

Peregrine

ServiceCenter

Release Notes

Release 5.1.1

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).

The names of companies and individuals used in the sample database and in examples in the manuals are fictitious and are intended to illustrate the use of the software. Any resemblance to actual companies or individuals, whether past or present, is purely coincidental.

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This edition applies to version 5.1.1 of the licensed program.

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ServiceCenter 5.1.1 Release Notes

Welcome to Peregrine Systems, Inc.'s ServiceCenter 5.1.1, a maintenance release. The media shipped is the RTE (SC 5.1.1). The packing list included with your shipment identifies the media shipped to your site.

Highlights of this Maintenance Release

ServiceCenter 5.1.1 includes, among others, the following Software Change Requests (SCRs):

- 15512
Users can now log in if their password starts with a special character, for example, '#' or '=', and an external utility, such as LDAP or RACF, is used for authentication.
- 22400
Adding a new column type Blob or Clob to a table that already has been converted to Oracle no longer causes 'ORA-01405 fetched column value is NULL' messages when trying to read records from that table.
- 23796
Using the Import Text Wizard in conjunction with client side load (Express mode) no longer corrupts the data.

- 24865
LDAP SSL is now supported on AIX, HP-UX, Linux and Solaris.
- 26615
When running a combined search against IR and P4/SQL, IR no longer falsely reports the following messages: Corrupt IR file detected reading a DOCLIST at offset 3082060 in file E:\CP_IR\ir.cm3r. Count mismatch Expected to get a list with 185 documents, got one with 500 terms ...ERROR READING DOCUMENT LIST...

Other SCRs for this release, as well as those for ServiceCenter releases 4.0 and above, can be viewed on Peregrine's CenterPoint Web site. See *Searching for SCRs*, in the next section, for instructions on viewing SCRs in CenterPoint Web.

Searching for 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, found at:

<http://support.peregrine.com>

After logging in with your user name and password:

- 1 Select **ServiceCenter** from the **SearchByProduct** product list.
- 2 Select **View SCRs** from the **ServiceCenter** menu on the left.
- 3 Follow the search Instructions for entering criterion (for example, SCR number, Incident ticket number, or a keyword), then click **Search**. A report of SCRs matching the search criteria is displayed.

ServiceCenter Documentation

ServiceCenter documentation is available in a range of media and sources:

- On-line (see *On-line Guides (HTMLs)* on page 7), 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 7).
- Printed and bound books (see *Ordering Printed Guides and the Documentation CD* on page 8).

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*, in 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 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 on-line (HTML) and printable (PDF) guides for ServiceCenter 5.1 and subsequent releases (including last-minute pre-release changes) are downloadable from CenterPoint Web.

Complete on-line guides 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. For details of navigating this site, see *Individual PDF or HTML guides*, in the next section.

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

Individual PDF or HTML guides

You can download individual PDF or HTML guides from:

<http://support.peregrine.com>

After logging in with your user name and password:

- 1 Select **ServiceCenter** from the **SearchByProduct** product list.
- 2 Select either **Documentation** or **Release Notes** from the **ServiceCenter** menu on the left.
- 3 Follow the path for the ServiceCenter version and category of documentation that you need.

For copies of the manuals, you can download PDF files of the documentation using the Adobe Acrobat Reader (also available from www.adobe.com). Additionally, you can order printed copies of the documentation through your Peregrine Systems sales representative.

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.

After logging in with your user name and password:

- 1 Select **ServiceCenter** from the **SearchByProduct** product list.
- 2 Select **Documentation** from the **ServiceCenter** menu on the left.
- 3 Select **ServiceCenter**, and then click **ServiceCenter 5.1**.
- 4 Click **Order Books** to display a page for entering your order.

Compatibility Matrix

The compatibility matrix, including version details for servers, clients, Peregrine products cross-compatibility and integration, is available on Peregrine's CenterPoint Website, found at:

<http://support.peregrine.com>

After logging in with your user name and password,

- 1 Select **ServiceCenter** from the **SearchByProduct** product list.
- 2 Select **Compatibility Matrices** from the **ServiceCenter** menu on the left.
- 3 Follow the path for the **ServiceCenter** version you require.

Known Issues

Known issues are documented in knowledge entries accessible through Peregrine's CenterPoint Web site. There are no major known issues specific to this service pack.

Searching for Known Issues Knowledge Entries

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

- <http://support.peregrine.com>

After logging in with your user name and password:

- ▶ From the Support homepage, use the **SearchKnowledgeBase** to do one of the following:
 - Enter **Known Issues** in the Knowledge Search entry field and select **Go**, to get a listing of all known issues in the knowledge base.
 - Select **Advanced Search**, then enter **Known Issues** as the Search Criteria. Select **ServiceCenter (KB & Documentation)** as the product. You can restrict further restrict the search by entering additional search criteria. Click on a knowledge entry to open it.

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".

Summary of Known Issues

The following is a summary of selected known issues in ServiceCenter 5.1.1. For details of cause and the workaround, see the complete Knowledge Article, available via CenterPoint Web.

Knowledge Articles for ServiceCenter 5.1.1

Document ID	Known Issue	Workaround
S9B-W11-LMQV	When using scenter.oracle and the sqlidentify parameter to log in to an Oracle 8 database, the executable will produce a signal 11 termination.	If you want to connect to an Oracle 8 database with this parameter, you should use the scenter.ora8ci executable.

Considerations for Upgrading to this Release

ServiceCenter 5.1.1 is an RTE-only service pack release and therefore does not require the use of the Application Upgrade Utility for upgrading.e.

Peregrine recommends that you use the most recent RTE version of ServiceCenter. To do this, install this release from the media supplied for your platform and select the Update option.

You can upgrade the RTE portion of your system without also upgrading the applications.

Updating server and clients

You can install 5.1.1 to either the server, the clients, or both. However, to get the full benefit of the release, or if you are currently running a version of ServiceCenter that is prior to SC 4.0, you need to update both the server and clients. For further details upgrading ServiceCenter, see the *ServiceCenter 5.1 Upgrade Utility Implementation Guide*.

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

A current list of email addresses and phone numbers of local support offices are available on Peregrine's CenterPoint Web site at:

<http://support.peregrine.com>

After logging in with your user name and password,

- ▶ From the Support homepage, select **Phone Support** on the left to display the **Peregrine Worldwide Contact Information**.

Corporate Headquarters

Contact Customer Support at Peregrine headquarters at:

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

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