

Peregrine

ServiceCenter

Release Notes

Release 5.1.4.0

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ServiceCenter 5.1.4.0 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 5.1.4.0 release, review the following information:

- What's new in this release on page 4.
- Compatibility Matrix on page 5.
- Software Change Requests on page 5.
- Search the KnowledgeBase on page 6.
- Known issues on page 6.
- Documentation on page 7.
- Language support on page 8.

What's new in this release

ServiceCenter 5.1.4.0 is a maintenance release that includes fixes to many ServiceCenter features including ReportCenter.

New functionality added to ReportCenter gives full support for Crystal 9.x runtime, allows advanced features for parameters, including ranges, pick lists, and multiple-values, and adds full functionality for the new export formats, PDF, XML, Excel 7 and 8. Several old formats (DIF, Lotus 1-2-3, ASCII, Excel 2.1 and 3.0) are no longer included. All out-of-box reports are now in Crystal 8.5 format, properly reference all ServiceCenter 5 tables and fields, and use updated default data for all parameters.

ServiceCenter no longer supports full client connections. If you attempt to connect with a full client, you will receive a message indicating that full clients are not licensed on this platform.

Some SCRs fixed in this release are in the table below. See [Software Change Requests on page 5](#) for instructions on how to see a complete listing of SCRs in this release.

ServiceCenter 5.1.4.0 includes, among others, the following fixes:

SCR Number	Description
15003	The sqtzz parameter and time settings work appropriately in all the RDBMS-converted systems.
26978	The fill function now fills in the correct row when filling columns in tables on subforms.
28160	Double-clicking an attachment now opens the correct file if the OLE container has a scroll-bar.
30617	When you have set an automatic refresh rate, the client no longer pops up if it is not the active window when the refresh occurs.
32248	Searches against files with attribute or unique attribute definitions for arrayed structures, particularly searches including fields in these structures, are now much faster, more efficient, and produce consistent, accurate returns, whether your system is in P4 or converted to an RDBMS.
32708	You can no longer execute commands from the ServiceCenter command line while the client is busy.
32905	The Java client no longer displays empty subforms. Components underneath empty subforms are now visible.
33127	ServiceCenter forms now displays blank virtual joins (those without data) correctly.

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 5.1.4.0 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 5.1.4.0 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
SAZ-H1B-GZ88	Buttons without captions are visible in the Java client. They are invisible in the C client.	To make an invisible button, design the button to be a flat or web button instead of a regular button.
S8Y-416-ZN21	When attempting to launch ReportCenter, produces the error message, "Error connecting to server", and the file lufmanager.dll is not found.	Run rcchecker.

Document ID	Known issue	Workaround
S8X-816-2C2M	When exporting to Crystal Report format, the export fails with "Error 0 - No Error".	Use Print to Screen instead. Click Export on the Crystal popup window and follow the prompts.
S8C-01H-9D7B	Crystal 9 and Crystal 8 cannot co-exist on the same computer.	<p>These items contain the crystal 9 runtime environment:</p> <ul style="list-style-type: none"> ■ AssetCenter 4.3 or later ■ Crystal Reports 9 or later ■ ReportCenter 5.1 or later <p>These items contain the Crystal 8 runtime environment and should not be installed on the same machine as any of the above items.</p> <ul style="list-style-type: none"> ■ AssetCenter 4.2 or earlier ■ Crystal Reports 8.5 or earlier. ■ ReportCenter 5.0 or earlier <p>The knowledge article contains instructions on how to prevent problems related to this issue.</p>

Documentation

Peregrine Systems provides electronic versions of ServiceCenter 5.1 documents in your installation package and on the Customer Support Web site. For the latest versions of the documentation for this release, check the Customer Support Web sit

To access latest versions of the documentation:

- 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 > Documentation > Product > Version**.

The complete set of books for ServiceCenter 5.1.4.0 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

ServiceCenter upgrades

ServiceCenter 5.1.4.0 does not require you to use the Application Upgrade Utility for upgrading. You can install the 5.1.4.0 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 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>.

