

Peregrine

# ServiceCenter

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# Release Notes

Release 5.1.3.0

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# ServiceCenter 5.1.3.0 Release Notes

PEREGRINE

Welcome to Peregrine Systems, Inc. ServiceCenter 5.1.3.0! 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 to access the support site.

The media shipped with this release contains a complete installation of the product, documentation, and language packs when applicable. Refer to the packing list included with your shipment for a complete description of the media provided.

## Getting started

To understand the ServiceCenter 5.1.3.0 release, review the following information:

- Read [What's new in this release](#) on page 6.
- Review the [Compatibility Matrix](#) on page 7.
- Review [Software Change Requests](#) on page 7.
- Learn how to [Search the KnowledgeBase](#) on page 8.
- Read the [Known issues](#), starting on page 9.
- Review [Related documentation](#) on page 9.
- For non-English languages, review [Language support](#) on page 10.

# What's new in this release

ServiceCenter 5.1.3.0 is a maintenance release that includes fixes to many ServiceCenter features including Event Processing, Forms Designer, the Java client, LDAP, and the ODBC driver. The highlights of this release are included in the table below. See [Software Change Requests on page 7](#) for instructions on how to see a complete listing of SCRs included in this release.

ServiceCenter 5.1.3.0 includes, among others, the following fixes:

SCR Number	Description
24971	Timestamps on Java client packages are now set correctly. The Java client no longer records "Could not find matching vobject address" messages in the server log file when you click Close Application (the U-turn button.)
27672	You can no longer terminate a task while it is holding a semaphore, because termination under that circumstance could cause ServiceCenter to stop responding.
27988	You can now scroll the entire QBE (Query by Example) list if you keep the scroll arrow pressed with your pointer.
28711	The ServiceCenter express client now releases the CPU if it cannot connect to the server when started.
28766	Event processing no longer issues the error message "pdbfileSetSzFieldSzNQ() failed for evusrseq of" when either the evusrseq or evttype fields are null and the event is generated when using SCAuto for email.
28812	ServiceCenter now correctly regens keys after you add a new key to a merged file.
30014	The client no longer terminates if you use the mouse-wheel to scroll while the system is processing.
30160	The ODBC driver now handles datetime fields in accordance with ODBC Level 3 Standards. Customers using the ODBC driver with Crystal Reports will still need to format their date time fields accordingly via either the Options function or the Format Field Function in Crystal Reports. The date time fields will need to be customized to display as DMY regardless of the ODBC driver settings.
30183	The screen no longer flickers when you type in multi-text boxes.
30332	The lioption command now works correctly for both the RAD application and scauto. Authorization and licensing processing now works for all types of options.
31805	A timing issue that caused ServiceCenter on Windows to create a second set of shared memory and semaphores has been fixed.
32290	A GUI client attempting to connect in "full" or "system" mode is automatically converted to an "express" connection by the client executable.

# Compatibility Matrix

The Compatibility Matrix lists supported versions of operating systems, browsers, Peregrine products, and other compatibility and support information. Open a browser and navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>. You will need your Customer ID and password to log on.

From the left navigation pane, click **Product Information > Product Family > ServiceCenter > Compatibility matrices**.

## Software Change Requests

ServiceCenter 5.1.3.0 includes fixes for many Software Change Requests (SCRs). Follow these steps to view the SCRs included in this release.

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.
- 2 Log in with your Customer ID and password.
- 3 Expand the product information topic in the left frame by clicking **Product Information > Service Management > ServiceCenter > View SCRs**.
- 4 You can filter the query by selecting the version, category, or subcategory for SCRs as search criteria.
- 5 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.

- 1 Open a browser and navigate to the Peregrine Customer Support Web site at <http://support.peregrine.com>.
- 2 Log in with your Customer ID and password.
- 3 In the Search KnowledgeBase, select **ServiceCenter** from the pull-down menu.
- 4 Click **Advanced Search** to access the Advanced KnowledgeBase Search dialog.
- 5 Type Known Issues in the **Search Criteria** text box. There are four steps to supply information to filter your search.
  - Step 1. Select **ServiceCenter** from the pull-down menu in the **Select a Product** text box.
  - Step 2. Select **Search Both.....**
  - Step 3. Select a version number.
  - Step 4. Choose a manual.
- 6 Click **Search**. The KnowledgeBase returns a list of resource links that you can click to open.



# Known issues

The following table describes the known issues in ServiceCenter 5.1.3.0.

Document ID	Known issue	Workaround
SAG-81A-5LF1	The Java client browser does not work after standalone installation. This happens because the installer does not update the scjava.htm during the standalone installation.	To use Java client browser, do a new installation and select browser mode or edit scjava.htm manually.
SAM-M1V-93TC	Exit from Form Design session each time after a form is modified or use the GUI client to design forms.	Exit from Form Design session each time after a form is modified or use the GUI client to design forms.
SAN-81C-ZVW7	Reports show dates in mm/dd/yy even if the regional settings on the system are set to an alternate format, such as dd/mm/yy.	Install the latest ODBC driver from the Peregrine Customer Support website. Then new reports no longer have the problem. To correct old your reports: 1) Open the report in Crystal Reports. 2) Find the field that is showing incorrect data. Remove it from the report, then add it again. 3) Save your changes. The report should now show the date correctly.

## Related documentation

The complete set of books for ServiceCenter 5.1.3.0 includes:

- Application Administration Guide
- Client/Server Installation Guide for OS/390 MVS
- Client/Server Installation Guide for UNIX
- Client/Server Installation Guide for Windows
- Database Management and Administration Guide
- Distributed Services Quick Start Guide
- Introduction and Best Practices Guide
- ReportCenter

- SC3270 Client Installation Guide
- System Administrator's Guide
- System Tailoring
- Technical Reference
- Upgrade Utility Implementation Guide
- User's Guide
- Work Management

These documents are available on the ServiceCenter 5.1 installation CD in the . . . \documentation directory, and on the Peregrine Customer Support Web site at <http://support.peregrine.com>.

## ServiceCenter Upgrades

ServiceCenter 5.1.3.0 does not require you to use 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 install the 5.1.3.0 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 earlier than SC 4.0, you need to upgrade both the server and clients.

## Language support

After ServiceCenter is enabled for a language, users can enter and retrieve data and create forms and messages in that language.

## 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 will need your Customer login ID and password.

## Need more information?

The Customer Support Web site has resource information about third-party products, the Compatibility Matrix, documentation, and customer support contact information. You can locate this information on the Peregrine Customer Support Web site.

Start your browser and navigate to <http://support.peregrine.com>. You will 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>.





