file name&gt;.</li> </ul> </li> <li>3 Open the field help for editing. <ul style="list-style-type: none"> <li>■ In the System Navigator, open &lt;File name&gt;/Database <b>Definition &gt; Fields</b>.</li> <li>■ Right-click the field and select <b>Edit Help</b>.</li> </ul> </li> <li>4 Delete the English text and make any other changes you think are necessary.</li> <li>5 Log out and log back in again to see your changes.</li> </ol>

Document ID	Known issue	Workaround
SAS-W0Z-TPZZ	If the settings for User preferences are not completely valid, the Apply and OK buttons on the preferences dialog may be disabled.	<ol style="list-style-type: none"><li>1 Click <b>Restore Defaults</b>. The system resets all preferences to the default valid values and the <b>Apply</b> and <b>OK</b> buttons become operational.</li><li>2 Re-apply any customized settings.</li></ol>
SAT-C11-WZ0S	OAA 4.1.2.1 is not compatible with the ServiceCenter 6.0.1.0 version of sccl32.dll, therefore, Get-It 4.1.2.1 and Connect-It 3.3.2 cannot connect to the ServiceCenter server using the ServiceCenter 6.0.1.0 sccl32.dll.	<p>Do not attempt to upgrade your sccl32.dll by copying the 6.0.1.0 version over your current version. Instead, use the version of sccl32.dll that was bundled with your install image.</p> <p>If you replaced the 6.0.0.0 version of sccl33.dll with the 6.0.1.0 version of sccl32.dll, revert the sccl32.dll back to the previous version.</p>

## 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 press CTRL + H.

To access Help from a Windows client:

- 1 From the Windows Start menu, click **Start > Programs > ServiceCenter Client**.
- 2 Click **Help > Contents**.

**Note:** You do not need a server connection to view ServiceCenter Help.

To access ServiceCenter Help from a networked server:

- 1 Install a Help server using the instructions in the *ServiceCenter 6 Installation Guide*.
- 2 Start any supported Web browser.
- 3 Type the connection address of the Help server.

## Related documentation

The complete set of books for ServiceCenter 6.0.1.0 includes:

- Accessibility Guide
- Database Management and RDBMS Support
- Distributed Services Guide
- Event Services Guide
- Forms Designer Best Practices
- Installation Guide
- Language Pack Installation
- Rapid Application Development (RAD) Guide
- Report Center Guide
- Report Writer Guide
- Work Management 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.

# ServiceCenter upgrades

To upgrade to this release, read the notes in this section, then follow the instructions in the *ServiceCenter 6 Installation Guide*.

If you are planning to upgrade to a new ServiceCenter version, you must use the Application Upgrade Utility to migrate your customized applications to the new version. Visit the Upgrade Center on the Customer Support Web site or contact Peregrine Customer Support to learn more about these options.

## Upgrading the server

Before you begin a server upgrade, make a backup of your existing server.

You can uninstall your existing version or overwrite it.

### Unix server

There are no additions to the instructions in *ServiceCenter 6 Installation Guide*.

### Windows server

The ServiceCenter 6.0.1.0 Windows installer does not upgrade any version of ServiceCenter prior to ServiceCenter 6.

The upgrade leaves your Data folder, the `sc.ini` and `sc.cfg` files in the Run folder intact. If you do not want to keep your current `sc.ini`, `sc.cfg` or the contents of the data folder, delete them manually.

- If you uninstall the ServiceCenter server before installing the new one, the uninstall removes your service name. You must configure a new service.
- If you install the 6.0.1.0 files over your ServiceCenter server, the installer deletes your previous installation and replaces the binary files. You must repair the 6.0.1.0 server installation.

# Upgrading the client

You can uninstall your existing version or overwrite it.

## Windows client

If you install in the new client in the same directory as the old client, the installer retains the settings stored in the Workspace folder.

If you made changes to the ServiceCenter client using the repackaging utility:

- 1 Install the out-of-box client on a test machine.
- 2 Make all appropriate changes to customize the client.
- 3 Repackage the client with the Client Repackaging utility.
- 4 Distribute the updated client.

## ServiceCenter ODBC Driver

Uninstall the old version before installing the new one.

## ReportCenter

ReportCenter did not change between versions 6 and 6.0.1.0.

## Work Management

Work Management is not included on the ServiceCenter 6.0.1.0 installation CD-ROM. Check CenterPoint Web or contact Peregrine Systems Customer Support for availability.

# Upgrading the Web tier

The upgrade replaces your existing deployment with the new one. The specific process depends on your particular Web application server, but follows the same steps as deploying a new installation.

**Important:** The upgrade does not automatically save your Web tier customizations. To keep your changes, you must save your customized files and replace the new version of these files with your customized version.

To upgrade Web tier:

- 1 Back up your web .xml file, splash screen, style sheets, and any other customizations you made, including your sc .war file.
- 2 Delete the existing sc .war file.
- 3 Deploy the new sc .war file following the instructions in the following KnowledgeBase articles.

Web Application Server	KnowledgeBase Article
Apache Tomcat 4.1.29	Document ID: SA6-41F-A6VL Deploying the ServiceCenter 6 Web tier to Tomcat 4.1.29
IBM WebSphere 4.0.2	Document ID: SA6-41F-HGBL Deploying the ServiceCenter 6 Web tier to WebSphere 4.0.2
IBM WebSphere 5.0	Document ID: SA6-41F-LBJA Deploying the ServiceCenter 6 Web tier to WebSphere 5.0

**Note:** There is an "Update Application" function in WebSphere® Application Server 5.x that allows you to redeploy using a new copy of sc .war. First, update the web .xml in the sc .war file, then redo the shared library configuration. For more information, see the IBM WebSphere documentation.

- 4 Replace the new web.xml file with the old version.
- 5 Replace the new versions of the files you customized with your customized versions.

## Upgrading the Help Server

The upgrade does not save your customizations. If you customized the out-of-box Help files, you must make the same customizations in the new files.

To upgrade the ServiceCenter Help Server:

- 1 Save all customized help files.
- 2 Uninstall the existing version and manually delete any residual files and folders.
- 3 Install the new version.
- 4 Manually restore all customized help files.

## Upgrading the Client Packaging utility

Uninstall the old version before installing the new one.

## Upgrading the Update Site utility

To upgrade to this release:

- 1 To save your current settings, make a backup of your lastupdate.ini file, located in the ... \Update Site Utility directory.
- 2 Uninstall the existing version.

- 3 Install the new version.
- 4 Restore the `Lastupdate.ini` file.

## Language support

The ServiceCenter 6.0.1.0 language pack release upgrades ServiceCenter forms and messages and localizes the ServiceCenter 6 applications. For more information, see *Language Pack Installation*.

## Unicode (UTF-8) support

ServiceCenter supports language enablement and Unicode (UTF-8) encoding with translated formats, messages, and Help.

UTF-8 is part of the Unicode standard that allows you to store characters from any supported language. ServiceCenter 6.0.1.0 supports UTF-8 as an encoding method for new or existing data and can support multiple languages on a single server while adhering to the Unicode standard.

## 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>.





