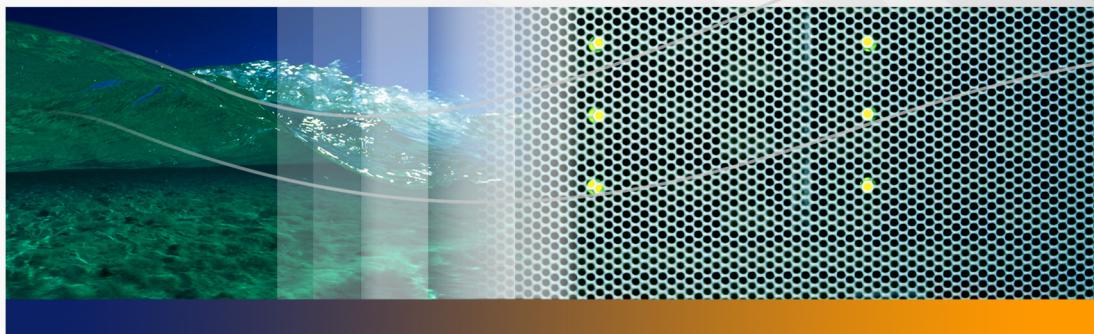


Peregrine Systems, Inc.

Get-Resources™ 4.2



Release Notes

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Get-Resources 4.2 Release Notes

Welcome to Peregrine Systems, Inc. Get-Resources 4.2 product. 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. Refer to the packing list included with your shipment for a complete description of the media provided.

Get-Resources is part of the Peregrine Systems Employee Self-Service (ESS) suite of applications built on the Peregrine OAA platform. Get-Resources integrates with AssetCenter or ServiceCenter to enable employees to create requests for resources and services and streamline the approval workflow of those requests throughout the organization.

This is a minor release that includes new features and enhancements as well as solutions for known issues.

Getting started

To understand the Get-Resources 4.2 release, review the following information:

- [Key features of Get-Resources on page 6.](#)
- [New features on page 7.](#)
- [Compatibility matrix on page 8.](#)
- [Software Change Requests on page 8.](#)
- [Search the KnowledgeBase on page 12.](#)
- [Known issues on page 13.](#)
- [Documentation on page 17.](#)
- [Language support on page 18.](#)

Key features of Get-Resources

Get-Resources simplifies employee requests for assets and services, enabling them to track the status of their requests. For IT groups, the self-service process reduces the amount of labor, time, and expense required to process a request. Employee satisfaction improves because Get-Resources is easy to use, requires little to no training, and provides up-to-date request status and visibility into the overall approval process.

Get-Resources includes the following key features:

- Entirely Web-based self-service access for end users
- Self-service process for employees to request resources and monitor request status
- Out-of-box integration to ServiceCenter Request Management and AssetCenter Portfolio and Procurement modules
- Role-based views and functionality, providing access and capabilities appropriate to each user group within an environment
- Consistent, electronic processing of notifications and approvals based on powerful workflows

New features

Get-Resources 4.2 includes the following new features:

- **Improved installation deployment model:** the installation program no longer deploys files directly into an application server's directory structure. Instead, files are deployed into a *staging area* on the file system. This staging area functions as a common place into which one or more Peregrine Portal applications are deployed. From these deployed files, the installation program builds a WAR file. With the WAR file, you must then use the application server's deployment process to install or deploy the Peregrine Portal application.
- **Ability to create standard shopping lists in AssetCenter:** simplifies the request process and allows companies to provide flexible guidelines instead of rigid standards. Similar to a "flexible bundle" concept, users can select a single standard catalog item (that is, a shopping list) that adds all the shopping list items into the request as separate line items. The separate line items can be individually modified (increased, reduced, or deleted) depending on the users' needs.
- **Ability to use submitted requests as templates for new requests in AssetCenter and ServiceCenter:** simplifies and speeds the request process and increases accuracy of repetitive information. Users can create a copy of a previously submitted request to create a new request.
- **Ability to view personal and departmental asset information in AssetCenter and ServiceCenter:** provides users and managers a view of what assets are assigned to them. Managers can also view the asset lists of their subordinates.
- **HIPAA compliancy:** allows for mandatory password reset for first time log in and ability to set password expiration dates.
- **Ability to save a request as a draft with ServiceCenter:** reduces duplicate efforts and minimizes losing work in progress. This allows users to save information as they work, so if they have not yet completed a request and move on to another task, they do not lose the information already entered.
- **Ability to view historical requests (already processed) separately from the active requests with ServiceCenter:** allows for users to easily separate current open requests from historical requests by viewing a list detail between current requests and historical requests.

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 > Employee Self Service > Get-Resources > Compatibility matrices > Product Version**.

Software Change Requests

Get-Resources 4.2 includes fixes for Software Change Requests (SCRs).

Get-Resources enhancements and fixed issues

The following table describes enhancements to Get-Resources as well as issues fixed in this release.

SCR	Description
SCR 29377	The total cost on the request summary page now correctly reflects the actual total cost of a Purchase Order (PO). This means that if there are sub line items in the PO, all prices correctly add up to the total price of the PO.
SCR 30714	Previously, you could not delete a saved Purchase Order (PO) that included line items that were ordered on a different PO. Now you can cancel a saved Purchase Order that is in preparation.
SCR 30776	After canceling a request, the message displayed to the user did not include the request number. The message now displays the request number of the canceled request.

SCR	Description
SCR 33758	<p>The change was made to several schemas to ensure the consistency of the information for line items displayed while browsing a catalog and viewing the request summary. The change also ensures that the information is presented before saving a request and after reloading the request, once the back-end business rules have been enforced.</p> <p>In the following schemas, the Description attribute physical mapping to the back-end system (AssetCenter or ServiceCenter) was changed:</p> <ul style="list-style-type: none"> Product: for AssetCenter 3.6, changed from cf_Description to cf_self. ac4model: for AssetCenter 4.x, changed from cf_Description to cf_self. RequestLine: for ServiceCenter, changed from description to part.desc. GRPOLine: for AssetCenter 3.6, changed from Product.Model to LineDesc. <p>The cf_Description calculated field is now available for AssetCenter through the TechnicalDesc attribute.</p> <p>The ServiceCenter ocm1 description field is now available through the RequestLine ProductComment attribute.</p>
SCR 34189	<p>An error occurs when trying to link a contact with an operator where the contact name is not in the same case as the associated operator full name and the contact does not have an Employee ID.</p> <p>To properly link a specific contact with a specific operator, the contact name and the full name must match exactly or the contact must have a valid Employee ID.</p>

OAA enhancements and fixed issues

The following table describes enhancements to OAA as well as issues fixed in this release.

SCR	Description
SCR 9547	When possible, focus is now set to the first field with a problem identified during validation.
SCR 22083	You can now delete attachments if the back-end is AssetCenter.
SCR 24676	The installation process now uses a WAR file for application deployment.
SCR 27296	You can now order the application tabs and the navigation menu items by specifying the associated module names for the items in the order desired. These settings are visible on the Themes tab.
SCR 27366	<p>The Session KeepAlive administrative setting sets the behavior of session timeout. When Yes (true), user sessions do not time out while users navigate within the portal. When navigating outside the portal, they must return within the session timeout period or the session will expire. Set this value to No (false) for standard web application behavior: the session will expire after an inactivity time equal to the session timeout period.</p> <p>The default setting is Yes.</p>

SCR	Description
SCR 27473	The page preview capability is available through personalization. On the list personalization form, there is a field for defining the preview size. This value, divided by the maximum row count per page, dictates the maximum number of preview pages listed.
SCR 27977	Peregrine Portal configuration can now be inherited in a fashion similar to personalization inheritance. See the Get-Resources Administration Guide for details.
SCR 28251	CLASS for HTML elements replaced the use of STYLE attributes in XSL style sheets.
SCR 28299	There is now a personalization option for disabling the link in a list.
SCR 28468	Application deployment now uses a WAR file.
SCR 28521	Subdocuments on docExplorer forms are now read-only by default, and the option setting does not affect the drill-down state.
SCR 28584	You can make a read-only text field scrollable through personalization or by adding an attribute of <code>scroll="true"</code> to the schema.
SCR 28650	An alternate location is now available for saving personalizations as a file.
SCR 28702	When interacting with ServiceCenter, an OAA-based application now uses the application version rather than the RTE version when determining which version of a schema to load. The RTE version only determines which shared library to load for proper communication with the ServiceCenter server.
SCR 28733	Users can now create ECMA script extensions. Administrators can extend a script to override script behavior without having to edit the original script.
SCR 28825	All Get-It applications are now HIPAA compliant regarding password and password expiration management.
SCR 28990	Once logged in, you now have the ability to change the display language through the Portal. The <code>get.it.language</code> capability word, added for portalDB, is provided by default.
SCR 29121	The SCAdapter and ACAdapter can sort on multiple fields. The ACAdapter allows mixing ascending (ASC) and descending (DESC) orders. However, the SCAdapter requires all orders to be the same direction.
SCR 29346	Contents of parent message are no longer propagated to child when creating a new child if an id element is present.
SCR 29347	The display of fields defined as percent are now handled correctly for the AC adapter.
SCR 29381	Peregrine Portal configuration can now be inherited in a fashion similar to personalization inheritance. See the Get-Resources Administration Guide for details.
SCR 29395	The SCAdapter now allows LIKE query clauses with wildcard characters in the expression; for example, "LIKE %Micro%".
SCR 29623	There are now personalizable values available for specifying ranges for both dates and spinner widgets. These are visible in screen shots for personalization forms for these types of widgets. You can also use entries in the schema for this range specification.
SCR 29778	The Require Integrated Windows Authentication option works correctly.

SCR	Description
SCR 29783	There are now fields for specifying pop-up window sizes through personalization. These values are specified in pixels.
SCR 29947	Array formatting is now only done for memo types.
SCR 30154	Get-Resources is now compatible with Redhat Enterprise Linux ES 3.0.
SCR 30185	The timezone name no longer produces a missing timezone message.
SCR 30284	It is no longer necessary to create an item before adding to a collection.
SCR 30339	Values just changed are no longer lost when drilling into or adding items to a collection.
SCR 30629	The new <code>getit.personalization.bva</code> role provides the ability to customize the My Business Website menus.
SCR 30749	A collection will show as a link for opening a new form instead of as a list of rows in a table on the current form if the Max row count for the collection is personalized to 0. You can also specify this in the schema by defining a <code>maxrowcount</code> attribute on the collection element.
SCR 30992	You can now order the application tabs and the navigation menu items by specifying the associated module names for the items in the order desired. These settings are visible on the Themes tab.
SCR 31938	Read-only timefields now show time using the proper locale settings.
SCR 31978	The SCAdapter now properly re-authenticates after a connection failure.
SCR 32066	The OAA date-time widget works correctly for all values.
SCR 32125	OAA no longer attempts to open the META-INF directory as a manifest file.
SCR 32198	Fields specified in the schema with a type of URL now display correctly as links on forms.
SCR 32350	Decimal values from AssetCenter are now trimmed to 5 significant digits when displaying the decimal portion.
SCR 32402	You can now download the <code>local.xml</code> file from the Administration page.
SCR 32528	In Get-Resources with AssetCenter version 4.1.x or 4.2.x, the application server no longer crashes when saving or submitting a purchase order.
SCR 32724	Pre-authenticated users now correctly get their capabilities from AssetCenter.
SCR 32836	When executing the OAADeploy utility, the <code>-logFile</code> and <code>-logToStdOut</code> command line parameters support outputting to a log file and to stdout, respectively. Logging to standard out is the default. The log file is always appended to prevent overwriting previous information. Each new log session begins with a date and time.
SCR 33001	After you save the settings for a component on the Admin page, you stay on the settings page for that component and do not return to the Control Panel.
SCR 33134	The new portalDB <code>getit.timezone</code> capability word controls access to the Portal's time zone component.

SCR	Description
SCR 33259	<p>The NOT LIKE operator is supported for the ServiceCenter back-end. The format of the messages is in the following test script:</p> <pre>function test(msg) { var msgQry = new Message("xcategories"); var paren = new Message("_paren"); paren.add("Name", "cat").setAttribute("operator", "like"); paren.setAttribute("_paren", "operator", "not"); msgQry.add(paren); var result = archway.sendDocQuery("sc", "xcategories", msgQry); return result; }</pre>
SCR 33415	Specifying an accessible title in the schema is now supported. See the Administration Guide for details.
SCR 33484	The monetary value input widget is now formatting the values correctly when the users log in with French, German or Italian.
SCR 33556	The enableBrowserCaching option available using the Admin settings works correctly. If you previously set this to false to enable caching, you can now set it true (the default state).
SCR 33718	Subtype propagation with a type of path now works without error when the path contains a slash (/).
SCR 33894	Subtype is no longer lost when returning to a parent from a subdocument.
SCR 33917	Column sorting no longer triggers validation, so the blank form previously seen when a required field was not filled in is avoided.
SCR 33992	A new Submit button animation on the parent form when returning from a submitted pop-up prevents loss of data changes made in the pop-up.
SCR 34345	The new <code>getTitle</code> layout capability word permits personalization of the portal.

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 tables contain known issues about Get-Resources 4.2, OAA, and the installation. To search the KnowledgeBase for known issues, type the Known Issue Document ID as the search criteria.

Get-Resources known issues

The following table describes Get-Resources 4.2 known issues.

SCR	Known issue	Workaround
SCR 33255	When creating a New Employee HR Request in ServiceCenter, some required fields are either not accessible in Get-Resources, not available by default personalization, or not required.	To create a new employee, click the End User lookup, then the New button. Use personalization to add the following fields to the screen: Employee ID Title Contact Name Start Date Company ID Department ID Supervisor ID
SCR 33257	With ServiceCenter as the back-end, the current location and new location fields are not saved when submitting an Employee Move request.	To create a new employee: 1 Add the New Employee Setup. 2 Click End User lookup. 3 Click New and enter the details of the new employee. 4 Click Submit New. 5 Continue with the rest of the request.
SCR 34028	A ServiceCenter file that is exposed to Get-Resources and mapped to the P4 database engine cannot be sorted in descending order on its primary key, when there are more than 20 items in the list.	None. If ocmq is mapped to P4, you will not be able to sort the request list in descending order of Request Number.
SCR 34066	The Approval list shows a different price than the Request detail if you are using AssetCenter 3.6 as the back-end.	It does not occur with AssetCenter 4.x.

SCR	Known issue	Workaround
SCR 34069	The price of a PO changes after submitting or saving the PO.	AssetCenter applies the supplier discount when a PO is actually created, which sometimes lowers the price of the item after the request is created and approved.
SCR 34469	If you have both Get-Resources and Get-Services, when you reject a request from Get-Resources, you receive an ECMA script error.	This only occurs to users who have <code>getit.itemanager</code> or <code>getit.itemployee</code> rights. Do not assign Get-Resources requesters with these rights.
SCR 34473	The Signature required check box defaults in AssetCenter to true even though it defaults to false in Get-Resources.	To change the default behavior of the signature required field so that the behavior in AssetCenter matches the behavior in Get-Resources: <ol style="list-style-type: none"> 1 Log in to AssetCenter. 2 Go to Administration > Features. 3 Click Signature required. 4 Click the Parameters tab. 5 Click <code>amRequest</code>. 6 Click the Default value tab. 7 Change <code>RetVal = 1</code> to <code>RetVal = 0</code>. 8 Click Modify.
SCR 34477	A ServiceCenter unload does not apply the correct field name.	If ServiceCenter 5.1 is the back-end for Get-Resources, after running the unloads, a ServiceCenter administrator must edit the <code>rm1.open.access</code> database process. On the RAD tab of the Process Definition, in the Expressions evaluated before RAD call field, change <code>quantity.balance</code> to <code>quantity</code> .
SCR 34499	With the default data, <code>getit.requester</code> does not have rights to the <code>amDocument</code> table in AssetCenter, which is required for attachment capability.	To assign access rights to <code>getit.requester</code> : <ol style="list-style-type: none"> 1 Log in to AssetCenter. 2 Go to Administration > User Rights. 3 Click on <code>getit.requester</code>. 4 Click on the Rights tab. 5 Find Documents (amDocument) and click on it. 6 Select the check boxes in Fields, Links and Features and Records in Table, and click on Modify.

SCR	Known issue	Workaround
SCR 34503	Get-Resources sessions cannot be persisted through failovers.	This only occurs when the user has gone through the Service Desk/Get-Services/Create Tickets activity, the Incident Management/Create Incidents activity, the Service Management/Create Calls activity, the Change Requests/New Change Request activity, or a Request details screen. In the event of a failover in these instances, the user must re-login to the system. Any work in progress not yet submitted will be lost.
SCR 34738	When creating a request for a Shopping List item, if you select the configure button and increase the quantity, upon submitting or saving the request, the quantity reverts to 1.	Make the quantity field read-only on the configuration screen. Add the Shopping List item to the request and increase the quantity of the items on the Request Summary. Note: Making the quantity read-only for the Shopping List configuration screen makes it also read-only for the Employee Bundle configuration screen.
SCR 34739	When using a request as a template, if the original request was for a shopping list item and the requested item has a composition, the composition will not be preserved in the new request.	See Document ID SB7-C0W-N0CZ in the KnowledgeBase.

OAA known issues

The following table describes OAA known issues related to Get-Resources.

SCR	Known issue	Workaround
SCR 28264	Error messages on date input validation are not specific enough to be helpful.	Verify that all date/time information is entered.
SCR 29088	Field lengths are not detected and enforced for text fields; therefore, values may be truncated.	None.
SCR 29153	Resetting the server from the Home Page by adding the Control Panel portal component to the Home page causes the portal to open in the main frame. You see top and side menus twice.	Close the browser, then open a new browser.

SCR	Known issue	Workaround
SCR 29675	If an alternate logout page is specified for the Logout URL setting in the Administration page under the Common tab, that logout page does not display if the user's session times out.	None.
SCR 30255	Users without the <code>get:it.content</code> capability word are prevented from adding or removing portal components on the Peregrine Portal home page.	Lack of the capability removes access to the activity on the left hand frame, but: <ul style="list-style-type: none"> ■ users can still close a portal component using the Close (X) icon. ■ when users click the wrench on the home page, an explicit error message informs them that they have no right to perform the operation, but at the same time they are logged out and must log back in.
SCR 30432	In My Business Website, a link cannot be added to a Submenu until after the Submenu is first created.	In My Business Website, you must create and submit a submenu before adding items to it.
SCR 33344	When logging into the Administration page, if the first attempt with one username fails and then the second attempt with another username succeeds, the username of the first attempt will be displayed as the current user logged in.	None.
SCR 33502	Logging the contents of a message with <code>Message.getContent()</code> to the archway log produces the error message <code>Unable to parse contents</code> if it contains any invalid XML characters.	This appears in the archway .log and happens only when you activate debug logging. A safeguard has been implemented that removes any illegal XML chars from the HTTP request stream.
SCR 34462	If there is more than one Document List portal component on the page, clicking the More (>) symbol on the portal to show additional items displays a blank page.	If there is more than one Document List portal component on the page, remove the need to display More (>) by setting the Maximum Row count for each list to be as large as necessary to display every item in the list.
SCR 34578	The label element in links and tables is not 508 compliant.	Accessible users must set their browsers to read the link text rather than the label.
SCR 34621	When a record is saved with an attachment whose file name contains an ampersand (&) character, viewing that record later produces the following error message: <code>The entity name must immediately follow the '&' in the entity reference.</code>	Do not use the ampersand character as part of a file name when attaching files to a record.

Installation known issues

The following table describes installation known issues related to Get-Resources.

Known issue	Workaround
WebLogic 6.1 SP4 does not know which version of ServiceCenter is being used in Get-Resources. [SCR 31913]	You must add the path to the version of ServiceCenter to the startWeblogic.sh script for AIX.
Availability of instructions for changing an application server's memory settings.	Refer to your particular application server's documentation for these instructions.
The memory size variable setting (or amount of java heap memory) must be at least 256 MB, but 512 MB is recommended.	Use the following settings: -Xms256M -Xmx512M
Exceeding the amount of available RAM causes the JVM processes to swap to disk, reducing overall performance.	Make sure that the setting for maximum heap size is less than the free RAM available to the application server(s).

Documentation

Peregrine Systems supplies electronic versions of all documents on the Customer Support Web site.

Peregrine Systems also provides electronic versions of related documents in your installation package.

Related Documentation

The complete set of books for Get-Resources 4.2 includes:

- Get-Resources Installation Guide
- Get-Resources Administration Guide

These documents are available on the installation CD in the ...\\documentation directory.

Language support

The language packs, available in French, Italian, and German, will be available 90 days after the release of Get-Resources 4.2.

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>.

