

Peregrine

ServiceCenter

Release Notes

Release 5.1.2

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ServiceCenter 5.1.2 Release Notes

Welcome to Peregrine Systems, Inc.'s ServiceCenter 5.1.2 maintenance release. The media shipped is the RTE (SC 5.1.2). The packing list included with your shipment identifies the media shipped to your site.

Highlights of this maintenance release

ServiceCenter 5.1.2 includes, among others, the following Software Change Requests (SCRs):

- The Java Client now runs on Java Runtime Environment (JRE), Version 1.4 (including additional benefits for Section 508 accessibility).
- Customer requested enhancements and fixes in LDAP support
- Customer requested enhancements and fixes in Load Manager
- Customer requested enhancements and fixes to attachment processing

You can view these and other SCRs for this release, as well as those for ServiceCenter releases 4.0 and above, on Peregrine's CenterPoint Web site. See *Searching for SCRs*, in the next section, for instructions.

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 login and password

- 1 From Support Home, select **ServiceCenter** from the **Choose a product** list in the left panel.
- 2 Select **View SCRs** from the left panel.
- 3 Follow the search Instructions for entering criterion (for example, SCR number, Incident ticket number, or a keyword) and click **Search**.

Your browser displays a report of SCRs matching the search criteria.

Known issues

You can read about Known issues in the knowledge entries accessible through Peregrine's CenterPoint Web site.

The following is a summary of selected known issues for the ServiceCenter 5.1.2. For details of cause and the work-around, see the complete Knowledge Article, available via CenterPoint Web. See *Searching for Known Issue knowledge entries* on page 8.

Knowledge Articles for ServiceCenter 5.1.2

Document ID	Known Issue	Workaround
S9W-W1Q-9W7C	Running JAWS, Version 5.0 with the Version 5.1.2 Java client and Version 1.4.x Java Runtime Environment (JRE) causes 100% CPU time usage.	Download and install the latest updates for JAWS, Version 5.0, from the Freedom Scientific Web site at the follow Web site: http://www.freedomscientific.com/fs_downloads/jaws.asp
S9Y-M18-KNXH	When launching the Java client browser using Netscape, version 7.x from a Web server, the launch process terminates before completion.	Copy the files SCJavaLaunch.htm and scjava.htm to your local drive. You must copy the two files to the same location. You can then launch SCJavaLaunch.htm from your local drive.
S9Z-810-L1QC	On Windows XP, users can experience a slow or partial screen refresh rate when running the 5.1.2 Java Client with Runtime Environment (JRE), Version 1.4.x. This only occurs when using Microsoft Outlook with the Office Assistant turned on.	Turn off or disable the Microsoft Office Assistant.

Knowledge Articles for ServiceCenter 5.1.2

Document ID	Known Issue	Workaround
S9Z-829-Y3R9	When running JAWS 5.0 with the 5.1.2 Java client, JAWS does not read array of Label objects. Users cannot correctly tab into labels when the labels are not attached to a text button, a radio button, or a check box.	Replace Array of Label objects with array of TextField objects to enable users to tab into TextField objects.
S9Z-C1D-CKS7	When exiting the Java client browser by clicking on the close window (X) button in the browser, you might experience problems relaunching the next instance of the Java client browser.	You must shutdown the ServiceCenter Java client by clicking File -> Exit Service Center from the pull-down menu or by clicking the Close button (F3) from the ServiceCenterJava client window.
S9Z-H1S-BJA7	The Add button to add a custom dictionary when using the spell check feature is disabled. An error displays when attempting to add a custom dictionary because the spell check feature is expecting a non-empty file	Create a non-empty file to load as your custom dictionary.
S9Z-M1B-AYTG	On a Windows XP platform, Web addresses cannot be redirected to a local path from outside the host. No error message is displayed.	<p>Use Microsoft Internet Explorer tools to manually add a trusted Web site address when using the Java client browser with the version 1.4.x plugin on a Windows XP platform.</p> <p>Perform the following steps to manually add a trusted site in Microsoft Internet Explorer:</p> <ol style="list-style-type: none"> 1 Launch Microsoft Internet Explorer. 2 From the pull-down menu, select Tools -> Internet Options 3 Click the Security tab 4 Select the Trusted Sites icon 5 Click the Sites button to display the Trusted Sites dialog. 6 From the Trusted Sites dialog, manually type or paste the Web address, prefaced by <i>https://</i>, in the <i>Add this Web site to the zone</i> text box. 7 Select or deselect the check box labeled <i>Require server verification (https:) for all sites in this zone</i> dialog. 8 Click the Add button to trust the site. <p>You can now successfully view the target page.</p>

Searching for Known Issue 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 login and password

- 1 From Support Home, select **Advanced Search** under **Knowledge Search Base**.
- 2 Select **ServiceCenter (KB & Documentation)** for step 1.
- 3 Select **Search All knowledge Sources** for step 2.
- 4 Select **5.1.2** for step 2.
- 5 Enter **Known Issues** as the Search Criteria.
- 6 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".

Considerations for upgrading to this release

ServiceCenter 5.1.2 is an RTE-only service pack release and therefore does not require the use of the Application Upgrade Utility for upgrading. 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 5.1.2 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*.

ServiceCenter documentation

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

- On-line, as installed with ServiceCenter 5.1 and downloadable from CenterPoint Web. (See *On-line guides (HTMLs)* on page 9.)
- Printable, as included on the ServiceCenter 5.1 Documentation CD and downloadable from CenterPoint Web. (See *Updating your documentation* on page 9.)
- Printed and bound books. (See *Ordering printed guides* on page 10.)

On-line guides (HTMLs)

The ServiceCenter guides other than installation guides are now available on-line in HTML format. You can install them as part of the your ServiceCenter installation or download them 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 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 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

You can download the complete on-line documentation package as a single ZIP or TAR file from 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 directly under the ServiceCenter root installation.

Individual PDF or HTML guides

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

<http://support.peregrine.com>

After logging in with your login and password

- 1 From Support Home, select **ServiceCenter** from the **Choose a product** list in the left panel.
- 2 From **Support Resources**, select either **Documentation** or **Release Notes**.
- 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

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 comes with the software shipment. In addition, you can order printed copies of these and other guides at nominal cost.

After logging in with your login and password

- 1 From Support Home, select **ServiceCenter** from the **Choose a product** list in the left panel.
- 2 From **Support Resources**, select **Release Notes**.

- 3 Follow the path for the ServiceCenter version and category of documentation that you need.
- 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 login and password

- 1 From Support Home, select **ServiceCenter** from the **Choose a product** list in the left panel.
- 2 Select **Compatibility Matrices** from the list on the left. Follow the path for the ServiceCenter version you require.

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

Current details of local support offices are available through the main contacts shown below or through Peregrine's CenterPoint Web site at:

<http://support.peregrine.com>

After logging in with your login and password

- From Support Home, select **Phone Support** in the left panel to display the **Peregrine Worldwide Contact Information**.

Corporate headquarters

Contact Customer Support at Peregrine headquarters at:

Address: Peregrine Systems, Inc.
Attn: Customer Support
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San Diego, CA 92130 USA

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