Get It!

Release Notes
Release 1.3
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Peregrine
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The Infrastructure Management Company™

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Get.It! 1.3 Release Notes

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Welcome to Peregrine Systems' Get.It! 1.3 Release.

This is a GA release that includes enhancements and fixes of defects since the last release of Get.It!. Also included is a list of enhancements and SCRs (Software Change Requests).

The media shipped with this release comprise a complete installation of the product. Refer to the packing list included with your shipment for a description of the media.

What's in these Release Notes

These release notes include:

- Descriptions of enhancements made to Get.Answers!, Get.Resources! and Get.Service!.

- Notes on related documentation and known issues.

- Considerations for upgrading to this release.

- A list of fixed defects that have been closed.

- Contact details for further assistance.

Enhancements Included in Get.It! 1.3

The following summarizes the enhancements included in Get.It! 1.3 for the Windows NT installation.

General Updates

GETIT_HOME is no longer used in the weblications.

The <LINK> DTD now includes the attribute BALLOON="TEXT". This causes pop-up balloon help and status bar text to occur in Microsoft Internet Explorer and status bar text (no balloon help) in Netscape.

Web Interface

Get.It! now has a new, dynamic graphical user interface. The header menu has been removed and you can now choose from many Skins and Stylesheets. You can select options from a menu-based sidebar frame. New Skins and Stylesheets can be selected from the Portal or from the Skins and Stylesheets link. You can use this feature to select background colors, logos, font and font characteristics.

Archway Parameters

The following chart explains all new Archway parameters. The Archway file is located within the ...GETIT\BIN\ directory.

Archway Parameter	Description
defaultskin=classic	The default skin that is used when a user first logs into Get.It! If you change the default to another style then this style will be recorded in a database as well as in the browser's cookie.
defaultstylesheet=classic.css	The default stylesheet that is used when a user first logs into Get.It! If you change the default to another style then this style will be recorded in a database as well as in the browser's cookie.
getanswers.backend=irexpert	Set to IREXPERT for ServiceCenter; set to KNOWLIX for Get.Answers! server.
getanswers.grp.default=http://machinename/getanswers	Default initial logon, before assigned a site.
ie_css=css/	Directory path for CSS stylesheets for Internet Explorer.
ns_css=ns_css/	Directory path for CSS stylesheets for Netscape Navigator.
images=images/	Default directory for all images for Skins and Stylesheets.
logo=images/logos/logo_getit_green.gif	Set the logo to be used in the application. The path must be relative to the presentattion directory. The default is ..\IMAGES\LOGOS\LOGO_GETIT_GREE.GIF.
maxlogsize=1000000	Enter maximum size for the log file in bytes.
maxscriptrunners=10	Maximum number of script execution threads. The default is 10.
problemdefaultcategory=example	The default problem category.
purchaseorder.backend=ac	Controls receiving.

Archway Parameter	Description
request.backend=sc	Controls Resources, Status, and Approvals options.
scriptpollers=false	Select to enable script processing. Normally, this should be set to true. A setting of false will stop all background server processes such as B2B purchase order processing.
scripttimeout=	Number of milliseconds to allow an inactive session to exist before autologout.
skins=skins/	Set the Skins directory location. The directory name must be specified relative to the ...\PRESENTATION directory. Setting this allows you to move the default location of the skins directory to another location. The default is ...\IMAGES\SKINS.
ACConncectionPool=false	Default value is true. This adapter consists of a database connection pool that allows the ACAdapter to combine users of the same profile into using the same connection. This quickens the process because the AmSUImpersonate call does not proceed with the login procedure when a user's profile is the same as the last impersonated user.

Get.Service!

The File Attachment function is available from a Get.Service! ticket. You can attach another file (for example, an Excel or Word file) when opening or updating the ticket. The file is uploaded to the server and can then be viewed from the Get.It! form. You can also attach a file with your Request Form as well as close your own problem tickets. Instructions for using this new feature are included in the *Get.It! Administration Guide*. This function requires ServiceCenter 3.0sp3 or later.

There is also enhanced ServiceCenter event handling.

New PC Support

There is now Get.Service! PC Support integration for self-healing of the PC. To order, call your Peregrine Systems Account Representative.

Get.Resources!

All combo boxes have been replaced with lookup windows on the Submit New Request Screen. There is also improved case-sensitive Catalog Searching. The File Attachment function is also available from a Get.Resources! request. You can attach another file (for example, an Excel or Word file) when opening or updating the request. The file is

uploaded to the server and can then be viewed from the Get.It! form. Instructions for using this new feature are included in the *Get.It! Administration Guide*. There is also support for Parent/Child product relationships as well as improved request line item numbering.

GETIT.RECEIVER and GETIT.ADVANCEREQUESTER are supported if AssetCenter is your Get.Resources! back end. The REQUEST.BACKEND and PURCHASEOR-DER.BACKEND settings in Archway.ini must be set to use the same back end.

B2B Enhancements

You can now set up and configure user-specific supplier connections at the B2B server using Get.Resources! You can also self-register for B2B services with Get2Connect.net using Get.Resources! B2B server now uses brokered-mode operation when using the pipeline client to send and receive EDI (electronic data interchange). The CommerceOne market site version 3.x is now supported. Ariba cXML 1.1 support features improved functionality. Supported catalog formats include Ariba CIF 3.0 and CommerceOne CUP files. B2B functionality is supported only when using AssetCenter as the Get.Resources! back end.

Get.Answers!

A new Get.Answers! application allows you to search knowledgebases created in KnowlixAuthor and document collections created in KBMake. Document collections contain source documents in their native format. The following formats are supported for document collections:

- Adobe Acrobat (PDF)

- HTML

- Microsoft Word, Excel, and PowerPoint

- XML

If you are interested in this feature, contact your Peregrine Systems Account Representative.

IR Expert remains a supported alternative to this Get.Answers! application.

Note: If you want to view the online documentation using Get.Answers!, you can create a document collection of the manuals and access them through the Advanced Search in Get.Answers!. You will need to give the PDF files for the manuals a title. To do this, open each manual in Adobe Acrobat and select Document Info > General from the File menu. Replace Untitled Document with the title of the manual and click OK. Then create a document collection using the KBMake utility for Get.Answers!. When you perform an advanced search, you will see the documentation files you added.

Related Documentation

The complete set of manuals for Get.It! 1.3 include documents for installation, administration, and tailoring.

The online documentation pertaining to administration and tailoring has been updated for this release. You can find the online documentation in the ...GETIT\DOCS folder. Additionally, the following documents have been revised for Get.It! 1.3. These documents are included in the ...GETIT\DOCS folder as PDF files.

Installation Guide

There is a new section for installing Get.Answers!. If you install Get.Answers! you will also find an updated section of the Get.It! installation process regarding Get.Answers! and its configuration.

Administration Guide

Information has been added for the new Get.Answers! application and for the File Attachment feature. All fields in the archway.ini file are now described in this manual.

Tailoring Guide

A new chapter, "Adapters," has been added to the *Get.It! Tailoring Guide*. This chapter includes the following:

- Sections about each of the adapters included with Get.It!: ServiceCenter, AssetCenter, LDAP, E-mail, and a revised section on connecting to a third-party database using the JDBC adapter. These sections include information about the ARCHWAY.INI parameters specific to the adapters as well as information on troubleshooting if you have connectivity problems.

- A section on ServiceCenter event handling, which has been expanded in Get.It! 1.3.

- Information on using AssetCenter Feature links, calling a stored procedure, and using log files to troubleshoot adapter connections.

Documentation Web Site

For a complete listing of the current Get.It! documentation, see the Documentation pages on the Peregrine Systems, Inc. Customer Support web site at:

http://support.peregrine.com

You will need the current login and password to access this web page.

For copies of the manuals, you can download PDF files of the documentation using the Adobe Acrobat Reader (also available on the web site). Additionally, you can order printed copies of the documentation through your Peregrine Systems Sales Representative.

Considerations for Upgrading to this Release

STR Files

Windows NT

If you expect to support multiple languages then you must consider the following upgrade procedure. If manually change STR files then you must back up these files before you upgrade. The STRBUILD.BAT file generates the GETIT_EN.STR file, extracting all strings from the XML file. For this reason you must back up your manual changes.

1. Back up all ...APPS\GETIT_XX.STR files. These files include: GETIT_DE.STR, GETIT_EN.STR, GETIT_FR.STR, GETIT_IT.STR, and GETIT_JA.STR.

2. Install Get.It!

3. Run the WBUILD command.

4. Append all but the GETIT_EN.STR backed up STR files onto the end of the new, corresponding STR file. For example, if you are working with the GETIT_DE.STR file then you must append the archived version onto the end of the new GETIT_DE.STR file.

5. Run the STRBUILD command.

Note: Duplicate strings will occur when appending archived files onto the end of newer files. Running the STRBUILD command will remove all duplicates, leaving user-defined modifications.

GETIT.XML

If you have updated the GETIT.XML file, you will need to make a copy of this file before loading the upgrade to Release 1.3. If you do not make a copy of this file, any changes you have made will be lost.

Table of Fixed Defects and Closed Enhancement Requests

The table in the following pages shows the defects that have been fixed and the enhancement requests that have been closed by release of Get.It! 1.3.

The table has the following columns:

- Release—the Get.It! release in which the fix was made.

- SCR Number—the Software Change Request (SCR) that prompted the change.

- Problem Ticket Number—the problem ticket(s), if any, associated with the SCR. These numbers are prefixed with SD. If no number appears in the column, then only an SCR number applies. More than one problem ticket number may be associated with a given SCR.

- Description—a brief description of the change.

Finding an SCR or Problem Ticket in the Table

Release	SCR Number	Description
1.3	2889	Corrected WBUILD problems with user modifications of weblications with a new OVERRIDE.XSL file.
1.3	2902	Ensures that the SCAdapter connection remains alive with timed interval pings to the ServiceCenter servers.
1.3	2926	Procurement request screen now contains a scroll bar to accommodate ten or more requests.
1.3	2927	Now uses client-side redirection for new portal components so that the browser refreshes the correct page.
1.3	2928	The request workflow now uses scroll bars for viewing the entire workflow applet.
1.3	3013	Enhanced SCC132.DLL file to accommodate error conditions when the proper Archway event maps are undefined. SCAdapter and SCDocManager now return a detailed EVENTIN status record when an event fails to execute or create an EVENTOUT response.
1.3	3014	SCAdapter connection with ServiceCenter now ensures that the correct user is applied when sending events.
1.3	3137	Now accommodates AssetCenter for a single time zone.
1.3	3201	The attached OVERRIDE.XSL template replace a previous version of the file.
1.3	3202	Now releases the lock on a problem ticket upon a ServiceCenter update.
1.3	3326	Get.Resources! module no longer submits two requests when double-clicking the left mouse button.
1.3	3312	Resolved approval status for different name types.
1.3	3367	Search Catalog now accepts fields containing apostrophes.

Known Issues

The following issues are documented. The descriptions below include options to work around the issue.

Issue	Work Around
The ACAdapter should reload the aamapi3?.dll when you reset Archway.	You may receive the following errors: ERROR: Unable to connect to AC: Incorrect database description version (200 instead of 125). ERROR: Error: syntax error in SELECT statement On a system that uses languages other than English, the DSN is specific to the language, so the default ACDemo350ENG cannot connect. Display the Administration Module Settings page, change the AC Database settings, and save the settings. Restart the JRun service, and Archway will connect to AssetCenter successfully.
File Attachments are not being saved in ServiceCenter.	This occurs when the system through which you are submitting attachments is "slow" or is not working efficiently. Ensure your system performance is optimized by using the instructions in the *Get.It! System Tips* section below.
"ReadOnly" text box in Request Submit screen for NS users.	If you are using Netscape Navigator as your browser then you may encounter a "ReadOnly" text box next to the user lookup button (magnifying glass). Typing in these fields has no effect and are filled only by using the lookup function.
Get.Answers!: Duplicate search text box.	If your first Get.Answers! query yields no results, duplicate search boxes will appear at the top of your screen. Click on the Search link to refresh the screen to proceed with additional searches. If you yield results on your first search, and then search a second time without results, you will not receive duplicate search boxes. Regardless of initial search results, all subsequent searches will proceed as normal.

Get.It! System Tips

This section includes some tips to help you obtain optimal performance from your Get.Answers!, Get.Service! and Get.Resources! software.

Fine Tuning for Optimal Performance

Archway Settings

When running in a production environment, complete a careful review of the following settings.

`java.args in (jrun /jsm-default/properties/jsm.properties)`

Be sure to set this parameter to something similar to the following:

`java.args=-Xmx128m`

This defines the size of heap memory given to the JRun's Java VM. The above setting provides 128 MB. Larger settings may be appropriate on larger systems.

Make sure the fields described in the following table are set correctly in the archway.ini file.

Archway.ini Field	Description
debugscript	Set to false. Failing to do so will cause slower execution and substantial memory consumption.
scripttimeout	This specifies the number of seconds given to each user to execute a script. The default setting is 30 seconds. If a user script runs longer than this maximum timeout value, the script operations are aborted. Proper setting of this option is important to prevent run-away scripts from bringing all users to a halt.
logstdout	Set to false to avoid duplicate logging sent to the stdout log, potentially using up disk space.
sessiontimeout=600000	Specifies the number of milliseconds to allow inactive sessions to exist before they are expired. The default of 60000 gives users 10 minutes before expiration. Sometimes smaller time limits may be appropriate. This setting is important because it ensures proper cleanup of old sessions that may potentially be holding on to needed memory resources.

Archway.ini Field	Description
maxscriptrunners	This setting controls the size of the FESI ScriptRunner pool created for archway. A proper setting should rarely be greater than 10 (the default). Each ScriptRunner can consume a significant amount of memory, yet the efficiency of the system does not increase with a number of script runners greater than 10.
maxquerycount	This is a new parameter added in 1.3. If this parameter is set, it can limit the number of records that archway will retrieve for any given query. It is a good idea to set this parameter as a safety measure against runaway queries or bad scripts that attempt to retrieve thousands of records into a single XML response. In some cases, a system does need to process a large number of records. But the recommendation in such scenarios is to perform several queries for smaller record chunks. The Start and Count parameters to sendDocQuery() help accomplish this.
UseACAdminRights	Set to true. This affects the way Get.It! interacts with AssetCenter 3.5 and above (with AssetCenter 3.02, Get.It! behaves as if the option is true). If false, AssetCenter user rights (the table level rights, the field level rights, and the access restrictions) are applied according to the user's profile. If true, the user profile is not used to determine table level rights, field level rights, or access restrictions. The profile of the user defined in the ACAdmin option is applied to all users. The advantage of setting this option to true is that it saves from requiring a complete reconnection to the database every time a user of a different profile attempts to work with Get.It! In a typical production environment using different AssetCenter profiles, setting this option to true saves a database connection for every request sent by Get.It!, thereby providing significant performance enhancement. The drawback is that you cannot differentiate Get.It! behavior from different users using the AssetCenter security model. The security is still enforced using Get.It!'s screen-based, or module-based, security model.

Memory Allocation

With the advent of the new ACConnectionPool feature, you should expect that Archway will require an additional 5 to 6 megabytes of RAM per user profile. For example, if there are ten different user profiles accessing Get.It!, a total of approximately 50MB or more should be reserved for JRun and the JAVAW process (hosts Archway).

Multiple Processors

If you have a system with multiple processors, make sure you have a virtual directory created for each processor plus one. See "Configuring Multiple Virtual Directories" on page 2-26 in the *Get.It! Installation Guide* for instructions. The multiple virtual directory option will create multiple instances of Archway. This will balance concurrent users and spread their use over all processors.

When you setup multiple virtual directories, the processes are independent and do not share resources. The memory usage should be equivalent between both processes, assuming the load is equivalent. If one process is doing all the work, then IIS is not configured correctly and it's sending all JSP requests to the same machine regardless of the virtual directory given in the URL. To balance the load, delete the reference to the global "GetIt Connector" ISAPI filter listed in the "Default Web Site" property page. Restart IIS. Afterward, the processor activity on the second JAVA instance will begin to function correctly.

If you have only one processor then you need only one virtual directory. However, if you have multiple processors you will need an equal number of virtual directories *plus one*. For example, if your machine has 3 processors, create 4 virtual directories; if the machine has 6 processors, create 7 virtual directories.

Need Further Assistance?

For further information and assistance with this new release or Get.It! in general, contact Peregrine Systems' Customer Support. Current details of local support offices are available through these main contacts.

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